

## **7 Caring for Your Home**

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## Chapter 7

# Caring for Your Home

We construct your home with carefully selected materials and the effort of experienced craftsmen and laborers under the supervision of our field personnel. A home is one of the last hand-built products left in the world, each one is unique and over time each behaves differently. Similar to an automobile, your home requires care from the first day. Regular attention is essential to maintaining a quality home for a lifetime. This chapter was assembled to assist you in that effort.

## Use and Maintenance Guidelines

We are proud of the homes we build and the neighborhoods in which we build them. We strive to create lasting value. This is best achieved when you know and perform appropriate maintenance tasks. Periodic maintenance is necessary because of normal wear and tear, the inherent characteristics of the materials used in your home, and normal service required by the mechanical systems. Natural fluctuations in temperature and humidity also affect your home, resulting in maintenance items.

We recognize that it is impossible to anticipate and describe every attention needed for good home care. We focused on items that homeowners commonly ask about. The subjects are listed in alphabetical order to make finding answers to your questions convenient. Because we offer a variety of floor plans and optional features, this homeowner guide may discuss components that are not present in your home.

## Checklists

You will find several checklists included in this homeowner guide. These cover fire prevention reminders, energy and water conservation tips, suggestions for extended absences, appliance service information, home maintenance supplies list, and a maintenance schedule. It is impossible to include every detail so we have allowed space for you to add your own notes and checklists.

## Prompt Attention

In many cases, a minor maintenance attention provided immediately saves you a more serious, time-consuming, and sometimes costly repair later. Note also that neglecting routine maintenance can impact applicable limited warranty coverage on all or part of your home.

By caring for your home attentively, you ensure uninterrupted warranty coverage as well as your enjoyment of your home for years. The attention provided by each homeowner also contributes significantly to the overall value of your home and of the community.

We make every effort to keep the information in this homeowner guide current. However, if any detail in our discussion conflicts with the manufacturer's recommendations, you should follow the manufacturer's recommendations.

Some manufacturer's warranties may extend beyond the first year and it is in your best interests to know about such coverage. Remember to either register online or mail in any registration cards you receive with manufacturer materials. Being in the manufacturer's system assures that in the event of a recall the company can contact you and arrange to provide the needed correction.

## **One-Year Limited Warranty Guidelines**

A new home is a unique product and we recognize that the compilation of products may fail to perform as it should. While we strive to build a flawless home, we are realistic enough to know that, with repeated use, an item in the home may fail to perform as it should. When this occurs, we will make necessary corrections so the item meets our performance standards. In support of this commitment, we provide you with a one-year limited warranty. The guidelines described in the pages that follow apply to the one-year time period unless otherwise stated.

### **Performance Standards**

Each category includes a Performance Standards section that is intended to give you and Eastbrook Homes the information necessary to determine whether an item is in need of repair. Items may appear to need repair, but are within accepted “construction standards”. Eastbrook Homes will make repairs based on the Performance Standards listed in this chapter. Please take time to familiarize yourself with them.

### **Homeowner Responsibility**

As the homeowner, you will be required to perform a number of maintenance tasks to reduce the likelihood of damage to your new home. We ask that you document these tasks as you perform them. Failure to do so may affect your warranty. Each section includes Maintenance Guidelines. Please reference the Maintenance Schedule at the end of this chapter.

### **Warranty Service**

Providing warranty service for a new home is more complicated than for other products. When you purchased your home, you actually purchased hundreds of items and the work of many independent trade partners. With so many details and people involved, a planned system is essential. Our system includes numerous types of service. If you are ever in doubt as to which applies to your situation, contact our warranty office for assistance.

- Emergency service
- Manufacturer’s Warranty Service (direct from the manufacturer)
- Warranty Introduction and Paint Touch-Up (typically 30 days after your closing)
- Primary Warranty Meeting (typically 90 days after your closing)
- Anniversary Warranty Meeting (typically 11 months after closing)
- Interim warranty service (for items that cannot wait for your next pre-planned meeting): Put all non-emergency service requests in an email to [customerservice@eastbrookhomes.com](mailto:customerservice@eastbrookhomes.com) or on our website at [eastbrookhomes.com/warranty](http://eastbrookhomes.com/warranty)

### **Emergency Service**

While emergency warranty situations are rare, when they occur, prompt response is essential. Begin by checking items you can check. Troubleshooting tips appear in this homeowner guide for several of your home’s components: plumbing, heating, electrical, roofing, and water heater.

Please refer to the individual categories to review these hints. An action by you may solve the problem immediately or mitigate the situation until a technician arrives. If your efforts do not cure the problem, the information you gather will be useful to the service person you contact.

During business hours, Monday-Friday 8:00am-4:00pm please call the Eastbrook Homes Customer Service Department at 616-988-1351. After hours, or on weekends or holidays, use the contact information listed on your electrical panel. Additionally, inform our Customer Service Department on the next business day so they can document the situation and follow up as appropriate.

Note that if a utility service (gas, electricity, water) is out in an entire area, attention from the local utility company is needed. Trade Partners are unable to help with such outages.

## Guidelines for Emergency Warranty:

- Electrical
  - A lack of significant power within the home when all breakers are on and power is on in the community.
  - If you lost power to half your home or panel, call the utility company.
  - Sparks from breakers, wiring or outlets.
- Plumbing
  - No water supply is available. As long as you have fresh water at some point inside your home, an emergency does not exist and corrective action will be taken during normal business hours.
  - All water closets in the home are stopped up. If this condition results from improper use by the homeowner, a charge will incur for the emergency service call.
  - Uncontrollable leakage that may cause significant property damage.
- Heating
  - When heat is lost due to a malfunction in the furnace and when the temperature is 50 degrees or below
- Air-Conditioning
  - Air-Conditioning outage is not considered an emergency unless there is a health risk to the occupants of the home.

