

THE
LOFTS
AT PRIMROSE

SH
signature
HOMES

YOUR NEW SIGNATURE HOME
**WARRANTY
GUIDE**

COVERAGE • CARE • CLARITY



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	4-13
Emergencies	5
Signature Warranty Coverage	6
Courtesy Walk	7
Warranty Service Requests	8
Once You Move In	10
FAQs	11-13
Appliances	14
Sink Garbage Disposal	15
Plumbing/Water Supply	16-17
Water Heater/Fresh Air Switch	18
GFIC & ARC Fault Circuit Breakers	20
HVAC Unit	21
Cleaning Guide	22-23
Routine Home Maintenance	24-29

WARRANTY GUIDE

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

EMAIL: Warranty@signature.homes

WEB: www.Signature.homes

Main Signature Homes office number: **205.989.5588**

After hours emergency number: **205.941.4551**

SCAN TO OPEN YOUR WARRANTY ONLINE OR MAKE A REQUEST.



SCAN TO OPEN YOUR WARRANTY PROGRAM



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.
- A complete description of the problem, for example, “guest bath—cold water line leaks under sink,” rather than, “plumbing problem.”

SIGNATURE WARRANTY COVERAGE

EMERGENCIES ONLY: 205.941.4551

NON EMERGENCY HOURS

Mon-Fri: 8AM-4PM

EMERGENCY HOURS

Mon-Fri: AFTER 4PM + WEEKENDS/HOLIDAYS

- **Non Emergency Request** : Please allow up to 24 hours for a response
- **Emergency Request:** responses are in order of received and based on severity
- Please mitigate any damage you can while waiting for assessment

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
- Water intrusion from ceiling and walls (protect home from further damage)

WARRANTY GUIDE

1 YEAR

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

*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*

AREAS SUCH AS DECKS

Natural wood products may warp or cup.

COSMETIC FLAWS

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

ROUTINE HOMEOWNER MAINTENANCE

Refer to the Homeowner Maintenance pg 38-45

COURTESY WALK

One of our Warranty Supervisors will set up an appointment with you during the first month after closing to review our Warranty Procedure. During this appointment we intend to review key maintenance points and answer any questions you have about the care and operation of your home's features.

If you have questions about your home prior to this visit, please make note of them so we can review them at time of courtesy walk. Please ensure that the person at home for the warranty visit is over the age of 18 and is

REVIEW AGENDA

	CATEGORY	INSTRUCTION
<input type="checkbox"/>	Coverage	<i>Review warranty coverage.</i>
<input type="checkbox"/>	Claims	<i>Review warranty claim submission and 1 time repairs.</i>
<input type="checkbox"/>	Claims	<i>Review emergency claims and submission procedures.</i>
<input type="checkbox"/>	Maintenance	<i>Review maintenance requirements and suggestions.</i>
<input type="checkbox"/>	1st year	<i>Discuss what to expect in your first year.</i>
<input type="checkbox"/>	HVAC	<i>Discuss air filters.</i>

WARRANTY GUIDE

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, Warranty@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 hundreds 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**



WARRANTY GUIDE

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

THINGS YOU MAY SEE...



TRIM JOINTS EXPAND & CONTRACT

WE WILL: Caulk and Paint



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 INTEGRITY OF YOUR HOME!

FAQ's



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 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.

WARRANTY GUIDE

FAQ's



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.



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.**



APPLIANCES



**SEE MANUFACTURERS WEBSITE FOR ANY
OPERATION AND MAINTENANCE QUESTIONS**

GE APPLIANCES

REGISTRATION



DISPOSAL

WON'T START

If disposer does not operate with pressing the air switch: **1.** Unplug air switch from power supply under sink. **2.** Check electrical panel for tripped breaker. **3.** Check hose for connectivity on air switch **4.** If breaker and switch are in working order then follow the jammed instructions.



