



YOUR NEW SIGNATURE HOME

WARRANTY GUIDE



COVERAGE • CARE • CLARITY

NSH • 1/23/2026



Congratulations on the purchase of your new home and thank you for choosing a Signature Homes community. It is important that you understand what the warranty covers as well as the routine maintenance, inspections and services that your home will require to remain in excellent condition. This guide is just a summary of our complete warranty program.

TABLE OF CONTENTS

Warranty Coverage	4-10
Contacting Warranty	4
Emergencies	5
Coverage	6
Items Not Covered Under Your Signature Warranty After Closing	7
Making a Service Request	8
Courtesy Follow Up	9
Once You Move In	10
Frequently Asked Warranty Questions	11-13
Fireplaces	14-15
Appliances	16
Sink Garbage Disposal	17
Plumbing & Water Supply	18-19
Water Heater	20
ARC Fault Circuit Breakers	21
HVAC Unit	22
Garage Door	23
Irrigation System	24-27
Landscaping	28
Gas Meter	29
Windows	30-31
Cleaning Guide	32
Homeowner Maintenance	33

SIGNATURE WARRANTY COVERAGE

ALL WARRANTY REQUESTS MUST BE IN WRITING TO THE WARRANTY DEPARTMENT, VIA EMAIL OR WEBSITE.

EMAIL: NashvilleWarranty@signature.homes

WEBSITE: Signature.homes

SCAN TO OPEN YOUR WARRANTY ONLINE OR MAKE A REQUEST.



SCAN TO OPEN YOUR WARRANTY PROGRAM



The main Signature Homes office number: **615.764.0167**

After hours emergency number: **205.941.4551**

HELP US TO SERVE YOU

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

- Your name, address and the phone number where you can be reached during business hours. Please include helpful information such as photos, location, and serial #'s if needed.
- A complete description of the problem, for example, “guest bath—cold water line leaks under sink,” rather than, “plumbing problem.”
- If using as a rental property homeowner must complete/submit an **owner/agent designation form** for renter/agent to submit requests. Otherwise, the homeowner must submit and sign for all service requests.

EMERGENCIES ONLY

HOURS OF OPERATION

M-F AFTER 5PM + WEEKENDS/HOLIDAYS

EMERGENCIES ARE CONSIDERED:

- **Total loss** of heat during winter months (October – May)
- No working AC in **entire home** (May – October)
- **Total loss** of electricity (check for community outage first)
- Total loss of water or plumbing leak that requires water to be shut off to your entire home
- Roof leak (cannot be repaired while raining - protect home from further damage)
- Gas leak (report to the gas company first if you suspect a gas leak!)

GAS COMPANY: _____

PHONE #: _____

After hours emergency number: **205.941.4551**

(AFTER 5PM AND WEEKENDS/HOLIDAYS)

- Please allow up to 24 hours for response.
- Emergencies are answered in order of received and based on severity
- Please mitigate any damage you can while waiting for assessment

1 YEAR

Signature Homes provides a 1 year Limited warranty which covers your home from defects in materials and workmanship.

2 YEAR

Signature Homes provides a 2 year warranty on all mechanical systems including Plumbing, HVAC, Electrical, Roofing and Appliances.

10 YEAR

Structural warranty provides that your home will be free from any major structural defects in the slab, foundation and framing of your home.

*Any additional work done to your home which is covered during this warranty period must be performed by the Signature Homes vendor used during the time of production to prevent voiding any part of the warranty.

Please note, all Signature warranties are not transferable to the second and subsequent homeowners.

ITEMS NOT COVERED

under your Signature Warranty *after closing*

NATURAL WOOD PRODUCTS

natural wood products such as fences, decks, unfinished mantels and posts may warp, cup, or split especially when exposed to elements.

COSMETIC FLAWS

Scratches on windows, bathtubs, cabinets, sinks, countertops and flooring and appliances.

LANDSCAPING

Issues due to shaded areas, lack of watering, over watering or neglect. No warranty on landscaping unless noted at Final Walk

WEATHER RELATED DAMAGES

Damages such as ice damage, freezing spigots, wind damage, “acts of god” damages. Contact your Homeowner’s Insurance for weather related damage.

IRRIGATION SYSTEMS

Only the control module is covered under the 1 Year Warranty. Damaged piping/heads and covers are not warrantable.

WARRANTY SERVICE REQUESTS

If you need to initiate non-emergency warranty service at any time during the warranty term, as described in section 2 of the Limited Warranty Agreement, you are welcome to do so by sending in a warranty request via email. The easiest way to submit a request is via the warranty email, NashvilleWarranty@signature.homes. Please include your name, address, phone numbers and the warrantable items

PUT IT IN WRITING

A written report of warranty request items provides you with a record of any request. This also allows us to operate efficiently, thereby providing faster service to all homeowners.

ONE TIME WARRANTY REPAIRS

Your home is constructed using hundred of different materials. In addition, the climate in the Southeastern US is subject to wild swings in temperature and humidity. As a result, due to thermal expansion/contraction and variation in moisture content, certain components of your home may move in the first year. If needed, we will perform repairs to items listed below, one time, during the first year following the closing of your home. In most cases, you will benefit by waiting for a date near the end of your 1 year Comprehensive Warranty Term to have those repairs made, rather than upon first appearance. In any event, one time during the first year after closing, repairs to the following limited items will be performed free of charge.

