



IDEAL
homes | neighborhoods®



the **IDEAL** quick start guide

welcome home | www.idealhomes.com



table of contents

First Steps	1	Troubleshooting	9
Warranty Registrations	1	Loss of Power	9
Ideal Two-Year Warranty	2	Heat and Air Problems	9
Follow-Up Appointments	2	Jetted Tub	9
Common Warranty Concerns	3	Smoke/Carbon Monoxide Detectors	10
Issues Excluded from Warranty	3	Fireplace	10
Seasonal Homeowner Maintenance	4	Plumbing Back Up	10
Product Recommendations	5	Clothes Dryer	11
Landscaping Care	6	Garbage Disposal	11
Window Information & Care Tips	8	Garage Door	11
		Noise at Air Return	12
		Double Closet Doors Roller Ball Latch	12
		Tub Draining Slow	12
		Outlet Difficult to Plug In	13
		Gas Cooktop Not Lighting Correctly	13
		Shower and Tub Hot Water Temperature	13
		Manufacturer Warranties	14

contact *IDEAL* Customer Care

Non-Emergency & Customer Care Team: 405-573-5693

customercare@ideal-homes.com | www.idealhomes.com/homebuying-guide

For minor adjustments or repairs and other concerns. Non-emergency items may take up to 14 working days to complete. *NOTE: If you are not contacted within one business day of submitting a service request, please call the number listed above.*

Emergency Repairs

405-364-1152

For total loss of heating/AC, power, water, gas leaks (**call ONG first for gas leaks and other utility providers for electricity & water**) or major plumbing or roof leaks or plumbing back-ups. Homeowners must take responsibility to prevent any further damage until the contractor arrives.

other helpful phone numbers

ONG—Natural Gas	1-800-664-5463	OKIE811 (call before you dig)	811
OG&E—Electric	1-800-272-9741	Cox Cable	405-600-8282
OEC—Electric	405-321-2024	AT&T U-verse	800-288-2020
Edmond Electric	405-216-7660	GE Appliance	800-432-2737
CKenergy Electric Co-op	405-656-2322	Whirlpool Appliance	866-698-2538

welcome to the *IDEAL* family



Congratulations on the purchase of your new Ideal Home! We want you to be able to enjoy your new home for years to come and know you have made a wise investment. This goal is accomplished by servicing and maintaining your home.

This Ideal Quick Start Guide will help you through the process of submitting a service order, understand more about your home, and inform you of some of the most common issues in an easy-to-read format so you can spend more time having fun.

If you experience any concerns during your warranty, contact the Ideal Homes Customer Care Team.

first steps

Set-up utilities: **Homeowners must transfer utilities to their name within one week of closing.** A list of utility companies in your neighborhood is listed in the homeowner packet.

warranty registrations

Be sure to register all your new appliances with the manufacturers in a timely manner.

Information on the other time-sensitive warranties is included in the homeowner packet. The following registrations should be completed within 30 days of closing: HVAC unit registration, Environments for Living (EFL) Limited Energy Use Guarantee registration, and the window warranty.



the *IDEAL* two-year warranty

We stand behind our high building standards, attention to detail, and overall quality with a two-year warranty on all new homes and a 10-year structural warranty.

Our Customer Care Team will assist you with your service requests during the warranty period and even check in with you throughout the first year of ownership to ensure that everything is going smoothly. The 10-year structural warranty provided by a third party offers confidence in your home's foundation for many years to come.



follow-up appointments *with Customer Care*

As a courtesy to our homeowners, we conduct two follow-up visits during the first year of your two year warranty to make adjustments, minor repairs to caulking or drywall, and address any questions or concerns.



60-Day Follow-Up

The Customer Care Team will schedule to meet you at your home and address any concerns or warranty items.



One-Year Follow-Up

If you wish to schedule an appointment, please contact our Customer Care Team to meet you at your home and address any concerns or warranty items.

first-year of two-year warranty

This list of warranty items are covered under the first year of the Ideal Two-Year Warranty.

