

# One Year Limited Warranty Standards

**What to expect  
from your new  
home**



# MonteVista Homes

Built with You in Mind

[www.MonteVistaHomes.com](http://www.MonteVistaHomes.com)

Last Update: 08/02/2017

## How to Read this Warranty

Simply turn the page to the Table of Contents.

When questions arise, we encourage you to read the You May Notice, Performance Standards and Responsibility section of the area of concern.

Thank you again for the opportunity to build your dream home.

## Welcome Home and Thank You for your decision to purchase a MonteVista Home

We realize that the coming months will be filled with numerous tasks and decisions concerning your new home. There's moving, unpacking, decorating, and a variety of other time consuming details. Added to this is the responsibility of learning how to use and care for your investment. Great care has gone into the building of your home, including a lengthy and thorough inspection. We have created this Homeowner's Manual because we know you want to maintain your home to the high standards under which it was built.

### Within this manual you will find:

- **Homesite Plan and Color Selection Information**
- **Certificate of Occupancy**
- **Home Owner Orientation:**  
To help familiarize you with the different items in your home and how they work.
- **Limited Warranty and Scope of Standards**
- **Service/Warranty Request Procedure**
- **2-10: 10 Year Structural Warranty Booklet**
- **NAHB Residential Construction Performance Guidelines**

In the event an item is not specifically listed in the MonteVista Homes One Year Limited Warranty Standards book, the guideline listed in the NAHB Residential Construction Performance Guidelines shall apply. In the event there is a conflict between the MonteVista Homes warranty standards and the NAHB Residential Construction Performance Guidelines, the MonteVista Homes 1 year warranty book and standards shall apply.

If you have any additional questions or concerns, please feel free to contact our office.

### MonteVista Homes

62958 NE Layton Ave, Ste 5  
Bend, OR 97701  
(541) 699-4340  
www.MonteVistaHomes.com  
CCB 203709

TABLE OF CONTENTS

**PLEASE READ: APPLIANCE PACKAGE NOTICE** 5

**SITE WORK** 9

General

Site Grading

Site Drainage

**CONCRETE** 10

Expansion and Contraction on Joints

Cast in Place Concrete

Care and Maintenance FAQs

**MASONRY** 13

Unit Masonry

**WOOD AND PLASTIC** 14

Rough Carpentry

Finished Carpentry (Interior)

Finished Carpentry (Exterior)

**THERMAL & MOISTURE PROTECTION** 15

Waterproofing

Insulation

Roofing and Siding

Mold

Sheet Metal

Sealants

**DOORS & WINDOWS** 18

Wood and Plastic Doors

Glass

Garage Doors on Attached Garages

Wood/Vinyl Windows

Weatherstripping and Seals

**FINISHES** 21

Gypsum Wallboard (Drywall)

Ceramic Tile

Laminate (Countertops)

Cabinets

Finished Wood Flooring

Resilient Flooring (Vinyl)

Painting

Carpeting

**SPECIALTIES** 25

Louvers and Vents

Fireplaces

**PLUMBING** 26

Water Supply System

Plumbing System

**HEATING AND COOLING** 28

Heating

Air Conditioning

Condensation Lines

**PROPANE** 29

**VENTILATION** 29

Air Distribution

**ELECTRICAL** 30

Electrical Conductors, Fuses and Circuit Breakers

Outlets, Switches and Fixtures

Service and Distribution

Piping

**LANDSCAPING** 31

Trees, Shrubs and Living Organisms

**WARRANTY EXCLUSIONS** 32

**CARE AND MAINTENANCE OF YOUR NEW HOME** 34

Touch Up Paint

Your New Roof

Concrete Surfaces

Cold Weather Winterizing Checklist

**MOISTURE INTRUSION AND WATER DAMAGE** 38

**SCHEDULING WARRANTY OR SERVICE WORK** 40

**MONTEVISTA HOMES BUCKS!** 42

**UTILITIES** 43

**PROCEDURE FOR EMERGENCY SERVICE** 45

**FRIENDS MAKE THE BEST NEIGHBORS** 46

**POSTAL OFFICE KEY INFORMATION** 47

PLEASE READ

APPLIANCES, INCLUDING WATER LEAKS FROM THE REFRIGERATOR, ICE MAKER, WASHER AND DRYER ARE NOT COVERED BY THE ONE YEAR LIMITED WARRANTY. THE OWNER SHOULD VERIFY THEY ARE COVERED BY A HOMEOWNER’S INSURANCE POLICY. IF THE WATER LINES HAVE NOT BEEN CONNECTED IT IS THE HOMEOWNERS RESPONSIBILITY TO CONNECT OR HAVE THEM CONNECTED.

MonteVista Homes takes pride in the quality of your new home and we want to guide you in proper maintenance as well.

If you own a MonteVista Home that utilizes a propane tank, please read below...

To prevent black soot from the fireplace in your brand new home, please call Professional Heating & Cooling in 90 days to check the pressure of your propane tank. At no cost to you, our valued homeowner, Professional Heating & Cooling will check the pressure of your propane tank.

Off

PROFESSIONAL

HEATING & COOLING

INC

i6

Email: [proheat@qwestoffice.net](mailto:proheat@qwestoffice.net)

## **Quality Standard List: Workmanship & Materials** First Year Only

---

# **Welcome Home**

Thank you allowing MonteVista Homes to be a part of your homeownership story.

We take great pride and care with each part of the homebuilding process to ensure that we exceed your expectations

At MonteVista Homes, we believe that everyone should have the opportunity to be a homeowner - and, we base our mission around the company credo:

*Dedicated to the American Dream*

Each one of our homes is

*Built with You in Mind*

The next few pages will walk you through our Warranty Standards, workmanship and material specifications in effect the first year of homeownership.



***Your Homeownership Story Begins when You Move In.***

Our Warranty standards have been written to make it easy to read and comprehend.  
**Common Sense** is the base of this Warranty.

MonteVista Homes will repair defects in materials and workmanship in accordance with the performance standards listed in this manual. Problems due to actions of the occupant, other people and/or normal wear and tear, will be the responsibility of the homeowner.

**We encourage you to read this One Year Limited Warranty and ask us if questions should arise about the components of your home.**

**SITE WORK**  
**GENERAL**

**YOU MAY NOTICE**

Areas of the property are damaged by persons or external forces.

**PERFORMANCE STANDARD**

Damages to homes prior to closing should not occur; however, they sometimes do.

**RESPONSIBILITY**

Home builder will make all reasonable efforts to repair or replace any damaged items prior to closing. Sometimes an item is missed. It is the responsibility of the homeowner and the builder’s agent to carefully examine the home during the “New Home Orientation Tour.” Damaged items discovered after that time will be the responsibility of the homeowner.



# SITE GRADING

## You May Notice

Settling of ground around foundation, utility trenches or other areas.

## Performance Standard

Settling of ground around foundation walls, utility trenches or other filled areas shall not interfere with water drainage away from home.

## Responsibility

Builder shall fill settled areas affecting proper drainage one time only during the One Year Limited Warranty period. Owner shall be responsible for removal and replacement of shrubs or other landscaping affected by placement of such fill.

# SITE DRAINAGE

## You May Notice

Improper drainage of the site.

## Performance Standard

The necessary grades and swales have been established by the Builder to ensure proper drainage away from the house. Standing water shall not remain against the house. The Homeowner should anticipate the possibility of standing water after an unusually heavy rainfall. No grading determination shall be made while there is frost or snow on the ground, or while the ground is saturated.

## Responsibility

Builder is responsible only for initially establishing proper grades and swales. Owner is responsible for maintaining grades and swales once Builder has properly established them. Swales are generally located along the sides of houses and puddling in these areas can be expected.

# CONCRETE

ROCK SALTS AND/OR ANY CHEMICAL DEICING AGENTS SHOULD NOT BE USED ON CONCRETE SURFACES. USE OF THESE AGENTS WILL VOID ALL WARRANTIES.

# EXPANSION & CONTRACTION ON JOINTS

## Performance Standard

Concrete slabs within the structure are designed to move at expansion and contraction joints. You may notice separation or movement - this is normal.

# CAST IN PLACE CONCRETE

## You May Notice

Swirling or discoloration is normal when concrete is poured in colder temperatures.

## Responsibility

Builder will assume no responsibility; this is a normal condition that happens when concrete is poured in cold temperatures.

## You May Notice

Basement or foundation wall cracks.

## Performance Standard

Shrinkage cracks are not unusual in concrete foundation walls. Such cracks greater than 1/8 inch in width shall be repaired.

## Responsibility

Builder will repair cracks in excess of 1/8 inch in width by surface patching or other methods as required.

# CAST IN PLACE CONCRETE (CONT)

## You May Notice

Cracking of basement floor.

## Performance Standard

Minor cracks in concrete basement floors are normal. Cracks exceeding 1/4 inch in width or 1/4 inch in vertical displacement shall be repaired.

## Responsibility

Builder will repair cracks exceeding performance standards by surface patching.

## You May Notice

Cracking of slab in attached garage.