JAMMED

Releasing Disposer Jam: If motor stops while disposer is operating, disposer may be jammed. To release jam: **1.** Turn off disposer and water. **2.** Dislodge any object(s) by rotating the turntable, in either direction, with a wooden spoon. **3.** Remove wooden spoon. Reach into disposer with tongs and remove object(s). **4.** Disposer is equipped with an automatic overload switch. If disposer is controlled by a wall switch, turn off wall switch and allow disposer to cool for a period of up to 20 minutes before turning back on. If disposer is controlled by a push button air switch, turn off and unplug disposer for a period of up to 20 minutes before plugging back in. (If motor remains inoperative, check service panel for tripped circuit breakers or blown fuses.)

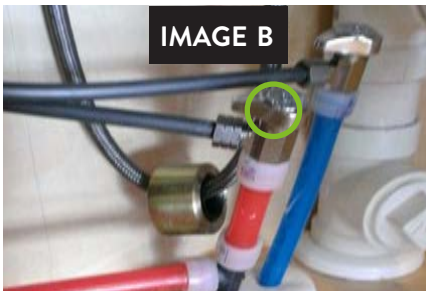
PLUMBING & WATER SUPPLY



WATER SHUT OFF TO ENTIRE HOME LOCATION & OPEN/CLOSE VALVES

The unit water shut-off is located in the mechanical closet next to the front door.


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.



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. ***Toilet clogs are NOT covered under warranty.**

SEE IMAGE B

 Hot/cold shutoff valves

CLOGGED TOILETS

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. Avoid flushing these items into the building system. Improper garbage disposal use also causes many plumbing clogs. Always use plenty of cold water when running the disposal. This recommendation also applies to grease; supplied with a steady flow of cold water, the grease congeals and is cut up by the blades. If you use hot water, the grease remains a liquid, then cools and solidifies in the sewer line. Allow the water to run 10 to 15 seconds after shutting off the disposal.

You can usually clear clogged traps with a plumber's helper (plunger). If you use chemical agents, follow directions carefully to avoid personal injury or damage to the fixtures. We suggest not using chemical agents to clear clogged or slow drains.

Clean a plunger drain stopper—usually found in bathroom sinks—by carefully lifting up on the drain plunger to remove from drain.

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.

WATER HEATER



NO OR NOT ENOUGH HOT WATER

Before calling for service, check to verify that the:

- 1 Water usage may have exceeded the capacity of the water heater.
- 2 Allow water heater to recover for about an hour.
- 3 Check electrical panel for tripped breaker.

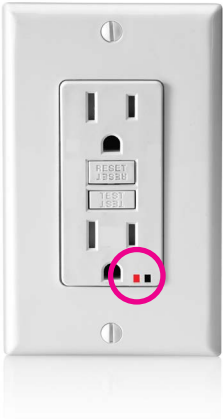
FRESH AIR SWITCH



Switch for fresh air location above expansion tank

This will be the switch to power off the fan when servicing or replacing the filter. See routine maintenance.

WHAT THEY DO & HOW TO DETECT/RESET TRIPPED CIRCUITS



GFCI receptacles have a built in element that senses power fluctuations. The element is short a circuit breaker that is required by codes to be installed in bathrooms, kitchens, outside and in the garage. More specifically, they are installed where an individual can come into contact with water while holding an electrical tool or appliance.

If a hairdryer or other electrical device will not operate when plugged into an outlet, the cause may be that the GFCI has been tripped.

Inspect all GFCI plugs located in bathrooms, kitchen and garage. If a red LED light is present, push the reset button (top button). This should restore power to plug outlet and allow the device to operate.

○ Red LED light and RESET.

BREAKER BOX



○ Breaker switches

ARC FAULT CIRCUIT BREAKERS

ARC fault circuit breakers are located in your breaker box. These breakers are safety breakers allocated to certain areas in your home per city building codes. ARC fault breakers are designed to be more sensitive to power surges and power overloads. If an ARC fault breaker trips, simply reset it by pushing the test button and then push the breaker lever inward to match the existing breakers.

HVAC

NO HEAT



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



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

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

HARDWOOD

DAILY / REGULAR CLEANING

- Dust or sweep with soft-bristle broom or microfiber mop.
- Optional: Vacuum with hard floor setting (no beater bar).