- Drywall cracks, nail pops, tape separations
- Caulking on cornice of home, windows, and expansion joints
- Adjusting striker plates on doors
- Caulking and grout separations on countertops and backsplashes
- Cabinet door adjustments
- Arc fault breakers tripping during power surges/lightning storms, or by operating household appliances (*i.e. vacuum or exercise equipment*)
- Door, window, and gate adjustments
- Concerns about sensitive GFCI outlets

second-year of two-year warranty

This list of warranty items are covered under the second year of the Ideal Two-Year Warranty.

- Plumbing
- Electrical
- Heat & Air

issues excluded from warranty

While many items are covered under your two-year warranty, unfortunately we simply cannot warranty all items in your home as there are circumstances beyond our control. Here is a list of items excluded from your Ideal Homes & Neighborhoods warranty.

- Sod, shrubs, and trees
- Weather damage (hail, wind, or rain)
- Failure to reset GFCI outlets or breaker panel switches correctly
- Fences (including either damage, split wood, rotting posts, etc)
- Paint touch-ups—interior and exterior (including cabinetry/woodwork)
- Alignment of garage door sensors
- Concrete chips and cracks
- Wear and tear (including damage, scratches, chips, marks, or neglect)
- Flooring damage (carpets, tiles, wood, vinyl, or laminate)
- Exterior faucets (including freeze breaks or turning handle too hard)
- Window screen damage
- Appliances (covered by manufacturer)
- Pet damage

Not sure? Contact the Customer Care Team by calling 405-573-5693 or emailing customercare@ideal-homes.com.

seasonal homeowner maintenance

Fall

- Check exterior caulking
- Change batteries in smoke detectors
- Lubricate moving garage door parts
- Flush hot water tank
- Clean out dryer vent cap
- Test furnace (open all windows and turn on the exhaust fan to prevent smoke detectors alarm)

Winter

- Disconnect hoses and cover exterior faucets when below freezing
- Check heat tape at the furnace (orange light on)
- Water sod, shrubs, and trees every week (when above freezing and remember to cover faucets when complete)
- Use sand during icy weather for traction on ice (do not use rock salt or ice melt)

Spring

- Check exterior caulking
- Change batteries in smoke detectors
- Lubricate moving garage door parts
- Flush hot water tank
- Test air conditioner
- Clean out dryer vent cap
- Clean gutters/downspouts

Summer

- Water foundation with a soaker hose
- Check your fence and repair any loose boards
- Use paint kit for touch-ups inside and outside (store paint inside)
- Caulk any concrete cracks 1/4-inch width
- Check interior caulking



Monthly

- Change HVAC filters monthly (recommended: MERV 8)

product recommendations

General Home

- Step ladder and extension ladder
- Flexible dryer vent hose
- Water sprinklers
- Garden hoses and soaker hoses
- Liner tray for cabinets under sinks
- New metal-braided hoses for washing machine
- HVAC pleated filter MERV 8 (available at Locke Supply)
- Faucet Cover (to cover exterior faucets in winter and prevent freezing)



Cleaning and Care Products

- Fabuloso, 409 and Fantastik (general cleaning for tubs, sinks, countertops, and toilets)
- Bar Keeper's Friend (stainless steel)
- Bleach (solid surface sinks only)
- Stainless Steel Magic (stainless steel polish for sinks and appliances)
- Cerama Bryte (smooth surface cooktops)
- Swiffer (for use in dusting wood floors and may also use moist Swiffer for mopping)
- White Vinegar and Water (a 50/50 solution will help to clean stain-resistant carpets without removing stain-resistant material)
- Teflon or silicone spray (helpful in lubricating garage doors and deadbolts)
- Jet Dry (rinse agent for dishwasher—important in conditioning dishwasher and helping to dry dishes)
- Sprayway Glass Cleaner (use to clean fireplace glass—no ammonia)