## Performance Standard

Small cracks can be expected; however, cracks in garage slabs in excess of ¼ inch in width shall be repaired by surface patching.

## Responsibility

Builder will repair cracks exceeding Performance Standards by surface patching.

## You May Notice

Uneven concrete floors/slabs.

## Performance Standard

Except for basement floors or where a floor or portion of floor has been designed for specific drainage purposes, concrete floors in rooms designed for habitability shall not have pits, depressions or areas of unevenness exceeding 1/2 inch in 32 inches.

## Responsibility

Builder will correct or repair to meet Performance Standard.

## You May Notice

Cracks in concrete slab-on-grade with finish flooring materials.

## Performance Standard

Cracks that rupture the finish flooring material shall be repaired.

## Responsibility

Builder will repair cracks, as necessary, so as not to be readily apparent when the finish flooring material is in place (See also “Finishes”).

## You May Notice

Pitting, scaling or spalling of concrete.

## Performance Standard

Concrete surfaces are subject to many exterior factors such as snow, rain, freezing rain, hail, water, vehicle traffic, foot traffic and many other factors. Salts and deicing agents should never be used on concrete surfaces. Because of the many uncontrollable factors, the builder shall have no responsibility for any pitting, scaling or spalling.

## Responsibility

None.

## You May Notice

Settling, heaving or separating of stoops, steps or garage floors.

## Performance Standard

Stoops, steps or garage floors shall not settle, heave or separate in excess of 1 inch from the house structure.

## Responsibility

Builder will make all reasonable efforts to meet the Performance Standard.

**You May Notice**

Standing water on stoops.

**Performance Standard**

Water should drain from outdoor stoops and steps. The possibility of minor water standing on stoops for a short period after rain can be anticipated.

**Responsibility**

Builder shall take corrective action to assure drainage of steps and stoops.

**CARE AND MAINTENANCE OF YOUR CONCRETE - FAQs**

**IMPROPER CARE OF CONCRETE SURFACES WILL VOID ALL CONCRETE WARRANTIES.**

**What Surfaces Should I Seal?**

Exterior concrete in any region subject to freeze-thaw cycles should be sealed. Concrete should be sealed for specific purposes such as stain repellent, dust reduction, abrasion resistance, chemical resistance, prevent water intrusion or to maintain an attractive appearance.

**What Happens if I Don't Seal My Concrete?**

Concrete is a porous material that readily absorbs liquids. In freeze-thaw climates, the expansion of frozen liquids can destroy the surface of unsealed concrete. Oil, salt, fertilizer, and other household chemicals can discolor and damage unsealed concrete as well.

**How Will My Sealed Surface Look?**

That all depends on the type of sealer you apply. Most chemically reactive sealers are nearly invisible because they penetrate into the concrete. Solvent-based acrylic resin sealers and epoxies provide significant color enhancement and give concrete a high-gloss wet look. Some water-based sealers when applied can have an opaque or milky look but will dry clear.

**How is Sealer Applied, and Can I Apply Sealer Myself?**

Many sealers can be applied by a do-it-yourselfer using simple tools, such as a paint roller or pump-up sprayer. Sealers with a solid base of over 18% are thicker and are somewhat difficult to spray using a typical garden sprayer.

**When Do I Apply Sealer?**

Most all sealers can be applied after concrete is 28 days old. The moisture that winter brings along with the freeze thaw cycle is your concrete's biggest enemy.

**How Long Will My Sealer Last?**

Chemical sealers will last generally 1 to 3 years, water based sealers will typically have a shorter lifespan. Sealing every fall if is recommended.

NOTE: It is the responsibility of the homeowner to research any products they plan to use and to use those products in accordance with the manufacturer's specifications and instructions.



**MASONRY**

**MASONRY**

Cracks in masonry walls or veneer.

**You May Notice**

Small hairline cracks due to shrinkage are common in mortar joints in masonry construction. Performance standard cracks greater than 3/8 inch in width are considered excessive.

**Responsibility**

Builder will repair cracks in excess of Performance Standard by pointing or patching. These repairs shall be made one time only. Builder will not be responsible for color variation between old and new mortar. Sealing of masonry fireplaces may be required during periods of heavy long rains; this is the responsibility of the homeowner.

**You May Notice**

A white powdery substance forms on brick stone surface.

**Performance Standard**

This substance is called effervescence. It is a chemical reaction and not covered under warranty.

**Responsibility**

None.

# WOOD AND PLASTIC

WHEN MEASURING ANY WOOD ELEMENTS FOR UNEVENNESS OR BOWS A MINIMUM 6’ (SIX FOOT) LEVEL SHALL BE USED TO TAKE ALL MEASUREMENTS. ANYTHING LESS THAN A 6’ LEVEL WILL PRODUCE UNRELIABLE AND INACCURATE RESULTS.

## ROUGH CARPENTRY

### You May Notice

Floor squeaks or sub-floor appears loose.

### Performance Standard

Floor squeaks and loose sub-floor are often temporary conditions common to new home construction, and a squeak-proof floor cannot be guaranteed.

### Responsibility

Builder will correct the problem only if caused by an underlying construction defect. Driving a nail through the carpet may stop some squeaks. Floor squeaks are not considered a construction deficiency.

### You May Notice

Uneven wood floors.

### Performance Standard

Floors shall not have more than ½ inch ridge of depression within and 32-inch measurement when measured parallel to the joists. Allowable floor and ceiling joist deflections are governed by the approved building codes.

### Responsibility

Builder will correct or repair to meet Performance Standard.

### You May Notice

Bowed walls.

### Performance Standard

All interior and exterior walls have slight variances on their finished surfaces. Walls should not bow more than ½ inch out of line within any 32-inch horizontal or vertical measurement.

### Responsibility

Builder will repair to meet Performance Standard.

### You May Notice

Out-of-plumb walls.

### Performance Standard

Walls should not be more than 1” (one inch) out of plumb for any 32-inch vertical measurement.

### Responsibility

Builder will repair to meet Performance Standard.

## FINISHED CARPENTRY

(INTERIOR)

### You May Notice

Gaps in interior trim workmanship.

### Performance Standard

Joints in moldings or joint between moldings and adjacent surface shall not result in open joints exceeding 1/8 inch in width.

### Responsibility

Builder will repair defective joints, as defined by the above Performance Standard. Caulking is acceptable. This does not apply to the gap between finished base moulding and hard surface flooring such as laminate flooring or tile flooring. In some cases there can be as much as a 1/2” (one half inch) gap between these surfaces.

## FINISHED CARPENTRY

(EXTERIOR)

### You May Notice

Quality of exterior trim workmanship.

### Performance Standard

Joints between exterior trim elements, including siding and masonry, shall not result in open joints in excess of 3/4 inch. In all cases, the exterior trim, masonry and siding shall be capable of performing its function to exclude the elements.

### Responsibility

Builder will repair open joints to meet Performance Standard. Caulking is acceptable.

# THERMAL & MOISTURE PROTECTION

## WATERPROOFING

### You May Notice

Leaks in finished basement.

### Performance Standard

Leaks resulting in actual trickling of water shall be repaired. Leaks caused by improper landscaping or failure to maintain proper grades are not covered by this One Year Limited warranty. Dampness of the walls or floors may occur in new construction and is not considered a deficiency.

### Responsibility

Builder will take such action as necessary to correct basement leaks, except where the cause is determined to result from homeowner action or negligence.

### You May Notice

The ground is wet beneath the underfloor visqueen.

### Performance Standard

Water and dampness is not uncommon underneath the visqueen.

### Responsibility

None

# INSULATION

## You May Notice

Insufficient insulation/Baffle Collapse

## Performance Standard

Insulation shall be installed in accordance with applicable energy and building code requirements.

## Responsibility

Builder will make reasonable efforts to meet Performance Standard.

# ROOFING AND SIDING

## You May Notice

Ice build-up on roof.

## Performance Standard

During prolonged cold spells, ice build-up is likely to occur. This condition occurs when snow and ice accumulate and gutters and downspout freeze up.

## Responsibility

Prevention of ice build-up on the roof is a homeowner maintenance item and is not the responsibility of the Builder.



## You May Notice

Roof or flashing leaks.

## Performance Standard

Roofs or flashing shall not leak under normally anticipated conditions, except where cause is determined to result from ice build-up or homeowner action or negligence.

## Responsibility

Builder will repair any verified roof or flashing leaks not caused by ice build-up or homeowner action or neglect.

## You May Notice

Standing water on flat roof.

## Performance Standard

Water shall drain from flat roof, except for minor ponding immediately following rainfall or when the roof is specifically designed for water retention.

## Responsibility

Builder will take the corrective action to assure proper drainage of roof.

## You May Notice

De-lamination of veneer siding or joint separation.

## Performance Standard

All siding shall be installed according to the manufacturer’s and industry’s accepted standards. Separations and de-laminations shall be repaired or replaced during the first year.

## Responsibility

Builder will repair or replace siding as needed unless caused by homeowner’s neglect to maintain siding properly. Repaired area may not match in color and/or texture. For surfaces requiring paint, Builder will paint only the new materials. The homeowner can expect that the newly painted surface may not match original surface in color.

