

# Homeowner Services Manual

U P D A T E D November 16, 2023



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BAESSLER  
H O M E S

# Baessler Homes Warranty

## One-Year Workmanship Warranty

During the first year of ownership, your home warranty covers any faulty workmanship and defective materials due to non-compliance with building industry standards as outlined in this Service Manual.

The period of ownership commences on the date of closing, unless otherwise specified by Baessler Homes.

*All cosmetic damages not documented prior to closing are not covered by the Baessler Homes Warranty.*

**\*\*Service Manual is subject to change at any time without notice. Baessler Homes 1 year builder warranty is non-transferable\*\***

# Emergencies

Emergency service covers any of the following situations:

- 1.1 Total loss of heat.
- 1.2 Total loss of electricity.
- 1.3 Plumbing leak that requires the entire water supply to be shut off, (if this occurs, turn off water).
- 1.4 Sewage back up not from clogged toilet

If an emergency occurs after hours, please contact the appropriate trade on the sticker under your kitchen sink, leave a message if prompted, please allow 1 hour for them to return your call. **If you haven't heard back within 1 hour, please call our Homeowner Services Department at (970) 702-2054 for assistance.** Please leave a voice message if prompted and someone will call you back within 2 hours if it is an emergency based on the above criteria. For emergencies during business hours, please call the above number to report the incident and please also email [HOS@baesslerhomes.com](mailto:HOS@baesslerhomes.com) as that is checked regularly throughout the day.

**BAESSLER HOMES WILL NOT BE RESPONSIBLE FOR ANY BILLS SENT TO THE HOMEOWNER FOR A NON-EMERGENCY ISSUE. PLEASE SUBMIT ALL NON-EMERGENCY CONCERNS IN WRITING TO THE HOMEOWNER SERVICES DEPARTMENT:**

**Email**            [HOS@Baesslerhomes.com](mailto:HOS@Baesslerhomes.com)

**Phone**            970-702-2054

# Baessler Homes Warranty Process

## Homebuyer Final Walk

At the Final Walk, a Baessler Representative schedules the Home Performance Review (HPR) with Homeowner to occur approximately 2 weeks after closing (Monday through Friday, 8 am to 4:00 pm).

## Home Performance Review

Baessler Homes Representative and Homeowner review and assess items on the list of concerns (HPR Forms in the Homeowner Binder).

- a. CM/ACM first confirms and documents current Homeowner contact information (For contact information changes, Homeowner is responsible to send an email to [HOS@BaesslerHomes.com](mailto:HOS@BaesslerHomes.com) with updates)
- b. Warrantable Items: Takes photos to document. Reviews and prepares a plan to repair warrantable items.
- c. Non-warrantable items: Discusses and agrees upon during Home Performance Review (reference HOS Manual).
- d. Questionable Items: Refer to HOS Manual for clarification. As necessary, will review with Homeowner Services Manager and email to follow up for documentation within 5 business days.
- e. Homeowner and Baessler Representative both sign Home Performance Review Forms(s). *\*Remember if it is not in writing it may not be honored\**
- f. Schedule Service Workday during Home Performance Review. All necessary Trade Partners are scheduled for same day, when possible, to reduce the level of inconvenience to the Homeowner, approximately 2 weeks out.

## Scheduled Service Workday

- g. Prior to the Service Workday you will receive an email outlining the trades we are expecting and the work to be completed.
- h. Trade partner(s) come during the timeframe chosen by the homeowner, Monday – Friday, 8 -12 or 12-4, please note that depending on the work to be completed, the trade may only need the last 15 minutes of that time frame, but you will need to be available the whole time.
- i. Homeowner will be asked to inspect the work done to make sure they are satisfied and then to signoff each Service Order.
- j. Homeowner sign-off of each service order indicates their satisfaction and approval.
- k. Service Workday is complete.

## After the Home Performance Review

1. Any other non-emergency items that come up, email with photos to [HOS@baesslerhomes.com](mailto:HOS@baesslerhomes.com) and we will find the best time for you, the HOS Technician and trade partners to address these issues.
2. Homeowner receives final email from Homeowner Services to confirm conclusion of warranty program (1 year after closing).
3. *Any additions or subtractions to any systems, interior, exterior, foundation will result in voiding the warranty. We recommend that you thoroughly read all appliance manuals (water heater and HVAC, also) before attempting any upgrades or changes.*

THIS SERVICE MANUAL IS SUBJECT TO CHANGE AT ANY TIME WITHOUT NOTICE AND THIS WARRANTY IS NON-TRANSFERABLE.

## Important Notes

- Homeowner will provide access to their home during normal working hours of 8:00 AM to 4:30 PM, Monday through Friday. Failure to provide access to the home during normal business hours may void the applicable Service Items. In the event that a Homeowner is not able to be home during a SWD, you may select a representative of at least 18 years of age to be on-site during the SWD in your absence. In this case, the Homeowner accepts their representative's signature as an acceptance of their own satisfaction of work completed.
- Baessler Homes is not responsible for any incidental or supporting costs to complete warrantable repairs during the warranty program. Therefore, there will be no reimbursements to Homeowners for Hotel costs, moving furniture costs, storage costs, etc. Any items such as these necessary to complete warrantable repairs are the sole responsibility of the Homeowner.

*If the Homeowner fails to be present at a scheduled Service Workday and time (minimum of 48-hour notice required to cancel), the Homeowner voids all service order requests from the corresponding Home Performance Review.*

*HPR's and SWD's may only be cancelled and rescheduled once. Further cancellations waive any corresponding warranty work.*

*Any exterior repairs may be completed without notice where the Homeowner does not need to be present. The on-site Baessler Homes or Trade Partner representative will knock on the front door to notify the Homeowner, if available, prior to performing the repairs.*

## Obtaining Warranty Service

For reasons of accuracy and to comply with the terms of your warranty, all items for which you request service MUST be reported in writing.

When submitting items, follow the steps below:

1. Refer to this HOS Manual for each item in question (HOS Manual is primary resource):
  - a. Is the requested item covered by this warranty?
  - b. Does it fall within the performance standards?
  - c. Who is responsible for this item and what is the acceptable correction?
2. All requests for service need to be submitted in writing (e-mail)
3. all email requests must have full address in subject line:

**Email**      HOS@Baesslerhomes.com

**Phone**      970-702-2054

Include your name, address, and phone number to help us serve you better. Give a *complete* description of the issue (i.e. "leaky sink" should be "sink in master bedroom leaking under the vanity"). Feel free to include photos of items. All non-emergency items will be documented only, and we will find the best time for you, the HOS Technician and trade partners to address these issues before your 1 year is up.

## All Warranty Requests Must Be Received Within One Year After Closing.

*The one-year warranty period expires on the anniversary date of your closing. During the one-year warranty period, materials left on site from construction (i.e. paint, caulk, etc.) are to be made available for Baessler Homes to use during any warranty repair.*

*Note that all communication to Homeowner Services and from Homeowner Services will only be with the legal owner of a particular property.*

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# Homeowner Maintenance Responsibilities

1. All cosmetic damages (including minor paint and drywall touch ups) not documented prior to closing.
2. Grout maintenance; tile and grout sealing.
3. Caulking- Inside and Outside of the house:  
Around doors and windows.  
Around sinks, toilets; shower enclosures and valves; tub and shower to flooring unions.  
Tile backsplash to countertop unions.  
Minor cracking where drywall meets drywall (unless cracking exceeds 1/8").  
Cracks in concrete flatwork, and in exterior flatwork control joints. Concrete flatwork to building unions. Use a concrete caulking.  
Soffit to fascia unions.
4. Adjustments in exterior door thresholds.
5. Interior and exterior door adjustments and hardware, could be seasonally.
6. Clean out sliding window and door tracks as needed.
7. Remove garden hoses from connections and winterize sprinkler system before temperatures get below freezing. Hose bibs bursting are not covered under warranty.
8. Garage heater (if applicable): keep set to 40 degrees or higher in winter months.
9. Maintain grade and drainage on property, this includes adding any erosion prevention measures for slopes. Consult site plan for any landscaping changes. All drainage and grades are certified, **no drainage, grade or erosion issues are covered under warranty after closing.**
10. Sprinkler timer scheduling, sprinkler head maintenance/replacement after closing or sprinkler leaks after 30 days of closing.



This booklet is your Warranty and Homeowner Maintenance Guide. It contains an alphabetical listing of items in your brand new Baessler Home. The booklet will breakdown the important information regarding care and maintenance for different features in your home. It also includes a safety checklist and recommended seasonal maintenance checklists, so pay attention to these and mark your calendars accordingly. At any time, should you have a question or concern, please feel free to contact your **Homeowner Services Team** via email at [HOS@BaesslerHomes.com](mailto:HOS@BaesslerHomes.com)

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

## Baessler Homes Limited Warranty Guidelines

# Appliances

## Cosmetic Blemishes or Damage

Cosmetic blemishes or damage to appliances is not covered under warranty after closing. All warrantable damages must be noted on the Orientation or Final Walk lists. Baessler Homes will do its best to inspect the appliances for these types of items, but it is the homebuyer's responsibility to thoroughly inspect the appliances prior to closing.

## Appliance Problems

If you have an appliance problem, please call Specialty Appliance at +1 (970) 223-2098 and they can help you get a repair scheduled.

The appliances are warranted directly by the manufacturer and its distributors, and must follow the manufacturer prescribed service program, which is not directly controlled by Baessler Homes.

It is highly recommended to read through the owner's manuals for all products and send in the warranty cards. The manuals provide proper use & care information along with troubleshooting suggestions before calling service.

*\*Note: Please be sure to fill out and send in your owner's warranty cards and make sure to read and follow the manufacturer's literature.*

## Baessler Homes Limited Warranty Guidelines

We confirm that all appliance surfaces are in acceptable condition during your New Home Orientation. The appliance manufacturers warrant their products directly to you according to the terms and conditions of these written warranties.

# Attic Access

## Homeowner Use and Maintenance Guidelines

**The attic space is neither designed nor intended for storage.** We provide access to this area for maintenance of mechanical equipment that may traverse the attic space and insulation. When you perform needed tasks in the attic, use caution and avoid stepping off wood members onto the drywall. This can result in personal injury and/or damage to the ceiling below. Your limited warranty does not cover such injury or damage.

If you open your attic access, be sure to seal it shut when you are done. Also, be sure to fluff up any insulation you disturbed. Baessler Homes is not responsible for variations in R-Value of the attic insulation caused by the

Homeowner or any other company disturbing the insulation. Your attic will be ventilated as required by applicable building codes.

# Brick/Stone

## Homeowner Use and Maintenance Guidelines

Brick or Stone is one of the most durable and lowest maintenance finishes for a home's exterior. Should you have brick or stone on the exterior of your new home, a record of your brick color is included in your Selection Sheets.

## Cracks

Cracks are not uncommon in the masonry. These can be repaired with mortar as needed.

## Efflorescence

The white, powdery substance that sometimes accumulates on brick, stone or pre-cast concrete surfaces is called efflorescence. This is a natural phenomenon and cannot be prevented, and therefore not warrantable. Efflorescence is a natural occurring leaching of salts and minerals that occur in cementitious materials and may return after cleaning.

In some cases, you can remove it by scrubbing with a stiff nylon brush and vinegar. Metal type brushes are not recommended for any brick, stone, or pre-cast surface, as it may damage the surface/material beyond the efflorescence residue. Consult your hardware store for commercial product to remove efflorescence.



## Tuck-Pointing

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

## Weep Holes

You may notice small holes or strings in the mortar along



the lower row of bricks. These holes or strings allow moisture that has accumulated behind the brick to escape. Do not fill or cover these weep holes or cut the strings.

## Baessler Homes Limited Warranty Guidelines

We check the brickwork during the New Home Orientation to confirm correct installation of designated materials.

# Cabinets

## Homeowner Use and Maintenance Guidelines

Your Selection Sheets are your record of the style and color of cabinets in your home. Your selection may include wood or melamine products. For wood, expect differences in grain and color between and within the cabinet components, due to natural variations in wood and the way it takes stain. These variations should be expected and are the characteristics and beauty of natural wood. Natural wood also has mineral marks. These often look like black marks in the wood. Replacement will not be made due to either variations or mineral marks.

### Alignment

Doors, drawer fronts, and handles should be level and even. Adjustments of cabinet doors are common and are a Homeowner maintenance issue.

See the cabinet information that came in your blue binder for adjustments.

### Cleaning

For melamine cleaning use a soft cotton cloth dampened with warm water. For a more thorough cleaning use dishwashing liquid with warm water or a mild all-purpose cleaner that doesn't contain ammonia or silicone.

For wood, products such as lemon oil or polishes that include scratch cover are suggested. Follow container directions. Use such products a maximum of once every 3 to 6 months to avoid excessive build-up. Avoid paraffin-based spray waxes and washing cabinets with water, as both will damage the luster of the finish.

### Hinges

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

### Moisture

Damage to cabinet surfaces and warping can result from operating appliances that generate large

amounts of moisture and/or heat (such as a cooking pot) too near the cabinet. When operating such appliances, place them in a location that is not directly under a cabinet.

## Operation

Cabinets should operate properly under normal use. Do not slam, kick shut, open too far or allow children to hang from your cabinet drawers.

## Painted Cabinets

Painted finishes on cabinets are not intended to bridge gaps or joints in the wood material. Joints, seams, and miters will begin to show through the paint from normal use and expansion and contraction of the materials. This is not warrantable and inherent with the materials.

## Panel Shrinkage/Splitting

Door panels are not glued in place but are allowed to expand and contract with the rest of the door. When this happens, raw wood edges may appear. Touching up the paint or stain on unfinished exposed areas is a Homeowner responsibility and is not warranted. Some splitting of door panels is normal and should be expected. If a door panel splits, Baessler Homes will fill the split and match the paint or stain as closely as possible, during the warranty period. Color variations are to be expected for which Baessler Homes is not responsible.

## Separations

Some separation is normal and to be expected. We will correct gaps between cabinets and the ceiling or cabinets and the walls by caulking or other means, if the gap exceeds 1/4" (locations behind appliances are exempted from this repair).

## Warping

If doors or drawer fronts warp in excess of 1/4" within 24", when measured diagonally, we will correct this by adjustment or replacement. If there is a replacement, Baessler Homes will match grain and stain as closely as possible, but color variations are to be expected and are not the responsibility of the Builder.

## Wood Grain

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

## Baessler Homes Limited Warranty Guidelines

During the New Home Orientation, we will confirm that all cabinet parts are installed, operate properly, and that

their surfaces are in acceptable condition.



## Carbon Monoxide Detectors

### Homeowner Use and Maintenance Guidelines

Your home is equipped with carbon monoxide detectors. Read the manufacturer's manual for detailed information on the care of your carbon monoxide detectors. Keep detectors clean and test them weekly. The unit will only indicate the presence of carbon monoxide gas at the sensor. Carbon monoxide gas may be present in other areas.



When the battery back-up becomes weak, the detector will "chirp" as a warning. Replace the battery immediately to continue your protection. This detector must have AC or battery power to operate. If AC power fails and the battery is dead or missing, the detector cannot operate. Baessler Homes recommends changing the batteries twice annually.

### Baessler Homes Limited Warranty Guidelines

Baessler Homes does not represent that the carbon monoxide detectors will provide the protection for which they are installed or intended. Baessler Homes

has installed the carbon monoxide detectors in locations approved by the local building codes. Baessler Homes shall not be obligated to pay for any carbon monoxide investigation or service call.

## Caulking

### Homeowner Use and Maintenance Guidelines

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

Areas to maintain include:

**Interior** — Around sinks, bathtubs, countertop joints, backsplashes, showers, and toilets.

**Exterior** — Around windows, doors, any exterior penetrations through siding, and at brick/ stone siding connections. On stucco homes, cracking that appears in the exterior stucco finish coat.

### Paintable Silicone

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

### Silicone Caulk

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

### Baessler Homes Limited Warranty Guidelines

During the New Home Orientation, we confirm that appropriate areas are adequately caulked. Caulking is considered a Homeowner maintenance item and is not warrantable.

## Ceramic Tile

### Homeowner Use and Maintenance Guidelines

Your Selection Sheets provide the style and color of your ceramic tile.

Hairline cracks in tile and grout are not uncommon. Some slight imperfections in the materials and workmanship are expected. Cracks appearing in the

grouting of the tiles at joints or junctions with other materials are common due to normal shrinking conditions. Baessler Homes will repair cracks that are due to poor workmanship, or defective materials, within the first year warranty period.