Products to Avoid



- Scrubbing Bubble products (contains harsh chemicals that can cause surface pits in Vikrell tubs and showers)
- Abrasive Cleansers (can scratch the surface in bathtubs and sinks)
- Rock Salt & Ice Melt (don't use on any concrete flatwork as it will cause permanent damage)
- Resolve or similar products (if used on stain-resistant carpets can remove stain-resistant material—instead use a 50/50 solution of white vinegar and water)
- Toilet Tank Tablets (will erode the seals in the toilet and void manufacturer warranty)
- Old English Polish (Do not use on cabinets or woodwork as it can leave behind a residue that can damage and eat lacquer finish—use Pledge Wood Polish instead)
- Glass cleaners containing ammonia (especially on using on tempered glass, like fireplace glass. Instead, use glass cleaners with vinegar to avoid breaking down the tempering in the glass)
- Liquid Drano or drain cleaners (will corrode and damage plumbing pipes)

landscaping care

New Sod Care for Bermuda (all seasons)

Water every day for 10 days (saturate) when first installed, then continue as follows.

Spring, Summer & Fall Care

- Water sod/shrubs thoroughly every two days
- Only fertilize sod or apply weed treatments after four or five mowings and then only in moderation until your lawn is established
- Sod will turn yellow after it is installed but will green up after watering



Winter Care

During winter months, water sod and shrubs once a week when temperatures are above freezing (make sure to disconnect hoses and cover faucets when watering is complete).

Homeowner Responsibilities

Sod, shrubs, and trees are not covered under warranty. Homeowners will need to take proper care and maintenance to ensure healthy landscaping.

Sod will settle and look uneven especially after heavy rains. This is common and is not considered a warranty item. Some leveling may be required after some time as part of homeowner maintenance.

Weeds are often seeded in the ground under the sod and will come to the surface. These can be treated by pulling or spot treating.



Pests such as grubs worms can harm sod. Other wood-boring insects and diseases can also harm trees and shrubs. Contact a reputable landscape company with questions or concerns. These issues are not covered under warranty.

Tree Care

Water trees once a week for 20 to 30 minutes soaking deeply to the root. The stakes and straps can be removed after one year. Trees can lose leaves during hot weather (avoid spraying water on leaves during extreme heat).

For specific fertilizing instructions, we recommend calling Marcum's Nursery at 405-288-2368 or consulting another reputable landscaping company or nursery.

Sprinkler System *(if equipped)*

For proper function, inspect all valves and heads to ensure water distribution. North sides of homes and in-between homes especially shaded areas require much less water. Please ensure you are not flooding your own or your neighbor's yard. You may need to adjust the duration and frequency of your sprinkler system control box.

Contact contractor for specific winterization instructions and maintenance tips: Reimer & Son's at 405-639-7214, or Spring Rain at 405-288-0048.

■ window information & care tips

- Fill out the window warranty registration in the homeowner information packet included with this guide
- Be careful not to scratch windows with razor blades or other metal such as squeegee handles.
- Cracks and scratches on windows can occur and are not covered under your warranty.
- Window operation of lifting or closing can change to be a little looser or tighter as the vinyl expands or contracts.
- Squeaky windows can be lubricated using a silicone lubricant.

Convective looping

During the winter months, an internal air current known as “convective looping” can occur near windows. This is usually noticed when window coverings such as blinds or curtains move. It gives the false appearance there is an air leak in the window. What is happening is the warm air inside the room mixes with the cool temperature of the window glass, creating its own internal air current. If you are nearby the window when this is occurring, you may notice cool air gently moving. This will not change the ambient temperature in your home but might feel cooler in the window area.



troubleshooting

Here are some tips that may help you resolve problems in your home. If you still can't resolve the issue, please feel free to give us a call and we will be happy to help.