WEEKLY/BIWEEKLY

- Damp mop with microfiber (never wet).
- Use hardwood-specific cleaner (Bona, Bruce, Method).
- Avoid oil soaps, wax, or ammonia-based cleaners.

MONTHLY/AS NEEDED – DEEP CLEAN

- Mop with diluted hardwood cleaner per instructions.
- Dry immediately with microfiber towel.

SPOT CLEANING

- Sticky spots: Damp cloth + hardwood cleaner.
- Scuffs: Buff with tennis ball or dry cloth.
- Grease/ink: Lightly rub with isopropyl alcohol.

AVOID

- Excess water or steam cleaners.
- Vinegar, ammonia, or harsh chemicals.
- Abrasive pads/brushes.

EXTRA TIPS

- Rugs/mats in high-traffic areas.
- Felt pads under furniture.
- Wipe spills immediately.

LUXURY VINYL FLOORING

DAILY/WEEKLY

- Sweep with soft-bristle broom.
- Vacuum on hard-floor setting (no beater bar).

WEEKLY/AS NEEDED

- Damp mop (not soaking) with pH-neutral vinyl floor cleaner (Bona Hard-Surface, Zep Neutral pH, Rejuvenate).
- Mop in plank direction.

MONTHLY/AS NEEDED – DEEP CLEAN

- Clean with vinyl-safe floor cleaner + microfiber or spin mop.
- Rinse with damp mop to remove residue.

SPOT CLEANING

- Wipe spills immediately.
- Use soft sponge/cloth + diluted vinyl cleaner for sticky spots.

AVOID

- Steam mops.
- Wax, polish, or oil-based cleaners.
- Ammonia or abrasive cleaners.
- Soaking/wet mopping.

EXTRA TIPS

- Furniture pads to prevent scratches.
- Rugs/mats at entrances.
- Keep pet nails trimmed.

WARRANTY
GUIDE

A person wearing blue jeans is vacuuming a light-colored carpet in a living room. The vacuum is a stick vacuum with a grey body and a black motor unit. The background shows a brown sofa and a white coffee table. The text is overlaid on the image.

ROUTINE

Home Maintenance, Inspection &
Service Recommendations

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.

ROUTINE MAINTENANCE

ROUTINE HOME MAINTENANCE, INSPECTIONS & SERVICE RECOMMENDATIONS:

Following are maintenance or inspection items that should be regularly performed on your home.

This is not an all-inclusive list.

- ALWAYS consult the manufacturer’s published materials for the exact recommendations regarding each item in your home.
- ALWAYS consult a professional in an area in which you are not familiar such as electrical, mechanical, plumbing, and roofing to help ensure your maintenance and inspections are accomplishing their intended purposes and to protect your personal safety.

If you have any questions about overall performance of your home, please refer to the Signature Homes Warranty Program Warranty Repair and Maintenance Guidelines Section.

AREA	CATEGORY	DESCRIPTION	FREQUENCY	WHY	COMMENTS
Inside	Electrical	General	Routine	To ensure safety and reliable use.	Don't use bulbs with higher ratings than the lamp or fixture, heat damage could occur. Don't change outside bulbs in rain. Don't overload extension cords — check the ratings on the cord. Plug sensitive electronic devices such as computers, TVs, etc. into surge protection strips — unplug during lightning storms. Keep tree limbs away from overhead power lines. ALWAYS call before digging trenches or holes to locate underground appliances.
Inside	Flooring	Carpet	Routine	To help ensure good looks and longevity.	Sweep or vacuum often. Clean spills, etc. asap. Use manufacturer suggested cleaning solutions. Always test spot removal chemicals in an inconspicuous spot. Have professionally cleaned once/year or more often as required.
Inside	Flooring	Hardwood floors.	Routine	To help ensure good looks and longevity.	Sweep or vacuum often (do not use the beater brush or bar on hardwoods). Pre-finished hardwoods should be cleaned per the manufacturer instructions — do not use water but rather the recommended cleaning solution. Install protectors on furniture feet — never slide furniture. Long exposure to sunlight can fade the finish. High heeled shoes can damage the surface. Waxing a polyurethane finished floor is not recommended because it will not bond.