# MOLD

## You May Notice

Mold growth in home.

## Performance Standard

Mold spores exist in all homes, new and old. Mold spores may begin to grow and spread when moisture levels are high.

## Responsibility

Disclaimer and Waiver – Mold. The responsibility of the homebuilder is limited to those things that can be controlled during construction. It is the responsibility of the homeowner to properly monitor, manage and maintain the home after purchase. This includes elimination of sources of moisture, a regular program of caulking and sealing against leaks, and continued monitoring for signs of water intrusion, moisture or mold. Accordingly, the Seller’s responsibly for mold damage is limited to damage caused by construction defects. Homebuilder’s responsibility is limited to repairing damage caused by construction defects. Homebuilder is not responsible for incidental or consequential damages.

Claims regarding mold must be asserted within the One Year Limited Warranty period and in the same manner as any other warranty claims as provided in the Limited Warranty delivered to the Homebuyer.

**The Homebuyer hereby expressly waives all claims and causes of action against the Home Builder in connection with mold or other fungal growth and any damages related thereto, except to the extent expressly set forth in PC2 Addendum.**

**HOMEBUILDERS RESPONSIBILITY IS LIMITED TO REPAIRING DAMAGE CAUSED BY CONSTRUCTION DEFECTS. HOMEBUILDER IS NOT RESPONSIBLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES.**

# SHEET METAL

## You May Notice

Gutters and/or downspouts leak.

## Performance Standard

Gutters and downspouts shall not leak but gutters may overflow during heavy rain.

## Responsibility

Builder will repair leaks during the first year. It is a homeowner responsibly to keep gutters and downspouts free of leaves and debris that could cause overflow.

## You May Notice

Water standing in gutters.

## Performance Standard

When gutter is unobstructed by debris, the water level shall not exceed one (1) inch in depth. Industry practice is to install gutters approximately level. Consequently, it is entirely possible that small amounts of water will stand in certain sections of gutter immediately after a rain.

## Responsibility

Builder will make all reasonable efforts to meet Performance Standard.

# SEALANTS

## You May Notice

Leaks in exterior walls due to the separation of caulking.

## Performance Standard

Joints and seams in exterior wall surfaces and around openings shall be properly caulked to exclude the entry of water.

## Responsibility

Builder will warrant the sealing of the exterior wall surfaces for a period of 60 days from the date of installation. Even properly installed caulking will shrink and must be maintained during the life of the home. We recommend twice annually inspecting the caulking around the house, once during the fall to prepare for winter and again in the spring.

# DOORS AND WINDOWS

## WOOD AND PLASTIC DOORS

## You May Notice

Warping of exterior doors.

## Performance Standard

Exterior doors will warp to some degree due to temperature differential on inside and outside surface. However, they shall not warp in excess of the National Woodwork Manufacturers Association Standards (1/4 inch, measured diagonally from corner to corner).

## Responsibility

Builder will correct or replace and refinish defective doors.

## You May Notice

Warping of interior passage and closet doors.

## Performance Standard

Interior doors (full openings) shall not warp in excess of National Woodwork Manufactures Association Standard (1/4 inch, measured diagonally from corner to corner).

## Responsibility

Builder will correct or replace and refinish defective doors to match existing doors as nearly as possible.

## You May Notice

Shrinkage of insert panels show raw wood edges.

## Performance Standard

Panels will shrink and expand and may expose unpainted surface.

## You May Notice

Split in door panel.

## Performance Standard

Split panels shall not allow light to be visible through the door.

## Responsibility

Builder will, if light is visible, fill split and match paint or stain as closely as possible, one time. Cracking of paint on exterior doors is covered in the one-year warranty.

# GLASS

## You May Notice

Broken or scratched glass after the New Home Orientation Tour.

## Performance Standard

None.

## Responsibility

Broken or scratched glass reported to the Builder after the “New Home Orientation Tour” will be the homeowner’s responsibility.

# GARAGE DOORS ON ATTACHED GARAGES

## You May Notice

Garage doors fail to operate properly under normal use.

## Performance Standard

Garage doors shall operate properly.

## Responsibility

Builder will correct or adjust garage doors to meet Performance Standards, except where the cause is determined to result from homeowner action or negligence.

## You May Notice

Garage doors allow entrance of snow or water.

## Performance Standard

Garage doors shall be installed as recommended by the manufacturer. Some entrance of the elements can be expected under normal conditions.

## Responsibility

Builder will adjust or correct garage doors to meet manufacturer’s recommendations.

**\*\* INSTALLATION OF AN AUTOMATIC GARAGE DOOR OPENER BY A COMPANY OTHER THAN THE COMPANY WHO PERFORMED THE GARAGE DOOR INSTALLATION WILL RESULT IN THE VOIDING OF THE 1-YEAR LABOR WARRANTY. PLEASE CONTACT THE GARAGE DOOR INSTALLER IF YOU WISH TO ADD AN AUTOMATIC OPENER \*\***

# WOOD/VINYL WINDOWS

## You May Notice

Malfunction of windows.

## Performance Standard

Windows shall operate with reasonable ease, as designed.

## Responsibility

Builder will make all reasonable efforts to meet Performance Standards.

## You May Notice

Condensation and/or frost on windows.

## Performance Standard

Windows will collect condensation on interior surfaces when extreme temperature differences and high humidity levels are present. Condensation is usually the result of climatic/humidity conditions created by the homeowner.

## Responsibility

Unless directly attributed to faulty installation, window condensation is a result of conditions beyond the Builder's control. No corrective action required.

# WEATHERSTRIPPING AND SEALS

## You May Notice

Air infiltration around doors and windows.

## Performance Standard

Some infiltration is normal around doors and windows, especially during high winds. Poorly fitted weather-stripping shall be adjusted or replaced. It may be necessary for the homeowners to have storm doors installed to provide satisfactory seal in high-wind areas.

## Responsibility

Builder will adjust or correct poorly fitted doors, windows and poorly fitted weather-stripping.

# FINISHES

## Gypsum Wallboard - Drywall

## You May Notice

Imperfections that appear during first year of the One Year Limited Warranty such as nail pops, blisters in tape or limited blemishes.

## Performance Standard

Slight imperfections such as nail pops, seam lines and cracks not exceeding 1/8 inch in width are common in gypsum wallboard installations.

## Responsibility

Builder will repair one time only. (It is suggested that this be done **after** the 10th month to allow for settling\*.)

**\*THE PAINTING OF THESE REPAIRS IS THE HOME OWNER'S RESPONSIBILITY.**

# CERAMIC TILE

## You May Notice

Ceramic tiles are cracked.

## Performance Standard

Ceramic tiles shall not crack.

## Responsibility

Ceramic tile cracks that are noted on the “New Home Orientation Tour” will be replaced by the Builder unless the cracks were caused by the homeowners action or negligence. Builder will not be responsible for discontinued patterns or color variations in ceramic tile. Ceramic tile cracks reported after the “New Home Orientation Tour” will be the homeowners responsibility.

## You May Notice

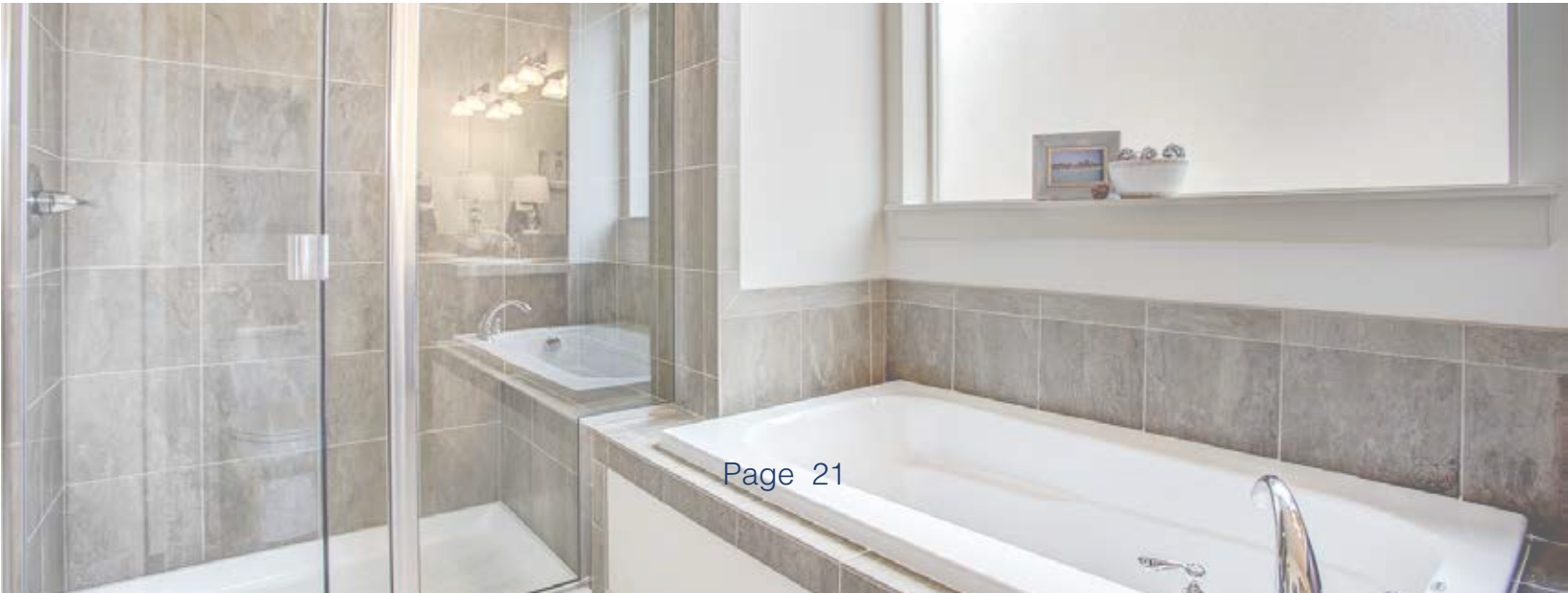
Ceramic tiles become loose.

