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# LIMITED WARRANTY GUIDE

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# Congratulations on your new Olthof Home



Congratulations on the purchase of your new Olthof home. We value your business and look forward to working with you through the exciting home ownership experience. Olthof Homes has constructed your home with quality materials and the labor of experienced craftsmen. Before using any material, it must meet our specifications for quality and durability. All work is done under our supervision to attain the best possible results for your investment.

A home is one of the last hand-built products left in the world. Once we have assembled the natural and manufactured materials, the components interact with each other and the environment. Although quality materials and workmanship have been used in your home, this does not mean that it will require no care or maintenance. A home, like an automobile, requires care and attention from day one. General homeowner maintenance is essential to providing a quality home for a lifetime.

## Homeowner Use and Maintenance Guidelines

We are proud of the homes we build and the communities in which we build. We strive to create long-lasting value. This cannot be achieved unless you, as the homeowner, properly maintain your home and all its components. 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.

Many times, a minor adjustment or repair done immediately saves a more serious, time-consuming, and sometimes costly repair later. Note also that neglect of routine maintenance can void applicable limited warranty coverage on all or part of your home. By caring for your new home attentively, you ensure your enjoyment of it for years. The attention provided by each homeowner contributes significantly to the overall desirability of the community.

We recognize that it is impossible to anticipate and describe every attention needed for good home care, but we have covered many important details. The subjects covered include components of homes we build, listed in alphabetical order. Each topic includes suggestions for use and maintenance followed by Olthof Homes' limited warranty guidelines. This manual may discuss some components that are not present in your home.

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

We make every effort to keep our information current and accurate. However, if any detail in our discussion conflicts with the manufacturer's recommendations, you should follow the manufacturer's recommendations. Activate specific manufacturers' warranties by completing all registrations included with their materials or equipment. In some cases, the manufacturer's warranties may extend beyond the first year and it is in your best interests to be apprised of such coverages.



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# Homeowner Use and Maintenance Guidelines

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## **Olthof Homes Limited Warranty Guidelines**

While we strive to build a defect-free home, we are realistic enough to know that we may make mistakes or that something in the home may not perform as intended. When either occurs, we will make necessary corrections. In support of this commitment, Olthof Homes provides you with a limited warranty. In addition to the information contained in the limited warranty, this manual includes details about one-year material and workmanship standards. The purpose is to let you know what our quality standard is for the typical concerns that can come up in a new home. The manual describes our standards for each item and what we will do to remedy items that do not meet our standards.

Our criteria for qualifying warranty repairs are based on typical industry practices in our region and meet or exceed those practices for the components of your home. However, we reserve the right to exceed these guidelines if common sense or individual circumstances dictate, without being obligated to exceed all guidelines to a similar degree or for all homeowners.

The Olthof Homes' Limited Warranty is transferable to subsequent buyers. The original closing date of each home is on file with Olthof Home's Customer Care Department. Please read through this information, as well as the service procedures discussed on the following pages. If you have any questions regarding the standards or procedures, contact our office.

## **Authorized Trade Partner Requirement**

Your Limited Warranty applies only to work performed by Olthof Homes' authorized trade partners. Any repair, modification, installation, or alteration completed by an outside contractor or individual who is not an approved Olthof trade partner will void the Limited Warranty for that specific item or system, including any related components affected by the unauthorized work. Olthof Homes is not responsible for defects, damages, or performance issues resulting from work performed by non-authorized trades.



## Reporting Procedures

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### Warranty Service Program

Olthof Homes would like to assure new homeowners' satisfaction. Our service program has been designed to minimize the number of visits and time spent by the homeowner requesting service. A customer care visit is offered 1 month and 11 months after closing (11 month includes drywall touch-up if necessary). The Customer Care Department will contact you via email to schedule these visits.

At this time, a Customer Care Manager will come to your home for a "customer care checkup" to review any items which require additional attention. If service is required, the Customer Care Manager will make corrections at that meeting. If the service requires a trade person that is not on site, then a "workday" will be scheduled with you for a future date.

You will need to make your house available to the service personnel for one 8-hour day during standard business hours. Our goal is to complete all items on this day. Some items may require more time due to backordered products. Once you have completed your "customer care checkup" no additional items may be added to the "workday".

### Emergency Service

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As defined by the limited warranty, "emergency" includes situations such as:

- Total loss of heat when the outside temperature is below 45 degrees F
- Total loss of electricity (Check with the utility company before reporting this circumstance to Olthof Homes)
- Total loss of water (Check with the water department to be certain the problem is not a general outage in the area.)
- Plumbing leak that requires the entire water supply to be shut off.
- Gas leak. (Contact your utility company or plumber if the leak is at the furnace or water heater supply lines.)

**During business hours, call Olthof Homes Customer Care Department:**

**219-419-7385 Northwest Indiana Market**

**463-258-8965 Indianapolis Market**

**After hours refer to the trade stickers on your mechanical equipment**

### Reporting Warranty Items

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The many details of warranty coverage can be confusing. We hope this chart will make reporting items easier. If you do not know whom to contact, call our office and we will guide you.

Appliances:	Contact the manufacturer directly with model and serial number, closing date and description of problem.
Non-emergency:	Prepare a written list of items for your 30 day or 11 <sup>th</sup> month customer care checkup. The customer care manager will take care of all nonemergency items at these checkups
Storm damage or Natural disaster:	Storm damage does not fall under the Limited One Year Warranty. Contact your homeowner's insurance agent immediately. Contain damage as much as possible without endangering yourself. In extreme situations, photograph the damage.
Warranty Hours:	Monday through Friday 7am to 3pm Closed Saturday and Sunday
Questions:	Call the Customer Care Department during business hours or via email at <a href="mailto:customercare@olthofhomes.com">customercare@olthofhomes.com</a>

**219-419-7385 Northwest Indiana Market**  
**463-258-8965 Indianapolis Market**

# Air Conditioning

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Air conditioning can greatly enhance the comfort of your home, but if it is used improperly or inefficiently, wasted energy and frustration will result. These hints and suggestions are provided to help you maximize your air conditioning system.

Your air conditioning system is a whole-house system. The air conditioner unit is the mechanism that produces cooler air. The air conditioning system involves everything inside your home including, for example, drapes, blinds, and windows.

Your home air conditioning is a closed system, which means that the interior air is continually recycled and cooled until the desired air temperature is reached. Warm outside air disrupts the system and makes cooling impossible. Therefore, you should keep all windows closed. The heat from the sun shining through windows with open drapes is intense enough to overcome the cooling effect of the air conditioning unit. For best results, close the drapes on these windows.

Time is very important in your expectations of an air conditioning system. Unlike a light bulb, which reacts instantly when you turn on a switch, the air conditioning unit only begins a process when you set the thermostat. For example, if you come home at 6 p.m. when the temperature has reached 90 degrees F and set your thermostat to 75 degrees, the air conditioning unit will begin cooling, but will take much longer to reach the desired temperature. During the whole day, the sun has been heating not only the air in the house, but the walls, the carpet, and the furniture. At 6 p.m. the air conditioning unit starts cooling the air, but the walls, carpet, and furniture release heat and nullify this cooling. By the time the air conditioning unit has cooled the walls, carpet, and furniture, you may well have lost patience.

If evening cooling is your primary goal, set the thermostat at a moderate temperature in the morning while the house is cooler, allowing the system to maintain the cooler temperature. The temperature setting may then be lowered slightly when you arrive home, with better results. Once the system is operating, setting the thermostat at 60 degrees will *not* cool the home any faster and can result in the unit freezing up and not performing at all. Extended use under these conditions can damage the unit.

## ***Adjust Vents (Dampers) if applicable***

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

## ***Compressor Level***

Maintain the air conditioning compressor in a level position to prevent inefficient operation and damage to the equipment.

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

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

## ***Temperature Variations***

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

## **Olthof Homes Limited Warranty Guidelines**

The air conditioning system should maintain a temperature of 78 degrees F or a differential of 15 degrees from the outside temperature, measured in the center of each room at a height of five feet above the floor. Lower temperature settings are often possible, but neither the manufacturer nor Olthof Homes guarantee this.

### ***Compressor***

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

### ***Coolant***

The outside temperature must be 70 degrees F or higher for the contractor to add coolant to the system. If your home was completed during winter months, it has been precharged, it may need additional coolant come spring, if your system is not cooling, please contact Customer Care. Please note run times may be longer during extreme temperatures to regulate air flow and maintain desired temperature.

### ***Nonemergency***

Lack of air conditioning service is not an emergency. Heating and air conditioning contractors in our region respond to air conditioning service requests in the order received.

## Appliances

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### Homeowner Use and Maintenance Guidelines

Read and follow all manufacturers' instructions for the use and maintenance of each appliance in your home and keep them available for reference.

#### Manufacturer's Service

If a problem arises with an appliance, call the customer service number listed in the manufacturer's warranty. When reporting warranty items to the appliance manufacturer, be prepared to supply the following details:

- Date of purchase (your closing date)
- Serial and model numbers, found on a metal plate or sticker on the side or bottom of each appliance
- Description of the problem

#### Registration

Use the QR code on your appliance for warranty registration.  
*GE Appliance Warranty: 1-800-432-2737*



### Olthof Homes Limited Warranty Guidelines

We have confirmed that all appliance surfaces are in acceptable condition. We assign all appliance warranties to you, effective on the date of closing. The appliance manufacturers warrant their products directly to you according to the terms and conditions of these written warranties.

## Attic Access

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### Homeowner Use and Maintenance Guidelines

The attic space is neither designed nor intended for storage. We provide access to this area for maintenance of mechanical equipment that may traverse the attic space. When you perform needed tasks in the attic, use caution and avoid stepping off wood members onto the drywall. This can result in personal injury or damage to the ceiling below. Your limited warranty does not cover such injury or damage.

### Olthof Homes Limited Warranty Guidelines

Olthof Homes and the local building department inspect the attic before your closing to confirm the insulation is correct.



## Brick and Stone

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### Homeowner Use and Maintenance Guidelines

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

#### **Cleaning**

If you find it necessary to clean the stone, use a granulated soap or detergent mixed with water and a bristle brush. Be sure to pre-wet the stone before cleaning and rinse thoroughly after cleaning. Do not use *wire brushes, acid or cleaners containing acid to clean the stone, pressure power washers*

#### **Efflorescence**

The white, powdery substance that sometimes accumulates on brick surfaces is called efflorescence. This is a natural phenomenon and cannot be prevented. In some cases, you can remove it by scrubbing with a stiff brush and vinegar. Consult your home center or hardware store for commercial products to remove efflorescence.

#### **Tuck-Pointing**

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

#### **Weep Holes**

You may notice small holes in the mortar along the lower row of bricks. These holes allow moisture that has accumulated behind the brick to escape. **Do not fill these weep holes or permit landscaping materials to cover them.**

### Olthof Homes Limited Warranty Guidelines

We check the brick work during the orientation to confirm correct installation of designated materials.

#### **Cracks**

One time during the warranty period, we repair masonry cracks that exceed 3/16 inch.

## Cabinets

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### Homeowner Use and Maintenance Guidelines

Your final selections are your record of the brand, style, and color of cabinets in your home. If you selected wood or wood veneer cabinets, expect differences in grain and color between and within the cabinet components due to natural variations in wood and the way it takes stain.

#### **Alignment**

Doors, drawer fronts, and handles should be level and even.

#### **Cabinet Door Replacements**

Replacement cabinets or cabinet doors may have a color variation, there is no warranty for this.

#### **Cleaning**

Products such as lemon oil or polishes that include scratch cover are suggested for wood cabinet care. Follow container directions, use such products a maximum of once every 3 to 6 months to avoid excessive build-up. Avoid paraffin-based spray waxes and washing cabinets with water, as both will damage the luster of the finish, avoid placing or hanging wet dish towels on cabinets, damage from water is not a warranty item.

#### **Hinges**

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

## Cabinets

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### **Moisture**

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

### **Operation**

Cabinets should operate properly under normal use.

### **Separations**

We will correct gaps between cabinets and the ceiling or cabinets and the walls by caulking or other means if the gap exceeds 1/8 inch (locations behind appliances are excluded from this repair).

### **Warping**

If doors or drawer fronts warp in excess of 1/4 inch within 24 inches, we will correct this by adjustment or replacement.

