

# PAPARONE

BUILDERS OF FINE HOMES



# HOMEOWNER'S MANUAL

2026 Edition

# WELCOME TO THE PAPARONE COMPANIES

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**C**ongratulations and thank you for your decision to purchase a new home built by The Paparone Companies. We look forward to working with you during this exciting time!

The *Paparone Companies Homeowner's Manual* has been designed to assist you with every step of your new home purchase, from initial contract to post settlement customer service. The information presented in this manual will serve as a guide to prepare you for each step of our new home build experience, making this exciting time easier. In addition to guiding you through the process of purchasing and building, this manual provides you with maintenance guidelines and a description of our limited warranty program, component by component.

Please take time to review this material thoroughly. We suggest that you bring this manual to all meetings. As we progress, you will add items to it. When complete, your manual will provide a useful record of information about your new home.

If you need clarification or additional details about any topic discussed, please give us a call. On behalf of the entire team, welcome and thank you for making Paparone your builder of choice.



Bruce Paparone



Matthew J. Paparone



Samuel B. Paparone



Joseph C. Paparone

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# INTRODUCTION

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## The History of Paparone Building

The legacy of Paparone New Homes in Southern New Jersey traces back to the 1950s when Bruce's father, Samuel J. Paparone, opened a real estate company. He quickly came to understand that continued success would depend not only on quality but also on a commitment to customer service and satisfaction. Following this principle, he and his brothers, Domenick and Thomas, built thousands of homes in South Jersey.

Over 65 years later, Bruce Paparone continues that legacy with his sons, Matthew, Samuel, and Joseph. With the experience of generations before them and a focus on the customer, the Paparone family, and the whole team at Paparone maintain their signature commitment to homeowner satisfaction. It is that commitment that has kept the company focused on consistently delivering high-quality homes and communities that fulfill the wants and needs of today's buyers.

Our commitment to Customer Service and Satisfaction is exemplified throughout the company, but especially in the attitude and actions of our sales and construction teams. Their dedication to creating innovative designs, outstanding workmanship, and superior service, has won us many awards, but more importantly, the gratitude and appreciation of many happy homeowners. We now welcome you to the family and encourage you to make the most of the home building experience.

Thank you for your confidence in us and please use this handbook as your guide throughout the home building experience.



## *What Happens Next?*

# **An Overview of Your New Home Experience**

Purchasing a new home is an exciting experience. The process is also complex, with many details to be decided and arranged. While The Paparone Companies is building your new home, you participate by taking care of several important aspects of your purchase. The chronological list that follows outlines the events that typically take place in the purchase of a new home. Where time frames are specified, you need to observe them in order for us to deliver your home on schedule. *Our sales managers are here to help with any questions you may have along the process! Our team will be available via phone or email and return any message they can during normal business hours.*

## **Purchasing Your Home**

The agreement of sale and various addenda constitute the legal understanding regarding the purchase of your new home. Please read the agreement of sale and all attachments carefully. As with any legal agreement, you may want to have your attorney review them. Once all the documents are signed, we suggest you insert them in the section, *Purchasing Your Home*.

## **Applying for Your Loan**

Once you have signed the agreement of sale, finalizing the details for financing is next. To assist you, we may suggest lenders appropriate for your specific financial situation. The section *Applying for Your Loan*, contains hints and information on the loan process.

## **Your New Home Selections**

The *New Home Selections* section of this manual will assist you in the exciting process of personalizing your new home with your selections.

## **Construction of Your Home**

We expect and welcome your visits, however **for your safety and security, unauthorized visits are not permitted** (see paragraph in your Agreement of Sale). In order to serve you better, we ask that you call your sales manager to schedule an appointment to tour your home. Appointments are to be scheduled between 10:00 AM to 5:00 PM, Monday through Friday.

## **Homeowner Orientation**

The homeowner orientation has two purposes; to demonstrate the features of your home and to discuss maintenance and our limited warranty program. Equally important, we want to confirm that we have delivered your new home at the quality level shown in our model homes and with all your selections correctly installed. For detailed information, please review the section *Homeowner Orientation*.

## **Closing on Your Home**

The *Closing on Your Home* portion of this manual, describes the documents you will sign and other important details about the closing process. We have included guidelines to assist you in preparing for closing and move-in.

## **60-Day Warranty List Review**

You will receive a Warranty Information Package within 30 days after closing on your new home. This information package provides an outline of our warranty program and explains how to obtain service on warranty items. We kindly ask that you keep a list of all questions and service related items about your home for the first 60 days. You will be contacted to review this list and schedule any warrantable repairs. This is performed by our warranty team and usually occurs between 60 and 90 days after closing on your new home.

## **Caring for Your Home**

Many of your responsibilities as a new homeowner and The Paparone Companies' responsibilities under the terms of our limited warranty are discussed in the *Caring for Your Home* section. Begin now to become familiar with the home maintenance you should provide.

## **Your Feedback and Suggestions**

Our desire to maintain open communication with you extends through the buying process and after your move-in. In an effort to improve the product and service we provide, we welcome your comments on how we've performed. We survey our customers through AVID ratings after move-in and after one-year of settlement. This survey will be sent via email. Our goal is to build the best home and the best customer relationship possible. Your feedback helps us reach that goal. As time passes, if your housing needs change, we are ready at any time to build you another home. We also appreciate your referrals. Our office is always happy to provide you with information about where we are currently building and the products we offer.

## ***Who's Who?***

# **Your Personal Building Team**

Two-way communication is vital to a mutually satisfactory relationship. Please Understanding what is happening and knowing who to contact can smooth the home-buying process. The professionals listed below are glad to assist you or find the answers to your questions. Please direct all questions about your home building process to your sales manager.

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Sales Manager - *Your guide through the home buying process*

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Selections Coordinator - *Assists in designing your new home*

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Construction Manager - *Schedules and manages over your new home*

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Lender - *Provider of your home loan*

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Title Company - *Insures the title and manages the closing of your home*

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Warranty Office - *Oversees post settlement concerns*

# PURCHASING YOUR HOME

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You will use several standard forms when you buy your new home. These include the agreement of sale also referred to as the purchase agreement and several addenda. All parties must sign all forms and attachments before the agreement of sale becomes binding.

## **Agreement of Sale/Purchase Agreement**

The agreement of sale is the legal document that represents your decision to purchase a home. It describes your home (both a legal description and the street address), financing information, homeowners' association information, if applicable, and additional legal provisions. Several exhibits are typically attached to the agreement of sale. The features of the community determine the specific items, but the list below is typical.

## **Addenda**

- ❖ Supplement to agreement of sale outlining items included in sale.
- ❖ Mortgage contingency clause
- ❖ Homeowners' association disclosure
- ❖ Notification regarding off site conditions

The actual warranty and homeowners' association documents will be executed at closing. A sample copy has been enclosed for your review.

# APPLYING FOR YOUR LOAN

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The first item you'll need to take care of is the selection of a lender and completion of a mortgage application. Plan to accomplish this within five business days of signing your purchase agreement. Take the completed purchase agreement with you when you first contact your lender.

Your lender's job is to understand your particular financial circumstances completely.

You will review all information on the application at your meeting with the loan officer. A situation rarely arises that your loan officer has not encountered in the past. Do not hesitate to discuss any questions you have regarding your assets, income, or credit. By providing complete information, you prevent delays or extra trips to deliver documents.

We recommend that you contact our **preferred lender** for your mortgage needs to help provide a seamless homebuying experience. Please ask your sales manager for our preferred lender.

## Loan Application Checklist

The amount of documentation and information required for a mortgage can seem overwhelming. The checklist that follows is a general guide to assist you with the loan application. Some of the items listed may not apply to you and your lender will probably request some items that we have not mentioned, but this list will get you off to a good start.

### ***Property Information***

\_\_\_ The agreement of sale will include the property information and the price.

### ***Personal Information***

\_\_\_ Social security number and driver's license for each borrower.

\_\_\_ Home addresses for the last two years. (Landlord's name, address & phone # for past 2 years, if applicable)

\_\_\_ Divorce decree and separation agreements, if applicable.

\_\_\_ Trust agreement, if applicable.

APPLYING FOR YOUR LOAN

***Income***

- \_\_\_ Most recent pay stubs.
- \_\_\_ Documentation on any supplemental income such as bonuses or commissions.
- \_\_\_ Names, addresses and phone numbers of all employers for the last two years.
- \_\_\_ W-2s for the last two years.
- \_\_\_ If you are self-employed or earn income from commissioned sales, copies of last two years of tax returns with all schedules and year-to-date profit and loss for the current year, signed by an accountant.
- \_\_\_ Documentation of alimony or child support, if this income is considered for the loan.

***Real Estate Owned***

- \_\_\_ Names, addresses, phone numbers and account numbers of all mortgage lenders for the last seven years.
- \_\_\_ Copies of leases and two years of tax returns for any rental property.
- \_\_\_ Market value estimate.

***Liquid Assets***

- \_\_\_ Complete names, addresses, phone numbers and account numbers for all bank, credit union, 401K, and investment accounts.
- \_\_\_ Copies of the last three months' statements for all bank accounts.
- \_\_\_ Copies of any notes receivable.
- \_\_\_ Value of other assets such as auto, household goods and collectibles.
- \_\_\_ Cash value of life insurance policies.
- \_\_\_ Vested interest in retirement funds or IRAs.

***Liabilities***

- \_\_\_ Names, account numbers, balances and current monthly payment amounts for all revolving charge cards.
- \_\_\_ Names, addresses, phone numbers and account numbers for all installment debt and approximate balances and monthly payments for such items as auto loans and mortgages.
- \_\_\_ Alimony or child support payments.
- \_\_\_ Names, addresses, phone numbers, and account numbers of accounts recently paid off, if used to establish credit.

Please note that you will be asked to pay for a credit report and an appraisal upon signing the application

## Loan Processing

Once you have given all preliminary information to your loan officer, your lender sends verification forms to your employers, banks and current mortgage company or landlord and also orders a credit report and appraisal. You sign a release to authorize these steps. Your lender will provide you with a Good Faith Estimate and a Truth-in-Lending Disclosure.

The Good Faith Estimate lists the costs you will incur at closing. Some of the numbers listed on this form are prorations, subject to change based on the actual date of the closing. Others are set fees that should remain the same.

The Truth-in-Lending Disclosure shows the total cost to you, over the term of the loan, for your specific financing. The calculation is based on the assumption that you own the home and make regular payments throughout the term of the loan.

The lender sends Verification of Employment (VOE) forms to all employers for the last two years. The employers complete, sign and return the forms to the lender. The forms show the dates of employment, the amount of money you earned last year and how much you have earned so far this year. The VOE documents bonuses and overtime you earned.

Verification of Deposit (VOD) forms go to each banking institution listed on your application. The institutions indicate the date you opened each account, average balances for the last three months and the amount of money you have in each account on the day they complete the form. Any loans or overdraft accounts you have with the bank will also be shown.

Mortgage companies and landlords complete Verification of Mortgage (VOM) forms. These show the lender how much you owe, the amount of your monthly payment, and whether you make your payments by the due date.

Your credit report shows the amounts of money you owe to each of your creditors, minimum monthly payments and your payment history. The appraisal confirms the value of the home you are purchasing for you and your lender.

Typically, several weeks pass as these reports and forms are returned to the lender. If any delays are encountered, the loan officer may contact you for assistance. The credit reporting agency may call you to verify that the information they have gathered is correct.

Once the loan processor has collected this standard documentation, you may be asked to write letters describing your assets, income, or credit. Few loans are finalized without requests for additional information just before the package is submitted to the underwriter for final approval. At this point you may become frustrated with the loan process. Please remember that your lender requests these letters to assist you in obtaining your financing. Do not hesitate to discuss your concerns with your loan officer. Perhaps he or she can provide some additional insight on what may seem to be redundant requests.

Before the processor submits your file to the underwriters for final approval, he or she will verify the final sales price. Make sure that copies of all addenda, signed after the original purchase agreement was completed, have been sent to the lender. This assists the lender in determining the exact loan amount. If any addenda affect the total price after this point, you may have to resubmit your loan application for the higher amount or the lender may ask you to pay for the additional items in cash.

## Loan Approval

During your first meeting, you and your lender will determine the timing to obtain a full written mortgage commitment. **(Choosing our preferred lender may allow us to start your home even though final mortgage approval is still pending.)** If you have **not** selected our **preferred lender**, we will need to see a full written mortgage approval from your lender before construction can begin and your closing date may need to be adjusted. You will discuss additional items that you may need to obtain final loan approval. Several weeks after the initial meeting with your lender and on-site sales manager, you should receive loan approval. Loan approval may take longer if any of the documents requested by your lender have not been returned in a timely manner.

## Contingencies

Loan approvals often carry conditions of approval. The sale of a previous home or proof of funds are just two examples of a contingency. Discuss any concerns you may have about such conditions with your loan officer and your on-site sales manager and obtain any requested documentation as soon as possible.

## Loan Lock

The only thing anyone knows for certain about interest rates is that they will change. Do not rely on anyone's predictions regarding rates. Locking your rate prematurely can result in extra expense to you if your new home is not completed in time to close within the lock period.

**Until we reach a point in construction where factors outside our control can no longer affect the delivery date of your home, locking in your rate is inadvisable. Talk with your on-site sales manager BEFORE you lock in your rate. The on-site sales manager is in the best position to advise you on the timing of a rate lock and the possible closing date of your new home.**

# Down Payment Worksheet

## Available Funds

|                                          |          |
|------------------------------------------|----------|
| Equity in present home                   | \$ _____ |
| Savings, savings certificates            | _____    |
| Investments                              | _____    |
| Insurance (cash value)                   | _____    |
| Other funds (such as a cash gift)        | _____    |
| <br>                                     |          |
| Total available funds                    | _____    |
| Minus amount you want to keep in savings | _____    |

**Adjusted Total Available Funds** \$ \_\_\_\_\_

## Expected Expenses

|                                |          |
|--------------------------------|----------|
| Settlement costs (approximate) | \$ _____ |
| Moving costs                   | _____    |
| Landscaping                    | _____    |
| Other expected expenses        | _____    |

**Total Expected Expenses** \$ \_\_\_\_\_

## Down Payment

|                                |          |
|--------------------------------|----------|
| Adjusted total available funds | \$ _____ |
| Minus total expected expenses  | _____    |

**Amount Available for Down Payment** \$ \_\_\_\_\_

# NEW HOME SELECTIONS

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Designing the look of your new home is an exciting phase of the construction process. At Paparone, we're passionate about crafting homes that authentically reflect your personal style, ensuring they become a source of comfort and joy.

After signing your Agreement of Sale and completing your structural selections, you will meet with talented designers to help plan the unique features of your new home. They will aid you in making selections to create a space fit to your wants and needs. Please set your appointments up in a timely manner and keep a copy of each selection sheet. *Be aware that if you choose to upgrade beyond the scope of our standard customizations, non-refundable additional payment will be required prior to installation.*

Make sure to review all selection sheets thoroughly and ask any questions you may have before your options are finalized. Do not make any assumptions. Once your selections are approved, they cannot be changed. Due to the varied number of people involved in the ordering, scheduling and building process, **no changes are allowed to color selections after they are finalized** or you will be subject to extra charges and fees.

*Ask your sales manager for more information about your unique selection process!*

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## ***Availability Disclosure***

Periodically Manufacturers may update their product offerings with little or no advance notice. If a selection you make turns out to be unavailable, we will contact you and request that you make a different selection within 5 business days. Because of the many choices offered, Paparone is usually unable to predict when a particular manufacturer or supplier may discontinue any particular item. We regret any inconvenience this causes. Similarly, materials readily available when your home is built may not be available in the future if replacements are needed.

## ***Record of Selections***

Please retain your selection sheets from our company and from any other vendors you contract with throughout the building process for future reference. They are useful for matching paint colors, tile grout, and replacement items in your home.

### ***Streetscape Policy***

This company will endeavor to guide purchasers so that when adjacent homes are facing the same street frontage:

- ❖ No more than two (2) homes of the same model type and elevation will be built next to each other. On adjacent homes of any model type, the brick, siding, or stucco color will be different. If fronts have dissimilar materials such as brick next to stucco, then the rear and side siding color can be the same.
  