### Roof Leak

While we agree with homeowners that a roof leak is indeed an emergency, the reality is that repairs cannot safely or effectively be performed while the roof is wet. During business hours, contact our warranty office with the information, take all possible steps to mitigate damage, and we will follow up when conditions make repairs possible. (See Roof for more details.)

### Other Emergencies

In addition to emergency situations covered by our limited warranty, be prepared for other kinds of emergencies. Post phone numbers for the fire department, police, paramedics, and poison control near phones in your home. Have companies in mind in the event you need a locksmith, water extraction, glass breakage repair, or sewer router service. If you are new to the area, neighbors may be able to recommend good service providers.

## Appliance Warranty Service

The manufacturers of appliances have asked to work directly with you if any repairs are needed for their products. They may be able to resolve the issue by talking with you by phone and or they might set an appointment directly with you.

Appliance service phone numbers are listed in the use and care materials for each appliance. The manufacturer or their service provider will ask for the model and serial number of the item and the closing date on your home. A form is included at the end of this homeowner guide so you can record these details in one convenient location for future reference.

Appliance warranties are generally for one (1) year but can be longer. Refer to the literature provided by the manufacturer for complete information.

## Warranty Meetings

Your New Home Warranty includes a Warranty Introduction Meeting and two (2) Warranty Meetings at your home with your Service Manager. The Eastbrook Homes Customer Services Department will email you reminders to set these appointments. We schedule appointments on a First-come, First-served basis, so it is important that you contact us in a timely manner. Prior to your appointment, create a list of all items you want to review with your Service Manager. Submit your list on our website at [eastbrookhomes.com/warranty](http://eastbrookhomes.com/warranty) or send an email to [customerservice@eastbrookhomes.com](mailto:customerservice@eastbrookhomes.com). Please ensure that the person at home for the warranty visit is over the age of 18 and is familiar with any concerns or questions you have.

## Warranty Introduction and Paint Touch-Up (typically 30 days after closing)

At your request, Eastbrook will set an appointment that will include an introduction to your Service Manager, a review of your New Home Warranty, and a paint touch-up with one of our trade partners. The touch-up will include two-and-a-half total man hours of time for the painter to correct any nicks, dings, or areas you feel need to be improved. Mark the areas with sticky notes and be sure you are pleased with their work before they leave, as they are working for you. Our Service Manager will also be present to review this guide and your warranty with you.

### Meeting Details

**Appointment Set By:** You, contact our Customer Service Department within 30 days of closing to schedule this meeting. You can complete the request on our website at [eastbrookhomes.com/warranty](http://eastbrookhomes.com/warranty) or send an email to [customerservice@eastbrookhomes.com](mailto:customerservice@eastbrookhomes.com)

**Appointment Times:** Monday, Tuesday, Thursday, Friday, 8:00 a.m. – 4:00 p.m. and Wednesday, 9:00 a.m. – 4:00 p.m.

**Where:** Your New Home

**Attendees:** Homeowner(s), Service Manager, Paint Contractor

**Length:** 2.5 Hours, depending on your questions and paint touch-up needs

#### Purpose:

- Meet your Service Manager.
- Answer any questions you have about the care and operation of components in your home.
- Spackle small dents and touch-up interior walls, interior and exterior trim.

#### Preparation:

- Have this Guide with you and any questions you wish to discuss.
- Read the Chapter 7, Caring For Your Home.
- Mark any spots that will need to be touched up with Spackle or paint.

## Primary Warranty Meeting (90 days after closing)

Repairs that are not of an emergency nature should be compiled into a list for your Primary Warranty Meeting. Approximately 75 days after closing, our Customer Service Department will contact you to set an appointment and to review your warranty list. Once we have your list we will schedule a review of that list to determine what is warranty and what is homeowner maintenance. At that point, we will schedule warranty items to be completed in 3-4 weeks.

### Meeting Details

**Appointment Set By:** Eastbrook Homes Customer Service Department

**Appointment Times:** Monday, Tuesday, Thursday, Friday, 8:00 a.m. – 4:00 p.m. and Wednesday, 9:00 a.m. – 4:00 p.m.

**Where:** Your New Home

**Attendees:** Homeowner(s), Service Manager

**Length:** 1-2 Hours, depending on your list and questions

#### Purpose:

- Review key maintenance points.
- Answer any questions you have about the care and operation of components in your home.
- Review any items you believe require warranty attention and determine appropriate action.
- Submit work orders to our trade partners for any repairs that are needed.

#### Preparation:

- Submit list of warranty items to be reviewed.
- Read Chapter 7, Caring For Your Home.
- Have this Guide available and any questions you wish to discuss.

## Anniversary Warranty Meeting (11 months after closing)

Our Customer Service Department will contact you around 10 months after closing to schedule your Anniversary Warranty Meeting for any additional items you feel should be covered by your warranty. During the meeting we will review your list of items, including any potential drywall repairs. If normal drywall repairs are required, you will be responsible for the re-painting of the repair area. Once we have your list we will schedule a review of that list to determine what is warranty and what is homeowner maintenance. At that point, we will schedule warranty items to be completed in 3-4 weeks.