### **Wood Grain**

Readily noticeable variations in wood grain and color are normal in all wood or wood veneer selections. Replacements are not made due to such variations.

## **Olthof Homes Limited Warranty Guidelines**

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

## Carpet

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

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

#### **Cleaning**

You can add years to the life of your carpet with regular care. Carpet wears out because of foot traffic and dirt particles that get trampled deep into the pile beyond the suction of the vacuum. The dirt particles wear down the fibers like sandpaper and dull the carpet. The most important thing you can do to protect your carpet is to vacuum it frequently.

Vacuum twice each week lightly and once a week thoroughly. Heavy traffic areas may require more frequent cleaning. A light vacuuming is three passes; a thorough job may need seven passes. A vacuum cleaner with a beater-bar agitates the pile and is more effective in bringing dirt to the surface for easy removal. Vacuuming high-traffic areas daily helps keep them clean and maintains the upright position of the nap. Wipe spills and clean stains immediately. For best results, blot or dab any spill or stain; avoid rubbing. Test stain removers on an out-of-the-way area of the carpet, such as in a closet, to check for any undesirable effects. Have your carpet professionally cleaned regularly, usually once a year.

Some problem conditions that may occur with your new carpet and our suggested remedies are presented below.

#### **Crushing**

Furniture and traffic may crush a carpet's pile fibers. Frequent vacuuming in high-traffic areas and glides or cups under heavy pieces of furniture can help prevent this. Rotating your furniture to change the traffic pattern in a room promotes more even wear. Some carpets resist matting and crushing because of their level of fiber, but this does not imply or guarantee that no matting or crushing will occur. Heavy traffic areas such as halls and stairways are more susceptible to wear and crushing. This is considered normal wear.

# Carpet

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## ***Fading***

Science has yet to develop a color that will not fade with time. All carpets will slowly lose some color due to natural and artificial forces in the environment. You can delay this process by frequently removing soil with vacuuming, regularly changing air filters in heating and air conditioning systems, keeping humidity and room temperature from getting too high, and reducing sunlight exposure with window coverings.

## ***Filtration***

If interior doors are kept closed while the air conditioning is operating, air circulation from the closed room flows through the small space at the bottom of the door. This forces the air over the carpet fibers, which in turn act as a filter, catching particulate pollution. Over time, a noticeable stain develops at the threshold.

## ***Fuzzing***

In loop carpets, fibers may break. Simply clip the excess fibers. If it continues, call a professional.

## ***Pilling***

Pilling or small balls of fiber can appear on your carpet, depending on the type of carpet fiber and the type of traffic. If this occurs, clip off the pills. If they cover a large area, seek professional advice.

## ***Rippling***

With wall-to-wall carpeting, high humidity may cause rippling. If the carpet remains rippled after the humidity has left, have a professional restretch the carpeting using a power stretcher, not a knee-kicker.

## ***Seams***

Carpet usually comes in 12-foot widths, making seams necessary in most rooms. Visible seams are not a defect unless they have been improperly made or unless the material has a defect, making the seam appear more pronounced than normal. The more dense and uniform the carpet texture, the more visible the seams will be. Carpet styles with low, tight naps result in the most visible seams. Seams are never more visible than when the carpet is first installed. Usually with time, use, and vacuuming the seams become less visible. You can see examples of how carpet seams diminish after they have been vacuumed and have experienced traffic in the model home.

## ***Shading***

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

## ***Shedding***

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

## ***Snags***

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

## ***Sprouting***

Occasionally you may find small tufts of fiber sprouting above carpet surface. Simply use scissors to cut off the sprout. Do not attempt to pull it, because other fibers will come out in the process.

## ***Static***

Cooler temperatures outside often contribute to static electricity inside. You can also install a humidifier to help control static build-up.

## Carpet

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### **Stains**

No carpet is stain proof, although your carpet manufacturer designates your carpet as stain-resistant, some substances may still cause permanent staining. These include hair dyes, shoe polish, paints, and India ink. Some substances destroy or change the color of carpets, including bleaches, acne medications, drain cleaners, plant food, insecticides, and food or beverages with strongly colored natural dyes as found in some brands of mustard and herbal tea.

Refer to your care and maintenance brochures for recommended cleaning procedures for your particular fiber. Pretest any spot-removal solution in an inconspicuous area before using it in a large area. Apply several drops of the solution, hold a white tissue on the area, and count to ten. Examine both tissue and carpet for dye transfer and check for carpet damage.

### **Tack Strips**

Tack strips are used on all carpet installations and can be found around perimeters of rooms as well as transitions. Tack strips are necessary to hold the carpet in its stretched position and it is not uncommon to feel the tack strips if stepped on.

## **Olthof Homes Limited Warranty Guidelines**

During your orientation, we will confirm that your carpet is in acceptable condition. We will correct stains or spots noted at this time by cleaning, patching, or replacement. *Olthof Homes* will not be responsible for dye lot variations if replacements are made.

### **Edges**

Edges of carpet along moldings and edges of stairs should be held firmly in place. In some areas, metal or other edging material may be used where carpet meets another floor covering.

### **Seams**

Carpet seams are considered acceptable, as an industry standard; however, gaps or fraying will be repaired by *Olthof Homes*.

## Caulking

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

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

#### **Colored Caulk**

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

#### **Latex Caulk**

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

#### **Silicone Caulk**

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

### **Olthof Homes Limited Warranty Guidelines**

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

#### **One-Time Repair**

We will touch up caulking one time during your materials and workmanship period. We suggest that this be performed with your 11-month service.

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

## Ceramic Tile

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### Homeowner Use and Maintenance Guidelines

Your selection sheets include the brand and color of your ceramic tile.

#### **Cleaning**

Ceramic tile is one of the easiest floor coverings to maintain. Simply vacuum when needed. Occasionally, a wet mopping with warm water may be appropriate. Avoid adding detergent to the water. If you feel a cleaning agent is required, use a mild solution of warm water and dishwasher crystals (they will not result in a heavy, difficult-to-remove lather on the grout). Rinse thoroughly.

The ceramic tile installed on walls or countertops in your home may be washed with any nonabrasive soap, detergent, or tile cleaner. Abrasive cleaners will dull the finish.

#### **Grout Discoloration**

Clean grout that becomes yellowed or stained with a fiber brush, cleanser, and water. Grout cleansers and whiteners are available at most hardware stores.

#### **Sealing Grout**

Sealing grout is your decision and responsibility. Once grout has been sealed, ongoing maintenance of that seal is necessary. If grout repair is necessary, the grout color may not be a perfect match due to the sealant.

#### **Separations**

Expect slight separations to occur in the grout between tiles. This grout is for decorative purposes only; it does not hold the tile in place. Cracks in the grout can be filled using premixed grout purchased from flooring or hardware stores. Follow package directions.

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

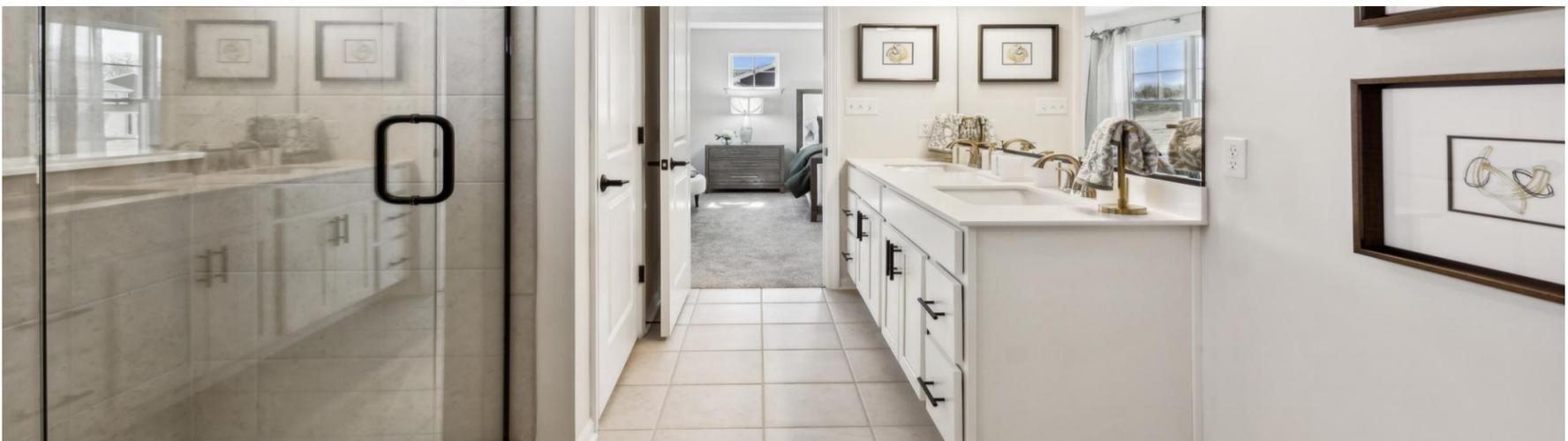
Follow directions on the container. This maintenance is important to protect the underlying surface from water damage.

### Olthof Homes Limited Warranty Guidelines

During the orientation we confirm that tile and grout areas are in acceptable condition. We will repair or replace cracked, badly chipped, or loose tiles noted during the orientation. *Olthof Homes* is not responsible for discontinued patterns or variation in color, as the identical dye lot may not be available. New grout may vary in color from the original.

#### **One-Time Repair**

Cracks appearing in grouting of ceramic tiles at joints or junctions with other materials are commonly due to shrinkage. *Olthof Homes* will repair grouting, if necessary, 1 time during the 1-year warranty. We are not responsible for discontinued colors, or variations in color, as the identical dye lot may not be available. Any grouting or caulking that is needed after that time is your responsibility.



## Concrete Flatwork

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### Homeowner Use and Maintenance Guidelines

By maintaining good drainage, you protect your home's foundation and the concrete flatwork: the basement floor, porch, patio, driveway, garage floor, and sidewalks.

Concrete slabs are floating—they are not attached to the home's foundation walls. **These are not a structural (load-bearing) element of the home and are not covered by the structural warranty.** The limited warranty coverage is for 1 year

#### **Cleaning**

Avoid washing exterior concrete slabs with cold water from an outside faucet when temperatures are high and the sun has been shining on the concrete. The abrupt change in temperature can damage the surface bond of the concrete. We recommend sweeping to keep the exterior concrete clean. If washing is necessary, do this when temperatures are moderate. Repeated cleaning of the garage floor by hosing can increase soil movement by allowing water to penetrate any existing cracks. We recommend sweeping to clean the garage floor.

#### **Cracks**

A concrete slab 10 feet across shrinks approximately 5/8 inch as it cures. Some of this shrinkage shows up as cracks. Cracking of concrete flatwork also results from temperature changes that cause expansion and contraction.

During the summer, moisture finds its way under the concrete along the edges or through cracks in the surface. In winter, this moisture forms frost that can lift the concrete, increasing the cracking. Maintaining drainage away from all concrete slabs will minimize cracking from this cause.

As cracks occur, seal them with a waterproof concrete caulk (available at hardware or home improvement stores) to prevent moisture from penetrating the soil beneath.

#### **Expansion Joints**

We install expansion joints to help control expansion. However, as the concrete shrinks during the curing process, moisture can penetrate under the concrete and lift the expansion joint. When this occurs, fill the resulting gap with a gray silicone sealant, which you can purchase at most hardware stores.

#### **Vehicles**

Parking vehicles on the driveway may cause damage, snow and water contaminated with road salt and de-icers to drip from vehicles leaving concentrated areas of salt or de-icer brine that will facilitate multiple freeze/thaw cycles at the surface of the concrete, parking vehicles on the driveway should be avoided whenever possible. Do not permit heavy vehicles such as moving vans or concrete trucks to drive on your concrete work. We design and install this concrete for residential use only. If the concrete driveway was poured after November 1<sup>st</sup>, minimize vehicle traffic on the driveway until the cold months have passed and the ground is no longer frozen.