Caulking and Paint Touch-up: due to separations or cracks in interior trim

Patching and Paint Touch-up: due to drywall separation and/or nail/screw head “pops”

Ceramic Tile: grout repair needed due to cracks

**THESE ITEMS MUST BE REPORTED BEFORE THE EXPIRATION
OF THE 1 YEAR COMPREHENSIVE WARRANTY TERM**

COURTESY FOLLOW UP VISIT / WARRANTY ORIENTATION

We offer a Courtesy Follow-Up Visit with a Signature Homes Warranty Representative to our new homeowners as an opportunity to ask any questions that you may have about maintaining your home. If you would like to schedule this Courtesy Visit, please email NashvilleWarranty@signature.homes

If you have questions about your home prior to this visit, please make note of them so we can get them addressed. Please ensure that the person at home for the warranty visit is over the age of 18 and is familiar with any concerns or questions you have.



ONCE YOU MOVE IN

IN THE FIRST YEAR YOUR HOME WILL GO THROUGH ADJUSTMENTS.

Due to seasonal differences in temperature and humidity, you may see a few changes in your home. We will repair these items 1 time during the 1 Year Comprehensive Warranty Term

THESE REPAIRS ARE A ONE TIME AND ONE TRIP FOR THE ENTIRE HOME

THINGS YOU MAY SEE...



TRIM JOINTS EXPAND & CONTRACT

WE WILL: Caulk, paint, and trim



NAILS POP IN SHEETROCK

WE WILL: Reset screw, apply joint compound, sand and paint



CRACKS IN GROUT

WE WILL: Reapply grout

THESE ISSUES DO NOT AFFECT THE STRUCTURE OF YOUR HOME!

FAQ's



WHAT IF MY EXTERIOR CONCRETE CRACKS?

As concrete cures (dries out) contraction can occur and cracks will appear. Although it is common for concrete to crack, we have taken every precaution to properly install your concrete and even have an outside inspection to make sure it's done properly. Signature will fill concrete cracks in the slab or garage when the crack is:

Concrete cracks in slab or garage:

- A) Greater than 3/16" inch width
- B) Greater than 3/16" inch vertical displacement

Concrete cracks in patio or driveway:

- A) Greater than 1/4" inch width
- B) Greater than 1/4" inch vertical displacement

These standards are in accordance with the Signature Homes Warranty and the National Association of Homebuilders Residential Construction Performance Guidelines. Weather related damage to concrete, such as freezing and salt damage is not warrantable.



WHAT IF NAIL POPS APPEAR IN THE SHEETROCK WALLS OR CEILINGS?

Nail pops are a natural occurrence in sheetrock, usually due to reduced humidity in your home which causes the wood to shrink slightly. These could happen at any point after the construction of your home is complete. If this occurs, Signature will repair and repaint the spot 1 time during the 1 Year Comprehensive Warranty Term.



WHAT IF I HAVE AREAS IN MY YARD WHERE THE SOD IS THIN OR DYING OUT?

There may be areas in your yard that receive a limited amount of sunlight during certain times of the year. These areas may not receive enough sunlight to support sod growth, causing the sod to grow thin or die. Areas adjacent to fences can also receive a limited amount of sunlight. These shaded areas are considered homeowner maintenance and are unwarrantable issues. Under watering as well as over watering may affect the growth of your sod, as well as your landscaping.

FAQ's



WHAT IF GAPS OR HOLLOW SPOTS APPEAR IN LVP AND HARDWOOD FLOORING?

LVP and Hardwood flooring may slightly contract and expand. We will correct per industry standards and manufacturer recommendations. Occasionally you may hear “hollow spots”. This too is a normal occurrence for any wood product. If the planks move when standing upon them, this issue will also be corrected by using methods approved by manufacturers. Using water to clean hardwood can void your flooring warranty.



WHAT IF I SEE STANDING WATER IN MY YARD DURING A RAIN STORM?

Water in your yard may come from various points – effluent from downspouts, water draining from your yard, or water draining from an adjacent yard. To prevent standing water or flooding, engineers have developed the swales that you see on some home sites. Your yard is graded so that any surface water should drain away from your house and drain completely off within 48 hours of the end of a rain event. Depending on the amount of rainfall, they may run deep and wide until the water has completely been drained off your property. This means that the swales are operating properly, accomplishing their intended purpose.

Drainage swales and shaded areas may not completely dry up, but there should be no standing/pooling water after this time period of 48 hours. Drainage swales should always be kept free and clear to ensure proper drainage of surface water. Fences must be 3 feet from swale. Any disturbance of the swale may void landscaping/drainage warranty.

WHY DO I HAVE A WET AREA AT THE CONDENSATION DRAIN?

When the AC unit(s) are in use, expect to have up to 15-20 gallons of water drainage per day depending on humidity and HVAC use for each unit. This area will remain wet during use of unit(s). The 48 hour drainage rule does not apply to condensation lines.