### Meeting Details

**Appointment Set By:** Eastbrook Homes Customer Service Department

**Appointment Times:** Monday, Tuesday, Thursday, Friday, 8:00 a.m. – 4:00 p.m. and Wednesday, 9:00 a.m. – 4:00 p.m.

**Where:** Your New Home

**Attendees:** Homeowner(s), Service Manager

**Length:** 1-2 Hours, depending on your list and questions

#### Purpose:

- Review key maintenance points.
- Answer any questions you have about the care and operation of components in your home.
- Review any items you believe require warranty attention and determine appropriate action.
- Submit work orders to our trade partners for any repairs that are needed.

#### Preparation:

- Submit list of warranty items to be reviewed, including one-time year end repairs.
- Read Chapter 7, Caring For Your Home.
- Have this Guide available and any questions you wish to discuss.

## Interim Warranty Items

If you feel an issue cannot wait for your Primary or Anniversary Warranty Meetings, you are welcome to submit a request with your name, address, phone numbers and item of concern on our website at [eastbrookhomes.com/warranty](http://eastbrookhomes.com/warranty) or send an email to [customerservice@eastbrookhomes.com](mailto:customerservice@eastbrookhomes.com).

Homeowners due for Primary or Anniversary Warranty Meetings receive priority scheduling. As a result, service on interim requests may take longer to address or we may decide to address them at one of our two routine visits.

## Put It in Writing

A written report of items provides documentation for your warranty file and allows us to operate efficiently, thereby providing faster service to all homeowners.

In each case, retain a copy of what you submitted with the date you reported the items. Send us notice in writing by:

- Submitting request on our website at [eastbrookhomes.com/warranty](http://eastbrookhomes.com/warranty).
- Sending request by email to [customerservice@eastbrookhomes.com](mailto:customerservice@eastbrookhomes.com).

## Help Us to Serve You

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

- Your name
- Address
- Preferred method of contact during business hours
- Complete description of the problem, for example, “guest bath—cold water line leaks under sink,” rather than “plumbing problem.”
- Any additional information you think we should know to expedite service.

## Access to Your Home

Whether for inspection or repair appointments, we will not accept keys or enter your home in your absence, without written approval. While we recognize that this means that resolving warranty items may take longer, we believe your peace of mind and security should be our first concern.

We conduct warranty visits when an adult is available to accompany our representative and point out the items you have listed. Our in-house Service Managers and Trade Partners will perform repairs only when an adult is available to admit them to your home. An adult is a person 18 or older who has your written authorization to admit service personnel and sign completed work orders.

## Warranty Repairs

Items listed on warranty requests fall into one of four (4) categories:

- Trade Partner item
- In-house Service Manager item
- Home maintenance item
- Manufacturer Warranties

If a trade contractor or an in-house Service Manager is required to perform repairs, we issue a warranty work order describing the situation that needs to be addressed. If the item is a home maintenance task, we will review the maintenance steps with you and offer whatever informational assistance we can.

## Warranty Decisions

In addition to the information contained in the limited warranty document itself, the Performance Standards located in this Homeowner Guide includes details about the criteria we will use to evaluate concerns you report. The purpose is to let you know what our warranty commitment is for the typical concerns that can come up in a new home. Descriptions include the corrective action we will take in many common situations. If a warranty question arises other than those discussed here, we will assess them according to national practices.

## Home Maintenance Item

With a product as complex as a home, differences of opinion can occur regarding which tasks are homeowner maintenance responsibilities and which are our warranty responsibilities. If you request warranty service on a maintenance item, we will explain the steps you should take to care for the item. We are available to answer your home-care questions during and after your warranty period. Providing normal maintenance for your home is your responsibility.

## Trade Partner Items

If an item requires a Trade Partners attention, we will send them a work order for the repair needed. On occasion work must occur in sequence and more than one appointment may be needed. Please be sure that you are available the entire time that the Trade Partners are working in your home. The appointment day and the time will be set between you and your Service Manager.

## Exterior Items

Exterior items can usually be inspected or repaired without an adult present provided access is available (for instance, gate is unlocked and pets are restrained).

## Children

Children are naturally curious about tools and work in progress on your home. However, to protect them from possible injury and to allow repair personnel an uninterrupted opportunity to work, we ask that children be cared for away from ongoing work. This policy is for the protection of your children, our employees, and Trade Partners.

## Pets

We recognize that many homeowners count their pets as members of their households. To prevent the possibility of a pet becoming injured or lost, we ask that you restrict all pets to a comfortable location during any warranty meeting, whether for inspection or warranty work.

## Your Belongings

In all work that we perform, we want to ensure that your furnishings and personal items are protected. When warranty work is needed in your home, we will ask that you remove vulnerable items or items that might make performing the repair difficult. This includes furniture or personal items in or near the work area.

## Surfaces

We expect all personnel who work in your home to arrive on time, park in the street, and have appropriate materials to cover the work area, protecting your home from damage and catching any dust or scraps from the work being performed. Similarly, all personnel should clean up the work area, removing whatever excess materials they brought in.

## Completion Time

Regular review of outstanding work orders is part of our office routine. Checking with Trade Partners and homeowners alike, we strive to get warranty work completed within an appropriate and reasonable amount of time or to identify and address the cause for a delay.

We intend to complete warranty work orders within 15 workdays of the inspection unless you are unavailable for access. If a back-ordered part or similar circumstance causes a delay, we will let you know. Likewise, when weather conditions prevent the timely completion of exterior items, we track those items and follow up to ensure that they are addressed when conditions are right. This can mean a wait of several months.