#### **Ice, Snow, and Chemicals**

**Driving or parking on snow creates ice on the drive**, which magnifies the effects of snow on the concrete surface. Remove ice and snow from concrete slabs as promptly as possible after snowstorms. Protect concrete from abuse by chemical agents such as pet urine, fertilizers, radiator overflow, repeated hosing, or de-icing agents, such as road salt that can drip from vehicles. All of these items can cause spalling (chipping of the surface) of concrete.

#### **Sealer**

A concrete sealer, available at paint stores, will help you keep an unpainted concrete floor clean. Do not use soap on unpainted concrete. Instead, use plain water and washing soda or, if necessary, a scouring powder.

## Concrete Flatwork

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### Olthof Homes Limited Warranty Guidelines

#### **Color**

Concrete slabs vary in color. No correction is provided for this condition.

#### **Cracks**

If concrete cracks reach 3/16 inches in width or vertical displacement, *Olthof Homes* will patch or repair them 1 time during the warranty year. Subsequently, concrete slab maintenance is your responsibility. If you prefer to have the slab replaced, we will obtain a price for you and assist in scheduling the work upon receipt of your payment.

#### **Finished Floors**

*Olthof Homes* will correct cracks, settling, or heaving that rupture finish floor materials that we installed as part of the home as you originally purchased it within the 1-year warranty.

#### **Level Floors**

Concrete floors in the habitable areas of the home will be level to within 1/4 inch within any 32- inch measurement with the exception of an area specifically designed to slope toward a floor drain.

#### **Separation**

*Olthof Homes* will correct separation of concrete slabs from the home if separation exceeds one inch.

#### **Settling or Heaving**

**Olthof Homes** will repair slabs that settle or heave in excess of 2 inches or if such movement results in negative drainage (toward the house).

#### **Spalling (Surface Chips or Indentations)**

Causes of spalling include repeated hosing of concrete for cleaning, animal urine, radiator overflow, fertilizer, uncleared snow and ice, ice-melting agents, and road salts from vehicles. Repair of spalling is a home maintenance task and is not covered under the Limited Warranty. (Defective concrete is marked by a peeling away of the material in layers and will be evaluated for warranty repair or replacement).

#### **Standing Water**

Water may stand on exterior concrete slabs for several hours after precipitation or from roof run-off. *Olthof Homes* will correct conditions that cause water to remain longer than 12 hours unless it is from roof run-off of melting snow or ice.



## Condensation

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### Homeowner Use and Maintenance Guidelines

Condensation on interior surfaces of the windows and frames comes from high humidity within the home combined with low outside temperatures and inadequate ventilation. Family lifestyle significantly influences these conditions. If you install a humidifier, closely observe manufacturer's directions for its use, especially during periods of cooler temperatures. Olthof Homes advises against using your humidifier for the first heating season due to the moisture of a new home.

See also *Ventilation*.

### Olthof Homes Limited Warranty Guidelines

Condensation is a result of a family's lifestyle and *Olthof Homes* has no control over this. The limited warranty coverage excludes condensation.

## Countertops/Vanities

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### Homeowner Use and Maintenance Guidelines

Use a cutting board to protect your counters when you cut or chop. Protect the counter from heat and from extremely hot pans. If you cannot put your hand on it, do not put it on the counter. In addition, do not use countertops as ironing boards.

#### **Caulking**

The caulking between the countertop and the wall, along the joint at the backsplash, and around the sink may shrink, leaving a slight gap. Maintaining a good seal in these locations is important to keep moisture from reaching the wood under the laminates and to prevent warping.

#### **Laminate Care**

Avoid abrasive cleaners that will damage the luster of the surface, for everyday cleaning use a soft cloth.

#### **Quartz Care**

For everyday cleaning, use a soft sponge or dishcloth with warm water. For stubborn or greasy cleanups use a gentle liquid cleaner such as Simple Green or ordinary dish washing detergent with warm water and a "White" Scotch Brite. **Never use "Red" or "Green" Scotch Brites.** Do not use abrasive cleaning agents such as Comet or Ajax. There is no need to seal your Quartz countertop, sealers cannot penetrate and can remain on the surface.

#### **Granite Care**

For everyday cleaning, use a soft sponge or dishcloth with warm water. Dish soap won't permanently damage your granite, but repeated use of soapy water will cause build-up and dull your countertop's shine; therefore, regular use of dish soap for cleaning granite is not recommended. Granite is porous and susceptible to staining; however this issue can be controlled by applying a granite sealer, it is recommended to seal your granite countertop annually.

#### **Mats**

Rubber drain mats can trap moisture beneath them, causing the laminated countertop to warp and blister. Dry the surface as needed.

### Olthof Homes Limited Warranty Guidelines

During your orientation we confirm that all countertops/vanities are in acceptable condition. We repair noticeable surface damage such as chips, cracks, and scratches noted on the orientation list. Repair of surface damage that occurs during or after your closing is one of your home maintenance responsibilities.

## Countertops

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### **Seams**

Countertops will have one or more discernible seams. *Olthof Homes* will repair gaps or differential at the seams that exceed 1/16 inch within 1 year warranty.

### **Cultured Marble**

Where backsplash joints occur at corners, the top edges should be even within 1/16 inch. Marble is a porous material. Leaving soap directly on the marble could result in yellow stains.

### **Separation from Wall**

Separation of countertops from walls, backsplash, and around sinks results from normal shrinkage of materials. *Olthof Homes* will recaulk these areas 1 time during the materials and workmanship warranty. Subsequently caulking will be your home maintenance responsibility.

## Damp-Proofing

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

We spray your foundation walls with an asphalt damp-proofing material. Although we make every effort to assure a dry basement, during times of excessive moisture, you may notice some dampness. Over time, natural compaction of soils in the backfill areas will usually eliminate this condition. Careful maintenance of positive drainage will also protect your basement from this condition.

### **Olthof Homes Limited Warranty Guidelines**

Olthof Homes will correct conditions that allow actual water to enter the basement unless the cause is improper installation of landscaping or failure to adequately maintain drainage.

## Decks

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Regular attention will preserve the beauty and value of your deck. Check surfaces of your deck annually. Plan on refinishing the exterior surface of your deck approximately every two to three years or as often as your paint/stain manufacturer suggests for your area and climate. Climatic conditions can affect the chemical structure of the paint/stain used on the exterior. Over time, the finish will fade and dull. Decks are not stained; it is recommended to wait 1 year before applying stain.

### **Spindles and Handrail**

Spindles and handrails may become loose due to the expansion and contraction of the wood. You can easily repair this condition by adding an additional nail to the loose piece.

### **Olthof Homes Limited Warranty Guidelines**

During the orientation, we will confirm the deck is in acceptable condition. Minor imperfections in wood material are a natural occurrence and do not require any action.

### **Wood Grain**

Due to wood characteristics, color variations will result when stain is applied to wood. This is natural and requires no repair. Today's water-based paints/stains often make wood grain visible. *Olthof Homes* **does not provide corrections for this condition.**

Because of the effects of weather on natural wood, you should expect raised grain to develop. This is normal and not a defect in the wood. **Warranty coverage excludes this condition.**

## Doors and Locks

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### Homeowner Use and Maintenance Guidelines

The doors installed in your home are wood products subject to such natural characteristics of wood as shrinkage and warpage. Due to natural fluctuations of humidity and the use of forced air furnaces, showers, and dishwashers, interior doors may occasionally require minor adjustments.

#### ***Bifold Doors/Bypass Doors***

Interior bifolds and bypass doors sometimes stick or warp due to weather conditions. Apply silicone lubricant to the tracks to minimize this inconvenience.

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

If a door will not latch because of minor settling, you can correct this by making a new opening in the jamb for the latch plate (remortising) and raising or lowering the plate accordingly.

#### ***Hinges***

You can remedy a squeaky door hinge by removing the hinge pin and applying silicone lubricant to it. Avoid using oil, as it can gum up or attract dirt. Graphite works well as a lubricant but can create a gray smudge on the door or floor covering beneath the hinge if too much is applied.

#### ***Keys***

Keep a duplicate privacy lock key where children cannot reach it in the event a youngster locks him- or herself in a room. The top edge of the door casing is often used as a place to keep the key. A small screwdriver or similarly shaped device can open some types of privacy locks.

#### ***Locks***

Lubricate door locks with graphite or other waterproof lubricant. Avoid oil, as it will gum up.

#### ***Slamming***

Slamming doors can damage both doors and jambs and can even cause cracking in walls. Teach children not to hang on the doorknob and swing back and forth; this works loose the hardware and causes the door to sag.

#### ***Shrinkage***

Use putty, filler, or latex caulk to fill any minor separations that develop at mitered joints in door trim, follow with painting. Panels of wood doors shrink and expand in response to changes in temperature and humidity. Touching up the paint or stain on unfinished exposed areas is your home maintenance responsibility.

#### ***Sticking***

The most common cause of a sticking door is the natural expansion of lumber due to changes in humidity. When sticking is due to swelling during a damp season, do not plane the door unless it continues to stick after the weather changes. Before planing a door because of sticking, try two other steps: first, apply either a paste wax, light coat of paraffin, or candle wax to the sticking surface; or second, tighten the screws that hold the door jamb or door frame. If planing is necessary even after these measures, use sandpaper to smooth the door and paint the sanded area to seal against moisture.

#### ***Warping***

If a door warps slightly, keeping it closed as much as possible often returns it too normal.

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

Weather stripping and exterior door thresholds occasionally require adjustment or replacement.

## Doors and Locks

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### Olthof Homes Limited Warranty Guidelines

During the orientation we confirm that all doors are in acceptable condition and correctly adjusted. *Olthof Homes* will repair construction damage to doors noted on the orientation list.

#### **Adjustments**

Due to normal settling of the home, doors may require adjustment for proper fit. Olthof Homes will make such adjustments within the 1-year warranty.

#### **Panel Shrinkage**

Panels of wood doors shrink and expand in response to changes in temperature and humidity. Although touching up the paint or stain on unfinished exposed areas is your home maintenance responsibility, Olthof Homes will repair split panels that allow light to be visible.

#### **Warping**

Olthof Homes will repair doors that warp in excess of 1/4 inch.



## Drywall

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### Homeowner Use and Maintenance Guidelines

Slight cracking, nail pops, or seams may become visible in walls and ceilings. These are caused by the shrinkage of the wood and normal deflection of rafters to which the drywall is attached.

#### **Repairs**

With the exception of the one-time repair service provided by Olthof Homes, care of drywall is your maintenance responsibility. Most drywall repairs can be easily made. This work is best done when you redecorate the room.

Repair hairline cracks with a coat of paint. You can repair slightly larger cracks with spackle or caulk. To correct a nail/screw pop, reset the nail/screw. Cover it with two or three thin coats spackle, which is available at paint and hardware stores. When dry, sand the surface with fine-grain sandpaper, and then paint. You can fill indentations caused by sharp objects in the same manner.

### Olthof Homes Limited Warranty Guidelines

During the orientation, we confirm that drywall surfaces are in acceptable condition. At your 11-month care visit, Olthof Homes will repair drywall shrinkage cracks and nail pops and touch up the repaired area using the same paint color that was on the surface when the home was delivered. **Touch-ups will be visible.**

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

A one-time drywall touch-up is offered at your 11-month care visit. Although it is infrequent, some cracks may reappear.

#### **Lighting Conditions**

**Olthof Homes does not repair drywall flaws that are only visible under particular lighting conditions.**

#### **Related Warranty Repairs**

If a drywall repair is needed as a result of poor workmanship (such as blisters in tape) or other warranty-based repair (such as a plumbing leak), Olthof Homes completes the repair by touching up the repaired area with the same paint that was on the surface when the home was delivered. If more than one-third of the wall is involved, we will repaint the wall corner to corner. You are responsible for custom paint colors or wallpaper that has been applied after closing. Due to the effects of time on paint and wallpaper, as well as possible dye lot variations, touch-ups may not match the surrounding area.



# Electrical Systems

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## Homeowner Use and Maintenance Guidelines

Know the location of the breaker panel; it includes a main shut-off that controls all the electrical power to the home. Individual breakers control the separate circuits. Each breaker is marked to help you identify which breaker is connected to which major appliances, outlets, or other service. Should a failure occur in any part of your home, always check the breakers in the main panel box.

### **Breakers**

Circuit breakers have three positions: on, off, and tripped. When a circuit breaker trips, it must first be turned off before it can be turned on. Switching the breaker directly from tripped to on will not restore service.