WHAT IF A TILE CRACKS IN MY HOME?

Sometimes tiles will crack. A cracked tile does not indicate a structural problem; it is simply an occurrence that may happen. Signature will repair cracks in tile or grout one time during the one year basic warranty period. Because there is some fading with time, sometimes the color of grout and tile may differ slightly. We will try our best to match the original colors, but most likely there will be some color variation. Many homeowners decide not to have the original grout or tile repaired because of this possibility.

WHAT IF MY BASEMENT BECOMES HUMID?

Basements without conditioned air will often have higher levels of humidity. The heating and air conditioning in your home are designed to remove humidity, and in an unfinished basement there is no conditioned air. The solution is to place a dehumidifier in the basement as needed. Signature does not warrant against humidity in basements.



WHY CAN YOU SEE SEAMS IN MY SHEETROCK?

When finishing sheetrock, we are dealing with several textures, sheet rock, tape and the finish. Unfortunately, depending on lighting, seams may be more visible! All sheetrock seams will be of equal quality to our model standards. Imperfections in sheetrock seams that are visible from a distance of 6'-0 or greater during normal lighting conditions will be repaired. Imperfections that are visible only at certain times of the day (or in specific lighting conditions), are deemed to be acceptable.

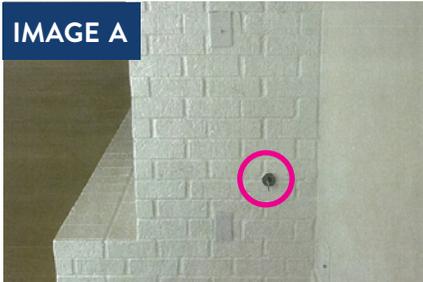


HOW DO I AVOID FROZEN PIPES?

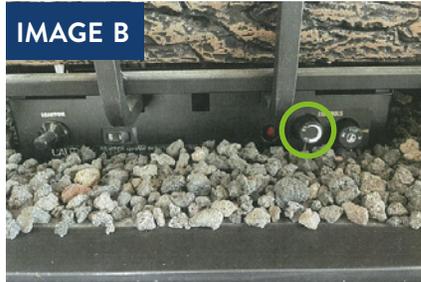
During freezing temperatures, we recommend you drip all faucets and open cabinets at plumbing to circulate airflow

INTERIOR FIREPLACE

START UP



Make sure the gas valve located on the wall of the fireplace is in the open position.



Turn the ON/OFF/PILOT knob on the right side to Pilot position. Once the knob is in the pilot position, push the knob forward. This will allow gas to flow to igniter.

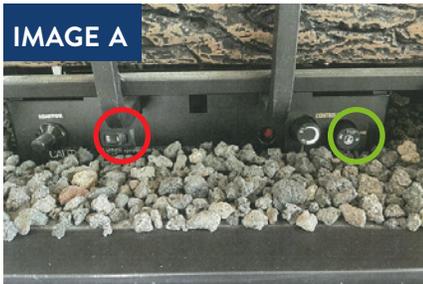


With the knob pushed in, press the igniter located on the extreme left side until the pilot light is lit.



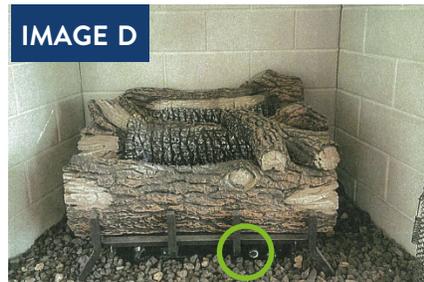
When pilot light is present you can adjust the flame height by rotating the knob located next to the ON/OFF/PILOT knob.

WALL SWITCH

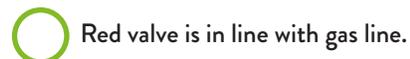


To use wall switch, the manual fireplace switch must be in the **OFF** position and the knob to the right must be in the **ON** position.

SHUT DOWN



The fireplace can be turned off by rotating the ON/OFF/PILOT knob to off position. This will extinguish the pilot light. You can also turn the gas valve to the off position to stop the flow of gas to the log unit.



EXTERIOR FIREPLACE



START UP

Make sure gas is on and set the knob on the right to “IGN” (ignite) and press the button on the left to start. You may need to “bleed” the line for up to 1 MINUTE by holding the button if unit is new or has not been used for an extended time.



-  Right knob
-  Button to start

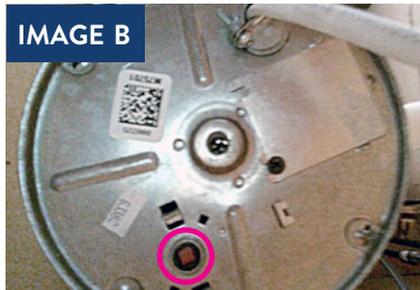
APPLIANCES



**SEE MANUFACTURER FOR ANY
OPERATION AND MAINTENANCE QUESTIONS**

DISPOSAL

WON'T START



The ON/OFF switch for the garbage disposal is located on a wall mounted switch. (This switch is sometimes located under the sink.)

