

## Chapter 7: Caring for Your Home

- Use and Maintenance Guidelines—introduction to the maintenance information in this guide
- Two Year Limited Warranty Guidelines—an introduction to the criteria we use to screen two year limited warranty items
- Warranty Service Requests—information about handling emergencies or appliance issues, standard warranty visits and interim items; inspection, repair, and access
- Warranty Repairs—decisions and scheduling, details about working in your home, completion times, and missed appointments
- Warranty Visit Details—we plan to visit your home on your behalf, to confirm that it is performing to the standards we promised
- Sample Warranty Visit Agenda—although each community is slightly different, the sample agenda illustrates the level of detail we will check in your home
- Air Conditioning through Wood Trim—an alphabetical list of the items in your home, including maintenance hints, warranty criteria, and troubleshooting tips where applicable
- Home Care Supplies—create a shopping list of tools and supplies you will need to care for your home
- Maintenance Schedule—a place to make notes about routine maintenance tasks and plan your schedule
- Additional Warranty Coverage—in addition to the two year warranty, your home comes with other types of warranties
- Appliance Service—a worksheet where you can record serial and model numbers along with manufacturer service phone numbers

## *Chapter 7*

# Caring for Your Home

We construct your home with carefully selected materials and the effort of experienced craftsmen and laborers under the supervision of our field personnel. Although this group works from detailed plans and specifications, because a home is one of the last hand-built products left in the world, each one is unique and over time, each behaves differently.

Similar to an automobile, your home requires care from the first day. Regular attention is essential to maintaining a quality home for a lifetime. This chapter of our guide was assembled to assist you in that effort.

## Use and Maintenance Guidelines

We are proud of the homes we build and the neighbourhoods in which we build them. We strive to create lasting value. This is best achieved when you know and perform appropriate maintenance tasks. Periodic maintenance is necessary because of normal wear and tear, the inherent characteristics of the materials used in your home, and normal service required by the mechanical systems. Natural fluctuations in temperature and humidity also affect your home, resulting in maintenance items.

We recognize that it is impossible to anticipate and describe every attention needed for good home care. We focused on items that homeowners commonly ask about. The subjects are listed in alphabetical order to make finding answers to your questions convenient. Because we offer a variety of floor plans and optional features, this guide may discuss components that are not present in your home.

### Checklists

You will find several checklists included in this guide. These cover fire prevention reminders, energy and water conservation tips, green home care ideas, suggestions for extended absences, appliance service information, home maintenance supplies list, and a maintenance schedule. Again we make no claim that we have included every detail. We do believe we have provided you with a good start and we've allowed space for you to add your own notes to our checklists.

### Prompt Attention

Many times a minor maintenance attention provided immediately saves you a more serious, time-consuming, and sometimes costly repair later. Note also that neglecting routine maintenance can impact applicable limited warranty coverage on all or part of your home.

By caring for it attentively, you ensure uninterrupted warranty coverage as well as your enjoyment of your home for years. The attention provided by each homeowner also contributes significantly to the overall value of your home and of the community.

# Warranty Guidelines

While we strive to build a flawless home, we are realistic enough to know that, with repeated use, an item in the home may fail to perform as it should. When this occurs, we will make necessary corrections so the item meets our warranty guidelines. In support of this commitment, we provide you with a Destination Homes Two Year Limited Warranty. The warranty guidelines described in the pages that follow apply to the two year time period unless otherwise stated.

## Warranty Service Requests

Providing warranty service for a new home is more complicated than for other products. When you purchased your home, you actually purchased hundreds of items and the work of 35 to 50 independent trade contractors. With so many details and people involved, a planned system is essential. Our system includes numerous types of service. If you are ever in doubt as to which applies to your situation, contact our warranty office for assistance.

- Emergency service (the only service requests we accept by phone)
- Appliance service (direct from the manufacturer)
- Interim warranty service (submit all non-emergency service requests in writing to our warranty website—[www.destinationhomes.com/warrantyrequest.aspx](http://www.destinationhomes.com/warrantyrequest.aspx))

### Emergency Service

While emergency warranty situations are rare, when they occur, prompt response is essential. Begin by checking items you can check. TROUBLESHOOTING tips appear in this guide for several of your home's mechanical components: air conditioning, plumbing, heating, electrical, roofing, and water heater.

Please refer to the individual categories to review these hints. An action by you may solve the problem immediately or mitigate the situation until a technician arrives. If your efforts do not cure the problem, the information you gather will be useful to the service person you contact.

During business hours, call our warranty office. After hours, or on weekends or holidays, use the contact information provided on the emergency list you received during the Homeowner orientation process. We suggest that you add that emergency contacts list to the front of this guide for quick reference. The emergency numbers are also available on our website—

**[www.destinationhomes.com/warrantyrequest.aspx](http://www.destinationhomes.com/warrantyrequest.aspx)**

Our trade contractors or local utility companies provide emergency responses to the following conditions:

- Total loss of heat during winter months (October to April)
- Total loss of electricity
- Total loss of water
- Plumbing leak that requires the entire water supply to be shut off
- Gas leak: if you suspect a gas leak, leave the home immediately and call the gas company from another location to request emergency service. **In this circumstance, DO NOT USE a cell phone inside your home.**

Note that if a service (gas, electricity, water) is out in an entire area, attention from the local utility company is needed. Trade contractors are unable to help with such outages.

## **Destination Homes** *Homeowner Guide*

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If you have contacted one of the mechanical trades directly outside our normal business hours, please inform our warranty office on the next business day so that we can document the situation and follow up as appropriate.

### ***Roof Leak***

While we agree with homeowners that a roof leak is indeed an emergency, the reality is that repairs cannot safely or effectively be performed while the roof is wet. During business hours, contact our warranty office with the information, take all possible steps to mitigate damage, and we will follow up when conditions make repairs possible. (See *Roof* for more details.)

### ***Other Emergencies***

In addition to emergency situations covered by our limited warranty, be prepared for other kinds of emergencies. Post phone numbers for the fire department, police, paramedics, and poison control near phones in your home. Have companies in mind in the event you need a locksmith, water extraction, glass breakage repair, or sewer router service. If you are new to the area, neighbors may be able to recommend good service providers. Introduce your children to neighbors who might be available to help in an emergency if you are away from home.

## **Appliance Warranty Service**

The manufacturers of kitchen appliances have asked to work directly with homeowners if any repairs are needed for their products. They may be able to resolve the issue by talking with you by phone and if they cannot, they prefer to set an appointment directly with you.

Customer service phone numbers are listed in the “use and care materials” for each appliance. Be prepared to provide the model and serial number of the item and the possession date of your home. A form appears near the end of this chapter where you can record these details in one convenient location for future reference.

## **Anniversary Visit (10 to 11 months after closing)**

This visit occurs one year after closing. The anniversary visit typically takes less than an hour. Our purposes and procedures are the same with the addition of potential year end or one-time repair items. Again, please keep notes about items you wish us to review with you. This is also the time for you to request the “one-time” repairs we offer as described in the next entry.

## **One Time Repairs**

If needed, we will provide several “one-time repairs”. Please refer to individual headings indicated below for specific details on measurements that suggest repairs might be appropriate. In most cases, you will benefit by waiting until the end of your two year limited warranty period to request attention to items that include this service:

- Brick and Cultured Stone: masonry cracks
- Caulking: separations or cracks
- Ceramic Tile: grout cracks
- Concrete Flatwork cracks in basement floor, garage floor, driveway
- Countertops: separation from wall or backsplash
- Drywall: separation and nail pops
- Framing: floor squeaks
- Stairs: squeaks
- Wood Trim: exterior trim cracks

## Destination Homes

### *Homeowner Guide*

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### Interim Warranty Items

If you need to initiate non-emergency warranty service before the anniversary visit, you are welcome to do so by sending in a warranty request to our website or writing us a letter that includes your name, address, phone numbers, and a list of your concerns.

We schedule appointments for interim requests on a first come, first served basis.

#### ***Put It In Writing!***

Written report of items provides you with the maximum protection by documenting each issue for your warranty file. This also allows us to operate efficiently, thereby providing faster service to all homeowners.

#### ***Help Us to Serve You***

We can provide service faster and more accurately if we have all the necessary information. With any interim warranty request, please include:

- Your name, address, and the phone numbers where you can be reached during business hours.
- A complete description of the problem, for example, “guest bath—cold water line leaks under sink”, rather than “plumbing problem”.
- Information about your availability or the best days or times to reach you. For instance, if calling you at work is acceptable, let us know. Otherwise, we will use your home phone number or email access. If you are usually home on Thursday, mention that.

## Inspection and Repair Hours

Many homeowners ask whether evening and weekend appointment times are available. We understand the desire for appointments outside normal business hours. In investigating how such appointments could be arranged, we discovered many factors that make extended service hours impractical.

- A significant portion of repairs require daylight for proper execution. This applies to drywall, paint, and exterior work of almost any type.
- We also found that most of the 35 to 50 independent trade contractors who helped us build your home—many of whom operate as small companies—were unable to work all week and also be available for extended hours. Therefore, the few repairs that could be performed in off-hours failed to eliminate the need for repair appointments during normal hours.
- Administrative staff and supervisors would need to be available to answer questions. Having some personnel work extended hours meant being short staffed during normal business hours.

Until we discover satisfactory solutions to these challenges, we appreciate your understanding and cooperation with our Monday through Friday, 8:00 a.m. – 4:00 p.m. warranty hours. If these hours change, we will notify you by mail or email.

## Access to Your Home

Whether for inspection or repair appointments, we refrain from accepting keys and entering your home in your absence, as do our trade contractors. While we recognize that this means that resolving warranty items may take longer, we believe your peace of mind and security should be our first concern.

We conduct warranty visits when an adult is available to accompany our representative and point out the items you have listed. Our in-house service technicians and those of our trades or suppliers will perform repairs only when an adult is available to admit them to your home. An adult is a person 18 or older who has your written authorization to admit service personnel and sign completed work orders. You can request an Alternative Representative Authorization form from our office.

## Renters

If you rent your home, a written authorization will permit us to work directly with your renter or property management company representative. You will receive copies of all correspondence and work orders. Without such authorization, we are able to accept requests for warranty service only directly from you.

# Warranty Repairs

Items listed on warranty requests fall into one of three categories:

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

If a trade contractor or an in-house employee is required to perform repairs, we issue a warranty work order describing the situation that needs to be addressed. If the item is a regular home maintenance task, we will review the maintenance steps with you and offer whatever informational assistance we can. Occasionally

## Destination Homes

### Homeowner Guide

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the inspection step is unnecessary. In that case, we issue the needed work orders and notify you that we have done so.

### Warranty Decisions

In addition to the information contained in the limited warranty itself, this guide includes details about the criteria we will use to evaluate concerns you report. The purpose is to let you know what our warranty commitment is for the typical concerns that can come up in a new home. The guide describes the corrective action we will take in many common situations.

If a warranty question arises other than those discussed here, we will rely on applicable codes and regulations as well as regional industry practices and common sense.

#### ***We Sometimes Break Our Own Rules—in Your Favor***

Our criteria for qualifying warranty repairs meet or exceed typical industry guidelines. Please note that we reserve the right, at our discretion, to exceed these guidelines if common sense or individual circumstances make that appropriate, without being obligated to exceed all guidelines to a similar degree or for other homeowners whose circumstances are different.

#### ***We Sometimes Say No***

With a product as complex as a home, differences of opinion can occur regarding which tasks are homeowner maintenance responsibilities and which are our warranty responsibilities. If you request warranty service on a maintenance item, we will explain the steps you should take to care for the item. We are available to answer your home-care questions during and after your warranty period. Providing normal maintenance for your home is your responsibility.

### Trade Day Appointment

Depending on the number and nature of items that need attention, we may ask you to designate a Trade Day Appointment—a date a minimum of 10 days from the inspection date—for repairs to be made. This time frame allows us to notify appropriate trades people, order any needed materials or parts, and arrange for the majority of repairs to occur on the same day.

Although on occasion work must occur in sequence and more than one appointment may be needed, this system works well in the majority of situations.

Please be sure that you are available the entire time that the trades are working in your home. This creates an opportunity to have as many trades as possible attend your home to complete their warranty work. If a particular trade is unavailable or if the work needs to be completed in sequence, other arrangements will be made with you.

### Exterior Items

Exterior items can usually be inspected or repaired without an adult present provided access is available (for instance, gate is unlocked and pets are restrained).

### Children

Children are naturally curious about tools and work in progress on your home. However, to protect them from possible injury and to allow repair personnel an uninterrupted opportunity to work we ask that youngsters be cared for away from ongoing work. This policy is for the protection of your children and our

## **Destination Homes** *Homeowner Guide*

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employees and trades personnel. We have instructed all repair personnel to reschedule the appointment if children are in or around the work area.

### **Pets**

We recognize that many homeowners count their pets as members of their households. To prevent the possibility of a pet becoming injured or lost, or giving in to its natural curiosity about tools and materials used for repairs we ask that you restrict all pets to a comfortable location during any warranty visit, whether for inspection or warranty work. This policy is also for the protection of our employees and trades personnel. Again, we have instructed all personnel to reschedule the appointment if pets have access to the work area.

### **Your Belongings**

In all work that we perform we are concerned that your furniture, appliances, and personal items be protected. When warranty work is needed in your home, we will ask that you remove vulnerable items or items that might make performing the repair difficult. This includes furniture, appliances, or personal items in or near the work area. We will reschedule the repair appointment rather than risk damaging your belongings.

### **Surfaces**

We expect all personnel who work in your home to arrive on time, park on the street, and have appropriate materials to cover the work area, protecting your home from damage and catching the dust or scraps from the work being performed. Similarly, all personnel should clean up the work area, removing whatever excess materials they brought in.

Prior to beginning any work, we require that repair personnel check the work area for any existing damage to surfaces. They will document any scratches, chips, or other cosmetic damage with you prior to beginning repairs to avoid any later disagreement about how and when such damage occurred.

### **Signatures on Work Orders**

Signing a work order acknowledges that a technician worked in your home on the date shown and with regard to the items listed. Your signature on a work order does not negate any of your rights under the warranty nor does it release us from any confirmed warranty obligation. If you prefer not to sign the work order, the technician will note that, sign the work order and return it to us for our records.

We routinely contact homeowners at random by phone or email to ask for feedback about the repair process. If you have suggestions on how we can improve the service we provide we want to hear them. If you are dissatisfied with any service we provide, you can note that on the work order or contact our warranty office by email or phone with your feedback. We are available to review your concerns and determine whether our requirements have been met.

And naturally if we exceeded your expectations, the service personnel of our company and the trades with whom we work sincerely appreciate your compliments on their efforts.

### **Completion Time**

Regular review of outstanding work orders is part of our office routine. Checking with trades and homeowners alike, we strive to identify the cause for delays and get all warranty work completed within an appropriate and reasonable amount of time.



## **Destination Homes**

### *Homeowner Guide*

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We intend to complete warranty work orders within 21 work days of the inspection unless you are unavailable for access. If a back-ordered part or similar circumstance causes a delay, we will let you know. Likewise, when weather conditions prevent the timely completion of exterior items, we track those items and follow up to ensure that they are addressed when conditions are right. This can mean a wait of several months.

### **Missed Appointments**

Good communication is one key to successful completion of warranty items. We strive to keep homeowners informed and to protect them from inconvenience. One of our challenges in this regard is when unexpected events sometimes result in missed appointments.

If an employee or a trade person will be late, he or she should contact you as soon as the delay is recognized, offering you a choice of a later time the same day or a completely different appointment.

If you must miss an appointment, we appreciate being alerted as soon as you realize your schedule has changed. We can put work orders on "hold" for 10 to 30 days and reactivate them when your schedule offers a better opportunity to arrange access to the home.

# Warranty Visit

## *Meeting Details*

- |                     |                                                                                                                                                                                                    |
|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Scheduled by</b> | <ul style="list-style-type: none"><li>• Warranty Manager at the Homeowner Orientation</li><li>• Warranty office when your schedule permits</li></ul>                                               |
| <b>When</b>         | <ul style="list-style-type: none"><li>• By appointment, between 8:00 a.m. and 4:00 p.m. Monday through Friday</li></ul>                                                                            |
| <b>Where</b>        | <ul style="list-style-type: none"><li>• Your new home</li></ul>                                                                                                                                    |
| <b>Attendees</b>    | <ul style="list-style-type: none"><li>• Homeowner(s)</li><li>• Destination Homes Representative</li></ul>                                                                                          |
| <b>Length</b>       | <ul style="list-style-type: none"><li>• 30 minutes to over an hour, depending on your items or questions</li></ul>                                                                                 |
| <b>Purposes</b>     | <ul style="list-style-type: none"><li>• Review our warranty visit agenda or your list of items</li><li>• Discuss any home care questions you have</li><li>• Review key maintenance tasks</li></ul> |
| <b>Preparation</b>  | <ul style="list-style-type: none"><li>• Note any questions or items you wish to mention</li></ul>                                                                                                  |

**Destination Homes**  
*Homeowner Guide*

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**CUSTOMER CARE FORM**

Homeowner: \_\_\_\_\_ Phone: \_\_\_\_\_

CM: \_\_\_\_\_ Homesite#: \_\_\_\_\_ Community: \_\_\_\_\_

Destination Homes Representative: \_\_\_\_\_ Phone: \_\_\_\_\_

| Notes        | Action to be Taken        | Date    |
|--------------|---------------------------|---------|
| Leaky faucet | Plumber to repair/replace | 6/18/13 |
|              |                           |         |
|              |                           |         |
|              |                           |         |
|              |                           |         |
|              |                           |         |
|              |                           |         |
|              |                           |         |
|              |                           |         |
|              |                           |         |

Your signature below confirms that we have reviewed the above information with you.