### **Breaker Tripping**

Breaker's trip due to overloads caused by plugging too many appliances into the circuit, a worn cord or defective appliance, or operating an appliance with too high a voltage requirement for the circuit. The starting of an electric motor can also trip a breaker.

If any circuit trips repeatedly, unplug all items connected to it and reset. If it trips when nothing is connected to it, you need an electrician. If the circuit remains on, one of the items you unplugged is defective and will require repair or replacement.

### **Fixture Location**

We install light fixtures in the locations indicated on the plans. Moving fixtures to accommodate specific furniture arrangements or room use is your responsibility.

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

GFCI receptacles have a built-in element that senses fluctuations in power. Quite simply, the GFCI is a circuit breaker. Building codes require installation of these receptacles in bathrooms, the kitchen, outside, and the garage (areas where an individual can come into contact with water while holding an electric appliance or tool). Heavy appliances such as freezers or power tools will trip the GFCI breaker.

***\*Do not plug a refrigerator or food freezer into a GFCI-controlled outlet. The likelihood of the contents being ruined is high and the limited warranty does not cover such damage.***

Each GFCI receptacle has a test and reset button. Once each month, press the test button. This will trip the circuit, to return service, press the reset button. If a GFCI breaker trips during normal use, it may indicate a faulty appliance, and you will need to investigate the problem. One GFCI breaker can control up to three or four outlets.

### **Grounded System**

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

### **Light Bulbs**

You are responsible for replacing burned-out bulbs other than those noted during your orientation. For energy efficiency we use LED bulbs in fixtures these may not burn out like an incandescent bulb but may start to flicker. Power surges or dips from the electrical grid can cause LED lights to flicker due to their sensitivity to voltage changes, flickering light bulbs should be replaced.

### **Modifications**

If you wish to make any modifications, contact the electrician. Having another electrician modify your electrical system during the warranty period can void that portion of your limited warranty.

## Electrical Systems

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### **Outlets**

If an outlet is not working, check first to see if it is controlled by a wall switch or GFCI. Next, check the breaker. If there are small children in the home, install safety plugs to cover unused outlets. Teach children to never touch electrical outlets, sockets, or fixtures.

### **Ring Doorbell**

Read and follow all manufacturers' instructions for the use and maintenance of your Ring Doorbell.

*Manufacturer's Service* - If a problem arises with your Ring Doorbell, call the customer service number listed in the manufacturer's warranty. The Ring Doorbell warrants their products directly to you according to the terms and conditions of these warranties.

### **Underground Cables**

Before digging, check the location of buried service leads by calling the local utility locating service. In most cases, wires run in a straight line from the service panel to the nearest public utility pad. Maintain positive drainage around the foundation to protect this service.

## **Olthof Homes Limited Warranty Guidelines**

During the orientation we confirm that light fixtures are in acceptable condition and that all bulbs are working. Olthof Homes' limited warranty excludes any fixture you supplied.

### **Designed Load**

Olthof Homes will repair any electrical wiring that fails to carry its designed load to meet specifications. If electrical outlets, switches, or fixtures do not function as intended, Olthof Homes will repair or replace them.

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

Olthof Homes is not responsible for food spoilage that results from your plugging refrigerators or freezers into a GFCI outlet.

### **Power Surge/Lightning**

Power surges are the result of local conditions beyond the control of Olthof Homes and are excluded from limited warranty coverage. These can result in burned-out bulbs or damage to sensitive electronic equipment such as TVs, alarm systems, and computers. Damage resulting from lightning strikes is excluded from limited warranty coverage.



## Expansion and Contraction

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### Homeowner Use and Maintenance Guidelines

Changes in temperature and humidity cause all building materials to expand and contract. Dissimilar materials expand or contract at different rates. This movement results in separation between materials, particularly dissimilar ones. You will see the effects in small cracks in drywall and in paint, especially where moldings meet drywall, at mitered corners, and where tile grout meets tub or sink. While this can alarm an uninformed homeowner, it is normal.

Shrinkage of the wood members of your home is inevitable and occurs in every new home. Although this is most noticeable during the first year, it may continue beyond that time. In most cases, caulk and paint are all that you need to conceal this minor evidence of a natural phenomenon. Even though properly installed, caulking shrinks and cracks. Maintenance of caulking is your responsibility.

Decorating work, such as wallpaper, special wall painting, window furnishings, etc. are not included in the warranty. Any decorating items that are damaged due to expansion and contraction of walls, and other related items will not be repaired by Olthof Homes as part of the new home warranty. You may wish to consult your insurance agent if you wish to have insurance coverage for your decorating work.

### Olthof Homes Limited Warranty

Olthof Homes provides one-time repairs to many of the effects of expansion and contraction. See individual categories for details.

## Fireplace

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### Homeowner Use and Maintenance Guidelines

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

Look upon burning a fire as a luxury that adds much to the atmosphere but just a little to the heat in a home. About 10 percent of the heat produced by a fire is radiated into the house.

#### Gas Fireplace

Olthof Homes offers direct-vent gas fireplaces. If you ordered this type of fireplace, it is demonstrated during the orientation. Read and follow all manufacturer's directions.

A slight delay between turning the switch on and flame ignition is normal. As the unit heats up you may get a distinct odor (burning smell) from the unit, this is normal. If you notice any deviation from this and any gas smell, immediately shut off the switch and report it to the gas company.

#### Cleaning

Cleaning of the glass cover is recommended please refer to the fireplace manual for instructions. Your manual will be found with your black binder or under the fireplace.

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

#### Electric Fireplace

An electric fireplace creates a cozy, inviting atmosphere in any home. They provide the look of a fireplace without the clean up or wasted energy of a traditional fireplace.

#### Cleaning

The electric fireplace has a glass cover that can be removed to provide access to cleaning behind. The glass cover is heavy, and extra care should be taken when removing and reinstalling. See manufacturers instructions for more information.

#### Heating

Electric fireplaces are not intended to be the sole heat source in a home. Olthof Homes will repair any units not producing any heat but cannot guarantee a temperature rise

## Fireplace

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### Olthof Homes Limited Warranty Guidelines

Fireplaces are not intended to be the sole heat source in the home. The fireplace should function properly when Olthof Homes' and the manufacturer's directions are followed. Olthof homes will repair any units not producing any heat but cannot guarantee a temperature rise.

#### ***Downdraft***

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

#### ***Glass Cover***

During the orientation we confirm that glass fireplace cover is in acceptable condition.

#### ***Water Infiltration***

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



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## Fixtures

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### Homeowner Use and Maintenance Guidelines

The coatings of your fixtures are not impervious to wear and tear. Atmospheric conditions, sunlight, caustic agents such as paints, certain soaps and scratches from sharp objects can cause the protective coatings and finishes to wear, crack or peel, exposing the base metal and resulting in spotting and discoloration.

#### **Cleaning**

Initial care of these products requires only periodic cleaning with a damp cloth and drying. Windex Original may also be an option. **Test any cleaner in an inconspicuous location.** **Avoid** industrial cleaners and abrasive cleaners, such as those used for toilet bowls, green Scotch-Brite heavy duty scrub sponges, Scrubbing Bubbles Bathroom Cleaner and Lysol Basin Tub, Soft Scrub, and Tile Cleaner. **Avoid** products that state on the label that they remove tarnish and rust, and those containing hydrofluoric, hydrochloric and/or phosphoric acids and caustic agents.

### Olthof Homes Limited Warranty Guidelines

*Olthof Homes* does not warrant against corrosion damage to the external surfaces or internal workings of the fixtures.

## Foundation

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### Homeowner Use and Maintenance Guidelines

We install the foundation of your home according to the recommendations of our consulting engineer. The walls of the foundation are poured concrete with steel reinforcing rods. To protect your home's foundation, follow guidelines for installation and maintenance of landscaping and drainage in this manual.

#### **Cracks**

Even though an engineer designed the foundation, and we constructed it according to engineering requirements, surface cracks can still develop in the wall. **Surface cracks are not detrimental to the structural integrity of your home and do not fall under the 10-year structural warranty.**

#### **Dampness**

Due to the amount of water in concrete, basements may be damp. Condensation can form on water lines and drip onto the floor.

#### **Future Construction in Basement**

If you decide to perform additional construction in the basement, obtain guidelines from a licensed engineer, obtain a building permit, and comply with all codes and safety requirements. *Olthof Homes* does not warrant that you will be able to obtain such a permit because of the possibility that building codes may change.

### Olthof Homes Limited Warranty Guidelines

The foundation of your home has been designed and installed according to the recommendations of an engineer. Where applicable, the walls of the foundation are poured concrete with steel reinforcing rods.

#### **Cracks**

Shrinkage or backfill cracks are not unusual in foundation walls, especially at the corners of basement windows. The acceptable tolerance on basement foundation wall cracks is 1/8 inch in width. For a term of the one-year coverage *Olthof Homes* shall repair all cracks in excess of the normal tolerance by surface patching or epoxy injection. *Olthof Homes* will repair any foundation wall crack regardless of width that leaks water within the term of the one-year coverage

#### **Cosmetic Imperfections**

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

#### **Leaks**

*Olthof Homes* will correct conditions that permit water to enter the basement within the one-year warranty period, provided you have complied with the drainage, landscaping, and maintenance guidelines.

## Framing

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### Olthof Homes Limited Warranty Guidelines

Some floor and stair squeaks are unavoidable. Although Olthof Homes does not warrant against floor squeaks, a reasonable effort will be made to correct them at the 11<sup>th</sup> month workday.

#### **Floor Deflection**

Floors will deflect (bend) when walked on. This will be more noticeable next to hutches, bookcases, pianos, chairs, and other heavy furniture. This is not a structural deficiency, and Olthof Homes will take no action for this occurrence.

#### **Floor Level**

Floors will be level to within 1/4 inch within any 32-inch distance as measured perpendicular to any ridge or indentation. Olthof Homes will correct floor slope that exceeds 1/240 of the room.

#### **Plumb Walls**

Olthof Homes will correct walls that are out of plumb more than 1/2 inch in an 8-foot distance or walls that are bowed more than 1/4 inch in any 32-inch measurement.

## Garage Overhead Door

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### Homeowner Use and Maintenance Guidelines

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

#### **30-Weight Oil**

Every six months, apply a 30-weight automobile oil or similar lubricant to all moving parts: track, rollers, hinges, pulleys, and springs. At the same time, check to see that all hardware is tight and operating as intended without binding or scraping. Avoid over-lubricating to prevent drips on vehicles or the concrete floor.

#### **Lock**

If the lock becomes stiff, apply a silicone or graphite lubricant. Do not use oil on a lock, as it will stiffen in winter and make the lock difficult to operate.

#### **Opener**

To prevent damage to a garage door opener, be sure the door is completely unlocked, and the rope-pull has been removed before using the operator. If you have an opener installed after closing on your home, we suggest that you order it from the company that provided and installed the garage door to assure uninterrupted warranty coverage. Be familiar with the steps for manual operation of the door in the event of a power failure. Keep keypad door closed to prevent elements from getting into unit

#### **Safety**

Follow the manufacturer's instructions for safe and reliable operation. Do not allow anyone except the operator near the door when it is in motion. Keep hands and fingers away from all parts of the door except the handle. Do not allow children to play with or around the door. For your safety, after the expiration of your warranty, have any needed adjustments made by a qualified specialist. The door springs are under a considerable amount of tension and require special tools and knowledge for accurate and safe servicing. Have the door inspected by a professional garage door technician after any significant impact to the door.

### Olthof Homes Limited Warranty Guidelines

The garage door should operate smoothly and with reasonable ease. The door can become misaligned and require adjustment, which Olthof Homes will provide unless the problem is caused by the installation of a garage door opener after closing on the home.

#### **Light Visible**

Garage overhead doors cannot be airtight. Some light will be visible around the edges and across the top of the door. Severe weather conditions may result in some precipitation entering around the door.

## Gas Shut-Offs

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### Homeowner Use and Maintenance Guidelines

You will find shut-offs on gas lines near the appliance that operates on gas. In addition, there is a main shut-off at the meter. We point these out during the orientation. If you suspect a gas leak, leave the home and call the gas company immediately for emergency service.