- ❖ In cases where two (2) or more of the same model type are built adjacent to each other, they will be dissimilar by exterior color, materials and elevation.

The above policy will not apply to paint or roof selection colors.

Paparone Companies will strive to guide home buyers to follow the above policy, but reserves the right to make exceptions at their discretion.

*Note to Home Buyer:*

Insert your records of your new home selections here.

# CONSTRUCTION OF YOUR HOME

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The construction of a new home differs from other manufacturing processes in several ways. By keeping these differences in mind, you can enjoy participating in the construction process and assist us in building your new home:

- ❖ As a consumer, you rarely have the opportunity to watch as the products you purchase are created. Your new home is created in front of you.
- ❖ You have more opportunity for input into the design and finish details of a new home than for most other products. Our success in personalizing your home depends on effective communication prior to the start of construction.
- ❖ Because of the time required for construction, you have many opportunities to view your home as it is built, ask questions and discuss details. We encourage open communication. We are here to better serve you!

We understand that you will want to visit your new home. Whether you are on site for a routine meeting or a casual visit, we ask that you keep the following points in mind.

## Site Safety

A new home construction site is exciting, but it can also be dangerous. Your safety is of prime importance to us. **Therefore, we must require that you contact your on-site sales manager and request visitation of your home.** A member of our staff must accompany you during your visit. Please observe common sense safety procedures at all times when visiting:

- ❖ Keep older children within view. Please make arrangements to leave young children and pets elsewhere when visiting the site. **No one under the age of 18 is permitted to enter the home under construction.**
- ❖ Do not walk backward, even one step. Look in the direction you are moving at all times.
- ❖ Watch for boards, cords, tools, nails or construction materials that might cause tripping, puncture wounds or other injury.
- ❖ Do not enter any level of a home that is not equipped with stairs and rails.
- ❖ Stay a minimum of six feet from all excavations.
- ❖ Give large, noisy grading equipment or delivery vehicles plenty of room. Assume that the driver can neither see nor hear you.

## **Plans and Specifications**

The building department of the city or county where your home is to be located must review and approve the plans and specifications for your home. We construct each home to comply with the plans and specifications approved by the applicable building department. Your specifications become part of our agreements with trade contractors and suppliers. Only written instructions from The Papparone Companies can change these contracts.

### ***Regulatory Changes***

From time to time, city or county agencies adopt new codes or regulations that can affect your home. Such changes are usually adopted in the interest of safety and are legal requirements with which The Papparone Companies must comply. The codes and requirements in effect for each area can vary. Therefore, builders may construct the same floor plan with slight modifications in different jurisdictions or at different times within the same jurisdiction.

### ***Individual Foundation Designs***

Another area where variations among homes can appear is in the foundation system. The foundation design is specific to each lot. Based on the results of a soil test, an engineer determines which foundation system to use. Because of variations in soil conditions among lots, your foundation may differ from your neighbors' foundation or that of the same home in another neighborhood. This is not cause for concern and is normal within the building industry.

### ***Changes in Materials, Products, and Methods***

The new home industry, building trades, and product manufacturers are continually working to improve methods and products. In addition, manufacturers sometimes make model changes that can impact the final product. As a result, we may use methods or materials in your home that differ from those in our other homes.

In all instances, any substitution of method or product will have equal or better quality than that shown in our other homes. Since such substitutions or changes may become necessary due to matters outside our control, we reserve the right to make them without notification.

### ***Natural Variations***

Dozens of trade contractors have assembled your home. The same individuals rarely work on every home in the same way and, even if they did, each one would still be unique. The exact placement of switches, outlets, registers, thermostats, etc. will vary slightly from the model and other homes of the same floor plan.

## Quality

The Papparone Companies has constructed your home with quality materials and the labor of experienced craftsmen. Before using any material, it must meet our specifications for quality and durability. Each new home is a handcrafted product - combining art, science, and raw labor. All work is done under our supervision to attain the best possible results for your investment.

From time to time during a process that takes several months and involves dozens of people, an error or omission may occur. We have systems and procedures for inspecting our homes to ensure that the level of quality meets our requirements. We inspect every step of construction and are responsible for quality control. In addition, the county, city, or an engineer conducts a number of inspections at different stages of construction. Your home must pass each inspection before construction continues.

We also respect your interest and appreciate your attachment to the new home. Therefore, your input into our system is welcome. However, to avoid duplication of efforts, confusion, misunderstandings, or compounding errors, we ask that you do one of two things:

- ❖ Express your concern at one of the scheduled construction reviews.
- ❖ Between those meetings, please email any questions or concerns you may have about your home to your designated sales manager and they will get back to you as soon as they can during normal business hours.

During the construction process, every home being built experiences some days when it is not at its best. Homes under construction endure wind, rain, snow, foot traffic and activities that generate noise, dust and trash. Material scraps are a by-product of the process. Although your new home is cleaned at various stages of construction, during your visits you will encounter some messy moments. Keep in mind that the completed homes you toured also once endured these “ugly duckling” stages.

## Trade Contractors

Your home is built through the combined efforts of specialists in many trades - from excavation and foundation, through framing, mechanicals and insulation, to drywall, trim and finish work. In order to ensure you the highest possible standard of construction, only authorized suppliers, trade contractors and The Papparone Companies employees are permitted to perform work in your home.

Suppliers and trade contractors have no authority to enter into agreements for The Papparone Companies. For your protection and theirs, the terms of our trade contractor agreements prohibit alterations without written authorization from The Papparone Companies. Their failure to comply with this procedure can result in termination of their contract.

## **Schedule & Construction Sequence**

The delivery date for your new home begins as an estimate. Until the roof is on and the structure is enclosed, weather can dramatically affect the delivery date. Even after the home itself is past the potential for weather-related delays, weather can severely impact installation of utility services, final grading, and concrete flat work, to mention a few examples. Extended periods of wet weather or freezing temperatures bring work to a stop in the entire region. When favorable conditions return, the trade people go back to work, picking up where they left off. Please understand that they are as eager as you are to get caught up and to see progress on your home.

### ***Delivery Date Updates***

We will update you on the estimated delivery date at each of our construction meetings. You are also welcome to check with us for the most current target date. As completion nears, more factors come under our control and we can be more precise about that date. Expect a firm closing date no later than 30 days before delivery.

We suggest that, until you receive this commitment, you do not finalize any arrangements pertaining to your move. Until then, flexibility is the key to comfort and convenience. We want you to enjoy this process and avoid unnecessary stress. Review the Loan Lock heading *section*, Applying for Your Loan on page 9, for additional suggestions on this topic.

### ***"Nothing's Happening"***

Expect several days during construction of your home when it appears that nothing is happening. This can occur for a number of reasons. Each trade is scheduled days or weeks in advance of the actual work. This period is referred to as "lead time." Time is allotted for completion of each trade's work on your home. Sometimes, one trade completes its work a bit ahead of schedule. The next trade already has an assigned time slot, which usually cannot be changed on short notice.

Progress pauses while the home awaits building department inspections. This is also part of the normal sequence of the construction schedule and occurs at several points in every home. If you have questions about the pace of work, please contact your community sales manager.

**CONSTRUCTION SEQUENCE**

*The specific sequence of construction steps will vary and overlap. Your proposed build schedule is as follows:*

**EXTERIOR**

- I. Foundation**
  - A. Excavation
  - B. Footing
  - C. Poured Concrete Walls
  - D. Damp Proof
  - E. Backfill
  - F. Inspection
  - G. Concrete Floors
- II. Framing**
  - A. First - Second - Third Floor
  - B. Roof Trusses
  - C. Roof and Wall Sheathing
- III. Exterior Shell**
  - A. Roofing
  - B. Windows and Doors
  - C. Exterior Trim
  - D. Siding, Stone, Brick and/or Stucco
  - E. Gutters
  - F. Exterior Painting
- IV. Landscaping**
  - A. Driveway & Flatwork
  - B. Fine Grading
  - C. Seed/Sod/Plantings

**INTERIOR**

- I. Mechanical System Rough-In**
  - A. Plumbing
  - B. HVAC (*heating, ventilating, and air conditioning*)
  - C. Electrical
  - D. Rough Inspections

- II. Insulation**
  - A. Batt Installation & Inspection
- III. Drywall**
  - A. Hang, Tape and Texture
- IV. Interior Trim**
  - A. Doors, Baseboards, Casings, and Other Details
- V. Paint & Stain**
- VI. Finish Work**
  - A. HVAC Final
  - B. Blow-in & Basement Insulation
  - C. Tile & Vinyl
  - D. Cabinetry
  - E. Hard Flooring
  - F. Appliances
  - G. Carpet
  - H. Countertops
  - I. Electric fixtures
  - J. Plumbing fixtures
  - K. Trim Final & Door Hardware
  - L. Drywall & Paint Final
  - M. Screens
  - N. Construction Cleaning
  - O. Builder's Punch List
  - P. Certificate of Occupancy
- VII. Homeowner Orientation**
- VIII. Settlement**
  - A. HOI Completion

**WARRANTY**

- I. 60-Day Warranty List Review**
- II. One Year Paint & Drywall Touch-Up**

# HOMEOWNER ORIENTATION

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Your homeowner orientation is an introduction to your new home and its many features - a meeting that goes beyond the traditional walk-through to include a detailed demonstration of your home and review information on its maintenance.

## Scheduling

We schedule the orientation with you as your home nears completion. Appointments are available Monday through Friday, 8 a.m. to 3 p.m. We will meet at your new home. The orientation occurs several days before closing.

## Preparation

Allow enough time. We expect the orientation to take one to two hours. By arranging your schedule so you can use the full amount of time allotted, you will derive maximum benefit from the orientation. If you have questions about home maintenance or the limited warranty coverage, make note of them to bring up at the orientation. If you have not already done so, please read the *Caring for Your Home* section of this manual, before the orientation.

Past experience has shown that the orientation is most beneficial when buyers are able to focus all their attention on their new home and the information we present. Although we appreciate that friends and relatives are eager to see your new home, it would be best if they visit at another time. Similarly, we suggest that children and pets not accompany you at this time. This will allow you to focus on all aspects of the home and fully understand the operations as demonstrated by the construction manager.

## Acceptance

In addition to introducing you to your new home, the orientation is also an opportunity for you and The Papparone Companies to confirm that your home meets the quality standards shown in our model homes. We note details that need attention on the orientation forms.

Cosmetic surface damage caused during construction is readily noticeable during the orientation. Such damage can also occur during the move-in process or through daily activities. Therefore, ***after we correct any items noted during the orientation, repair of cosmetic surface damage is your responsibility. This includes paint touch-up. Our limited warranty excludes cosmetic damage to items such as:***

- ❖ Sinks, tubs and plumbing fixtures
- ❖ Countertops and cabinet doors
- ❖ Light fixtures, mirrors and glass
- ❖ Windows and screens
- ❖ Tile, carpet, hardwood and resilient flooring
- ❖ Doors, trim and hardware
- ❖ Paint and drywall
- ❖ Finish on appliances

## **Completion of Homeowner Orientation Form Items**

Our on-site construction staff will correct or resolve many of the items listed on the Homeowner Orientation & Inspection Walk-Through Form within 14 business days of closing. If any of the items are not corrected or resolved within 14 business days of closing by our on-site construction staff, our Warranty Department will schedule and complete or resolve the remaining items.

Please note that some of the corrections may require the services of a trade contractor or we may need to order parts or materials. This may delay service. The Warranty Department will notify you if additional scheduling time is required. Further requests for service on warranty items must be submitted in writing to the Warranty Department. No verbal commitments of any kind will be honored by The Paparone Companies.

Prior to or soon after settlement, our on-site construction staff will meet with you and review the homeowner orientation form one last time. They will review the completion of items and note any outstanding items. We require your signature as verification of this meeting.

## **60 Day Warranty List Review**

60 days after closing on your new home you may submit an itemized list of warranty inquiries and requests to our warranty department. Please be advised that cosmetic damages like scratches, dings, dents, etc are not warrantable at the time of the 60 day for they are reviewed during the homeowner orientation. Once received, you will be contacted by our warranty department for a list review. A member of our warranty team or contractor may be scheduled to repair approved items from your reviewed list. Please refer to our one year limited warranty at the back of this book or your 2-10 Warranty received at settlement for warranty guidelines and more information.

***Note to Home Buyer:***

At your homeowner orientation or with your settlement package you will receive:

- ❖ A list of emergency phone numbers for critical trade contractors, such as heating and plumbing, who might be needed after hours or on weekends.
- ❖ The manufacturer's literature for the furnace, water heater and other consumer products. Copies of this material for standard items are available for your review in our sales office.
- ❖ Copies of completed orientation forms. We suggest you insert them here
- ❖ Please remember to register all appliances and products as soon as possible.

# CLOSING ON YOUR HOME

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The Paparone Companies recognizes that timing is vitally important in planning your move and locking in your loan. We can specify an exact delivery date when construction reaches a point at which weather and other factors are unlikely to affect completion of your home. This occurs 30 days before closing. Until then, many factors can influence the schedule:

- ❖ Weather can delay getting the foundation in and can affect framing, roofing and exterior finish.
- ❖ Material shortages and labor strikes may also affect the construction schedule.
- ❖ If you are delayed in responding to a request from your lender, this can affect work progress.
- ❖ Change orders signed after the original purchase agreement has been completed can add to the schedule.

## Date of Closing

The closing, or settlement, takes place shortly after your orientation. The Paparone Companies will notify you of the date of closing 30 or more days before the settlement appointment. We set this appointment with at least three day's notice. Typically, the closing process takes from 45 minutes to an hour.

## Location of Closing

The closing on your new home typically takes place at the title company, although it occasionally occurs at the lender's office. We confirm the location with you when we set the appointment. Closing may take place at our offices if an outside title company is chosen.

## Closing Documents

At closing, the documents necessary to convey your new home to you and to close the loan from the mortgage company will be executed and delivered. In addition to these standard items, the lender, the title company and The Paparone Companies may require other documents to be signed. The principal documents typically include the following:

- ❖ ***Bargain & Sale Deed with Covenants against Grantor's Acts*** - The bargain and sale deed conveys the home and lot to you, subject only to permitted exceptions.
- ❖ ***Title Commitment*** - At or before closing, we will deliver to you a standard form for an Affiliated Land Title Association (ALTA) owner's title insurance commitment to insure salable title of your home to you in the amount of the purchase price, subject to the permitted title exceptions that may be described in the purchase agreement. Review the title commitment carefully. Discuss any questions with your title company. Within 60 days after the closing, the title company mails a standard ALTA owner's title insurance policy, insuring you the title to your home in accordance with the commitment you received at closing.
  - Keep the title insurance policy with your other valuable papers.
- ❖ ***The Paparone Companies Limited Warranty*** - We provide a copy of the limited warranty in this manual for your review. Please read it thoroughly.
- ❖ ***Mortgage Note*** - The promissory note is from you, payable to the lender in the principal amount of the loan, plus interest. One-twelfth of your annual taxes and homeowner's insurance will be added to the principal and interest payment to determine your total monthly payment.
- ❖ ***Mortgage*** - This encumbers your home as security for repayment of the promissory note.

## Closing Expenses

Certain customary items in connection with the property will be prorated to the date of closing such as prepaid expenses, or reserves required by your lender and homeowners' association, if applicable. Pro-rations of general real property taxes and assessments will be based on the current years' taxes and assessments or, if they are unavailable, on the taxes and assessments for the prior year. A settlement letter and estimated list of closing costs will be mailed to you three to four weeks prior to closing.

## The Final Cost

The final cost figure is available closer to the actual closing. Although a reasonably close estimate may be determined before the date of closing, the pro-ration of several items included is affected by the closing date and cannot be calculated until that date is known. We suggest you contact your lender the week prior to closing to confirm our figures.

## Preparing for Closing

Plan to bring certified funds (made out to yourself, which you will endorse at the closing) to the closing table. In your planning, be sure to allow time to arrange for and obtain these funds.