Homeowner Signature \_\_\_\_\_ Date: \_\_\_\_\_

DH Signature \_\_\_\_\_ Date: \_\_\_\_\_

# 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.

Your air conditioning system is a whole-house system. The air conditioning 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 on these windows.

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

For example, if you come home at 6:00 pm when the temperature has reached 80 degrees and set your thermostat to 65 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 6:00 pm the air conditioning unit starts cooling the air, but the walls, carpet, and furniture release heat and nullify this cooling. By the time the air conditioning unit has cooled the walls, carpet, and furniture, you may well have lost patience.

If evening cooling is your primary goal, set the thermostat at a moderate temperature in the morning while the house is cooler, allowing the system to maintain the cooler temperature. The temperature setting may then be lowered slightly when you arrive home, with better results. Once the system is operating, setting the thermostat at 65 degrees will *not* cool the home any faster and can result in the unit freezing up and not performing at all. Extended use under these conditions can damage the unit.

### ***Adjust Vents***

Maximize air flow to occupied parts of your home by adjusting the vents. Likewise, when the seasons change, readjust them for comfortable heating.

### ***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. Cold air holds less moisture than warm air. There is ample ambient moisture in summer air. If your humidifier adds more, it can overwork the air conditioner and reduce its cooling effect.

## Destination Homes

### Homeowner Guide

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#### ***Manufacturer's Instructions***

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

#### ***Temperature Variations***

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

#### ***Trial Run***

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

### **TROUBLESHOOTING TIPS: NO AIR CONDITIONING**

Before calling for service, check to confirm that the—

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

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

### **Two Year Limited Warranty Guidelines**

The air conditioning system should maintain a temperature of 75 degrees or a differential of 15 from the outside temperature, measured in the center of each room at a height of 5 feet above the floor. Lower temperature settings are often possible, but neither we nor the manufacturer guarantee this.

#### ***Compressor***

The air conditioning compressor must be in a level position to operate correctly. If it settles during the warranty period, we will correct this.

#### ***Coolant***

The outside temperature must be 70 degrees 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

## Destination Homes

### Homeowner Guide

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will need to be performed in the spring. Although we check and document this at your homeowner orientation, your call to remind us is welcome in the spring.

#### ***Non-Emergency***

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

## Alarm System

### Homeowner Use and Maintenance Guidelines

If your home selections included an alarm system, you will arrange for the final connection and activation after you move in. The alarm company will demonstrate the system, instruct you in its use, and provide identification codes for your family. We recommend that you test the system according to their instructions.

### Two Year Limited Warranty Guidelines

We will correct wiring that does not perform as intended for the alarm system. We make no representation that the alarm system will provide the protection for which it is installed or intended.

## Appliances

### Homeowner Use and Maintenance Guidelines

Please read and follow the manufacturer instructions for the use and care of your appliances. A form appears at the end of this chapter that offers a convenient location for details about appliances whether they are part of your original home purchase or you have them delivered subsequent to possession. By gathering these details as part of getting settled into your new home you will have them readily available in the event you need to call a manufacturer for service.

### Two Year Limited Warranty Guidelines

As applicable, we confirm that all appliance surfaces are in acceptable condition during your new home 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.

## Attic

### Homeowner Use and Maintenance Guidelines

The attic space is an unheated space and is neither designed nor intended for storage.

#### ***Attic Access***

We provide access to this area for maintenance of mechanical services that may traverse the attic space.

**CAUTION:** 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 coverage excludes such injury or damage.

## Two Year Limited Warranty Guidelines

The construction department inspects the attic before your possession to confirm insulation is correct.

# Brick and Cultured Stone

## Homeowner Use and Maintenance Guidelines

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

### ***Efflorescence***

The white, powdery substance that sometimes accumulates on masonry 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. Scrubbing cultured stone can affect coloration; check manufacturer instructions for cleaning directions.

### ***Tuck-Pointing***

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

### ***Weep Holes***

You may notice small holes 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.

## Two Year Limited Warranty Guidelines

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

### ***Cracks: One Time Repair***

One time during the warranty period, we repair masonry cracks that exceed 1/8 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 each piece takes stain.

### ***Cleaning***

Consult your manufacturer's recommendations for care and maintenance.

## Destination Homes

### Homeowner Guide

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#### ***Hinges***

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

#### ***Moisture***

Damage to cabinet surfaces and warping can result from operating appliances that generate large amounts of moisture (such as a crockpot) too near the cabinet. When operating such appliances, place them in a location that is not directly under a cabinet.

### **Two Year Limited Warranty Guidelines**

During the new home orientation, we will confirm that all cabinet parts are installed and that their surfaces are in acceptable condition.

#### ***Alignment***

Doors, drawer fronts, and handles should appear level and even when viewed from a normal position.

#### ***Operation***

Cabinets should operate properly under normal use.

#### ***Separations***

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 or next to appliances are exempt from this repair.

#### ***Warping***

If doors or drawer fronts warp in excess of 1/8 inch against the cabinet face we will correct this by adjustment or replacement. Replacements may have noticeable variations in wood grain and color.

#### ***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.

## Carbon Monoxide Detectors

### **Home Owner Use and Maintenance Guidelines**

Read the manufacturer's manual for detailed information on the care of your carbon monoxide detectors and when they should be replaced.

#### ***Batteries***

A common and worthwhile practice is to change the batteries in your carbon monoxide detectors when you change your clocks.

#### ***Cleaning***

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

### **Daytona's Two-Year Warranty Guidelines**

We will test carbon monoxide detectors during the orientation to confirm that they are working and to familiarize you with the alarm. Daytona does not represent that the carbon monoxide detectors will provide the protection for which they are installed or intended.



# Carpet

## Homeowner Use and Maintenance Guidelines

Your selection sheets provide a record of the brand, style, and color of floor coverings in your home. Please retain this information for future reference. Refer to your manufacturer's recommendations for additional information on the care of your carpet.

### ***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.

### ***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. Vacuuming high-traffic areas daily helps keep them clean and maintains the upright position of the nap. A vacuum cleaner with a beater-bar agitates the pile and is more effective in bringing dirt to the surface for easy removal. Although the beater bar will cause more wear, so does the dirt trapped in the carpet. This actually acts like sandpaper and breaks down the fibers of the carpet causing premature wear.

***Please note however, that beater bar vacuum attachments should not be used on any type of berber carpeting. This may result in permanent damage to the carpet and voids the warranty.***

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 after 18 months in your home and then once a year after that.

### ***Crushing***

Furniture and traffic may crush a carpet's pile fibers. Frequent vacuuming in high-traffic areas and glides 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 or furnace is operating, air circulation from the closed room flows through the small space at the bottom of the door or in the area of the return air vent. 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 or vicinity of the return air vent.

## **Destination Homes** *Homeowner Guide*

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*See also Ghosting*

### ***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 many 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 invisible 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 in the show homes of how carpet seams diminish after they have been vacuumed repeatedly and have experienced traffic.

### ***Shading***

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

### ***Shedding***

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

### ***Snags***

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

### ***Sprouting***

Occasionally you may find small tufts of fiber sprouting above 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 manufacturer's Web site 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.

## Destination Homes

### Homeowner Guide

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#### ***Static***

Cooler temperatures outside often contribute to static electricity inside. To avoid the problem, look for carpets made with anti-static. You can also check to make sure your humidifier is working to help control static build-up.

### **Two Year Limited Warranty Guidelines**

During your new home orientation, we will confirm that your carpet is in acceptable condition. We will correct stains or spots noted at this time by cleaning, patching, or replacement. We are not responsible for dye lot variations if replacements are made. Concerns resulting from lack of cleaning and maintenance are excluded from warranty coverage. The use of beater bar type of vacuum attachments on berber type carpet will void warranty coverage.

#### ***Edges***

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.

#### ***Seams***

Carpet seams will be visible. We will repair any gaps or fraying within the two year warranty period.

## Caulking

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

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

#### ***Colored Caulk***

Colored caulking is available where larger selections are provided. As with any colored material, dye lots can vary.

#### ***Latex Caulk***

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

#### ***Silicone Caulk***

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

### **Two Year Limited Warranty Guidelines**

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

#### ***Separations: One-Time Repair***

We will touch up caulking one time during your materials and workmanship period. We suggest that this be performed with your anniversary warranty service.

*See also Countertops, Expansion and Contraction, Stairs, and Wood Trim*

# Ceramic Tile

## Homeowner Use and Maintenance Guidelines

Your selection sheets 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 mopping 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 countertops in your home may be washed with any nonabrasive soap, detergent, or tile cleaner. Abrasive cleaners will dull the finish.

### ***Grout Discoloration***

Clean the grout surface 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 could be voided.

### ***Separations***

Expect slight separations to occur in the grout between tiles. Cracks in the grout can be filled using premixed grout purchased from flooring or hardware stores. Follow package directions.

Tile around bathtubs or countertops may appear to be pulling up after a time. This is caused by normal shrinkage of grout or caulk and shrinkage of wood members as they dry out. If this occurs, the best remedy is to purchase tub caulk or premixed grout from a hardware store. Follow directions on the container. This maintenance is important to protect the underlying surface from water damage.

## Two Year Limited Warranty Guidelines

During the new home 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. We are not responsible for variations in color or discontinued patterns. New grout may vary in color from the original.

### ***Grout Cracks: One-Time***

Cracks appearing in grouting of ceramic tiles at joints or junctions with other materials are commonly due to shrinkage. We will repair cracks in grout joints in excess of 1/8 inch one time during the first year. Cracks in grout are evaluated under normal viewing and lighting conditions. We are not responsible for color variations in grout or discontinued colored grout. Any grouting or caulking that is needed after that time is your responsibility. If you adjusted or replaced any of the original product the warranty will be void.

# Concrete Flatwork

Freeze/thaw cycles are responsible for the majority of the homeowner concerns with concrete. The constant expansion and contraction of the soil under the concrete and the concrete itself causes shifting and movement that can result in cracks. By maintaining good drainage, you protect your home's foundation and the concrete flatwork: the basement floor, patio, driveway, garage floor, and sidewalks.

Soil composition affects the sub-base on which concrete is placed. Homes built on one side of a street may experience more movement and hence cracking, than those across from them. Concrete cracking is not in itself an indication of a serious problem.

Reinforcing concrete using wire mesh or reinforcing bar does not eliminate cracking. The reinforcing is for structural purposes and helps control the cracking that will naturally occur.

## Homeowner Use and Maintenance Guidelines

### ***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.

Avoid using soap on an unpainted basement floor. Because of the porous nature of concrete, soap (or any cleaner that lathers) is extremely difficult to rinse off. Instead, use plain water and washing soda or, if necessary, a scouring powder.

### ***Control Joints***

Control joints are grooves tooled or sawed into concrete flatwork in an effort to keep cracks in those locations rather than having them occur randomly.

### ***Cracks***

Because concrete is a water based product, shrinkage and cracking will occur. For example, a typical concrete slab 10 feet across can shrink 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.

Soil and climate conditions can cause frost heave, which may cause concrete movement and may result in concrete cracks. 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 more moisture from penetrating to the soil beneath.

### ***Expansion (Isolation) Joints***

We sometimes install expansion joints to isolate a concrete slab from other parts of the home such as foundation walls, garage floor, and so on. They permit movement of the slab in response to soil expansion and can help reduce cracking. However, as the concrete shrinks during the curing process, moisture can penetrate under the concrete and cause separation or displacement. When this occurs, fill the resulting gap with a gray silicone sealant which you can purchase at most hardware stores.

## **Destination Homes** *Homeowner Guide*

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### ***Heavy Vehicles***

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

### ***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 de-icing agents such as road salt that can drip from vehicles. All of these items can cause spalling (chipping of the surface) of concrete.

***Caution: The use of de-icers or salt on your concrete may damage the surface and will void our warranty as well as that of the concrete finishers.***

### ***Sealer***

A concrete sealer, available at paint stores, will help you keep concrete flatwork clean and protected from moisture. Sealant should be applied once a year according to the sealant manufacturer's directions.

### ***Spalling (Surface Chips)***

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.

## **Two Year Limited Warranty Guidelines**

Basement concrete slabs are floating. These are not a structural (load-bearing) element of the home and are covered by the two year material and workmanship warranty.

### ***Color***

Concrete slabs vary in color. We provide no correction for this condition.

### ***Separation***

We will correct separation of concrete slabs from the foundation wall if separation exceeds one inch. The repaired area may not match the existing area in color and texture.

### ***Spalling (Surface Chips)***

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. Spalling is excluded from warranty coverage unless it results from faulty material or workmanship. Where this applies, we will repair the concrete surface if exposed aggregate exceeds 10 percent of the total area. The repaired area may not match the existing area in color and texture.

## **BASEMENT FLOOR**

### ***Basement Floor Cracks: One Time Repair***

Random cracks resulting from normal shrinkage are normal and expected. Cracks in excess of 3/16 inch in width or vertical displacement are considered excessive and we will repair them one time during the warranty year. Subsequently, concrete slab maintenance is your responsibility. The repaired area may not match the existing area in color and texture.

## Destination Homes

### Homeowner Guide

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#### ***Level***

Within the general surface of the floor, a line represented by a 4 foot straight edge centered over the defect and 3/8 inch off the floor surface at the far end requires repair. However, floor sloped for the purpose of drainage needs no correction.

#### **GARAGE FLOOR**

##### ***Garage Floor Cracks***

We will repair cracks in garage floors in excess of 3/16 inch in width. When repairs are necessary the color and texture of the repair materials will vary from the original concrete. The repaired area may not match the existing area in color and texture.

##### ***Settling or Heaving***

We will repair slabs that settle or heave if this movement causes water to drain towards the home. The repaired area may not match the existing area in color and texture.

#### **DRIVEWAY**

##### ***Driveway Cracks***

We will repair cracks in the driveway in excess of 1/4 inch, excluding chips, in width or vertical displacement. As mentioned above, repaired areas will vary in color from the original concrete.

##### ***Settling or Heaving***

We will repair differential movement between surfaces in excess of one inch. The repaired area may not match the existing area in color and texture.

## Condensation

### Homeowner Use and Maintenance Guidelines

Condensation occurs when warmer moist air comes in contact with a colder surface. Outside you see this as dew; inside you may see it as a layer of moisture on a glass containing a cold beverage, on windows and glass doors. This condensation comes from high humidity within the home combined with low outside temperatures and inadequate ventilation. Family lifestyle significantly influences two out of three of these conditions.

During cold weather in particular, ensure that warm air from the heat registers located near windows can flow unobstructed. This helps minimize condensation. Also ensure that window coverings are open at least slightly for the same reason.

#### ***Daily Habits***

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 home's systems.
- Follow manufacturer recommendations for the use of your heat recovery ventilator (HRV).
- Develop the habit of running the hood fan while you are cooking.
- Run your bath fans for a minimum of 30 minutes after bathing or showering.
- Air your house by opening windows for a time when weather permits.

#### ***Humidifier Operation***

If your home includes a humidifier, closely observe manufacturer's directions for its use. Instructions to turn the humidifier off during air conditioning season are typical. Moderate settings in winter can maintain

## Destination Homes

### Homeowner Guide

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

#### ***New Construction***

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

#### ***Normal Activities***

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

#### ***Temperature***

Avoid setting your thermostat at extreme temperatures. Heating your home to extremes will cause the materials to dry out faster, generating more moisture into the air; drying the materials out too fast also increases shrinkage cracks and separations.

#### ***Ventilation***

The best way to assure adequate moisture ventilation after a shower is to run exhaust fans in bathrooms, leaving the bath fan running for a minimum of 30 minutes after bathing or showering. Use your range hood fan when ever using the stove. When weather conditions permit, open windows so fresh air can circulate through your home. Keep the dryer exhaust hose clean and securely connected.

*See also Ventilation*

## **Two Year Limited Warranty Guidelines**

Condensation results from weather conditions and a family's lifestyle. We have no control over these factors. The limited warranty coverage excludes condensation.

# Countertops

## **Homeowner Use and Maintenance Guidelines**

#### ***Caulking***

The caulking between the countertop and the wall, along the joint at the backsplash (the section of counter that extends a few inches up the wall along the counter area), and 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 or granite and to prevent warping.

#### ***Cleaning***

Mix a small amount of mild detergent in clean water and use a clean cloth. Dry with a soft clean cloth. Do not allow water to sit on the surface, especially on the seams. Avoid abrasive cleaners or scouring pads that will damage the luster of the surface.

#### **LAMINATE**

Laminate countertops are made from many layers of paper materials combined with resins that are then bonded to a wood base.



## **Destination Homes** *Homeowner Guide*

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### ***Cutting***

Use a cutting board to protect your counters when you cut or chop.

### ***Heat***

Protect the counter from heat and from extremely hot pans. To prevent possible damage, use a protective pad under the item. If you cannot put your hand on it, do not put it on the counter. Do not use countertops as ironing boards and do not set lighted cigarettes on the edge of the counter.

### ***Moisture***

Coffee pots, electric fry pans, slow cookers, and so on are the major cause of swelling problems. Rubber drain mats can trap moisture beneath them, causing the laminated plastic to warp and blister. Dry the surface as needed.

### **GRANITE**

Granite is a term used to refer to a family of natural quarried stone products that come from various parts of the world. No two pieces of granite will have the same pattern or exactly the same color. The granite installed in your home will vary in color and pattern from the sample you selected.

### ***Acids***

Remember that acid from citrus fruit or pop can etch some natural stone surfaces.