We will do our best to match the grout but expect the new grout to vary from the original. Grout color match is not a warranted item.

Limited extra pieces of tile and grout are left for you, when available. Save these; in the event of a repair, this will help with the match. These are typically remaining materials in partial boxes or bags. We do not provide full cases.

## Cleaning

Waxes will make cleaning difficult, and some liquid cleaners contain harmful acids that etch the tile and eat into the grout.

If ceramic tile is installed on walls or countertops in your home, it may be washed with any nonabrasive soap, detergent, or tile cleaner. Abrasive cleaners will dull the finish.

## Grout Discoloration

Grout that becomes yellowed or stained can be cleaned with a fiber brush, cleanser, and water. Grout cleansers and whiteners are available at most hardware stores.

## Sealing Grout

Sealing grout is the Homeowner's responsibility. To avoid sealing in dirt, clean the grout before the sealing process. Once grout has been sealed, ongoing maintenance of that seal is necessary, (and the limited warranty coverage becomes void). If grout is not sealed, it will allow moisture to pass through, due to its porous nature.

## Separations

Expect slight separations to occur in the grout between tiles. *This grout is for decorative purposes only; it does not hold the tile in place.* Using either the grout left at your home or premixed grout purchased from flooring or hardware stores can fill cracks in the grout. Follow package directions. Grout silicone or sanded grout caulking is found in the flooring sections of most hardware stores.

Tile around bathtubs or countertops may appear to be pulling up after a time. This is caused by normal shrinkage of grout or caulk and shrinkage of wood members as they dry out.

If this occurs, the best remedy is to purchase tub caulk or premixed grout from a hardware store. Follow directions on the container. Repair these cracks

immediately to protect the underlying surface from water damage. Baessler Homes is not responsible for damage caused by not maintaining caulk and/or grout.

Part of Homeowner maintenance is to routinely maintain the caulking on your ceramic tile. This is typically found in corners where tile meets tile, or tile meets another material.

## Baessler Homes Limited Warranty Guidelines

During the New Home Orientation, we confirm that tile and grout areas are in acceptable condition. We will only repair or replace cracked, chipped, or loose tiles noted at that time.

Baessler Homes is not responsible for variations in color or discontinued patterns. New grout or caulking may vary in color from the original.

# Concrete Flatwork

## Homeowner Use and Maintenance Guidelines

By maintaining good drainage, you protect your home's foundation and the concrete flatwork: porch, patio, driveway, garage floor, and sidewalks.

## Color

Concrete slabs vary in color. Baessler Homes provides no correction for this condition. Concrete is a porous material and is exposed to the elements in several areas. Care must be taken to avoid spills of staining materials such as stains, paints, or oils and grease. These types of spills are not warrantable. In addition, fertilizers, irrigation water, and some pest control chemicals contain minerals that can stain concrete. Take care to avoid exposing your exterior concrete surfaces to these materials. The sun will also tend to bleach concrete over time. The materials that constitute the concrete, such as cement, aggregate, and

sand, are natural materials and therefore the bleaching process can be spotty or blotchy. This is a natural characteristic of the concrete. You may notice blanket marks on your concrete, those are considered normal and will not be corrected.

## Cracks

CRACKS ARE EXPECTED! A concrete slab shrinks as it cures. Some of this shrinkage shows up as cracks. Cracking of concrete flatwork also results from temperature changes that cause expansion and contraction. As cracks occur, seal them with a waterproof concrete caulk (available at hardware or home improvement stores) to prevent moisture from penetrating to the soil beneath. Shrinkage cracks are normal in concrete walls, floors and slabs. Concrete slab crack maintenance is the Homeowner's responsibility and is not covered in warranty.

## Depressions

If a depression or unevenness in habitable concrete flooring exceeds 1/2" on a 4' level, it will be corrected. The Builder will correct the problem to meet the performance standard by filling with a latex or equivalent filler or by grinding.

The finished repair will be feathered in. Color variation of concrete or filler is to be expected, for which the Builder will not be responsible.

## Expansion Control & Joints

We install expansion joints to help control expansion and saw cut control joints to attempt to control where the cracks occur. Cracks will not always follow the expansion or control joints. Cracks outside of these areas are not unexpected and the location of a crack is not warrantable. When this occurs, fill the crack with a waterproof concrete caulk, which can be purchased at most hardware stores.

## Heavy Vehicles

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

## Heaving/Settling

Heaving or settling exterior concrete slabs is vertical or horizontal movement of concrete slabs. Concrete slabs are floating and not all are supported by a frost footing. This is non-warrantable by the Builder.

## Level floors

Concrete floors in the habitable areas of the home will be level to within 1/2" within 4ft measurement except for an area specifically designed to slope toward a floor drain.

## Spalling (Surface Chips)

Causes of spalling include repeated hosing of concrete for cleaning, animal urine, radiator overflow, fertilizer, un-cleared snow and ice, ice-melting agents, and road salts from vehicles. Repair of spalling is a Homeowner maintenance task. This condition is non-warrantable and will not be corrected by Baessler Homes.

## Baessler Homes Limited Warranty Guidelines

Concrete slabs, such as driveways, patios, and walkways, are floating – they are not attached to the home's foundation walls. Because these slabs are not a

structural (load bearing) element of the home, they are excluded from coverage under the 1-year workmanship warranty.

# Condensation/Moisture

## Homeowner Use and Maintenance Guidelines

When warm, moist air meets cooler surfaces, the moisture condenses. Outside we see this as dew; inside you may see it as a layer of moisture or even frost/ice on glass windows & door panes, as well as frames. This condensation comes from high humidity within the home combined with low outside temperatures and inadequate ventilation. Family lifestyle significantly influences two out of three of these conditions.

**Condensation is seldom the fault of the windows or doors.**

Moderate settings in winter can maintain desired comfort levels without contributing too much moisture to your home. You may need to experiment to find the correct level for your family's lifestyle.

## New Construction

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

The problem of condensation is often more noticeable in today's energy-tight homes. The warm moist air cannot escape as readily, so it heads for the coolest spot in the house. Despite today's major advances in energy efficiency, the coolest spots in the winter are usually the windows.

## Normal Activities

As you live in your home, your daily lifestyle also contributes to the moisture in the air. Cooking, laundry, baths and showers, aquariums, plants, and so on all add water to the air in your home. Likewise, your daily routine can mitigate the amount of moisture in your home and reduce condensation on interior surfaces.

## Temperature

Avoid setting your thermostat at extreme temperatures. Heating your home will cause the materials to dry out faster, generating more moisture into the air. Drying the materials out too fast also increases shrinkage cracks and separations. Here are some other ways to reduce and control household

humidity:

- Ventilate regularly. Opening windows to allow fresh air into your home is highly recommended. Or if you have an Air-to-Air Exchanger, run it on the proper settings.
- Run exhaust fans in bathrooms while you are using them and for at least a half hour after use of the space. In the very hot summer months, run your bathroom fans during and after showers and baths for longer periods, to get the condensed moisture out of the ductwork.
- Run vent fans in microwaves and hoods while you cook, especially if you are boiling or steaming food.
- When possible, leave blinds drapes and/or curtains open to allow conditioned air to get to the windows.
- Do not cover hot or cold air registers.
- Keep weep holes in windows and patio doors open to allow moisture to escape.

## Ventilation

Develop the habit of using exhaust fans in bathrooms and over the stove. When weather conditions permit, open windows so fresh air can circulate through your home. Keep the dryer exhaust hose clean and securely connected.

Your home may have a continuously running fan, this has been installed to meet code for your house. \*Note: condensation can be created in vent pipes causing drips from the fans, this is not covered under warranty.

## Helpful Guidelines to Follow:

- Clean up wet or damp areas as soon as possible.
- If you see condensation or moisture collecting on windows, walls, or pipes, quickly dry the wet surface, and try to reduce the water source.
- Run the bath fan or open a window while bathing or showering and for at least 30 minutes after. One hour in extremely cold weather.
- Use exhaust fans or open windows when cooking, dishwashing or doing laundry, etc.
- Keep blinds and curtains open or up during the day to prevent mold from growing behind them.

## Tips to Avoid Window Condensation

Regulate the indoor humidity level by reducing the amount of moisture generated. Run your exhaust fan when showering and use the fan in the kitchen to

help to reduce moisture as it is generated. Increase ventilation by running your A/C fan and/or open windows a crack to provide airflow. Operate A/C in Cooling mode.



## Baessler Homes Limited Warranty Guidelines

Condensation results from weather conditions and/or a family's lifestyle habits. Baessler Homes has no control over these factors. The limited warranty coverage excludes condensation.

## Countertops

GRANITE / QUARTZ

### Homeowner Use and Maintenance Guidelines

There are few materials harder than stone, which is both heat and scratch resistant. Even with its exceptional scratch resistance, do not cut on surface. Cutting directly on stone will dull your knife and being a natural product, it is composed of various minerals that can still scratch under certain conditions.

It is recommended to use a trivet or hot pad to protect the surface.

**Granite is a natural product that can have pits and fissures which are natural surface variations. There is a chance that they will vary from any samples you were shown.**

Quartz counters are manmade stone products that are composed of 93% crushed quartzite and 7% resin. Quartz is nearly 100% impervious making it an excellent choice for counters, however, quartz does have a lower heat tolerance than granite and is more susceptible to scratching.

As with granite, do not cut directly on the surface and always use hot pads or trivets to protect the surface from heat. High heat, even that from crock pots can crack the quartz surface.

## Cleaning

Follow manufacturer recommendations for cleaning and products to use for your countertop.

## Countertop Level

Countertops will be no more than 1/4" in 12 feet out of parallel with the floor. The Builder will make the necessary adjustments by shimming and leveling the countertop or cabinets to meet the acceptable standard.

## Scratches and Chips

Scratches on granite are not common, however, they can happen. If you notice a scratch on your granite, do not try to buff it out. First, try to clean the scratch with recommended cleaners. Many times, what appears to be a surface scratch is actually residue on the counters.

If the scratch does not come off with a simple cleaning, it is best to call a local granite specialist to remove the scratch. Because granite is a natural stone composed of various minerals, it can chip. Take extra caution when working near the edge of the counter, both on the perimeter and the sink opening. If the counter is accidentally chipped, a stone professional can fix most chips that are larger than 1/4" wide, and 1/8" deep, but are not covered under warranty.

Scratches and chips in Quartz are very difficult to repair due to the nature of the product. Take extra care with quartz surfaces.

Stains, scratches, and chips are not warrantable items.

## Sealing

Granite sealers help spills from absorbing or sticking to the surface. Like car wax, if liquid doesn't bead up, then you need to reseal. This is considered a homeowner maintenance item and not warrantable.

## Stains

Although granite is very stain resistant, some spills can leave a mark. Most stains will not evaporate if they have penetrated the surface. If a stain does not evaporate or cannot be removed by a stone cleaner, an absorbing poultice can be used. Stains are not a warrantable item. Use as instructed by the manufacturer.

Quartz surfaces are very impervious and will typically not stain, but it is best to clean up spills immediately. However, if scratches or damage to the top has occurred, stains may enter through these openings.

## LAMINATE

## Homeowner Use and Maintenance Guidelines

Use a cutting board to protect your counters when you cut or chop. Protect the counter from heat. If you cannot put your hand on it, do not put it on the counter. Do not use countertops as ironing boards. Wipe up water or liquid spills immediately to avoid wicking in miters and subsequent warping or swelling of countertop seams.

Damage caused to your countertop as a result of these conditions are non-warrantable and will not be corrected by Baessler Homes.

Minor blemishes can be expected with laminate surfaces. Under normal use, additional scratches are considered an inherent characteristic of this product and are not warrantable by Baessler Homes.

## Caulking

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

## Cleaning

Avoid abrasive cleaners that will damage the luster of the surface.

## Level

Countertops will not be more than 1/4" in 12 feet out of parallel with the floor. Baessler Homes will make necessary adjustments by shimming and leveling the countertop to meet these standards.

## Mats

Rubber drain mats can trap moisture beneath them, causing the laminated plastic to warp and blister. Dry the surface as needed.

## Baessler Homes Limited Warranty Guidelines

During your New Home Orientation, we confirm that all countertops are in acceptable condition. We will repair noticeable surface damage such as chips, cracks, and scratches noted on the New Home Orientation checklist.

Repair of surface damage noted after your closing date is one of your Homeowner maintenance responsibilities and will not be corrected by Baessler Homes. Minor blemishes can be expected and under normal use. Additional surface scratches are considered an inherent

characteristic of this product. Separation of countertops from walls, backsplash, and around sinks results from normal shrinkage of materials.

**Caulking is a Homeowner's maintenance responsibility.**

## Decks

### Homeowner Use and Maintenance Guidelines

Regular care and maintenance of wood decks are the responsibility of the Homeowner.

Wood materials are subject to expansion, contraction, cracking, twisting, etc. due to changes in temperature and humidity. Due to these changes that can occur in wood materials, Homeowner is to accept the condition of deck at Orientation Walkthrough, and be responsible for all maintenance, including staining and/or sealing of the deck after closing.

#### Deck Limitations

Decks are rated for 60lbs of Live load per square ft. This means people, small patio furniture and the like, which are considered live loads, are acceptable. There is no available formula for determining how many people this translates into.

No additional deadloads can be introduced to the structure. Large heavy tables, large planter boxes, weight equipment or spa/jacuzzi and the like are considered deadloads and can cause structural failure over time.

No penetrations through DecTec material, anchor bolts, screws etc.

No additional structures (such as pergolas, extended roofs, etc.) can be added without a structural engineer's design, proper permits, and Metro District approvals.

The Metro district should decide what is allowed on the decks as far as aesthetics, grill limitation (charcoal grills would be a bad idea) planter limitations, satellite dishes, etc.

### Baessler Homes Limited Warranty Guidelines

At the discretion of Baessler Homes, deck materials that are not within tolerance levels, or improper installation will be repaired prior to closing.

## Doors & Locks

### Homeowner Use and Maintenance Guidelines

Depending on availability and selection, the doors installed in your home may be subject to natural characteristics of wood such as shrinkage and warping

and color variation. Natural fluctuations caused by humidity, temperature changes, (showers, dishwashers, etc.) means that interior doors will occasionally require minor adjustments.

### Bi-fold Doors

Interior bi-fold doors sometimes stick or warp because of weather conditions. Apply silicone lubricant to the tracks to minimize this inconvenience. Sometimes the hardware needs readjusting. This is a Homeowner maintenance item.

### Failure to Latch

If a door will not latch because of minor settling, you can correct this by making a new opening in the jamb for the latch plate and raising or lowering the plate accordingly. Minor adjustments to the hinges can also resolve latching issues.

### Hinges

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

### Locks

Lubricate door locks with silicone, graphite, or other waterproof lubricant. Avoid oil, as it will attract dust and can gum up.

### Patio Doors

Patio sliding doors should operate smoothly. The Homeowner may need to adjust them at some point. To do so, take a Phillips screwdriver and find the wheel adjusting screw. These are located on the bottom of the sliding panel, either on the ends or on the front behind "plugs". Simply tighten or loosen the screw as needed to raise or lower the wheels, until the door operates properly. *It is also important to keep patio door tracks clean and free of debris. Patio doors are not designed to be air or water- tight.*

Inoperable patio doors not caused by Homeowner neglect or damage need to be serviced by the window manufacturer. It is the Homeowner's responsibility to contact the builder within the warranty period. The cleaning and maintenance necessary to preserve proper operation is a Homeowner responsibility.

### Shrinkage

Use putty, filler, or latex caulk to fill any minor separations that develop at mitered joints in door trim. Follow up with painting. Panels of wood doors shrink and expand in response to changes in temperature and humidity. Touching up the paint or stain on

\*\*Service Manual is subject to change at any time without notice. Baessler Homes 1 year builder warranty is non-transferable\*\*

unfinished exposed areas is a Homeowner responsibility.

## Slamming

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

## Sticking

The most common cause of a sticking door is the natural expansion of lumber caused by changes in humidity. When swelling during a damp season can cause sticking, do not plane the door unless it continues to stick after the weather changes. If the paint chips off, sand and touch up using the trim/door paint.

Before adjusting a door because of sticking, try two to these steps: first, apply either a paste wax, light coat of paraffin, or candle wax to the sticking surface; or second, tighten the screws that hold the door jamb or door frame.

If adjusting is necessary even after these measures, use sandpaper to smooth the door and paint/stain the sanded area to seal against moisture.