Loss of Power

If the power is off in part of your home, check all GFCI outlets throughout the home. Push reset if any are tripped. Then check all breaker switches in the breaker panel in the garage. Any switches flipped to the middle position will need to be reset by turning the switch off (toward the outside), and then switched back on. If the power doesn't reset, there may be a power leg out. This is not an electrical problem in your home, but most likely a problem with the power company. Call your electric company.

Important: Some electrical codes require the kitchen refrigeration to be on a dedicated circuit which will need to be reset at the breaker box. Food spoilage can occur if tripped.

Heat and Air Problems

Check all breakers (Fan and AC/Heater) to see if any are tripped. Reset if necessary following the steps above. If this doesn't resolve, check quick disconnect outside at condenser unit (gray box.) Open panel and make sure the word "on" can be read right side up, and



ensure it is pushed in. Turn the thermostat to the off position. Press the reset button (small button on front cover). Then turn the thermostat back on.

Jetted Tub

If jets don't come on, check the GFCI outlets in the bathroom to see if any are tripped. Reset if necessary. If this doesn't resolve the issue, look for another GFCI outlet either in the master bedroom closet or possibly in the toilet area, and reset outlets if tripped. If still having problems, open the panel below the tub, being careful not to break any clips. Make sure the plug is firmly pushed into the outlet. Make sure all jets are open by turning the outer ring at the jet to the left or on some models a separate ring on the top edge of the tub.

Smoke/Carbon Monoxide Detectors

If the green light is blinking continuously, reset by pressing the middle button for three seconds. All units should sound alerts for about 30 seconds. The green light should then be solid. If the unit malfunctions, replace the 9-volt battery with a fresh battery (Duracell or Energizer). To change the battery slide out the battery cover. For some models, twist to release from the base on the ceiling, unplug by squeezing plastic prongs, and lift the battery door. Important: Make sure the battery is installed the correct way. Tip: When turning on the heater for the first time in the fall, open the windows and turn on the exhaust fans to vent fumes. This will prevent the detectors from accidentally sounding. ***Change the batteries twice per year.***

Fireplace

Lighting the pilot light: Make sure the switch at the wall is off. Turn on gas with the key (counterclockwise $\frac{1}{4}$ turn until it stops.) Open the panel below the fireplace. Turn the knob to "Pilot." Push in on the button with one thumb and hold in for at least 30 seconds (don't let off the button). With your other thumb, begin pushing the ignitor button repeatedly and watch for the pilot flame. Once the pilot lights, continue to PRESS AND HOLD the PILOT button for 10 seconds. Then release the pilot button. If it stays lit, then turn the button to the "on" position. If it stays lit, then turn the button to the "on" position. Then you may flip the switch at the wall to turn on the fireplace.



Plumbing Back Up

If drain pipes seem to drain slowly and toilets won't clear, the plumbing may have backed up. While they are rare, this is something that can happen. Before calling us to report the problem, you will want to relieve the pressure from the sewer line on the outside of the house at the cleanouts. For black rubber caps, use a slotted screwdriver to remove the cap or use a wrench for white plastic caps. Remove the covers and call our emergency line.

Clothes Dryer

If clothes are slow to dry, you may have a clogged dryer vent or vent tube. Check the vent on the roof twice a year to ensure the flapper and vent are not clogged with lint.

Garbage Disposal

If garbage disposal becomes clogged with food or debris, it will make a humming noise or might stop working to prevent the motor from burning up. If your disposal came with a wrench or “key” (located in your tilt-out tray or warranty drawer, stick it in the slot at the bottom and turn to loosen anything jammed in the blades. Unplug the disposal and reach inside and clean out any debris or food. Plug it back in and hit the reset button on the out cover.



Garage Door

If the power goes off or the opener suddenly stops working, check the GFCI outlet to make sure it is not tripped. If it is, either reset at the outlet or the breaker switch labeled garage door. If this doesn't correct the problem, follow these instructions:

Pull the red release cord and then pull the door up manually. Note: the door will not be locked when it is closed until the door is re-engaged on the chain. There is a manual slide lock on the side of the door. If you would like to use the manual slide lock, follow these instructions:

Use a socket wrench or driver to remove the lock and turn it sideways so it will operate correctly. (The garage door company installs these so that they cannot be accidentally engaged during normal operation.)