### ***Sealer***

Granite is highly resistant to chips and scratches, but it is porous. The granite surface should be treated every 6 months with a sealer to help prevent staining. If droplets of water dripped on the countertop bead up the sealer is still doing its job. If not, the sealer should be applied.

*See also Ceramic Tile*

## **Two Year Limited Warranty Guidelines**

During your new home orientation we confirm that all countertops are in acceptable condition. We repair noticeable surface damage such as chips, cracks, and scratches noted on the new home orientation list. Repair of surface damage noted subsequent to this is one of your home maintenance responsibilities.

### ***Separation from Wall: One Time Repair***

Separation of countertops from walls, backsplash, and around sinks results from normal shrinkage of materials. Separation can also be caused on exterior walls by temperature differences between the exterior and the interior of the home.

If needed, we will re-caulk these areas one time during the materials and workmanship warranty. Subsequently caulking will be one of your home maintenance responsibility.

### **LAMINATE**

Laminated countertops may have one or more discernible seams. We confirm seams to be tight and uniform at the new home orientation. Following that, seams in laminate countertops are excluded from warranty coverage.

### **GRANITE**

Edges should be smooth and even. Where backsplash joints occur at corners, the top edges should be even.

# Damp Proofing

## Homeowner Use and Maintenance Guidelines

We spray your foundation walls with a damp proofing material. Although we make every effort to assure a dry basement, 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.

## Two Year Limited Warranty Guidelines

The limited warranty coverage excludes moisture or water in basements.

# Decks

## Homeowner Use and Maintenance Guidelines

Wood decks add to the style and function of your home and are a high maintenance part of your home's exterior.

### ***Effects of Exposure***

Wood decks are subject to shrinkage, cracking, splitting, cupping, and twisting. Nails or screws may work loose and will need routine maintenance. Plan to inspect your decks regularly—a minimum of once each year—and provide needed attention promptly to maintain an attractive appearance and forestall costly repairs. We recommend that you treat or re-stain your decks annually to keep them looking their best.

### ***Foot Traffic***

As you use your decks, abrasives and grit on shoes can scratch or dent the wood surface. Regular sweeping and mats can mitigate this but will not completely prevent it.

### ***Outdoor Furniture***

Moving grills, furniture, or other items can damage the surface of the decking. Use caution when moving such items to prevent scratches, gouges, and so on.

### ***Sealing or Water Repellent***

To prolong the life and beauty of your deck, treat it periodically with a water repellent or wood preservative. Local home centers or hardware stores offer several products to consider for this purpose. Always follow manufacturer directions carefully.

### ***Snow and Ice***

Heavy snow or ice that remains on the deck over long periods increases wear and tear on the deck. Prompt removal can reduce adverse effects. Use caution in shoveling to avoid needless scratching of the deck boards.

### ***Stain***

Exposed wood decks that have been stained will show readily noticeable variation in color. Each board takes the same stain differently and variations in color at installation and over time, with exposure to weather and use, further variations in color will occur.

## Two Year Limited Warranty Guidelines

Exposed wood decks are constructed to meet structural and functional design. During the new home orientation, we will confirm that the wood decks are in satisfactory condition.

Your deck has a two year limited warranty from the time of possession or the building of the deck (which ever is the later).

### ***Color Variation***

Color variations are a natural result of the way in which wood accepts stain and are excluded from limited warranty coverage.

### ***Replacement Boards or Rails***

Shrinkage, cracking, splitting, cupping, and twisting are natural occurrences in wood decks and are excluded from limited warranty coverage. In extreme situations where personal safety is involved, if we provide replacement of boards or rails, the new material will vary in color from pieces that have been exposed to elements and use. Corrections needed for concerns that result from lack of normal maintenance are your responsibility.

# Doors and Locks

## Homeowner Use and Maintenance Guidelines

Doors installed in your home are made of a variety of materials and in several styles. Minor maintenance is sometimes needed and with routine care they will serve you well for many years.

### ***Bi-Fold Doors***

Interior bi-fold doors sometimes stick or warp because of weather conditions. Apply a silicone lubricant to the tracks to minimize this inconvenience. These doors can easily lose alignment from something as minor as a coat sleeve being caught between the two doors as they close. A misaligned bi-fold door can be re-adjusted to its proper position. This is part of the routine homeowner maintenance.

### ***Exterior Paint Finish***

Your exterior doors will be painted according to the exterior color chart and the manufacturer's recommendations. The frequency of maintenance needed for painted finishes on exterior doors will be influenced by your home's exposure to sun or orientation on the home site.

### ***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.

### ***Locks***

If required, lubricate exterior 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 loosens the hardware and causes the door to sag.

## Destination Homes

### Homeowner Guide

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#### ***Sticking***

The most common cause of a sticking door is the natural expansion of lumber caused by changes in humidity. When swelling occurs during a damp season it may cause sticking. 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 planing is necessary even after these measures, use sandpaper to smooth the door and paint the sanded area to seal against moisture.

#### ***Warping***

Some minor warping of interior doors is normal due to natural fluctuations in humidity caused by forced air furnaces, showers, dishwashers, and so on. Interior doors may occasionally require minor adjustments. If a door warps slightly, keeping it closed as much as possible often returns it to normal.

The exterior doors installed in your home are made of either metal or fiberglass materials with interior wood frames. These products can also be subject to shrinkage and warping due to temperature differential between inside and outside surfaces.

#### ***Weather Stripping***

Weather stripping wears out over time. We recommend that each fall you inspect the weather stripping, striker plates, and swipes around the perimeter of the entry doors. Adjust or replace as necessary. Exterior door thresholds occasionally require adjustment or replacement.

## **Two Year Limited Warranty Guidelines**

During the new home orientation we confirm that all doors are in acceptable condition and correctly adjusted. We will repair construction damage to doors noted on the new home orientation documents.

#### ***Adjustments***

Because of normal settling of the home, doors may require adjustment for proper fit. We will make such adjustments during the two year warranty period.

#### ***Failure to Latch***

If a door will not latch because of minor settling during the first year of occupancy, please notify the warranty office.

#### ***Warping***

Doors should operate with relative ease to engage and release the latch. We will repair doors that warp in excess of 1/4 inch beyond the doorjamb when the door is closed. In the case of double doors, if either side permanently warps more than 1/4 inch beyond the face of the adjacent door, we will repair it.

## 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 framing members to which the drywall is attached.

#### ***Repairs***

With the exception of the one-time repair service that we provide, care of drywall is one of your maintenance responsibilities. Most drywall repairs can be easily made. This work is best done when you redecorate the room. We recommend that you wait through one complete seasonal cycle to do so.

## Destination Homes

### Homeowner Guide

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Repair hairline cracks with a coat of paint. You can repair slightly larger cracks with spackle. 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.

#### ***Textured Ceilings***

Generally the care and maintenance of a textured ceiling is minimal. Care should be taken that the ceiling is not scraped or damaged. Periodic dusting will remove dust or cobwebs.

### **Two Year Limited Warranty Guidelines**

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

#### ***Lighting Conditions***

We do not repair drywall flaws that are only visible under particular lighting conditions.

#### ***Related Warranty Repairs***

If a drywall repair is needed as a result of poor workmanship (such as blisters in tape) or other warranty-based repair (such as a plumbing leak), we complete the repair by touching up the repaired area with the same paint that was on the surface when the home was delivered. If more than one-third of the wall is involved, we will repaint the wall corner to corner.

You are responsible for custom paint colors or wallpaper that has been applied subsequent to closing. The effects of time on paint and wallpaper, as well as possible dye lot variations, mean touch-up may not match the surrounding area.

#### ***Separation and Nail Pop Repairs: One Time Repair***

One time during the materials and workmanship warranty, generally as part of your anniversary visit, we will repair drywall shrinkage cracks and nail pops. The repaired area will appear white and will need to be painted. This touch up painting will be your responsibility. Remember that touch-ups may be visible.

Repainting the entire wall or the entire room to correct this is your choice and responsibility. You are also responsible for custom paint colors or wallpaper that has been applied subsequent to possession. Due to the effects of time on paint and wallpaper, as well as possible dye lot variations, touch-ups are unlikely to match the surrounding area.

#### ***Truss Uplift***

Truss uplift can occur when outside temperatures are significantly colder than inside temperatures. The result appears as a minor crack along the joint of the ceiling and wall. We will repair separations in excess of 3/16 inch.

## Easements

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

Easements are areas where such things as utility supply lines can pass through your property. They permit service to your home site and adjacent home sites, now and in the future. Your home site will also include drainage easements: the runoff from adjacent home sites may pass across your property. Likewise, water from your property may run across a neighboring home site. Easements are recorded and are permanent.

Trees, shrubs, gardens, play equipment, storage sheds, fences or other items which you install in or across these easements may be disturbed if service entities—such as the gas, electric, or phone companies—need access to lines for repairs or to connect service to nearby properties.

Utility companies and others have the right to install equipment in easements. These might include streetlights, mailboxes, or junction boxes to name a few. Neither you, as the homeowner, nor we as your builder have the authority to prevent, interfere with, or alter these installations. Plans for the location of such items are subject to change by the various entities involved. Because they have no obligation to keep us informed of such changes, we are unable to predict specific sites that will include such equipment.

*See also Grading and Drainage, and Property Boundaries*

## Electrical System

### 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 your 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.

#### ***ARC Fault Circuit Interrupter (AFCI)***

Designed as a safety feature, ARC fault circuit interrupters are required for all bedroom outlets. They protect you from injury or damage due to appliances with damaged cords, loose connections, or nicked or pinched wires inside the walls. If an AFCI breaker trips, check any cords used in the effected outlet first before re-setting the AFCI break at the breaker panel. Turn the breaker “off” then to “on” to reset it.

***If you find no explanation with an item you had plugged in, call for service.***

#### ***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.

#### ***Breakers Tripping***

Breakers trip because of 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 (such as a power tool) 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 the breaker. 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.

#### ***Buzzing***

Fluorescent fixtures use transformer action to operate. This action sometimes causes a buzzing which is normal.

#### ***Dimmable Fixtures/Dimmers with CFL Bulbs***

Dimmers have changed a lot in recent years. The old dimmers were a buzzing heat source that didn't save any power at all. Today's dimmers are much improved and actually save power. Dimmers can come with a rotary knob or a slider (either is effectively the same) and are used to control some of our larger light sources. Please note that if you are using compact florescent lights (CFLs) for lighting, use dimmable bulbs. A little buzzing with CFLs is normal.

## **Destination Homes** *Homeowner Guide*

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### ***Fixture Location***

We install light fixtures as near as possible to the locations indicated on the plans. Structural elements (framing) sometimes require location changes. Moving fixtures to accommodate specific furniture arrangements or room use is your responsibility.

### ***GFCI (Ground-Fault Circuit Interrupters)***

GFCI receptacles have a built-in element that senses fluctuations in power. Quite simply, the GFCI is a circuit breaker that offers personal protection against electric shock. Building codes require installation of these receptacles in bathrooms, the kitchen, and outside (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 multiple outlets.

### ***Grounded System***

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

### ***Light Bulbs***

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

### ***Modifications***

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

### ***Motion Switches***

One of the energy saving devices found in homes is the motion sensor. There are three set points on the switch: off, sensor, & on. When in the “on” position the light will remain illuminated until you turn it off. When in “sensor” position, this device senses your presence and turns on the light while you are in the space. After you leave, the light will automatically turn off. If you are using a CFL bulb with this device, ensure you use a dimmable bulb as a regular CFL performs poorly in conjunction with motion switches.

### ***Outlets***

If an outlet fails to work, check first to see if it is controlled by a wall switch or GFCI. Next, check the breaker.

If you have small children in your home, install safety plugs to cover unused outlets. Education of children to electrical safety is important—they need to know how to use electrical outlets, sockets, or fixtures. This also minimizes the air infiltration that sometimes occurs with these outlets.

## **TROUBLESHOOTING TIPS: NO ELECTRICAL SERVICE**

### ***No Electrical Service Anywhere in the Home***

Before calling warranty or the electrician, check to confirm that the—

- Service is not out in the entire area. If so, contact the utility company.
- Main breaker and individual breakers are all in the on position.

## Destination Homes

### Homeowner Guide

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#### ***No Electrical to One or More Outlets***

Before calling warranty or the electrician, check to confirm that the—

- Main breaker and individual breakers are all in the on position.
- Applicable wall switch is on.
- GFCI is set (see details on GFCI's, earlier in this entry).
- Item you want to use is plugged in.
- Item you want to use works in other outlets.
- Bulb in the lamp is good.

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

#### ***Underground Cables***

Before digging, check the location of buried service leads by contacting Blue Stakes of Utah at 1-800-662-4111 ([www.bluestakes.org](http://www.bluestakes.org)). Maintain positive drainage around the foundation to protect electrical service connections.

#### ***Under or Over Cabinet Lights***

The selection of optional under or over cabinet lighting provides either task lighting or atmosphere to your kitchen. We suggest you note the size and type of bulbs in these fixtures and keep replacements on hand.

## **Two Year Limited Warranty Guidelines**

During the new home orientation, we confirm that light fixtures are in acceptable condition and that all bulbs are working. Our limited warranty excludes any fixture you supplied.

#### ***Designed Load***

We 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, we will repair or replace them.

#### ***GFCI (Ground-Fault Interrupters)***

We are not responsible for food spoilage that results from your plugging refrigerators or freezers into a GFCI outlet.

#### ***Power Surge***

Power surges are the result of local conditions beyond our control 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 also excluded from limited warranty coverage.

# Energy and Water Conservation

Good planning and thoughtful everyday habits can save significant amounts of energy and water. In the process of conserving, you also save money as an additional benefit. Keep these hints in mind as you use your home's features.

## **Heating and Cooling**

- Maintain your home's heating and cooling systems in clean and good working order to prevent inconvenience and maximize efficiency. Arrange for a professional to service heat and air conditioning systems a minimum of once every two years.



## Destination Homes

### Homeowner Guide

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- Keep filters clean or replace them regularly.
- Learn how to use your programmable thermostat for comfort and efficient energy use.
- If you have a zoned system (more than one furnace and separate controls) think through operating schedules and temperature settings to maximize comfort and minimize energy consumption.
- Plan landscaping elements that support efficient energy use:
  - Deciduous trees provide shade during the summer and permit solar warming in winter.
  - Evergreen trees and shrubs can create a windbreak and reduce heating costs.
  - Position trees to shade the roof and still allow good air flow around the home.
  - Plant shrubs and trees to shade the air conditioner without obstructing air flow around the unit.
- Keep the garage overhead doors closed.
- If you expect a house full of dinner guests, you can turn the heat down a few degrees as body heat will make up the difference.

#### WINTER

- During cold days, open window coverings to allow the sun to warm your home. Close them when the sun begins to set.
- Where applicable, limit use of a wood burning fireplace in extremely cold or windy weather when the chimney draft will draw room air out at an extreme rate.
- During the winter, humidifying the air in your home allows the air to retain more heat and is a general health benefit. Note: If condensation develops on your windows, you have taken a good thing too far and need to lower the setting on the humidifier. The setting requirements change with the outside temperature; your manufacturer owner's manual contains a table defining these.
- Avoid use of the humidifier when you are using your air conditioner.

#### SUMMER

- If you include them in your home, ceiling fans use only one tenth as much electricity as air conditioners and the moving air allows you to feel comfortable at temperatures several degrees higher.
- On hot days, close all windows and the window coverings on windows facing the sun to minimize solar heating.

### Water and Water Heater

- If you have a traditional tank style water heater, set it at "normal" or 120 degrees if your dishwasher has a water booster heater. If not, set the water heater at 140 degrees Fahrenheit.
- Follow the steps outlined in the manufacturer's directions for draining water from your water heater in order to remove accumulated hard-water scale that builds up inside the tank. Timing will depend on the nature of your water supply.

## Destination Homes

### Homeowner Guide

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- If you have a tankless water heater, follow manufacturer instructions for the timing and steps to clean the unit.
- Correct plumbing leaks, running toilets, or dripping faucets as soon as possible.
- Keep aerators clean.
- Use the dual flush feature on low flush toilets whenever possible.
- Front loading washing machines require less than half the water of top-loaders. They also cause less wear and tear on clothing and because they wring more water out in the spin cycle, laundry dries faster.

#### ***www.H2ouse.org***

This site offers tips for saving water in every area of your home, reports on how much each type of water using device consumes in typical homes, and includes basic directions for minor home repairs involving water using items.

### Appliances

- In selecting your home's appliances, compare the information on the (black and white) *EnerGuide* sticker. Sometimes spending a bit more up front can reduce operating costs over the life of the appliance, conserving energy at the same time.
- Use cold water when operating your disposal. This not only saves hot water you pay to heat, it preserves the disposal motor.
- When baking, preheat your oven just five minutes before you use it. When possible, bake several items at the same time or at least consecutively. Turn the oven off a few minutes before baking time is done.
- If your oven includes a convection setting, use it regularly—it can save both time and energy, allowing you to set the temperature 25 degrees lower for most recipes.
- If you will be running the dishwasher immediately, scrape rather than rinse the dishes.
- Run the dishwasher when it has a full load and allow the dishes to air-dry. A full dishwasher uses one half the energy and one sixth the water of washing dishes by hand.
- Avoid regular use of the rinse and hold cycle.
- Use a phosphate free detergent.
- Select an appropriate size refrigerator for your needs; two small refrigerators use more energy than one large one.
- Refrigerators with the freezer on top generally use significantly less energy than side-by-side models. Bottom freezer models are the most energy efficient models available.
- Refrigerator shelves are warmer near the door and the coolest parts are near the bottom and toward the back. If possible, keep your meats and dairy products in those cooler places.