## Warping

To help keep doors from warping, keep doors latched as much as possible. It is also important to maintain proper humidity in your home to decrease the amount of expansion and contraction of all your wood products.

**See Condensation** for more information.

## Weather Stripping Thresholds

Weather stripping on the bottom of doors need to be routinely cleaned. Damage and negligence cause moisture to enter under the door. Replacement of weather stripping due to Homeowner negligence is a non-warrantable item.

## Wood Grain/Pressed Board Products

Readily noticeable variations in wood grain, texture and color are to be expected in all wood products. Replacements will not be made due to wood grain variations.

## Adjustments

Doors should operate smoothly, and latches should operate correctly. Because of normal settling of the home, doors may require adjustment for proper fit. Door adjustments are a Homeowner responsibility.

## Bi-fold Doors

Inoperable bifold, not caused by Homeowner damage or neglect, will be repaired. An inoperable door is one that does not move or operate. Fluctuations in fit and appearance are normal.

## Door Drags on Carpet

Baessler Homes will repair the door, so it swings freely of the originally installed carpet selection, if noted during New Home Orientation List.

## Door Hardware

Due to elements beyond Baessler Homes control, tarnished hardware cannot be warranted. Hardware adjustments are a Homeowner Responsibility after closing.

## Drafts Under Exterior Doors

Drafts under exterior doors can be corrected by adjusting the door threshold:

1. Remove the threshold plugs.
2. To move the threshold closer to the door, loosen the screws.
3. To move the threshold away from the door, tighten the screws.
4. Install the threshold plugs.

*Note: Service Doors and overhead garage doors are not guaranteed to be watertight. Some water entering the garage around either the Service Door or garage overheads doors is acceptable and to be expected, especially after a wind driven precipitation event or snow melt up against either type of door.*

## Panel Shrinkage/Splitting

Some door panels, depending on selection, are not glued in place but are allowed to expand and contract with the rest of the door. When this happens, raw wood edges may appear. Touching up the paint or stain on unfinished exposed areas is a Homeowner responsibility and not warranted. Some splitting of door panels is normal and should be expected.

If a door panel splits Baessler Homes will fill the split and match the paint or stain as closely as possible. Color variations are to be expected for which Baessler Homes is not responsible.

## Scratches, Gouges, Nicks, Scrapes, Marks, and Chips in Doors

Baessler Homes will repair any door with scratches, gouges, nicks, scrapes, or chips, if it was noted on the New Home Orientation checklist. The repairs will be made by using colored putty and varnish or paint.



Replacement of the affected door is at Baessler Homes' discretion.

Homeowners are responsible for any damage not noted on the New Home Orientation checklist.

## Warpage

All wood doors go through a period of moisture and balance during new construction. During the first season, the door will be exposed to rapid drying conditions. This may cause the door to warp temporarily. This temporary warpage is not considered a defect and in most cases the door will straighten out. Doors should not become inoperable, and warpage of the door should not exceed 1/4" measured from corner to corner diagonally. Baessler Homes will repair or replace warped doors at their discretion. If a replacement is required, Baessler Homes will match grain and paint/stain as closely as possible, but color variations are to be expected, for which Baessler Homes is not responsible.

## Baessler Homes Limited Warranty Guidelines

**During the New Home Orientation, we confirm that all doors are in acceptable condition and correctly adjusted. Baessler Homes will repair damage to doors noted on the New Home Orientation checklist. Door adjustments are a Homeowner responsibility after closing.**

## Drains

### Homeowner Use and Maintenance Guidelines

Never pour grease down your drains, keep hair and food out of the drains, and do not use any kind of lye.

Every month you should:

1. Run hot water down the drain.
2. Add 3 tablespoons of baking soda.
3. Add a little hot water and let stand for 15 minutes.
4. Flush with hot water.

**Clogged drains are not warrantable.**

*NOTE: Any drains you smell a sewer or rotten egg smell in, pour down 2-3 cups of water to rewet the P-traps. You might need to do this regularly.*

## Drywall

### Homeowner Use and Maintenance Guide

Slight cracking, nail pops, or seams may become

visible in walls and ceilings. These are caused by the shrinkage of the wood and normal deflection of rafters/trusses to which the drywall is attached.

It is recommended to wait until a few months before your 1-year warranty is up to have warrantable drywall corrections made. Please keep a running list throughout the first 9-10 months specifying the locations. Drywall Repair is a ONE TIME offer of Baessler Homes.

## Repairs

Except for the one-time first year repair service provided by Baessler Homes, care of drywall is your maintenance responsibility. Most drywall repairs can be easily made. This work is best done when you redecorate the room.

Repair hairline cracks with a coat of paint. You can repair slightly larger cracks with spackle or caulk (1/8" or less crack width is Homeowner Responsibility). To correct a nail pop, reset the nail/screw with a hammer and punch or tighten the screw with a screwdriver. Cover it with spackle, which is available at paint and hardware stores. Apply two or three thin coats. When dry, sand the surface with fine-grain sandpaper, and then paint. You can fill indentations caused by sharp objects in the same manner. For Textured walls, the repair of damage will be visible.

## Lighting Conditions

Baessler Homes does not repair minor drywall flaws that are only visible under direct lighting conditions. Direct light cascading across a wall will emphasize all minor blemishes that are normal in finished drywall assemblies. Baessler Homes reserves the right to determine if a blemish is warrantable or not.

## Wall Cracks/ Nail Pops (One Time Repair)

We suggest that you wait until your Final Home Performance Review Service Visit to repair drywall cracks or other separations due to shrinkage or settling. This will allow your home to properly settle. Cracking in corners is typical.

## One Time Warranty Repairs

One time during service, Baessler Homes will repair drywall shrinkage cracks and nail pops (in climate-controlled areas only) and will touch up the repaired area using the same paint color that was on the surface when the home was delivered. Touch-ups -will be visible and should be expected, for which the Builder is not responsible.

This maintenance touch-up does not include caulking of painted millwork. (See also: Wood Trim for more information).

"Flashing" is normal when fresh paint is used to touch up

existing areas. It will be more noticeable on long spans of walls, or walls with light shining down them. Baessler Homes will not paint whole walls or ceilings because of this condition. Repainting the entire wall or the entire room to correct this is your choice and responsibility.

You are also responsible for custom paint colors or wallpaper that has been applied after closing. Baessler homes will not reapply wallpaper or your custom paints in repaired drywall areas. It is your choice whether Baessler Homes repairs the drywall in these areas due to your custom wall finish being affected. Due to the effects of time on paint and wallpaper, as well as possible dye lot variations, touch-ups are unlikely to match the surrounding area.

## Baessler Homes Limited Warranty Guidelines

During the New Home Orientation, we confirm that drywall surfaces are in acceptable condition. This verification is done from a distance of 6 feet from the wall surface, and under normal light conditions. If Blemishes are not visible from 6 feet, or without extreme light conditions, they will not be repaired under warranty.

# Easements

## Homeowner Use and Care Guidelines

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

Easements are recorded and are usually permanent.

Utility companies, the United States Postal Service, and others have the right to install equipment. These might include streetlights, mailboxes, or junction boxes to name a few. Neither Baessler Homes nor you as the Homeowner

have the authority to prevent, interfere with, or alter these installations. Plans for the location of such items are subject to change by the various entities involved. Because they have no obligation to keep Baessler Homes informed of such changes, we are unable to predict all specific sites that will include such equipment.

In addition, these easements grant these authorities access to the areas for new installations and maintenance of their items. It should be known by the Homeowner that modifications in these areas such as landscaping, irrigation, fences, or any other structures are not required to be replaced if disturbed, and repair or replacement is at the Homeowner's expense. **Drainage easements are not to be modified in any manner.**

# Electrical System

## Homeowner Use and Maintenance Guidelines

It is important to know the location of the breaker panel; it includes a main shut-off those controls all the electrical power to the home. The main shutoff may be located in the garage or outside the home. **Know this location.**

Individual breakers control the separate circuits. Each breaker is marked to help you identify which breaker is connected to which major appliances, outlets, or other service. Should a failure occur in any part of your home, always check the breakers in the main panel box first.

## Arc Fault/GFI (Ground-Fault Interrupters) Circuits

Arc Fault/GFI circuits are required by code. These protect you by detecting faults and tripping the circuit if needed. If they do trip, follow the instructions to test the breaker as noted on the sticker on the inside door of your electrical panel.

The breaker is designed to detect arcing or sparking in the circuit and trip to reduce fire potential. However, these breakers can be highly sensitive to certain home appliances and lightning in the area, as well as outside influences such as high frequency radio waves. These "nuisance" trips can be caused by many variables and may be defective appliances or appliances that are not GFI/ARC rated that cause "noise" in the wiring causing the AFCI breakers to think there is an issue and trip, or overload/overcurrent situations.

Manufacturers of these breakers, as well as Baessler Homes are required to follow regulations and install these protective devices. Due to the highly variable nature of the cause of nuisance trips, they can be difficult to pinpoint. Even large appliance circuits such as refrigerators are required to have AFCI protection. With the number of manufacturers, it is very difficult for breaker manufacturers to predict all the variables in manufacturing processes and new technologies, which alone can be the source of nuisance trips.

You can test the circuit following the manufacturer instructions in the panel, and by moving small appliances to alternate circuits to determine if it changes the performance.

If the AFCI/GFCI continues to trip, contact the Homeowner Services Department of Baessler Homes. Do not continue to use the circuit. We will make every effort to determine the cause, however, nuisance trips that are not caused by wiring or installation defects are not warrantable.

## Breakers

There are several types of circuit breakers used in today's construction. They have various types of operation.

When a circuit breaker trips, it must first be turned off before it can be turned on. Switching the breaker directly from tripped to on will not restore service. In addition, GFI or ARC fault breakers may have additional reset steps.

## Breakers Tripping

There are multiple reasons breakers trip. This is in relation to the type of breaker, as well as the various events that they monitor. Breakers trip because of overloads caused by plugging too many appliances into the circuit, a worn cord or defective appliance, certain types of electrical appliances and the “noise” they cause on the circuit. Weather events such as lightning or operating an appliance with too high of voltage can also cause the breaker to trip. The starting of an electric motor can also trip a breaker.

If any circuit trips repeatedly, unplug all items connected to it and reset. If it trips when nothing is connected to it, call a qualified electrician to inspect the circuit.

If the circuit remains on after removing the load, one of the items you unplugged is defective and will require repair or replacement.

## Designed Load

Baessler Homes will repair any electrical wiring that fails to carry its designed load to meet specifications.

## Fixture Location

Certain building elements require fixtures to be adjusted to accommodate items like framing, floor joist, ductwork, or roof trusses, this is to be expected. Moving fixtures to accommodate specific furniture arrangements or room use is a Homeowner responsibility.

## GFI (Ground-Fault Interrupters)

GFI receptacles are required by building code as a safety feature. They are typically used in wet areas, and exterior locations. These include all bathrooms, the kitchen, patio or balcony, and exterior outlets. It is a sensitive system that trips easily to prevent electrical shock in these locations. Heavy appliances or power tools can trip the GFI breaker. If you “trip” a GFI, simply push the reset button to reactivate it.

**Note: The GFI protection for a circuit may not be located in the room or location it protects. Make yourself aware and understand the locations to reduce inconvenience when a trip occurs.**

Each GFI circuit has a test and reset button. Once each month, press the test button. This will trip the circuit. To return service, press the reset button. If a GFI breaker trips during normal use, it may indicate a

faulty appliance and you will need to investigate the problem. One GFI breaker can control up to three or four outlets, which can be located in the same or different rooms.

GFI's can and do wear out. If they continue to trip and/or reset, they may need to be replaced. In the event of a bad GFI, Baessler Homes strongly recommends the

Homeowner to hire a licensed electrician to replace the defective unit.

## Grounded System

Your electrical system is a three-wire grounded system. Never remove the bare wire that connects to the box or device. Do not disconnect the wire from the ground rod/Ufer ground. This is generally located in the garage behind a blank plate.

## Light Bulbs

You are responsible for replacing burned-out bulbs other than those noted during your New Home Orientation.

Bulbs burnt out by power surges, which are due to local conditions, are not warranted. This applies to any other damage, including damage done to appliances, by power surges. Please use bulbs within the fixture's rated capacity. Using bulbs with a rating greater than the fixture's capacity may damage the fixture or shorten bulb life.



## Outlets

If an outlet is not working, check first to see if it is controlled by a wall switch or GFI. Next, check the breaker.

All outlets in homes are now required to be tamper resistant, because of this some items may be harder than others to plug in.

Electrical outlets on exterior walls may permit airflow through the outlet. This is normal, and no corrective action is required. Caulking around the perimeter of the box may eliminate the airflow and is a Homeowner maintenance item.

## Power Surge

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

**Three-way switches are one light controlled by multiple switches. Because of this it is possible for one switch to be in the "OFF" position and the light be on and vice versa. Check all switches if the light will not turn on or off.**

## Troubleshooting Tips

Before calling for emergency service, check to confirm that the:

- Service is not out in the entire neighborhood. If so, contact the utility company.
- Main breaker and individual breakers are all in the ON position.
- No power to More than One Outlet
- Applicable wall switch is ON.
- GFI is set (see details on GFI's, earlier in this section).
- ARC Fault is set (See ARC Fault Details).
- Item you want to use is plugged in.
- Item you want to use works in other outlets.
- Bulb in the lamp is good.

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

## Underground Cables

Before digging, check the location of buried service lines by calling the local utility locating service, 811 or **call811.com**. Maintain positive drainage around the foundation to protect electrical service connections.

## Emergencies

Emergency service covers any of the following situations:

1. Total loss of heat.
2. Total loss of electricity.
3. Plumbing leak that requires the entire

water supply to be shut off, (if this occurs, turn off water).

4. Sewage back up not from clogged toilet

If an emergency occurs after hours, please contact the appropriate trade on the sticker under your kitchen sink, leave a message if prompted, please allow 1 hour for them to return your call. **If you haven't heard back within 1 hour, please call our Homeowner Services Department at +1 (970) 702-2054 for assistance.** Please leave a voice message if prompted and someone will call you back within 2 hours if it is an emergency based on the above criteria. For emergencies during business hours, and please call the above number to report the incident please also email [HOS@baesslerhomes.com](mailto:HOS@baesslerhomes.com) as that is checked regularly throughout the day.

BAESSLER HOMES WILL NOT BE RESPONSIBLE FOR ANY BILLS SENT TO THE HOMEOWNER FOR A NON- EMERGENCY ISSUE. PLEASE SUBMIT ALL NON-EMERGENCY CONCERNS IN WRITING TO THE HOMEOWNER SERVICES DEPARTMENT:

**Email** HOS@Baesslerhomes.com

**Phone** Baessler Homes

## Fiberglass Tubs & Showers

During the construction process it is normal to have minor surface blemishes on fiberglass tub and shower units. Over time many of these will disappear with normal usage.

### Blemishes

Blemishes that are warranted are any BREAK in the surface, i.e., deep scratches, small chips, small cracks, etc. Tubs and showers must be inspected at the New Home Orientation and any issues noted on the New Home Orientation Checklist will be repaired.

For normal cleaning, use a nonabrasive bathroom cleanser (or a mild detergent and water) and sponge or nylon cleaning pad. Avoid steel wool, scrapers and scouring pads.

## Fire Extinguishers

**Place Fire Extinguishers within reach on every level of your home.**

- Install close to exits, in the kitchen and garage. Include all locations where a fire may start.
- Check the gauge monthly to be sure it is pressurized.
- Replace fire extinguishers that are over 12 years old or after use.

\*\*Service Manual is subject to change at any time without notice. Baessler Homes 1 year builder warranty is non-transferable\*\*



# Fireplace

HOME OWNER USE AND CARE GUIDELINES

## Cleaning

Use a fireplace glass cleaner (found at hardware and fireplace stores) to clean off any residue that builds up on the glass.

Clean monthly or as needed but be sure not to wait too long as the residue can become permanent, and the glass will need to be replaced. This is not covered by warranty.

Use caution in the selection of cleaners. Some cleaners give off flammable vapors and can take time to clear out. Do not light your fireplace to dry the internal surfaces, this can lead to an explosion and bodily injury.

### Gas Fireplace:

**Caution:** If you notice any gas smell, immediately vacate the home, without touching electrical items such as switches or lights and report it to the gas company or fire department from a neighbor's home (this includes after a proper start up).