### Olthof Homes Limited Warranty Guidelines

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

## Grading and Drainage

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### Homeowner Use and Maintenance Guidelines

The final grades around your home have been inspected and approved for proper drainage of your lot. Our surveyor completes a drainage certification and then the local building authorities as well as Olthof Homes inspect the site.

#### **Drainage**

Drainage should slope away from the home. In most cases, drainage swales do not follow property boundaries. Maintain the slopes around your home to permit the water to drain away from the home as rapidly as possible. This is essential to protect your foundation. Failure to do so can result in major structural damage and will void your warranty. The drainage is engineered to the design of the lot.

#### **Roof Water**

Do not remove the splash blocks or downspout extensions from under the downspouts. Keep these in place at all times, sloped so the water drains away from your home quickly.

#### **Rototilling**

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

#### **Settling**

The area we excavated for your home's foundation was larger than the home to allow room to work. In addition, some trenching is necessary for installation of utility lines. Although we replaced and compacted the soil, it does not return to its original density. Some settling will occur, especially after prolonged or heavy rainfall or melting of large amounts of snow. Settling can continue for several years. Inspect the perimeter of your home regularly for signs of settling and fill settled areas as needed to maintain positive drainage.

### Olthof Homes Limited Warranty Guidelines

We established the final grade to ensure adequate drainage away from the home. Maintaining this drainage is your responsibility. If you alter the drainage pattern after closing, or if changes in drainage occur due to lack of maintenance, the limited warranty is void.

#### **Backfill Settlement**

Backfilled or excavated areas around the foundation and at utility trenches should not interfere with the drainage away from your home. If these areas settle during the first year, Olthof Homes will fill the areas one time and subsequently will provide you with fill dirt to maintain positive drainage.

#### **Erosion**

Olthof Homes is not responsible for weather-caused damage to unlandscaped yards after the final grade has been established or the closing date, whichever occurs last.

## Grading and Drainage

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### ***New Sod***

New sod installation and the extra watering that accompanies it can cause temporary drainage problems, as can unusually severe weather conditions.

### ***Recommendations***

Olthof Homes documents the grades that exist at the time of delivery of your home or as soon thereafter as possible. The ground must be dry and free of frost to make these determinations. Once final grades are set, Olthof Homes will inspect drainage problems reported in writing during the warranty period, compare grades to those originally established, and advise you on corrective actions you might take.

### ***Swales***

Olthof Homes does not alter drainage patterns to suit individual landscape plans. Typically, a lot receives water from and passes water on to other lots, so changes in grade often affect adjacent or nearby lots. Olthof Homes advises against making such changes. After heavy rain or snow, water may stand in swales up to 48 hours.

### ***Under Concrete***

Olthof Homes will fill visible sunken areas under concrete during the first year.

### ***Winter Grading***

Due to weather conditions, especially during winter and early spring, the final grade may not have been established at the time of closing. We document the status of your grading at the time of delivery. When conditions permit, grading work will continue. Confirm that we have completed your grading before beginning landscaping.

## Gutters and Downspouts

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

Check gutters periodically and remove leaves or other debris. Materials that accumulate in gutters can slow water drainage from the roof, cause overflows, and clog the downspouts.

#### ***Extensions or Splash Blocks***

Extensions should discharge outside of rock or mulch beds so that water is not dammed behind the edging materials that might be used.

#### ***Ladders***

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

#### ***Leaks***

If a joint between sections of gutter drips, caulk the inside joint using a commercial gutter caulking compound available at hardware stores.

#### ***Paint***

Gutters and downspouts are painted to match your home. You should repaint them when you repaint your home.

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

Clear excess snow from downspouts as soon as possible to allow the gutter to drain and to prevent damage. Severe ice or snow build-up can damage gutters, and such damage is not covered by the limited warranty.

## Gutters and Downspouts

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### Olthof Homes Limited Warranty Guidelines

#### **Leaks**

We correct leaks that occur during the warranty period.

#### **Overflow**

Gutters may overflow during periods of excessively heavy rain. This is expected and requires no repair.

#### **Standing Water**

Small amounts of water (up to one inch) will stand for short periods of time in gutters immediately after rain. No correction is required for these conditions.

#### **3<sup>rd</sup> Car Garage Downspout (if applicable)**

If your home has a 3<sup>rd</sup> car garage, the downspout may run over a concrete surface, there is no warranty for this.

## Hardware

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### Homeowner Use and Maintenance Guidelines

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

### Olthof Homes Limited Warranty Guidelines

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

Olthof Homes will repair hardware items that do not function as intended within the one-year warranty.



## Heating Systems

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### Homeowner Use and Maintenance Guidelines

Good maintenance of the furnace can save energy dollars and prolong the life of the furnace. Carefully read and follow the manufacturer's literature on use and maintenance. The guidelines here include general information only.

#### **Adjust Vents**

Experiment with the adjustable registers in your home to establish the best heat flow for your lifestyle. Generally, you can reduce the heat in seldom used or interior rooms. This is an individual matter, and you will need to balance the system for your own family's needs.

#### **Avoid Overheating**

Do not overheat your new home. Overheating can cause excessive shrinkage of framing lumber and may materially damage the home. In the beginning, use as little heat as possible and increase it gradually.

#### **Blower Panel**

You need to position the blower panel correctly for the furnace blower (fan) to operate. This panel compresses a button that tells the blower it is safe to operate. If this panel is not on tightly, the fan will not come on.

#### **Candle Burning**

Candles release soot that outlines furniture and carpets under closed doors, and stains walls. Soot is a form of black carbon due to incomplete burning of candles. This is not a furnace issue; it is from excessive candle burning. We recommend using soy wax candles. These candles do not release soot.

#### **Combustion Air**

Furnaces we install in basements or in closets include combustion air vents.

***\*Never cover or block the combustion air vent in any way. Outside air is needed to supply the furnace with sufficient oxygen.***

#### **Ductwork Noise**

Some popping or pinging sounds are the natural result of ductwork heating and cooling in response to air flow as the system operates.

#### **Filter**

Remember to change or clean the filter monthly during the heating season (If you use air conditioning). A clogged filter can slow airflow and cause cold spots in your home. Although it takes less than one minute to change the filter, this is one of the most frequently overlooked details of normal furnace care. Buy filters in large quantity for the sake of convenience.

If you have a permanent, washable, removable filter, you need to clean this monthly. Use water only to clean the filter, tap to dry or air dry, and leave unit off for a brief period. Do not use soaps or detergents on the filter.

#### **Furnished Home**

The heating system was designed with a furnished home in mind. If you move in during the cooler part of the year and have not yet acquired all of your draperies and furnishings, the home may seem cooler than you would expect.

#### **Gas Odor**

If you smell gas, **call the gas company immediately.**

#### **Odor**

A new heating system may emit an odor for a few moments when you first turn it on. An established system may emit an odor after being unused for an extended time (such as after the summer months if you do not use air conditioning). This is caused by dust that has settled in the ducts and should pass quickly.

## Heating System

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### **On-Off Switch**

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

### **Registers**

Heat register covers are removable and adjustable. You are responsible for adjusting the dampers in these covers to regulate the heat flow within the home. Registers in the rooms farther away from the furnace will usually need to be opened wider.

### **Return Air Vents**

For maximum comfort and efficient energy use, arrange furniture and draperies to allow unobstructed airflow from registers and to cold air returns.

### **Temperature**

Depending on the style of home, temperatures can normally vary from floor to floor as much as 10 degrees or more on extremely cold days. The furnace blower will typically cycle on and off more frequently and for shorter periods during severe cold spells.

### **Thermostat**

The furnace will come on automatically when the temperature at the thermostat registers below the setting you have selected. Once the furnace is on, setting the thermostat to a higher temperature will not heat the home faster. Thermostats are calibrated to within plus or minus 5 degrees.

### **Trial Run**

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

### **Olthof Homes Limited Warranty Guidelines**

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

Adequacy of the system is determined by its ability to establish a temperature of 70 degrees F, as measured in the center of the room, 5 feet above the floor. In extremely cold temperatures (10 degrees below or colder), the system should be able to maintain a temperature differential of 80 degrees from the outside temperature.

### **Duct Placement**

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

### **Ductwork**

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

### **Furnace Sounds**

Expansion or contraction of metal ductwork results in ticking or popping sounds, this is normal and requires no repair. While eliminating all these sounds is impossible, Olthof Homes will correct oil canning. (Oil canning occurs when a large area of sheet metal like those found in air ducts makes a loud noise as it moves up and down in response to temperature changes.)

### **Thermostat**

Thermostats are calibrated to plus or minus 5 degrees.

## Insulation

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### Homeowner Use and Maintenance Guidelines

The effectiveness of blown insulation is diminished if it is uneven. As the last step in any work done in your attic (for example, the installation of a TV antenna), you should confirm that the insulation lays smooth and even. Do not step on drywall ceilings, because this can result in personal injury or damage to the drywall.

Attic Insulation settling to a depth of 8" will still provide an R40 rating for both cellulose and fiberglass insulation.

Electrical outlets normally emit noticeable amounts of cold air when outside temperatures are low.

### Olthof Homes Limited Warranty Guidelines

Olthof Homes will install insulation to meet or exceed the building codes applicable at the time of construction and outlined as part of your purchase agreement.

## Landscaping

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### Homeowner Use and Maintenance Guidelines

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

#### **Additions**

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

#### **Backfill**

We construct the foundation of your home beginning with an excavation into the earth. When the foundation walls are complete, the area surrounding them is backfilled. Soil in this area is not as compact as undisturbed ground. Water can penetrate through the backfill area to the lower areas of your foundation. This can cause potentially severe problems such as wet basements, cracks in foundation walls, and floor slab movement. Avoid this through proper installation of landscaping and good maintenance of drainage.

Backfill areas will settle and require prompt attention to avoid damage to your home and voiding of the structural warranty.

Keep downspout extensions in the down position to channel roof runoff away from the foundation area of your home. Routine inspection of downspouts, backfill areas, and other drainage components is an excellent maintenance habit.

*See also Grading and Drainage*

#### **Mulch or Rock Beds**

Do not allow edgings around decorative rock or mulch beds to dam the free flow of water away from the home. You can use a nonwoven landscape fabric between the soil and rock or mulch to restrict weed growth while still permitting normal evaporation of ground moisture.

#### **Contractors**

You are responsible for changes to the drainage pattern made by any landscape, concrete, deck, or pool contractor. Discuss drainage with any company you hire to do an installation in your yard. **Do not permit them to tie into existing drainage pipes without approval from Olthof Homes.**

## Landscaping

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### ***Irrigation***

Make provisions for efficient irrigation. Conduct weekly operational checks to ensure proper performance of the system. Direct sprinkler heads away from the home. Trickler or bubbler type irrigation systems are not recommended for use adjacent to the structure. Regularly drain and service sprinkler systems.

### ***New Sod***

The key to establishing new sod is to keep it properly watered for the first month.

- Weeks 1 & 2: new sod should be kept thoroughly wet to a depth of 4" to 6" and watered 3 to 5 times a day during the first 7 to 14 days depending on the season.
- Weeks 3 & 4: watering should be reduced to 1 to 3 times a day and skip a day between watering if the new sod is not drying out. By week 4 water 1 to 2 times a day every other day, after week 4 your new sod should be ready to go 2 to 3 days between watering. (Please refer to your Home Orientation Documents for further details)

### ***New Seed***

The best advice for watering new seed is both simple and complicated. You only get one chance to germinate seed correctly.

- Not enough water will kill the sprout
- Too much water can leave less than ideal results

The best thing to do is keep it moist at all times, if the seed or sprout dries out, it dies out. (Please refer to your Home Orientation Documents for further details)

### ***Planning***

Locate plants and irrigation heads out of the way of pedestrian or bicycle traffic and car bumpers. Space groves of trees or single trees to allow for efficient mowing and growth. Group plants with similar water, sun, and space requirements together.

### ***Plant Selection***

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

### ***Requirements***

Check with your local building department and homeowners' association before designing, installing, or changing landscaping for any regulations that they require you to follow.

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

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

### ***Xeriscape***

Olthof Homes recommends careful consideration of landscape design and selection of planting materials to minimize the demands of your yard on water supplies. Detailed information about Xeriscape is available from reputable nurseries. This has the triple benefit of helping the environment, saving on water bills, and reducing the amount of moisture that can reach your foundation.