## Destination Homes

### Homeowner Guide

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- A fuller refrigerator works less to keep cool but do not pack it too tightly—good air circulation is important to efficient operation. Likewise, keep your freezer full.
- Avoid putting containers of hot food into the refrigerator; allow them to cool a bit first.
- Regularly check the seals to ensure they are working correctly: if a dollar bill slides out without a tug, you may need to replace them.
- Keep dust off of the condenser by cleaning every three months or as needed.

### Electrical

- Use compact fluorescent bulbs (CFL) or fluorescent tubes where possible. At this time, incandescent bulbs are the least efficient source of light. Keep your light fixtures and bulbs clean to get maximum light they produce.

**Caution: Compact fluorescent bulbs contain small amounts of mercury. If you break one, ventilate the area and clean up wearing gloves. Disposed bulbs should be delivered to a facility designed to manage them. Always dispose of CFLs or fluorescent bulbs properly rather than putting them in your regular trash. Contact your local waste management program for instructions.**

- Light emitting diode (LED) bulbs, while expensive, last for 50,000 hours (5 times longer than CFL and 65 times longer than incandescent bulbs) and they do not contain mercury. They work best for task lighting such as desk lamps and under counter lights.
- Unplug small appliances when they are not in use. Small items such as hair dryers and MP3 players draw electricity even when they are not in use. Unplug them or plug them into power strips that you can conveniently turn off when they are not in use.

### Your Additional Reminders and Notes

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## 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 normal.

## Destination Homes

### Homeowner Guide

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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.

### Two Year Limited Warranty Guidelines

We provide one-time repairs to many of the effects of expansion and contraction. See individual categories such as drywall and caulk for details.

## Extended Absences

Whether for a vacation, business travel, or other reasons, nearly all of us occasionally leave our homes for days or weeks at a time. With some preparation, such absences can be managed uneventfully. Keep these guidelines in mind and add additional reminders that are appropriate to your situation.

### Plan in Advance

- Ask a neighbor to keep an eye on the property. If possible, provide them with a way to reach you while you are away.
- If you will be gone an especially long time (over two weeks) consider arranging for a house sitter.
- If applicable, arrange for someone to mow the lawn or shovel snow.
- Notify local security personnel or police of the dates you will be away.
- Stop mail, newspapers, and other deliveries.
- Consider the use of lighting timers (available at hardware stores for \$10 to \$20).
- Confirm that all insurance policies that cover your property and belongings are current and provide sufficient coverage.
- Some insurance policies stipulate how often your home should be checked when you are away; contact your insurance carrier to make certain you understand and comply with these requirements.
- Mark valuable items with identifying information. Consider whether you have irreplaceable items that should be stored in a bank vault or security box.

### As You Leave

- Forward phone calls to a relative or close friend.
- Unplug computers and other electronic devices that might be harmed in an electric storm.
- Leave window coverings in their most typical positions.
- Confirm that all doors and windows are locked and the deadbolts are engaged.

## Destination Homes

### Homeowner Guide

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- Shut off the main water supply and drain your water lines. See *Plumbing/Extended Absence for additional details*.
- Set the thermostat on the water heater to "vacation" to save energy.
- Store items such as your lawn mower, bicycles, or ladders in the garage.
- Disengage the garage door opener (pull on the rope that hangs from the mechanism) and lock the door manually.
- **Caution: Operating the opener when the manufacturer's lock is bolted will burn out the motor. In fact, garage door companies recommend against even leaving a lock installed once an opener has been added. Side locks can stick or get caught in the track and cause the cables to come off which creates a major inconvenience and repair. They suggest snapping a vise grip on to the track above the roller when you will be absent for an extended period of time. Either way, upon your return, unlock the garage door first or remove the vise grip, then re-engage the motor (simply push the button to operate the opener and it will reconnect) to restore normal operation.**
- Leave a second car in the drive.
- Be energy conscious—change the settings on your thermostat for both summer and winter usage. Leaving the temperature in the home at a minimum 60 degrees in cold weather and 78 degrees in warm weather will help to eliminate any problems in the home. In winter months leave room doors open and also open doors on cabinets that contain plumbing allowing heat to circulate.
- Arm your security system, if applicable.

### Your Additional Reminders and Notes

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## Fencing

### Homeowner Use and Maintenance Guidelines

Depending on the community in which your home is located, fencing may be included with your home by us, it may be an optional item, the developer may provide it, or fencing may be an item you consider adding after your possession. When we install fencing as our responsibility we install it in conjunction with the landscaping. All types of fencing require some routine attention.

#### ***Drainage***

Fencing should be installed only after the final grade has been established and approved. In planning, installing, and maintaining fencing, ensure that existing drainage patterns function unimpeded. When installing a fence, use caution in distributing soil removed to set posts to avoid blocking drainage swales. Plan enough space under the bottom of a wood fence for water to pass through.

## Destination Homes

### *Homeowner Guide*

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#### ***Developer/Homeowner Association Architectural Guidelines***

If you choose to add fencing after moving into your new home, keep in mind the architectural requirements of your subdivision may dictate the type and style of fence allowed.

Specific requirements about style, height, and position on your home site are described in the current architectural guidelines, which you receive as part of your purchase documents or can obtain from the association or developer's office. Type, style, color of fencing are addressed in these guidelines.

Special requirements apply to homes on corner home sites where drivers must have adequate visibility. Additionally, in some communities, zoning laws may impact private fencing. Your responsibilities include checking on such details.

We recommend that you engage the services of professionals to install your fence. Be certain to inform any fence installer of your architectural requirements.

*See also Property Boundaries*

#### ***Variation***

Height and location of installed fences will vary with lot size, topography, and shape.

#### ***Vinyl Fencing***

A mild detergent and water is all that should be needed to clean vinyl fencing. Avoid impact such as kicking a soccer ball against the fence.

#### ***Weather Damage***

Damage to fencing caused by severe weather should be referred to your homeowner insurance company and is specifically excluded from warranty coverage.

#### ***Wood Fences***

The lumber used to construct wood fences is All Weather Wood, or rough cedar or spruce. Over time it will crack, warp, and split. Unless extreme, these conditions require no action on your part. As the wood ages and shrinks, nails may come loose and require attention. Also check the posts and any gates twice a year and tighten hardware or make needed adjustments.

#### ***Wrought Iron Fencing***

Wrought iron is subject to rusting unless regular maintenance is provided. Use touch-up paint on any scratches or chips. Inspect the fence twice a year and touch-up as needed, then plan to repaint the entire fence every one to two years to keep it looking its best.

As with wood fencing, prevent sprinklers from spraying your wrought iron fence or rails. Check monthly to confirm that water does not stand around the fence posts. Make corrections to drainage as needed to prevent this.

*See also Utility Locates*

## **Two Year Limited Warranty Guidelines**

If fencing is part of your home purchase, we will confirm the acceptable condition of the fence during your new home orientation. Although developer-installed fencing falls outside our limited warranty we may be able to assist in communicating any concerns you have and obtaining a response.

# Fireplace

## Homeowner Use and Maintenance Guidelines

Most of us feel a fireplace is an excellent way to create a warm, cozy atmosphere. However, without sufficient information, your use of the fireplace can result in heat (and dollars) being wasted. To help prevent that, consider the following points.

### **GAS FIREPLACE**

We offer direct-vent gas fireplaces. If you ordered this type of fireplace, it is demonstrated during the new home orientation.

#### **Read and follow all of your fireplace manufacturer's directions.**

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.

Materials found on the exterior surfaces of either wood or gas fireplaces (paints, sealants, lubricating oils and gasket adhesives) can produce odors and small amounts of carbon monoxide for the first few times the fireplace is used. This is called curing or burning in. It may take as much as 24 hours of run time before the fireplace is cured. The fireplace should be burned for periods of no less than 5 to 6 hours at a time with a high flame during the curing or burning in. If the fireplace system is equipped with a fan, do not run it during the curing period.

**Caution: The exterior vent cover for a direct-vent gas fireplace becomes extremely hot when the fireplace is operating.**

## Two Year Limited Warranty Guidelines

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

### ***Discoloration***

Discoloration of the firebox or brick is a normal result of use and requires no corrective action. Mortar-style fireplaces may develop cracks due to temperature changes and other factors.

### ***Downdraft***

Although extremely high winds can result in a downdraft, this condition should be temporary and occasional. We will determine and correct continuous malfunction if caused by a construction or design defect.

### ***Glass Doors***

During the new home orientation we confirm that glass fireplace doors, when included with the home, are in acceptable condition. Use the cleaning product recommended by the manufacturer to clean these doors; cleaning fireplace doors with glass cleaner will damage the glass; this damage is excluded from warranty coverage.

### ***Water Infiltration***

In unusually heavy or prolonged precipitation, especially when accompanied by high winds, some water can enter the home through the vent. The limited warranty excludes this occurrence.

# Fire Prevention

All family members should practice fire safety. Awareness of potential dangers and preventive actions are preferable to even the fastest response. Keep these hints in mind and add your own reminders in the space provided on the next page. For additional tips, contact your local fire department.

## Train Family Members

- Ensure that all family members know what escape routes exist in your home.
- Conduct a fire drill with family members.
- Test the smoke detectors to confirm that they function and so that everyone recognizes the sound.
- Follow the manufacturer's directions for cleaning and servicing all of your smoke detectors.
- As soon as possible, teach young children how and why to dial 911.
- Have a general use fire extinguisher and instruct all family members in its location and use.
- Teach children the safe use of appliances such as irons and toasters.
- If you smell gas, leave and call for help from another location. Do not use a phone or cell phone and do not turn on any lights.

## Practice Prevention

- Store matches away from children and heat sources.
- Avoid smoking in bed and always use a fire safe receptacle to extinguish smoking materials. Keep lighters and matches out of reach of children.
- Avoid leaving small children home alone, even for a short time.
- Maintain appliances in clean and safe working condition.
- Avoid overloading electrical outlets.
- Ensure that all electrical cords are in good repair.
- Avoid having any flammable objects or materials near the stove or leaving anything that you are cooking unattended.
- Keep the range hood filter clean to prevent a buildup of grease.
- Allow space for cooling around electrical equipment. Maintain a clear space of at least 3 feet around furnaces.
- Unplug the iron when it is not in use. Do not leave an iron that is on unattended.
- Use electric blankets with care, following manufacturer directions.
- Use the correct wattage of bulbs in all light fixtures.



# Destination Homes

## Homeowner Guide

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- Use candles safely. Never leave a burning candle unattended. Keep them out of reach of children and pets. Wicks should be cut to 1/4 inch.
- Store volatile materials (paint, gasoline for the lawn mower, and so on) in appropriate containers, away from flames (such as pilot lights) or heat sources. Many trash collection services offer a means for you to dispose of hazardous items. Check with your service provider for details.
- Gas Grills: Keep the barbeque clean and soap test the lines of a gas grill for leaks regularly. A quarter to a half turn provides enough propane; do not turn the valve on all the way. When lighting your barbeque, have the match or lighter already burning with the lid open before you turn on the gas.
- Charcoal Grill: Wait for at least a full minute before lighting fluid soaked coals. Before you light the coals, move the lighter fluid a safe distance away. Never use gasoline to start a charcoal barbeque and never spray more fluid on hot coals. When you are finished barbequing, wear an oven mitt and use a tongs to submerge spent coals in a metal pail of water.
- All Grills: Use the barbeque outdoors, at least 10 feet from the house. Grilling in the garage with the door open does not allow enough ventilation and could result in carbon monoxide poisoning. Never leave a lit barbeque unattended. Keep children and pets away from all grills.
- If your home includes a gas fireplace follow all directions and do not leave the fireplace unattended when it is on.
- During holidays, ensure that all cords and connections are in good condition and of appropriate capacity for electrical decorations.
- If you decide to remodel, finish the basement, or add onto your home, obtain a building permit and work with professionals. Ensure that all building department inspections occur and that the work complies with all applicable codes. This also applies to installing a gas line for an outdoor barbeque, a gas fireplace, clothes dryer, and so on.
- Do not leave any house lights on for long periods of time. If you are leaving for an extended period, you may want to use a timer to simulate occupancy.

### Your Additional Reminders and Notes

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# Fixtures

## Homeowner Use and Maintenance Guidelines

Manufacturers typically treat fixtures with a clear protective coating, electrostatically applied, to provide beauty and durability. Even this coating will show 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, nonabrasive soap and buffing with a soft cloth.

### ***Corrosion***

Water having a high mineral content can be corrosive to fixtures.

### ***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.

## Two Year Limited Warranty Guidelines

During the new home orientation we will confirm that brass fixtures are in acceptable condition. Corrosion damage to the external surfaces or internal workings of plumbing fixtures is excluded from warranty coverage.

# 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 with steel reinforcing rods. To protect your home's foundation, follow guidelines for installation and maintenance of landscaping and drainage in this guide.

### ***Cracks***

Even though an engineer designed the foundation and we constructed it according to engineering requirements, surface cracks can still develop in the walls. Surface cracks are not detrimental to the structural integrity of your home.

### ***Dampness***

Due to the amount of water in concrete, basements may be damp.

### ***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. We do not warrant that you will be able to obtain such a permit because of the possibility that building codes may change.

## Two Year Limited Warranty Guidelines

The foundation of your home has been designed and installed according to the recommendations of an engineer. The walls of the foundation are poured concrete with steel reinforcing rods. The foundation walls are a structural element of your home and therefore they carry an additional limited structural warranty.

### ***Cosmetic Imperfections***

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

### ***Cracks***

Shrinkage or stress cracks are common in foundation walls, especially at the corners of basement windows. We will seal cracks that exceed 1/8 inch in width.

# Foundation Plaster

## Homeowner Use and Maintenance Guidelines

The white, powdery substance that sometimes accumulates on foundation plaster 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.

## Two Year Limited Warranty Guidelines

We will confirm that foundation plaster is complete and in acceptable condition during the new home orientation. We will repair areas needing attention which are noted during the new home orientation.

### ***Cracks: One-Time Repair***

One time during your warranty year we will repair cracks in foundation plaster that exceed 1/8 inch in width or foundation plaster that separates from the foundation. Such repairs will vary in color from the original.

# Framing

## Two Year Limited Warranty Guidelines

### ***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 we will take no action for this occurrence.

### ***Floor Level***

Within a room, floor shall appear level when viewed from a normal viewing position. Where a floor is sloped, a maximum ratio of one inch over 10 feet applies when measured between the opposite walls or defined limits of the room area.

### ***Plumb Walls***

We will correct walls that are out of plumb more than one inch in 8 feet distance of the wall. The variation of a bowed wall may not be more or less than 3/4 inch over the length of the wall.

***Squeaks***

Some floor and stair squeaks are unavoidable. Although we do not warrant against floor squeaks, we will make a reasonable effort to correct them one time during your warranty period.

# Garage Overhead Door

## Homeowner Use and Maintenance Guidelines

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

***Keyless Entry***

Each brand has a different method for programming so please refer to your manufacturer's guide for reprogramming instructions.

***Light Visible***

Garage overhead doors cannot be airtight. Some light will be visible around the edges and across the top of the door. Weather conditions may result in some precipitation entering around the door. Likewise, dust may enter especially until most homes in the community have landscaping installed. When freezing temperatures occur, the rubber may not seal along the bottom of the door; this unavoidable condition is a natural result of weather conditions and is excluded from warranty coverage.

***Lubrication***

Regularly apply a lubricant such as silicone spray to all moving metal parts: rollers, hinges, pulleys, bearings, moveable lock parts and springs. Lubrication is not required on plastic/neoprene rollers and plastic idler bearings. Refer to the door manufacturer's manual or Web site for recommendation. Avoid over lubricating to prevent drips on vehicles or the concrete floor. Also, ensure that all fasteners are tight on the hardware and the overhead door is operating as intended, without binding or scraping.

***Opener***

To prevent damage to a garage door opener, be sure the door is completely unlocked and the rope-pull has been removed before operating the opener.

***Caution: Operating an opener when the manufacturer's lock is engaged in the track could cause the opener to fail. In fact, garage door companies recommend against even leaving a lock installed once an opener has been added. Side locks can stick or get caught in the track and cause the cables to come off which creates a major inconvenience and repair. If a manual lock is required due to power outage or leaving for an extended period of time we suggest snapping a vise grip on to the track above a roller. Either way, upon your return, unlock the garage door first or remove the vise grip, then re-engage the motor (simply push the button to operate the opener and it will reconnect) to restore normal operation.***

If you have an opener installed on your home after possession, we suggest that you order it from the company that provided and installed the garage door to assure uninterrupted warranty coverage. Be familiar with the steps for manual operation of the door in the event of a power failure.

If we installed a door opener as one of your selections, during new home orientation we demonstrate the electric eye that provides a safety stop in the event someone crosses through the opening while the overhead door is in motion. Use care not to place tools or other stored items where they interfere with the function of the electric eye.

Expect to replace the battery in the garage opener remote controls about once a year. The battery is usually a 9-volt battery, however check your manufacturer's manual for correct battery size and other maintenance needs of your remote controls.

## **Destination Homes** *Homeowner Guide*

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### ***Painting***

The color of your overhead garage door may be a requirement of the architectural controls in your area. Therefore the color of the door may be predetermined and can not be changed. Please refer to your exterior color selection, sales consultant, or HOA for further information regarding your architectural controls.

### ***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.

For your safety, after the expiration of the two year warranty, have any needed adjustments made by a qualified specialist. Garage 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 is a normal condition and does not require warranty attention.

## **Two Year Limited Warranty Guidelines**

The garage door should operate smoothly and with reasonable ease. The door can become misaligned and require adjustment, which we will provide unless the problem is caused by the installation of a garage door opener subsequent to possession of 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 new home orientation.