SEE IMAGE A

○ ON/OFF Switch

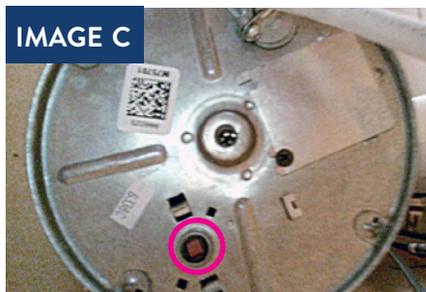
If the wall switch does not activate the disposal, check the main electrical panel to ensure the breaker has not been turned off.

If the breaker switch and wall switch do not activate the disposal, press the red reset button located on the bottom of the disposal unit.

SEE IMAGE B

○ Reset button

JAMMED



○ Key way location



○ Allen wrench

If the disposal is “jammed” turn the switch to ON/OFF switch OFF position. Use the Allen wrench tool and insert it into the key way located under the disposal unit and turn counter clockwise. This will usually dislodge the item jamming the disposal and free it up. Improper garbage disposal use also causes many plumbing clogs. Always use plenty of cold water when running the disposal. This recommendation also applies to grease; supplied with a steady flow of cold water, the grease congeals and is cut up by the blades. If you use hot water, the grease remains a liquid, then cools and solidifies in the sewer line. Allow the water to run 10 to 15 seconds after shutting off the disposal.

SEE IMAGES C & D

PLUMBING & WATER SUPPLY



WATER SHUT OFF TO ENTIRE HOME

The main water manifold is usually located in the wall in the garage and has the control valves to shut off water flow to the entire house. It is recommended to winterize your hose bibs during freezing temperatures. (In case of an emergency or for conducting any plumbing repairs)

The valves are in the OPEN position when the valve lever is in line with the water lines. OFF position is indicated by valve lever being 90 degrees to water line.

 Valve is in OFF position.

To winterize, this valve should be in the OFF position.



TOILET & SINK SHUTOFF VALVES

Each toilet has a shutoff on the water supply line located under the tank. The small valve can be rotated 90-degrees to stop the water flow to the tank. Hot and cold water shut offs for each sink are on the water lines under the sink.

SEE IMAGE B

 Hot/cold shutoff valves

CLOGGED TOILETS

When flushing the toilet, hold handle down until the toilet is completely flushed, allowing the water tank to drain completely providing ample water to flush all waste.

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

You can usually clear clogged drains/toilets with a plumber's helper (plunger). If you use chemical agents, follow directions carefully to avoid personal injury or damage to the fixtures.

CLOGGED DRAIN

Signature Homes will correct clogged drains that occur during the first 30 days after closing. If a household item is removed from a clogged drain during this time, we will bill you for the drain service. After the first 30 days, you are responsible for correcting clogged drains and will be billed if the plumber determines the clog was caused by the Homeowner.

Clean a plunger 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.

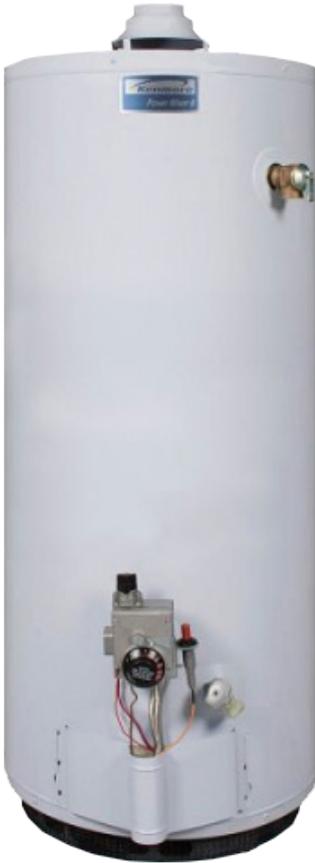
If you have a clogged drain you cannot clear, please stop using that fixture and submit a warranty request.

GRINDER PUMPS

Finished basement homes have interior grinder pumps which are the responsibility of the homeowner to maintain,

Septic system homes have grinder pumps in the septic tank which is maintained by the waste water utility provider.

WATER HEATER



NO HOT WATER

Before calling for service, check to verify that the:

- 1** Pilot is lit (easy to follow directions are attached to the side of the water heater).
- 2** Temperature setting is not on vacation mode or too low.
- 3** On Gas Units—Make sure gas shut off valve is in the OPEN position.
- 4** High winds may cause pilot light to go out
- 5** Make sure the recirculation pump is on

TANKLESS WATER HEATER INFORMATION

Access manufacture's guide online.

*extreme cold can cause condensation drain line to freeze and shut off unit.

Keep line thawed in extreme weather. ALL hot water heaters require yearly maintenance. Not doing so can void warranty on unit(s).

BREAKER BOX

ARC FAULT CIRCUIT BREAKERS



Dual function circuit breakers are located in your breaker box. These breakers are safety breakers allocated to certain areas in your home per city building codes. Dual function breakers are designed to be more sensitive to power surges and power overloads. If a dual function breaker trips, simply reset it by pushing to off position and then pushing the breaker lever inward to match the existing breakers. Tripping of these breakers does not mean there is an electrical issue as they are very sensitive to power surges, moisture, line overload/draw etc.