In many homes, Baessler Homes offers a direct-vent gas fireplace. If you selected this type of fireplace, its operation is demonstrated during the New Home Orientation. Read and follow all manufacturers' directions and maintenance requirements. A short (up to 60 seconds) delay between turning the switch on and flame ignition is normal.

Additionally, after an extended period of not using the fireplace, it may be necessary to cycle the ignition more than once to purge accumulated air in the system.

**Caution:** The exterior vent cover for a direct-vent gas fireplace becomes extremely hot when the fireplace is operating. Do not touch the vent cover!

**Caution:** Fireplace glass and metal surfaces are hot

and can cause severe burns!

All new fireplaces are shipped with a safety screen over the glass. Do not remove it.

## Glass

Damage to glass will be corrected if noted during the New Home Orientation only. Only use a fireplace glass cleaner to clean any residue that builds up on the glass.

## Maintenance

Fireplaces should be inspected and serviced annually by an authorized technician. This will ensure safe and reliable operation.

## Start Up

Manufacturers recommended break in procedure:

- Burn for 3 to 4 Hours, continuously on high.
- Allow to cool completely.
- Remove and clean residue off the inside of the glass.

**Caution:** Do not use flammable cleaning solutions. This may cause an explosion inside the fire box and injury due to flying glass. See cleaning below.

- Replace glass and protective screen.
- Burn for 12 Hours, on high to completely cure the fireplace.

This does not need to be done all at one time.

Once you have completed these burning cycles, you can use your fireplace as often or as little as you like. Be advised, when your fireplace is new, there will be an odor when you are burning for the first 8-16 hours. This is normal and will go away.

## Baessler Homes Limited Warranty Guidelines

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

# Floor Coverings

## Homeowner Use and Maintenance Guidelines

Your Selection Sheets provide a record of the style and color of floor coverings in your home. Please retain this information for future reference. Refer to the various Manufacturer's recommendations for additional information on the care of your floor coverings. Please keep carpet remnants left in your home for possible future repair.

## CARPET

### Burns

Take care of any kind of burn immediately. First, snip off the darkened fibers. Then use a soap-less clean sponge with water. If the burn is extensive, talk with a professional about replacing the damaged area.

### Cleaning

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

Vacuum twice a week lightly and once a week thoroughly.

Heavy traffic areas may require more frequent cleaning. A light vacuuming is three passes; a thorough job may need seven passes. A vacuum cleaner with a beater-bar agitates the pile and is more effective in bringing dirt to the surface for easy removal.

Wipe up spills and clean stains immediately. For the best results, blot or dab any spill or stain; avoid rubbing. Always test stain removers on an out-of-the-way area of the carpet, such as in a closet, to check for any undesirable effects.

Have your carpet professionally cleaned regularly, usually after 18 months in your home, then once a year after that.

### Crushing

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

### Edges

The edges of carpet along moldings and edges of stairs should be held firmly in place. In some areas, metal or other edging material may be used where carpet meets another floor covering. It is not uncommon to be able to feel the point of tacks along the edges of walls or other transitions. If the tacks are flattened out too much, they won't be able to hold carpet tightly.

**Therefore, if a Homeowner chooses to hammer down tacks, doing so will void the carpet warranty.**

### Fading

All carpets will slowly lose some color due to natural and artificial forces in the environment. You can slow this process by frequently removing soil with vacuuming, regularly changing air filters in heating and air-conditioning systems, keeping humidity and room temperature from getting too high, and reducing sunlight exposure with window coverings.

### Matting

Please refer to your manufacturer's specifications for further details. Baessler Homes will correct carpet that is not performing to these specifications.

### Pilling and/or Fuzzing

Pilling or small balls of fiber can appear on your carpet, depending on the type of carpet fiber and the type of traffic. If this occurs, clip off the pills. If they cover a large area, seek professional advice. In loop carpets, fibers may break, creating fuzzing. Simply clip the excess fibers. If it continues, call a professional.

### Rippling

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

### Seams

Carpet usually comes in 12' widths, making seams necessary in most rooms. Visible seams are not a defect unless they have been improperly made or unless the material has a defect, making the seams appear more pronounced than normal. The denser and more uniform the carpet texture, the more visible the seams will be. Carpet styles with low, tight naps result in the most visible seams. Seams are never more visible than when the carpet is first installed. Patterned or Berber carpet seams will show.

Carpet seams will be visible. Any repairs will be at Baessler Homes discretion. Baessler Homes will repair gaps or fraying. Carpet seams usually improve with time and use but may not completely go away.

### Shading

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

### Shedding

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



## Snags

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

## Stains

No carpet is stain-proof. Although your carpet manufacturer designates your carpet as stain-resistant, some substances may still cause permanent staining. These include hair dyes, shoe polish, paints, and India ink. Some substances destroy or change the color of carpets, including bleaches, acne medications, drain cleaners, plant food, insecticides, and food or beverages with strongly colored natural dyes, as found in some brands of mustard and herbal tea.

Refer to your care and maintenance brochures for recommended cleaning procedures for your particular fiber. Pretest any spot-removal solution in an inconspicuous area before using it in a large area. Apply several drops of the solution, hold a white tissue on the area, and count to ten. Examine both tissue and carpet for dye transfer and check for carpet damage.

## Static

Cooler temperatures outside often contribute to

static electricity inside. You can use or install a humidifier to help control static build-up.

## Stretching & Loosening

Wall to wall carpeting should not separate from the points of attachment. Baessler Homes will re-stretch and/or secure carpeting as necessary during the initial service period. When moving furniture, be sure not to drag it across the carpet, this will cause it to loosen.

## Tack Strips

Tack strips are placed under the carpet and are necessary to hold the carpet in place. If tack strip prongs come through the carpet after closing, you may use a hammer to slightly bend down the prongs. Do not hammer down large areas of the tack strips, as this may cause your carpet to come loose and will not be warranted by Baessler Homes.

## Baessler Homes Limited Warranty Guidelines

During your New Home Orientation, we will confirm that your carpet is in acceptable condition. We will correct stains or spots noted at this time by cleaning, patching, or replacement. Baessler Homes is not responsible for dye lot variations if replacements are made. The builder is not responsible for discontinued patterns/colors. Please keep the pieces of carpet left in the home for these instances. This will help avoid the dye lot changes and discontinuations. Damage that occurs due to Homeowner negligence is not warranted.

LUXURY VINYL PLANKS (LVP)

## Homeowner Use and Maintenance Guidelines

LVP is a great addition to your home. With good maintenance and care it will give years of beauty to your home. Be sure to protect your flooring from scratches and tears by using a protective barrier when moving heavy furniture, use appropriate floor protectors under tables, chairs, and other heavy items. Use mats without latex or rubber backing to avoid discoloration. Use appropriate window coverings to avoid direct sunlight as this can fade the color or cause a temporary lifting of the flooring. Clean

by sweeping, dry mopping or vacuuming (hard floor surface attachment only) daily to remove dust and dirt. Occasional wet cleaning after pre-vacuum or dust mopping using appropriate vinyl floor cleaning products (neutral pH floor cleaners. Avoid mop and shine products as well as products containing bleach and steam mops.

## Baessler Homes Limited Warranty Guidelines

During the New Home Orientation, we will confirm that

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your LVP floors are in acceptable condition. We will correct any readily noticeable cosmetic defects listed during the New Home Orientation. You are responsible for routine maintenance of LPV floors and cosmetic defects noted after your closing date.

Baessler Homes will correct any defects in materials and workmanship that exist in the first year after closing. This does not include wear and tear, and blemishes not listed on the New Home Orientation Checklist.

## VINYL

### Homeowner Use and Maintenance Guidelines

Although vinyl floors are designed for minimum care, they do require some maintenance. Regular application of a good floor finish is needed to keep your floors looking nice. This will help maintain the glossy finish.

The resilient flooring used in your home is “No Wax”. This means it is coated with a clear, tough coating that provides both a shiny appearance and long wearing surface. However, even this surface will mark. Follow the manufacturer’s recommendations for care and cleaning.

Wipe up spills and vacuum crumbs instead of washing resilient floors frequently with water. Mopping or washing with water should be limited as excessive amounts of water can penetrate seams and get under the edges, causing them to lift and curl.

Your selection sheet provides a record of color and style of the vinyl used in your home. Excess pieces of vinyl are left in the home for possible use if future damage occurs. Do not throw these out.

To prevent damage to your vinyl floors, floor protectors should be used on all furniture that is placed on these floors. Also, high heel shoes should not be worn when walking on these floors.

**Here are a few suggestions that can be used to prevent.**

#### **staining of your vinyl floors:**

- Direct sunlight can discolor floors. Protect your floors from the sunlight - this includes skylights.
- Rubber back mats can discolor your floors. We recommend natural fiber rugs with no rubber backing.
- Deck stains and oil base paints can discolor.
- Be sure to use a mat and/or remove shoes before walking on the resilient floors.
- Asphalt driveways and driveway sealers can track

onto your floors. Wipe or remove your shoes.

- Lawn fertilizers can also discolor floors, wipe or remove your shoes before walking on these floors.
- Use only manufacturer recommended products on your vinyl floors. Also, when cleaning countertops and/or appliances, be sure the cleaners you use for these do not get on your resilient floors.
- Protect your floors from burns (anything over 120°F).

Excess water should be kept off the vinyl floors, use a damp mop, sweep, or vacuum when cleaning. Keep wet shoes and boots off these floors or keep on a mat. Water from bathtubs and showers should be wiped up immediately. Maintain caulking near sinks and at bathtubs and shower connections to vinyl flooring.

### Bubbles and/or Seams Coming Loose

Vinyl floors do not normally come loose during the warranty period unless they are exposed to excessive water. This is typically due to Homeowner negligence, which is not warranted.

Baessler Homes will only have repaired if the issue was noted on the original New Home Orientation Checklist or is a verifiable product defect.

### Denting

The nature of vinyl flooring makes it possible to deform the surface permanently. Any load of high pressure can damage it. Examples are: High heels, furniture legs, or anything that exerts a lot of weight in a small area. Baessler Homes will repair any gouges, holes, rips, or other repairs of this type if noted during the New Home Orientation checklist. Dye lot variations are to be expected, for which the Builder is not responsible.

The builder is not responsible for discontinued patterns/colors. Please keep the pieces of vinyl left in your home for these instances. This will avoid the dye lot changes and discontinuations.

### Floor Squeaks

**See Framing.**

### Nails Popping Through the Floor

Nail pops that have broken through the floor covering will be repaired. Baessler Homes will set the nail and repair the flooring above it. Dye lot variations are to be expected, for which the Builder is not responsible. The builder is not responsible for discontinued patterns/colors. Please keep the pieces of vinyl left in your home for these instances. This will avoid the dye lot changes and discontinuations.



## VINYL OVER CONCRETE

### Ridges and/or Depressions

Ridges or depressions exceeding a 1/4" within a 32" area measuring perpendicular to the ridge or depression will be repaired. The Builder will correct the floor by shimming the floor, pulling the sub floor down, or other methods required to meet the performance standard. Dye lot variations are to be expected, for which the Builder is not responsible. The Builder is not responsible for discontinued patterns/colors. Please keep the pieces of vinyl left in your home for these instances. This will avoid the dye lot changes and discontinuations.

### Staining

Vinyl floors can stain due to various reasons. Typical stains are not warranted as stains are mainly caused by negligence not manufacturer defects or improper installation. If a stain was not due to negligence or was documented prior to closing, Baessler Homes will correct the affected areas. Dye lot variations are to be expected, for which the Builder is not responsible. The Builder is not responsible for discontinued patterns/colors. Please keep the pieces of vinyl left in your home for these instances. This will avoid the dye lot changes and discontinuations.

### Baessler Homes Limited Warranty Guidelines

During the New Home Orientation, we will confirm that your vinyl or LVP is in acceptable condition. We will correct any readily noticeable cosmetic defects listed during the New Home Orientation. You are responsible for routine.

maintenance of the vinyl and cosmetic defects noted after your closing date.

Baessler Homes will correct any defects in materials and workmanship that exist in the first year after closing. This does not include wear and tear, and blemishes not listed on the New Home Orientation Checklist.

## Footings & Walls (Basement)

### Homeowner Use and Maintenance Guidelines

We install the foundation of your home according to the plans and specifications required by state and municipal codes. The walls of the foundation are poured concrete with steel reinforcing rods.

To protect your home's foundation, follow guidelines for installation and maintenance of landscaping and drainage in this guidebook. It is important to maintain positive drainage away from your

foundation.

### Cosmetic Imperfections

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

### Cracks

Cracks in foundation slabs/walls are common and to be expected. Baessler Homes will correct cracks that exceed 1/4" in width, or cause displacement of at least 1/4". Cracks that allow leakage will be repaired by epoxy injection or an equivalently approved method of corrective action.

**To ensure water flows away from your home, the following precautions should be taken by the homeowners:**

- Maintain the grading so it slopes away from the foundation.
- If landscaping rock, wood chips, etc., are used around the foundation of the home it is essential to install these materials correctly, so water pockets do not develop.
- Install gutters and downspouts.

### Damp Walls

Damp basement walls and floors are common and are a natural occurrence in summer months. Damp walls and floors should not be confused with a "WET" basement which can be defined as actual water running through or under the basement wall onto the floor and forming a puddle. Damp foundation walls and floors are normal and not warranted through Baessler Homes.

Normally, doing the following can dry damp basement walls and floors:

- Air out the basement by opening the window and turning on a fan to circulate the air.
- Use a dehumidifier.
- Run your air conditioner.

### Future Construction in Basement

**If you decide to perform additional construction in the basement, obtain guidelines from a licensed engineer, obtain a building permit, and comply with all necessary codes and safety requirements.**

## Baessler Homes Limited Warranty Guidelines

**Baessler Homes will warrant against defects in materials and workmanship on foundation wall and footing assemblies.**

# Form Slab Foundations

## Baessler Homes Limited Warranty Guidelines

Some Baessler Homes are built on a structural slab foundation rather than a basement or crawlspace. These slab foundations are usually poured using insulation forms that remain in the ground after the foundation is installed. Just like with a basement or crawlspace, it is important to make sure that water flows away from the home. The following precautions should be taken to protect the foundation:

- Maintain the grading so it slopes away from the foundation.
- If landscaping rock, wood chips, etc., are used around the foundation of the home it is essential to install these materials correctly, so water pockets do not develop.
- Install gutters and downspouts.

## Level floors

Concrete floors in the habitable areas of the home will be level to within 1/2" within 48" measurement except for an area specifically designed to slope toward a floor drain.

## Weeds or Other Organic Material

You may experience weeds growing up through sections of your slab where plumbing pipes come through. These could be under a sink or in the mechanical room. This can be normal as the pea gravel used during the production of your home has seeds and other materials in them that can cause growth of weeds or grasses.

## Baessler Homes Limited Warranty Guidelines

While we understand this may be a surprising experience for you, there is no cause for concern and we recommend pulling the weed, spraying weed killer, and caulking or using spray foam to seal the area. This is not a warrantable item.

# Framing

## Baessler Homes Limited Warranty Guidelines

Some floor and stair squeaks are unavoidable. Floor squeaks will generally appear and disappear due to the settling of your home as well as changes in humidity either in the home or with the weather. A

certain amount of floor shrinkage is normal. Complete avoidance of floor squeaks is impossible and cannot be guaranteed. Maintaining humidity levels (as stated in the Condensation section) will help reduce, but not eliminate, the number of squeaks. Baessler Homes does not warranty against floor squeaks.

## Floor Deflection

Floors will deflect (bend) when walked on or with the installation and placement of furnishings. This will be more noticeable next to hutches, bookcases, pianos, chairs, and other heavy furniture. This is not a structural deficiency and Baessler Homes will take no action for this occurrence.

## Floor Level

Floors will be level to within 1/4" within any 32" distance as measured perpendicular to any ridge or indentation.



## Plumb/Bowed Walls

Baessler Homes will correct walls that are out of plumb more than 1/2" in an 8' distance or walls that are bowed more than 1/4" in any 32" measurement.

# Garage Door

## Homeowner Use and Maintenance Guidelines

Since the garage door is a large, moving object, periodic maintenance is necessary. Follow manufacturer's instructions to ensure safe and reliable operation. Stay away from the door when it is in motion. Keep hands and fingers away from moving parts. Do not allow children to play with, or around the door.

## Lubrication

Every 3 months, apply a lubricant such as silicone spray or a specifically designed garage door lubricant, available at most hardware stores, to all moving parts: track, rollers, hinges, pulleys, and springs. Avoid over lubricating to prevent drips on vehicles or the concrete floor. At the same time, check to see that all hardware is tight and operating as intended without binding or scraping. DO NOT attempt to alter or replace the garage door, seek the assistance of a professional to ensure personal safety.