In addition, please keep the following items in mind:

- ❖ **Documents** - The Real Estate Settlement Procedures Act (RESPA) provides you with many protections under this law, you can review the settlement page that lists costs you are paying at closing one day before closing appointment. Although these documents are not negotiable and thousands of homebuyers have signed them, you should read them.
- ❖ **Insurance** - You need to provide proof of a homeowner's policy from your insurance company. Your insurance agent should know exactly what is needed. We suggest you arrange for this at least 60 days before the expected closing date. Our Stratford office can help with your insurance needs through **Paparone Insurance** at (856) 435-5050.

### Purchasing Homeowners Insurance

It is often said that buying a home is the single biggest financial investment most people make. Compared to all of the research, time, and energy that is put into purchasing a home, buying a homeowners insurance policy is too often almost an afterthought. But homeowners insurance deserves more careful consideration because choosing the right coverage can prevent financial hardship.

Purchasing home insurance doesn't have to be a daunting task. For the most part, it comes down to deciding how much coverage you need based on the value of your home and possessions. Then it's time to shop for the company and coverage that meet those needs at a price you can afford.

We recommend that you contact **Paparone Insurance**. Working with **Paparone Insurance** is a seamless experience given that we are part of the **Paparone** family. **Paparone Insurance** will provide the same unparalleled service you experienced during the home buyer process. Please call Matt Rakus from Paparone Insurance at **856-435-5050**, at least 60 days prior to closing, for a quote.



## CLOSING ON YOUR HOME

- ❖ ***The Paparone Companies or Lender Issues*** - The title company is not authorized to negotiate or make representations on behalf of any of the parties involved in the closing. Therefore, please discuss any questions, agreements, or other details directly with us or your lender in advance of the closing.
- ❖ ***Utilities*** - You need to notify all applicable utility companies of your move so that service is provided in your name. We suggest that you contact these companies well ahead of time to avoid any interruption in service. Utility company phone numbers are included with the settlement letter that you will receive prior to closing.

# WARRANTY DETAILS

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Welcome to your new home! As you settle into your beautiful new residence, we want to take a moment to introduce you to your home warranty coverage and explain how we're here to assist you throughout your homeownership journey.

## Limited Warranty Guidelines

We strive to build a defect-free home, however construction or mechanical defects may occur. When either occurs, we will make necessary corrections in accordance with the applicable warranty guidelines. In support of this commitment, The Paparone Companies provides you with a limited warranty. In addition to the information contained in the limited warranty itself, this manual includes details about material and workmanship standards. The purpose is to let you know what our quality standard is for the typical concerns that can come up in a new home.

Our criteria for qualifying warranty repairs is based on typical industry practices in our region and meet or exceed those practices for the components of your home. However, we reserve the right to exceed these guidelines if common sense or individual circumstances dictate, without being obligated to exceed all guidelines to a similar degree or for all homeowners.

You will receive the signed limited warranty document at your closing. We include a specimen copy at the end of this section for your review. Please read through this information, as well as the warranty procedures discussed on the following pages. If you have any questions regarding these standards or procedures, contact the warranty office.

Coverage on certain items varies within the warranty period and some items rely on proper care and maintenance by you. Negligence of routine homeowner maintenance can void applicable limited warranty coverage on all or part of your home. By caring for your new home attentively, you ensure your enjoyment of it for years.

When warranty service is performed on an item during the warranty period, that item continues to be covered within the remaining original warranty period; however, there is not any extension to any warranty service on that item beyond the original warranty period.

*See also 2-10 Warranty Booklet for more information.*

## Warranty Requests

Should you have a warranty request, contact us with details of your concerns as soon as possible. Emergency service conditions which could cause additional damage such as water leaks, should be reported immediately.

### How to reach our warranty team:

1. Visit the homeowners portal: [paparonenewhomes.com/homeowners-portal](http://paparonenewhomes.com/homeowners-portal)
  - a. *Completing the warranty request online allows us—and you—to keep track of the request and get a timely resolution.*
2. Call or Email the Paparone Warranty Team (Mon-Fri, 9am-5pm EST).
  - a. *Phone: 856-784-0550*
  - b. *Email: [warranty@paparonenewhomes.com](mailto:warranty@paparonenewhomes.com)*

### The 60 Day Warranty List Review

During the first two months of living in your new home, you may encounter some items that require attention. Please maintain a detailed list of these items. 60 days after settlement you may mail or email them to [warranty@paparonenewhomes.com](mailto:warranty@paparonenewhomes.com). This allows us to address any warrantable items with limited interruption to your daily life. Once received, our warranty manager will give you a call to review the list. *Please be aware that cosmetic issues after settlement are never considered a warrantable item unless noted otherwise on your homeowner orientation form.*

### One Year Drywall and Paint Touch-up

Near the end of the first year after settlement, you should schedule your one year paint and drywall touch ups. The touch ups will cover nail pops and drywall cracks due to the expansion and contraction of building materials. Please be sure the home has gone through four seasons before scheduling with the contractors listed on your paint and drywall certificate.

## ABOUT OUR WARRANTY PROCESS

All online warranty requests will be reviewed by either our warranty manager or assigned contractor. When we receive a warranty service request, we may contact you for an inspection appointment. Appointments will be scheduled between Monday through Friday, 8 am to 4 pm.

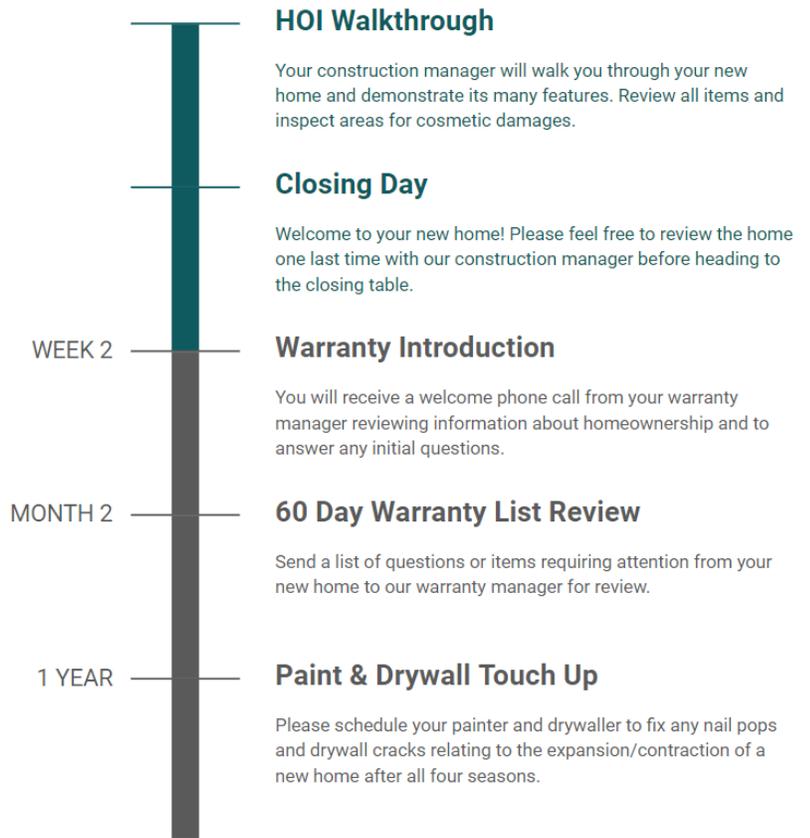
Items are classified as:

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

If a trade contractor is required to complete repairs, we issue a warranty service order and the repair technician contacts you to schedule the work. Appointments for “in-house” warranty work will be scheduled through our Warranty Department. Appointments are available Monday through Friday between the hours of 8am and 4pm.

If the issue is considered a homeowner maintenance item, we will review the maintenance steps with you and offer any informational assistance we can. The Papparone Companies do not provide routine homeowner maintenance including any cosmetic damage.

Requests for warranty services are usually scheduled for completion within thirty (30) days of receipt of the written request. Occasionally, due to circumstances beyond our control, this process may take more than thirty (30) days. Delays can be caused by shortage of materials, back-ordered parts, labor problems, weather, or other unanticipated events. We will keep you informed of the anticipated completion date. Some service calls will need to be scheduled over several days, based on the work to be done. For example, drywall repairs might be done at one time and repairs to cabinets might be done at another. This enables the Customer Care Department to complete repairs efficiently.



## **In Case of Emergency**

In the event of an emergency situation, defined as any circumstance that could render your premises uninhabitable or result in permanent damage like total loss of heat, electricity, or water, please follow these crucial steps:

1. Refer to the emergency phone list provided during your settlement. Contact the relevant contractor, utility company, or dial 911 directly based on the nature of the emergency.
2. Please also promptly notify our warranty team by either placing a phone call or submitting a warranty request. This is essential to ensure that we can help appropriately.

An emergency, as defined by the limited warranty, includes the following:

- ❖ Total loss of heat when the outside temperature is below 45 degrees F.
- ❖ Total loss of electricity. (Check with the utility company before reporting this circumstance to The Papparone Companies or electrician.)
- ❖ Total loss of water. (Check with the water department to be certain the problem is not a general outage in the area.)
- ❖ Plumbing leak that requires the entire water supply to be shut off.
- ❖ Gas leak. Evacuate your home immediately then dial 911. After emergency service has determined your home safe to enter, contact your utility company or HVAC contractor if the leak is at the furnace or water heater supply lines.

## **Manufacturer Warranties**

Certain appliances, equipment, and other components within the home come with their individual written warranties provided by their individual manufacturer. As of the Warranty Date, the responsibility of the manufacturers' warranties are the responsibility of the Purchaser. It's important to note that these separate manufacturer warranties are commitments made by the manufacturers of those components and are not warranties offered by the Builder. In the event that any item covered by such a manufacturer's warranty exhibits defects, the Purchaser is required to directly contact the manufacturer to initiate the process for enforcing the relevant manufacturer's warranty.

This includes but is not limited to all appliances, HVAC equipment (coil, furnace, and condenser), and hot water heaters.

# *One Year Limited Warranty &* **CARING FOR YOUR HOME**

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The subjects covered include components of homes we build, listed in alphabetical order. Each topic includes suggestions for use and maintenance followed by The Paparone Companies limited warranty guidelines.

## **Air Conditioning**

### **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.

*We recommend you register your HVAC equipment to extend your manufacturer warranty. This includes but may not be limited to your:*

- ❖ Coil
- ❖ Condenser
- ❖ Furnace

Your air conditioning system is a whole house system. The air conditioner unit is the mechanism that produces cooler air. The air conditioning system involves 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 impossible. 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/blinds on these windows.

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 p.m. when the temperature has reached 90 degrees F and set your thermostat to 75 degrees, 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 p.m. 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 when you arrive home, with better results. Once the system is operating, setting the thermostat at 60 degrees will *not* cool the home any faster and can result in the unit freezing up and not performing at all. Also altering the temperature more than 5 degrees between settings will result in the excessive use of the system. Extended use under any of these conditions can damage the unit.

*Adjust Vents*            Maximize airflow to occupied parts of your home by opening and closing the vents/dampers. Likewise, when the seasons change, *readjust them for comfortable heating.*

*Three story townhomes are subject to greater temperature variabilities. For greater efficiency during the summer, close the 1st floor vents to increase airflow to the third floor. In the winter, do the opposite and just close the third floor vents. Remember hot air rises and cold air sinks.*

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

*See also Grading and Drainage.*

*Humidifier*            If a humidifier is installed on the furnace system, turn it off when you use the air conditioning; otherwise, the additional moisture can cause a freeze-up of the cooling system.

*Manufacturer's Instructions*            Since the air conditioning system is combined with the heating system, follow the maintenance instructions for your furnace. The manufacturer's manual specifies maintenance for the condenser. Review and follow these points carefully.

*Temperature Variations*            Temperatures may vary from room to room or floor to floor by several degrees F. 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.

## Limited One-Year Warranty Guidelines

The air conditioning system should maintain a temperature of 78 degrees F or a differential of 15 degrees from the outside temperature, measured in the center of each room at a height of five feet above the floor. Lower temperature settings are often possible, but neither the manufacturer nor The Paparone Companies guarantee this.

- Compressor*      The air conditioning compressor must be in a level position to operate correctly. If it settles during the warranty period, The Paparone Companies will correct this.
- Coolant*            The outside temperature must be 70 degrees F or higher for the contractor to add coolant to the system. If your home was completed during winter months, this charging of the system is unlikely to be complete and will need to be performed in the spring. Although we check and document this at orientation, call to remind us in the spring.
- Non-emergency*    Lack of air conditioning service is not an emergency. Heating and air conditioning contractors in our region respond to air conditioning service requests in the order received.

## Alarm System

### Homeowner Use and Maintenance Guidelines

If your home selections included pre-wire for an alarm system, you will arrange for the final connection after your move-in. The alarm company will demonstrate the system and instruct you in its use. We recommend that you test the system each month.

# Appliances

## Homeowner Use and Maintenance Guidelines

Read and follow all manufacturers' instructions for the use and maintenance of each appliance in your home and keep them available for reference. *Please remember to register all of the appliances in your home with the manufacturer to extend the manufacturer warranty. This also includes but is not limited to HVAC equipment and the water heater.*

*Manufacturer's Service* If a problem arises with an appliance, call the customer service number listed in the specific appliance manufacturer's warranty. When reporting warranty items to the manufacturer, be prepared to supply the following details:

- ❖ Date of purchase (your closing date)
- ❖ Serial and model numbers, found on a metal plate or sticker on the side or bottom of each appliance
- ❖ Description of the problem

*\*Registration* It is your responsibility to register each of the appliances in your home with the manufacturer. You may register online or via the manufacturer warranty registration card. The location of the cards will be in a kitchen cabinet and reviewed during the Homeowner Orientation.

*Wi-Fi Enabled Devices* Please note that any Wi-Fi enabled products are not covered as warrantable items. All Wi-Fi connections are the sole responsibility of the homeowner. The builder cannot guarantee that any Wi-Fi product(s) will work with any other components such as Alexa, smartphones, iPads, or other electronic devices.

## Limited One-Year Warranty Guidelines

We confirm that all appliance surfaces are in acceptable condition during your orientation. We assign all appliance warranties to you, effective on the date of closing. The appliance manufacturers warrant their products directly to you according to the terms and conditions of these written warranties.

## Appliance Serial Numbers

For warranty service on an appliance, contact the appropriate manufacturer directly at the service number provided in the appliance literature. You will need to supply the model and serial number (usually located on a small metal plate or seal attached to the appliance in an inconspicuous location), and the date of purchase (your closing date).

Closing Date: \_\_\_\_\_

| Appliance        | Manufacturer | Model # | Serial # | Service Phone # |
|------------------|--------------|---------|----------|-----------------|
| Range            |              |         |          |                 |
| Range Hood       |              |         |          |                 |
| Cooktop          |              |         |          |                 |
| Oven             |              |         |          |                 |
| Microwave        |              |         |          |                 |
| Dishwasher       |              |         |          |                 |
| Disposal         |              |         |          |                 |
| Refrigerator     |              |         |          |                 |
| Washer           |              |         |          |                 |
| Dryer            |              |         |          |                 |
| Wine Center      |              |         |          |                 |
| Furnace          |              |         |          |                 |
| Coil             |              |         |          |                 |
| Condenser        |              |         |          |                 |
| Hot Water Heater |              |         |          |                 |
| Other:           |              |         |          |                 |

# Asphalt

## Homeowner Care and Maintenance

Asphalt is a flexible and specialized surface. Like any other surface in your home, it requires protection from things that can damage it. Over time, the effects of weather and earth movement will cause minor settling and cracking of asphalt. These are normal reactions to the elements and do not constitute improperly installed asphalt or defective material. Avoid using your driveway for one week after it is installed by keeping people, bicycles, lawn mowers and any other traffic off of it.

*Chemical Spills* Asphalt is a petroleum product. Gasoline, oil, turpentine and other solvents or petroleum products can dissolve or damage the surface. Wash such spills with soap and water and then rinse them thoroughly with plain water.