## **Olthof Homes Limited Warranty**

We will confirm the healthy condition of all plant materials during the orientation. **Maintaining landscaping is your responsibility.** Seed, sod, trees or shrubs do not carry a warranty, the success depends on the proper care given.



## Luxury Vinyl Plank Flooring (LVP)

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### Homeowner Use and Maintenance Guidelines

LVP flooring is beautiful, scratch resistant, and durable. Even so, all floor coverings require care and maintenance to look and perform their best. The type and frequency of traffic on your floor will determine the frequency of necessary maintenance. The design and even the color of the flooring will have some bearing on how much care may be necessary. Solid colored floors will show scuffs, scratches, dirt, and general wear more than multi-colored and/or patterned floors. White or lighter colors will show staining more than darker colors. For this reason, floors with solid and/or light colors should receive special attention regarding preventative maintenance and the overall amount of care provided. Ultimately, the price of failing to clean and maintain flooring is much higher than the time and effort required to actually clean and maintain flooring. *Taking care of your floor not only increases your enjoyment level but also protects your investment.*

#### Color and Pattern

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

#### Preventative Care

- Be careful when placing furniture and appliances over your flooring. When moving heavy items, always carry them. Never push or pull furniture or other heavy items over LVP.
- Check the condition of all the casters, rollers, legs, and bottoms of furniture before setting them on your flooring. Replace any worn casters or rollers. Remove any protruding tacks, nails, or similar materials that may scratch the flooring. Remove any rust, sand or otherwise, smooth any jagged or rough surfaces that will contact the flooring.
- Use heavy felt protectors under furniture. The heavier the item, the wider the 'footprint' should be to spread out the load.
- Protective pads are required where chairs on rollers will be present.
- Protect flooring by using mats outside and/or inside all entrances. Mats will collect tracked-in dirt, sand, pebbles, and other particulate and will absorb moisture. Keep mats clean. Do not use latex or rubber backed mats on the LVP flooring, as certain compounds in these materials can permanently stain or damage vinyl. Mats to lay on LVP should be labeled as 'non-staining'.
- Avoid exposure to direct sunlight for long periods of time. This type of exposure can cause expansion due to heat which may result in buckling or other damage. Sunlight can also cause fading or discoloration. We recommend the use of UV protective film, blinds, curtains, or shades to assure that LVP products are protected from the sun.

#### Routine Care and Maintenance

- Regularly sweep or vacuum thoroughly (once per week *minimum*). If vacuuming, do not use vacuum beater bar.
- Where robotic vacuums are used, confirm that abrasive contact does not occur and keep the wheels of the machine clean.
- Remove scuffs and excessive soil by carefully rubbing with a recommended solution and a soft absorbent cloth. Never use highly abrasive tools or solutions. Never use an orbital buffing machine.
- Promptly remove spills.
- Damp mop often using a pH neutral resilient floor cleaner or a solution of ammonia and water (4 parts water to 1 part ammonia). Do not soak or saturate flooring. Always test cleaners in an inconspicuous area or an unused sample before using on the entire floor.



## Luxury Vinyl Plank Flooring (LVP)

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### **Acceptable Luxury Vinyl Floor Cleaners**

When cleaning LVP, always use a pH neutral cleaner specifically formulated for cleaning vinyl flooring. Examples of acceptable cleaners include but are not limited to:

Rejuvenate Luxury Vinyl Tile Floor Cleaner

ZEP Neutral Floor Cleaner Concentrate

Ammonia and water solution (4 parts water to 1 part ammonia (DO NOT mix stronger)

**Follow any manufactures specific recommendations for care and cleaning**

### **Do Not Use The Following on EF Luxury Vinyl Flooring:**

- Vinegar
- "Mop and Shine" products
- Soap Based Detergents or Oil Soaps
- Abrasive Cleaners or Compounds
- Floor Wax
- Vacuum with a rotating beater bar
- One step cleaner/polishes
- Steam mops
- Harsh scouring or buffing pads or tools

**Any spill should be cleaned immediately. The longer the spilled materials are left on the floor, the greater the risk of permanent staining.**

### **Joints**

Temperature changes can cause the flooring to expand and contract. This could cause joints in the floors to separate. Olthof homes will correct any gaps in excess of 1/8 of an inch between the joints.

### **Floor Level**

LVP is designed as a floating floor system, meaning it is not attached to the subfloor. It will span over uneven subfloor which may cause the floor to feel uneven. *Olthof homes* will correct variances of ¼ inch within any 32-inch distance as measured perpendicular to any ridge or indentation.

## **Olthof Homes Limited Warranty Guidelines**

We will confirm that the LVP floor covering is in acceptable condition during your orientation. Olthof Homes limited warranty does not cover damage to resilient floors caused by moving furniture or appliances into the home. We can assist you in contacting professionals who can repair such damage if it occurs in your home. Olthof Homes is not responsible for discontinued select

## Mildew

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

Mildew is a fungus that spreads through the air in microscopic spores. They love moisture and feed on surfaces or dirt. On siding, they look like a layer of dirt. Cleaning mildew from your home is your responsibility. Solutions that remove mildew are available from local paint or home improvement stores. Wear protective eyewear and rubber gloves for this task; the chemicals that remove mildew are unfriendly to humans.

### **Olthof Homes Limited Warranty Guidelines**

We will remove any mildew noted during the orientation. Olthof Homes warranty excludes mildew.

## Mirrors

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### Homeowner Use and Maintenance Guidelines

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

### Olthof Homes Limited Warranty Guidelines

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

## Paint and Stain

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### Homeowner Use and Maintenance Guidelines

Due to changes in the formula for paint (such as the elimination of lead to make paints safer), painted surfaces must be washed gently using mild soap and as little water as possible. Avoid abrasive cleaners, scouring pads, or scrub brushes. Flat paints show washing marks more easily than gloss paints do. Often, homeowners prefer the results obtained by touching up rather than washing.

#### **Colors**

Your selection sheets are your record of the paint and stain color names, numbers, and brands in your home.

#### **Exterior**

Regular attention will preserve the beauty and value of your home. Check the painted and stained surfaces of your home's exterior annually. Repaint before much chipping or wearing away of the original finish occurs; this will save the cost of extensive surface preparation. Plan on refinishing the exterior surface of your home approximately every two to three years or as often as your paint manufacturer suggests for your area and climate. Climatic conditions control the chemical structure of the paint used on the exterior. Over time, this finish will fade and dull a bit.

When you repaint the exterior of your home, begin by resetting popped nails and removing blistered or peeling portions of paint with a wire brush or putty knife. Sand, spot with primer, and then paint the entire area. Use a quality exterior paint formulated for local climate conditions. Avoid having sprinklers spray water on the exterior walls of your home. This will cause blistering, peeling, splintering, and other damage to the home.

#### **Severe Weather**

Hail and wind can cause a great deal of damage in a severe storm, so inspect the house after such weather. Promptly report damage caused by severe weather to your insurance company.

#### **Stain**

For minor interior stain touch-ups, a furniture-polish-and-stain treatment is inexpensive, easy to use, and will blend in with the wood grain. Follow directions on the bottle.

Decorating work, such as wallpaper, special wall painting, window furnishings, etc. are not included in the warranty. Any decorative items that are damaged due to expansion and contraction of walls, water leaks, etc. will not be repaired by Olthof Homes as part of the new home warranty. You may wish to consult your insurance agent if you wish to have insurance coverage for your decorating work.

#### **Touch-Up**

When doing paint touch-ups, use a small brush, applying paint only to the damaged spot. The touch-up may not match the surrounding area exactly, even if the same paint mix is used. When it is time to repaint a room, prepare the wall surfaces first by cleaning with a mild soap and water mixture or a reliable cleaning product.

We provide a sample of each paint used in your home. Store these with the lids tightly in place and in a location where they are not subjected to extreme temperatures.

## Paint and Stain

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### **Wall Cracks**

See *Drywall*

### **Olthof Homes Limited Warranty Guidelines**

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

### **Cracking**

As it ages, exterior wood trim will develop minor cracks and raised grain. Much of this will occur during the first year. Raised grain permits moisture to get under the paint and can result in peeling. This is not a defect in materials or workmanship. Paint maintenance of wood trim and gutters is your responsibility.

### **Fading**

Expect fading of exterior paint or stain due to the effects of sun and weather. Olthof Homes' limited warranty excludes this occurrence.

### **Touch-Up Visible**

Paint touch-up will be visible under certain lighting conditions. Olthof Homes does not provide corrections for this condition. Olthof Homes completes the repair by touching up the repaired area with the same paint that was on the surface when the home was delivered. If more than one-third of the wall is involved, we will repaint the wall corner to corner. You are responsible for custom paint colors or wallpaper that has been applied subsequent to closing. Due to the effects of time on paint and wallpaper, as well as possible dye lot variations, touch-ups may not match the surrounding area.

### **Wood Grain**

Due to wood characteristics, color variations will result when stain is applied to wood. This is natural and requires no repair. Today's water-based paints often make wood grain visible on painted trim. **Olthof Homes does not provide corrections for this condition.**

## Phone Jacks

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

Your home is equipped with telephone jacks as shown on the blueprints and selection sheets. Initiating phone service, additions to phone service, and moving phone outlets for decorating purposes or convenience are your responsibility.

### **Olthof Homes Limited Warranty Guidelines**

Olthof Homes will repair wiring that does not perform as intended from the phone service box into the home. From the service box outward, care of the wiring is the responsibility of the local telephone service company.



## Homeowner Use and Maintenance Guidelines

### **Aerators**

Even though your plumbing lines have been flushed to remove dirt and foreign matter, small amounts of minerals may enter the line. Aerators on the faucets strain much of this from your water. Minerals caught in these aerators may cause the faucets to drip because washers wear more rapidly when they come in contact with foreign matter.

### **Cleaning**

Follow manufacturer's directions for cleaning fixtures. Avoid abrasive cleansers. They remove the shiny finish and leave behind a porous surface that is difficult to keep clean. Clean plumbing fixtures with a soft sponge and soapy water (a nonabrasive cleaner or a liquid detergent is usually recommended by manufacturers). Then polish the fixtures with a dry cloth to prevent water spots. Care for brass fixtures with a good-quality brass cleaner, available at most hardware stores.

### **Clogs**

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

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.

### **Extended Absence**

If you plan to be away for an extended period, you should drain your water supply lines. To do this, shut off the main supply line and open the faucets to relieve pressure in the lines. You may also wish to shut off the water heater. Do this by turning off the cold water supply valve on top and the gas control at the bottom. Drain the tank by running a hose from the spigot on the bottom to the basement floor drain. If you leave the tank full, keep the pilot on and set the temperature to its lowest or "vacation" setting. Check manufacturer's directions for additional hints and instructions.

### **Freezing Pipes**

Provided the home is heated at a normal level, pipes should not freeze at temperatures above 0 degrees F. Set the heat at 65 degrees F if you are away during winter months. Keep garage doors closed to protect plumbing lines running through this area from freezing temperatures.

In unusually frigid weather or if you will be gone more than a day or two, open cabinet doors to allow warm air to circulate around pipes. Use an ordinary hair dryer to thaw pipes that are frozen. Never use an open flame.

### **Gold Finish**

Avoid using any abrasive cleaners on gold or antique brass fixtures. Use only mild detergent and water or a cleaning product recommended by the manufacturer.

### **Leaks**

If a major plumbing leak occurs, the first step is to turn off the supply of water to the area involved. This may mean shutting off the water to the entire home. Then contact the appropriate contractor.

# Plumbing

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## **Low Pressure**

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

## **Outside Faucets**

Outside faucets are freeze-proof, but in order for this feature to be effective, you must remove hoses during cold weather, even if the faucet is located in your garage. If a hose is left attached, the water that remains in the hose can freeze and expand back into the pipe, causing a break in the line. Repair of a broken line that feeds an exterior faucet is a maintenance item. Note that Olthof Homes does not warrant sillcocks against freezing.

## **Porcelain**

You can damage porcelain enamel with a sharp blow from a heavy object or by scratching. Do not stand in the bathtub wearing shoes unless you have placed a protective layer of newspaper over the bottom of the tub. If you splatter paint onto the porcelain enamel surfaces during redecorating, wipe it up immediately. If a spot dries before you notice it, use a recommended solvent.