Additional breakers may be located in the exterior panel. Breaker box on the exterior of the house might be located with the HVAC unit and outside plugs

HVAC

NO HEAT

IMAGE A



IMAGE B



Before calling service, check to verify that the:

- 1 Thermostat is set to “HEAT” and the temperature is set above the shown actual room temperature on the display.
SEE IMAGE A
- 2 Circuit breaker on the main electrical panel is ON.
- 3 Switch on the side of the furnace or located on wall stud in ON. (Applies to gas only units)
SEE IMAGE B
- 4 Check that gas valve is in the “ON” position

*Temperature can be +/- 5 degree variance between rooms and be within tolerance

NO AIR CONDITIONING

Before calling service, check to verify that the:

- 1 Thermostat is set to “COOL” and temperature is set below the shown actual room temperature on the display.
SEE IMAGE A
- 2 Air conditioner and furnace breakers on the main electrical panel are ON.
(If a breaker is tripped you must turn it on from the tripped position to the off position before you can turn it back on.
- 3 Switch on the side of the furnace or located on wall stud in ON.
SEE IMAGE B

*HVAC units require yearly maintenance from a licensed provider. This is not covered by warranty.

SMART THERMOSTAT



If a smart thermostat is added then our HVAC company should be notified prior to installing so it does not void warranty. If you are installing, call HVAC company for approval.

GARAGE DOOR

NOT WORKING: SENSOR ALIGNMENT



○ Sensor Light Locations

Your garage door is equipped with two sensors at the bottom right and left hand corners for safety; these sensors detect objects while the garage door is in motion. Once an object has crossed the sensor beam while door is in motion the garage door will go back up to keep from closing on object.

The sensors have 2 LED light, one orange and one green, that should always be illuminated. If one or more LED lights are not illuminated the garage door will not function.

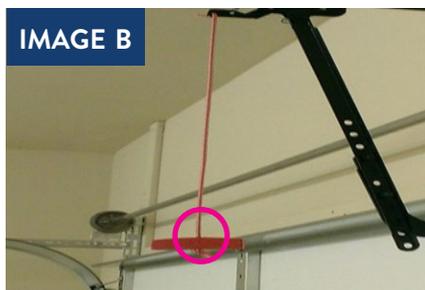
SEE IMAGE A

Move the sensors up or down until they are level with each other. You will know they are level by the sensor LED's illuminating with a steady bright appearance when alignment has been achieved.

FAILS TO WORK WITH TRANSMITTER

Change the batteries in transmitter and refer to the garage door manual for instructions.

EMERGENCY PULL CORD RELEASE



○ Emergency Pull Cord

Your Garage door is equipped with an emergency pull cord in case of power outages. This allows you to operate the garage door manually. This pull cord is red in color and has a handle. The pull cord is located on the top rail system hanging down.

SEE IMAGE B

To operate the pull cord release: Grab the emergency pull cord and simply pull down. This will release the lock mechanism.

After power is restored simply use the wall control button or your transmitter and the garage door will automatically latch itself to the proper position.

IRRIGATION

CONTROL PANEL OVERVIEW



For Manuals and Operation Instructions please refer to the link below:

<http://www.rainbird.com/homeowner/support/timers/ESP-Me.htm>

Setting the irrigation watering schedule is the homeowner's responsibility after closing.

VALVE BOX LOCATION

IMAGE D



The irrigation system is also equipped with a valve box which is usually located on the back or side of your garage. This box is circular and has a green cover. The valve box is there for maintenance to your system only. You will not have to utilize the contents of the valve box for any reason.



IRRIGATION SYSTEM MAINTENANCE

It is best to check the irrigation system in the spring after you cut on the system for the first time and again halfway through the season.

THE BASICS OF IRRIGATION MAINTENANCE ARE:

- 1 Inspect the controller and make sure it's plugged in and functioning
- 2 Update the time and date
- 3 Check the connection on all of the wires — make sure that rain, wind, or soil moisture sensors are connected
- 4 Replace the back-up battery
- 5 Change the schedule to reflect the current season and irrigation needs of the landscape
- 6 Turn on each zone and look for system damage
- 7 Homeowner is responsible for winterizing and opening each season

BACK FLOW PREVENTER



LEAKING VALVES OR PIPES

Leaks can occur as a result of weather damage (freezing and thawing), damage from shovels and other sharp tools, vandalism, tree roots or normal aging of the system. Leaks from valves and pipes may be large and very obvious. Smaller leaks may not show up immediately and will require some detective work. Replace or repair damaged valves and pipes.

BROKEN OR MISSING HEADS

Damage can occur to sprinkler heads from lawn mowers, vandalism, improperly installed heads or normal wear and tear. Replace damaged or missing heads immediately. Installing heads on swing pipe allows the head to “float” in the soil and reduces the damage that can result from lawn mowers or other heavy objects.