*Hot Weather* Avoid any concentrated or prolonged loads on your asphalt, particularly in hot weather. High-heeled shoes, motorcycle or bicycle kickstands, trailers, or even cars left in the same spot for long periods can create depressions or punctures in asphalt. When operating motor vehicles, turning the wheels without moving may result in asphalt depressions and is not cause for a warranty claim.

*Non-residential Traffic* Avoid nonresidential traffic such as heavy trucks on your driveway; it was designed for residential use only.

*Seal coating* Exposure to sunlight and other weather conditions will fade your driveway, allowing the surface gravel material to be more visible. This is a normal condition and not a material or structural problem. You do not need to treat the surface of your asphalt driveway. However, if you choose to treat it, wait a minimum of 12 months and use a diluted asphalt emulsion, rather than the more common coal tar sealant.

## Limited One-Year Warranty Guidelines

We perform any asphalt repairs by overlay patching. The Paparone Companies is not responsible for the inevitable differences in color between the patch and the original surface. Seal coating can eliminate this cosmetic condition and is your responsibility.

*Alligator Cracking* If cracking that resembles the skin of an alligator develops under normal residential use, Paparone Companies will repair it. If improper...

use, such as heavy truck traffic has caused the condition, repairs will be your responsibility.

*Settling*

Settling next to your garage floor of up to 1-1/2 inches across the width of the driveway is normal. Settling or depressions elsewhere in the driveway of up to one inch in any eight-foot radius is considered normal. We will repair settling that exceeds these standards.

*Thermal Cracking*

Your driveway will exhibit thermal cracking, usually during the first 12 months. These cracks help your driveway adapt to heating and freezing cycles. Cracks should be evaluated in the hottest months—July or August. We will repair cracks that exceed 1/2 inch in width.

## **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. 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 or damage to the ceiling below. Your limited warranty does not cover such injury or damage.

### **Limited One-Year Warranty Guidelines**

The Paparone Companies and the local building department inspect the attic before your closing to confirm insulation is correct.

Damage to the structure or insulation due to items stored in the attic will void your warranty, the attic is not designed for storage.

## **Bilco Door and Walk-up Basement Stairs**

### **Homeowner Use and Maintenance Guidelines**

**Bilco Doors**

It is understood and agreed that due to the installation of Bilco style doors in the basement, the builder does not warrant water intrusion that may occur in the basement from installation of said doors.

Walkup  
Basement Stairs

Buyer acknowledges that they will be responsible to clear debris, ice, snow, etc. from the drain so that proper drainage is maintained. Buyer also acknowledges that the builder is NOT responsible for any damage from water intrusion into the basement due to the drain being blocked for any reason.

## Brass Fixtures

### Homeowner Use and Maintenance Guidelines

The manufacturer treats brass fixtures with a clear protective coating, electrostatically applied, to provide beauty and durability. This coating is not impervious to wear and tear. Atmospheric conditions, sunlight, caustic agents such as paints and scratches from sharp objects can cause the protective coating to crack or peel, exposing the brass and resulting in spotting and discoloration.

*Cleaning* Initial care of these products requires only periodic cleaning with a mild, non-abrasive soap and buffing with a soft cloth.

*Corrosion* Unless you have ordered solid brass fixtures, the brass on your fixtures is a coating on top of a base metal. Water having a high mineral content is corrosive to any brass-coated or solid.

*Polish* When peeling, spotting or discoloration occurs, you can sometimes restore the beauty of the metal by completely removing the remaining coating and hand polishing the item with a suitable brass polish. Applying a light coat of wax and buffing with a soft cloth helps maintain the gloss.

*Tarnish* Like sterling silver, brass will gradually tarnish and eventually take on an antique appearance.

### Limited One-Year Warranty Guidelines

During the orientation we will confirm that brass fixtures are in acceptable condition. The Paparone Companies does not warrant against corrosion damage to the external surfaces or internal workings of plumbing fixtures. This limitation includes solid brass or brass-coated fixtures.

# Brick

## Homeowner Use and Maintenance Guidelines

Brick is one of the most durable and lowest maintenance finishes for a home's exterior. A record of your brick color is included in your selection sheets.

- Efflorescence*      The white, powdery substance that sometimes accumulates on brick surfaces is called efflorescence. This is a natural phenomenon and cannot be prevented. In some cases, you can remove it by scrubbing with a stiff brush and vinegar. Consult your home center or hardware store for commercial products to remove efflorescence.
- Tuck-Pointing*      After several years, face brick may require tuckpointing (repairing the mortar between the bricks). Otherwise, no regular maintenance is required.
- Weep Holes*      You may notice small holes in the mortar along the lower row of bricks. These holes allow moisture that has accumulated behind the brick to escape. Do not fill these weep holes or permit landscaping materials to cover them.

## Limited One-Year Warranty Guidelines

We check the brickwork during the orientation to confirm correct installation of designated materials.

- Cracks*      One time during the warranty period, we repair masonry cracks that exceed 1/4 inch.

# Cabinets

## Homeowner Use and Maintenance Guidelines

Your selection sheets are your record of the brand, style, and color of cabinets in your home. If you selected wood or wood veneer cabinets, expect differences in grain and color between and within the cabinet components due to natural variations in wood and the way it takes stain.

|                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Cleaning</i> | Please use products recommended by the manufacturers when cleaning and maintaining wood products. Products such as lemon oil, vinegar/water solution, or polishes that include scratch cover are suggested for wood cabinet care. Follow container directions. Use such products a maximum of once every three to six 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. |
| <i>Hinges</i>   | If hinges or drawer glides become sluggish, a small amount of silicone lubricant will improve their performance.                                                                                                                                                                                                                                                                                                                                                          |
| <i>Moisture</i> | Damage to cabinet surfaces and warping can result from operating appliances that generate large amounts of moisture (such as a crock pot) too near the cabinet. When operating such appliances, place them in a location that is not directly under a cabinet.                                                                                                                                                                                                            |

### **Limited One-Year Warranty Guidelines**

During the orientation we will confirm that all cabinet parts are installed and that their surfaces are in acceptable condition. During the initial building stabilization period (first heating and cooling seasons), it is not unusual for doors to warp slightly or twist and alternatively stick or not close. See more in *expansion and contraction*.

|                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Alignment</i>        | Doors, drawer fronts, and handles should be level and even.                                                                                                                                                                                                                                                                                                                                                                                                    |
| <i>Operation</i>        | Cabinets should operate properly under normal use.                                                                                                                                                                                                                                                                                                                                                                                                             |
| <i>Separations</i>      | We will correct gaps between cabinets and the ceiling or cabinets and the walls by caulking or other means if the gap exceeds 1/8 inch (locations behind appliances are exceptions from this repair).                                                                                                                                                                                                                                                          |
| <i>Special Finishes</i> | Special finishes on cabinets may change coloration overtime due to exposure to direct sunlight. These are normal characteristics of wood and are not defects in the finish. Existing knots and knot holes may bleed through finishes over time as well and is not warranted.                                                                                                                                                                                   |
| <i>Warping</i>          | During the initial building stabilization period (approximately 11 months), it is not uncommon for wood doors to warp or twist. The doors will most likely straighten out by the end of the stabilization period. Warping, shrinking, and swelling of wood and wood-like products can occur due to temperature and humidity changes. If doors or drawer fronts warp in excess of 1/4 inch within 24 inches, we will correct this by adjustment or replacement. |

*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.

*See additional information regarding your cabinets provided by your cabinet supplier.*

## **Carpet**

### **Homeowner Use and Maintenance Guidelines**

Your selections made with the flooring contractor will provide a record of the brand, style, and color of floor coverings in your home. Please retain this information for future reference. Refer to the various manufacturers' recommendations for additional information on the care of your floor coverings.

*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 each 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. Always follow the manufacturer's guidelines for cleaning.

Vacuuming high-traffic areas daily helps keep them clean and maintains the upright position of the nap. Wipe spills and clean stains immediately. For best results, blot or dab any spill or stain; avoid rubbing. 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 once a year.

Some problem conditions that may occur with your new carpet and our suggested remedies are presented below.

- Burns* Take care of any kind of burn immediately. First snip off the darkened fibers. Then use a soapless cleaner and sponge with water. If the burn is extensive, talk with a professional about replacing the damaged area.
- Crushing* Furniture and traffic may crush a carpet's pile fibers. Frequent vacuuming in high-traffic areas and glides or cups under heavy pieces of furniture can help prevent this. Rotating your furniture to change the traffic pattern in a room promotes more 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.
- Fading* Science has yet to develop a color that will not fade with time. All carpets will slowly lose some color due to natural and artificial forces in the environment. You can delay 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.
- Filtration* If interior doors are kept closed while the air conditioning is operating, air circulation from the closed room flows through the small space at the bottom of the door. This forces the air over the carpet fibers, which in turn act as a filter, catching particulate pollution. Over time, a noticeable stain develops at the threshold.
- Fuzzing* In loop carpets, fibers may break. Simply clip the excess fibers. If it continues, call a professional.
- Pilling* 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.
- 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 carpeting using a power stretcher, not a knee-kicker.
- Seams* Carpet usually comes in 12-foot 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 seam appear more pronounced than normal. The more dense and 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. Usually with time, use and vacuuming the seams become less visible. You can see examples of how carpet seams diminish after they have been vacuumed and have experienced traffic in the model homes.

- 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 and 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.
- Sprouting* Occasionally you may find small tufts of fiber sprouting above the carpet surface. Simply use scissors to cut off the sprout. Do not attempt to pull it because other fibers will come out in the process.
- 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. To avoid the problem, look for carpets made with anti-static. You can also install a humidifier to help control static build-up.

## Limited One-Year Warranty Guidelines

During your 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. The Paparone Companies will not be responsible for dye lot variations if replacements are made.

|              |                                                                                                                                                                                         |
|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Edges</i> | 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. |
| <i>Seams</i> | Carpet seams will be visible. The Paparone Companies will repair any gaps or fraying.                                                                                                   |

## 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 homeowner maintenance, check the caulking and make needed repairs. Wet areas, such tubs, showers, and sinks, may require more frequent routine re-caulking due to the potential growth of mold or mildew in these damp areas. 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.

|                       |                                                                                                                                                                                                                      |
|-----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Colored Caulk</i>  | Colored caulking is available where larger selections are provided. As with any colored material, dye lots can vary.                                                                                                 |
| <i>Latex Caulk</i>    | Latex caulking is appropriate for an area that requires painting, such as along the stair stringer or where wood trim meets the wall.<br><br>Check windows where they meet brick to make sure the caulking is tight. |
| <i>Silicone Caulk</i> | 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.                                                         |

## Limited One-Year Warranty Guidelines

During the orientation we confirm that appropriate areas are adequately caulked.

# Ceramic Tile

## Homeowner Use and Maintenance Guidelines

Your selection sheets from the flooring contractor include the brand and color of your ceramic tile.

*Cleaning* Ceramic tile is one of the easiest floor coverings to maintain. Simply vacuum when needed. Occasionally, a wet mop with warm water may be appropriate. Avoid adding detergent to the water. If you feel a cleaning agent is required, use a mild solution of warm water and dishwasher crystals (they will not result in a heavy, difficult-to-remove lather on the grout). Rinse thoroughly.

The ceramic tile installed on walls or counter tops in your home may be washed with any non-abrasive soap, detergent or tile cleaner. Abrasive cleaners will dull the finish.

*Grout Discoloration* Clean grout that becomes yellowed or stained with a fiber brush, cleanser and water. Grout cleansers and whiteners are available at most hardware stores.

*Sealing Grout* Sealing grout is your decision and responsibility. Once grout has been sealed, ongoing maintenance of that seal is necessary and limited warranty coverage on grout that has been sealed is void.

*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. Cracks in the grout can be filled using premixed grout purchased from flooring or hardware stores. Follow package directions.

Tiles 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. This maintenance is important to protect the underlying surface from water damage.

*Caulking* Regular re-caulking of the areas where tile meets a tub, shower pan, or shower floor, may be necessary. The wet nature of these areas create the potential for the growth of mold or mildew, which is normal, and regular maintenance will require the removal of old caulk and new caulk to be applied.

## Limited One-Year Warranty Guidelines

During the orientation we confirm that tile and grout areas are in acceptable condition. We will repair or replace cracked, badly chipped or loose tiles noted at that time. The Paparone Companies is not responsible for variations in color or discontinued patterns. New grout may vary in color from the original.

*One-Time Repair* Cracks appearing in grouting of ceramic tiles at joints or junctions with other materials are commonly due to shrinkage. The Paparone Companies will repair grouting, if necessary, one time during the first year. We are not responsible for color variations in grout or discontinued colored grout. Any grouting that is needed after that time is your responsibility.

## Concrete Flatwork

### Homeowner Use and Maintenance Guidelines

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

Concrete slabs are floating - they are not attached to the home's foundation walls. These are not a structural (load-bearing) element of the home and are not covered by the structural warranty.

The support posts under the I-beam are separated from the floor slab. The Paparone Companies incorporated these details in the construction of the basement floor because we know the floor will move in response to the soils. Movement of the basement slab or any concrete slab results in cracking. Minimize this movement by following The Paparone Companies landscaping recommendations, the objective of which is to prevent moisture from reaching soils around and under the home.

*Cleaning* Avoid washing exterior concrete slabs with cold water from an outside faucet when temperatures are high and the sun has been shining on the concrete. The abrupt change in temperature can damage the surface bond of the concrete. We recommend sweeping for keeping exterior concrete clean. If washing is necessary, do this when temperatures are moderate.

Repeated cleaning of the garage floor by hosing can increase soil

movement by allowing water to penetrate any existing cracks. We recommend sweeping to clean the garage floor.

*Cracks*

A concrete slab 10 feet across shrinks approximately 5/8 inch 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.

During the summer, moisture finds its way under the concrete along the edges or through cracks in the surface. In winter, this moisture forms frost that can lift the concrete, increasing the cracking. Maintaining drainage away from all concrete slabs will minimize cracking from this cause.

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.

*Expansion Joints*

We install expansion joints to help control expansion. However, as the concrete shrinks during the curing process, moisture can penetrate under the concrete and lift the expansion joint. When this occurs, fill the resulting gap with a gray silicone sealant, which you can purchase at most hardware stores.

*Heavy Vehicles*

Do not permit heavy vehicles such as moving vans or concrete trucks to drive on your concrete work. We design and install this concrete for residential use only.

*Ice, Snow and Chemicals*

Driving or parking on snow creates ice on the drive, which magnifies the effects of snow on the concrete surface. Remove ice and snow from concrete slabs as promptly as possible after snowstorms. Protect concrete from abuse by chemical agents such as pet urine, fertilizers, radiator overflow, repeated hosing, or deicing agents, such as road salt that can drip from vehicles. All of these items can cause spalling (chipping of the surface) of concrete.

*Sealer*

A concrete sealer, available at paint stores, will help you keep an unpainted concrete floor clean. Do not use soap on unpainted concrete. Instead, use plain water and washing soda or, if necessary, a scouring powder.