Inside	Flooring	Tile Floors	Routine	To help ensure good looks and longevity.	Sweep or vacuum often. Check for cracks in grout and repair. Check caulk near tubs and baseboards where installed to ensure good seal. Use protectors on furniture feet. Don't slide furniture. Use mats or rugs to help collect sand and grit.
Inside	Plumbing	Water heaters	Routine	To help ensure proper operation.	Most electrical appliances, even when new, make some sound when in operation. If the hissing or singing sound level increases excessively, the electric heating element may require cleaning. Contact a qualified installer or plumbing contractor to inspect.
Inside	Trim	Baseboards, crown molding, door frames, window frames, chair rails.	Routine	To help ensure their good looks and performance.	Homes change routinely with the environment. They expand, contract, and breathe. Changing humidity levels and temperature changes can cause wood to shrink, crack, and warp. For cracks or corners separating, fill gaps with wood putty or caulk and paint to match. For nail pops, set nails with a nail punch and then putty and paint to match.
Inside	Air Quality	Inspect fresh air conditioning filters and electronic air cleaners.	Monthly	To help maintain indoor air quality.	These are located in your mechanical closet. Change routinely per the manufacturer recommendations.
Inside	Flooring	Inspect for cleanliness and wear.	Monthly	Cleaning spots quickly generally results in a better clean.	Items such as throw rugs can help with wear areas. Regular mopping or vacuuming also helps reduce wear. Flooring generally takes the most abuse in a home and some preventive measures can help ensure its longevity and attractiveness.
Inside	Mechanical	Water heater and HVAC	Monthly	To help prevent problems.	Visually inspect closet for the accumulation of dust and or unwarranted condensation/moisture. Keep closet clean and clear of debris and ensure nothing is being stored in closet.
Inside	Safety	Check smoke detectors.	Monthly	To help ensure they are working properly.	See the manufacturer's instructions for proper testing procedures or ask your builder to demonstrate.

ROUTINE MAINTENANCE

AREA	CATEGORY	DESCRIPTION	FREQUENCY	WHY	COMMENTS
Inside	Safety	Check fire extinguishers.	Monthly	To help ensure they are working properly.	Located under the kitchen sink.
Inside	Cabinets	Monitor and maintain.	6 Months	To help ensure their good looks and performance.	For cabinets check out hardware including knobs, hinges, latches, rollers, drawer guides, etc. Maintain surfaces per manufacturer's suggestions for wax, washing, polishing, etc.
Inside	Countertops	Monitor and maintain.	6 Months	To help ensure their good looks and performance.	Check caulk and redo as required.
Inside	Entry/Exit Doors	Inspect for proper operation and weather resistance.	6 Months	To help ensure energy efficiency and security.	Energy costs can increase substantially from loose or missing weather stripping or openings that don't seal well.
Inside	Electrical	Check ground fault circuit interrupters (GFCI).	6 Months	To help ensure they are working properly.	These are the plugs with a test button. Ask your builder to demonstrate. Press the reset button to ensure it trips and then push the button back in to reset it. Motor driven appliances that pull large currents when starting should not be plugged into GFI plugs because the GFI could trip and then the appliance will not work.
Inside	Mechanical	Dryer vent pipe	Annually	Faster dryer times and increased efficiency.	Recommend cleaning the solid metal vent piping from the dryer connection to the termination (exterior).
Inside	Electrical	Inspect circuit breakers.	6 Months	To help ensure proper operation.	Check labeling by tripping the breaker and verifying power is lost to item on the label. If a breaker routinely trips, it's probably over loaded — consult a qualified electrician.
Inside	Electrical	Inspect main service panel.	6 Months	To help ensure proper operation.	Look for rust, water stains, soot stains, etc. on the panel surface. A qualified electrician can remove the cover and also look for melted insulation, proper wire size, tight connections, etc.