## Missed Appointments

Good communication is one key to successful completion of warranty items. We strive to keep homeowners informed and to protect them from inconvenience. One of our challenges in this regard is when unexpected events sometimes result in missed appointments.

If an employee or a trade contractor will be late, he or she should contact you as soon as the delay is recognized, offering you a choice of a later time the same day or a completely different appointment.

If you must miss an appointment, we appreciate being alerted as soon as you realize your schedule has changed. We can put work orders on hold and re-activate them when you inform us of a better opportunity to arrange access to the home.

## Care and Maintenance of Your New Home

It will be your responsibility to complete regular maintenance and preventive care for your new home. This helps prevent costly repairs later. The following sections provide an overview of the features, materials and maintenance requirements of your new home.

Please study each section carefully and become familiar with the maintenance your home requires. Failure to properly maintain your home can void all or portions of your warranty. If you have any questions on how to perform proper maintenance, please contact your Service Manager.

Be sure to follow all manufacturer Care and Maintenance instructions. In addition, you must update the included Maintenance Schedule at the end of this chapter with the specific dates for maintenance in your home. Recommended levels of care may not be adequate as your requirements may be higher due to weather, usage, and lifestyle.

## **Appliances**

Home appliances such as cooktops, dishwashers, and refrigerators come with an explanation of features, care and cleaning requirements, and directions on obtaining warranty service. See the manufacturer instructions at the time of your Celebration and Orientation. Appliances are considered “consumer products” and are covered by a manufacturer’s warranty. To activate your warranty and service, simply complete the warranty registration cards after you move in. In some cases, the manufacturer may extend warranty coverage beyond the first year. Any extended warranty information will be explained in the materials that are provided by the manufacturer.

Please read and follow the manufacturer instructions for the use and care of your appliances. The Appliance Service sheet at the end of this chapter offers a convenient location for details about appliances whether they are part of your original home purchase or you have them delivered subsequent to closing. By gathering these details as part of getting settled into your new home you will have them readily available in the event you need to call a manufacturer for service.

### **Performance Standards - Appliances**

- **Manufacturer’s Warranty:** Be sure to register each appliance and contact the appliance manufacturer if any questions or problems arise. Service numbers are listed in the use and care materials for each appliance.
  - They will ask for the model and serial number of the item.
  - A form is included at the end of this chapter to record these details in one convenient location for future reference.
  - Please alert us as well so that we can document the item for your file and follow up with you.

## **Brick and Stone**

Brick and stone are among the most durable and lowest maintenance finishes for a home’s exterior.

- **Efflorescence:** The white, powdery substance that sometimes accumulates on masonry 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 local hardware store for commercial products to remove efflorescence. Scrubbing cultured stone can affect coloration; check manufacturer instructions for cleaning directions.
- **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.

### **Performance Standards - Brick or Stone**

- 1 Year: Cracks 1/8” or greater in mortar will be repaired (not responsible for color variations).
- 1 Year: Efflorescence on masonry walls will be repaired as needed.
- 1 Year: Moisture entering home through masonry will be repaired as needed.

## Cabinets

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 grain and the way each piece takes stain. It is typical for the color of installed cabinets to be different from samples shown at the time of selection.

- **Cleaning:** Consult your manufacturer's recommendations regarding product to use in caring for your cabinets. Follow container directions. Use such products a maximum of once every six months to avoid excessive build-up.
- **Hinges:** If hinges catch or drawer glides become sluggish, a small amount of silicone lubricant may help.
- **Moisture:** Damage to cabinet surfaces and warping can result from operating appliances that generate large amounts of moisture (such as a Crockpot) too close to the cabinet. When operating such appliances, place them in a location that is not directly under a cabinet. Turn on the range hood fan while preparing meals to minimize or avoid this problem.
- **Wood Grain:** Each type of wood shows unique characteristics. Expect variation in the original materials and in the way those materials accept stain and finish products. These properties are part of the beauty of wood.
  - Oak has a long linear grain, often displaying rays; it may exhibit small pinholes and tight knots. Color can range from golden to deeper tones, including grays and even greens.
  - Maple has a fine, smooth grain. Color can vary from nearly white to slightly reddish brown. Mineral or sugar streaks occur in maple and vary from piece to piece.
  - Cherry is a soft wood with a vibrant grain. Color will darken with age and exposure to sun.

### Maintenance Guidelines - Cabinets

- **Every 6 Months:** Clean and polish your wood cabinets as you would your fine wood furniture. Clean painted or stained surfaces with a mild soap and damp sponge. Make sure no water remains on the surface.
- **Annually:** Inspect, adjust, and tighten hinges.
- **As Needed:** Lubricate the hinges on your cabinet doors with a very small drop of oil to the top of the hinge and work the door back and forth several times so the oil will penetrate the hinge. Wipe the excess oil with a dry paper towel.
- **Standing water** should never be left on any wood product. Consult a professional refinisher for scratches and/or gouges.

### Performance Standards - Cabinets

- **1 Year:** Cabinets separating 1/4" or more from wall or ceiling will be repaired.
- **1 Year:** Cracks in door panels will be replaced.
- **1 Year:** Door warpage exceeding 1/4" high and wide will be replaced.
- **1 Year:** Misalignment of cabinet doors will be adjusted.
- **Not Covered:** Door panels will shrink and expose unfinished wood.
- **Not Covered:** Grain and stain variations will occur.