## Performance Standard

Ceramic tiles shall not become loose.

## Responsibility

Builder will make all reasonable efforts to secure loose tile reported.



# CERAMIC TILE (CONT)

## You May Notice

Cracks appear in grouting or ceramic tile joints or at junctions with other materials such as a bathtub.

## Performance Standard

Cracks in grouting of ceramic tile joints are commonly due to normal shrinkage conditions.

## Responsibility

Cracks that occur between the counter and the back splash, tubs, and sinks should be fixed immediately by the homeowner. This can easily be done by using the tube of Color Caulk Tile & Fixture Caulk that we gave you during your new home orientation tour.

# LAMINATE - COUNTERTOPS

## You May Notice

Surface cracks, joint de-laminations and chips in high pressure laminate on vanity and kitchen cabinet countertops.

## Performance Standard

De-laminations and chips shall not occur in high pressure laminates and countertops.

## Responsibility

Builder will replace de-laminated coverings to meet manufacturer’s specifications. The builder will replace chips that are noted on the New Home Orientation Tour. Chips that are reported after the New Home Orientation Tour will be the homeowners responsibility.

# CABINETS

## You May Notice

Kitchen cabinet does not open or close smoothly.

## Performance Standard

Warping not to exceed ¼ inch as measured from face frame to point of furthest warping with door or drawer front in closed position.

## Responsibility

Builder will correct or replace defective doors or drawer fronts.

## You May Notice

Gaps between cabinets, ceiling or walls.

## Performance Standard

Acceptable tolerance ¼ inch in width.

## Responsibility

Builder will make all reasonable efforts to meet Performance Standard.

# FINISHED WOOD FLOORING

## You May Notice

Cracks developing between floor boards.

## Performance Standard

Cracks in excess of 1/4 inch in width shall be corrected.

## Responsibility

Builder will repair cracks in excess of 1/4 inch by filling or replacing, at Builder’s option.

# RESILIENT FLOORING -VINYL

## You May Notice

Nail Pops appear on the surface of the resilient flooring.

## Performance Standard

Readily apparent nail pops shall be repaired.

## Responsibility

Builder will correct nail pops that have broken the surface. Builder will repair or replace, at builder’s sole option, resilient floor covering in the affected area with similar materials. (Most often done by patching.) Builder will not be responsible for discontinued patterns or color variations in the floor covering.

## You May Notice

Depressions or ridges appear in the resilient flooring due to sub-floor irregularities.

## Performance Standard

Readily apparent depressions or ridges exceeding 1/8 inch shall be repaired. The ridge or depression measurement is taken as the gap created at one end of a six-inch straightedge placed over the depression or ridge with three inches of the straight edge on one side of the defect, held tightly to the floor.

## Responsibility

Builder will make all reasonable efforts to meet Performance Standards. Builder will not be responsible for discontinued patterns or color variations in floor covering.

## You May Notice

Resilient flooring loses adhesion (perimeter glued floor excluded).

## Performance Standard

Resilient flooring shall not lift, bubble or become unglued.

## Responsibility

Builder will make all reasonable efforts to repair or replace, at builder’s sole option, the affected resilient flooring as required to meet Performance Standards. Builder will not be responsible for discontinued patterns or color variations of floor covering, or for problems caused by homeowner neglect or abuse. Homebuyer should place coasters under heavy furniture and appliances.

# RESILIENT FLOORING - VINYL (CONT)

## You May Notice

Seams or shrinkage gaps show at resilient flooring joints.

## Performance Standard

Gap shall not exceed 1/8 inch in width in resilient floor covering joints, Where dissimilar material abut, a gap not to exceed 1/8 inch is permissible.

## Responsibility

Builder will make all reasonable efforts to meet Performance Standards. Builder will not be responsible for discontinued patterns or color variation of floor covering, or for problems caused by homeowner neglect or abuse.

# PAINTING

## You May Notice

Exterior paint or stain peels, deteriorates, fades or bleeds.

## Performance Standard

Exterior paints or stains should not noticeably fade during the first year of the Limited Warranty period. However, fading is normal and the degree is dependent on climatic conditions.

## Responsibility

If paint or stain is defective, Builder will refinish affected areas, matching color as close as possible. Where finish deterioration affects the majority of the wall area, the whole area will be refinished. Builder cannot be responsible for extractive bleeding caused by tannic acid, which is inherent with all cedar products.

## You May Notice

Painting required as part of other repair.

## Performance Standard

Repairs required under this Limited Warranty shall be finished to match surrounding areas as closely as is practical.

## Responsibility

Builder will finish areas as indicated.

## You May Notice

Deterioration of varnish or lacquer finishes.

## Performance Standard

Natural finished on interior woodwork shall not deteriorate during the first year of the Limited Warranty period. However, varnish-type finishes used on exterior will deteriorate rapidly and are not covered by the One Year Limited Warranty.

## Responsibility

Builder will retouch affected areas of natural finish interior woodwork, matching the color as closely as possible.

## You May Notice

Mildew or fungus on painted surfaces.

## Performance Standard

Mildew or fungus will form on a painted surface.

## Responsibility

Mildew or fungus formation is a condition the Builder cannot control and is a homeowner maintenance item unless it is a result of a construction defect.

# CARPETING

## You May Notice

Open carpet seams.

## Performance Standard

Carpet seams will show. However, no visible gap is acceptable.

## Responsibility

Builder will correct visible gaps.

## You May Notice

Carpeting becomes loose, seams separate or stretching occurs.

## Performance Standard

Wall-to-wall carpeting, installed as the primary floor covering when stretched and secured properly shall not come up, become loose or separate from its point of attachment.

## Responsibility

Builder will re-stretch or re-secure carpeting once at one year, if the Builder performed original installation.

## You May Notice

Spots on carpet, minor fading.

## Performance Standard

Exposure to light may cause spots on carpet and/or minor fading.

## Responsibility

None.



# SPECIALTIES

## LOUVERS AND VENTS

### You May Notice

Inadequate ventilation of attics and crawlspaces.

### Performance Standard

Attic and crawlspaces shall be ventilated as required by the applicable building code.

### Responsibility

Builder shall provide for adequate ventilation. Builder will not be responsible for alterations to the original system. Homeowner is advised to leave foundation vents open as much as possible and only close when temperatures drop into the 20's or lower.

## FIREPLACES

### You May Notice

Fireplace or chimney does not draw properly.

### Performance Standard

A properly designed and constructed fireplace and chimney shall function properly. It is normal to expect that high winds can cause temporary negative draft situations. Similar negative draft situations can also be caused by obstructions such as large branches or trees too close to the chimney. Some homes may need to have a window opened slightly to create an effective draft. The new homes have been insulated and weatherproofed to meet high-energy conservation criteria.

### Responsibility

Builder will confirm that the chimney was built to local codes. If the draft problem is caused by improper installation, Builder will make all reasonable efforts repair the problem.

# FIREPLACES (CONT)

**You May Notice**  
Chimney separation from structure to which it is attached.

**Performance Standard**  
Newly built fireplaces will often show slight amounts of separation. Separation shall not exceed ½ inch from the main structure in any 10-foot vertical measurement.

**Responsibility**  
Builder will determine the cause of separation and correct if standard is not met.  
Caulking is acceptable.

**You May Notice**  
Firebox paint changed by fire.

**Performance Standard**  
None.

**Responsibility**  
None. Heat from fires will alter finish.

**You May Notice**  
Cracked firebrick and mortar joints.

**Performance Standard**  
None.

**Responsibility**  
None. Heat and flames from “roaring” fires will cause cracking.

# PLUMBING

## WATER SUPPLY SYSTEM

**You May Notice**  
Plumbing pipes freeze and burst.

**Performance Standard**  
Drain, waste and vent water pipes shall be adequately protected, as required by applicable code, during normally anticipated cold weather to prevent freezing.

**Responsibility**  
Builder will make all reasonable efforts to correct situations not meeting the code. It is the homeowner’s responsibility to drain or otherwise protect lines and exterior faucets exposed to freezing temperatures. Please refer to the winterizing checklist in Section 5 of the Homeowner’s Manual.