## **Running Toilet**

To stop running water, check the shut-off float in the tank. You will most likely find it has lifted too high in the tank, preventing the valve from shutting off completely. In this case, gently bend the float rod down until it stops the water at the correct level. The float should be free and not rub the side of the tank or any other parts. Also check the chain on the flush handle. If it is too tight, it will prevent the rubber stopper at the bottom of the tank from sealing, resulting in running water.

## **Shut-Offs**

Your main water shut-off is located near your meter. You use this shut-off for major water emergencies such as a water line break or when you install a sprinkler system or build an addition to your home. Each toilet has a shut-off on the water line under the tank. Hot and cold shut-offs for each sink are on the water lines under the sink.

## **Lawn Irrigation**

You should routinely inspect sprinkler heads and provide seasonal service to maintain a proper functioning system.  
\*Maintenance Free Communities are maintained by the HOA

## **Stainless Steel**

Clean stainless-steel sinks with soap and water to preserve their luster. Avoid abrasive cleaners; these will damage the finish. An occasional cleaning with a good stainless-steel cleaner will enhance the finish. Avoid leaving produce on a stainless-steel surface, since prolonged contact with produce can stain the finish.

## **Tank Care**

Avoid using cleaners inside the tank to prevent causing damage to internal parts.



## Plumbing

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### **Olthof Homes Limited Warranty Guidelines**

During the orientation we will confirm that all plumbing fixtures are in acceptable condition and that all faucets and drains operate freely. Olthof 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.

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

Provided the home is heated at a normal level, pipes should not freeze. Set heat at 65 degrees F if you are away during winter months. Keep garage doors closed to protect plumbing lines that run through this area. Olthof Homes will investigate freezing pipes that have frozen two or more times within the 1<sup>st</sup> year.

#### ***Leaks***

Olthof Homes will repair leaks in the plumbing system. If a plumbing leak caused by a warranted item results in drywall or floor covering damage, Olthof Homes will repair or replace items that were part of the home as originally purchased. We do not make adjustments for secondary damages (for example, damage to wallpaper, drapes, and personal belongings). Insurance should cover these items.

#### ***Noise***

Changes in temperature or the flow of the water itself will cause some noise in the pipes. This is normal and requires no repair. Olthof Homes will repair persistent water hammer. Expect temperatures to vary if water is used in more than one location in the home.

#### ***Supply***

Olthof Homes will correct construction conditions that disrupt the supply of water to your home.

## Roof

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

The shingles on your roof do not require any treatment or sealer.

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

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

#### ***Drip Edge***

A drip edge is a type of metal flashing installed along the edges of the roof and under the shingles. Its function is to redirect water away from the roof preventing water from seeping into the structure. There will be visible seams that overlap each individual piece, these seams may be elevated, there is no correction needed for this.

#### ***Leaks***

If a leak occurs, try to detect the exact location. This will greatly simplify finding the area that requires repair when the roof is dry.

#### ***Limit Walking***

Limit walking on your roof. Your weight and movement can loosen the roofing material and in turn result in leaks. Never walk on the roof of your home when the shingles are wet—they are slippery.

#### ***Severe Weather***

After severe storms, do a visual inspection of the roof for damage. Notify your insurance company if you find pieces of shingle in the yard or shingle edges lifted on the roof.

## Roof

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### **Olthof Homes Limited Warranty Guidelines**

Olthof Homes will repair roof leaks other than those caused by severe weather, such as hail damage, or some action you have taken, such as walking on the roof. Roof repairs are made only when the roof is dry.

#### ***Ice Build-Up***

Ice build-up may develop in the eaves during extended periods of cold and snow. Damage that results from this is excluded from warranty coverage. Your insurance may cover this damage.

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

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

## Shower Doors

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

Use a shower squeegee to clean your shower glass doors after showering to help prevent water spots. To avoid soap deposits or lime buildup in hard water areas, wipe the door dry after each use. Occasionally wipe the doors with a mild detergent diluted in water to keep the shower doors looking new. Never use bristle brushes, abrasive sponges or cleaners, or sharp instruments on the glass panels or anodized aluminum, as they can scratch some glass and metal surfaces. For metal surfaces, never use cleaners containing abrasives, ammonia, bleach, acids, waxes or alcohol or solvents as they may damage the finish.

Avoid lifting up on shower doors as this can cause them to become jammed. The shower door handles are not a grab/grip bar, their purpose is to open and close the shower door.

### **Olthof Homes Limited Warranty Guidelines**

We will confirm that all shower doors are in acceptable condition during the orientation. Olthof Homes will correct scratches, chips or other damage to shower doors noted during the orientation.



## Siding

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### Homeowner Use and Maintenance Guidelines

Siding expands and contracts in response to changes in humidity and temperature. This process of expansion and contraction will cause the siding to make noise. Slight waves are visible in siding under certain lighting conditions; this cannot be entirely eliminated. Siding should be kept free of mold, mildew, and algae.

#### Vinyl Siding

Vinyl siding is installed "loose" allowing the siding to expand and contract. Vinyl siding can occasionally slide to one side creating a gap. Olthof Homes will repair gaps created between siding pieces and trim during the planned customer care workdays.

Vinyl siding is susceptible to damage by heat and lawn string trimmers. It is not recommended to put a grill or firepit near the siding. Special care should be taken when performing lawn maintenance around the siding. Any siding damage is not covered by the limited warranty.

#### LP Siding

LP siding is engineered to look beautiful with easy maintenance. Any chips, gouges, or dents should be filled with a caulk and then painted. Repair any caulk that has split or come loose. Routine refinishing will be expected, and the timing will vary with climatic conditions. Avoid using a power washer with LP siding.

#### Fiber Cement Siding

Fiber Cement Siding is a durable product with easy maintenance. cleaning should be expected using a horsehair brush or other soft bristled brush, a garden hose and mild detergent. Avoid using a power washer with fiber cement siding. Repair any caulk that has split or become loose. This siding should not come in direct contact with deicing salts. The salts may prematurely damage the finished look of the siding.

### Olthof Homes Limited Warranty Guidelines

During the orientation we confirm that the siding is in acceptable condition, we will correct any readily noticeable cosmetic defects listed during the orientation. Any damage after that is the homeowner's responsibility. We will correct any separation at joints or where siding meets another material if the separation allows water to enter the home.

Olthof Homes will caulk and apply touch-up paint to cracks that exceed 3/16 inch. We provide this repair 1 time near the end of the 1-year warranty period. Paint or stain touch-ups will not match.



## Smoke/Carbon Monoxide Detector

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### Homeowner Use and Maintenance Guidelines

Read the manufacturer's manual for detailed information on the care and lifespan of your unit.

#### **Cleaning**

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

### Olthof Homes Limited Warranty Guidelines

Olthof Homes does not represent that the smoke detectors will provide the protection for which they are installed or intended. We will test smoke detectors during the orientation to confirm that they are working and to familiarize you with the alarm. You are responsible for obtaining fire insurance.

The smoke detectors are hard-wired with a battery back-up. You should replace the batteries at least once every year.

## Stairs

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### Homeowner Use and Maintenance Guidelines

No known method of installation prevents all vibration or squeaks in a staircase. A shrinkage crack will develop where the stairs meet the wall. When this occurs, apply a thin bead of latex caulk and, when dry, touch up with paint.

### Olthof Homes Limited Warranty Guidelines

Although Olthof Homes does not warrant against stair vibration and squeaks, a reasonable effort will be made to correct them.

## Tankless Water Heater

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### Homeowner Use and Maintenance Guidelines

A tankless water heater will provide you with continual hot water in your new home. Each tankless water heater has been designed with your home in mind. They are sized based on the number of plumbing fixtures in your home. While these units provide great energy efficiency, proper maintenance is essential in keeping the units working at top capacity. .

#### **Condensation**

Each tankless water heater will produce condensation as efficiently transfers the heat from the gas to the water. This condensation will collect and run down a pipe to the floor drain. You may see water accumulate at the end of this pipe, even when the unit is not running. This is normal and does not require and service.

#### **Safety**

This unit operates off natural gas. If you smell gas:

- Do not try and light any appliance
- Do not touch an electrical switch; do not use any phone in your building
- Immediately call your gas supplier from a neighbor's phone, follow gas suppliers' instructions
- If you cannot reach your gas supplier, call the fire department

See manufacture's manual for other safety precautions.

## Tankless Water Heater

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### Temperature

Water heaters are set to 120 degrees Fahrenheit. The unit will produce water temperatures greater than this, but this is not recommended as it can cause burns to occupants.

### No Hot Water

If you are without hot water, the unit will display an error code indicating the issue. Please refer to the manufacturer's manual for a list of reference codes. Contact the plumber listed on the electrical panel for service.

### Flushing

Please refer to the manufacture's manual

### Maintenance

Maintenance is crucial in maintaining an efficient water heater system. The tankless unit will need to be flushed with 4 gallons of vinegar annually at least to remove scale build up. The unit will produce an error code of **SS (service soon.)** This is a reminder to service the unit. See manufacturers instruction on servicing the tankless unit. Failure to maintain the system may void the warranty.

### Olthof Homes Limited Warranty Guidelines

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



## Ventilation

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### Homeowner Use and Maintenance Guidelines

Homes today are built more tightly than ever. This saves energy dollars but creates a potential concern. Condensation, cooking odors, indoor pollutants, radon, and carbon monoxide may all accumulate. We provide mechanical and passive methods for ventilating homes. Your attention to ventilation is important to health and safety.

Building codes require attic and crawl space vents to minimize accumulation of moisture. Attic ventilation occurs through vents in the soffit (the underside of the overhangs) or on gable ends. Driving rain or snow sometimes enters the attic through these vents. Do not cover them to prevent this. Instead, cover the insulation in front of the vent. When you do this, precipitation that blows in safely evaporates and ventilation can still occur.

Your daily habits can help keep your home well ventilated:

- Do not cover or interfere in any way with the fresh air supply to your furnace.
- Develop the habit of running the Microwave hood fan when you are cooking.
- Develop the habit of running the bath fans when bathrooms are in use.
- Air your house by opening windows for a time when weather permits.

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

### Olthof Homes Limited Warranty Guidelines

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

## Windows, Screens and Patio Doors

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### Homeowner Use and Maintenance Guidelines

Contact a glass company for reglazing of any windows that break. Glass is difficult to install without special tools.

#### **Cleaning**

Clean aluminum metal surfaces with warm, clear water. Do not use powdered cleaner. After each cleaning, apply a silicone lubricant. Clean glass as needed with vinegar and water, a commercial glass cleaner, or the product recommended by the window manufacturer.

#### **Condensation**

Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. Your family's lifestyle controls the humidity level within your home.

#### **Door Tracks**

Keep patio door tracks clean for smooth operation and to prevent damage to the doorframe. Silicone lubricants work well for these tracks (see also weep holes).

#### **Sticking Windows**

Most sliding windows (both vertical and horizontal) are designed for a 10-pound pull. If sticking occurs or excessive pressure is required to open or close a window, apply a silicone lubricant. This is available at hardware stores. Avoid petroleum-based products.

## Windows, Screens and Patio Doors

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### **Window Screens**

A window screen is designed to allow air flow into your home, it is not designed to keep all insects from entering. Many homeowners remove and store screens for the winter to allow more light into the home. To make re-installation more convenient, label each screen as you remove it. Use caution: screens perforate easily, and the frames bend if they are not handled with care.

### **Weep Holes**

In heavy rains, water may collect in the bottom channel of window and patio door frames. Weep holes are provided to allow excess water to escape to the outside. Keep the bottom window channels and weep holes free of dirt and debris for proper operation.

### **Olthof Homes Limited Warranty Guidelines**

We will confirm that all windows and screens are in acceptable condition during the orientation. Olthof Homes will repair or replace broken windows or damaged screens noted on the orientation list. Windows should operate with reasonable ease and locks should perform as designed.

### **Condensation**

Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. You influence the humidity level within your home; Olthof Homes provides no corrective measure for this condition (Refer to condensation section page 15).

Condensation that accumulates between the panes of glass in dual-glazed windows indicates a broken seal. Olthof Homes will replace the window if this occurs during the warranty period.