### ***Gas Leak***

If you suspect a gas leak, leave the home immediately and call the gas company for emergency service from another location.

## **Two Year Limited Warranty Guidelines**

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

# **Ghosting**

## **Homeowner Use and Maintenance Guidelines**

Recent feedback 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 has been that the majority of this staining or "ghosting" (also known as "carbon black") results from pollution of the air in the home caused by burning scented 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 this condition results from burning candles or other lifestyle choices, the resulting damage is excluded from our limited warranty coverage.

*See also Carpet/Filtration*

## Grading and Drainage

Early in land development, general drainage patterns are established in principle with municipal and other authorities. You and your neighbors share an overall drainage plan for the community. Grading occurs in three stages:

- **Pre-grading**—regularly performed grading directs water away from your foundation and maintains safety standards during construction.
- **Rough Grading**—this grading is to ensure water is directed away from your foundation and to define the drainage swales and catch basins. In most cases, drainage swales do not follow property boundaries.
- **Final Grading**—site soil is spread to follow the same contours of the rough grade; do not allow any disturbance to the topsoil as this may affect the drainage of the home site.

Depending on the Purchase Agreement, we are either responsible for completion of rough grade or final grade and for obtaining approval from the municipality where required. Once our contractual commitment is met, you are responsible for maintaining the rough or final grade, as applicable. If you alter the drainage pattern later or if changes in drainage occur due to lack of maintenance, the limited structural warranty will be impacted.

### Homeowner Use and Maintenance Guidelines

You share in an overall drainage plan for the community that was predetermined before the homes were built. The rough and final grades around your home have been inspected and approved for proper drainage of your home site. Where required by municipal regulations, the local municipality inspects the site for approval. Yards drain from one to another. Yards may drain from front to back, back to front, or have split drainage. Use caution when installing landscaping, fencing, or additions to your home to prevent causing water problems on adjacent home sites.

#### ***Backfill Settlement***

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 the soil, it does not return to its original density. Some settling will occur, especially after prolonged or heavy rainfall, extended sprinkler use, 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.

#### ***Drainage***

The grade around your home should slope away from the house. Drainage swales may or may not follow property boundaries. Maintain the slopes around your home to permit the water to drain away from the

## **Destination Homes** *Homeowner Guide*

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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.

### ***Easements***

Most home sites have an easement, which is a section of land in front, on the sides, and/or in the back of your home site where public utilities are installed. In some areas, an easement or right-of-way is required for grass or concrete drainage swales. Easements are shown on the approved plot plan.

### ***Erosion***

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

Erosion is of special concern in drainage swales. If swales become filled with soil runoff, they may not drain the rest of the yard, causing further problems. Correcting erosion is your responsibility.

### ***Roof Water***

Downspout extensions are installed and sloped so the water drains away from your home quickly. They should be in the down position during spring, summer, and fall. During the winter months they can be put into the up position to minimize damage.

Ensure that downspout extensions are not directed along side the driveway/sidewalk slabs as this could erode the soil under the concrete and result in unwarrantable settlement.

Rainwater leaders or storm water connections are home site specific, predetermined, and should remain unchanged. Maintain any caps or connections of these products.

### ***Rototilling***

Rototilling can significantly change drainage swales. You can minimize this by rototilling parallel to the swales rather than across them.

### ***Subsurface Drains***

Occasionally the developer will install a subsurface drain to ensure that surface water drains from a yard adequately. Keep this area and especially the drain cover clear of debris so that the drain can function as intended.

### ***Swales***

Drainage swales are shallow-sided, sloped ditches designed to convey surface run-off away from your home toward the nearest street, land, dry pond, or storm water management lake. These swales are usually located along common property lines and sometimes at the back of a home site. After heavy rain or snow, water may stand in swales up to 48 hours.

*See also Landscaping and Utility Locates*

## **Two Year Limited Warranty Guidelines**

We established the rough or final grade to ensure adequate drainage away from the home. Once we have met our commitment as described in your Purchase Agreement documents, maintaining this drainage is your responsibility. If you alter the drainage pattern after grade approval or if changes in drainage occur due to lack of maintenance, the limited structural warranty may be impacted.

### ***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 more than six inches around the perimeter of the home during the first year after grade completion approval, we will provide you with fill dirt to maintain positive drainage. Requesting the correct amount and placing this material will be your responsibility.

## Destination Homes

### Homeowner Guide

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#### ***New Landscaping***

New landscaping and the extra watering that accompanies it can cause temporary drainage problems, as can unusually severe weather conditions. If sod, trees or shrubs are part of your Purchase Agreement proper watering and care of these items are your responsibility.

#### ***Swales***

We do not alter drainage patterns to suit individual landscape plans. Typically, a home site receives water from neighboring home sites and passes water on to other home sites, so changes in grade often affect adjacent or nearby home sites. We advise against making such changes. After heavy rain or snow, water may stand in swales up to 48 hours.

#### ***Under Concrete***

We will fill visible sunken areas under concrete as we complete your grading. Once the grade is approved correcting any further settlement is your responsibility.

#### ***Winter Grading***

Due to weather conditions, especially during winter and early spring, the grade may not have been established at the time of possession. We document the status of your grading at the time of delivery. When conditions permit, grading work will continue. Confirm that we have completed your grading before continuing with additional yard construction such as fencing.

## Green Home Care

In addition to saving water and energy, numerous lifestyle details can have a significant impact on the environment. The suggestions that follow will get you started and you will find many more ideas by consulting the sources listed in individual entries or under “Additional Information” at the end of this list.

### Cleaning

- Look for products whose manufacturers spell out all ingredients. A long list of ingredients you cannot pronounce is usually an indication that the product contains chemicals you and the environment are better off without.
- You might also want to consider replacing expensive chemically laden products with an all purpose cleaner you mix yourself. Frequently used ingredients include baking soda, white vinegar, salt, and corn starch, cream of tartar, and borax which are safer for the environment than many of the chemicals found in commercial cleaning products. Experiment to see which recipes work best for your needs.
- For products you purchase, look for concentrated formulas in containers made from recycled materials; powders contain fewer chemicals and use less energy to transport.
- Whichever cleaner you are using, use just the amount you need to complete the job and not one drop more.
- Micro-fiber cleaning cloths are effective for almost all cleaning tasks, replacing paper towels. Just wash and reuse.
- Mineral deposits around faucets can be removed with vinegar. Simply spray and let the vinegar sit 10-15 minutes then scrub with an old toothbrush.

### Gardening



## Destination Homes

### Homeowner Guide

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- Buy natural fertilizers with ingredients such as bone meal, kelp meal, alfalfa meal, or vermiculture castings (worm poop). These break down slowly which is beneficial to plants. Look for certified organic products and use sparingly to avoid run-off.
- Start a compost pile. Local nurseries or hardware stores carry compost bins. (Need directions for composting? Visit [www.wikipedia.org](http://www.wikipedia.org) and enter composting in the search window. You will find an article with pictures that makes the process clear and contains many links to additional information.)
- If your lawn is relatively small and flat, consider a push mower to eliminate emissions from a gas powered model and give yourself some exercise at the same time. (Visit [www.reelmowerguide.com](http://www.reelmowerguide.com) for information about mowing with reel mowers and product reviews.)

### Laundry

- Use the recommended amount of detergent for your washing machine. Using too much will leave a residue on clothing; using too little will fail to clean your clothes adequately.
- A quarter cup of baking soda mixed in with your detergent boosts cleaning power and reduces static cling. (Residue from fabric softener reduces the ability of towels to absorb water; residue from dryer sheets can build up on lint screens, reducing efficiency of your dryer.)
- Skip hot water unless the load of wash is especially soiled. Warm water should be sufficient for washing; use cold water for the rinse cycle.
- A half cup of vinegar added to the last rinse will soften your clothes, reduce lint, and control static cling. For delicate items, add one or two tablespoons to the last rinse. For blankets, two cups of vinegar added to the final rinse will help remove soap scum from laundry.

### Additional Information

#### ***[www.greenerchoices.org](http://www.greenerchoices.org)***

This address takes you to consumer reports with a focus on home energy use, product test results, and of special interest, labeling and certification search capabilities.

#### ***[www.thegreenguide.com](http://www.thegreenguide.com)***

One of the best sources of information about green living, this site comes from National Geographic. Content is well-researched, timely and relevant.

#### ***[www.ewg.org](http://www.ewg.org)***

The Environmental Working Group offers comprehensive environmental news. Register for a free monthly newsletter or customize your profile to receive updates on the topics of greatest interest to you. The site also includes a feature titled "Skin Deep" that lists and ranks the chemical ingredients in over 40,000 personal care products, resulting in an overall rating number that can guide your purchases.

#### ***[www.greenhome.com](http://www.greenhome.com)***

An environmental products store Web site, this source includes an "information" tab that gets you to useful articles, newsletters and Living Magazine archives (issue 001 includes "Which Eco Cleaners Work?" which reports actual results on products ranging from dishwasher liquid through toilet bowl cleaners).

## Your Additional Reminders and Notes

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# Hardware

## Homeowner Use and Maintenance Guidelines

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

## Two Year Limited Warranty Guidelines

We confirm that all hardware is in acceptable condition during your new home orientation. The limited warranty excludes repairs for cosmetic damage subsequent to the new home orientation.

We will repair hardware items that fail to function as intended.

# Hardwood Floors

## Homeowner Use and Maintenance Guidelines

In daily care of hardwood floor, preventive maintenance is the primary goal. Please see your flooring manufacturer's instructions for more information.

### ***Appliances***

Delivery, installation, and moving appliances for cleaning purposes may damage the hardwood floor surface. Use extreme caution when moving appliances; repair of such damage is your responsibility.

### ***Cleaning***

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 damp-mopping, remove all excess water from the mop. Check with the hardwood company if your floor has a water-based finish.

### ***Dimples***

Placing heavy furniture or dropping heavy or sharp objects on hardwood floors can result in dimples.

### ***Filmy Appearance***

A white, filmy appearance can result from moisture, often from wet shoes or boots or from wet mopping.

### ***Furniture Legs***

Install proper floor protectors on furniture placed on hardwood floors. Protectors will allow chairs to move easily over the floor without scuffing. Regularly clean the protectors to remove any grit that may have accumulated.

### ***Humidity***

Wood floors respond noticeably to changes in humidity in your home. Especially during winter months the individual planks or pieces expand and contract (sometimes causing gaps) as water content changes. A humidifier helps but does not eliminate this reaction. The first two years are especially critical for fine woods in a home to normalize to climatic conditions.

## **Destination Homes** *Homeowner Guide*

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### ***Mats and Area Rugs***

Use protective mats at the exterior doors to help prevent sand and grit from getting on the floor, however if sand and grit are left to accumulate under these mats further damage to the flooring surface may occur.

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.

### ***Separation***

Expect some shrinkage around heat vents, any heat-producing appliances, or during seasonal weather changes.

*See also Warping*

### ***Shoes***

Stiletto shoes can focus the weight of a 125 pound person to more than 2000 pounds per square inch—that is enough weight to damage hardened concrete; it will mark your wood floor.

### ***Spills***

Clean up food spills immediately with a dry cloth.

### ***Splinters***

When floors are new, small splinters of wood can appear.

### ***Sun Exposure***

Exposure to direct sunlight can cause irreparable damage to hardwood floors. To preserve the beauty of your hardwood floors, install and use window coverings in these areas.

### ***Traffic Paths***

A dulling of the finish in heavy traffic areas is likely.

### ***Warping***

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.

### ***Wax***

Waxing and the use of products like oil soap are neither necessary nor recommended.

## **Two Year Limited Warranty Guidelines**

During the new home orientation we will confirm that hardwood floors are in acceptable condition. We will correct any readily noticeable cosmetic defects listed during the new home orientation found under normal lighting situation and circumstances.

### ***Separations***

Shrinkage will result in separation between the members of hardwood floors. If these gaps exceed 1/16 inch over the length of the board in normal moisture conditions it; the board will be repaired. You are responsible for removing excess filler that appears on the surface if the boards expand due to subsequent changes in humidity and expel the filler.

# Heating System: Gas Forced Air

## Homeowner Use and Maintenance Guidelines

Good maintenance of your furnace can save energy dollars and prolong the life of the furnace. 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 matter and you will need to balance the system for your own family's needs.

During cold weather in particular, ensure that warm air from the heat registers located near windows can flow unobstructed. This helps minimize condensation. Also ensure that window coverings are open at least slightly for the same reason.

### ***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 to be comfortable and increase it gradually.

### ***Combustion and Fresh Air Ducts***

Furnaces we install include combustion and fresh air ducts. The outside end of these duct are covered with a screen to minimize insects or animals entering the duct. Cold air coming in through these ducts means they are functioning as they should.

***Caution: Never block exhaust, combustion, or fresh air vents. In periods of heavy snow, regularly check to ensure the exterior vent is free of snow in order to draw combustion air in so that the furnace can function. If this vent is covered and air cannot circulate, the system will shut down***

### ***Duct Cleaning***

We recommend that you have your home's ducts cleaned every two to three years. Yearly cleaning is only necessary if health issues are a factor.

### ***Ductwork Noise***

Some popping, pinging or rubbing sounds are the natural result of ductwork heating and cooling in response to airflow as the system operates. Noises may also be the result of the location of the heat ducts in relation to plumbing lines.

### ***Electronic Ignition***

Your furnace does not have a standing pilot light to waste gas. Instead, the manufacturer has installed a silicon nitride hot surface igniter. This igniter will glow when heating up to allow ignition of the natural gas and is designed for many years of use. There are no maintenance requirements for this item. Should replacement be required, contact a professional.

### ***Filter***

A clean filter will help to keep your home clean and reduce dusting chores. Remember to change or clean the filter monthly during the heating season (year-round if you also have air conditioning). 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 quantity for the sake of convenience. You will find the size and type printed along the edge of the filter that is in your furnace.

## **Destination Homes** *Homeowner Guide*

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

### ***Furnace Fan Cover***

You need to position the blower panel cover correctly for the furnace blower (fan) to operate. This panel compresses a button that tells the blower it is safe to operate. Similar to the way a clothes dryer door operates, this panel pushes in a button that lets the fan motor know it is safe to come on. If that button is not pushed in, the furnace will not operate. The furnace blower will typically cycle on and off more frequently and for shorter periods during severe cold spells.

### ***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, leave the home immediately and call the gas company from another location.

### ***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.

### ***On-Off Switch***

The furnace has an on-off blower switch. This switch looks like a regular light switch. When turned off, this switch overrides all furnace commands and shuts down the blower. This is usually done only when maintenance service is being performed, although young children have been known to turn the furnace off using this switch.

### ***Programmable Thermostat***

A programmable thermostat is a great way to save energy dollars. Your thermostat can be programmed to keep temperatures lower while you're away and increase them in anticipation of your return. You can program the thermostat for up to a seven day cycle. Instructions are attached to your furnace. To maximize the benefit of cooler temperatures during your absence, lower the temperature by seven degrees.

### ***Registers***

Heat register covers are removable and adjustable. Keeping registers open improves comfort and moisture management, especially during winter months. You have the choice of adjusting the dampers in these covers to regulate the heat flow within your home. Registers in the rooms farther away from the furnace will usually need to be opened wider. Educate your children that these registers are not playthings—they should not be removed; neither toys nor debris should be thrown into them.

### ***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. If cold air is unable to return to the furnace, the flow of heated air to that area of your home becomes restricted.

### ***Temperature***

Depending on such details as the style of home, room orientation, number and size of windows, type and use of window coverings, whether doors are open or closed, the temperature can normally vary from floor to floor, especially on extremely cold days. Room temperatures can also be affected by whether a room is situated over an unheated area of the home. Continuous operation of the furnace fan will improve comfort and moisture management, especially during winter months.

## **Destination Homes** *Homeowner Guide*

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### ***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 two degrees.

### ***Trial Run***

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 is underway and service personnel become extremely busy.

### **TROUBLESHOOTING TIPS: NO HEAT**

Before calling for service, check to confirm that the—

- Thermostat is set to "heat" and the temperature is set above the room temperature.
- Furnace fan cover is installed correctly for the furnace fan to operate. This panel compresses a button that tells the blower it is safe to operate. Similar to the way a clothes dryer door operates, this panel pushes in a button that lets the fan motor know it is safe to come on. If that button is not pushed in, the furnace will not operate.
- Breaker on the main electrical panel is on. (Remember, if a breaker trips you must turn it from the tripped position to the off position before you can turn it back on.)
- Furnace switch is on.
- Gas line is open at the main meter and at the side of the furnace.
- Filter is clean to allow airflow.
- Vents in individual rooms are open.
- Air returns are unobstructed.
- Exhaust vent is not full of ice.

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

### **Two Year Limited Warranty Guidelines**

We will install heating systems according to national and local building codes, as well as to designs of the particular home.

#### ***Duct Placement***

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

#### ***Ductwork***

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

#### ***Furnace Sounds***

Expansion or contraction of metal ductwork results in ticking or popping sounds. While eliminating all these sounds is impossible, we 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 two degrees.

## **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 the moisture dispenser according to the manufacturer's instructions and suggested timetable.

### **Two Year Limited 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 blown insulation is diminished if it is uneven. As the last step in any work you do in your attic (for example, the installation of speaker wire), 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.

Attic insulation will settle over time; this natural occurrence is taken into account in planning the amount of insulation originally installed.

Electrical outlets may emit detectable amounts of cold air when outside temperatures are low. This will happen due to convection in the wall. There are poly hats on the boxes to minimize this.