**Limited One-Year Warranty Guidelines**

Concrete slabs are floating-they are not attached to the home's foundation walls. These

are not a structural (load-bearing) element of the home and are not covered by the structural warranty.

|                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|---------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Color</i>                    | Concrete slabs vary in color. No correction is provided for this... condition.                                                                                                                                                                                                                                                                                                                                                                  |
| <i>Cracks</i>                   | If concrete cracks reach 1/4 inch in width or vertical displacement, The Paparone Companies will patch or repair them one time during the warranty year. Subsequently, concrete slab maintenance is your responsibility. If you prefer to have the slab replaced, we will obtain a price for you and assist in scheduling the work upon receipt of your payment. However, we advise against this expense since the new slab will crack as well. |
| <i>Finished Floors</i>          | The Paparone Companies will correct cracks, settling or heaving that rupture finish floor materials that we installed as part of the home as you originally purchased it.                                                                                                                                                                                                                                                                       |
| <i>Level Floors</i>             | Concrete floors in the habitable areas of the home will be level to within 1/4 inch within any 32-inch measurement with the exception of an area specifically designed to slope toward a floor drain.                                                                                                                                                                                                                                           |
| <i>Separation</i>               | The Paparone Companies will correct separation of concrete slabs from the home if separation exceeds one inch.                                                                                                                                                                                                                                                                                                                                  |
| <i>Settling or Heaving</i>      | The Paparone Companies will repair slabs that settle or heave in excess of two inches or if such movement results in negative drainage (toward the house) or hazardous vertical displacement.                                                                                                                                                                                                                                                   |
| <i>Spalling (Surface Chips)</i> | Causes of spalling include repeated hosing of concrete for cleaning, animal urine, radiator overflow, fertilizer, uncleared snow and ice, ice-melting agents and road salts from vehicles. Repair of spalling is a home maintenance task.                                                                                                                                                                                                       |
| <i>Standing Water</i>           | Water may stand on exterior concrete slabs for several hours after precipitation or from roof run-off. The Paparone Companies will correct conditions that cause water to remain longer than 12 hours unless it is from roof run-off of melting snow or ice.                                                                                                                                                                                    |

## Condensation

### Homeowner Use and Maintenance Guidelines

Condensation on interior surfaces of the windows and frames comes from high humidity

within the home combined with low outside temperatures and inadequate ventilation. Family lifestyle significantly influences these conditions. If your home includes a humidifier, closely observe manufacturer's directions for its use, especially during periods of cooler temperatures. A **dehumidifier** may be helpful in your basement during the summer months when your heater is not in operation. Since a basement is below grade, dampness and moisture are inevitable contributors to potential condensation in the basement. *See also ventilation.*

### **Limited One-Year Warranty Guidelines**

Condensation results from a family's lifestyle and The Papparone Companies has no control over this. The limited warranty coverage excludes condensation.

## **Countertops**

### **Homeowner Use and Maintenance Guidelines**

Countertops are highly susceptible to stains, scratches and chips. Please make sure you take proper care of them and *cover all tops during move-in to avoid unwarrantable scratches.* Use a cutting board to protect your counters when you cut or chop. Protect the counter from heat and from extremely hot pans. If you cannot put your hand on it, do not put it on the counter. Do not use counter-tops as ironing boards and do not set lighted cigarettes on the edge of the counter.

|                            |                                                                                                                                                                                                                                                                                       |
|----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Caulking</i>            | The caulking between the countertop and the wall, along the joint at the backsplash 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. |
| <i>Cleaning</i>            | Avoid abrasive cleaners that will damage the luster of the surface. Do not allow cleaners, water, or any type of liquids to remain on laminates, especially near the sinks or seams. <i>See also Ceramic Tile.</i>                                                                    |
| <i>Manufactured Marble</i> | Edges should be smooth and even. Where backsplash joints occur at corners, the top edges should be even within 1/16 inch.                                                                                                                                                             |
| <i>Granite Countertops</i> | Granite countertops require maintenance every 6-12 months, which is the responsibility of the homebuyer. It is suggested to seal your granite countertop at least once a year.                                                                                                        |
| <i>Separation from</i>     | Separation of counter tops from walls, backsplash and around sinks                                                                                                                                                                                                                    |

*Wall* results from normal shrinkage of materials. The Papparone Companies will inspect these areas one time during the Homeowner Orientation Walk Through. Subsequently caulking will be your... home maintenance responsibility.

### **Limited One-Year Warranty Guidelines**

During your orientation we confirm that all counter tops are in acceptable condition. We repair noticeable surface damage such as chips, cracks and scratches noted on the orientation list. Any damage not noted prior to closing is not warranted.

*Fissures and/or Pits (Appearance of rough surface)* Natural stone slabs may have some small cracks and pits in the surface. These are called fissures and pits and are common in all natural stones. They are a natural occurrence where minerals meet and where light and dark colors meet. Fissures pose no structural problems and are not warrantable.

## **Damp Proofing**

### **Homeowner Use and Maintenance Guidelines**

We apply a damp proofing material to your foundation walls. During times of excessive moisture, you may notice some dampness. Over time, natural compaction of soils in the backfill areas will usually eliminate this condition. Careful maintenance of positive drainage will also protect your basement from this condition.

### **Limited One-Year Warranty Guidelines**

The Papparone Companies will correct conditions that allow actual water to enter the basement unless the cause is improper installation of landscaping or failure to adequately maintain drainage.

## **Doors and Locks**

### **Homeowner Use and Maintenance Guidelines**

The doors installed in your home are wood products subject to such natural characteristics of wood as shrinkage and warpage. Due to natural fluctuations of humidity

and the use of forced air furnaces, showers and dishwashers, interior doors may occasionally require minor adjustments.

- Exterior Finish* If you have opted to install exterior wood doors, plan to refinish them at least once a year to ensure longer life. Stained exterior doors with clear finishes tend to weather faster than painted doors. Re-seal stained exterior doors prior to the finish beginning to crack or craze. Always follow the manufacturer's guidelines.
- 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 (re-mortising) and raising or lowering the plate accordingly.
- Hinges* You can remedy a squeaky door hinge by removing the hinge pin and applying a 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.
- Keys* Keep a duplicate privacy lock key where children cannot reach it in the event a youngster locks him- or herself in a room. The top edge of the door casing is often used as a place to keep the key. A small screwdriver or similarly shaped device can open some types of privacy locks.
- Locks* Lubricate door locks with graphite or other waterproof lubricant. Avoid oil, as it will gum up.
- Slamming* Slamming doors can damage both doors and jambs and can even cause cracking in walls. Teach children not to hang on the doorknob and swing back and forth; this works loose the hardware and causes the door to sag.
- Shrinkage* Use putty, filler, or latex caulk to fill any minor separations that develop at mitered joints in door trim. Follow with painting. Panels of wood doors shrink and expand in response to changes in temperature and humidity. Touching up the paint or stain on unfinished exposed areas is your home maintenance responsibility.
- Sticking* The most common cause of a sticking door is the natural expansion of lumber due to changes in humidity. When sticking is due to swelling during a damp season, do not plane the door unless it continues to stick after the weather changes. Before planing a door because of sticking, try two other 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 planning is necessary even after these measures, use sandpaper to smooth the door and paint the sanded area to seal against moisture.

|                          |                                                                                                |
|--------------------------|------------------------------------------------------------------------------------------------|
| <i>Warping</i>           | If a door warps slightly, keeping it closed as much as possible often returns it to normal.    |
| <i>Weather Stripping</i> | Weather stripping and exterior door thresholds occasionally require adjustment or replacement. |

### **Limited One-Time Warranty Guidelines**

During the orientation, we confirm that all doors are in acceptable condition and correctly adjusted. The Paparone Companies will repair construction damage to doors noted on the orientation list.

## **Drywall**

### **Homeowner Use and Maintenance Guidelines**

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 to which the drywall is attached.

|                |                                                                                                                                                                                                                                                                    |
|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Repairs</i> | With the exception of the one-time drywall repair service provided by the contractor that installed the drywall, 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. To correct a nail pop, reset the nail with a hammer and punch. 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.

### **Limited One-Year Warranty Guidelines**

During the orientation, we confirm that drywall surfaces are in acceptable condition.

Within ninety days, you will receive your one-year drywall and paint certificate. These certificates entitle you to up to three hours of drywall touch-up work and three hours to paint the drywall touch-ups. These are one-time repairs that you will schedule directly with the contractors. Please Note – neither the drywall contractor nor the painters will address any drywall modifications made after settlement, including custom textures, finishes, and colors.

## Electrical Systems

### Homeowner Use and Maintenance Guidelines

Know the location of the breaker panel; it includes a main shut-off that controls all the electrical power to the home. 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.

*Breakers* Circuit breakers have three positions: on, off, and tripped. 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.

*Breaker Tripping* Breakers trip due to overloads caused by plugging too many appliances into the circuit, a worn cord or defective appliance, or operating an appliance with too high a voltage requirement for the circuit. 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, you need an electrician. If the circuit remains on, one of the items you unplugged is defective and will require repair or replacement.

*Fixture Location* We install light fixtures in the locations indicated on the plans. Moving fixtures to accommodate specific furniture arrangements or room use is your responsibility.

*GFCI  
(Ground-Fault  
Circuit-Interrupters)*

*Do not plug a refrigerator or food freezer into a GFCI-controlled outlet. The likelihood of the contents being ruined is high and the limited warranty does not cover such damage.*

GFCI receptacles have a builtin element that senses fluctuations in power. Quite simply, the GFCI is a circuit breaker. Building codes require installation of these receptacles in bathrooms, the kitchen,

outside and the garage (areas where an individual can come into contact with water while holding an electric appliance or tool)... Heavy appliances such as freezers or power tools will trip the GFCI breaker.

Each GFCI receptacle 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 GFCI breaker trips during normal use, it may indicate a faulty appliance and you will need to investigate the problem. One GFCI breaker can control up to three or four outlets.

*Grounded System*

Your electrical system is a three wire grounded system. Never remove the bare wire that connects to the box or device.

*Light Bulbs*

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

*Modifications*

If you wish to make any modifications, contact the electrician listed on the Emergency Phone Numbers you receive at the orientation. Having another electrician modify your electrical system during the warranty period can void that portion of your limited warranty.

*Outlets*

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

If there are small children in the home, install safety plugs to cover unused outlets. This also minimizes the air infiltration that sometimes occurs with these outlets. Teach children to never touch electrical outlets, sockets or fixtures.

*Underground Cables*

Before digging, check the location of buried service leads by calling the local utility locating service. They will mark out the wires. In most cases, wires run in a straight line from the service panel to the nearest public utility pad. Do not dig without proper markouts, if damage occurs you can be held liable for repair costs.

Please maintain positive drainage around the foundation to protect this service.

### **Limited One-Year Warranty Guidelines**

During the orientation, we confirm that light fixtures are in acceptable condition and that all bulbs are working. The Paparone Companies' limited warranty excludes any fixture you supplied.

|                                                         |                                                                                                                                                                                                                                                                                                                                                               |
|---------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Designed Load</i>                                    | The Paparone Companies will repair any electrical wiring that fails to carry its designed load to meet specifications. If electrical outlets, switches or fixtures do not function as intended, The Paparone Companies will repair or replace them.                                                                                                           |
| <i>GFCI<br/>(Ground-Fault<br/>Circuit-Interrupters)</i> | The Paparone Companies is not responsible for food spoilage that results from your plugging refrigerators or freezers into a GFCI outlet.                                                                                                                                                                                                                     |
| <i>Power Surge</i>                                      | Power surges are the result of local conditions beyond the control of The Paparone Companies 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 is excluded from limited warranty coverage. |

## **Expansion and Contraction**

### **Homeowner Use and Maintenance Guidelines**

Changes in temperature and humidity cause all building materials to expand and contract. Dissimilar materials expand or contract at different rates. This movement results in separation between materials, particularly dissimilar ones. You will see the effects in small cracks in drywall and in paint, especially where moldings meet drywall, at mitered corners and where tile grout meets tub or sink. While this can alarm an uninformed homeowner, it is a normal condition and not cause for a warranty claim.

Shrinkage of the wood members of your home is inevitable and occurs in every new home. Although this is most noticeable during the first year, it may continue beyond that time. In most cases, caulk and paint are all that you need to conceal this minor evidence of a natural phenomenon. Even though properly installed, caulking shrinks and cracks. Maintenance of caulking is your responsibility. See individual categories for details.

## **Fireplace**

### **Homeowner Use and Maintenance Guidelines**

The Paparone Companies offers direct-vent gas fireplaces. If you ordered this type of fireplace, it is demonstrated during the orientation. Read and follow all manufacturer's

directions.

***The exterior vent cover and the glass doors for a direct-vent gas fireplace become extremely hot when the fireplace is operating. Use caution in placing objects on your mantle as the high heat rising from the fireplace can melt or damage items.***

*Spark Arrester*      If the spark arrester becomes clogged, the diminished air flow will affect the performance of the fireplace and may be a fire hazard. Have the arrester cleaned professionally when needed.

*Ignition*              A slight delay between turning the switch on and flame ignition is normal. The flames should ignite gently and silently. If you notice any deviation from this and any gas smell, immediately shut off the switch and report it to the gas company. If you are experiencing trouble with your remote control, ensure that the batteries in both the remote and the wall switch are fully charged.

*Odor*                    Ceramic logs will emit a chemical odor during the first several hours of use of a new gas fireplace. This is normal and should typically lessen after operating the fireplace for 8 to 10 hours.

## **Limited One-Year Warranty Guidelines**

**Fireplace units are drafty throughout all four seasons and should never be considered a primary heating source.** The fireplace should function properly when The Paparone Companies' and the manufacturer's directions are followed.

# **Foundation**

## **Homeowner Use and Maintenance Guidelines**

We install the foundation of your home according to the recommendations of our consulting engineer. The walls of the foundation are poured concrete. To protect your home's foundation, follow guidelines for installation and maintenance of landscaping and drainage in this manual.

*Cracks*                Even though an engineer designed the foundation and we constructed it according to engineering requirements, surface cracks can still develop in the wall. Surface cracks are not detrimental to the structural integrity of your home. If a crack develops in a foundation wall that

allows water to come through, follow the procedures for submitting a warranty claim.

*Dampness*

Due to the amount of water in concrete, and the fact that the basement is located underground, they may be damp. Condensation can form on water lines and drip onto the floor. You may wish to use a **dehumidifier** during the summer months if you experience excessive dampness.

*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 codes and safety requirements. The Paparone Companies do not warrant that you will be able to obtain such a permit because of the possibility that building codes may change.

### **Limited One-Year Warranty Guidelines**

The foundation of your home has been designed and installed according to the recommendations of an engineer.

It is important to note that raised patio pavers can damage the concrete foundation walls due to the elevated backfilled soil heights that are typically required for these systems. The pressure from the placement and compacting or tamping the backfilled soils above the existing grade heights can create issues for the walls, like cracking. Damage from the patio installation would not be covered under the warranty.

*Cracks*

Shrinkage or backfill cracks are not unusual in foundation walls, especially at the corners of basement windows. The Paparone Companies will seal cracks that exceed 1/8 inch in width.

*Leaks*

The Paparone Companies will correct conditions that permit water to enter the basement, provided you have complied with the drainage, landscaping and maintenance guidelines. Dampness on newly constructed floors and walls is common and not considered a deficiency.

## **Garage Overhead Door**

### **Homeowner Use and Maintenance Guidelines**

Since the garage door is a large, moving object, periodic maintenance is necessary.

*Garage Door*

Every six months, apply garage door lubricant to all moving parts:

## CARING FOR YOUR HOME

- Lubricant* track, rollers, hinges, pulleys and springs. At the same time, check to see that all hardware is tight and operating as intended without binding or scraping. Avoid over lubricating to prevent drips on... vehicles or the concrete floor.
- Lock* If the lock becomes stiff, apply a silicone or graphite lubricant. Do not use oil on a lock, as it will stiffen in winter and make the lock difficult to operate.
- Opener* If you have opted to have garage door opener(s) added to your home, to prevent damage to a garage door opener, be sure the door is completely unlocked and the rope-pull has been removed 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 un-interrupted warranty coverage. Be familiar with the steps for manual operation of the door in the event of a power failure.
- Painting* Repaint the garage door when you repaint your home, or more often if needed to maintain a satisfactory appearance.
- Safety* Follow the manufacturer's instructions for safe and reliable operation. Do not allow anyone except the operator near the door when it is in motion. Keep hands and fingers away from all parts of the door except the handle. Do not allow children to play with or around the door. Never alter, adjust or remove the safety light located at the bottom of the garage door track, this prevents the door from closing on an object, car, or person.
- For your safety, after the expiration of the one-year warranty, have any needed adjustments made by a qualified specialist. 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.
- Sag* The garage door may sag slightly due to its weight and span. This will stabilize after the panels have dried.
- Light Visible* Garage overhead doors cannot be airtight. Some light will be visible around the edges and across the top of the door. Severe weather conditions may result in some precipitation entering around the door. This is not cause for concern and is not a warrantable item.

