



IDEAL
homes | neighborhoods®



WELCOME home

IDEAL Homeowner Guide | idealhomeowner.com



■ welcome to the **IDEAL** family

Congratulations on your brand new *IDEAL* home! In this guide you'll find a checklist of next steps, important information about your home's warranty, and contact information. Your dedicated Ideal Customer Care Team is here to address any concerns you may have. **Welcome home!**



■ contact

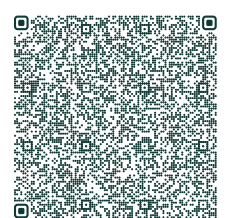
CUSTOMER CARE TEAM (M-F, 8 am to 5 pm)
405-573-5693 | customercare@ideal-homes.com
idealhomeowner.com

Non-emergency items may take up to 14 business days to complete.

FOR EMERGENCIES after hours, call 405-364-1152

Contact the emergency line in the event of total loss of heating or AC, power, or water, plumbing backups, gas leaks, or other major plumbing issues or leaks. Contact your utilities provider first in the case of power outage, complete loss of water, or gas leaks.

scan for
**CONTACT
CARD**



■ peace-of-mind **WARRANTY**

We offer a one-year peace-of-mind warranty above and beyond other builders to ensure your home is the high quality that we would expect in our own home.

You can find a baseline of our warranty coverage at [idealhomeowner.com](https://www.idealhomeowner.com)

Don't see your issue listed? Please call us! You'd be surprised how often we go beyond the standard warranty coverage.

We will correct any issue you come across that is a result of product manufacturing issues, faulty craftsmanship, or installation defects throughout your first year. In fact, we'll even cover major systems issues for a second year should an issue arise with your electrical, HVAC, or plumbing systems. Here are some examples of common items that are covered in your first year:

- Appliances not operating properly (covered under manufacturers warranty)
- Door, window, cabinet, and gate adjustments
- Drywall cracks, nail pops, tape separation
- Caulking and grout separation on countertops and backsplashes
- Caulking on cornice of home, windows, and expansion joints
- Sensitive GFCI outlets



■ **10-YEAR** structural warranty



Your new home is backed by a 10-year transferable structural warranty provided by Residential Warranty Company (RWC). Please contact RWC Warranty in the event of a structural issue.

[rwcwarranty.com](https://www.rwcwarranty.com)
(800) 247-1812
info@rwcwarranty.com



scan to submit a
WARRANTY REQUEST
or for additional
information about
our included coverage



excluded from warranty

While many items are covered in the first year of warranty, the following are excluded from your Ideal Homes & Neighborhoods warranty:

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

after-closing additions



Keyless door entry & video doorbells

While not covered under warranty, we can recommend installation technicians to help install properly. Homeowners have previously experienced blown fuses when installing on their own.

Smart thermostats

If you wish to add smart thermostats, we recommend contacting your HVAC company to purchase and install. We are happy to provide you with the original contractor information. Previous installations have caused electrical issues and typically cost homeowners more in energy costs due to "away" mode.

Water softeners

We do not recommend water softeners due to increased concerns with pipes freezing in winter. Homeowners have experienced frozen pipes frequently with this addition and we cannot warranty plumbing affected by the addition.

Solar panels

We can recommend a reputable partner to install solar panels. Roof issues that may be caused by the addition are not warrantied.

troubleshooting guide

Check out our online troubleshooting guide! It's a fantastic resource to help you fix any small issues that come up in your new home.



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

SEASONAL homeowner maintenance

WINTER

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

SPRING

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

SUMMER

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

FALL

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



MONTHLY

- Change HVAC filters monthly (recommended: MERV 8)

DID YOU KNOW?

Many of the lighting fixtures and bulbs in your home come with a lifetime warranty backed by LifeStyles. For as long as you own your Ideal Home, LifeStyles will replace most light bulbs supplied by them. *Included bulbs:* Standard Frosted LED Bulb (#LED-60A), Standard Clear LED Bulb (#LED-60AC), Standard Candelabra (LED Bulb #LED-40BI0C), Clear Globe LED Bulb (#LED-G25C)



product recommendations

General Home

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

Cleaning and Care Products

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



Products to Avoid



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

lawn & landscaping

Sod Care:

Watering: Daily for 10 to 14 days after closing (saturate ground). Every other day after. Sod may turn yellow immediately after planting, but will green up after watering. Water once/week during winter months when temperatures are above freezing.