Unplug the opener before engaging the slide lock. Slide the lock into the open slot in the rail. When normal operation of the overhead door can continue, slide the lock to the unlocked position, remove the bolts and re-install the lock to the original position to ensure it cannot slide back. Then plug the power cord back into the outlet. Normal operation should begin. Call our office during business hours if you continue to have problems.

If the overhead door goes up and won't go down, the sensors are the most likely reason. The sensors are located at the lower part of the rail near the door. One

sensor has an amber-colored light which means that is the power to the sensors. The other sensor has a green light meaning the sensors are aligned. If the green light goes away, or if it flickers, the sensors need to be realigned. Loosen the butterfly nuts. Make sure your hand isn't blocking the sensor and then slightly turn the sensor until a green solid light returns.

Popping or screeching noises indicate the door needs lubricant. Do not use WD-40 as it will attract dust and make the situation worse. Instead use a silicone spray lubricant on each moving part—wheels, hinges, cable spool where the rod meets the spool, and lastly, give the spring a quick spray. Run the door up and down several times to help distribute the lubricant.

Noise at Air Return Vent

Sometimes you will hear a “tapping” or “rattling” noise at the air return vents. This noise is caused when the filter moves up and down. As the fan/air/heat starts up, the filter will sometimes pull up and tap the top of the vent. When it turns off, it falls back down onto the grill. If this is noticeable, open the grill door, pull the filter out, and use a flat head screwdriver to bend the filter tabs towards the inside of the vent. This will keep the filter from moving around.

Double Closet Doors Roller Ball Latch

Double closet doors with roller balls/latches may need adjustment. If the door latch at the top becomes too tight to too loose, turn the roller ball clockwise or counter-clockwise to make the ball move up and down to help latch.

Tub Draining Slow

If your tub is draining slowly it most likely is clogged with hair or other debris. Clean this out instead of using Liquid Plumber or Draino products. Put the drain cap in the seated position as if you are taking a bath. Turn the knob on top counter-clockwise to remove the cap. Use a screwdriver to remove the set screw. Remove the drain cap, being careful not to lose parts. Set aside. Use a pair of needle-nose pliers to pull up any debris. Return the drain cap, tighten the set screw. Tighten cap.



Outlets Difficult to Plug-In

Outlets are equipped with a “safety shield” inside that helps prevent children from inserting objects into the outlets. This safety device is made of hard plastic. You may have to “jiggle and wiggle” the plug into the outlet until it plugs in. This is a safety feature and not a malfunction of your outlet.

Gas Cooktop Not Lighting Correctly

If the gas cooktop burner either doesn't light or doesn't light completely, make sure that all caps are on the correct burners. Make sure when cleaning the caps, clean them one at a time and place them on the correct burner. You may have to jiggle them until they fit in the correct position.



Showers and Tub Hot Water Temperature

Shower and bathtub faucets sold in the United States include a scald protector (also call a limit stop). This protector keeps the faucet from being able to turn to the hot position. It only allows you to turn the hot water a little past the warm position. Federal law prevents your builder from adjusting the scald protector. Homeowners are allowed to make adjustments to increase water temperatures. Sink faucets are not affected, but shower and bathtub faucets will not feel as warm. Look in your warranty manual drawer in the kitchen (look for the envelope with the Delta logo) for instructions to make adjustments. Another great resource is the Help Center on the Delta website at www.deltafaucet.com. Search for the video titled, “how to adjust the rotational limit stop on your Delta shower.”

manufacturer warranties

Contact manufacturer for up-to-date warranties and information

Quartz Countertops:

Cambria—Limited Lifetime Warranty with the original owner (cambriausa.com/warranty)