**You May Notice**  
Water supply system fails to deliver water.

**Performance Standard**  
All on-site service connections to municipal water main and private water supply shall be the Builder’s responsibility. Private systems shall be designated and installed in accordance with all approved building, plumbing and health codes.

**Responsibility**  
Builder will repair if failure is the result of defective workmanship or materials. If conditions beyond builder’s control disrupt or eliminate the sources of the supply, builder has no responsibility.

# PLUMBING SYSTEM

**You May Notice**  
Faucet or valve leak.

**Performance Standard**  
No valve or faucet shall leak due to defects in workmanship and materials.

**Responsibility**  
Home Builder will repair or replace a leaking faucet or valve caused by defective materials or workmanship.

**You May Notice**  
Defective plumbing fixtures, appliances or trim fittings.

**Performance Standard**  
Fixtures, appliances or fittings shall comply with their manufacturer’s standard.

**Responsibility**  
Home Builder will make all reasonable efforts to replace any defective fixture or fitting which does not meet acceptable standards, as defined by the manufacturer.

**You May Notice**  
Stopped up sewers, fixtures, and drains.

**Responsibility**  
We will make all reasonable efforts to repair all sewers, fixtures, and drains that are clogged because of defects in construction. We are not responsible for a deficiency that is not construction related, including any failure of municipal systems. If sewers, fixtures, and drains are clogged because of Homeowner actions, the Homeowner will pay the cost of repairing them.

**You May Notice**  
Noisy water pipes.

**Performance Standard**  
There will be some noise emitting from the water pipe system, due to the flow of water. However, “water hammer” shall be eliminated.

**Responsibility**  
Builder cannot remove all noises due to water flow and pipe expansion. Builder will correct to eliminate “water hammer”.

**You May Notice**  
Cracking or chipping of porcelain or fiberglass surfaces.

**Performance Standard**  
Chips and cracks on surfaces of bathtubs and kitchen sinks can occur when the surface is hit with sharp or heavy objects.

**Responsibility**  
Builder will repair chips to porcelain surfaces that are noted during the New Home Orientation Tour. Chips reported after the New Home Orientation Tour will be the homeowner’s responsibility.

# HEATING AND COOLING

## HEATING

**You May Notice**

Inadequate heating.

**Performance Standard**

Heating system shall be capable of producing an inside temperature of 70F, as measured in the center of each room at a height of 5 feet above the floor, under local outdoor winter conditions. Federal, state or local energy codes shall supersede this standard where such codes are applicable.

**Responsibility**

Builder will correct heating system to provide the required temperatures during the first year. However, the homeowner shall be responsible for balancing dampers, registers and other minor adjustments. It is recommended to clean filters every three months.

**You May Notice**

Cold air return makes a humming noise.

**Responsibility**

A light humming noise is typical with cold air returns.

**Responsibility**

Builder has no responsibility for light noise.

## AIR CONDITIONING

**You May Notice**

Inadequate cooling.

**Performance Standard**

Where air-conditioning is provided, the cooling system shall be capable of maintaining a temperature of 78F, as measured in the center of each room at a height of 5 feet above the floor, under local outdoor summer conditions. In the case of outside temperature exceeding 95F, a differential of 15F from the outside temperature will be maintained. Federal state or local energy codes shall supersede this standard where applicable.

**Responsibility**

Builder will make all reasonable efforts to correct cooling system to meet temperature conditions.

## CONDENSATION LINES

**You May Notice**

Condensation lines clog up.

**Performance Standard**

None.

**Responsibility**

Condensation lines will clog eventually under normal use. This is a homeowner maintenance item.

## PROPANE

**You May Notice**

Propane leak

**Performance Standard**

All fittings and appliances shall function without leak.

**Responsibility**

Builder will make all reasonable efforts to correct any and all leaks in accordance with local codes and regulations.

**You May Notice**

Black soot in fireplace or at fireplace vent

**Performance Standard**

Black soot is generally caused by the propane pressure regulation becoming slightly out of adjustment. This happens most often after propane tank fill up.

**Responsibility**

In the first year the Home Builder will correct any pressure regulation issues so the fireplace does not produce black soot. After the first year, the homeowner should check with the propane fill company to ensure the pressure regulation is as it should be after a tank fill.

## VENTILATION

### AIR DISTRIBUTION

**You May Notice**

Noisy ductwork.

**Performance Standard**

When metal is heated, it expands and when cooled, it contracts. This result is “tickling” or “cracking” which is generally to be expected.

**Responsibility**

None.

**You May Notice**

Oil-canning.

**Performance Standard**

The stiffening of the ductwork and the gauge of the metal used shall be such that ducts do not “oilcan”. The booming noise caused by “oilcanning” is not acceptable.

**Responsibility**

Builder will correct to eliminate this sound.

**You May Notice**

Ductwork separates or becomes unattached.

**Performance Standard**

Ductwork shall remain intact and securely fastened.

**Responsibility**

Builder will re-attach and re-secure all separated or unattached ductwork.

# ELECTRICAL

## ELECTRICAL CONDUCTORS, FUSES AND CIRCUIT BREAKERS

**You May Notice**  
Fuses blow or circuit breakers (excluding ground fault interrupters) “kick out”.

**Performance Standard**  
Fuses and circuit breakers shall not activate under normal usage.

**Responsibility**  
Builder will check wiring circuits for conformity with local, state or approved national electrical code requirements. Builder will correct circuitry not conforming to code specifications.

**You May Notice**  
Failure of wiring to carry its designed load.

**Performance Standard**  
Wiring should be capable of carrying the designated load for normal residential use.

**Responsibility**  
Builder will check wiring for conformity with local, state and approved National Electrical Code requirements. Builder will repair wiring not conforming to code specifications.

# Outlets, Switches and Fixtures

**You May Notice**  
Drafts from electrical outlets.

**Performance Standard**  
Electrical junction boxes on exterior walls may produce airflow whereby the cold air can be drawn through the outlet into a room. The problem is normal in new home construction.

**Responsibility**  
None.

# SERVICE AND DISTRIBUTION

**You May Notice**  
Ground fault interrupter trips frequently.

**Performance Standard**  
Ground Fault interrupters are sensitive safety devices installed into the electrical system to provide protection against electrical shock. These sensitive devices can be tripped very easily.

**Responsibility**  
Builder shall install ground fault interrupter in accordance with approved electrical code. Tripping is to be expected and is not covered, unless due to a construction defect. If the outlet is tripped, push the reset button.

# PIPING

**You May Notice**  
Leakage from piping.

**Performance Standard**  
NO leaks of any kind shall exist in any soil, waste, vent or water pipe. Condensation on piping does not constitute leakage and is not covered.

**Responsibility**  
Builder will make repairs to eliminate leakage.

**You May Notice**  
Stopped up sewers, fixtures and drains.

**Performance Standard**  
Sewers, fixtures and drains shall operate properly.

**Responsibility**  
Builder will not be responsible for sewers, fixtures and drains that are clogged through the homeowner’s negligence. If a problem occurs, the homeowner should consult the Builder for a proper course of action. Where defective construction is shown to be the cause, the Builder will assume the cost of the repair; where the homeowner is shown to be the cause, the homeowner shall assume all repair costs.

Refrigerant lines leak.

**Performance Standard**  
Refrigerant lines shall not develop leaks during normal operation.

**Responsibility**  
Builder will make all reasonable efforts to repair leaking refrigerant lines and re-charge unit, unless damage was caused by the homeowner.

# LANDSCAPING

## TREES, SHRUBS AND LIVING ORGANISMS

**You May Notice**  
Plants, trees or lawn have died.

**Performance Standard**  
Trees, shrubs and grass are not warranted after closing unless specifically noted on the Builders Orientation Checklist.

**Responsibility**  
None



# WARRANTY EXCLUSIONS

1. LOSS OF, OR DAMAGE TO, ANY REAL PROPERTY NOT PART OF THE HOME COVERED BY THIS LIMITED WARRANTY AND NOT INCLUDED IN THE ORIGINAL PURCHASE PRICE OF THE HOME AS STATED IN THE CLOSING DOCUMENTS.

2. Any damage to the extent it is caused or made worse by:

(a) Negligence, improper maintenance, or intentional or improper operation including, but not limited to, damage resulting from rot, corrosion, or rust.

(b) Failure by the Homeowner to comply with the warranty requirements of manufacturers of appliances, fixtures, and equipment.

(c) Failure by the Homeowner to give notice to the Builder of any defects within the One Year Limited Warranty period.

(d) Changes in the grading of the ground by anyone other than the Builder or its agents or subcontractors.

(e) Changes, alterations, or additions made to the home by anyone other than the Builder or its agents or subcontractors after the Limited Warranty commencement date.

(f) Dampness or condensation due to the Homeowner's failure to maintain adequate ventilation.

3. Loss or damage that the Homeowner has not taken timely action to minimize.

4. Any defect caused by, or resulting from, materials or work supplied by someone other than the Builder or its agents or subcontractors.