## Limited One-Year Warranty Guidelines

The garage door should operate smoothly and with reasonable ease. The door can become unaligned and require adjustment, which The Papparone Companies will provide unless the problem is caused by the installation of a garage door opener subsequent to closing on the home.

## Gas Shut-Offs

### 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. We point these out during the orientation. If you suspect a gas leak, leave the home and call 911.

### Limited One-Year Warranty Guidelines

The gas company is responsible for leaks up to the meter. The Papparone Companies will correct leaks from the meter into the home.

## Grading and Drainage

### Homeowner Use and Maintenance Guidelines

The final grades around your home have been inspected and approved for proper drainage of your lot.

#### *Drainage*

Maintain the slopes around your home to permit the water to drain 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. The protective slope around the foundation will meet current building codes. Typically, the grade around your home should slope 0.5 inch per foot in the first 10 feet, tapering to a two percent slope. Water may puddle or pond around the foundation for up to 24 hours after rain. In most cases, drainage swales **do not** follow property boundaries. The standard slope for swales is 1% per six feet.

- Roof Water* Do not remove the splash blocks or downspout extensions from under the downspouts. Keep these in place at all times, sloped so the water drains away from your home quickly.
- Rototilling* Rototilling can significantly change drainage swales. You can minimize this by rototilling parallel to the swales rather than across them.
- Settling* The area we excavated for your home's foundation was larger than the home to allow room to work. In addition, some trenching is necessary for installation of utility lines. Although we replaced and compacted the soil, it does not return to its original density. Some settling will occur, especially after prolonged or heavy rainfall or melting of large amounts of snow. Settling can continue for several years. Inspect the perimeter of your home regularly for signs of settling and fill settled areas as needed to maintain positive drainage. *See also Landscaping.*

### **Limited One-Year Warranty Guidelines**

We established the final grade to ensure adequate drainage away from the home. Maintaining this drainage is your responsibility. If you alter the drainage pattern after closing, or if changes in drainage occur due to lack of maintenance, the limited warranty is void.

- Backfill Settlement* Backfilled or excavated areas around the foundation and at utility trenches should not interfere with the drainage away from your home. If these areas settle during the first year, The Paparone Companies will fill the areas one time and subsequently will provide you with fill dirt to maintain positive drainage.
- Erosion* The Paparone Companies is not responsible for weather-caused damage to yards after the final grade has been established or the closing date, whichever occurs last. Any erosion from a downspout is not the Builder's responsibility and does not require a correction by Builder.
- New Sod* New sod installation and the extra watering that accompanies it can cause temporary drainage problems.
- Ponding or Puddling* It is normal for water to stand after a rainfall. This is expected and not a deficiency. Grading or ponding determinations will not be made while there is frost or snow on the ground while the ground is saturated or frozen. If a puddle or pond remains around the...

foundation for over 24 hours please call our warranty department. Water may sit in swales for up to 48 hours.

*Recommendations* The Paparone Companies document the grades that exist at the time of delivery of your home or as soon thereafter as possible. The ground must be dry and free of frost to make these determinations. Once final grades are set, The Paparone Companies will inspect drainage problems reported in writing during the warranty period, compare grades to those originally established and advise you on corrective actions you might take.

*Swales* The Paparone Companies 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. The Paparone Companies advises against making such changes. After heavy rain or snow, water may stand in swales for up to 48 hours.

*Under Concrete* The Paparone Companies will fill visible sunken areas under concrete during the first year.

*Winter Grading* Due to weather conditions, especially during winter and early spring, the final grade may not have been established prior to closing. We document the status of your grading at the time of delivery. When conditions permit, grading work will continue and we will complete your grading before beginning landscaping.

## **Gutters and Downspouts**

### **Homeowner Use and Maintenance Guidelines**

Check gutters periodically and remove leaves or other debris. Materials that accumulate in gutters can slow water drainage from the roof, cause overflows and clog the downspouts. *It is the homeowners responsibility to ensure gutters are clean of debris or the warranty can be void in a claim area.*

*Extensions or Splash blocks* Extensions should discharge outside of rock or bark beds so that water is not dammed behind the edging materials that might be used.

*Ladders* Use caution when leaning ladders against gutters, as this may cause dents.

*Leaks* If a joint between sections of gutter drips, caulk the inside joint using a...

commercial gutter caulking compound available at hardware stores.

*Snow and Ice* Clear excess snow from downspouts as soon as possible to allow the gutter to drain and to prevent damage. Severe ice or snow build-up can damage gutters and such damage is not covered by the limited warranty.

### **Limited One-Year Warranty Guidelines**

Gutters over three feet long are installed with a slight slope so that roof water will flow to the downspouts. Any alterations to your home or its components after closing will void the warranty of the affected areas.

*Leaks* We correct leaks that occur during the warranty period.

*Overflow* Gutters may overflow during periods of excessively heavy rain. This is expected and requires no repair.

*Standing Water* Small amounts of water (up to one inch) will stand for short periods of time in gutters immediately after rain. No correction is required for these conditions.

## **Hardware & Shelving**

### **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.

The wire shelving installed in your closets are designed for standard residential use with a maximum weight capacity of 15- 20 pounds per linear foot. To ensure proper functionality, distribute weight evenly across the shelves and avoid overloading or concentrating heavy items in one area. Modifying the shelving or support system can compromise its weight capacity and is not recommended. Any damage resulting from overloading or improper use will not be covered under the builder's warranty.

### **Limited One-Year Warranty Guidelines**

We confirm that all hardware is in acceptable condition during orientation. The limited warranty excludes repairs for cosmetic damage subsequent to the orientation. The Paparone Companies will repair hardware items that do not function as intended.

# Hardwood Floors

## Homeowner Use and Maintenance Guidelines

Wood floors, as all other wood products, are subject to expansion and contraction due to seasonal and climatic conditions. Wood is a natural product and is therefore not warranted for expansion and contraction. Wood is subject to wear and tear, dents and abrasions caused by sharp and/or heavy objects, such as but not limited to furniture casters, appliances, and high heels. It is advised to follow the manufacturer's suggested recommendations for maintenance and cleaning.

In the daily care of wood flooring, preventive maintenance is the primary goal. The best way to prevent any damage or issues is to maintain the manufacturer's recommended moisture levels within the home. A dehumidifier is highly recommended with wood floors, especially throughout the first year. There is a significant amount of moisture in a newly constructed home, especially coming from the foundation. Excess moisture can cause 'cupping' of the wood. Cupping is the curling up of the edges of wood.

- |                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Cleaning</i>         | <i>Always follow the manufacturer's cleaning recommendation, different hardwood floors may require different cleaning products. Sweep on a daily basis or as needed. Never wet mop a hardwood floor. Excessive water causes wood to expand and can possibly damage the floor. When polyurethane finishes become soiled, damp mop with a mixture of one cup vinegar to one gallon of warm water. When damp mopping, remove all excess water from the mop. Check with the hardwood company if your floor has a water-based finish.</i> |
| <i>Dimples</i>          | Placing heavy furniture or dropping heavy or sharp objects on hardwood floors can result in dimples. This is considered cosmetic damage and is not a warrantable item.                                                                                                                                                                                                                                                                                                                                                               |
| <i>Filmy Appearance</i> | A white, filmy appearance can result from moisture, often from wet shoes or boots. All water or dampness should be immediately dried to prevent this non-warrantable issue.                                                                                                                                                                                                                                                                                                                                                          |
| <i>Furniture Legs</i>   | Install proper floor protectors on/under furniture placed on hardwood floors. Protectors will allow furniture to move easily over the floor without scuffing. Regularly clean the protectors to remove any grit that may have accumulated.                                                                                                                                                                                                                                                                                           |
| <i>Humidity</i>         | Wood floors respond noticeably to changes in humidity in your home. Especially during winter months, the individual planks or pieces expand and contract as water content changes. A humidifier helps but does...                                                                                                                                                                                                                                                                                                                    |

not eliminate this reaction. This is normal and no correction is required.

|                                  |                                                                                                                                                                                                                                                                                                                            |
|----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Mats and Area Rugs</i>        | Use protective mats at the exterior doors to help prevent sand and grit from getting on the floor. Gritty sand is wood flooring's worst enemy. However, be aware that rubber backing on area rugs or mats can cause yellowing and warping of the floor surface.                                                            |
| <i>Recoat</i>                    | If your floors have a polyurethane finish, you may want to have an extra coat of polyurethane applied by a qualified contractor within six months to one year. The exact timing will depend on your particular lifestyle. If another finish was used, refer to the manufacturer's recommendations.                         |
| <i>Separation</i>                | Expect some shrinkage around heat vents or any heat-producing appliances, or during seasonal weather changes. <i>See also Warping.</i>                                                                                                                                                                                     |
| <i>Shoes</i>                     | Heels (especially high heels) can damage wood floors. Please keep your heels in good repair to avoid any damages to wood flooring.                                                                                                                                                                                         |
| <i>Spills</i>                    | Clean up food spills immediately with a dry cloth. Use a vinegar-and-warm-water solution for tough food spills.                                                                                                                                                                                                            |
| <i>Sun Exposure &amp; Fading</i> | Exposure to direct sunlight can cause irreparable damage to hardwood floors and is not a cause for a warranty repair. To preserve the beauty of your hardwood floors, install and use window coverings in these areas.                                                                                                     |
| <i>Traffic Paths</i>             | A dulling of the finish in heavy traffic areas is likely. We recommend use of area carpets to prevent wearing of floor finish.                                                                                                                                                                                             |
| <i>Warping</i>                   | Warping will occur if the floor repeatedly becomes wet or is thoroughly soaked even once. Slight warping in the area of heat vents or heat-producing appliances is also typical.                                                                                                                                           |
| <i>Wax</i>                       | Waxing and the use of products like oil soap are neither necessary nor recommended. Once you wax a polyurethane finish floor, recoating is difficult because the new finish will not bond to the wax. The preferred maintenance is preventive cleaning and recoating annually or as needed to maintain the desired luster. |

### **Limited One-Year Warranty Guidelines**

During the orientation we will confirm that hardwood floors are in acceptable condition. The flooring contractor will correct any readily noticeable cosmetic defects listed during the orientation. You are responsible for proper routine maintenance of hardwood floors per manufacturer guidelines.

# Heating System

## Homeowner Use and Maintenance Guidelines

Good maintenance of the furnace can save energy dollars and prolong the life of the furnace. *Please register your HVAC equipment within 60 days of settlement to extend any manufacturer's warranty. This may include but is not limited to your furnace, coil, and condenser.* Carefully read and follow the manufacturer's literature on use and maintenance. The guidelines here include general information only.

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

*Avoid Overheating* Do not overheat your new home. Overheating can cause excessive shrinkage of framing lumber and may materially damage the home. In the beginning, use as little heat as possible and increase it gradually.

*Blower Panel* You need to position the blower panel correctly for the furnace blower (fan) to operate. This panel compresses a button that tells the blower it is safe to operate. If this panel is not on tightly, the fan will not come on. This should be performed by an HVAC technician.

***Never cover or block the combustion air vent in any way. Outside air is needed to supply the furnace with sufficient oxygen. Blocking the combustion air vent will cause the furnace to draw air down the vent pipe and pull poisonous gasses back into your home. Keep all vegetation, trees, plantings, etc. at least 3' away from this vent located on the exterior of the home.***

*Ductwork Noise* Some popping or pinging sounds are the natural result of ductwork heating and cooling in response to air flow as the system operates.

*Filter* Remember to change or clean the filter monthly during the heating and cooling seasons. A clogged filter can slow airflow and cause cold spots in your home. Although it takes less than one minute to change the filter, this is one of the most frequently overlooked details of normal furnace care. Buy filters in large quantities for the sake of convenience.

If you have a permanent, washable, removable filter, you need to clean this monthly. Use water only to clean the filter, tap to dry or air...

dry, and leave the unit off for a brief period. Do not use soaps or detergents on the filter.

*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 of your draperies and furnishings, the home may seem cooler than you would expect.

*Gas Odor* If you smell gas, evacuate your home then call 911.

*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 quickly.

*Registers* Heat register covers are removable and adjustable. You are responsible for adjusting the dampers in these covers to regulate the heat flow within the home. Registers in the rooms farther away from the furnace will usually need to be opened wider.

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

*Temperature* Depending on the style of home, temperatures can normally vary from floor to floor as much as 10 degrees or more on extremely cold days. The furnace blower will typically cycle on and off more frequently and for shorter periods during severe cold spells. Floor to floor temperature variations are not covered as a warrantable item.

*Thermostat* The furnace will come on automatically when the temperature at the thermostat registers below the setting you have selected. Once the furnace is on, setting the thermostat to a higher temperature will not heat the home faster. Thermostats are calibrated to within plus or minus five degrees.

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

### **Limited One-Year Warranty Guidelines**

We will install heating systems according to local building codes, as well as to engineering designs of the particular model home. Adequacy of the system is

determined by its ability to establish a temperature of 70 degrees F, as measured in the center of the room, five feet above the floor. In extremely cold temperatures (10 degrees below or colder), the system should be able to maintain a temperature differential of 80 degrees from the outside temperature.

**Total loss of heat when temperatures fall below 32 degrees are considered an emergency. Contact your HVAC installation company for repairs and follow-up with our warranty department.**

*Duct Placement*     The exact placement of heat ducts may vary from those positions shown in similar floor plans or in model homes.

*Ductwork*             Although the heat system is not a sealed system, the ductwork should remain attached and securely fastened. If it becomes unattached, The Paparone Companies will repair as needed.

*Furnace Sounds*     Expansion or contraction of metal ductwork results in ticking, clicking, or popping sounds. While eliminating all these sounds is impossible, The Paparone Companies will correct oil canning. (*Oil canning occurs when a large area of sheet metal like those found in air ducts makes a loud noise as it moves up and down in response to temperature changes.*)

*Thermostat*         Thermostats are calibrated to plus or minus five degrees.

## ***Tankless*** **Hot Water Heater**

### **Homeowner Use and Maintenance Guidelines**

Carefully read and follow the manufacturer's literature for your specific model of water heater. *Please register your hot water heater within 60 days of settlement to extend the manufacturer's warranty.* This literature will explain specific features for your water heater model as well as operation, safety precautions, maintenance, and troubleshooting. Always consult with a licensed plumber for maintenance and repairs.

*Tank Draining*         Review and follow the manufacturers timetable and instructions of tank draining. You need to drain the water heater before performing maintenance tasks, such as cleaning the inlet water filter, or to prevent the water heater from freezing when it will not be used for an extended period.

- Cleaning* Flushing the Heat Exchanger, cleaning the Inlet Water Filter Recirculation Inlet Filter, and the Air Intake Filter can be a somewhat complicated procedure. Read the manufacturer instructions carefully before attempting this procedure. If you are uncertain about any of the steps in the procedure, contact an authorized technician or licensed professional.
- Temperature* The recommended thermostat setting for normal everyday use is 120 degrees. Higher settings can result in wasted energy dollars and increase the danger of injury from scalding. Hot water will take longer to arrive at sinks, tubs, and showers that are farther from the water heater. Paparone employees and plumbing contractors are not permitted, because of code regulations, to adjust the water heater above 120 degrees.
- No Hot Water* If you discover that you have no hot water, check the circuit breaker, temperature setting, and water supply valve before calling for service. Refer to the manufacturer's literature for specific locations of these items and other troubleshooting information. *Do not attempt to open your hot water heater, please reach out to a licensed plumber. The repair may require specific training and diagnostic tools.*

### **Limited One-Year Warranty Guidelines**

Refer to the manufacturer's limited warranty for information regarding coverage of the water heater. *See also Plumbing.*

## **Humidifier**

### **Homeowner Use and Maintenance Guidelines**

Operate a humidifier only with the furnace, not with the air conditioner. If you notice condensation on windows, the humidifier should be adjusted to a lower setting. Clean or replace the moisture pad according to the manufacturer's instructions and suggested timetable. Humidifiers should not be used on systems that are located in an attic.

### **Limited One-Year Warranty Guidelines**

Refer to the manufacturer's limited warranty for information regarding coverage of the humidifier.