CLOGGED NOZZLES

Clogged nozzles occur as a result of debris entering the irrigation system, a dirty water source or normal wear and tear. Flush system at the beginning of the irrigation season, install screens on sprinkler heads, replace clogged nozzles, and improve system filtration.

SEAL LEAKS

Over time, dirt and debris can wear out the wiper seal resulting in leaks around the top of the spray head. If the spray head consists of a single unit the entire head must be replaced. Some spray heads it is possible to screw off the top of the sprinkler head and replace.

SUNKEN HEADS

It is not uncommon for sprinkler heads to settle over time. Even when the soil is packed around them, the weight of lawn mowers and other heavy equipment on wet turf can cause the heads to settle. Grass clipping, soil, and other debris can build up around heads resulting in a head that doesn't clear the grass adequately and disrupts the spray pattern.

TILTED HEADS

Lawn mowers and wet soil can cause newly installed sprinkler heads to tilt resulting in uneven coverage. Otherwise reposition the head and pack the soil around it carefully.

HOSE BIBS

Cover hose bibs in cold weather to prevent freezing



LANDSCAPING

LAWN & LANDSCAPING

This is a guide for your new lawn and landscaping. A proper turf and shrub program is needed for your yard to thrive. Your lawn and shrub beds will take several weeks to root in and the soil to firm up. People, children and pets must be kept off the newly sodded lawn until it firms up. **Water should be applied to keep the sod and plants from drying out.**

When the sod has reached a **height of 4"**, set the irrigation controller so the new lawn is watered for **two or three days a week** depending on heat and rainfall. The first time you cut your new lawn set your mower on the highest cutting level. Then mow again the next week at a different angle at the normal height of **2.5–3 inches**. Bag and remove your clippings. If you have a fence the clippings will get caught underneath and prevent your lawn from having proper drainage. Continue mowing on a weekly basis, making sure your lawn is dry the day that you cut it. Mowing a soft yard will leave ruts, causing an unsightly yard and prevent your yard from properly draining. During the year, leaves and debris may fall on the new lawn. Make sure you remove all debris. Debris that is left on the lawn will kill grass, leaving patches and potential pest problems.

CARE AFTER SOD ROOTS IN

When your sod has rooted in, meaning it does not come up when you tug on it, fertilize your lawn with a slow release fertilizer. Such as an **18-24-12** with a **50% slow release product**. This is often called starter fertilizer and will promote overall health and root growth. After that we recommend fertilizing **4 times** per year. Problems with weeds are likely in a newly sodded lawn. If weeds become a problem, treat the lawn with a post-emergent herbicide. We also recommend that you apply a **per-emergent** in January to prevent weeds in the spring and summer. Then apply again in September to prevent weeds from growing during the winter months. Pests can become a problem in your sodded lawn. Pests can be mold, fungi, insects or weeds and all must be treated differently. **Regular mowing, fertilizing and proper watering techniques should prevent most problems.**

AERATION

We also recommend an aeration program to be done in spring and fall. This breaks up the compaction of the soil caused by the building process and temperatures over 75 degrees. By aerating the soil and then fertilizing with a turf builder, you will have a green and established lawn much faster than not aerating. Aeration allows water to drain better and allows oxygen to the root structure of the turf allowing it to be thicker and healthier. This will also save you money by not having to water as often. When the ground is compacted **two-thirds (2/3)** of the water you apply just ends up **in your neighbor's yard or in the street**. However when it is broken up the water goes in the ground and not just over the top of it. This will also help your lawn drain better and not retain moisture causing soggy soil and algae.

SHRUB BEDS

Shrub and flower beds add beauty to your home by helping to blend the vertical lines of the structure with the horizontal lines of the ground. Plantings should be designed to help create this blending effect without distracting from the natural beauty of the structure. Your shrub and flower beds need **fertilizing 2 times a year** and may also need a pest management program. Insects, diseases and fungi can invade your plants and will need proper care to maintaining their health and beauty.

GAS METER

TRACER WIRE

The yellow tracer wire needs to remain in place. This wire is used by the gas company to locate underground pipes.



○ Tracer Wire

If you smell gas anywhere in your home or outside then you need to call the gas provider immediately.

If there is no answer, call 911

WINDOWS

CHECK EXTERIOR CAULKING MANDATORY HOMEOWNER MAINTENANCE



- Check caulk joint between window and bricks around the entire periphery of window. There should be no gaps.

All window caulk joints on the exterior of the house should be examined once a year to ensure that there are no caulk breaks/gaps from the windows to the brick. A good caulk joint is necessary to provide a tight water and air seal to prevent water leaks on the inside of the house and to maximize heat and AC efficiency.



WITH WEEP HOLES

Sill tower cleaning for window with weep holes
Clean track at top of window to lock

If window is difficult or not closing all the way it is important to check this track on the bottom of the upper window and free any debris that may have accumulated in the track over time



When ensuring that weep holes are not filled in may be necessary to pull out the track of the window to clean.

Check outside caulking around non-weep hole windows regular and keep window tracks clean to avoid leaks.