5. Normal wear and tear or normal deterioration.

6. Loss or damage not otherwise excluded under this Limited Warranty that does not constitute a defect in the construction of the home by the Builder or its agents or subcontractors.

7. Loss or damage caused by, or resulting directly or indirectly from, accidents, riots and civil commotion, theft, vandalism, fire, explosion, power surges or failures, smoke, water escape, falling objects, aircraft, vehicles, acts of God, lightning, windstorm, hail, snow, ice, freezing rain, tornado, hurricane, mudslide, earthquake, and volcanic eruption.

8. Loss or damage caused directly or indirectly by soil movement, flood, wind-driven water, surface water, waves, tidal waves, overflow of a body of water, or spray from any of these (whether or not driven by wind); water backs up from sewers or drains; changes in the water table that were not reasonably foreseeable at the time of construction, or water below the surface of the ground (including water that exerts pressure on, or seeps or leaks through, a building, sidewalk, driveway, foundation, swimming pool, or other structure); wetlands, springs, or aquifers.

10. Loss or damage to the home, persons, or property directly or indirectly caused by termites, other insects, birds, vermin, rodents, or other wild or domestic animals.

11. Loss or damage resulting from the use of the home for nonresidential purposes.

# WARRANTY EXCLUSIONS Cont.

12. Loss or damage caused by failure to maintain proper temperatures within the home.

13. Loss or damage to utility services that were not installed by the Builder.

14. Any condition that does not result in actual damage to the home, including, but not limited to, uninhabitable or health risk due to the presence or consequence of electromagnetic fields, radon gas, mold, formaldehyde, or other pollutants and contaminants; or the presence of hazardous or toxic materials.

15. Bodily injury or damage to personal property.

16. Loss or damage caused by, or resulting from, abnormal loading of Structural Elements by the Homeowner, that exceed design loads as mandated by applicable codes.

17. Consequential or incidental damages including, but not limited to, costs of shelter, food, and transportation; moving and storage; any other expenses related to inconvenience or relocation during repairs to the home; and any diminution of the market value of the home.

18. This warranty is valid to the original purchaser only and does not transfer to subsequent homeowners.



# CARE AND MAINTENANCE OF YOUR NEW HOME

This guide has general maintenance and helpful ideas on how to maintain the beauty of your new home.

## EXTERIOR

### WOOD STAIN EXTERIOR DOORS

We recommend that you apply a coat of protectant stain to your doors and trim every six months for the first two years. After this period of time apply one coat every year thereafter.

### WOOD DECK

For natural wood decks, a finish of Thompson’s Water Seal or similar product should be applied at least once a year to protect the wood.

### CAULKING

With the passage of time, it is inevitable that cracks will begin to appear in the caulking, especially around your windows, doors, siding, etc. This is due to the constant changes of nature and the expansion and contraction of your home. Twice a year, preferable in the spring and fall, you should examine your home for areas that may need to be caulked. We highly recommend that you use Vulkem Sealant. It may be a little hard to find and a bit more expensive than other products, however the product is worth it. It generally can be found at lumberyards. Once applied and dried according to the instructions, it can be easily painted over, but never stained. Caulking is not covered under the builders warranty and all caulking is the responsibility of the homeowner.

### PAINT

Please try to store all paint cans that have been left for touch ups in areas where there is little chance of freezing. Repeated freezing will ruin the paint forcing you to purchase additional paint that may not match exactly.

### MISCELLANEOUS

Periodically give your exterior door locks and hinges a little shot of WD-40 or any similar product.

On one of the last fall days, check your gutters for any debris that may have formed, especially if you have trees planted around your home.

Also in the fall, disconnect all hoses from the hose bibs, shut off and drain exterior hose bibs to protect them from freezing.

Replacing and/or cleaning your furnace filter regularly, as recommended by the manufacturer, is essential to the care and efficiency of your heating system.

## INTERIOR

### CARPET CARE

The following is a general cleaning guide for your carpet. A more detailed plan is included in this warranty package.

1. Vacuum frequently.
2. Pick up soil before it is forced into the pile. Scrape or gently scoop with the blunt edge of a spoon from the outside of the spill towards the center.
3. General cleaning instructions: Apply a little ice water with a clean white (not printed) paper towel to the stained area. Lightly dampen (never wet the carpet through the backing) the soiled area. BLOT: Press straight down with a clean paper towel---NEVER RUB! In the final blotting step, a ½” thick pad of clean white paper towels placed on the cleaned spot with a weight and left overnight is the best way to absorb that last traces of liquid and foreign materials.

### TILE

Once again we remind you that especially for in the first year the tile grout may crack. If it is in the open area of the countertop or on the edges, we ask that you be patient in waiting for that first full year before having it repaired. Also remember that we provided you with a tube of “Color Caulk Tile and Fixture Caulk.” It is different from the rough granule-type grout that is in the field areas of the counters. This caulk is used to seal between the counter and the back splash and around tub and sink enclosures. It is your responsibly to correct cracks in those areas as soon as you see them.

### WOODWORK

For the maintenance of stained woodwork, we recommend the use of Liquid Gold or similar products. If minor scratches occur they should disappear by wiping with a rag soaked in Watco Natural Oil.

Miscellaneous: If you plan on leaving your home unoccupied for more than a day or two during the winter months, set your thermostat between 55 and 60. Turning the heat off will usually cause unnatural buildups of cold and moisture that could lead to problems, such as floor buckling, sheet rock cracks, etc.

## TOUCH UP PAINT IS OWNER’S RESPONSIBILITY

MonteVista Homes will come back one time to address any nail pops and drywall cracks. We strongly suggest to home owner’s that they wait until the 11th month and allow the home to go thru all four seasons of Central Oregon’s weather.

Upon that 11th month, please complete one of the Request for Service forms enclosed and mail it to the main office in Bend, Oregon.

## YOUR NEW ROOF

To help preserve the beauty of your new roof, and to insure a maximum life span, here is a list of recommended maintenance guidelines you will want to follow:

- All roofs are sensitive to traffic and only authorized and experienced roofers should be allowed on your roof.
- Keep your roof and gutters free from all debris. This may require cleaning them 1-4 times annually, depending on your surrounding landscape – ie. trees, leaves, vegetation, etc.
- Keep your roof free from algae and moss. This should be done with a treatment every 3-5 years, depending on your surrounding landscape. Some areas require no moss or algae maintenance.
- Shake roofs require a treatment every 3-5 years to help protect and extend the life of the roof. Some tile roofs need to be resealed every 10-15 years.
- Have an annual roof inspection, preferably after a strong storm to check for any damage such as:
- Missing or loose flashing- or flashing that needs to be resealed.
- Missing or loose shingles.
- Unusual wear and tear.
- Adequate venting- verify that venting is working successfully.
- During prolonged cold spells, make sure ice dams do not occur.
- All brick and masonry areas will need to be resealed per the manufacturer specifications.
- Annually check all siding for cracks and wear.
- Annually check all caulking on roof around siding and flashing joints.

# COLD WEATHER WINTERIZING CHECKLIST

1. Close foundation vents if temperatures drop into the 20's or lower.
2. Disconnect hoses from exterior hose bibs.
3. Shut off in-ground sprinklers and blow out lines.
4. Open cupboard doors. This is especially important if temperatures get below 20F.
5. Let faucets run (slowly).
6. When going on vacation, shut off the water.
7. When going on vacation, turn the hot-water heater off.

## Do NOT Use SALT OR DE-ICERS ON CONCRETE!

If pipes are broken or split, shut off the water and the water main, the water heater and water heater circuit breaker. We recommend that you call a plumber so further damage will be prevented.



**THIS HOME CONTAINS UN-INSULATED SPRINKLER LINES UNDER THE HOME THAT MUST BE BLOWN OUT BEFORE THE FIRST FREEZE**



## Moisture Intrusion & Water Damage Information for Home Owners

Effective July 1, 2008, contractors that build new homes must provide special information to homebuyers about moisture intrusion and water damage, and provide a home maintenance schedule in accordance with ORS 701.335. The following information was prepared by the Oregon Construction Contractors Board (CCB) to help contractors comply with this requirement.

**What is moisture intrusion and water damage?** “Moisture intrusion” means water – whether liquid, frozen, condensed or vaporized – that penetrates into your home. “Water damage” means damage or harm caused by moisture intrusion that reduces the value or usefulness of your home.

**How does moisture intrusion and water damage occur?** Some causes of moisture intrusion and water damage are:

- Missing or loose roofing materials or flashing
- Window sills or door frames without adequate caulking or weather-stripping
- Lack of caulking in siding, mortar in masonry, or grout in exterior ceramic tile installations
- Degraded paint on exterior siding or surfaces
- Overflowing or clogged gutters
- Gutter drains or downspouts that are not a sufficient distance from the structure
- Improper drainage slope next to foundation
- Plant materials too close to the structure or foundation
- Sprinklers that overspray onto the structure or foundation
- Non-working interior ventilation systems

**How can you tell if your home has water damage?** Signs of water damage may include dampness, staining, mildew (blackened surfaces with a musty smell), or softness in wood (a possible sign of dry rot).