If the lock becomes stiff, use a graphite lubricant. Do not use oil as it will stiffen in winter and make the lock more difficult to open.

## Opener (If Applicable)

To prevent damage to a garage door opener, be sure the door is completely unlocked before using the operator. **If you have an opener installed after closing on your home, we suggest that you order it from the company that provided and installed the garage door to assure uninterrupted warranty coverage.** Be familiar with the steps for manual operation of the door in the event of a power failure.

The door springs are under a considerable amount of tension and require special tools and knowledge for accurate and safe servicing. Have the door inspected by a professional garage door technician after any significant impact to the door. DO NOT attempt repair, replacement, or adjustment to the door spring; have such work done by a qualified specialist. Rain, Snow, Wind

**Garage overhead doors are not weatherproof, and some entrance of light rain or other moisture should be expected.** Garage doors will be corrected to meet the manufacturers' specifications unless the cause is determined to be the result of Homeowner neglect or lack of proper maintenance. Even insulated garage doors are not guaranteed to keep the elements out.

## Baessler Homes Limited Warranty Guidelines

Your garage door should operate smoothly and with reasonable ease. The door can become misaligned and require adjustment. Exercise care when opening and closing the doors. Do not fling open or slam shut. This can cause the doors to come off the tracks. Baessler Homes will correct the garage doors as needed unless the cause is determined to be the result of Homeowner neglect or lack of proper maintenance.

**Note:** *The installation of garage door openers may affect the operation of the garage doors, which is not warranted by the Builder if the opener was not provided by Baessler Homes.*

# Garbage Disposal

## Homeowner Use and Maintenance Guidelines

Your garbage disposal requires some special attention. When operating, you should **only use cold water**. Do not use commercial drain cleaners. Grind some ice cubes and lemon peels to clean and freshen.

Garbage disposals should be used for small, soft items. Large quantities of food can cause clogs. Make sure you do not use your disposal for bones, coffee grounds, celery, potato skins, corn husks, celery stalks, onion skins, artichokes or any vegetable or fruit containing fibers or "strings". Pasta, rice, potatoes, and beans will swell with water to form a paste-like substance, and eventually clog the trap. Don't pour grease, oil or fat into your garbage disposal or drain. When grinding is complete, turn off the garbage disposal first. Let water continue to run for at least 15 seconds, flushing out any remaining particles. Don't put large amounts of food down the garbage disposal. *Check pipes regularly to make sure they are staying tight with frequent use.*

## Clogs

Many clogs are caused by improper usage. Always use plenty of cold water when running the disposal.

Please refer to your disposal manual for other information.

# Gas Shut Off

## Homeowner Use and Maintenance Guidelines

You will find shut offs on gas lines near their connection to each item that operates on gas. In addition, there is a main shut-off at the meter (Not for Homeowner Use). We point these out during the New Home Orientation.

## Gas Leak

If you suspect a gas leak, leave the home and call the gas company from an outside line, or a neighbor's home immediately for emergency service. Do not use your phone, turn lights on or off in the home as either one of these could cause a small static spark, which could ignite the flammable gas.

## Baessler Homes Limited Warranty Guidelines

The gas company is responsible for leaks up to the meter (on exterior of your home). Baessler Homes will correct leaks from the meter into the home for appliances installed by Baessler Homes. Aftermarket installations are not covered. If your gas appliance was not connected to the gas line via Baessler Homes, there is no warranty coverage for leaks at that connection, through Baessler Homes.

# Grading & Drainage

## Homeowner Use and Maintenance Guidelines

Once the final grade around your home has been completed, an inspection of the lot will be done by a third party, and we will review the lot grading at your orientation. **Once the lot grading has been inspected, it is then the Homeowner's responsibility for erosion control of the property & maintenance. Baessler Homes is not responsible for weather related damage to un-landscaped yards after final grade or closing, whichever came last.** Installation of landscaping after closing is an acceptance of grading. Yards drain from one to another. You and your neighbors share an overall drainage plan for the community. This plan is created and approved by the city.

## Drainage Certificate

A Drainage Survey may be performed when required prior to closing to assure the grade matches the grading plan. The Drainage Survey is performed by certified land surveyors, and inspected by Baessler Homes, and approved by the city or county. Issues caused by the post-closing installation of landscaping, fences, patios, retaining walls, sidewalks, etc. are not warranted by Baessler Homes.

## Backfill Settlement

Backfill is dirt that has been dug out during the home construction process, then "backfilled" around the foundation (Generally first 6 feet only away from perimeter of foundation), utility trenches, etc. Backfilled ground will settle. Baessler Homes will grade your yard prior to closing and fill any settling at that time. Backfill dirt is to be maintained a minimum of 6 inches below finish material such as siding, stucco, etc. Therefore, if the backfill settlement exceeds an *additional* 6 inches including around window wells, the backfill settling will be corrected by Baessler Homes. **Such settlement in the backfill zone will be addressed 1 time only during the 1 year warranty.** Baessler Homes will not be responsible for any damage to landscape items or additions not installed by Baessler Homes. Maintenance of the grading of the yard is a Homeowner maintenance responsibility.

## Drainage

In most cases, drainage swales do not follow property boundaries. Maintain the slopes around your home to permit the water to drain positively away from the home as rapidly as possible. This is essential to protect your foundation. Failure to do so can result in major structural damage and will void your warranty. We recommend that you have your drainage checked as per the drainage certificate prior to

landscaping.

## Erosion

Baessler Homes is not responsible for weather-caused damage to un-landscaped yards after the final grade has been established or the closing date, whichever occurs last.

## Exterior Finish Materials

Maintain soil levels 6" below siding, stucco, brick, or other exterior finish materials. Contact with the soil can cause deterioration of the exterior finish material and encourages pest infestation.

## Lot Grading

Subdivision lots (3/4 Acre or less in city subdivisions) will be graded to all property lines, and in any right of way areas regardless of whether landscape is installed by Baessler Homes.

## Lot Not Draining Properly

After a normal rainfall, water should not stand in the yard or swales for more than 48 hours. NOTE: No decisions will be made regarding drainage problems while saturation exists in the ground. Baessler Homes is responsible for establishing the proper grade and swales according to the grading plan. Baessler Homes will not be responsible for the grade or its erosion, if the established grade has been altered or not maintained by Homeowner after close (Reference Site Plan).

## Subsurface Drains

Occasionally Baessler Homes installs a subsurface drain to ensure that surface water drains adequately. Keep this area and especially the drain cover clear of debris so that the drain can function as intended. If you have an underdrain for your downspout, it is homeowner responsibility to keep that clear of debris.

## Swales

A designated drainage path is called a swale. Baessler Homes does not alter drainage patterns to suit individual landscape plans. Typically, a lot receives water from and passes water on to other lots so changes in grade often affect adjacent or nearby lots. Baessler Homes advises against making such changes. After heavy rain, water may stand in swales up to 48 hours.

## Expansive Soils

Swelling or "expansive" soils are soils that increase in volume when it gets wet and shrinks or cracks as it dries out. Expansive soils are found throughout Colorado.

Developing land can trigger soil swelling due to the

increase in subsurface moisture which can damage the home. For this reason, it is imperative to move moisture away from the foundation as quickly as possible.

Thus, the Homeowner needs to regularly inspect drainage systems such as house gutters, swales, grading, etc. and to maintain as necessary to reduce the risk of potential repairs.

Therefore, the Homeowner assumes all risk and responsibility relating to swelling/expansive soils and the potential damage it may cause to their home.

## Baessler Homes Limited Warranty Guidelines

We established the final grade to ensure adequate drainage away from the home and per the approved site plan. Maintaining this drainage is your responsibility upon closing.

# Hardware

## Homeowner Use and Maintenance Guidelines

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

## Baessler Homes Limited Warranty Guidelines

We confirm that all hardware is in acceptable condition and operational during the New Home Orientation. The limited warranty excludes repairs for cosmetic damage after the New Home Orientation.

# HVAC System

## Homeowner Use and Maintenance Guidelines

Good maintenance of your HVAC equipment can save energy costs and prolong the life of the system. Carefully read and follow the manufacturer's literature on use and maintenance. The guidelines here include general information only. Be sure to send in your warranty card for your HVAC system.

## Homeowner Use and Maintenance Guidelines

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

Your air conditioning system is a whole-house system. The air conditioning unit is the mechanism that

produces cooler air. The air conditioning system is affected by everything inside your home including, for example, drapes, blinds, and windows.

Your home air conditioning is a closed system, which means that the interior air is continually recycled and cooled until the desired air temperature is reached. Warm outside air disrupts the system and makes cooling more difficult. Therefore, you should keep all windows closed. The heat from the sun shining through windows with open drapes is intense enough to overcome the cooling effect of the air conditioning unit. For best results, close the drapes and/or blinds on these windows. Be sure that all vents are clear and are not blocked by furniture, curtains or other items.

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

For example, if you come home at 6:00 PM when the temperature has reached 90° F and set your thermostat to 75° F, the air conditioning unit will begin cooling, but will take much longer to reach the desired temperature. During the whole day, the sun has been heating not only the air in the house, but the walls, the carpet, and the furniture. At 6:00 PM, the air conditioning unit starts cooling the air, but the walls, carpet, and furniture release heat and nullify this cooling. By the time the air conditioning unit has cooled the walls, carpet, and furniture, you may well have lost patience. If evening cooling is your primary goal, set the thermostat at a moderate temperature in the morning while the house is cooler, allowing the system to maintain the cooler temperature. The temperature setting may then be lowered slightly (3-degree increments) when you arrive home, to gain better results. Once the system is operating, setting the thermostat at 60° F will not cool the home any faster and can result in the unit freezing up and not performing at all. Extended use under these conditions can damage the unit.

## Compressor Level (If installed by Baessler Homes)

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

See also **Grading and Drainage**

## Condensate

Your home air conditioning system is the primary dehumidifier for your home. Condensation is generated as the circulating air passes over the cooling coil in the air handler. This condensate is piped to your floor drain. You may see water dripping from this line during Air Conditioning operation.

## Maintenance

Your filter needs to be cleaned per manufactures recommendations but checked monthly at a minimum. If you choose an aftermarket filter, follow the manufactures instructions, but ensure it meets the equipment minimum specifications.

## Manufacturer's Instructions

The manufacturer's manual specifies maintenance for the condenser. Review and follow these points carefully. Since the air conditioning system is combined with the heating system, follow the maintenance instructions for your furnace or air handler as part of maintaining your air conditioning system.

## Non-Emergency

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

## Temperature Variations

Temperatures may vary from room to room and floor to floor by several degrees Fahrenheit. This is due to such variables as floor plan, orientation of the home on the lot, type and use of window coverings, and traffic through the home.

## TROUBLESHOOTING TIPS

Before calling for service, check the following and confirm:

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

## Adjust Vents

Experiment with the adjustable registers in your home to establish the best heat flow for your lifestyle. Generally, you can reduce the heat in seldom used or interior rooms. This is an individual matter, and you will need to balance the system for your own family's needs.

Keep in mind that heat rises and during cold weather you may benefit from opening the vents on the lower levels of the home and partially closing vents on the upper floors. Reverse the process for warm summer months when the air conditioning is used. This exercise of balancing your HVAC (Heating, Ventilation, and Air Conditioning) system can greatly enhance your home comfort from season to season.

## High Efficiency Furnace

Based upon where your new home is built and what heating and cooling equipment is used, your new home includes a combustion air duct found near the furnace. The exterior end of this duct is vented outside. Cold air coming in through this duct means it is functioning as it should. During winter seasons, check the vent pipe and clean off any snow, this can cause the system to shut down.

## Duct Placement

The exact placement of ducts may vary from those positions shown in similar floor plans or model home.

## Ductwork Noise

Some popping or pinging sounds are the natural result of ductwork heating and cooling in response to airflow from the furnace as the system operates. Materials expand and contract with the change in temperature resulting in these noises. This noise is normal and should be expected. Very loud "booming" noises caused by "oil-canning" (stiffening of the duct work) will be corrected.

## Filter

A clean filter will help to keep your home clean and reduce dusting chores. Remember to change or clean the filter monthly. A clogged filter can slow airflow and cause uneven heating and cooling. It can even shut down your system.

Although it takes less than one minute to change the filter, this is one of the most frequently overlooked details of normal furnace care.

Some filters maybe located at your return air vents depending on your HVAC design, this will be pointed out to you at your Orientation Walk.

## Furnished Home

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

## Gas Odor

If you smell a strong gas odor, leave your home, and call the gas company immediately! Do not try to repair yourself. Do not do anything to create a spark- turning on lights, making a phone call, etc.

## Humidifier

Operate the humidifier only when the furnace is in the heat mode, not in the air conditioning mode. If you notice condensation on the windows, then humidifier should be adjusted to a lower setting. See manufacturer's instructions for the maintenance and operation of the humidifier.

Make sure the damper, located on the ductwork that connects to the humidifier unit is in the correct position for the season.

Due to buildup of minerals on the filter, you will need to clean or replace the filter as recommended by the manufacturer to get the best performance from your humidifier. Refer to the manufacturer's limited warranty for information regarding coverage of the humidifier.

## Indicator Lights

Your furnace has indicator lights that will blink steadily in normal function. If you are concerned that your furnace may not be working properly, you can check these lights. Please see manufacturer information on what they mean or contact your HVAC trade to trouble shoot.

## Odor

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

## On-Off Switch

**Do not** turn the switch off during the winter months, this may cause your plumbing pipes to freeze, which is a non-warrantable item. The furnace has an on-off power switch. This switch looks like a regular light switch and is located outside the furnace. When turned off, this switch overrides all furnace commands and shuts down the blower. This is

usually done only when maintenance service is being performed. Be sure to check this before calling for service.

## Return Air Vents

For maximum comfort and efficient energy use, arrange furniture and draperies to allow unobstructed airflow from registers and to air returns.

The air handler will come on automatically when the temperature at the thermostat registers below the setting you have selected. Once the air handler is on, setting the thermostat to a higher temperature will not heat the home faster. Placement of the thermostat is determined by our contractor or per the plan. Thermostats will not be moved due to the sun shining in the home.

## Trial Run

Have a trial run early in the fall to test the heating system. (The same applies to air conditioning in the spring.) If service is needed, it is much better to discover that before the heating/cooling season.

### TROUBLE SHOOTING TIPS FOR NO HEAT

Before calling for service, check to confirm that the:

- Thermostat is set to "heat" and the temperature is set above the room temperature.
- Breaker on the main electrical panel is on. If a breaker trips you must turn it from the tripped position to the off position before you can turn it back on.
- Fuse in the air handler is good. (See manufacturer literature for size and location.)
- Filter is clean to allow proper airflow.
- Power (switch/breaker) to furnace is on.
- Vents in individual rooms are open.
- Air returns are unobstructed.

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

## Baessler Homes Limited Warranty Guidelines

Our Trade Partner will install heating systems according to local building codes, as well as to engineering designs of the particular model home. It is the responsibility of the Homeowner to balance the system by adjusting the dampers.

## Ice Dams

Ice Dams occur when warm air passes through the ceiling into your attic space and warms the roof enough to melt the snow. Melted snow runs down the roof until it reaches the edge, which is cooler than the rest of the roof. The water then freezes, creating a ridge of ice, which is known as an ice dam. As the snow continues to melt, the ice dam stops the water from running off the edge of the roof. The water backs up under the shingles and leaks into the attic and walls causing damage such as:

- Wet attic insulation
- Water-stained ceilings
- Cracked drywall

### Baessler Homes Limited Warranty Guidelines

Ice dams and any damage caused by ice dams are not warranted.

## Insulation

### Homeowner Use and Maintenance Guidelines

Insulation will be installed in accordance with the building codes applicable at the time of construction. The R-Value of the insulation can be affected by anything that disturbs the surface of the insulation.