### **Infiltration**

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

### **Scratches**

Olthof Homes confirms that all window glass is in acceptable condition at the orientation. Minor scratches on windows can result from delivery, handling, and other construction activities. Olthof Homes will replace windows that have scratches readily visible from a distance of 4 feet. Olthof Homes does not replace windows that have scratches visible only under certain lighting conditions.

### **Tinting**

If you add tinting to dual-glazed windows, all warranties are voided. Damage can result from condensation or excessive heat build-up between the panes of glass. Refer to the manufacturer's literature for additional information.

*See also Ventilation*



## Wood Trim

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### Homeowner Use and Maintenance Guidelines

Shrinkage of wood trim is a natural occurrence, depending on temperature and humidity. All lumber is more vulnerable to shrinkage during the heating season. Maintaining a moderate and stable temperature helps to minimize the effects of shrinkage. Wood will shrink less lengthwise than across the grain. Wood shrinkage can result in separation at joints of trim pieces. You can usually correct this with caulking and touch-up painting.

Shrinkage may also cause a piece of trim to pull away from the wall. If this occurs, drive in another nail close to, but not exactly in, the existing nail hole. Fill the old nail hole with putty and touch up with paint as needed. If the base shoe (small trim between base molding and the floor) appears to be lifting from the floor, this is probably due to slight shrinkage of the floor joists below. Again, you can correct this condition by removing the old nails and re-nailing. You may prefer to wait until after the first heating season to make any needed repairs at one time when redecorating.

*See also Expansion and Contraction.*

### Olthof Homes Limited Warranty Guidelines

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

#### **Exterior**

Olthof Homes will caulk and apply touch-up paint to cracks in exterior trim components that exceed 3/16 inch. We provide this repair 1 time only near the end of the 1-year warranty. Paint or stain touch-up will not match. We will correct any separation at joints that allows water to enter the home.

#### **Raised Grain**

Because of the effects of weather on natural wood, you should expect raised grain to develop. This is normal and not a defect in the wood or paint. Warranty coverage excludes this condition.



## Major Structural Defects

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All of the following conditions must be met to constitute a Major Structural Defect (MSD):

- a. actual physical damage to one or more of the following specified load-bearing segments of the home;
- b. causing the failure of the specific major structural components; and
- c. which affects its load-bearing function to the degree that it materially affects the physical safety of the occupant of the home.

### **Load-bearing components of the home deemed to have MSD potential:**

1. roof framing members (rafter and trusses);
2. floor framing members (joists and trusses);
3. bearing walls;
4. columns;
5. lintels (other than lintels supporting veneers);
6. girders;
7. load-bearing beams; and
8. foundation systems and footings.

### **Examples of non-load-bearing elements deemed not to have Major Structural Defect potential:**

1. non-load-bearing partitions and walls;
2. wall tile or paper, etc.;
3. plaster, laths or drywall;
4. flooring and subflooring material;
5. Brick or stone ;
6. any type of exterior siding;
7. roof shingles, sheathing and tar paper;
8. heating, cooling, ventilating, plumbing, electrical and mechanical systems;
9. appliances, fixtures or items of equipment; and
10. doors, trim, cabinets, hardware, insulation, paint and stains.



## Limited Warranty

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This Limited Warranty does not cover consequential or incidental damages. Warrantor's total aggregate liability of this Limited Warranty is limited to the Final Sales Price listed.

Olthof Homes makes no housing merchant implied warranty or any other warranties, express or implied, in connection with the attached sales contract or the warranted Home, and all such warranties are excluded, except as expressly provided in this Limited Warranty. There are no warranties which extend beyond the face of this Limited Warranty.

### **One Year Coverage**

Commencing on the Effective Date of this Limited Warranty subject to the terms and conditions listed herein, Olthof Homes warrants that for a period of one (1) year your Home will be free from Defects due to nonconformity with the Warranty Standards. With respect to fixtures, appliances and items of equipment, the Warranty is for one (1) year or the manufacturer's written warranty, whichever is less.

### **Years 2 and 4 Coverage Only**

During the third and fourth year following the Effective Date of Warranty, subject to the terms and conditions listed in this Limited Warranty, your home will be free from Defects caused by poor workmanship and materials in its roof and roof systems.

### **Arbitration**

**You begin the arbitration process by giving Olthof Homes written notice of your request for arbitration of an Unresolved Warranty Issue.** Within twenty (20) days after Olthof Homes' receipt of your notice of request for arbitration, any Unresolved Warranty Issue that you have with the Warrantor shall be submitted to the National Academy of Conciliators or to another independent arbitration service upon which you and Olthof Homes agree. This **binding** arbitration is governed by the procedures of the Federal Arbitration Act, 9 U.S.C. 1 et. seq. If you submit a request for arbitration, you must pay the arbitration fees before the matter is submitted to the arbitration service. After arbitration, the Arbitrator shall have the power to award the cost of this fee to any party or to split it among the parties to the arbitration. The arbitration shall be conducted in accordance with this Limited Warranty and the arbitration rules and regulations to the extent that they are not in conflict with the Federal Arbitration Act.

Within one (1) year after an arbitration award, either party may apply to the U.S. District Court where the home is situated to confirm the award. Olthof Homes' receipt of a written request for arbitration in appropriate form shall stop the running of any statute of limitations applicable to the matter to be arbitrated until the Arbitrator renders a decision. The decision of the Arbitrator shall be final and binding upon all parties.

Since this Limited Warranty provides for mandatory binding arbitration of Unresolved Warranty Issues, if any party commences litigation in violation of this Limited Warranty, such party shall reimburse the other parties to the litigation for their costs and expenses, including attorney fees, incurred in seeking dismissal of such litigation.

In Year 1, Olthof Homes shall have sixty (60) days from the date of the Arbitrator's award for Olthof Homes to comply with the Arbitrator's decision. In Years 2-10, Olthof Homes shall have sixty (60) days from the date of the Arbitrator's award to comply with the Arbitrator's decision. Warranty compliance will begin as soon as possible and will be completed within the sixty-day compliance period with the exception of any repair that would reasonably take more than sixty (60) days to complete, including, but not limited to, repair delayed or prolonged by inclement weather. Olthof Homes will complete such repair or replacement as soon as possible without incurring overtime or weekend expenses.

You may request a compliance arbitration within twenty (20) days after the sixty-day compliance period has expired by giving the Arbitrator written notice of your request. You must pay the fees for the compliance arbitration prior to the matter being submitted to the arbitration service.

You must provide Olthof Homes with reasonable weekday access during normal business hours in order to perform its obligations. Failure by you to provide such access to Olthof Homes may relieve Olthof Homes of its obligations under this Limited Warranty.

### **Conditions of Warranty Performance**

When your request for warranty performance is determined to be a warranted issue, Olthof Homes reserves the right to repair or replace the warranted item, or to pay you the reasonable cost of repair or replacement. Work performed by others prior to the execution of a reasonable cost agreement will void the warranty and will not be eligible for reimbursement.

## Limited Warranty

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### **Year 1**

In Year 1, if you request arbitration, you must pay a \$250 fee for each request to the designated Arbitrator prior to arbitration.

### **Years 2 through 10**

In Years 2 through 10 you must pay a \$500 fee for each request to the designated Arbitrator prior to arbitration.

If Olthof Homes elects to award you cash rather than repair or replace a warranted item, the arbitration fee will be subtracted from the cash payment.

If the Warrantor pays the reasonable cost of repairing a warranted item, the payment shall be made to you and to any mortgagee or mortgagee's successor as each of your interest may appear; provide that the mortgagee has notified Olthof Homes in writing of its security interest in the Home prior to such payment. Olthof Homes shall not have any obligation to make payment jointly to the Purchaser and mortgagee where the mortgagee has not notified Olthof Homes in writing of its security interest in the Home prior to such payment. Any mortgagee shall be completely bound by any mediation or arbitration relating to a request for warranty performance between you and Olthof Homes.

Prior to payment for the reasonable cost of repair or replacement of warranted items, you must sign and deliver to Olthof Homes, as applicable, a full and unconditional release, in recordable form, of all legal obligation with respect to the warranted Defects and any conditions arising from the warranted items.

Upon completion of repair or replacement of a warranted Defect, you must sign and deliver to Olthof Homes, as applicable, a full and unconditional release, in recordable form, of all legal obligation with respect to the warranted Defects and any conditions arising from the situation. The repaired or replaced warranted item will continue to be warranted by this Limited Warranty for the remainder of the applicable period of coverage.

If Olthof Homes repairs, replaces or pays you the reasonable cost to repair or replace a warranted item, Olthof Homes shall be subrogated to all your rights of recovery against any person or entity. You must execute and deliver any and all other actions necessary to secure such rights, including, but not limited to, assignment of proceeds of any insurance or other warranties to Olthof Homes. You shall do nothing to prejudice these rights of subrogation.

Any Olthof Homes obligation is conditioned upon your proper maintenance of the Home, common elements and grounds to prevent damage due to neglect, abnormal use or improper maintenance.



## Maintenance Schedule Recommendations

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### Spring

As spring approaches you can take a few key steps to ensure your home serves you well through the coming months. Please take time to check these items in and around your home and attend to any that may need maintenance.

- Clean and test smoke alarms
- Test and reset ground fault circuit interrupters (GFCI) breakers
- Change or clean the furnace filter Monthly
- Operate the air-conditioning system; if service is needed it is more conveniently arranged before the busiest part of the season arrives
- Adjust registers and confirm that registers and cold-air returns are clear of furniture or draperies
- Make certain the air-conditioner compressor is level and clear of debris
- Pour water down the basement floor drain. As drain water evaporates, sewer odors can seep into the house
- Pour water down the laundry floor drain
- Clean debris from the basement window well drain cover
- Inspect grout around tile (floor and wall) and touch up
- Wash windows and screens, clean weep holes, and lubricate tracks
- Check caulking inside and out, and touch up
- Check garage overhead door, tighten bolts as needed, and lubricate springs with motor oil. Have other repairs done by professionals
- Test exterior faucets for broken pipes
- Clean gutters and confirm that downspouts drain away from the house
- Look for settling of backfill soils and fill in where needed
- Check exterior paint and stain surfaces and refinish as needed

If you have any questions on these items, you can refer to your Olthof Homes Limited Warranty Manual.

### Winter

As winter approaches you can take a few key steps to ensure your home serves you well through the coming months. Please take time to check these items in and around your home and attend to any that may need maintenance.

- Clean and test smoke alarms
- Test and reset ground fault circuit interrupters (GFCI) breakers
- Change or clean the furnace filter Monthly
- Operate the heating system
- Adjust registers and confirm that registers and cold-air returns are clear of furniture or draperies
- Adjust or replace weather stripping on exterior doors as needed
- Pour water down the laundry floor drain
- Clean debris from the basement window well drain cover
- Check the fit of exterior doors; thresholds are adjustable - use a quarter to turn the screws
- Check caulking, inside and out, and touchup
- Remove hoses from exterior faucets, "Freeze Proof" faucets will suffer a broken water line if the water in the hose freezes and expands into the pipe
- Check garage overhead door, tighten bolts as needed, and lubricate springs with motor oil. Have other repairs done by professionals
- Clean gutters, check downspouts; confirm that they drain away from the house
- Check foundation, concrete, and yard for settling; fill in as needed for positive drainage
- After snowfall, brush snow off gutters and away from downspouts
- Remove ice and snow from concrete as soon as possible; avoid using de-icing agents with damaging salts

If you have any questions on these items, you can refer to your Olthof Homes Limited Warranty Manual.

# Maintenance Schedule Recommendations

Item	Monthly	Quarterly	Semiannually	Annually	Comment
Clean and test smoke alarms	X				
Test and reset all GFCIs	X				
Clean and change furnace filter	X				
Operate heat system			X		early in the fall
Operate air conditioning system			X		early in the spring
Inspect drainage			X		
Seal concrete cracks			X		
Inspect exterior paint or stain			X		
Touch up caulk			X		
Touch up grout			X		
Lube garage overhead door and tighten bolts			X		
Clean gutters			X		
Operate pressure relief valve on water heater				X	
Clean window weep holes				X	or as needed
Chimney cleaning				X	or as needed