## Caulking

Over time, and particularly during the heating season, caulk will dry and shrink. Additionally, expansion, contraction and settling can cause caulking to separate. When these natural conditions occur the caulk no longer provides a good seal against air or moisture.

- 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 and works best where water is present, for example, where tub meets tile or a sink meets a counter top.

### Maintenance Guidelines - Caulking

- Annually: Inspect, and repair when necessary, caulking that has cracked, shrunk or discolored. Caulking is not covered by the warranty and the following areas must be re-caulked as necessary:
  - Baseboards
  - Crown moulding
  - Doors and door jambs
  - Fireplace tile
  - Tubs/showers/sinks
  - Windows

### Performance Standards - Caulking

- Not Covered: **Caulking is homeowner responsibility.**

## **Concrete Flatwork (Driveway, Patio, Sidewalk)**

Your exterior concrete was installed following the recommended practices in a cold weather climate. Freeze/thaw cycles in our climate are responsible for most of the homeowner concerns with concrete. The constant expansion and contraction of the soil under the concrete and the concrete itself causes shifting and movement that can result in cracks.

- **Basement Floor:** Underneath is a vapor barrier to prevent water vapor from coming up through cracks.
- **Color:** Eastbrook Homes does not add color to concrete. By its very nature, concrete will vary in appearance from batch to batch and from those that originate with different suppliers. We are not responsible for color variations in exterior concrete or color differences if warranty replacement is necessary.
- **Control joints:** Grooves tooled or sawed into concrete flatwork in an effort to keep cracks in those locations rather than having them occur randomly.
- **Cracks:** Because concrete is a water based product, shrinkage and cracking will occur. Some of this shrinkage shows up as cracks. Cracking of concrete flatwork also results from temperature changes that cause expansion and contraction.
  - **Soil and climate conditions** in our area can cause frost heave, which may cause concrete movement and may result in concrete cracks. 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.
- **Hairline cracks:** These will appear in the concrete at your new home. Most hairline cracks are cosmetic in nature and may be repaired according to established standards.
- **Heavy Vehicles:** Prohibit commercial or other extremely heavy vehicles such as moving vans and large delivery trucks from pulling onto your driveway. We design and install concrete drives for conventional residential vehicle use only: family cars, vans, light trucks, bicycles, and so on.
- **Ice, Snow, and Chemicals:** Driving or parking on snow creates ice 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 fertilizers, radiator overflow, 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.
  - **Caution:** The use of de-icers or salt on your concrete may damage the surface and will void warranty coverage.
- **Power Washing:** Use of the wrong attachment can cause permanent damage. Use caution when cleaning.
- **Sealer:** To slow down the drying process, an initial curing compound was applied after it was poured. Salt, freeze thaw cycles and frost heave are detrimental to the performance of concrete, but you can prolong the life of your exterior concrete by sealing it. The curing compound must wear off (usually in about four months) before a concrete sealer can be applied. Please follow the manufacturer's instructions for the preparation and application of the sealer. The frequency of applications depends on the quality of the product and the manufacturer's recommendations. The best sealers will contain silanes or siloxanes, which help repel water and salts but need periodic re-application.
  - \*The only product Eastbrook Homes recommends is Barricade Silane 40. It can be purchased at Concrete Central, 1301 Century Avenue, Grand Rapids, Michigan 49503, telephone 616.475.8800. In the event of a warranty claim, please be aware that Eastbrook Homes will require dated receipts and dates of application.
- **Spalling (Surface Chips):** Causes include radiator overflow, fertilizer, uncleared snow and ice, ice-melting agents, and road salts from vehicles. Repair is a home maintenance task unless it results from faulty material or workmanship.

## Maintenance Guidelines - Concrete Flatwork

- Every 2 Years: Seal walks and driveways with Barricade Silane 40.
  - It can be purchased at Concrete Central, 1301 Century Avenue, Grand Rapids, Michigan 49503.
  - Eastbrook Homes will require dated receipts and dates of application for any concrete warranty claim.
- Do not use salt or other de-icing products on concrete. Despite other claims, there is no deicing product that is safe.
- Minimize salt runoff from cars by removing melted slush and ice.
- Sweep off fertilizers from concrete areas.
- Maintain good drainage to protect your home's foundation and concrete flatwork.
- Reinforcing concrete using wire mesh or reinforcing bars does not eliminate cracking, it only helps control the cracking that will naturally occur.

## Performance Standards - Concrete Flatwork

Eastbrook Homes will require dated receipts and dates of application of sealer for any concrete warranty claim.

### **Basement Floor**

- 1 Year: Cracks exceeding 3/16" wide or 1/8" vertical displacement will be repaired.
- 1 Year: Uneven floor areas where crown or depression exceeds 1/4" in 32" length will be leveled to tolerance level.

### **Driveway, Garage Floor, and Exterior Concrete**

- 1 Year: Depressions that retain water in excess of 1/2" deep will be repaired or replaced.
- 1 Year: Concrete will heave under extreme conditions. Surfaces that settle or heave in excess of 3/4" where it abuts another concrete surface will be repaired if condition does not correct in warmer weather.
- 1 Year: Cracks exceeding 1/4" wide or 3/8" vertical displacement will be repaired or replaced.
- 1 Year: Concrete that settles, heaves, or separates in excess of 3/4" from home will be repaired or replaced.
- 1 Year with exceptions: Disintegration of more than 10% of the concrete section resulting in the appearance of coarse aggregate below the surface will be repaired.
  - Not covered if caused by salt or chemical damage.
  - Not Covered if documentation and receipts of sealing maintenance cannot be provided.
- Not Covered: Color variations in original work or repair work. Eastbrook Homes does not add color to concrete.