### Drafts Around Windows and Doors

**See Window & Doors.**

### Moisture, Condensation, or Frost on Windows

**See Condensations.**

### Pipes Freezing

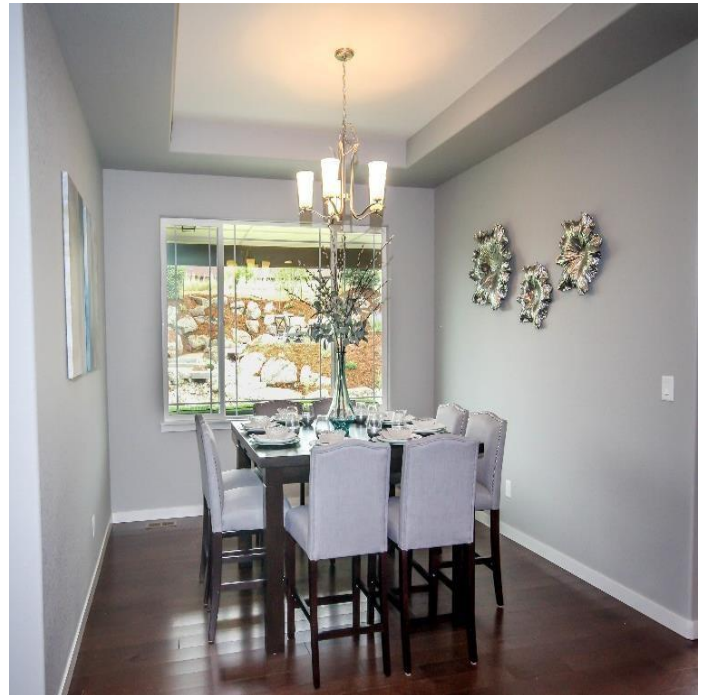
**See Plumbing.**

### Sound Transmission (Between Multi-Family Units) Party Wall

Party walls are installed per code. Sounds from adjoining units are a non-warranted item.

### Baessler Homes Limited Warranty Guidelines

Baessler Homes will install insulation to meet or exceed the building codes applicable at the time of construction and outlined as part of your Purchase Agreement.



## Landscaping

### Erosion

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

Erosion is of special concern in drainage swales. If swales become filled with soil runoff, they may not drain the rest of the yard, causing further problems. You may need to protect newly planted sod with erosion matting or reseed to establish grass in swales. It can take several years to fully establish your lawn in such challenging areas. Erosion from is not covered by Baessler Homes.

### Irrigation Systems

Irrigation systems are intended to water the sodded areas of your yard & planting beds. Watering these areas is a Homeowner responsibility, and failure to do so may negatively impact the plants in those areas.

During your New Home Orientation, we will explain how to program your irrigation system. All water use is the Homeowner's responsibility immediately upon closing.

Homes equipped with back flow preventers for their sprinkler irrigation system are the Homeowner's responsibility unless specific HOA covenants require HOA control of sprinkler system. Homeowner responsibilities applicable to specific homes and HOA's will be reviewed during the New Home Orientation.

Homeowners are responsible for shutting off the interior



sprinkler supply line prior to blowing-out sprinkler lines (identified during New Home Orientation). IMPORTANT: Baessler Homes is not responsible for frozen lines, hose bibs, backflow preventers or any other irrigation parts after closing. We recommend hiring a professional to winterize your irrigation system.

If the Irrigation system stops working, first ensure that you check the time clock/control.

Non potable water is turned on/off by the local government, Baessler Homes does not control this.

## Planting Beds

Do not allow edging around decorative rock or bark beds to dam the free flow of water away from the home.

## Sod

Newly placed sod requires extra water for several weeks.

Be aware that new sod and the extra watering it requires can sometimes create drainage concerns (in your yard or your neighbor's) that will disappear when the yard is established and requires normal watering. Increased water bills for the establishment of new sod are not covered by Baessler Homes.

## Baessler Homes Limited Warranty Guidelines

Live plants can be affected by many events and conditions beyond Builder control. As such, sod is a non-warranted item after New Home Orientation. Repair or replacement will be a Homeowner maintenance item. Plants & trees are likewise affected by many events beyond Builder control are not warranted beyond the closing or 30 days after install if installed after closing.

Foot traffic, lawn equipment, etc. can all have adverse effects on new landscape installations. Homeowners are responsible for the proper maintenance of new landscapes.

Irrigation systems that do not cover the sodded areas of the yard will be corrected. Adjusting the times or dates of sprinkling as well as broken sprinkler heads are a Homeowner maintenance item and is not a warranted service.

## Utility Lines

Serious injury or death may result from contact with an underground natural gas pipe or electrical line.

Before digging in your yard check the location of buried service leads by calling the local utility locating service, 811.com or call 811.

# Lighting

## Baessler Homes Limited Warranty Guidelines

All light fixtures are warranted through Baessler Homes for One Year from closing against manufacturer's defects and workmanship only. Rust and tarnish are created by environmental issues and is considered a non-warrantable condition if not noted on the Orientation Checklist before closing.

# Mildew & Mold

## Contributing Factors

In order to grow, mold requires a food source. This might be supplied by items found in the home, such as fabric, carpet, or by building materials, such as drywall and wood, to name a few. Moisture is the only mold growth factor that can be controlled in a residential setting.

Moisture in the home can have many causes. Spills, leaks, overflows, condensation, and high humidity are common sources of home moisture. Good housekeeping and home maintenance practices are essential in the effort to prevent or possibly eliminate mold growth.

## What A Homeowner Can Do

You can take positive steps to reduce or possibly eliminate the occurrence of mold growth in the home, and thereby minimize any possible effects caused by mold. These steps include the following:

1. Regular vacuuming and cleaning will help reduce mold levels.
2. Keep the humidity in the home low (below 55%). Vent clothes dryers to the outdoors. Ventilate kitchens and bathrooms by opening the windows, by using exhaust fans, or by running the air conditioning to remove excess moisture in the air, and to facilitate evaporation of water from wet surfaces.
3. Promptly clean up spills, condensation and other sources of moisture.
4. Thoroughly dry any wet surfaces or material. Do not let water pool or stand in your home. Promptly replace any materials that cannot be thoroughly dried, such as drywall or insulation.
5. Inspect for leaks on a regular basis, look for discolorations or wet spots. Repair any leaks promptly. Take notice of musty odors, and any visible signs of mold.
6. Should mold develop, call on the services of a qualified professional.

7. Assist wet areas to dry, such as leaving shower doors slightly open after use to allow air circulation and drying to occur.
8. 8. Cleaning mildew from your home is your responsibility. Solutions that remove mildew are available from local paint or home improvement stores.

## Baessler Homes Limited Warranty Guidelines

To prevent mold growth in a home, it is up to the Homeowner to properly manage and maintain the home. The responsibility of a builder is limited to honoring the One-Year Workmanship Warranty. The Builder cannot eliminate the possibility that mold and other fungi may develop after construction is completed. All damages and claims for damages against the Builder, including property damage and personal injury, caused by mold, or by some other fungus or agent, that result from or arise out of the failure to properly manage and maintain the home are hereby waived. Nothing herein shall constitute a waiver of any of the statutory warranties.

## Mirrors

### Homeowner Use and Maintenance Guidelines

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

### Baessler Homes Limited Warranty Guidelines

We will confirm that all mirrors are in acceptable condition during the New Home Orientation. Baessler Homes will correct scratches, chips, or other damage to mirrors noted during the New Home Orientation. Cosmetic discrepancies of this nature will not be warranted after your closing date.

## Paint & Stain

### EXTERIOR

#### Homeowner Use and Maintenance Guidelines

Painted surfaces must be washed gently using mild soap and as little water as possible. Avoid abrasive cleaners, scouring pads, or scrub brushes.

Homeowners are responsible for the upkeep of your exterior paint and trim. Regular attention will preserve the beauty and value of your home. Check the painted and stained surfaces of your home's exterior annually.

\*\*Service Manual is subject to change at any time without notice. Baessler Homes 1 year builder warranty is non-transferable\*\*

Repaint before much chipping or wearing away of the original finish occurs; this will save the cost of extensive surface preparation.

Climatic conditions control the chemical structure of the paint used on the exterior. Over time, this finish will fade and dull a bit. Depending on the exposure to weather of each surface, the paint on some parts of your home may begin to show signs of deterioration sooner than others. Use quality exterior paint formulated for local climate conditions.

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

### Coverage

The surface being painted over will not show through the new paint when viewed from a six-foot distance under normal light. Baessler Homes will touch up the paint as necessary to meet the performance standard. Due to dye lot variations and variations due to elements, color variations should be expected and are not warranted.

### Cracking

As it ages, exterior trim may develop minor cracks and raised grain. Much of this will occur during the first year. Raised grain permits moisture to get under the paint and can result in peeling. This is not a defect in materials or workmanship. Paint maintenance of exterior trim is the Homeowner's responsibility.

### Fading

Expect fading of exterior paint or stain caused by the effects of sun and weather. The Baessler Homes limited warranty excludes this occurrence.

### Peeling

If the exterior paint or stain peels within the first year, At Baessler Homes discretion we will prepare and touch up the affected areas by matching the paint or stain as closely as possible. Due to different dye lots in paint and stain, and to fading for the elements, color variations should be expected, and the Builder is not responsible for these variations.

### Severe Weather

Hail and wind can cause a great deal of damage in a severe storm, so inspect the house after such weather. Promptly report damage caused by severe weather to your insurance company.

## Variations in Color

All wood products have variations in grain and color. Due to these characteristics, color variations will result when stain is applied. No repair or replacements will be made due to color variations.

## Wood Grain

Because of wood characteristics, color variations will result when stain is applied to wood. This is natural and requires no repair. Today's water-based paints often make wood grain visible on painted trim. Baessler Homes does not provide corrections for this condition.

## Baessler Homes Limited Warranty Guidelines

During your New Home Orientation, we will confirm that all painted or stained surfaces are in acceptable condition.

Baessler Homes will touch up paint as indicated on the New Home Orientation checklist. You are responsible for all subsequent touch-ups; except painting we perform as part of another warranty repair. If the original color or paint type has been changed, Baessler Homes will perform "other" repairs to the area but will not be responsible for the painting of those areas. Paint is not warrantable.

**Note: All paint issues are looked at from a standard six-foot distance, under normal light conditions.**

INTERIOR

## Homeowner Use and Maintenance Guidelines

Painted surfaces must be washed gently using mild soap and as little water as possible. Avoid abrasive cleaners, scouring pads, or scrub brushes. Flat paints show washing marks easily, often better results come from touching up rather than washing the paint.

## Care

Your walls have been painted with flat latex paint. This finish is not resistant to washing. Minor soiling may be cleaned with a soft, dry cloth. This could still result in discoloration and/or wearing of the finish. Severe soiling should be touched up with matching paint. Spackle may be used to patch small holes and blemishes.

## Colors

Your selection sheets are your record of the paint and stain color names in your home.

## Coverage

The surface being painted over will not show through

the new paint when viewed from a six-foot distance under normal light. Baessler Homes will touch up the paint as necessary to meet the performance standard. Due to dye lot variations and variations due to elements, color variations should be expected and are not warranted.

## Peeling / Deteriorating

If the finish on your interior paint or woodwork stain peels within the first year, Baessler Homes will prepare and touch up the affected areas by matching the paint or stain as closely as possible. Under Baessler Homes discretion we will refinish the affected areas if the damage is not due to moisture or water. Due to dye lot variations, and effects of the elements, variations in color should be expected, which are not warranted by the Builder.

Woodwork that becomes soiled can be cleaned with a mild liquid soap and a damp cloth. Once clean, excess moisture should be removed with a dry cloth.

## Stain

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

## Touch-Up

When doing paint touch-ups, use a small brush or roller, applying paint only to the damaged spot. Touch-ups may not match the surrounding area exactly, even if the same paint mix is used. When it is time to repaint a room, dust walls to prep for new paint.

We provide a paint touch up kit for your home. Store these with the lids tightly in place and in a location where they are not subjected to extreme temperatures. Those extremes will cause the paint to break down and become unusable.

Paint touch-up kits will be used first for any paint service provided by Baessler Homes. While the kit is a service for you the Homeowner, it is also the primary source of matching paint for your home. These are intended for the use of both Baessler Homes, and you the Homeowner.

## Touch-Up Visible

One time during the materials and workmanship warranty, Baessler Homes will repair drywall shrinkage cracks and nail pops and will touch up the repaired area using the same paint color that was on the surface when the home was delivered. Touch-ups will be visible and should be expected, for which the Builder is not responsible.

"Flashing" is normal when fresh paint is used to touch

up existing areas. It will be more noticeable on long spans of walls, or walls with light shining down them. Baessler Homes will not paint whole walls because of this condition.

Repainting the entire wall or the entire room to correct this is your choice and responsibility.

## Variations in Color

All wood products have variations in grain, texture and color. Due to these characteristics, color variations will result when stain is applied. No repair or replacements will be made due to color variations.

## Wood Grain

Because of wood characteristics, color variations will result when stain is applied to wood. This is natural and requires no repair. Today's water-based paints often make wood grain visible on painted trim. Baessler Homes does not provide corrections for this condition.

## Baessler Homes Limited Warranty Guidelines

During your New Home Orientation, we will confirm that all painted or stained surfaces are in acceptable condition.

Baessler Homes will touch up paint as indicated on the New Home Orientation checklist. You are responsible for all subsequent touch-up; except painting we perform as part of another warranty repair. All paint issues are looked at from a standard six-foot distance, under normal light conditions. If the original color or paint type has been changed, Baessler Homes will perform any "other" repairs needed to the area but will not be responsible for the painting of those areas.

# Pests & Wildlife

## Homeowner Use and Maintenance Guidelines

Insects such as ants, spiders, wasps, and bees, and animal life such as woodpeckers, squirrels, mice, and snakes, may fail to recognize that your home belongs to you.

Addressing concerns involving these pests and wildlife goes with being a Homeowner.

**This is a non-warranted item.**

# Plumbing

## Homeowner Use and Maintenance Guidelines

Good maintenance of your home's plumbing components will ensure proper operation for many years to come.

Carefully read and follow the manufacturer's literature on use and maintenance. The guidelines here include general information only.

Locate your main shut off valve. Be sure you are familiar with this shut off in case of emergency such as a water line break. Each sink and toilet have an individual shut off for its water supply.



## Care

Follow the manufacturer's directions for cleaning the plumbing fixtures. Abrasive cleaners will remove the finish, leaving behind a porous surface that is difficult to maintain. Non-abrasive cleaner or dish soap are the only recommended products. Using cleaners such as Windex, Comet, Tilex, Kaboom, Lysol Bath Cleaner, or Soft Scrub can damage your fixtures or cause rust to occur (non-warrantable). Gel-Gloss is also recommended on ceramics, stainless steel, and cultured marble. Bleach products for toilet tanks are not recommended as they can wear the insides of the tank out sooner.

## Clogs

The main causes of toilet clogs are domestic items such as baby or personal wipes, excessive amounts of toilet paper, sanitary supplies, Q-tips, dental floss, and children's toys.

You can usually clear clogged traps with a plunger. If you use chemical agents, follow directions carefully to avoid personal injury or damage to the fixtures. Clogs, without defect, are not warrantable. Sewers, fixtures and drains should operate properly to accomplish their intended function. Because sewers, fixtures and drains can easily be clogged through Homeowner negligence, the Homeowner will make the necessary repairs.

Also, see **Garbage Disposal**

To clean a plunger, drain stopper (usually found in bathroom sinks), loosen the nut under the sink at the

back, pulling out the rod attached to the plunger, and lifting the stopper. Clean and return the mechanism to its original position.

## Condensation on Pipes or Tanks

Condensation on pipes or toilet tanks may result due to combinations of temperature and indoor humidity.

Be sure to wipe up any condensation that drips on surfaces that can be damaged by water. Condensation is not warrantable. Please see Condensation for more information.

## Cracks, Chips, Scratches

Baessler Homes will repair cracks, chips, scratches on porcelain, cast iron, stainless and cultured marble if noted on the New Home Orientation checklist. Any damage not noted on the worksheet will be a Homeowner responsibility and not warranted.

## Dripping Faucet

You can repair a dripping faucet by shutting off the water at the valve directly under the sink, then removing the faucet stem, changing the washer, and reinstalling the faucet stem. The showerhead is repaired the same way. Replace the washer with another of the same type and size. You can minimize the frequency of this repair by remembering not to turn faucets off with excessive force. If your faucet has a cartridge instead of a washer, refer to the manufacturer's manual for replacement instructions.

## Freezing Pipes

Plumbing pipes will be adequately protected from freezing, provided the home is heated at a normal level. Set the heat at a minimum of 55 degrees F if you are away during winter months. Keep garage doors closed to protect plumbing lines running through this area from freezing temperatures.

In unusually frigid weather, or if you will be gone more than a day or two, open cabinet doors to allow warm air to circulate around pipes. Use an ordinary hair dryer to thaw pipes that are frozen. Never use an open flame.