CLEANING GUIDE

	WHAT TO USE	WHAT NOT TO USE
HARDWOOD/LAMINATE FLOORING	Shaw R2X Wood Floor Cleaner	Ammonia cleaners, oil soaps, wet mop, vinegar and water
TILE FLOORING AND SHOWER	Mr. Clean *dilute in water before use www.mrcclean.com	Steel wool (S.O.S patch), scouring powders (Ajax), or other abrasives that can scratch the finish, oil or ammonia based
TILE GROUT	Mr. Clean *dilute in water before use www.mrcclean.com	Steel wool (S.O.S patch), scouring powders (Ajax), or other abrasives that can scratch the finish, oil or ammonia based cleaners
CARPET	Spot Shot	Nothing but specific cleaners for carpets. Do not use carpet powders.
GRANITE	Pledge Specialty Surfaces Furniture Spray	Bleach or ammonia based cleaners
QUARTZ	Soft sponge with warm water, Mr. Clean, 409, Simple Green, Fantastic, or regular dish washing detergent such as Palmolive	Sponge with aluminum oxide, acetone, drain cleaners, paint strippers, hydrofluoric acid, ammonia, or any product with low PH
STAINLESS STEEL APPLIANCES	Pledge Specialty Surfaces Furniture Spray	Bleach, Steel wool (S.O.S. Pad)
STAINLESS STEEL SINK	Bar Keepers Friend	Bleach, Steel wool (S.O.S. Pad)
COOK TOP	Cerama Bryte www.ceramabryte.com	Abrasive cleaners (Ajax or Comet), steep wool, bleach
GARBAGE DISPOSAL	Borax www.20muleteamlaundry.com	Bleach or drain cleaners
MIRRORS	Windex—Multi Surface www.windex.com	Detergents, ammonia based products, scrapers, abrasive cleaning solutions or materials
WINDOWS	Windex—Multi Surface www.windex.com	Detergents, ammonia based products, scrapers, abrasive cleaning solutions or materials
BATHTUB	Clorox Clean-Up www.clorox.com	Abrasive Cleaners (Ajax or Comet)
BATHROOM SINK	Bar Keepers Friend www.barkeepersfriend.com	Abrasive Cleaners (Ajax)
TOILET	Lysol Power Toilet Bowl Cleaner www.lysol.com	Abrasive Cleaners (Ajax)
CABINETS	Bona Cabinet Cleaner www.mybonahome.com	Ammonia based products, harsh chemicals, abrasive cleaning products, steel wool, sponges, dish cloths, bleach, silicone based products, wax polishing products
BUILT-IN-SHELVES	Pledge Specialty Surfaces Furniture Spray www.pledge.com	Anything with strong chemicals
CEILING FAN	Swiffer 360 degree Duster www.swiffer.com	Anything with strong chemicals
LIGHT FIXTURES	Pledge Multi Surface Everyday Cleaner www.pledge.com	Abrasive cleaners (Ajax)
BRICK	Borax and hot water www.20muleteamlaundry.com	Steel Wool
CONCRETE	eXIMO Waterless Concrete Cleaner www.mycaf.com	Steel Wool

HOMEOWNER MAINTENANCE

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 in to assist you in that effort.

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.

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 the manufacturer's recommendations.

Some manufacturer's 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.

SUGGESTED MAINTENANCE SCHEDULE

We are proud of the homes we build and the neighborhoods 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.

REMINDERS

WITHIN 60 DAYS OF CLOSING

PLEASE REGISTER ALL MECHANICAL
UNITS ON THE MANUFACTURER'S WEBSITES

ITEMS TO CONSIDER INCLUDE, BUT NOT LIMITED TO:

HVAC UNITS (if more than one, register each) _____

KITCHEN APPLIANCES (EACH INDIVIDUAL ONE) _____

WATER HEATER _____

GARAGE DOOR OPENERS _____

11 MONTH WALK

Remember to contact us 10-11 months after closing to schedule

SCHEDULE ON OR BEFORE: _____

YOUR COURTESY WALK IS SCHEDULED : _____



CARRIER CORPORATION

Limited Warranty for Air Conditioner & Heat Pump Condensing Units with Puron Advance® (R-454B) Refrigerant

FOR WARRANTY SERVICE OR REPAIR FOLLOW THESE STEPS IN ORDER:

FIRST: Contact the installer or a Carrier dealer. You may find the installer's name on the equipment or in your Owner's Packet. You can also find a Carrier dealer online at www.carrier.com.

SECOND: For additional help finding a servicing dealer, contact: Carrier Corporation, Consumer Relations at 1-800-227-7437.

PRODUCT REGISTRATION: Register your product online at www.carrier.com or call 1-800-227-7437. **Retain this document for your records.**

Model No. _____ Unit Serial No. _____

Date of Installation _____ Installed by _____

Name of Owner _____ Address of Installation _____

Carrier Corporation (hereinafter "Company") warrants this product against failure due to defect in materials or workmanship under normal use and maintenance as follows. All warranty periods begin on the date of original installation. If a part fails due to defect during the applicable warranty period Company will provide a new or remanufactured part, at Company's option, to replace the failed defective part at no charge for the part. Alternatively, and at its option, the Company will provide a credit in the amount of the then factory selling price for a new equivalent part toward the retail purchase price of a new Company product. Except as otherwise stated herein, those are Company's exclusive obligations under this warranty for a product failure. This limited warranty is subject to all provisions, conditions, limitations, and exclusions listed below and on the reverse (if any) of this document. Additional warranty considerations, if applicable, may be posted on the Carrier.com website at www.carrier.com in the "Warranty" section of the website.