Inside	Plumbing	Inspection and operation.	6 Months	To help ensure proper operation.	Turn on water at all sinks, tubs, showers, etc.; operate dishwasher and washing machine; and flush toilets. Check all drains for leaks and overflows. Look inside cabinets and on floors for water evidence. During cold season, disconnect outside hoses.
Inside	Plumbing	Sinks	6 Months	To help ensure proper operation.	Turn on hot and cold and check for adequate flow and let sink fill. If slow flow from faucet, check spigot strainer (unscrew end off faucet where water comes out). If sink drains slowly, try (1) plunger but stop up any overflow outlets with a rag; (2) drain cleaner; (3) remove the "P" trap and clean manually.
Outside	HVAC	Seasonal routine maintenance.	Seasonal	To help ensure energy efficiency and proper operation.	It is recommended that a qualified HVAC company provide routine seasonal maintenance of the heating, ventilation, and air conditioning system.
Inside	Appliances	Operation & inspection.	Yearly	To help ensure proper operation.	Schedule an inspection of major appliances by a professional especially if gas fueled.

REMINDER

**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

Your warranty supervisor will reach out to you directly within 10-11 months after closing to schedule your 11 month walk.

You may also email warranty with any questions.

SCHEDULED ON OR BEFORE: _____

SH
signature
HOMES

signature.homes





RESIDENT INFORMATION SHEET
Doorstep to Dumpster Trash Pick-up

Questions?



Scan to watch a
how-to video

Trash Collection Days/Times

Please place your trash container outside between **5:00–7:00 PM** on pickup nights



STEP 1 Prepare trash for pickup

- Securely bag and tie each trash bag.
- Trash bags must be tied properly (strings pulled and double tied).

STEP 2 Place on doorstep

- Place properly tied trash bags inside your Ally Waste container and outside between **5:00–7:00 pm**.

STEP 3 Return waste container

- Bring trash can inside by **9:00am** the next morning.
- Containers left out may result in interrupted service.



TRASH GUIDELINES

- Two bag limit per night.
- Double bag all pet waste.
- Boxes must be broken down.
- Boxes no larger than 2'x2'

PLEASE AVOID

- Bags **over** 15 lbs.
- Ripped or holey bags
- Loose trash or oversized items (e.g., furniture)

Non-collection holidays

- | | | | |
|--------------------|--------------------|----------------|------------------|
| • New Year's Day | • Memorial Day | • Labor Day | • Christmas Eve |
| • Superbowl Sunday | • Juneteenth | • Halloween | • Christmas Day |
| • Easter | • Independence Day | • Thanksgiving | • New Year's Eve |

Collection will begin after 7:00 PM on the scheduled nights

1-877-689-ALLY (2559) | SUPPORT@ALLYWASTE.COM | WWW.ALLYWASTE.COM



myQ Community Guide

myQ Community FAQ's:

<https://support.partner.liftmaster.com/s/article/myQ-Community-App-FAQ>

Navigating through [account.myq.com](https://support.partner.liftmaster.com/s/article/myQ-Smart-Community-Access-Navigating-Through-account-myq-com) (myQ Community Website):

<https://support.partner.liftmaster.com/s/article/myQ-Smart-Community-Access-Navigating-Through-account-myq-com>

How to Import Data into myQ Community:

<https://support.partner.liftmaster.com/s/article/myQ-Community-Access-How-to-import-data-to-a-myQ-Community>

How to Add & Edit a Schedule:

<https://support.partner.liftmaster.com/s/article/myQ-Smart-Community-Access-How-to-add-a-schedule>

How to use a created Schedule:

<https://support.partner.liftmaster.com/s/article/myQ-Smart-Community-Access-How-To-Use-Created-Schedule>

Helpful Videos:

- [▶ Adding People in the myQ Community Web Portal | Support](#)
- [▶ How to Set Up and Use the myQ Community App for Residents | Support](#)
- [▶ How to Use the Activity Tab in the myQ Community Web Portal | Support](#)
- [▶ Overview of myQ Community's Guest Pass Feature | Support](#)
- [▶ How to Set Up Groups, Schedules, and Zones in myQ Community | Support](#)
- [▶ How to Set Up Mobile Credential Access Using LiftMaster Video Intercom Systems and Smart Read...](#)



Resident Guide: Using the LiftMaster CAPXM Call Box

The LiftMaster CAPXM call box allows residents and guests to access the building using a mobile app, directory call system, or assigned credentials (like a code or fob).