## Counter Tops

The caulking between the counter top and the wall, along the joint at the backsplash (the section of counter that extends up the wall along the counter area), 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 or granite and to prevent warping. It is typical for the color and pattern of installed counter tops to be different from samples shown at the time of selection. Most kitchen configurations will require multiple seams. Most counter tops are larger than available pieces of laminate, granite, or quartz and will require a seam. Location of the seams will be determined by the trade partner.

### Maintenance Guidelines - Laminate

Laminate counter tops are made of a thin sheet of hard plastic laminate applied to a wooden substrate.

- **Cleaning:** Clean with a mild detergent followed by a water rinse and drying. Do not use harsh and abrasive cleansers.
- **Cutting:** Use a cutting board to protect your counters when you cut or chop.
- **Heat:** Protect the counter from heat sources such as toaster ovens, hot pans, or hot plates. To prevent possible damage, use a protective pad under the item. If you cannot put your hand on it, do not put it on the counter.
- **Moisture:** Coffee pots, electric fry pans, slow cookers, and other similar items are the major cause of swelling problems.
  - Rubber drain mats can trap moisture causing the laminated plastic to warp and blister. Dry the surface as needed.
- **Seams:** Most counter tops are larger than the width of standard laminate sheets. This requires that they be made with seams. Buckling of your counter top can occur if standing water is not removed promptly.
- **Staining:** Laminate counter tops may become stained by the inks used to mark grocery products, especially meat and produce. Avoid placing these items directly on the counter tops.

### Maintenance Guidelines - Granite and Quartz

Granite is a term used to refer to a family of natural quarried stone products that come from various parts of the world. No two pieces will have the same pattern or exactly the same color, an exact match is not possible. Granite and Quartz are known for its variations in color and grain.

- Your granite has been sealed, but it remains porous. Sealing products permit the stone to breathe while protecting it from damage. Please consult a professional stone cleaning service for more information on sealing your granite.
  - If droplets of water on the counter top bead up, the sealer is still doing its job. If not, the sealer should be applied.
  - Thoroughly dry the granite surface before any sealers or are applied. A chamois skin is ideal for drying stone.
  - Quartz is porous and does not require sealing.
- Clean regularly with a “soapless” cleaner then rinse with clean water. Thorough rinsing is very important because residual soap or the crystals from cleaners can cause permanent damage.
- **Acids:** Citrus fruit or soda can etch natural stone surfaces. Wipe off counter tops promptly when there is a spill
- Avoid colored/tinted cleaning products, including dishwashing products, because they can transfer color to the stone.
- Do not use colored waxes, polishes, abrasive cleaners, or highly alkaline cleaners (lye).
- Avoid dropping pots, pans and other kitchen items onto your stone counter tops.
- Don't sit on stone counter tops. The weight can cause them to break and pull away from the wall mount.

### Performance Standards - Counter Tops

- 1 Year: De-lamination of counter top material will be repaired.
- 1 Year: Open seams in counter tops exceeding 1/16” will be repaired.
- 1 Year: Gaps between counter top and wall in excess of 1/4” will be repaired.
- Not Covered: Caulking is homeowner responsibility.
- Not Covered: Chips in counter tops will not be repaired unless noted on Celebration and Orientation Form.

## Decks

Wood decks are subject to shrinkage, cracking, splitting, cupping, and twisting. Nails or screws may work loose and will need routine maintenance. Composite decking options are available and are less susceptible to environmental influences.

- Plan to inspect your decks regularly—a minimum of once each year—and provide needed attention promptly to maintain an attractive appearance and forestall costly repairs.
- Foot Traffic: As you use your decks, abrasives and grit on shoes can scratch or dent the wood surface. Regular sweeping and mats can mitigate this but will not completely prevent it.
- Outdoor Furniture: Moving grills, furniture, or other items can damage the surface of the decking. Use caution when moving such items to prevent scratches, gouges, and so on.
- Sealing or Water Repellent: To prolong the life and beauty of your wood deck, treat it periodically with a water repellent or wood preservative. Local home centers or hardware stores offer several products to consider for this purpose. Always follow manufacturer directions carefully.
- Snow and Ice: Heavy snow or ice that remains on the deck over long periods increases wear and tear on the deck. Prompt removal can reduce adverse effects. Use caution in shoveling to avoid needless scratching of the deck boards.
- Stain: Exposed wood decks that have been stained will show readily noticeable variation in color. Each board takes the same stain differently at installation and over time further variations in color will occur.

### Maintenance Guidelines - Decks

- Sweep, blow, or hose off your decks to keep them clean.
- Avoid power-washing at high pressure that can damage the surface.
- Check spindles annually to make sure they continue to be secure.
- Seal wood decks annually or as recommended by manufacturer.

### Performance Standards - Decks

- 1 Year: Gaps between deck boards greater than 3/8" will be replaced.
- 1 Year: Deck boards cupping greater than 1/4" will be replaced.
- 1 Year: Spindles warping more than 3/8" or becoming loose will be repaired or replaced.