### **Two Year Limited Warranty Guidelines**

We 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**

Providing complete details on landscape design is beyond the scope of this guide. Many excellent books, videos, and computer software programs are available that offer you this information. Local nurseries and landscape professionals can also assist you. These entries will provide many of the most common points.

In planning your landscaping, think of proportion, texture, color, mature size, maintenance needs, soft and hard surfaces, lighting, fencing, edging, and water requirements. A beautiful yard requires considerable planning and regular attention. Most homeowners take years to achieve the yard they want. Planning to install items in stages can spread the cost and work over several seasons.

## **Destination Homes** *Homeowner Guide*

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Plan to install the basic components of your landscaping as soon after possession as weather permits. In addition to meeting your homeowner association requirements to landscape in a timely manner, well-designed landscaping prevents erosion and protects the foundation of your home.

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

#### ***Architectural Requirements***

Where landscaping is included with a home, the sod, shrub beds, shrubbery, and trees are chosen to adhere to the architectural requirements set by the developer for your community and the local building authority. Where applicable, when you sign your Purchase Agreement, you agree to maintain the landscaping according to these requirements. Where applicable, your HOA or sales consultant will provide additional developer specific information.

#### ***Additions***

Before installing patio additions or other permanent improvements, consider soil conditions in the design and engineering of your addition.

#### ***Backfill Settlement***

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 edging around decorative rock or bark beds to dam the free flow of water away from the home. 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. Ensure that you leave a hole in the fabric large enough to provide good aeration around the base of trees or shrubs.

#### ***Erosion***

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

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

#### ***Hired 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 municipality.

#### ***Natural Areas***

During construction, we take care to prevent construction debris from accumulating in natural areas. Removing dead wood, tree limbs, fallen trees, or other natural items is your responsibility.



## Destination Homes

### Homeowner Guide

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#### **Planning**

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.

#### **Plant Selection**

Plant with regard to your local climate. Favor native over exotic species. Consider ultimate size, Shape, and growth of the species.

*See also Property Boundaries.*

#### **Requirements**

In addition to complying with applicable developer requirements, check with your local building department and homeowners association before designing, installing, or changing landscaping for any regulations that they require you to follow.

#### **Sod**

Sod is laid after the final grade elevations have been established. Lawn care is one of your responsibilities and therefore sod is excluded from warranty coverage. Keep the following points in mind regarding watering:

- The first 12 hours after new sod has been laid down is when it is most vulnerable to drying out. If gaps start to appear between rows of new sod, this is an indication your sod is drying out. Sod installed against your foundation, especially along the south and west sides, is subject to drying out.
- Stay off of your new sod as much as possible except to water it.
- Be prepared by having enough hose to reach all corners of your yard.
- A good sprinkler is also necessary to ensure proper watering of the entire yard. Avoid watering by hand as doing so distributes water unevenly.
- Water on grass acts like a magnifying glass and will burn your new sod. Therefore, early morning or late evening is best. Avoid watering after 8:00 am or before 6:00 pm.
- New sod should be watered to the point that the soil is soft when you step on it.
- Water every day for seven days then cut back to once every other day. If temperatures are hot and dry, water more often; if precipitation occurs, water less.
- Keep in mind that you can under water sod.

Be aware that new sod and the extra watering it requires can sometimes create drainage concerns (in your yard or your neighbor's) that will disappear when the yard is established and requires normal watering.

#### **Stones**

The soil in your area may have stones and rocks. Removing these naturally occurring elements is a maintenance activity. If we install seed or sod, large rocks will be picked up and surface raking performed. You will need to provide continued attention to this condition as you care for your yard.

#### **Trees and Shrubs**

We respect and value trees as one of the features that make up an attractive community and add value to the homes we build. We take steps to protect and preserve existing trees in the area of your home. In spite of our efforts, existing trees located on construction sites can suffer damage from construction activities, which manifest months after the completion of construction.

## **Destination Homes** *Homeowner Guide*

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Damage to existing trees can be caused by such things as compaction of soil in the root zone, changing patterns of water flow on the home site, disturbing the root system, and removing other trees to make room for the home. The newly exposed tree may react to conditions it is unaccustomed to. Caring for existing trees, including pruning dead branches or removing these trees altogether is your responsibility.

Trees and other plant materials that exist on the home site when construction begins are excluded from warranty coverage.

Trees are planted in conjunction with the sod placement and are warranted for the growing season for which they are planted. As with sod, watering newly planted trees and shrubs is crucial.

- Trees and shrubs should begin on the same watering schedule as the sod. However, unlike sod, trees and shrubs can be over watered. Therefore, attention is needed through the landscape season to determine how much and when to water.
- The leaves on trees and shrubs will turn yellow from over watering; they will turn brown if watering is insufficient.
- Landscape fabric holds moisture in the ground and can cause root rot. Avoid installing landscape fabric and rock around trees and shrubs unless you leave a hole in the fabric large enough to provide good aeration around base of tree or shrub.
- Avoid piling excess soil around the base of your trees and shrubs because this can also cause root rot.
- Avoid tilling or planting flowerbeds around trees. This is especially important while trees are recovering from the construction process.
- To encourage budding in the spring, water your trees and shrubs thoroughly in the late fall.
- If the weather turns warm during the winter, we recommend watering your trees and shrubs to help premature thawing.
- Freeze and thaw may result in vertical tearing of tree bark; this usually repairs itself over time. This damage is excluded from warranty coverage.
- Trees and shrubs require regular inspection for insect infestation. Early detection and prompt treatment may prevent further damage. Insect damage is excluded from warranty coverage.

### ***Utility Lines***

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. Before any significant digging, check the location of buried service leads by contacting Blue Stakes of Utah at 1-800-662-4111 ([www.bluestakes.org](http://www.bluestakes.org)).

*See also Easements and Utility Locates*

### ***Waiting to Landscape***

If you leave ground unlandscaped, it erodes. Correcting erosion that occurs after grading is approved is your responsibility.

### ***Water Meter***

The main water line to your new home is typically located in the front yard and encased in a PVC pipe. Governing municipalities require that this be visible both pre and post construction.

## **Destination Homes**

### *Homeowner Guide*

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#### ***Weeds***

Weeds will appear in your new lawn whether seed or sod is used. Left unlandscaped, your yard will quickly begin to show weeds. When soil is disturbed, dormant seeds come to the surface and germinate. The best control is a healthy lawn, achieved through regular care and attention.

#### **Two Year Limited Warranty Guidelines**

We will confirm the healthy condition of all plant materials during the new home orientation. Maintaining landscaping is your responsibility.

The developer plans for the placement of trees and shrubs on the boulevards and common areas within a development. Developer installed trees are also excluded from warranty coverage.

## **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.

#### **Two Year Limited Warranty Guidelines**

We will remove any mildew noted during the new homeowner orientation. Subsequently our warranty excludes mildew.

## **Mirrors**

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

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

#### **Two Year Limited Warranty Guidelines**

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

# Mold Prevention

## Homeowner Use and Maintenance Guidelines

Mold is a type of fungus that spreads through the air in microscopic spores. Mold occurs naturally and is found everywhere that life can be supported—over 100,000 kinds exist in the world and 1000 of these are found in the North America.

In order to grow, mold requires food, air, water, and a temperature between 40 and 100 degrees. While not all molds are harmful, growth of mold within a home is inappropriate and may have side effects for the occupants, such as allergic reactions and infections, in addition to damaging the material on which it grows. Experts are studying whether more serious side effects are possible. At this point, no agency has been able to set guidelines on how much exposure is harmful because each of us reacts to mold differently.

Designing or building homes that exclude mold spores is impossible. If conditions are right, mold will grow in your home. Items commonly found in all homes such as wood, carpet, drywall, fabric, and insulations to name a few, can supply a food source. Likewise, air and temperature in most homes supply the needs of mold spores. If moisture is present and remains on a mold food source, mold can develop within 24 to 48 hours.

Moisture is the only mold growth factor that can be controlled in a home. By minimizing moisture, you reduce or eliminate mold growth.

Moisture in your home comes from many sources. Spills, leaks, overflows, condensation, and high humidity are examples. Good housekeeping and maintenance are essential in your effort to prevent or eliminate mold growth.

### ***Caulking***

Maintain all caulking around such areas as windows, doors, sinks, showers, and tubs

### ***Cleaning***

Mold grows well on dust and dirt. Therefore, vacuum and dust regularly. Clean or replace filters in accordance to the manufacturer's recommendations. Keep weep holes in brick and on windows clear.

Most bath tile cleaning products contain chemicals that remove and help protect against mold growth. Check the refrigerator pan, air conditioning condenser line, coils and condenser pan for signs of mold growth. Wipe up any spills immediately.

### ***Condensation***

Condensation on surfaces inside your home is a sign of high humidity. If you notice condensation, wipe it up and take steps to reduce the humidity level in your home.

*See also Condensation and Ventilation*

### ***Humidifier***

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

*See also Condensation and Ventilation*

## Destination Homes

### Homeowner Guide

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#### ***Inspections***

Check your home regularly for signs of water intrusion. These might include a musty odor, staining, or actual standing moisture. Remember to check inside cabinets under all sinks and behind toilets as well as in seldom used closets. Confirm that your sump pump functions correctly, check weather stripping, caulking, grout, weep holes, and so on around doors, windows, and pipe or vent penetrations.

#### ***Landscaping and Drainage***

Maintain positive drain around your home. Avoid changes to the grade or exterior additions that interfere with drainage away from the home; this includes edging or borders that dam water near the home.

Regularly inspect any sprinkler system for correct function. Adjust heads to avoid their spraying the home and correct any leaks immediately.

Keep splashblocks or downspout extensions in place to channel roof water away from your home. Clean rain gutters as needed to prevent overflow.

#### ***Leaks***

Immediately report any leak to the warranty office. This includes roof, window, or plumbing leaks. Failure to report leaks promptly increases your risk and responsibility for repairs that might otherwise have been addressed by warranty.

#### ***Purchases or Stored Items***

Carefully inspect items you bring into your home such as boxes that have been in storage or new house plants for any sign of mold, including musty odors.

#### ***Tile Grout***

Another vulnerable area is tile grout around showers and tubs. Inspect and maintain grout as a seal to keep moisture from reaching the wall behind the tile.

#### ***Valves***

Be familiar with the shut off valves for all water supply lines in your home. In the event of a leak, immediately shut off the water at the appropriate valve to minimize the amount of water that is released. Clean up the water immediately.

#### ***Vehicle Run-Off***

Water, ice, and moisture can accumulate from vehicles parked in the garage. This can increase humidity and potential for mold in garages.

#### ***Ventilation***

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.
- Run bath fans when bathrooms are in use.
- Connect your clothes dryer exhaust to the vent pipe. Clean the exhaust tube as needed to keep it clear and functioning efficiently.
- Air your house by opening windows for a time when weather permits.

#### ***Weather Stripping***

Weather stripping on doors may need occasional adjustment to prevent moisture from getting in around the door as well as to reduce air infiltration.

*See also Plumbing, Ventilation, and Condensation*

## Two Year Limited Warranty Guidelines

We will respond to any leaks reported as described under individual categories such as plumbing and roof. Mold is excluded from warranty.

# Paint and Stain

## Homeowner Use and Maintenance Guidelines

Because of changes in the formulas 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 better results come from touching up rather than washing a painted surface.

### ***Colors***

Your selection sheets are your record of the paint and stain color names or numbers 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. Repaint before much chipping or wearing away of the original finish occurs; this will save the cost of extensive surface preparation.

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 a natural occurrence rather than a defect in materials or workmanship. Paint maintenance of wood trim and rain gutters is your responsibility.

Plan on refinishing any painted 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. Depending on the exposure to weather of each surface, the paint on some parts of your home may begin to show signs of deterioration sooner than others.

When you repaint the exterior of your home, begin by resetting popped nails. Remove 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 your home after such weather. Promptly report damage caused by severe weather to your insurance company. Repair of storm damage falls outside the warranty coverage and is either your responsibility or that of your insurer.

### ***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.

## Destination Homes

### Homeowner Guide

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#### ***Touch-Up***

When doing paint touch-ups, use a small brush, applying paint only to the damaged spot. The appearance and color will vary from the surrounding area 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.

If applicable, we leave any paint that is left when your home is finished. Store these with the lids tightly in place and in a location where they are not subjected to extreme temperatures.

#### ***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*

## Two Year Limited Warranty Guidelines

During your new home orientation we will confirm that all painted or stained surfaces are in acceptable condition. We will touch up paint as indicated on the new home orientation list. You are responsible for all subsequent touch-up, except painting we perform as part of another warranty repair.

#### ***Fading***

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

#### ***Touch-Up Visible***

Paint touch-up is visible under certain lighting conditions.

#### ***Wood Grain***

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

# Pests and Wildlife

## Homeowner Use and Maintenance Guidelines

Insects such as ants, spiders, wasps, and bees, and animal life such as woodpeckers, squirrels, mice, and so on, may fail to recognize that your home belongs to you. Addressing concerns involving these pests and wildlife goes with being a homeowner. Informational resources include, among others, animal control authorities, pest control professionals, the Internet, and the public library.

# Plumbing

## Homeowner Use and Maintenance Guidelines

Your plumbing system has many parts, most of which require little maintenance. Proper cleaning, occasional minor attention, and preventive care will assure many years of good service from this system.

#### ***Aerators***

In most cases the plumbing lines are a closed system and should have a minimal amount of dirt or construction debris in them. However foreign matter and small amounts of minerals may enter the lines.

## Destination Homes

### *Homeowner Guide*

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Aerators on the faucets strain much of this from your water. Minerals caught in these aerators may cause distortion in the stream of water from the faucets; this is a sign that the aerator needs to be cleaned.

*See also Dripping Faucet*

#### **Basement Construction**

If you perform any construction in your basement, to prevent freezing of plumbing lines, ensure that they are not isolated from the heating source without insulation being added.

#### **Cleaning**

Follow manufacturer's 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. Care for brass fixtures with a good-quality brass cleaner, available at most hardware stores.

#### **Clogs**

The main causes of toilet clogs are domestic items such as disposable diapers, excessive amounts of toilet paper, sanitary supplies, Q-tips, dental floss, and children's toys. You can usually clear clogged traps with a plunger. If you use chemical agents, follow directions carefully to avoid personal injury or damage to the fixtures.

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. Cold water also cools the ball bearings which helps the motor last longer. Allow the water to run 10 to 15 seconds after shutting off the disposal.

Clean a plugged drain stopper—usually found in bathroom sinks—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.

#### **Dripping Faucet**

Your faucets include ceramic disc valves. If the style is a single handle, lift the handle after pushing the spout to one side. Use an Allen wrench to remove the set screw and decorative cap. You will see two screws, loosen these to lift out the disc assembly.

You will see three inlet seals. Replace all of these and line up the holes with the faucet base. If this does not solve the problem you will need to replace the cartridge that holds the discs. Kits are available at home repair stores.

If you have double handles, you will need to replace the O-ring or stem unit assembly if the leak is at the handle. If the leak is at the spout, pull the spring and seal out with long-nose pliers.

#### **Extended Absence**

If you will 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.

You may also wish to shut off the water heater. Do this by turning off the cold water supply valve on top and the gas control at the bottom. Drain the tank by running a hose from the spigot on the bottom to the basement floor drain. If you prefer to leave the tank full, set the temperature to its lowest or "vacation" setting. Check manufacturer's directions for additional hints and instructions.

*See also Extended Absence Checklist*



## Destination Homes

### Homeowner Guide

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#### ***Fiberglass Fixtures***

For normal cleaning use a nonabrasive bathroom cleanser and sponge or nylon-cleaning pad. Avoid steel wool, scrapers, and scouring pads.

#### ***Freezing Pipes***

Provided the home is heated at a normal level, pipes should not freeze. Keep garage doors closed to protect plumbing lines running through this area from freezing temperatures. Set the heat at a minimum of 60 degrees if you are away during winter months.

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.

#### ***Jetted Tubs***

If your home includes a jetted tub follow manufacturer directions for its use and care. Never operate the jets unless the water level is at least one inch above the jets. Be cautious about using the tub if you are pregnant or have heart disease or high blood pressure; discuss the use of the tub with your doctor. Tie back or pin up long hair to keep it away from the jets where it might become tangled—a potentially dangerous event.

Clean and disinfect the system every one to two months, depending on usage. To do this, fill the tub with lukewarm water and add one cup of liquid chlorine bleach. Run the jets for 10 to 15 minutes, drain and fill again. Run the tub jets for 10 minutes with plain water and then drain.

Avoid abrasive cleansers which will damage the surface and make keeping it clean difficult.

#### ***Leaks***

If a plumbing leak occurs, the first step is to turn off the supply of water to the area involved and minimize damage to your home and personal property. This may mean shutting off the water to the entire home. Then contact the warranty office or, if the leak occurs after hours, the appropriate trade contractor's emergency number.

#### ***Low Pressure***

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

#### ***Outside Faucets***

Outside faucets (hosebibs) are freeze-proof, but in order for this feature to be effective, **you must remove hoses during cold weather, even if the faucet is located in your garage.** If a hose is left attached, the water that remains in the hose can freeze and expand back into the pipe, causing a break in the line. Repair of a broken line that feeds an exterior faucet is a maintenance item. Damage caused by freezing is excluded from warranty coverage. We recommend that you get in the habit of always removing any hose you use from any exterior or garage faucet.

#### ***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 shut-off float in the tank. You will most likely find it has lifted too high in the tank, preventing the valve from shutting off completely. In this case, 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.

## **Destination Homes** *Homeowner Guide*

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### ***Shut-Offs***

In single family homes the water supply can be shut-off entirely in two locations. The first is at the street and the second is at the meter. In condominiums the shut off is usually in the laundry room or the entry closet. Use the shut off at the meter for major water emergencies such as a water line break or when you install a sprinkler system. Each toilet has a shut-off on the water line under the tank. Depending on your specifications, hot and cold shut-offs for each sink may be included on the water lines under the sink.