1. Download & Set Up the App

Residents should use the **myQ Community** app.

Steps:

1. Download the app from the App Store or Google Play
 2. Open the app and select **Sign Up**
 3. Use the **same email address** provided to property management
 4. Create a password and log in
 5. Accept the invitation to your community (if prompted)
-

2. How to Open the Gate/Door with Your Phone

Once logged into the app:

1. Open the **myQ Community app**
 2. Select your property
 3. Tap the **door/gate icon**
 4. The door will unlock
-

3. How Visitors Contact You (Call Box Directory)

Visitors use the call box at the entrance:

1. Scroll or search for your name in the directory
2. Select your name
3. The system will call your phone

When You Receive the Call:

- Answer the call
- Press “9” on your phone to unlock the door

5. Using a Key Fob or Access Code (If Provided)

Some residents may receive:

- **Key fob/card** → Tap on reader
- **PIN code** → Enter on keypad

Follow instructions provided by your property manager for setup.

6. Troubleshooting Tips

App Issues:

- Make sure Bluetooth and notifications are enabled
- Confirm you’re logged into the correct account
- Try logging out and back in


Not Receiving Calls:

- Check that your phone number is correct with management
- Make sure your phone is not blocking unknown calls

Door Not Opening:

- Ensure you have access permissions
- Try again after a few seconds
- Contact property management if issue continues

Video on how to set up and use myQ App:

 [How to Set Up and Use the myQ Community App for Residents | Support](#)

Simplify move-in day with Spectrum Ready



As a resident of Everlee Residential Multifamily you receive Spectrum Ready, an Internet solution with instant activation and access to stream the best in entertainment from Spectrum.

Spectrum Internet® Ultra

- Speeds up to 600 Mbps
- No data caps

No installation needed

- Nothing to pick up or install and no technical needed — Spectrum's Internet equipment is already installed in each unit*

Upgrade your service to include:

Faster Spectrum Internet speeds

Spectrum TV®



- HBO Max Basic With Ads, Disney+, Hulu, ESPN Unlimited, Paramount+ Essential, Peacock Premium with Ads, FOX One, AMC+ with Ads, Tennis Channel, and ViX Premium with ads included with certain TV plans
- 160+ live channels with TV Select Plus
Upgrades are billed separately

Activating your service is easy.

Scan the QR code or visit Spectrum.com/Ready to activate your services.



Try Spectrum Mobile for a full year

Included with Spectrum Internet service. Additional lines available for \$30 per month. Visit SpectrumMobile.com to activate your Mobile line.



Moving out?

To transfer your services call: **833-798-0166**
Please do not remove any mounted Spectrum equipment.



Service FAQ

Q: What equipment do I need? Can I use my existing modem and router?

A: Spectrum-provided Internet equipment is required at properties with Spectrum Ready. If the Spectrum Ready equipment is disconnected, the Internet speed will become unusable until the Spectrum Ready equipment is reconnected.

Any existing Internet equipment you may have will not work with Spectrum Ready

Q: Can I upgrade my service?

A: Yes, you can upgrade your Spectrum Internet® speeds, add a Spectrum TV® plan, add premium channels, sign up for Spectrum Mobile® and add reliable home phone service with Spectrum Voice®.

To upgrade, call Spectrum Customer Service at **833-798-0166**. You will be billed separately for any additional upgrades, services or equipment.

Q: Where can I find my Spectrum Internet equipment user guide?

A: Find all user guides for Internet routers at Spectrum.net/SpectrumReady under the Frequently Asked Questions section.

Q: How do I change my network name and password?

A: Log in to the My Spectrum App to change your network name or password.

Q: How do I return my Spectrum Internet and/or Spectrum TV Equipment?

A: Returning equipment is easy. Bring your equipment to *The UPS Store*. *The UPS Store* will package and ship your equipment at no charge to you. Just mention that it is a Spectrum equipment return. Keep the receipt for your records. Visit theupsstore.com for locations.

If you received a Xumo Stream Box that you do not want to keep, call **833-798-0166** to return the unopened Xumo Stream Box.