Silestone—25 Year Transferable Warranty (silestoneusa.com/warranty)

Hanstone—Lifetime Residential Warranty (hanstone.ca/en/register-warranty)

Cultured Marble Countertop:

Renaissance Fabrication—2 year warranty (renafab.com)

HVAC:

Comfortmaker—after registering, some parts warranties will be in effect; call A-1 for serial numbers at 405-360-5545 (comfortmaker.com/en/us/product-registration-warranty)

Geothermal:

Climate Master—5 Year parts and labor; 10 years parts (climatemaster.com/homeowner/footer-links/owners-area)

Aerobic Septic System:

Vets Septic Service & Shelters—2 Year Warranty (vetssepticandshelter.com)

Plumbing Fixtures:

Delta Faucet—Limited Lifetime Warranty with the original owner (deltafaucet.com/service-parts/warranty)

Sink:

Blanco Silgranit—Limited Lifetime Warranty (blanco.com)

Water Heater:

Please refer to the unit install in your home and search the manufacturer website for the model number.

Shingles:

Pablo Roofing Products—Limited Lifetime Warranty (pabcoroofing.com/warranty)

Sprinkler & Irrigation System:

Rainbird—3 Year Warranty (rainbird.com/corporate/professional-customer-satisfaction-policy)

Brick:

Acme—100 Year Warranty (brick.com/100-year-guarantee)

Meridian/Boral—Limited Lifetime Warranty (boralamerica.com)

Trinity—Limited Lifetime Warranty (trinitybrick.com)

Overhead Garage Door:

Mid-America Garage Doors—10 year corrosion/rust

Garage Door Opener:

Liftmaster—4 year warranty (liftmaster.com)

Fiberglass Front Door:

Therma Tru Doors—20 year warranty (thermatru.com/technical/warranties)

Exterior Siding:

LP Building Solutions—50 year substrate & 5-year finish (lpsmartside.com)

Storm Shelters:

Ground Zero Storm Shelters—
Lifetime Warranty (leaking,
floating, manufacturing defects)
(groundzeroshelters.com/storm-shelter-warranty)

Storm Safe—Limited Lifetime Warranty
(stormsafeshelters.com)

Vets Septic Service & Shelters—Lifetime
Warranty (vetssepticandshelter.com)

Atlas Above Ground Storm Shelter
& Safe Rooms—Lifetime Warranty
(atlassaferooms.com)

Door Hardware:

Better Home Products (BHP)—Limited
Warranties (betterhomeproducts.com/warranty)

Fireplace:

Lennox—20 year Warranty (Lennox.com/owners/assistance/warranty)

Superior—20 year Warranty
(superiorfireplaces.us.com)

Smoke & Carbon Monoxide Detectors:

Kidde—7 year warranty (Kidde.com)

Exhaust Vents:

Broan-NuTone—3 Year Warranty (broan-nutone.com/en-us/home/customer-service/warranty)

Panasonic—2 Year Warranty (shop.panasonic.com)

Lightbulbs

Lifestyles—certain lightbulbs are eligible
for a replacement if brought into a
Lifestyles store. (Call 405-348-7420 for
details on warranty)

Windows:

PIVA—Limited Lifetime Warranty
(pivawindowsna.com)

MGM—20 year Limited Warranty on
Frames/Insulated Glass; 1 year on
Mechanism, locks, and balancer
(mgmindustries.com/documents/southern-rose-warranty.pdf)

MI Windows— Limited Lifetime Customer
Assurance Warranty (miwindows.com/resources/the-mi-warranty)

thank you

Thank you for trusting
Ideal Homes &
Neighborhoods to build
your dream home. We
hope you make many
happy memories in your
new home and your
new neighborhood. As
always, we strive to live
up to build IDEAL places
for people to live!





Sizes: _____

Where to buy? Locke Supply Co. (www.lockesupply.com)

— 16 —



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