### ***Stainless Steel***

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

Avoid leaving produce on a stainless steel surface. Prolonged contact with produce can stain the finish. Also avoid using the sink as a cutting board; sharp knives will gouge the finish.

Local water conditions affect the appearance of stainless steel. A white film can develop on the sink if you have over-softened water or water with a high concentration of minerals. In hard water areas, a brown surface stain can form appearing like rust.

### ***Temperature Variation***

Expect temperatures to vary if water is used in more than one location in the home at the same time.

### ***Toilet 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.

## **TROUBLESHOOTING TIPS: PLUMBING**

### ***No Water Anywhere in the Home***

Before calling for service, check to confirm that the—

- Main shut off on the meter inside your home is open.
- Main shut off at the street is open.
- Individual item shut-off is open.

### ***No Hot Water: See Water Heater***

### ***Leak Involving One Sink, Tub, or Toilet***

Before calling for service, check to confirm that the—

- Caulking and grout are in good condition.
- Shower door or tub enclosure was properly closed.

If these items do not resolve the issue, turn the water supply off to the item. Use other facilities in your home and report problem on next business day.

If a leak involves a main line, turn water off at the meter in your home and call the emergency number for service.

## **Destination Homes** *Homeowner Guide*

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### ***Back Up at One Toilet***

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

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

### ***Sewer Back Up Affecting Entire Home***

- Contact the plumber listed on your Emergency Phone Numbers sheet and notify our warranty office.
- Remove personal belongings to a safe location. If items are soiled, contact your homeowner insurance company.

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

## **Two Year Limited Warranty Guidelines**

During the new home orientation we will confirm that all plumbing fixtures are in acceptable condition and are functioning properly, and that all faucets and drains operate freely.

### ***Clogged Drain***

We will correct clogged drains that occur during the first year of possession if caused by construction debris. However, if a household item is removed from a clogged drain, we will bill you for the drain service.

### ***Cosmetic Damage***

We will correct any fixture damage noted on the new home orientation documentation. Repairing chips, scratches, or other surface damage noted subsequent to the new home orientation is your responsibility.

### ***Outside Faucets***

We will repair leaks at exterior faucets (hosebibs) noted on the new home orientation list. Subsequent to new home orientation, repair of a broken line to an exterior faucet is your responsibility. Refer to *Outside Faucets* above for more information.

### ***Freezing Pipes***

Provided the home is heated at a normal level, pipes should not freeze. You are responsible for draining exterior faucets and maintaining suitable temperature in the home to prevent water in pipes from freezing. During periods of extreme outdoor temperatures or conditions, you are responsible for draining or otherwise protecting pipes.

### ***Leaks***

We will repair leaks in the plumbing system. If a plumbing leak caused by a warranted item results in drywall or floor covering damage, we will repair or replace items that were part of the home as originally purchased. Please note that payments or adjustments for secondary damages (for example, damage to wallpaper, drapes, and personal belongings) may be covered by your homeowner insurance but are excluded from warranty coverage.

### ***Noise***

Changes in temperature or the flow of the water itself will cause some noise in the pipes. This is normal and requires no repair. We will repair persistent water hammer (a thump or bang that can be heard throughout the home, resulting from the rapid closing of a valve, high water pressure, or missing strap).

### ***Supply***

We will correct construction conditions that disrupt the supply of water to your home if they involve service from the main water supply to your home, provided that no action of yours has caused the problem. Disruption of service due to failure of the water department system is the responsibility of the municipality to correct.

## Property Boundaries

### Homeowner Use and Maintenance Guidelines

At the preconstruction meeting you will be shown a copy of your *site plan* that shows your home site and the location of your home on it.

To construct the home we established the property boundaries and corners. However, during construction, some of the property line markers may be affected or covered up by grading, excavation, installation of utility lines, and other typical construction activities. Therefore if you wish to install a fence, swimming pool, a deck or patio to your home, or otherwise establish a permanent structure, you are responsible for retaining professional surveyors to locate and mark property boundaries to be certain they are accurate and that you have found all corners.

*See also Easement*

## Railings

### Homeowner Use and Maintenance Guidelines

Vinyl, painted, stained or wrought iron railings in your home require little maintenance beyond occasional dusting or polishing. Protect railings from sharp objects or moisture. Cover them during move-in to avoid dents or scratches.

Stained railings will show variation in the way the wood grain absorbed the stain. Some designs show seams where pieces of wood came together to form the railing.

### Two Year Limited Warranty Guidelines

During the new home orientation we will confirm that all railings are in good condition. We install railings in positions and locations to comply with applicable building codes. Railings should remain securely attached with normal use.

## Rain Gutters and Downspouts

### Homeowner Use and Maintenance Guidelines

Check rain gutters periodically and remove leaves or other debris. Materials that accumulate in rain gutters can slow water drainage from the roof, cause overflows, and clog the downspouts. The accumulation of natural debris (pine needles or leaves) or gravel from the roofing materials is a home maintenance concern. Removing such material is your responsibility.

## Destination Homes

### Homeowner Guide

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Surface drainage is extremely important to keep water away from your basement. Rainwater should be directed away from the perimeter of the home to reduce the opportunity for water to enter the home along basement walls.

#### ***Downspout Extensions or Splash Pads***

Extensions should discharge outside of rock or bark beds so that water is not dammed behind the edging materials that might be used. The downspouts that end on sod should have an extension or splash pad along the ground to move the bulk water away from the perimeter of the home along the surface. The extensions must be in place and in their lowered position to move water away from the foundation. Always return downspout extensions to their lowered position after mowing lawns.

#### ***Ladders***

Use caution when leaning ladders against rain gutters as this may cause dents.

#### ***Leaks***

If rain gutter seams leak, use a commercial rain gutter caulking compound available at hardware stores to caulk the inside joint.

#### ***Snow and Ice***

Clear excess snow from downspouts as soon as possible to allow the rain gutter to drain and to prevent damage. Severe ice or snow build-up can damage rain gutters and/or cause ice damming and potential water leakage.

*See also Roof/Ice Damming*

## **Two Year Limited Warranty Guidelines**

Rain gutters over three feet long are installed with a slight slope so that roof water will flow to the downspouts.

#### ***Leaks***

We correct leaks that occur during the warranty period.

#### ***Overflow***

Rain 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 rain gutters immediately after rain. No correction is required for this condition.

# Resilient (Vinyl) Flooring

## **Homeowner Use and Maintenance Guidelines**

Although resilient floors are designed for minimum care, they do have maintenance needs. Follow any manufacturer's specific recommendations for care and cleaning.

#### ***Color and Pattern***

Your color selection sheets provide a record of the brand, style, and color of floor coverings in your home. Please retain this information for future reference.

## **Destination Homes** *Homeowner Guide*

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### ***Limit Water***

Wipe up spills and vacuum crumbs instead of washing resilient floors frequently with water. Avoid getting large amounts of water on the floor from baths and showers. 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.

### ***Moving Furniture***

Moving appliances across resilient floor covering can result in tears and wrinkles. Install coasters on furniture legs to prevent damage. If you damage the resilient floor, you can have it successfully patched by professionals. If any remnants remain when installation of your floor covering is complete, we leave them in the hope that having the matching dye lot will make such repairs less apparent.

### ***No-Wax Flooring***

The resilient flooring installed in your home is the no-wax type. No wax 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 manufacturer's recommendations for maintaining the finish.

### ***Seams***

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.

## **Two Year Limited Warranty Guidelines**

We will confirm that resilient floor covering is in acceptable condition during your new home orientation. Our limited warranty excludes 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. We are not responsible for discontinued selections.

### ***Adhesion***

Resilient floor covering should adhere. We will repair lifting or bubbling and nail pops that appear on the surface.

### ***Ridges***

We have sanded and filled the joints of underlayment to minimize the possibility of ridges showing through resilient floor coverings. Ridging is measured by centering a 6-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, we will repair this condition.

### ***Seams***

Seams will occur and are sealed at the time of installation. We will correct gaps in excess of 1/32 inch when viewed under normal lighting conditions and from a normal viewing position. Note that strong sun light can cause a shadow and call attention to a seam.

# Roof

## Homeowner Use and Maintenance Guidelines

The shingles on your roof do not require any treatment or sealer. The less activity your roof experiences, the less likely it is that problems will occur.

### ***Clean Rain Gutters***

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

### ***Ice Damming***

On occasion, depending on your home's orientation and surroundings, as rising heat from inside your home melts snow on the roof, the water runs down and when it reaches the cold eaves, it may freeze. An accumulation of this type of ice dams the subsequent runoff and the water begins to back up, sometimes working its way up and under shingles, ultimately leading into your home through windows or ceilings. Ice damming is a weather related condition and therefore is excluded from warranty coverage.

### ***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.

*See also Frozen Attic Condensation*

### ***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. Please refer to local safety codes regarding walking or completing repairs to your roof.

### ***Severe Weather***

After severe storms, do a visual inspection of the roof for damages. When extremely windy conditions occur, if you find pieces of shingle in the yard or shingle edges are lifted on the roof, notify your insurance company. However, be aware that repairs are often less than the deductible.

*See also Tabbing under Two Year Limited Warranty Guidelines below*

## **TROUBLESHOOTING TIPS: ROOF LEAK**

Please keep in mind that roof leaks cannot be repaired while the roof is wet. However, you should report the condition immediately so repairs can be made as soon as conditions dry out, so do call in your roof leak.

- Confirm the source of the water is the roof rather than from a
  - Plumbing leak
  - Open window on a higher floor
  - Ice damming
  - Attic condensation
  - Clogged rain gutter or downspout
  - Blowing rain or snow coming in through (code required) roof vents
  - Gap in caulking
- Where practical, place a container under dripping water.

## Destination Homes

### Homeowner Guide

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- If a ceiling is involved, use a screwdriver to poke a small hole in the drywall to release the water.
- Remove personal belongings to prevent damage to them. If damage occurs to your personal belongings, contact your homeowner insurance company to submit a claim.
- Report the leak to us during first available business hours.

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

### Two Year Limited Warranty Guidelines

We 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 Damming***

We will repair damage from ice damming if it results from a demonstrated defect in work or materials we supplied. However, most of the time ice damming occurs naturally, is excluded from warranty, and damage that results may be covered by your homeowner insurance.

#### ***Inclement Weather***

Storm damage is excluded from warranty coverage. Notify your homeowner insurance company if storm damage is discovered.

#### ***Tabbing***

Tabbing (or sealing) of your shingles occurs during the first extended warm period after installation. Heat from the sun shining on the roof causes the glue on shingle tabs to adhere to the surface below, forming a bond. Until this has occurred, high winds can more easily lift the edges of the shingles and may cause some shingles to blow off. If this occurs and your home was shingled during fall or winter (or if you do not know when your roof was shingled), contact the warranty office and request a review of your circumstances.

## Shower Doors or Tub Enclosures

### Homeowner Use and Maintenance Guidelines

Shower doors and tub enclosures require minimal care. We recommend Gel Coat for shower enclosures and commercially available cleaners (non abrasive) for the shower door.

#### ***Caulk***

Check caulking and touch-up as needed.

#### ***Cleaning***

Use cleaning products suggested by the manufacturer to avoid any damage to the trim and hardware. Using a squeegee to remove water after a bath or shower will keep mineral residue and soap film to a minimum.

#### ***Towels***

Avoid hanging wet towels on corners of doors; the weight can pull the door out of alignment and cause it to leak.



## Two Year Limited Warranty Guidelines

During your new home orientation we will confirm the good condition of all shower doors and tub enclosures. We warranty that shower doors and tub enclosures will function according to manufacturer specifications.

# Siding

## Homeowner Use and Maintenance Guidelines

Siding expands and contracts in response to changes in weather. Slight waves are visible in siding under moist weather conditions; shrinkage and separations will be more noticeable under hot or dry conditions. Typically the south and west sides of a home show more weathering and dark or intense colors may fade more rapidly than lighter colors. These behaviors cannot be eliminated. Avoid excessive overspray from sprinklers on any type of siding.

### ***Cement Based Products***

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

### ***Hardboard***

Use non abrasive household cleaners. Test the cleaner if in doubt on a small area prior to large scale use. Rinse surface thoroughly after cleaning. If power washers are used be certain that the pressure is on a low setting.

Touch up paint is sold in the correct die lot through most manufacturers. Paint touch up is best applied only to the direct area with a small artist brush or q-tip. Hardboard siding can be re painted a different color but the surface must be cleaned and prepped for paint with primer.

### ***Vinyl***

Vinyl siding expands in hot weather and contracts in cold weather; a popping noise can occur along with these changes. Vinyl siding will occasionally require cleaning. Start at the top to avoid streaking and use a brush such as you would use on a car and a cleaning product recommended by your siding manufacturer. Follow directions carefully. Do not use a power-washer on vinyl siding as this can result in water leaking into the wall.

## Two Year Limited Warranty Guidelines

We will confirm the good condition of the siding during your new home orientation. Repair of subsequent damage to the siding will be your responsibility.

### ***Joints***

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

### ***Loose Siding***

If siding becomes detached from the home due to installation error we will correct it.

# Smoke Detectors

## Homeowner Use and Maintenance Guidelines

Read the manufacturer's manual for detailed information on the care of your smoke detectors.

### ***Cleaning***

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

### ***Insurance***

You are responsible for obtaining fire insurance.

### ***Locations***

Smoke detectors are installed in accordance with building codes, which dictate locations. Building codes prohibit our omitting any smoke detector, nor should you remove or disable any smoke detector.

## Two Year Limited Warranty Guidelines

We do not represent that the smoke detectors will provide the protection for which they are installed or intended. We will test smoke detectors during the new home orientation to confirm that they are working and to familiarize you with the alarm.

# Stairs

## Homeowner Use and Maintenance Guidelines

No known method of installation prevents all vibration or squeaks in a staircase. Where wood trim is included, a shrinkage separation can develop where the stairs meet the wall. When this occurs, apply a thin bead of latex caulk and, when dry, touch up with paint.

## Two Year Limited Warranty Guidelines

Stair vibration or squeaks are excluded from warranty coverage. However, one time during the warranty period we will make a reasonable effort 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.

The E-coating used in some Destination Homes requires no real maintenance. Cleaning with a hose is permitted. However ***do not use high pressure as this can peel the coating.*** If damage occurs, the affected area can be patched & coating reapplied.

***Drainage***

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.

***Efflorescence***

The white, powdery substance that sometimes accumulates on stucco 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.

***Sprinklers***

Since stucco is not waterproof, avoid spraying water from irrigation or watering systems on stucco surfaces to avoid possible leaks. Check the spray from the lawn and plant irrigation system frequently to make certain that water is not spraying or accumulating on stucco surfaces.

*See also Foundation Plaster*

## **Two Year Limited Warranty Guidelines**

We will confirm that stucco is in acceptable condition during the new home orientation.

***Cracks: One Time Repair***

One time during the warranty period, we will repair stucco cracks that exceed 1/8 inch. The appearance of the repair will vary from the surrounding area due to natural fading and dye lot differences.

# Sump Pump

## **Homeowner Use and Maintenance Guidelines**

Some foundation designs include footing drains and/or a sump pump. The footing drain runs around the foundation to gather water and channel it to the sump pit or storm sewer. When the water reaches a certain level, the pump comes on and pumps the water out of your home.

***Continuous Operation***

The pump may run often or even continuously during a heavy storm or long periods of rain. This is normal under such conditions.

***Discharge***

Know where the discharge for your sump pump system is located and keep the end of this drain clear of debris so that water can flow out easily. In order to avoid re-circulating water through this system, maintain the distance of the discharge pipe as originally installed.

***Power Supply***

The sump pump runs on electricity. If power goes off, the pump cannot operate. Storm water (not sewage) could then enter your basement. You may wish to install a back-up system to guard against this possibility.

***Roof Water***

Ensure that roof water drains quickly away from the home to avoid circulating it through your sump pump. Keep downspout extensions or splash blocks in place to channel water away from your home.

## Destination Homes

### Homeowner Guide

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#### *Routine Check*

Periodically check to confirm the pump is plugged in, the circuit breaker is on, and that the pump operates. To check the operation of your sump pump, pour five gallons of water into the sump pump crock (hole). The pump should come on and pump the water out. Follow this procedure once a year.

#### *Trees and Shrubs*

Avoid planting trees or shrubs with aggressive root growth patterns near your home's foundation. The roots can make their way into the perimeter drain and eventually clog the system.

### Two Year Limited Warranty Guidelines

During your new home orientation we will discuss the sump pump and confirm that it is operational.

## Telephone and Cable Outlets

### Homeowner Use and Maintenance Guidelines

Your home is equipped with telephone and cable connections as shown on the blueprints and selection sheets. Initiating phone and/or cable/satellite service, additions to these services, and moving outlets for decorating purposes or convenience are your responsibilities.

#### *Structured Wiring*

Structured wiring is a term used to describe many different types of residential wiring products that all have the same basic purpose—to effectively distribute a variety of data signals throughout your home. Signal types supported range from cable television and telephone to Ethernet computer networks.

Structured wiring allows you to play a DVD in one room and watch it on any other TV in your home, listen to your stereo in any room, hook multiple computers up to one internet connection, and so on.

With a structured wiring system, wires are installed in a “home run” or “star topology” configuration. This means that each set of wires runs from the main panel to only one outlet, providing you with more reliable and consistent service for all uses. The exact type of wiring used is listed in your home's specifications.