**What to do if you see signs of water damage:** If water damage is discovered, you should investigate its source. Take steps to repair or replace any building parts or materials that allowed the moisture intrusion. You may need to take additional steps, depending on the extent of the water damage.

If you have specific questions about maintaining your new home, ask your contractor. If you need professional assistance in conducting a maintenance inspection, you may wish to contact your contractor or a licensed home inspection business.

(ORS 701.335) (OAR 812-012-0120)

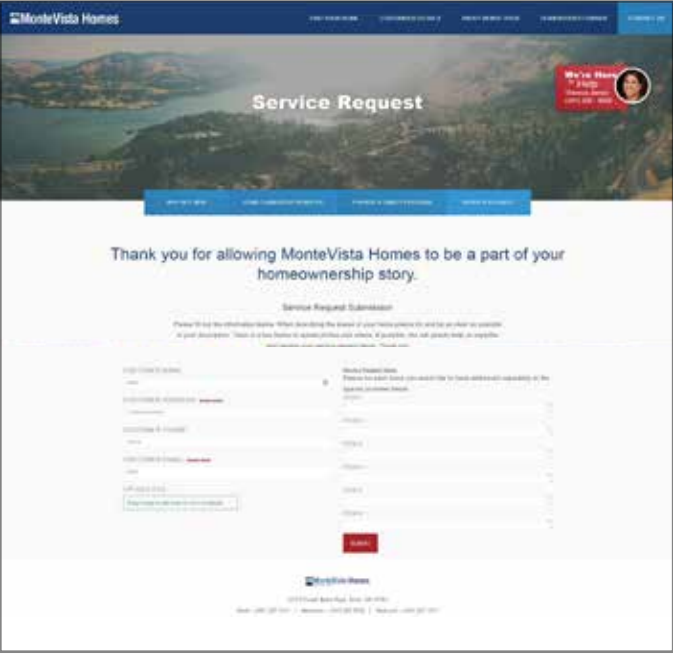
RECOMMENDED MAINTENANCE SCHEDULE FOR HOMEOWNERS (ORS 701.335) (OAR 812-012-0120)						
Maintenance Item	Description of Maintenance	How Often	Date	Date	Date	Date
Caulking/Weather Stripping	Check and repair missing, cracked, or peeling caulking or weather-stripping around window sills, door frames, and in siding gaps.	Twice yearly				
Debris Removal	Inspect gutters for debris blockage. Remove debris (for example, tree needles and leaves) from downspouts and gutters.	Yearly				
Foundation	Check soil around foundation to make sure that it slopes in such that water can flow away from the foundation. Fill soil in any areas that have settled around the foundation.	Yearly				
Gutters & Downspouts	Inspect gutters and downspouts for leaks. Repair if necessary. Check alignment of gutters, downspouts, and splash blocks to ensure that water is properly diverted away from the structure and foundation. Repair if necessary.	Yearly				
Landscaping sprinklers	Check landscaping sprinklers to make sure that they are not set so that they will soak siding or form puddles near the foundation. Adjust if necessary.	Yearly				
Mortar	Check and repair missing mortar in exterior masonry.	Yearly				
Paint	Check painted surfaces for cracking, peeling, or fading. Repaint if necessary.	Yearly				
Roof	Check roof for damaged, loose, or missing shingles. Check flashing around roof stacks, vents, skylights, and chimneys and in roof valleys for missing or loose flashing. Repair or replace if necessary.	Yearly				
Trees & Shrubs	Trim back tree branches, shrubs, and other plants to make sure they are not in contact with the structure.	Yearly				
Ventilation Systems	Check to make sure that interior mechanical ventilation systems (such as bathroom, kitchen, and utility room vent fans) are in good working order. Repair if necessary.	Yearly				
Water Stains	Check for water stains in the roof of the attic and in the exterior overhangs or soffits. If water stains are present, locate and repair the cause of moisture intrusion.	Every two months				

f: Maintenance Schedule 7-08

# SCHEDULING WARRANTY OR SERVICE WORK

PLEASE TAKE A FEW MINUTES TO READ AND FAMILIARIZE YOURSELF WITH THE PROCESS FOR SCHEDULING WARRANTY OR SERVICE WORK TO BE DONE ON YOUR HOME.

1. Please review the MonteVista Homes Limited Warranty and Warranty Standards located in this Homeowner’s Manual. This will help you to determine if your request is construction related. We have found that many requests are actually homeowner maintenance items.
2. Fill out the online Warranty/Service Request Form at [www.montevistahomes.com/service-request](http://www.montevistahomes.com/service-request)



3. After receipt of the Warranty/Service Request Form, you will receive a confirmation email and we will contact you to schedule an appointment

**ALL WARRANTY/SERVICE REQUEST MUST BE SUBMITTED ONLINE**  
**[www.montevistahomes.com/service-request](http://www.montevistahomes.com/service-request)**

for an inspection. During the inspection, we will make an assessment of the work requested, assign the appropriate subcontractor for the service or explain why a requested service is not covered under warranty. We will provide you with a copy of the Warranty/Service Request Form that will list the subcontractors next to the requested service for which the subcontractor is responsible.

4. We require that appropriate subcontractors contact you within seven (7) working days following the inspection. If the listed subcontractors have not contacted you within this time frame, please call our Warranty Dept. located in Bend. If we do not hear from you, we will assume that warranty service is proceeding as scheduled. It is important for you to call us so that the appropriate course of action can be taken.
5. We strive to complete warranty work within 30 days after the inspection. The subcontractors will schedule their warranty service in order to complete the work within this time frame. Unanticipated contingencies do occur, and may cause some delays on the projected completion date. For your information, the subcontractors normal working hours are 8 am to 5 pm, Monday through Friday. They will schedule warranty service during these days and times.

MonteVista Homes recognizes the importance of having a warranty program that serves the needs of today's homeowner in a professional and timely manner. The system was implemented here at MonteVista Homes is based on years of experience with buyers and how they have shaped today's housing market. We hope that you find the program outlined above to be as efficient, informative and quality-minded as any warranty program in the home building industry today.

**SCHEDULING WARRANTY FOR YOUR APPLIANCES**

**YOUR APPLIANCES ARE WARRANTIED DIRECTLY THRU THE MANUFACTURER**

**THEREFORE, PLEASE CONTACT THE MANUFACTURER WITH ANY SERVICE REQUESTS FOR YOUR APPLIANCES**



**UTILITIES MUST BE CHANGED OVER WITHIN 3 BUSINESS DAYS OF CLOSING DATE**

**□ Bend, Oregon**

**City of Bend**  
Utility Billing Department  
541-388-5515

**Cascade Natural Gas**  
Customer Service  
888-522-1130

**Avion Water Company**  
Customer Service  
541-382-5342

**Roats Water System**  
Customer Service  
541-382-3029

**Pacific Power**  
Customer Service  
888-221-7070

**Central Electric Cooperative**  
Customer Service  
541-389-1980

**Other Information that may be helpful ....**

**Cable Television/Internet**  
Bend Broadband: Vance Allen  
541-948-4988  
vance.allen@tdstelecom.com

**Internet**  
CenturyLink  
541-647-6468

**DMV (Dept of Motor Vehicles)**  
Bend  
541-388-6322

**Garbage**  
Bend Garbage & Recycling  
541-382-2263 (for those north of Greenwood)

Cascade Disposal  
541-382-6660 (for those south of Greenwood)

❑ **Redmond/Terrebonne, Oregon**

**City of Redmond**  
Utility Billing Department  
541-923-7765

**Cascade Natural Gas**  
Customer Service  
541-382-5342

**Pacific Power**  
Customer Service  
888-221-7070

**Other Information that may be helpful ....**

**Cable Television/Internet**  
Bend Broadband: Vance Allen  
541-948-4988  
vance.allen@tdstelecom.com

**Internet**  
CenturyLink  
541-647-6468

**DMV (Dept of Motor Vehicles)**  
Redmond  
541-548-0140

**Garbage**  
High Country Disposal  
541-548-4984

❑ **Hermiston, Oregon**

**City of Hermiston**  
Utility Billing Department  
541-567-5521

**Cascade Natural Gas**  
Customer Service  
888-522-1130

**Electricity**  
Customer Service  
541-289-2000

**Other Information that may be helpful ....**

**Cable Television**  
Charter Communications  
888-438-2427

Direct TV  
888-777-2454

Dish Network  
888-825-2557

**DMV (Dept of Motor Vehicles)**  
Hermiston  
541-567-3804

**Garbage**  
Sanitary Disposal  
541-567-8842

**PROCEDURES FOR EMERGENCY SERVICE ON WATER, ELECTRICAL, HEATING, PLUMBING, AND SEWER**

Should a situation arise where you require emergency service on an item covered under your one-year home warranty, please follow these steps:

We request that you contact the installation contractors listed below instead of an outside service repairman, since they will be most familiar with your installation and are responsible for the warranty of the installation.

The contractors listed below should only be contacted directly in the case of an EMERGENCY. For routine warranty or service needs, please follow the procedures for scheduling warranty and service repairs included in this manual.