## Insulation

### Homeowner Use and Maintenance Guidelines

The effectiveness of batt and blown-in insulation is diminished if it is uneven or compressed. As the last step in any work done in your attic, you should confirm that the insulation lays smooth and even. Do not step on drywall ceilings, because this can result in personal injury or damage to the drywall and is not covered under warranty..

Electrical outlets normally emit noticeable amounts of cold air when outside temperatures are low, this should not be cause for alarm.

### Limited One-Year Warranty Guidelines

The Papparone Companies 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

### Homeowner Use and Maintenance Guidelines

Plan to install the basic components of your landscaping as soon after closing as weather permits. In addition to meeting your homeowners' association requirements to landscape in a timely manner, well-designed landscaping prevents erosion and protects the foundation of your home. *In some communities the homeowners association will maintain this landscaping , so check your documents to see what you are responsible for*

*Additions* Before installing patio additions or other permanent improvements, consider soil conditions in the design and engineering of your addition. Paver patio systems may be beautiful but careful consideration must be paid to the weight being put against the foundation wall. Be sure to have a responsible contractor follow current building codes before installing the patio. Failure to do so will result in your warranty being voided.

*Backfill* We construct the foundation of your home beginning with an excavation into the earth. When the foundation walls are complete, the area surrounding them is backfilled. Soil in this area is not as

compact as undisturbed ground. Water can penetrate through the... backfill area to the lower areas of your foundation. This can cause potentially severe problems such as wet basements, cracks in foundation walls, and floor slab movement. Avoid this through proper installation of landscaping and good maintenance of drainage.

Backfill areas will settle and require prompt attention to avoid damage to your home and voiding of the structural warranty.

Keep downspout extensions in the down position to channel roof runoff away from the foundation area of your home. Routine inspection of downspouts, backfill areas and other drainage components is an excellent maintenance habit. *See also Grading and Drainage.*

*Bark or Rock Beds*

Do not allow edgings around decorative rock or bark beds to dam the free flow of water away from the home (the use of black plastic edging is not recommended by the builder). You can use a non-woven landscape fabric between the soil and rock or bark to restrict weed growth while still permitting normal evaporation of ground moisture.

*Contractors*

You are responsible for changes to the drainage pattern made by any landscape, concrete, deck or pool contractor. Discuss drainage with any company you hire to do an installation in your yard. Do not permit them to tie into existing drainage pipes without approval from The Paparone Companies.

*Irrigation*

Make provisions for efficient irrigation. Conduct monthly operational checks to ensure proper performance of the system. Direct sprinkler heads away from the home. Trickler or bubbler type irrigation systems are not recommended for use adjacent to the structure. *Remember to Drain and service sprinkler systems in the fall season.*

*Planning*

Plant with regard to your local climate. Favor native over exotic species. Consider the ultimate size, shape and growth of the species. Locate plants and irrigation heads out of the way of pedestrian or bicycle traffic and car bumpers. Space groves of trees or single trees to allow for efficient mowing and growth. Group plants with similar water, sun, and space requirements together. *See also Xeriscape.*

## CARING FOR YOUR HOME

|                             |                                                                                                                                                                                                                                                                                                                                                                                                        |
|-----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Plantings</i>            | Please provide proper care and watering. Plantings must be watered above and beyond the lawns irrigation system. No warranty is provided for damage caused by winter injury, animals, machinery, improper watering and fertilization, carelessness etc. The plantings can only be reviewed during the homeowner orientation.                                                                           |
| <i>Requirements</i>         | Check with your local building department and homeowners association, if applicable, before designing, installing or changing landscaping for any regulations that they require you to follow.                                                                                                                                                                                                         |
| <i>Soil Mix</i>             | Provide good soil mixes with sufficient organic material. Use mulch at least three inches deep to hold soil moisture and to help prevent weeds and soil compaction.                                                                                                                                                                                                                                    |
| <i>Utility Lines</i>        | A slight depression may develop in the front lawn along the line of the utility trench. To correct this, roll back the sod, spread topsoil underneath to level the area and then relay the sod.                                                                                                                                                                                                        |
| <i>Waiting to Landscape</i> | If you leave ground un-landscaped, it erodes. Correcting erosion that occurs after closing is your responsibility.                                                                                                                                                                                                                                                                                     |
| <i>Xeriscape</i>            | The Paparone Companies recommends careful consideration of landscape design and selection of planting materials to minimize the demands of your yard on water supplies. Detailed information about Xeriscape is available from reputable nurseries. This has the triple benefit of helping the environment, saving on water bills, and reducing the amount of moisture that can reach your foundation. |

### **Limited One-Year Warranty Guidelines**

Maintaining landscaping is your responsibility. The Paparone Companies will install your sod in the front yards (where applicable) and seed the side and rear yards. It is the responsibility of the homeowner to feed, water and care for the grass as it develops into a lawn. Weather conditions such as drought or downpours are beyond the builder's control and do not obligate the builder to do any re-seeding or re-sodding.

Due to winter conditions we are occasionally unable to install sod and other landscaping features. These features for winter settlements will be scheduled post closing by Paparone to be completed as soon as the weather allows.

## LVP & Sheet Vinyl

### Homeowner Use and Maintenance Guidelines

Although resilient floors are designed for minimum care, they do have maintenance needs. Follow any manufacturers' specific recommendations for care and cleaning. Some resilient floors require regular application of a good floor finish. This assures you of retaining a high gloss. However, avoid using cleaning or finishing agents on sheet vinyl until the adhesive has thoroughly set. This will take about two weeks.

|                              |                                                                                                                                                                                                                                                                                                                              |
|------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Color and Pattern</i>     | Your color selection sheets from the flooring contractor provide a record of the brand, style and color of floor coverings in your home. Please retain this information for future reference.                                                                                                                                |
| <i>Limit Water</i>           | Wipe up spills and vacuum crumbs instead of washing resilient floors frequently with water. Limit mopping or washing with water; excessive amounts of water on resilient floors can penetrate seams and get under edges, causing the material to lift and curl.                                                              |
| <i>Moving Furniture</i>      | Moving appliances across resilient floor covering can result in tears and wrinkles. Install coasters on furniture legs to prevent permanent damage. If you damage the resilient floor, you can have it successfully patched by professionals. We leave any remnants of floor covering materials for this reason.             |
| <i>No Wax</i>                | The resilient flooring installed in your home is the no-wax type. Nowax means a clear, tough coating that provides both a shiny appearance and a durable surface. However, even this surface will scuff or mark. Follow the manufacturers' recommendations for maintaining the finish.                                       |
| <i>Raised Nail Heads</i>     | Raised nail heads are the result of movements of the floor joist caused by natural shrinkage and deflection. If a nail head becomes visible through resilient flooring, place a block of wood over it and hit the block with a hammer to reset the nail.                                                                     |
| <i>Scrubbing and Buffing</i> | Frequent scrubbing or electric buffing is harder on floors than regular foot traffic. Use acrylic finishes if you scrub or buff.                                                                                                                                                                                             |
| <i>Seams</i>                 | Any brand or type of resilient flooring may separate slightly due to shrinkage. Seams can lift or curl if excessive moisture is allowed to penetrate them. You can use a special caulking at tub or floor joints to seal seams at those locations. Avoid getting large amounts of water on the floor from baths and showers. |

## Limited One-Year Warranty Guidelines

We will confirm that resilient floor covering is in acceptable condition during your orientation. The Paparone Companies limited warranty does not cover damage to resilient floors caused by moving furniture or appliances into the home. We can assist you in contacting professionals who can repair such damage if it occurs in your home. The Paparone Companies are not responsible for discontinued selections.

|                 |                                                                                                                                                                                                                                                                                                                                                                                                                |
|-----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Adhesion</i> | Resilient floor covering should adhere. The Paparone Companies will repair lifting or bubbling and nail pops that appear on the surface.                                                                                                                                                                                                                                                                       |
| <i>Ridges</i>   | The Paparone Companies has sanded and filled the joints of underlayment to minimize the possibility of ridges showing through resilient floor coverings. Ridging is measured by centering a six-inch straight edge perpendicular to the ridge with one end tight to the floor. If the opposite end of the straight edge is 1/8 inch or more from the floor, The Paparone Companies will repair this condition. |
| <i>Seams</i>    | Seams will occur and are sealed at the time of installation. The Paparone Companies will correct gaps in excess of 1/16 inch where resilient flooring pieces meet or 1/8 inch where resilient flooring meets another material. The Paparone Companies will correct curling at seams unless caused by excessive water.                                                                                          |

## Mildew

### Homeowner Use and Maintenance Guidelines

Mildew is a fungus that spreads through the air in microscopic spores. They love moisture and feed on surfaces or dirt. On siding, they look like a layer of dirt. Cleaning mildew from your home is your responsibility. Solutions that remove mildew are available from local paint or home improvement stores. Wear protective eyewear and rubber gloves for this task; the chemicals that remove mildew are unfriendly to humans. We recommend the use of a dehumidifier in the basement during the summer months to eliminate the excess moisture, which can be a cause of mildew growth. Showers and tubs are also prone to the growth of mildew. Maintaining and re-caulking these areas fall under regular home maintenance.

### Limited One-Year Warranty Guidelines

We will remove any mildew noted during the orientation. The Paparone Companies

warranty excludes mildew.

## Mirrors

### Homeowner Use and Maintenance Guidelines

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

### Limited One-Year Warranty Guidelines

We will confirm that all mirrors are in acceptable condition during the orientation. The Paparone Companies will correct scratches, chips or other damage to mirrors noted during the orientation.

## Paint and Stain

### Homeowner Use and Maintenance Guidelines

Due to changes in the formula for paint (such as the elimination of lead to make paints safer), 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 more easily than gloss paints do. Often, homeowners prefer the results obtained by touching up rather than washing.

#### *Colors*

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

#### *Exterior*

Regular attention will preserve the beauty and value of your home. Check the painted and stained surfaces of your home's exterior annually. Re-paint before much chipping or wearing away of the original finish occurs; this will save the cost of extensive surface preparation. Plan on refinishing the exterior surface of your home approximately every two to three years or as often as your paint manufacturer suggests for your area and climate. Climatic conditions control the chemical structure of the paint used on the exterior. Over time, this finish will fade and dull a bit.

When you repaint the exterior of your home, begin by re-setting popped nails and removing blistered or peeling portions of paint with a wire brush or putty knife. Sand, spot with primer and then paint the entire area. Use a 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.

- 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.
- 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.
- TouchUp* When doing paint touch ups, use a small brush, applying paint only to the damaged spot. Touchup may not match the surrounding area exactly, even if the same paint mix is used. When it is time to repaint a room, prepare the wall surfaces first by cleaning with a mild soap and water mixture or a reliable cleaning product.
- Wall Cracks* We suggest that you wait until after the first heating season to repair drywall cracks or other separations due to shrinkage. *See also Drywall.*

### **Limited One-Year Warranty Guidelines**

During your orientation we will confirm that all painted or stained surfaces are in acceptable condition. The Paparone Companies will touch up paint as indicated on the orientation list. You are responsible for all subsequent touch up, except painting we perform as part of another warranty repair. Although not recommended, if walls are painted post settlement, please keep paint for any repairs or drywall touch ups. If paint is not kept the paparone companies are not responsible for paint touch ups and/or color matching.

*Cracking* As it ages, exterior wood trim will 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 wood trim and gutters is your responsibility.

*Fading* Expect fading of exterior paint or stain due to the effects of sun and

weather. The Paparone Companies limited warranty excludes this occurrence.

*Touch-Up Visible* Paint touch-up is visible under certain lighting conditions.

*Wood Grain* Due to wood characteristics, color variations will result when stain is applied to wood. This is natural and requires no repair. Today's water-base paints often make wood grain visible on painted trim. The Paparone Companies does not provide corrections for this condition.

## Phone and Cable Jacks

### Homeowner Use and Maintenance Guidelines

Your home is equipped with telephone and cable jacks as shown in the model and selection sheets. Initiating phone service, additions to phone service and moving phone outlets for decorating purposes or convenience are your responsibility.

### Limited One-Year Warranty Guidelines

The Paparone Companies will correct outlets positioned if a phone cannot be installed due to a cabinet or countertop that is part of the original home.

The Paparone Companies will repair wiring that does not perform as intended from the phone service box into the home. From the service box outward, care of the wiring is the responsibility of the local telephone and cable company.

## Plumbing

### Homeowner Use and Maintenance Guidelines

We want to draw your attention to a water-saving regulation that went into effect in 1993, which prohibits the manufacture of toilets that use more than 1.6 gallons of water per flush. In the search for a balance among comfort, convenience, and sensible use of natural resources, the government conducted several studies. The 1.6-gallon toilet turned out to be the size that overall consistently saves water.

As a result of 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. We apologize for any inconvenience this may cause.

*Aerators* Even though your plumbing lines have been flushed to remove dirt and foreign matter, small amounts of minerals may enter the line. Aerators on the faucets strain much of this from your water. Minerals caught in these aerators may cause the faucets to drip because washers wear more rapidly when they come in contact with foreign matter. *See also Dripping Faucet.*

*Basement Construction* If you perform any construction in your basement, ensure that the plumbing lines in the basement are not isolated from the heating source without insulation being added. Never close off any shut off valves of sewer line cleanouts. These need to remain accessible in case of an emergency.

*Cleaning* Follow manufacturers' directions for cleaning fixtures. Avoid abrasive cleansers. They remove the shiny finish and leave behind a porous surface that is difficult to keep clean. Clean plumbing fixtures with a soft sponge and soapy water (a nonabrasive cleaner or a liquid detergent is usually recommended by manufacturers). Then polish the fixtures with a dry cloth to prevent water spots.

*Clogs* The main cause of toilet clogs are domestic items such as disposable diapers, excessive amounts of toilet paper, sanitary supplies, Qtips, dental floss, and children's toys. Improper garbage disposal use also causes many plumbing clogs. Always use plenty of cold water when running the disposal. This recommendation also applies to grease; supplied with a steady flow of cold water, the grease congeals and is cut up by the blades. If you use hot water, the grease remains a liquid, then cools and solidifies in the sewer line. Allow the water to run 10 to 15 seconds after shutting off the disposal.

You can usually clear clogged traps with a plumber's helper (plunger). If you use chemical agents, follow directions carefully to avoid personal injury or damage to the fixtures. Clean a plunger drain stopper-usually found in a bathroom sink, by loosening 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.

## CARING FOR YOUR HOME

- 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. (Please note that some manufacturers do not use rubber washers.)
- Extended  
Absence* If you plan to be away for an extended period, you should drain your water supply lines. To do this, shut off the main supply line and open the faucets to relieve pressure in the lines.
- Freezing Pipes* Provided the home is heated at a normal level, pipes should not freeze at temperatures above 32 degrees F. Set the heat at 65 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.
- Gold or Brass  
Finish* Avoid using any abrasive cleaners on gold or antique brass fixtures. Use only mild detergent and water or a cleaning product recommended by the manufacturer.
- Leaks* 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 plumber for repairs as needed.
- 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.
- Marble or  
Manufactured  
Marble* Marble and cultured marble will not chip as readily as porcelain enamel but can be damaged by a sharp blow. Avoid abrasive cleansers or razor blades on manufactured marble; both damage the surface. Always mix hot and cold water in manufactured marble sinks; running only hot water can damage the sink.
- Hose Bibb or  
Outside Faucets* Draining of hose bibbs or outside faucets is highly suggested during the winter months. For effective draining, you should turn

on your outside faucets and then come inside and shut off the... interior valves to those faucets. These valves should be pointed out to you on your Homeowner Orientation. Be sure to remove any hoses from the faucets. Repair of a broken line that feeds an exterior faucet is a maintenance item.