### Two Year Limited Warranty Guidelines

We will repair wiring that does not perform as intended from the phone or cable service box into the home. From the service box outward, care of the wiring is the responsibility of the local service provider.

## Utility Locates

### Homeowner Use and Maintenance Guidelines

Work that includes digging, augering, driving materials into the ground (for instance fence posts or stakes for concrete forms) or mechanical excavation, all require that you arrange to have utility lines located and marked before work begins.

#### ***NEVER assume that a gas line is deeper than your planned ground disturbance.***

Safety should be your first priority when working around natural gas pipelines. Contact with buried natural gas pipelines can result in serious injury or death. Property damage can occur as well as interruptions in natural gas delivery service to others. This can be costly to repair.

## Destination Homes

### Homeowner Guide

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Follow these essential points carefully:

Once your locates are complete, if a gas line position conflicts with your planned project or you suspect some other issue, contact Questar Gas for assistance. Do not construct additions, garages, or enclosed patios or decks over gas lines.

**Hand expose the natural gas line if you will be digging within 36 inches on either side of the location marks. Dig carefully. Some gas lines are made of polyethylene and can easily be cut with a shovel.**

If you damage a gas line—even if there is no odor or hissing sound—contact Questar Gas immediately at 1-800-767-1689 and call 911. Also—

- Clear all people from the vicinity and cordon off the site.
- Do not attempt to repair the leak or bend over the line to stop the escaping gas.
- Shut off all equipment and vehicles.
- Remove other sources of ignition.
- Do not use a cell phone in the vicinity.
- Extinguish all smoking materials and open flames.
- Allow gas to vent to the atmosphere.

## Ventilation

### Homeowner Use and Maintenance Guidelines

Homes today are built more tightly than ever. This saves energy dollars but creates a potential concern. If the ventilation system is not maintained and used regularly, condensation, cooking odors, indoor pollutants, and carbon monoxide may accumulate. We provide mechanical and passive methods for ventilating homes. Your attention to ventilation is important to health and safety.

#### ***Attic and Roof Vents***

Building codes require attic and roof vents to minimize accumulation of moisture. Attic ventilation occurs through vents in the soffits (the underside of the overhangs) and roof vents. Driving rain or snow sometimes enters the attic through these vents. Do not cover them to prevent the entry of rain or snow. When proper ventilation is maintained, precipitation that blows in safely evaporates.

If you are finishing off the interior of your garage (attached or detached) remember to install roof vents to this area to maintain proper ventilation.

#### ***Daily Habits***

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.
- Run your bath fans for a minimum of 30 minutes after bathing or showering.

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

*See also Condensation*

## Two Year Limited Warranty Guidelines

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

# Water Heater

## Homeowner Use and Maintenance Guidelines

Carefully read and follow the manufacturer's literature for your specific model of water heater.

### ***Safety***

Avoid using the top of a heater as a storage shelf. Maintain a clear area around the tank.

### ***Temperature***

A manufacturer recommended thermostat setting for everyday use is “normal.” or 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. Unless your home includes a re-circulating pump, the cool water in the lines must be purged before hot water reaches the fixture.

### **TROUBLESHOOTING TIPS: NO HOT WATER**

Before calling for service, check to confirm that the—

- Temperature setting is not on “vacation” or too low.
- Scald protection may be set too low on shower tap.
- Water supply valve is open.
- Exhaust and intake ducts are clear of ice and debris.
- Fumes from painting or other activities have not disabled the system.

Be aware too that strong odors can stop the function of the water heater. A sensor may need to be removed when cleaning or painting basement floors. Consult your manufacturer’s literature for specific details and possibly other troubleshooting tips.

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

### **TRADITIONAL WATER HEATER**

#### ***Drain Tank***

Review and follow manufacturer's timetable and instructions for draining several gallons of water from the bottom of the water heater. This reduces the build-up of mineral deposits from the water, prolonging the life of the tank and saving energy dollars.

## **TANKLESS WATER HEATER**

### ***Cleaning***

Turn the unit off and disconnect the electrical power supply. Wait for the water and equipment to cool down. Wipe the outside with a wet cloth; use a non-abrasive cleanser to remove any surface stains. Clean the remote controller with a damp cloth using just water. See manufacturer instructions for details on cleaning the cold water inlet filter and the air intake filter on your particular model.

### ***Draining***

Follow the manufacturer directions for timing and steps to draining your specific model of water heater.

## **Two Year Limited Warranty Guidelines**

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

*See also Plumbing*

# **Windows, Screens, Sliding Glass 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.

### ***Acrylic Block***

Clean during moderate temperatures with only a mild soap and warm water using a sponge or soft cloth and dry with a towel. Avoid abrasive cleaners, commercial glass cleaner, razors, brushes, or scrubbing devices of any kind. Minor scratches can often be minimized by rubbing with a mild automotive polish.

### ***Condensation***

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 manufacturer's directions for its use. Cleaning and repair of damage caused by condensation is your responsibility.

During cold weather in particular, ensure that warm air from the heat registers located near windows can flow unobstructed. This helps minimize condensation. Also ensure that window coverings are open at least slightly for the same reason.

### ***Screen Storage and Maintenance***

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. Prior to re-installing the screens, clean them with a gentle spray of water.

### ***Sliding Glass Doors***

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

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

## Destination Homes

### Homeowner Guide

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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. You may want to apply a decal to the glass door to make it readily visible.

#### ***Sticking Windows***

If sticking occurs or excessive pressure is required to open or close a window, refer to the manufacturer's information. You may also apply a silicone lubricant. This is available at hardware stores. Avoid petroleum based products.

#### ***Tinting***

Applying tinting or foil lining to dual pane windows can result in broken windows due to heat build-up. Some manufacturers void their warranty on the windows if you apply tinting or foil lining. Contact the manufacturer to check on their current policy before you apply such coatings.

#### ***Weep Holes***

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.

## **Two Year Limited Warranty Guidelines**

We will confirm that all windows, screens, and sliding glass doors are in acceptable condition during the new home orientation. We will repair or replace broken windows or damaged screens noted on the new home orientation list. Windows should operate with reasonable ease and locks should perform as designed. If they do not, we will provide adjustments.

#### ***Condensation***

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 and warranty coverage excludes this condition.

Condensation that accumulates *between the panes of glass* in multiple glazed windows indicates a broken seal. We will replace the window if this occurs during the warranty period. Beyond the two year warranty period, check with your window manufacturer for possible extended coverage for this condition.

#### ***Infiltration***

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

#### ***Scratches***

We will confirm that all window glass is in acceptable condition at the new home orientation. Minor scratches on windows can result from delivery, handling, and other construction activities. Refer to the manufacturer's warranty for information regarding flaws allowable in window glass.

*See also Condensation and Ventilation*



# Wood Trim

## Homeowner Use and Maintenance Guidelines

Wood trim will behave differently inside your home than it does out. Heating and air conditioning, traffic patterns and other living activities readily affect some interior trim elements. On your home's exterior sun exposure and weather will have an impact. Further, the materials used for interior trim are specifically selected for interior use and differ from those used for the exterior.

### **INTERIOR**

Shrinkage of interior wood trim occurs during the first two years or longer, depending on temperature and humidity. All interior 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. This condition can usually be corrected with caulking or touch up paint.

#### ***Cleaning***

Occasional dusting is usually all the maintenance needed for casing and baseboards. Wiping with a slightly damp cloth may be necessary from time to time.

#### ***Touch Up***

Chips or scratches that occur can often be corrected with careful paint or stain touch up. In case of severe damage, wood filler may be needed. The appearance is likely to vary from the surrounding trim.

### **EXTERIOR**

As with interior wood components, most shrinkage will occur during the first two years, depending on climate conditions and exposure.

#### ***Separations***

Shrinkage of exterior trim pieces can result in separation at joints, especially during hot summer temperatures. Correct this with caulking and touch up paint. If a piece of trim pulls away from the house, re-nail and touch up with putty and paint.

#### ***Splits***

Fluctuations in humidity and temperature can cause wood trim to split or cup.

## Two Year Limited Warranty Guidelines

During the new home orientation we will confirm that wood trim is in acceptable condition. Minor imperfections in wood materials will be visible and will require no action. We will correct readily noticeable construction damage such as chips and gouges listed during the new home orientation.

### **INTERIOR**

#### ***Exposed Nail Heads***

In finished areas of your home, we will correct exposed nail heads by filling and touch up of the original finish. Such repairs may be visible under certain lighting conditions.

## **Destination Homes** *Homeowner Guide*

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### ***Gaps***

We will correct gaps in excess of 1/8 inch that appear between a wall and baseboard or gaps in excess of 1/8 inch between a baseboard and uniform hard surface floor. Gaps between baseboards and non-uniform hard surface floor (slate, some ceramic tiles, and so on) are unavoidable and are excluded from this repair.

### ***Hammer Marks***

We will correct hammer marks visible from a normal viewing position in normal lighting conditions.

### ***Separation/Misalignment***

Hairline separations are acceptable between two pieces of the same material (for instance at a casing corner) or between two pieces of dissimilar materials (such as casing and drywall).

We will correct separation or misalignment between pieces of the same material that exceed 1/8 inch. Where trim is painted, pieces should be flush and no raw wood should show. Separations that occur between two dissimilar materials that exceed 1/8 inch will be corrected. In most cases, the repair provided is caulking and touch up with original stain or paint.

### ***Splits***

Wood trim pieces that split will be corrected, typically using filler. Such repairs will be visible under certain lighting conditions.

### ***Surface Roughness***

Wood surfaces that are touched or grasped during *normal* use should be uniformly smooth. Surfaces not touched during normal use shall appear smooth when viewed without magnification from a minimum distance of 5 feet *under normal lighting* conditions and from a *normal* viewing position.

## **EXTERIOR**

### ***Cracks: One Time Repair***

We will caulk and apply touch-up paint to cracks in exterior trim components that are visible from 20 feet or that result in trim becoming detached one time only near the end of the first year if needed. Paint or stain touch-up will vary.

### ***Raised Grain***

Because of the effects of weather on natural wood, you should expect raised grain to develop. This is normal rather than a defect in the wood or paint; warranty coverage excludes this condition.

### ***Resins***

We will touch up exterior trim where resin bleeds through painted finish.

### ***Separations***

We will correct any separation at joints that allows water to enter the home.







9350 S. 150 E. #220 Sandy, UT 84070 - 801-593-9993 - destinationhomes.com

## Two-Year Limited Warranty Agreement

Destination Homes, hereafter called the "Company," whose office is located at 9350 S. 150 E. #220 Sandy, UT 84070, extends the following two year limited warranty to \_\_\_\_\_ hereafter referred to as "Owner," who has contracted with the Company for purchase of the home located at \_\_\_\_\_, Lot \_\_\_\_\_, Block \_\_\_\_\_, in \_\_\_\_\_ County, state of \_\_\_\_\_, for the purchase price of \$ \_\_\_\_\_ (\_\_\_\_\_).

The commencement date of the warranty is [Month, Day], [Year], and extends for a period of two years.

### 1. Coverage on Home except Consumer Products

The Company expressly warrants to the original Owner and to subsequent Owner of the home that the home will be free from defects in materials and workmanship resulting from noncompliance with the standards set forth in the Limited Warranty Guidelines in effect on the date of this limited warranty, included in the Company Homeowner Guide and which are part of this warranty.

### 2. Coverage on Consumer Products

For purposes of this Limited Warranty Agreement, the term "consumer products" means all appliances, equipment and other items that are consumer products for the purposes of the Magnuson-Moss Warranty Act (15 U.S.C., sections 2301-2312) and that are located in the home on the commencement date of the warranty. The Company expressly warrants that all consumer products will, for a period of two years after the commencement date of this warranty, be free from defects resulting from noncompliance with the generally accepted standards in the state in which the home is located, that assure quality of materials and workmanship. Any implied warranties for merchantability, workmanship, or fitness for intended use on any such consumer products shall terminate on the same date as the express warranty stated above. Some states do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you. The Company hereby assigns to the Owner all rights under manufacturers' warranties covering consumer products. Defects in items covered by manufacturers'

warranties are excluded from coverage of this limited warranty, and the Owner should follow the procedures in the manufacturers' warranties if defects appear in those items. This warranty gives you specific legal rights, and you may have other rights which vary from state to state.

### 3. Company's Obligations

If a covered defect occurs during the two year warranty period, the Company agrees to repair, replace, or pay the Owner the reasonable cost of repairing or replacing the defective item. The Company's total liability under this warranty is limited to the purchase price of the home stated above. The choice among repair, replacement, or payment is the Company's. Any steps taken by the Company to correct defects shall not act to extend the term of this warranty. All repairs by the Company shall be at no charge to the Owner and shall be performed within a reasonable length of time, defined as 30 days from the date on any warranty work order issued by the Company unless other scheduling is arranged with the Owner.

### 4. Owner's Obligation

Owner must provide normal maintenance and proper care of the home according to this warranty, the warranties of manufacturers of consumer products, and generally accepted standards of the state in which the home is located. The Company must be notified in writing, by the Owner, of the existence of any defect before the Company is responsible for the correction of that defect. Written notice of a defect must be received by the Company prior to the expiration of the warranty on that defect and no action at law or in equity may be brought by the Owner against the Company for failure to remedy or repair any defect about which the Company has not received timely notice in writing. The Owner must provide the Company with access to the home during normal business hours, Monday through Friday, 8:00 a.m. to 4:00 p.m., to inspect the defect reported and, if necessary, to take corrective action.

### 5. Insurance

In the event the Company repairs or replaces or pays the cost of repairing or replacing any defect covered by this warranty for which the Owner is covered by insurance or a warranty provided by another party, Owner must, upon request of the Company, assign the proceeds of such insurance or other warranty to the Company to the extent of the cost to the Company of such repair or replacement.

## 6. Consequential or Incidental Damages

Consequential or incidental damages are excluded from this warranty. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

## 7. Other Exclusions

The following additional items are excluded from limited warranty:

- a. Defects in any item that was not part of the original home as constructed by the Company.
- b. Any defect caused by or worsened by negligence, improper maintenance, lack of maintenance, improper action or inaction, or willful or malicious acts by any party other than the Company, its employees, agents, or trade contractors.
- c. Normal wear and tear of the home or consumer products in the home.
- d. Loss or damage caused by acts of God, including but not limited to fire, explosion, smoke, water escape, changes that are not reasonably foreseeable in the level of underground water table, glass breakage, windstorm, hail, lightning, falling trees, aircraft, vehicles, flood, and earthquakes.
- e. Any defect or damage caused by changes in the grading or drainage patterns or by excessive watering of the ground of the Owner's property or adjacent property by any party other than the Company, its employees, agents, or trade contractors.
- f. Any loss or damage that arises while the home is being used primarily for nonresidential purposes.
- g. Any damage to the extent it is caused or made worse by the failure of anyone other than the Company or its employees, agents, or trade contractors to comply with the requirements of this warranty or the requirements of warranties of manufacturers of appliances, equipment, or fixtures.
- h. Any defect or damage that is covered by a manufacturer's warranty that has been assigned to Owner under paragraph 2 of this Limited Warranty.
- i. Failure of Owner to take timely action to minimize loss or damage or failure of Owner to give the Company timely notice of the defect.
- j. Insect or animal damage.





# Additional Warranty Coverage

## Ten Year Structural Warranty

The third layer of coverage that Destination Homes provides is ten year structural warranty coverage protects against damage due to a failure of a load bearing component.

### ***Definition***

Load bearing components include the piles, footings, foundation walls, grade beams, teleposts, load-bearing walls, beams, floor systems, and roof trusses.

### ***Excluded Components***

Items that are not load bearing components and which are therefore excluded from this ten year structural warranty are driveways, decks, basement and garage floors, patios, sidewalks, retaining walls and all other concrete work which is not a load bearing component.

## Manufacturer Warranties

Please take time to read the literature (warranties and use and care guides) provided by the manufacturers of consumer products and other items in your home. The information contained in that material is not repeated here. Although much of the information may be familiar to you, some points may differ significantly from homes you have had in the past.

We make every effort to keep the information in this guide current. However, if any detail in our discussion conflicts with the manufacturer's recommendations, you should follow manufacturer's recommendations.

Some manufacturer warranties may extend beyond the first year and it is in your best interests to know about such coverage. Remember to mail in any registration cards you receive with manufacturer materials. Being in the manufacturer's system assures that in the event of a recall the company can contact you and arrange to provide the needed correction.

# Appliance Service

This sheet is for your convenience. For warranty service on an appliance, contact the appropriate manufacturer directly at the service number provided in the appliance literature. They will ask you for 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 possession date): \_\_\_\_\_

| <i>Appliance</i> | <i>Manufacturer</i> | <i>Model #</i> | <i>Serial #</i> | <i>Service Phone #</i> |
|------------------|---------------------|----------------|-----------------|------------------------|
| Range            |                     |                |                 |                        |
| Range Hood       |                     |                |                 |                        |
| Cook top         |                     |                |                 |                        |
| Oven             |                     |                |                 |                        |
| Microwave        |                     |                |                 |                        |
| Dishwasher       |                     |                |                 |                        |
| Disposal         |                     |                |                 |                        |
| Compacter        |                     |                |                 |                        |
| Washer           |                     |                |                 |                        |
| Dryer            |                     |                |                 |                        |
| Refrigerator     |                     |                |                 |                        |
| Furnace          |                     |                |                 |                        |
| Heat Pump        |                     |                |                 |                        |
| Air Conditioner  |                     |                |                 |                        |
| Humidifier       |                     |                |                 |                        |
|                  |                     |                |                 |                        |
|                  |                     |                |                 |                        |
|                  |                     |                |                 |                        |
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