If a pipe freezes, turn off the water supply, and notify a plumber. Frozen pipes are not covered under warranty, if a pipe bursts, please contact your homeowners insurance company to file a claim.

## Leaks

No faucet or valve should leak because of defects in material or workmanship. Baessler Homes will repair leaks in the plumbing system per the Limited Warranty specified in your state's Warranty Statutes. If a plumbing leak caused by a warranted item results in drywall or floor covering damage, Baessler Homes

will repair or replace items that were part of the home as originally purchased. We do not make adjustments for secondary damages (for example, damage to wallpaper, drapes, and personal belongings). Insurance should cover these items. If the leak is due to a defective cartridge in the faucet, cartridge replacement is a Homeowner responsibility.

No leaks of any kind should exist in any soil vent or water pipe. The Builder will make necessary repairs to eliminate leakage. The Builder will repair any drywall or floor covering damaged by a warranted leak.

Make sure your family knows where the plumbing shut offs are located in case of an emergency.

This will shut off the entire home. Each sink has a hot and cold shut off. Each toilet has one shut off either below it or behind it. In the event of a leak, shut off the water to the affected area, or if that is unknown, or the leak is at the bathtub or shower, shut off the water main. If a major plumbing leak occurs, the first step is to turn off the supply of water to the area involved. This may mean shutting off the water to the entire home. Then contact the Baessler Homes Homeowner Services Department.

## Low Flush Toilets

In 1993, a water-saving regulation went into effect, which prohibits the manufacture of toilets that use more than 1.6 gallons of water per flush. In the search for a balance among comfort, convenience, and sensible use of natural resources, the government conducted several studies. The 1.5-gallon toilet turned out to be the size that overall, consistently saves water. Because this may cause your toilet to plug more often, you may find the following tips useful:

- Hold the handle down to allow more water to pass. Even though the toilet is a 1.6-gallon flush, the tank typically holds more than 1.6 gallons of water.
- Flush two times.
- Do not allow large objects to go down the toilet.
- Expect to use a plunger.

As a result of implementing this standard, flushing twice is occasionally necessary to completely empty the toilet bowl. Even though you flush twice on occasion, rest assured that overall, you are saving water and we have complied with the law. Similarly, flow restrictors are manufactured into most faucets and all showerheads and cannot be removed.

## Low Pressure

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

## Toilet Seats and Mounting Bolts

Toilet seats and bowls can occasionally work themselves loose with consistent and repeated use. Toilet bowls have flange bolts covered by cosmetic caps at their base which can easily be tightened using a wrench. Be careful not to overtighten these bolts, doing so can crack the porcelain. Most toilet seats fasten to the toilet bowl with plastic mounting bolts. If a mounting bolt for a toilet seat is loose, use a pair of pliers to hold the nut under the bowl and tighten the nut from above with a screwdriver or wrench. If you do not hold the nut underneath the bowl, the mounting hardware will spin in its hole and not tighten the seat.

## Noise

Changes in temperature or the flow of the water itself will cause some noise in the pipes. This is normal and requires no repair.

## Running Toilet

To stop running water, check the shut-off float in the tank. You will most likely find it has lifted too high in the tank, preventing the valve from shutting off completely. In this case, follow manufacturer recommendations to adjust the float until it stops the water at the correct level.

The float should be free and not rub the side of the tank or any other parts. Also check the chain on the flush handle.

If it is too tight, it will prevent the rubber stopper at the bottom of the tank from sealing, resulting in running water.

## Sewer Back Up Affecting Entire Home

- If you've been in your home less than 1 year, contact Baessler Homes or the plumber listed on your Emergency Phone Numbers sheet.
- If you've been in your home over 1 year, contact a roofer service.
- Remove personal belongings to a safe location. If items are soiled, contact your Homeowner insurance company.
- If back up is determined to be homeowner negligence and plumber or roofer service charges will be billed to the homeowner.

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

## Shut-Offs

The water supply to your home can be shut off entirely, generally in two locations. The first is at the meter and the second is at your main shutoff.

You use this shut-off for major water emergencies such as a water line break or when you install a sprinkler system or build an addition to your home. Each toilet has a shut-off on the water line under the tank. Hot and cold shutoffs for each sink are on the water lines under the sink.

## Sinks Do Not Hold Water

Stoppers on sinks should retain water for a length of time to accomplish their intended use.

## Stainless Steel

Clean stainless-steel sinks with soap and water to preserve their luster. Avoid using abrasive cleaners or steel wool pads; these will damage the finish. Prevent bleach from coming into prolonged contact with the sink as it can pit the surface. An occasional cleaning with a good stainless-steel cleaner will enhance the finish. Rub in the direction of the polish or grain lines and dry the sink to prevent water spots.

Avoid using the sink as a cutting board; sharp knives will gouge the finish. Local water conditions affect the appearance of stainless steel. A white film can develop on the sink if you have over-softened water or water with a high concentration of minerals. In hard water areas, a brown surface stain can form, appearing like rust.

## Supply

Baessler Homes will correct construction conditions that disrupt the supply of water to your home if they involve service from the main water supply to your home, provided actions of yours have not caused the problem. Disruption of service due to failure of the water department system is the responsibility of the water department to correct.

## Tank Care

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

Do not use bowl cleaners that are placed in the tanks. They may cause the rubber parts and washers to break down, warp or fall apart. If chemicals are added to the toilet tank, the tank bolts could become damaged and cause the tank to leak. Using these kinds of products will void your warranty.

## Water Filter or Softener

If you install either a water filter or a water softener, carefully read the manufacturer's literature and warranty for your specific model.

### TROUBLE SHOOTING TIPS

#### No Water Anywhere in The Home

Before calling for service, check to confirm that the:

- Main shut off on the meter outside your home is open.
- Main shut off is open.
- Individual shutoffs for each water-using item are open.
- Leak Involving One Sink, Whirlpool Tub, or Toilet:
- Turn the water supply off to that item.
- Use other facilities in your home and report problems to the Warranty Department.

#### Leak Involving Shower/Bathtub

- Turn water off at one of the main locations in your home.
- Call emergency number for service.
- Check caulking and grout.
- Confirm shower door or tub enclosure was properly closed.

*These items do not have a shut off at the unit; you will need to shut off the water at the main.*

#### Leak Involving a Main Line

- Turn water off at the meter in your home.
- Call emergency number for service.

#### Back Up at One Toilet

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

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

#### Un-plugging toilets is a non-warrantable item.

No Hot Water See Water Heater

## Baessler Homes Limited Warranty Guidelines

During the Quality Assurance and New Home Orientation, we will confirm that all plumbing fixtures are in acceptable condition and are functioning properly, and that all faucets and drains operate freely.

## Roof

### Homeowner Use and Maintenance Guidelines

The shingles used on your home should provide you with many years of service and weather protection for your home. A few reminders on the maintenance of your roof could save you a great deal of expense and discomfort in the future.

**Do not walk on your roof.** Doing so can void your warranty. The weight and movement will loosen and break the integrity of the roofing material, which can, in turn, result in a leak. No one should attempt to walk on the roof when it is wet. It is extremely slippery. During hot weather, your shingles will be soft and pliable and can be easily damaged. Extreme cold will make them hard and brittle, thus easily damaged.

### Clean Gutters

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

### Inadequate Roof Ventilation

Attic spaces will be ventilated as required by applicable building codes. Be sure roof vents remain open and are not covered or blocked by debris. If the roof vents are covered, we recommend that a professional be hired to clear them off.

**Note:** The attic should NEVER be used for storage.

### Leaking Through Vents

Vents are provided for proper ventilation. Even vents that are installed according to building codes can allow driving rain to enter. This is not a defect. Baessler Homes is not responsible for damage due to driving rain or blowing sand and dirt.

Vents should not leak under normal conditions. The Builder will repair leaks that occur under normal conditions.

### Leaks

Roof and/or flashing leaks not caused by Homeowner's actions, negligence, or weather-related damage will be repaired. It is a Homeowner's responsibility to remove leaf/debris build up in gutters. If shingles are replaced, expect dye lot variations, which are not warranted. When

a leak is noticed, try to detect the exact location; this will greatly help in locating the area that requires repair. Roof repairs will only be made when the roof is dry.

## Mismatch of Shingle Colors

This is a non-warranted item. Some color mismatches are due to sun reflections, minor differences in colors between shingles in the same lots and the aging and weathering of the shingles.

## Severe Weather

After severe storms, do a visual inspection of the roof for damage. Under normal weather conditions, shingles should not blow off the roof. If shingles are damaged by severe weather conditions, please contact your Homeowners Insurance.

Under normal weather conditions, Baessler Homes will repair or replace damaged shingles. If shingles are replaced, expect dye lot variations, which are not warranted.

## Shingles Sticking Up or Not Sealing Down

Shingles should be sealed by the end of the One-Year Warranty Service Review period. Shingles need heat from the sun to get the full effect of the seal. Due to lack of heat from the sun during the winter, performance standards may vary. For this reason, roofs installed during winter months will have shingles repaired or replaced one time only during the One-year warranty program from lifting or blowing off.

Baessler Homes will repair shingles that are not sealed by the end of the One-Year Warranty period. If a shingle is replaced, expect dye lot variations, which are not warranted.

## Baessler Homes Limited Warranty Guidelines

Baessler Homes will repair roof leaks other than those caused by severe weather. Roof repairs are made only when the roof is dry. Storm damage is excluded from warranty coverage. Notify your Homeowner's Insurance if storm damage is discovered.

# Scented Candles

## Homeowner Use and Maintenance Guidelines

The popularity of scented candles has increased many - fold in recent years. If this is an activity that is part of your lifestyle, we caution you about the potential damage to your home from soot. When this condition results from

Homeowners burning candles, resulting damage is excluded from our limited warranty coverage.

# Shower Doors & Tub Enclosures

## Homeowner Use and Maintenance Guidelines

Shower doors and tub enclosures require minimal care. Using a squeegee to remove water after a bath or shower will keep mineral residue and soap film to a minimum.

Use of a shower spray can also help prevent buildup of minerals and soap.

Use cleaning products suggested by the manufacturer to avoid any damage to the trim and hardware. Avoid hanging wet towels on corners of doors; the weight can pull the door out of alignment and cause it to leak. Check and touch-up caulking on an as needed basis.

Clean up any water that splashes out of the shower or tub as soon as possible to avoid base board or wall damage.

## Baessler Homes Limited Warranty Guidelines

During your New Home Orientation, we will confirm the good condition of all shower doors and tub enclosures. Baessler Homes warrants that shower doors and tub enclosures will function according to manufacturer specifications. Baseboards and walls wet/damaged from showers and baths are not warrantable.

# Siding & Posts

## Homeowner Use and Maintenance Guidelines

Siding expands and contracts in response to changes in humidity and temperature. Waves, shrinkage, and separations are expected in siding. These behaviors cannot be entirely eliminated.

## Cement Based or Composite Products

Cement based siding will require repainting and caulking just as wood products do.

SEE EFFLORESCENCE UNDER BRICK/STONE

## Dents, Scratches, Holes, or Nicks in Siding

There should not be any dents, scratches, holes, or nicks in the siding prior to closing. Baessler Homes will



repair or replace ONLY the damaged siding noted on the New Home Orientation checklist.

## Painting and Caulking

Paint will fade and touch up may be needed in knotholes and other areas at a later date. Touch up is the responsibility of the Homeowner. The Homeowner can expect the newly painted surface may not match the original color, for which the Builder is not responsible.

Note: Exterior caulking is a yearly Homeowner maintenance item.

## Wood and Wood Products

Wood or wood-product siding will require routine refinishing. The timing will vary with climatic conditions. Maintain caulking to minimize moisture entry into the siding. Note that some paint colors will require more maintenance than others and some sides of the home may show signs of wear sooner based on their exposure

to the elements. Some wood siding, such as cedar, is subject to more cracking and will require more maintenance attention.

## Wood Splits

Some splitting of wood is normal and should be expected. Knots are a natural characteristic of wood and not considered defects of wood.

## Guidelines

Baessler Homes warrants all siding to be free of defects in material and workmanship for one year from closing. We will confirm the condition of the siding during your New Home Orientation.

Under normal weather conditions, your siding should not come loose. Siding that comes loose during the warranty period will be repaired. Expect variations in color due to dye lots and elements. If the siding becomes loose due to abnormal weather conditions, this is not warrantable.

# Smart Home Package (optional)

## Homeowner Use and Maintenance Guidelines

If your home selections include the Smart Home package, you will contact the trade partner that can help get this set up for you. There is a requirement of internet service for this selection.

## Baessler Homes Limited Warranty Guidelines

Baessler Homes makes no representation that the alarm system will provide the protection for which it

is installed or intended. All wiring necessary for the Smart Home Package is installed, any other equipment required for use is homeowner responsibility.

# Safety Detectors

## Homeowner Use and Maintenance Guidelines

### **NEVER ignore the sound of the alarm!**

Smoke alarms are designed to minimize false alarms. Cigarette smoke will not normally set off the alarm unless the smoke is blown directly into the alarm. Combustion particles from cooking may set off the alarm if it is located close to the cooking area. Large quantities of combustion particles are generated from sills or when broiling. Using the fan on a range hood will also help reduce and disperse the combustion particles in the kitchen.

Read your owner's manual and be familiar with the required maintenance for smoke detectors as noted.

Use only the recommended batteries. Using non-recommended batteries may have detrimental effects on the alarm components.

Alarms should be cleaned at least once per year. Follow manufacturer recommendations.

Smoke alarms are wired into the home's electrical system and use the battery for backup in case of a power failure. ALWAYS ensure batteries are changed twice a year, to ensure proper operation in the event of a power failure. A good time to do this is when you change your clocks each year for the time change.

Chirping. The detectors are designed to chirp when the backup battery is low or when there is a self-diagnosed issue with the detector. Read your owner's manuals for the detectors installed and understand how to maintain the detector and what the chirps mean.

Talking detectors. Newer detectors also have a feature that will audibly state the issue being detected. The detector alarm will sound, followed by an automated voice that will state "FIRE" or "CARBON MONOXIDE", respectively. Test your equipment and become familiar with what it means and the steps to take.

Maintenance, nuisance alarms, and chirping is not warranted by Baessler Homes. Smoke detectors should be replaced every 10 years at a minimum.

Read the manufacturer's Manual for detailed information on the care of your smoke detectors. Your smoke detectors are hardwired to the electrical panel, interconnected to each other (if one goes off, they all go off) and all have battery backups. These are not part of the security system.

\*\*Service Manual is subject to change at any time without notice. Baessler Homes 1 year builder warranty is non-transferable\*\*

## Carbon Monoxide Detectors

### **NEVER ignore the sound of the alarm!**

Carbon Monoxide detectors are required near all bedrooms and sleeping areas. The maintenance of these detectors is very similar to that of smoke detectors.

Read the manufacturer owner's manual and familiarize yourself with the operation and maintenance required. Carbon Monoxide detectors should be replaced every 10 years at a minimum.

### Battery

If a smoke detector makes a chirping sound that is a sign that the battery needs to be replaced. Follow manufacturer instructions for installing a new battery. Most smoke detectors use a 9-volt battery. It is recommended that you change your batteries every 6 months. A good way to remember this is to change them when you adjust your clocks.

### Cleaning

For your safety, clean (vacuum) each smoke detector monthly to prevent a false alarm, or lack of response in a fire. After cleaning, push the test button to confirm the alarm is working. For safety it is important that these devices are kept clean and in good working order.

### Locations

Smoke detectors are installed in accordance with building codes, which dictate locations. Baessler Homes will not omit any smoke detector and you should not remove or disable any smoke detector.

## Stucco

### Homeowner Use and Maintenance Guidelines

Stucco is the application of cement plaster over a wire lath to form an exterior cladding. This is done in a 3-coat method achieving a finished product. This material is made of cement plaster, and in effect concrete. Cracking of this material as it ages and the home settle is to be expected. Some shrinkage cracks can show up almost immediately.

Baessler Homes will warranty Stucco cracks one time in the first year. Baessler will fill the crack original color at the location of the crack only. There may be a color difference at repair site.

It is recommended that the Homeowner inspects the exterior of the home at least annually and address any cracks or shrinkage immediately to avoid water intrusion. Baessler Homes does not warrant poorly maintained stucco.

## Caulking & Sealants

Regardless of the advertised life of the caulk material used, it should be inspected routinely for peeling, cracking, or separating. Building movement can at times exceed the caulk's ability to stretch, thereby resulting in separation.