- Porcelain* You can damage porcelain enamel with a sharp blow from a heavy object or by scratching. Do not stand in the bathtub wearing shoes unless you have placed a protective layer of newspaper over the bottom of the tub. If you splatter paint onto the porcelain enamel surfaces during redecorating, wipe it up immediately. If a spot dries before you notice it, use a recommended solvent.
- Running Toilet* To stop running water, check the shutoff 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, gently bend the float rod down 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.
- Shut-Offs* Your main water shutoff is located near your meter or where the water line enters your home. 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 shut-offs for each sink are on the water lines under the sink.
- Sprinklers* You should routinely inspect sprinkler heads and provide seasonal service to maintain proper functioning.
- Stainless Steel* Clean stainless steel sinks with soap and water to preserve their luster. Avoid abrasive cleaners; these will damage the finish. An occasional cleaning with a good stainless steel cleaner will enhance the finish. Avoid leaving produce on a stainless steel surface, since prolonged contact with produce can stain the finish.
- 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.

## Limited One-Year Warranty Guidelines

During the orientation we will confirm that all plumbing fixtures are in acceptable condition and that all faucets and drains operate freely. The Paparone Companies will correct clogged drains that occur during the first 30 days after closing. If a household item is removed from a clogged drain during this time, we will bill you for the drain service. After the first 30 days, you are responsible for correcting clogged drains.

|                         |                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Cosmetic Damage</i>  | The Paparone Companies will correct any fixture damage noted on the orientation list. Repairing chips, scratches or other surface damage noted subsequent to the orientation list is your responsibility.                                                                                                                                                                                                                    |
| <i>Exterior Faucets</i> | The Paparone Companies will repair leaks at exterior faucets noted on the orientation list. Subsequent to orientation, repair of a broken line to an exterior faucet is your responsibility.                                                                                                                                                                                                                                 |
| <i>Freezing Pipes</i>   | Provided the home is heated at a normal level, pipes should not freeze. Set heat at 65 degrees F if you are away during winter months. Keep garage doors closed to protect plumbing lines that run through this area.                                                                                                                                                                                                        |
| <i>Leaks</i>            | The Paparone Companies will repair leaks in the plumbing system. If a plumbing leak caused by a warranted item results in drywall or floor covering damage, The Paparone Companies 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. |
| <i>Noise</i>            | Changes in temperature or the flow of the water itself will cause some noise in the pipes. This is normal and requires no repair. The Paparone Companies will repair a persistent water hammer. Expect temperatures to vary if water is used in more than one location in the home.                                                                                                                                          |
| <i>Supply</i>           | The Paparone Companies will correct construction conditions that disrupt the supply of water to your home.                                                                                                                                                                                                                                                                                                                   |

# Roof

## Homeowner Use and Maintenance Guidelines

The shingles on your roof do not require any treatment or sealer.

- Clean Gutters*      Maintain the gutters and downspouts so that they are free of debris and able to quickly drain precipitation from the roof. Any alterations to your home or its components after closing will void the warranty of the affected areas.
- Leaks*              If a leak occurs, try to detect the exact location. This will greatly simplify finding the area that requires repair when the roof is dry.
- Limit Walking*      Limit walking on your roof. Your weight and movement can loosen the roofing material and in turn result in leaks. Never walk on the roof of your home when the shingles are wet - they are slippery.
- Severe Weather*    After severe storms, do a visual inspection of the roof for damages. Notify your insurance company if you find pieces of shingle in the yard or shingle edges lifted on the roof.

## Limited One-Year Warranty Guidelines

The Paparone Companies will repair roof leaks other than those caused by severe weather, such as hail damage or some action you have taken, such as walking on the roof. Roof repairs are made only when the roof is dry.

- Ice Build-Up*      Ice build-up may develop in the eaves during extended periods of cold and snow. Damage that results from this is excluded from warranty coverage. Your insurance may cover this damage.
- Inclement Weather*      Storm damage is excluded from warranty coverage. Notify your homeowner insurance company if storm damage is discovered.

## Rough Carpentry

### Limited One-Year Warranty Guidelines

Some floor and stair squeaks are unavoidable. Although The Paparone Companies does not warrant against floor squeaks, a reasonable effort will be made to correct them.

*Floor Deflection* Floors will deflect (bend) when walked on. This will be more noticeable next to hutches, bookcases, pianos, chairs and other heavy furniture. This is not a structural deficiency and Paparone Companies will take no action for this occurrence.

*Floor Level* Floors will be level to within 1/4 inch within any 32-inch distance as measured perpendicular to any ridge or indentation (Not including basement floors).

*Plumb Walls* The Paparone Companies will correct walls that are out of plumb more than 1/2 inch in an 8-foot distance or walls that are bowed more than 1/4 inch in any 32-inch measurement.

## Siding

### Homeowner Use and Maintenance Guidelines

Vinyl siding expands and contracts in response to changes in humidity and temperature. Slight waves are visible in siding under certain weather conditions; this cannot be entirely eliminated and will not be considered a warrantable issue.

Wood or wood-product siding will require routine refinishing. The timing will vary with climatic conditions. *See also Paint and Wood Trim.*

### Limited One-Year Warranty Guidelines

If a Warranty Technician is dispatched for the Builders Correction and the cause of the problem or issue is due to anything other than a defect in workmanship or a defect in the product installed by the Builder, the Homeowner shall assume all service charges and subsequent expenses.

The Paparone Companies will caulk and apply touch-up paint to cracks that exceed 3/16 inch. We provide this repair one time only near the end of the first year. Paint or stain

touch-up will not match.

We will correct any separation at joints or where siding meets another material if the separation allows water to enter the home. The Paparone Companies will correct delaminating siding.

## **Smoke Detectors & Carbon Monoxide Detectors**

### **Homeowner Use and Maintenance Guidelines**

Read the manufacturer's manual for detailed information on the care of your smoke detectors. Your detectors are wired into the electrical system of your home and also have a backup battery. If an intermittent low-volume single beep occurs (not the regular sounding of the alarm), the battery requires replacement. Refer to the owner's manual for specifics on replacing batteries. Don't rely solely on the electrical system - you must have fresh batteries in your detectors all the time. Many fire departments recommend changing your batteries in your detectors when you change your clocks for the time changes in the spring and fall.

#### *Cleaning*

For your safety, clean each smoke detector regularly to prevent a false alarm or lack of response in a fire. After cleaning, push the test button to confirm the alarm is working.

### **Limited One-Year Warranty Guidelines**

The Paparone Companies does not represent that the smoke detectors will provide the protection for which they are installed or intended. We will test smoke detectors during the orientation to confirm that they are working and to familiarize you with the alarm. You are responsible for obtaining fire insurance and to ensure the smoke detectors are fully operational.

## **Stairs**

### **Homeowner Use and Maintenance Guidelines**

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

Oak staircases are intended to be covered with a carpet runner. If you choose not to

have a runner installed, we advise that you should discuss with a qualified contractor your options in adding more protection to the stairs. We do not warrant stain ware & tear with no carpet runner.

### **Limited One-Year Warranty Guidelines**

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

## **Stucco**

### **Homeowner Use and Maintenance Guidelines**

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

- |                      |                                                                                                                                                                                                                                                                                          |
|----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Drainage</i>      | To ensure proper drainage, keep dirt and concrete flatwork a minimum of six inches below the stucco screed (mesh underneath final coat of stucco). Do not pour concrete or masonry over the stucco screed or right up to the foundation.                                                 |
| <i>Efflorescence</i> | The white, powdery substance that sometimes accumulates on stucco surfaces is called efflorescence. This is a natural phenomenon and cannot be prevented.                                                                                                                                |
| <i>Sprinklers</i>    | Stucco is not a water barrier. To avoid possible leaks, avoid spraying water from irrigation or watering systems on stucco surfaces. Check the spray from the lawn and plant irrigation system frequently to make certain that water is not spraying or accumulating on stucco surfaces. |

### **Limited One-Year Warranty Guidelines**

One time during the warranty period, The Paparone Companies will repair stucco cracks. The repair will not exactly match the surrounding area.

## Termites

### Homeowner Use and Maintenance Guidelines

We inspect the foundation for termites and provide you with a certificate confirming certification. Plan to renew this inspection annually or as directed by the literature that accompanies the certificate. Treatment for other types of insects or animal infestations is your responsibility.

### Limited One-Year Warranty Guidelines

We certify inspection of your foundation for termites at closing. This is our final action for termites. The Papparone Companies warranty excludes treatment for any other insect (such as ants) or animal (such as mice) infestations. A copy of the termite certification and warranty will be issued at closing.

## Ventilation

### Homeowner Use and Maintenance Guidelines

Homes today are built more tightly than ever. This saves energy dollars but creates a potential concern. Condensation, cooking odors, indoor pollutants, radon and carbon monoxide may all accumulate. 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 ventilation occurs through vents in the soffit (the underside of the overhangs) or on gable ends. Driving rain or snow sometimes enters the attic through these vents. Do not cover them to prevent this. Instead, cover the insulation in front of the vent. When you do this, precipitation that blows in safely evaporates and ventilation can still occur.

Your daily habits can help keep your home well ventilated:

- ❖ Do not cover or interfere in any way with the fresh air supply to your furnace.
- ❖ Develop the habit of running the hood fan when you are cooking.
- ❖ Ditto the bath fans when bathrooms are in use.
- ❖ Air your house by opening windows for a time when weather permits.

Proper ventilation will prevent excessive moisture from forming on the inside of the windows. This helps reduce cleaning chores considerably.

*Indoor Air Quality*

Complaints from homeowners (in both old and new homes) regarding black sooty stains, which develop on surfaces in homes (on carpet, walls, ceilings, appliances, mirrors and around area rugs - to list a few examples) have caused much investigation and research.

The conclusion of the research and laboratory tests have been that the majority of this staining or “ghosting” results from pollution of the air in the home caused by burning candles. Incomplete combustion of hydrocarbons as these candles burn, contributes a considerable amount of soot to the air. This sooty substance then settles or accumulates on surfaces of the home. The sooty deposits are extremely difficult to remove. On some surfaces (light colored carpet, for instance), they are impossible to clean completely away.

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. When damage results from homeowners burning candles or other lifestyle choices, the damage is excluded from our limited warranty coverage.

*Continuous Running Exhaust Bathroom Fan*

There may be at least one bathroom fan in your home which runs continuously. This is due to the high energy efficiency of our homes and allows for better control of its breathability. Please do not tamper with the fans for they are meant to flush pollutants out of the home.

## **Limited On-Year Warranty Guidelines**

The Paparone Companies warranty guidelines for active components or mechanical systems will be discussed under the appropriate headings (ie: electrical systems, heating system, etc.).

## **Windows, Screens, and Patio Doors**

### **Homeowner Use and Maintenance Guidelines**

Contact a glass company for reglazing of any windows that break. Glass is difficult to install without special tools.

*Cleaning*

Clean vinyl surfaces with warm, clear water. Do not use powdered cleaner. After each cleaning, apply a silicone lubricant. Clean glass as needed with vinegar and water, a commercial glass cleaner or the product recommended by the window manufacturer.

|                         |                                                                                                                                                                                                                                                                                                             |
|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Condensation</i>     | Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. Your family's lifestyle controls the humidity level within your home. If your home includes a humidifier, closely observe the manufacturers' directions for its use. |
| <i>Door Locks</i>       | Acquaint yourself with the operation of patio door hardware for maximum security.                                                                                                                                                                                                                           |
| <i>Door Tracks</i>      | Keep patio door tracks clean for smooth operation and to prevent damage to the doorframe. Silicone lubricants work well for these tracks.                                                                                                                                                                   |
| <i>Invisible Glass</i>  | Under certain lighting conditions, door glass may be hard to see. If you keep the screen fully closed when the glass door is open, your family will be accustomed to opening something before going through.                                                                                                |
| <i>Sticking Windows</i> | Most sliding windows (both vertical and horizontal) are designed for a 10-pound pull. If sticking occurs or excessive pressure is required to open or close a window, apply a silicone lubricant. This is available at hardware stores. Avoid petroleum-based products.                                     |
| <i>Storing Screens</i>  | Many homeowners remove and store screens for the winter to allow more light into the home. To make re-installation more convenient, label each screen as you remove it. Use caution: screens perforate easily and the frames bend if they are not handled with care.                                        |
| <i>Weep Holes</i>       | In heavy rains, water may collect in the bottom channel of window frames. 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.                                                              |

### **Limited One-Year Warranty Guidelines**

We will confirm that all windows and screens are in acceptable condition during the orientation. The Paparone Companies will repair or replace broken windows or damaged screens noted on the orientation list. Windows should operate with reasonable ease and locks should perform as designed.

|                     |                                                                                                                                                                                                                                                                                                                                                                                                                         |
|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Condensation</i> | Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. You influence the humidity level within your home; The Paparone Companies provides no corrective measure for this condition. Condensation that accumulates between the panes of glass in dual-glazed windows indicates a broken seal. The Paparone Companies will replace the... |
|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

window if this occurs during the warranty period.

*Infiltration*

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

*Scratches*

The Paparone Companies confirms that all window glass is in acceptable condition at the orientation. Minor scratches on windows can result from delivery, handling and other construction activities. The Paparone Companies will replace windows that have scratches readily visible from a distance of four feet. The Paparone Companies does not replace windows that have scratches visible only under certain lighting conditions.

*Tinting*

If you add tinting to dual-glazed windows, all warranties are voided. Damage can result from condensation or excessive heat build-up between the panes of glass. Refer to the manufacturer's literature for additional information. *See also Ventilation.*

## Wood Trim

### Homeowner Use and Maintenance Guidelines

Shrinkage of wood trim occurs during the first two years or longer, depending on temperature 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.

Shrinkage may also cause a piece of trim to pull away from the wall. If this occurs, drive in another nail close to, but not exactly in, the existing nail hole. Fill the old nail hole with putty and touch up with paint as needed. If the base shoe (small trim between base molding and the floor) appears to be lifting from the floor, this is probably due to slight shrinkage of the floor joists below. Again, you can correct this condition by removing the old nails and re-nailing. You may prefer to wait until after the first heating season to make any needed repairs at one time when redecorating. *See also Expansion and Contraction.*

### Limited One-Year Warranty Guidelines

During the orientation we will confirm that wood trim is in acceptable condition. Minor imperfections in wood materials will be visible and will require no action. The Paparone Companies will correct readily noticeable construction damage such as chips and

gouges listed during the orientation.

*Exterior*

The Papparone Companies will caulk and apply touch-up paint to cracks in exterior trim components exceeding 3/16 inch. We provide this repair one time only near the end of the first year. Paint or stain touch-up will not match. We will correct any separation at joints allowing water to enter the home.

# PAPARONE

BUILDERS OF FINE HOMES

## Homeowner Maintenance Checklist

### Monthly

- Clean and test smoke alarms
- Test and reset all GFCI outlets
- Replace all return air filters
- Inspect air vents for blockage
- Clean aerators and/or mineral deposits from faucets and showerheads

### Seasonally

#### **Interior**

- Adjust airflow at registers to balance different rooms' temperature
- Check humidifier filter and replace if necessary (if applicable)
- Check exhaust vents are operational and clean
- Check caulk at tile in all bathrooms and kitchen. Re-caulk as necessary
- Clean dryer exhaust vent
- Clean kitchen vent hood filter
- Inspect washing machine hose and connection
- Check basement sump pump operation (if applicable)

#### **Exterior**

- Inspect and ensure drainage away from your foundation
- Clear debris from all drainage areas and swales
- Check gutter and downspout for proper drainage. Clean if necessary
- Touch up exterior paint and caulk as needed
- Inspect for signs of pests and treat as necessary

### Annually

- Inspect hot water heater and service as recommended
- Verify main water shut-off valve is accessible and functioning properly
- Check window operation and apply silicone spray if windows are tight
- Clean windows and window weep holes
- Lubricate garage door tracks and secure bolts

### **Spring Time**

- Operate air condition system
- Test and service your sprinkler system (if applicable)

### **Fall Time**

- Operate heat system
- Remove water hoses from bibs
- Winterize your irrigation system (if applicable)

This checklist consists of homeowner maintenance recommendations only and it is not meant to be all-inclusive of every item required to maintain a home. Home maintenance should be comprised of regular cleaning, inspection, and upkeep of all areas of the home, including those not listed above. Please refer to the appropriate manufacturer's operation instruction and/or the homeowner warranty manual for more information. While the suggestions above are helpful, it is always best to follow the manufacturers' recommendations for maintenance.