**Water**  
**Subcontractor:**\_\_\_\_\_ **Phone:**\_\_\_\_\_

If you are able to isolate the problem, there are separate shut off valves for each fixture (i.e., sink, toilet, dishwasher). Shut off the appropriate valve and call MonteVista Homes to schedule warranty service. This will allow you to continue service to the rest of the house.

If you are unable to isolate the problem, turn off the water at the meter near the street and call one of the numbers above.

**Electrical**  
**Subcontractor:**\_\_\_\_\_ **Phone:**\_\_\_\_\_

For electrical repair, the name of the electrician is on the interior door of the breaker box. If your problem can be isolated to a single breaker, please turn the breaker off.

If power loss is in a kitchen, bathroom, garage, or exterior plug, please check to see if a GFCI plug needs to be reset. These plugs are located on the face of a wall plug. You will see a test and reset button. Push the reset button to regain power.

If the power loss is a bedroom, check the breaker box. The AFCI for bedrooms are in the breaker box.

**Heating**  
**Subcontractor:**\_\_\_\_\_ **Phone:**\_\_\_\_\_

Your gas fireplace will work in case of a power outage as a source of heat. Directions for relighting the hot water heater are on the tank.

**Sewer**  
**Subcontractor:**\_\_\_\_\_ **Phone:**\_\_\_\_\_

If your sewer system has backed up and a plunger is not helping, a drain company such as Roto Rooter can provide heavy-duty equipment. If it is determined that the problem was construction related you will be reimbursed.

**ALL NON EMERGENCY WARRANTY/SERVICE REQUESTS MUST BE SUBMITTED ONLINE**  
**[www.montevistahomes.com/service-request](http://www.montevistahomes.com/service-request)**

**Refer your friends and we'll reward YOU with CASH and your friends with a \$500 Upgrade Credit!**

**[www.MonteVistaHomes.com/referafriend](http://www.MonteVistaHomes.com/referafriend)**

The infographic features three stylized human figures holding hands, forming a chain. Each figure has a large number inside its torso, representing the order of the referral. Below each figure, the corresponding referral type and bonus amount are listed.

Referral Order	Referral Type	Bonus Amount
01	FIRST REFERRAL	\$500
02	SECOND REFERRAL	\$750
03	THIRD REFERRAL	\$1000

[illegible]

CCB#203709

Must fill out the form and submit on or before the Home Buyer's first visit to a MonteVista Homes Community.  
\* Please read Program Guidelines on website



62958 NE Layton Ave, Ste 5  
Bend, OR 97701  
(541) 541-699-4340  
www.MonteVistaHomes.com  
CCB 203709



62765 Powell Butte Highway  
Bend, Oregon 97701  
(541) 699-4340

Home Owner Orientation

Date: \_\_\_\_\_Site #: \_\_\_\_\_

Buyer(s): \_\_\_\_\_Phone: \_\_\_\_\_

Address: \_\_\_\_\_Email: \_\_\_\_\_

Your signature indicates that the components listed below are in good and acceptable condition, including, where applicable, the cosmetic surfaces of these items. Cosmetic damages noted subsequent to those identified today and listed on page two and three are excluded from warranty coverage except as specifically described in your homeowner manual.

Items that are acceptable are marked with a check mark. Items that are not acceptable are marked with an “X” or a number referring to a numbered note on the description page.

- \_\_\_ Appliances
- \_\_\_ Cabinets
- \_\_\_ Carpet
- \_\_\_ Caulking - Grout Settling & Maintenance Explained
- \_\_\_ Ceramic tile/grout (walls, counters, floors)
- \_\_\_ Countertops
- \_\_\_ Decks or Patios and exterior rails
- \_\_\_ Doors
- \_\_\_ Drywall
- \_\_\_ Fireplace
- \_\_\_ Garage overhead doors
- \_\_\_ Hardware (knobs, towel bars)
- \_\_\_ Floors - Hardwood
- \_\_\_ Floors - Resilient floor coverings
- \_\_\_ Landscaping (sod, shrubs, trees)
- \_\_\_ Light Fixtures
- \_\_\_ Marble or manufactured marble
- \_\_\_ Masonry
- \_\_\_ Mirrors and medicine cabinets
- \_\_\_ Paint
- \_\_\_ Plumbing fixtures (sinks, tubs, faucets)
- \_\_\_ Shower or tub enclosure
- \_\_\_ Siding
- \_\_\_ Stair rail
- \_\_\_ Windows, screens, patio doors
- \_\_\_ Wood trim

Selections/Change Orders

\_\_\_ All selections and change order items are  
\_\_\_ installed as agreed

Buyer: \_\_\_\_\_

Buyer: \_\_\_\_\_

Status Summary

\_\_\_ Smoke detectors respond to test buttons  
\_\_\_ GFCIs respond to test/reset buttons  
\_\_\_ Outside faucets function without leaks

Manufacturer literature will be delivered with  
the keys and upon completion of the sale  
including recording and final funding.

Warranty Service

For your protection and to allow efficient operation of our services, we ask that warranty service requests be submitted online at [www.montevistahomes.com/service-request](http://www.montevistahomes.com/service-request)  
For future warranty request items, please refer to the New Home Limited Warranty Standards provided to you with your warranty documents notebook. Please refer to your homeowner manual for complete details.

Buyer acknowledges receipt of Recommended Maintenance Schedule from the Builder, and acknowledges receipt and acceptance of the Warranty Standards Booklet.

Booklet Revision Date: \_\_\_\_\_

Buyer: \_\_\_\_\_

Buyer: \_\_\_\_\_

Home Owner Orientation (Continued)

Orientation Items Explained to Homeowner:

- \_\_\_\_\_ Interior
- \_\_\_\_\_ Explain electrical panel
- \_\_\_\_\_ Explain tamper-proof electrical outlets
- \_\_\_\_\_ Explain GFCIs
- \_\_\_\_\_ Explain furnace & water heater: filters, pilot lights, valves, gas smell, etc
- \_\_\_\_\_ Explain thermostat
- \_\_\_\_\_ Explain disposal wrench and reset button
- \_\_\_\_\_ Explain fireplace, gas shut off
- \_\_\_\_\_ Explain sheetrock cracks and nail pops. Drywall warranty - one time touch up in first year
- \_\_\_\_\_ Touch up paint is homeowner responsibility
- \_\_\_\_\_ Explain floor squeaks and why they come and go as houses “season” in first year
- \_\_\_\_\_ Explain that light bulbs were installed at the same time and can burn out at the same time
- \_\_\_\_\_ Explain vinyl windows - locking and effect of heat and direct sun
- \_\_\_\_\_ Explain that maintenance items are the responsibility of the homeowner
- \_\_\_\_\_ Review smoke detectors operation and batteries
- \_\_\_\_\_ Recommended Maintenance Schedule
- \_\_\_\_\_ Warranty Bucks

Any other INTERIOR items that need correction or completion:

\_\_\_\_\_

Buyer Initial

\_\_\_\_\_

Buyer Initial

Home Owner Orientation (Continued)

Orientation Items Explained to Homeowner:

- Exterior
- \_\_\_\_\_ Show water shut-off and sewer clean out
  - \_\_\_\_\_ Show location of water meter
  - \_\_\_\_\_ Explain about opening and closing crawl space vents
  - \_\_\_\_\_ Explain telephone, TV and cable wire connections
  - \_\_\_\_\_ Show Gas Shut Off
  - \_\_\_\_\_ Concrete Care & Maintenance Explained
  - \_\_\_\_\_ Exterior Grading & Site Drainage Explained
  - \_\_\_\_\_ Caulking Maintenance Explained
  - \_\_\_\_\_ Landscaping Warranty Explained
  - \_\_\_\_\_ Explain hose bib cut-off & drain procedure (If Applicable) and possible noise and dripping at backflow device

Any other EXTERIOR items that need correction or completion:

The items as listed on page above have been reviewed with me.

New Home Owner \_\_\_\_\_

Builder \_\_\_\_\_

Date \_\_\_\_\_

Date \_\_\_\_\_

WARRANTIES: The Buyer(s) acknowledge and accept the Sellers express One Year Limited Warranty and agree to the performance standards contained within it. In the event an item is not specifically listed in the MonteVista Homes One Year Limited Warranty Standards, the guideline listed in the NAHB Residential Construction Performance Guidelines shall apply. In the event there is a conflict between the MonteVista Homes warranty standards and the NAHB Residential Construction Performance Guidelines, the MonteVista Homes 1 year warranty book and standards shall apply. The Buyer(s) also acknowledge that warranties stated in this manual are non-transferable.

\_\_\_\_\_ Buyer Initial

Who was present at the Meeting?

Site Supervisor: \_\_\_\_\_

Marketing Rep. Present: \_\_\_\_\_

Home Owner(s): \_\_\_\_\_

Other: \_\_\_\_\_

All homeowner orientation items have been corrected & completed to my satisfaction.

Buyer: \_\_\_\_\_

Buyer: \_\_\_\_\_

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

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