## Doors and Locks

- **Bi-Fold Doors:** Interior bi-fold doors sometimes stick because of weather conditions. Apply a silicone lubricant to the tracks to minimize this inconvenience. These doors can easily lose alignment if something as minor as a coat sleeve is caught between the two doors as they close. A misaligned bi-fold door can be re-adjusted to its proper position. This is part of the routine homeowner maintenance.
- **Exterior Paint Finish:** Your exterior doors will be painted according to your exterior selections. The frequency of maintenance needed for painted finishes on exterior doors will be influenced by your home's exposure to sun or orientation on the home site.
  - Darker colors will absorb more heat than lighter ones and will shorten the performance of the finish and the door.
- **Door Hardware:** 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 or provide lubrication.
- **Hardware** has a very durable finish, but constant exposure to weather, sunlight, salt, or dirt build-up can cause the hardware to lose its brilliance.
  - Clean with a soft, dry, clean cloth.
  - Do not use chemical or abrasive cleaning solutions.
  - The mechanical components of the hardware must also be maintained to keep the door functioning properly.
- **Hinges:** You can remedy a squeaky door hinge by removing the hinge pin and applying a 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.
- **Locks:** Over time they may need slight adjustments due to normal shrinkage of the framing. Occasionally, you may need to tighten screws or provide lubrication. If required, lubricate exterior door locks with silicone spray 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.
- **Sticking:** The most common cause of a sticking door is the natural expansion of lumber caused by changes in humidity. When swelling occurs during a damp season it may cause sticking. A simple way to solve this is to tighten the hinge screws at the door and the jamb.
- **Storm Doors:** Heat will be trapped between the storm door and your entry door. This heat can make your door and finish fail quicker. Storm Doors require unique and specific dimensions for installation. You can expect to have to re-trim your door for your specific storm door.
- **Warping:** Some minor warping of interior doors is normal due to natural fluctuations in humidity caused by forced air furnaces, showers, dishwashers, and so on. Interior doors may occasionally require minor adjustments. If a door warps slightly, keeping it closed as much as possible often returns it to normal.
  - The exterior doors installed in your home are made of fiberglass materials with wood frames. These products can also be subject to shrinkage and warping due to temperature differential between inside and outside surfaces.

## Maintenance Guidelines - Doors and Locks

- Every 6 Months: inspect, adjust and/or replace the weatherstripping, sweeps, and/or thresholds
- Annually: Inspect, repaint, and/or refinish your interior and exterior doors as necessary.
- Annually: Lubricate the lock assembly according to manufacturer's directions. Protect hardware finish from lubricants.
- Every 2 Years: Protect your exterior stained doors by using a high quality exterior finish with UV protection.

## Performance Standards - Doors and Locks

### *Interior Doors*

- 1 Year: Door that is loose or rattling will be repaired as needed.
- 1 Year: Door that rubs on jamb will be repaired as needed.
- 1 Year: Split door panel will be repaired with fill and finish, exact match not possible.
- 1 Year: De-lamination of door frame will be repaired with fill and finish, exact match not possible.
- 1 Year: Warping that exceeds 1/4" vertically or horizontally will be repaired or replaced as needed.

### *Exterior Doors*

- 1 Year: Binding, sticking, not latching, or not sealing will be corrected as necessary.
- 1 Year: Cracking or runs in the door finish will be repaired.
- Not Covered: Dents and damage will not be repaired or replaced unless noted on Celebration and Orientation Form.

## **Drainage, Grading, and Easements**

Your home site has been engineered to standards established by local government jurisdictions to insure adequate drainage of rain and irrigation water. All home sites have been rough-graded to move water away from the house to the drainage areas within 25 feet of your home. Topsoil is not included unless specifically added to your contract. All drainage or erosion issues are your responsibility unless landscaping was installed by Eastbrook Homes, not a landscaping allowance.

### **Backfill Settlement**

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 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 and fill signs of settling around the perimeter of your home regularly.

### **Drainage and Soil Erosion**

The grade around your home should slope away from the house. Maintain the slopes around your home to permit the water to drain away from the home as rapidly as possible. Until your yard is established and stable, erosion will be a potential concern. Heavy rains or roof runoff can erode soil. The sooner you restore the grade to its original condition, the less damage will occur. This is essential to protect your foundation and concrete. Failure to do so can result in major damage and void your structural warranty.

Erosion is of special concern in drainage swales. If swales become filled with soil runoff, they may not drain the rest of the yard, causing further problems. Correcting erosion is your responsibility, per the soil erosion and sedimentation control permit that was transferred to you at closing.

### **Easements**

Many lots have an easement; these are recorded and permanent and are shown on the approved community plans. These can be a section of land where public utilities or drainage pass through your property. The runoff in drainage easements may pass across your property or water from your property may run across a neighboring lot.

Utility easements permit service to your home site and adjacent lots, now and in the future. Utility companies and others have the right to install equipment in easements. Trees, shrubs, gardens, play equipment, storage sheds, fences, or other items which you install in or across these easements may be disturbed if service entities—such as the gas, electric, or phone companies—need access to lines for repairs or to connect service to nearby properties. Neither you or Eastbrook Homes has the authority to prevent, interfere with, or alter these installations.

### **Homeowner Responsibilities**

For any drain or drainage easement, whether improved, unimproved, public or private, you and the owner of the adjacent property have the responsibility for managing the drainage. No filling, blocking, fencing or above the surface vegetation planting is recommended in a drainage easement or swale. This includes but is not limited to swimming pools, sheds, garages, patios, decks, play structures, swing sets or any other permanent structure or landscape feature that may interfere with surface drainage. Installation of any of the above is at the sole risk of the property owner and in many cases may require written approval from a government agency.