Most water penetration of wall systems occurs around penetrations in the wall system (i.e.: windows, doors, hose bibs, etc.). Re-caulking should be done annually but not limited to hose bibs, exterior doors, and windows. Check around power outlets and services and anywhere there is a penetration of the stucco. When applying caulk, the product selected should be selected to match the stucco color. Maintaining caulked joints and seams can prevent many instances of water intrusion. See the caulk manufacturer's literature for instructions on the proper procedures for re-caulking.

### Care & Maintenance

Wash stucco as needed to keep its surface clean and bright.

#### **Pre-wet**

Use a garden hose with a jet nozzle to pre-wet the wall over the entire surface. Pre-wetting will overcome a possible absorption problem and will prevent the stucco from absorbing dirty wash water. Set the nozzle to a medium to coarse spray. Start at the bottom and work your way to the top.

#### **Wash**

When the surface has been pre-wetted, adjust the nozzle to a "pressure stream". Then direct the stream of water against the wall to loosen dirt and dust. "Caked on" dirt may need to be removed with a brush. Note: Avoid eroding the finish by holding the nozzle a sufficient distance from the surface. Be extremely careful of using pressure washers to clean stucco as they can achieve pressure sufficient to cut the stucco surface.

#### **Use a cleanser if necessary.**

Sometimes it may be necessary to use a mild cleanser to remove stains. It is desirable to determine the source and cause of the stain before cleansing. Some stains require specific treatments. However, recommended for most common stains is a mild solution of tri-sodium phosphate, TSP. This is available at most paint or hardware stores. Should you choose to use a different product, be sure it is water-soluble (dissolves completely in water). The product should also be safe for Portland Cement. Note: Do not use soap or dishwashing liquid! It is always recommended to test your cleaning solution on a small, inconspicuous area first. Do not let the solution dry on the wall.

#### **Rinse**

Flush the wall thoroughly with clean water to remove loosened dirt and cleansers.

## Cracking and Repair

Though most cracking can be prevented during the construction process, the potential for some cracking will always be present. While stucco is extremely high in compressive or impact strength, it is not of sufficient tensile strength to resist building movement. Therefore, stucco should be routinely checked for cracks. Determining the cause of the cracking is the key to proper repair procedures. Cracks should be dealt with immediately.

### Minor Cracks

Stucco will expand and contract in response to temperature, sometimes creating minor hairline cracks in the outer layer of the stucco application. This is normal behavior and considered a routine maintenance item.

These minor hairline cracks can be repaired by scraping the loose material from the crack and using a paintable caulk or flexible crack sealer to fill the gap. The texture can be more easily simulated by broadcasting stucco sand onto the fresh caulk before it cures. Most paint manufacturers produce an elastic crack sealer product specifically for this use. They are available under several different brand names. Consult your paint supplier for specific brands.

## Irrigation

Be sure to keep water directed away from the stucco wall. Over time mineral oxides or chemicals in the irrigation water can stain the finish. This could also cause mildew (a fungus) or efflorescence (a white powdery "bloom") to form.

If you find efflorescence, spray the affected area with white vinegar. This should neutralize the alkaline efflorescence. After a few minutes, but before the vinegar dries, brush and rinse the area with clean water. You may also use a brick or masonry cleaner, but you should check the manufacturer's directions and test it on a small area for reaction with the paint. Efflorescence is caused by mineral salts leaching out through the stucco from behind. To prevent recurrence of efflorescence, you must find and repair the condition allowing water to get behind the stucco. Eliminating the moisture source will eliminate the efflorescing.

Cleaning may be required several times over a period of as long as six months to allow all the moisture to dry out of the wall system. For more information on efflorescence see the National Concrete Masonry Association's "Control and Removal of Efflorescence", NCMA Tek 8-3-A available through the NCMA at [www.ncma.org](http://www.ncma.org).

## Repainting

Paint should be inspected at least annually for evidence of chalking, peeling, cracking. Repainting as necessary. Make sure to follow the manufacturer's guidelines for repainting and repair. Expected life in our climate is 3 to 5 years.

## Baessler Homes Limited Warranty Guidelines

Baessler Homes Warrants Stucco to be free of defects in material and workmanship for one year from closing. We will confirm the condition of the Stucco during your New Home Orientation.

Cracks, separations, or gaps are not warrantable and are a Homeowner Maintenance item.

## Ventilation

### Homeowner Use and Maintenance Guidelines

Homes today are built more energy efficient than ever. This saves energy dollars but creates a potential concern.

Condensation, cooking odors, and indoor pollutants may all accumulate. We provide mechanical and passive methods for ventilating homes. Your attention to ventilation is important to health and safety. Building codes require attic and crawl space vents to minimize accumulation of moisture.

### Attic Vents

Attic ventilation occurs through vents in the soffit (the underside of the overhangs) and on the roof. Driving rain sometimes enters the attic through these vents. Do not cover them to prevent this.

### Daily Habits

Your daily habits can help keep your home well ventilated:

- Develop the habit of running the hood fan when you are cooking.
- Use the bath fans when bathrooms are in use, and for at least 30 minutes after a shower.
- Air your house out by opening windows for a time when the weather permits. Proper ventilation will prevent excessive moisture from forming on the inside of the windows; also see Condensation.

## Baessler Homes Limited Warranty Guidelines

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

# Gas Water Heater & Electric Water Heater

## Homeowner Use and Maintenance Guidelines

Carefully read the manufacturer's literature and warranty for your specific model of water heater. Send in your warranty cards for these important appliances.

### Drain Tank

Review and follow the manufacturer's timetable and instructions for draining several gallons of water from the bottom of the water heater. This reduces build-up of chemical or mineral deposits from the water, thereby prolonging the life of the tank as well as saving energy dollars. Carefully follow the instructions in the manufacturer's literature. Ensure the power is off prior to draining an electric water heater.

### Element Cleaning or Replacement (Electric)

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

### Pressure Relief Valve

Follow your manufacturer's recommendation for maintenance of the Pressure Relief Valve. Stay clear of the discharge line to avoid injury. See manufacturer's literature for diagrams and detailed instructions.

### Safety

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

### Stinky Water

Some people may notice a "stinky water" smell, and think it is a problem with their water heater. The smell is caused by harmless bacteria in the water that eats the magnesium anode rod inside the water heater. But removing this rod WILL void the water heater warranty.

### Tankless Hot Water Heater

Tankless Hot Water Heaters are designed to be a much more efficient way to heat the water in your home, however, **the hot water is not instant**. It may still take a few minutes for the hot water to reach the faucet, as it

must still travel from the heater to the fixture. The delay of hot water from the appliance to the tap is not a warrantable item.

## Temperature

Your water heater is pre-set slightly below or at the maximum temperature allowed by code. Higher settings can waste energy dollars and increase the danger of injury from scalding. Many municipal codes require a separate mixing valve to further control the water temperature in bathrooms. Hot water will take longer to arrive at sinks, tubs, and showers that are farther from the water heater.

### TROUBLE SHOOTING TIPS

#### No Hot Water

Before calling for service, check to confirm that the:

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

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

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

## Baessler Homes Limited Warranty Guidelines

Refer to the manufacturer's limited warranty for complete information regarding warranty coverage on your water heater.

# Windows, Screens & Sliding Glass Doors

## Homeowner Use and Maintenance Guidelines

Windows are warranted directly through the window manufacturer. This information is included in your Final Walk binder that you will receive.

Windows will operate with reasonable ease. Contact a glass company or window distributor for re-glazing of any windows that break. Glass is difficult to install without special tools.

Clean during moderate temperatures with only a mild

soap and warm water using a sponge or soft cloth and dry with a towel. Avoid abrasive cleaners, razors, brushes, or scrubbing devices of any kind. Clean glass with a mild dish soap and water or commercial glass cleaner, rinse completely with clean water and wipe dry with a soft cloth to avoid water spots.

Clean screens by first removing, then washing on a clean, flat surface with mild soap and water solution using a soft brush. Rinse, dry and reinstall.

## Condensation

Condensation that accumulates between the panes of glass in dual-glazed windows indicates a broken seal. Contact Homeowner Services to replace the window if this occurs during the 1-year warranty period.

## Infiltration

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

Windows and window weather stripping is covered through the manufacturer. The window manufacturer covers patio doors also.

## Mildew

Mildew is a fungus that tends to develop on very moist surfaces. Try to keep your windowsills dry by either controlling your condensation and/or wiping up any moisture.

## Scratches

Baessler Homes confirms that all window glass is in acceptable condition at the New Home Orientation. Minor scratches on windows can result from delivery, handling, and other construction activities. Baessler Homes will replace windows that have scratches readily visible from a distance of 6-feet only if noted on the New Home Orientation checklist.

Baessler Homes does not replace windows that have scratches visible only under certain lighting conditions.

## Screens

Sliding patio door screens will slide properly on the track. Cleaning and maintenance are necessary to preserve proper operation of the screen door and are the Homeowner's responsibility. Damage not caused by Homeowner negligence of damage will be repaired during the warranty period.

Screens with holes or defects will be replaced if noted on New Home Orientation checklist. Once the home has closed, it is the Homeowner's responsibility.

## Sticking windows

If sticking occurs, or excessive pressure is required to open or close, use a silicone lubricant. Spray this on the tracks and the windows should move freely. Silicone is available at hardware stores. DO NOT use petroleum-based products. This is a Homeowner's maintenance item and is not covered through the manufacturer or Baessler Homes.

## Sliding Glass Doors

Sliding glass doors are made with tempered glass, which is more difficult to break than ordinary glass. If broken, tempered glass breaks into small pieces rather than large splinters, which can easily cause injury.

Keep sliding door tracks clean for smooth operation and to prevent damage to the doorframe. Silicone lubricants work well for these tracks. Acquaint yourself with the operation of sliding door hardware for maximum security.

## Stress Cracks

The window manufacturer will replace the cracked piece of glass within the builder warranty period. Glass that is cracked due to Homeowner's negligence will not be warranted.

## Weep Holes

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

## Baessler Homes Limited Warranty Guidelines

We will confirm that all windows, screens, and sliding glass doors are in acceptable condition during the New Home Orientation. Baessler Homes will repair or replace broken windows or damaged screens noted on the New Home Orientation checklist. Windows should operate with reasonable ease and locks should perform as designed.

If they do not, contact the window supplier for adjustments.

## Wood Trim

### Homeowner Use and Maintenance Guidelines

Shrinkage of wood trim occurs during the first two years or longer, depending on temperature, can be seasonal and humidity. All lumber is more vulnerable to shrinkage during the heating season. Maintaining a

moderate and stable temperature helps to minimize the effects of shrinkage. Wood will shrink less lengthwise than across the grain.

Wood shrinkage can result in separation at joints of trim pieces. You can usually correct this with caulking and touch-up painting.

## Cracking and/or Separation

Separation between wood and adjacent surfaces or cracks that exceed 1/8" will be corrected within the 1st year. Baessler Homes will correct by using caulk, putty or other methods.

If replacement is required, we will do our best to match

stain and grain as closely as possible, but variations are to be expected and are not warranted.

All wood will have variations in grain and color. These variations are not warranted. Baessler Homes will correct readily noticeable construction damage such as chips and gouges listed during the New Home Orientation.

## Baessler Homes Limited Warranty Guidelines

During the New Home Orientation, we will confirm that wood trim is in acceptable condition. Minor imperfections in wood materials will be visible and will require no action.

# Safety & Security

## Checklists

### FIRE SAFETY

- Buy at least one fire extinguisher for your home.
- Ensure that all family members know the fire extinguisher location(s), and how to use them.
- Ensure family members know how to shut off gas, electricity, and water.
- Have all extinguishers checked annually?
- Test your smoke detectors regularly to ensure proper operation.
- Avoid overloading electrical circuits.
- Prepare an evacuation plan and meeting place and ensure all family members know the plan.
- Put lights on timers.
- Ensure all appliances are turned off.
- Turn down the temperature on the water heater.
- Leave a set of keys with a trusted neighbor in case of an emergency.

### SECURITY ON VACATION

It is advisable to take the following precautions when leaving your home for an extended period of time:

- Turn off the water at the main shut-off.
- Stop mail and newspapers.
- Lower the thermostat to a moderate temperature (maintain a reasonable temperature in the home to prevent damage from extreme temperatures).

# Spring & Summer Checklists

## INTERIOR

- Clean/replace HVAC filter (recommended every 30-90 days).
- Check hot water tank for leaks; drain unit and refill.
- Inspect drains and ensure traps are filled with water.
- Air out for moisture/leaks on dry, sunny days or use a dehumidifier.
- Test smoke alarms and carbon monoxide detectors (recommended monthly).
- Vacuum smoke alarms and carbon monoxide detectors.
- Check and reset GFIC (Ground Fault Interrupter Circuit).
- Clean/replace range hood filter.
- Check doors, tighten loose hinges and lubricate track of sliding door(s).
- Check the attic for adequate ventilation and ensure all insulation is in place.
- Turn off pilot light in fireplace, if applicable. Check HVAC Condensate lines for proper flow and free of blockages.
- Check wet areas such as sinks, tubs, and showers for sealant.

## EXTERIOR

- Check that all roof flashing is intact and properly caulked.

- Have the roof professionally inspected for cracked, loose, or damaged shingles. Replace as needed.
- Check that the eaves troughs and downspouts are free from debris.
- Ensure the ground is sloping away from house.
- Check that the downspout is directing water away from the foundation.
- Inspect exterior clad stone, brick, mortar, and stucco for chips and cracks, fill if necessary.
- If landscape plans are modified, make certain the grading and drainage are not affected.
- Check rear lot catch basin and clear any debris, if applicable.
- Verify exterior landscaping is at least 12" to 18" away and not in contact with home's exterior.
- Check driveway and walkways for damage, fill cracks and seal.
- Fertilize lawn and treat for pests. Inspect fencing, if applicable.
- Turn on the exterior water supply.
- Check caulking is intact and sealed, re-caulk if necessary.
- Check windows and screens are operating properly.
- Lubricate moving parts of garage door(s) & garage door opener (if applicable).
- Arrange for annual inspection of air conditioning.
- Run Irrigation and check heads for leaks. Adjust heads away from home and finished materials. Set timer to meet local watering restrictions.

# Fall & Winter Checklist

## INTERIOR

- Clean/replace HVAC filter (recommended every 30-90 days).
- Lubricate air handler motor (follow manufacturer's directions).
- Inspect furnace vents and registers, ensure they are clean and free of debris.
- Check air handler fan belt for normal wear and tear, replace if necessary (follow manufacturer's directions).
- Inspect and ensure drains and traps are filled with water.
- Check hot water tank for leaks and drain unit and refill. Inspect perimeter for moisture/leaks.
- Test smoke alarms and carbon monoxide detectors (recommended monthly).
- Vacuum smoke alarms and carbon monoxide detectors, so that they are free of dust and other contaminants.
- Check and reset GFIC (Ground Fault Interrupter Circuit).
- Clean/replace range hood filter.
- Clean humidifier, if applicable.
- Open and clean fireplace, light pilot light, if applicable.
- Check doors, tighten loose hinges and lubricate track of sliding door(s).
- Check attic after storms for moisture that may have entered through vents, remove as soon as possible to prevent water damage.
- Inspect wet areas such as tubs, showers, and sinks for sealant.
- Clean carpets and rugs.

## EXTERIOR

- Check that all roof flashing is intact and properly caulked.
- Check roof for cracked, damaged or loose shingles, replace as necessary.
- Remove debris from vents.
- Check that gutters and downspouts are clean and clear of debris.
- Check that attic louvers are screened and free of debris.
- Check that the downspout is directing water away from the foundation.
- Check rear lot catch basin and clear any debris, if applicable.
- Winterize landscaping and remove leaves.
- Check caulking is intact and sealed, re-caulk if necessary.
- Lubricate moving parts of garage door(s) & garage door opener (if applicable).
- Check windows and screens are operating properly.
- Check clothes dryer vent and ensure it is free from debris.
- Check sealing around windows and doors, replace as necessary.
- Schedule blow out and winterization of irrigation system.
- Ensure the system is shut off and drained down to prevent damage.



THE PRIDE & JOY OF A

# Brand New Home

It has been our privilege to build your brand new Baessler Home. We hope your enjoyment of it is never ending. This Service Manual will come in handy in the years ahead. It will serve as a guide in keeping your home well maintained and worry free. A home is more than a collection of rooms. It is the center of family life and a place where fond memories are formed.

Thank you for allowing Baessler Homes to be part of it!



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