Mowing: Begin mowing when the foliage reaches the intended cutting height. Mowing as soon as it is needed will promote lateral spreading and rooting. Allow your clippings to remain in the yard (mulching). Doing so will give you better results.

Fertilizing: A fertilizer was applied when your sod was laid in your yard. Do not re-apply fertilizer on your new sod until your yard has been mowed at least 4 to 5 times. Please re-apply every 45 days during growing season. Fertilizer should only be applied 3 to 4 weeks after planting with a nitrogen

fertilizer which will enhance establishment. Fertilize at a rate of approximately $\frac{1}{2}$ lb of nitrogen per 1,000 square feet.

Weed Control: Herbicides should be avoided until mowing at least 6 times after planting. Organic arsenicals (DSMA, MSMA, AMA) are reasonably safe on newly sodded, plugged, or sprigged Bermuda grass for the control of emerged summer annual grassy seeds such as crabgrass and sandbur. Preliminary research indicates that Ronstar, a preemergence herbicide (crabgrass preventer), is safe on newly sodded, plugged, or sprigged common-type Bermuda grasses. However, 2, 4-D, and related compounds are not safe when applied at rates that are normally used on established Bermuda grass. (Information from OK State University Turfgrass Program).

want more
info about
lawn care?



Tree & Plant Care:

Water once a week for 20 to 30 minutes. Tree stakes should be removed after one year to promote stronger roots. Trees can lose leaves during hot weather. Avoid spraying water on leaves during extreme heat.

TreeGator bags hold 20 gallons of water and helps drip water slowly into the soil over a four-hour period.

Do not over water. Mulch plants whenever possible.

windows



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

Convective looping

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

utilities

Notify utility companies before moving to ensure uninterrupted service. Contact them at least a week before closing to avoid any disruptions.



scan to look up your
**NEIGHBORHOOD
UTILITIES**



home owners association

Ideal communities are typically managed by a Home Owners Association (HOA). Membership is mandatory, and homeowners contribute annual dues to cover community maintenance expenses.

The HOA is governed by several important documents, including the Restrictive Covenants, HOA Articles of Association, and By-Laws. In some cases, these documents may be combined into one comprehensive file known as the Declarations. You will receive copies of these documents when you finalize the purchase of your home at closing.

The primary responsibility of the HOA is to uphold and, when necessary, enforce the provisions outlined in these governing documents. The Restrictive Covenants, in particular, play a crucial role in safeguarding property values. These legally binding documents are recorded at the county courthouse and outline the specific limitations on property usage within the community. They cover a range of areas, such as fencing, garage conversions, boat and RV parking, yard maintenance, and storage structures. These provisions exist to enhance property values for every homeowner. To conveniently access the governing documents and contact information of your HOA, simply scan the QR code. It will lead you to the dedicated website for your neighborhood's HOA.

find your
HOA WEBSITE





next steps

- ☐ Transfer electric, gas, and city utilities into your name within 48 hours after closings—see Utilities page for contact information.
- ☐ Register Major Systems to ensure warranties **within 30 days**.

HVAC system:

- ☐ AI—Call 405-360-5545 to register.
- ☐ ACCO—Email brandon.cox.acco@gmail.com with full name, address, phone number, and date of closing.
- ☐ ASAP Heat and Air—Call 918-727-ASAP (2727) to register.

Appliances:

- ☐ GE at geappliances.com
- ☐ Whirlpool at register.whirlpool.com

Water Heater:

- ☐ Refer to the unit installed in your home and search the manufacturer website for the model number.

- ☐ Mailbox Key (If your community has centralized mailboxes, retrieve mailbox keys from your local post office. Bring closing documents to verify.)
- ☐ Order filters for monthly automatic refill (amazon.com or lockesupply.com)

-
- ☐ Optional: Register for Environments for Living (EFL)—see insert.





CUSTOMER CARE TEAM

405-573-5693 | customercare@ideal-homes.com | idealhomeowner.com



IDEAL
homes | neighborhoods®



WE ARE HERE TO HELP

405-573-5693

customercare@ideal-homes.com

idealhomeowner.com