RESIDENTIAL APPLICATIONS

This warranty is to the original purchasing owner and subsequent owners only to the extent and as stated in the Warranty Conditions and below. The limited warranty period in years, depending on the part and the claimant, is as shown in the table below.

Product	Item	Limited Warranty (Years)	
		Original Owner	Subsequent Owners*
Air Conditioner or Heat Pump Condensing Unit	Parts	10 [†] (or 5)	5
	Compressor	10 [†] (or 5)	5

* In Texas and other jurisdictions, where applicable, subsequent owner's warranty duration shall match that of original owner (10 or 5 years, based on registration), as described in applicable law.

† If properly registered within 90 days of original installation, otherwise 5 years (except in California and Quebec and other jurisdictions that prohibit warranty benefits conditioned on registration). See Warranty Conditions below.

OTHER APPLICATIONS

The warranty period is five (5) years on the compressor, and one (1) year on all other parts. The warranty is to the original owner only and is not available for subsequent owners.

LEGAL REMEDIES - The owner **must** notify the Company in writing, by certified or registered letter to Carrier Corporation, Warranty Claims, P.O. Box 4808, Syracuse, New York 13221, of any defect or complaint with the product, stating the defect or complaint and a specific request for repair, replacement, or other correction of the product under warranty, mailed at least thirty (30) days before pursuing any legal rights or remedies.



CARRIER CORPORATION

WARRANTY CONDITIONS:

1. To obtain the longer warranty periods as shown in the table under original owner, the product must be properly registered at www.carrier.com within ninety (90) days of original installation. In jurisdictions where warranty benefits conditioned on registration are prohibited by law, registration is not required, and the longer warranty period shown will apply. Product must be installed properly and by a licensed or otherwise qualified HVAC technician.
2. Where a product is installed in a newly constructed home, the date of installation is the date the homeowner purchased the home from the builder.
3. If the date of original installation cannot be verified, then the warranty period begins ninety (90) days from the date of product manufacture (as indicated by the model and serial number). Proof of purchase may be required at time of service.
4. The limited parts warranty periods as shown in the table under Subsequent Owners do not require registration.
5. Product must be installed properly and by a licensed HVAC technician.
6. The warranty applies only to products remaining in their original installation location.
7. Installation, use, care, and maintenance must be normal and in accordance with instructions contained in the Installation Instructions, Owner's Manual and Company's service information.
8. Defective parts must be returned to the distributor through a registered servicing dealer for credit.

LIMITATIONS OF WARRANTIES: ALL IMPLIED WARRANTIES AND/OR CONDITIONS (INCLUDING IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE OR PURPOSE) ARE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. SOME STATES OR PROVINCES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY OR CONDITION LASTS, SO THE ABOVE MAY NOT APPLY TO YOU. THE EXPRESS WARRANTIES MADE IN THIS WARRANTY ARE EXCLUSIVE AND MAY NOT BE ALTERED, ENLARGED, OR CHANGED BY ANY DISTRIBUTOR, DEALER, OR OTHER PERSON, WHATSOEVER.

THIS WARRANTY DOES NOT COVER:

1. Labor or other costs incurred for diagnosing, repairing, removing, installing, shipping, servicing or handling of either defective parts, or replacement parts, or new units.
2. Any product not installed pursuant to applicable regional efficiency standards issued by the Department of Energy.
3. Any product purchased over the Internet
4. Normal maintenance as outlined in the installation and servicing instructions or Owner's Manual, including filter cleaning and/or replacement and lubrication.
5. Failure, damage or repairs due to faulty installation, misapplication, abuse, improper servicing, unauthorized alteration or improper operation.
6. Failure to start due to voltage conditions, blown fuses, open circuit breakers, or damages due to the inadequacy or interruption of electrical service.
7. Failure or damage due to floods, winds, fires, lightning, accidents, corrosive environments or other conditions beyond the control of Company.
8. Parts or equipment not supplied or designated by Company, or damages resulting from their use.
9. Products installed outside the U.S.A. or its territories and Canada.
10. Electricity or fuel costs, or increases in electricity or fuel costs from any reason whatsoever, including additional or unusual use of supplemental electric heat.
11. Any cost to replace, refill or dispose of refrigerant, including the cost of refrigerant.
12. **ANY SPECIAL, INDIRECT OR CONSEQUENTIAL PROPERTY OR COMMERCIAL DAMAGE OF ANY NATURE WHATSOEVER.** Some states or provinces do not allow the exclusion of incidental or consequential damages, so the above limitation may not apply to you.

This Warranty gives you specific legal rights, and you may also have other rights which vary from state to state or province to province.





signature
HOMES

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