Each adjacent property owner will be responsible for maintaining the surface drainage across their property. Maintenance of the final grade to ensure proper drainage shall be the responsibility of the landscape contractor and the property owner. Transfer of the soil erosion and sedimentation control permit and transfer responsibility under Part 91, Soil Erosion & Sedimentation Control of the Natural Resources and Environmental Protection Act, its rules and local ordinances. As the owner of a newly constructed home, you are responsible for controlling soil erosion on your land. In some instances, the home builder has been issued permit(s) by the county enforcing agency to assure the installation and completion or soil erosion measures. If we required to obtain a permit for this purpose, it will be transferred to you at closing.

## Performance Standards - Drainage, Grading, and Easements

### Settling

- 1 Year: Settling in excess of 4" that is not caused by erosion will be filled and seeded as needed.
  - Not Covered: Removal and or replacement of bark or landscaping.
  - Not Covered: If you alter the drainage pattern or fail to maintain drainage.
  - Not Covered: Lack of maintenance may void the limited structural warranty.
  - Not Covered: We will only repair landscaping that was installed by Eastbrook Homes, not a landscaping allowance.

### Drainage

- 1 Year: If water remains standing, outside a drainage easement, after 48 hours of dry conditions we will repair.
  - Not Covered: If you alter the drainage pattern or fail to maintain drainage.
  - Not Covered: Lack of maintenance may void the limited structural warranty.
  - Not Covered: We will only repair landscaping that was installed by Eastbrook Homes, not a landscaping allowance.

### Erosion

- 1 Year: Soil erosion will not be repaired unless noted on Celebration and Orientation Form.
  - Not Covered: Minor erosion and seeding.
  - Not Covered: If you alter the drainage pattern or fail to maintain drainage.
  - Not Covered: Lack of maintenance may void the limited structural warranty.
  - Not Covered: We will only repair landscaping that was installed by Eastbrook Homes, not a landscaping allowance.

## Drywall

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 framing members to which the drywall is attached.

### Maintenance Guidelines - Drywall

- Annually: Inspect and Repair cracks and nail pops.
- For minor cracks and nail pop: Spread spackling with a blade or your finger, wipe repaired area with a moistened towel or sponge. After drying, complete the repair with touch-up paint.

### Performance Standards - Drywall

- One-Time: Cracks in drywall, nail pops, blisters in tape, and corner bead pops will be repaired at Anniversary Meeting.
- One-Time: Excessive waviness or seams visible in normal light will be repaired per restrictions.
- Not Covered: Drywall in garage is not warranted.
- Not Covered: Painting of normal drywall repair is not covered.

## Electrical System

Electricity is delivered through the electrical meter (located on the side of your home) to your breaker panel or sub-panel. From there, the power is distributed throughout your home and controlled by switches and outlets.

Each Eastbrook home has a 100-200 amp service panel, which is more than adequate for typical daily use. The electrical circuits in your home are designed to handle today's heavier demands. However, some major appliances and tools will perform better if they have dedicated circuits. If you are considering the purchase of these items, please consult a professional electrical contractor to discuss your needs and possible addition of dedicated circuits.

All lighting fixtures have bulb specifications imprinted on them. For safety and fixture longevity, use only the size and type specified. Light bulbs are consumer items covered only by a manufacturer's warranty. **Do not** install clear bulbs in fixtures encased by a globe because of the additional heat they generate. Indoor and outdoor fixtures and bulbs should be inspected and replaced as needed.

### Circuit Breakers

Circuit breakers are the safety valves of your electrical system and are situated in an electrical panel. 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.

- Breakers trip because of 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 (such as a power tool) 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 the breaker. If it trips when nothing is connected to it, you need an electrician. If the circuit remains on, the items you unplugged is defective.

### GFCI (Ground-Fault Circuit Interrupters)

Ground fault interrupter (GFI) outlets are sensitive safety devices installed in the electrical system. The GFI will "trip" or turn off the circuit if a direct ground occurs or if a situation imitates this. GFI receptacles are in water sensitive areas including kitchens, bathrooms, exterior yard areas and the garage.

- Other outlets in water sensitive areas may have what looks like a standard receptacle but is on a circuit protected by a GFI receptacle in another location. When a malfunction occurs, check all GFI receptacles in the area.
- Do not plug your refrigerator or freezer into a GFI outlet as it may "trip" due to the motor. Especially avoid plugging a refrigerator or freezer into the garage GFI outlet. A "tripped" garage outlet could go undetected for quite some time, resulting in food spoilage.
- GFI outlets are designed to "trip" easily for your protection; expect this to occur from time to time. If the outlet will not reset after a few attempts, do not continue to use the outlet until the "trip" cause is determined.

### Dimmable Fixtures/Dimmers with CFL Bulbs

Dimmers have changed a lot in recent years. The old dimmers were a buzzing heat source that didn't save any power at all. Today's dimmers are much improved and actually save power. Please note that if you are using compact florescent lights (CFLs) for lighting, use dimmable bulbs. A little buzzing with CFLs or LED lighting is normal.

### Fixture Location

We install light fixtures as near as possible to the locations indicated on the plans. Structural elements sometimes require location changes. Moving fixtures to accommodate specific furniture arrangements or room use is your responsibility.

### Modifications

If you wish to make any changes or modifications, contact a licensed electrician. If you make modifications without the proper permitting or licensing you will void your one year warranty.

## Outlets and Switches

Electrical outlets can be found in every room of your new home. Do not exceed the device capacity for which the outlets were designed. Increasing the capacity of electrical outlets or the use of multiple extension cords can cause a fire.

- **Some outlets are controlled by a wall switch, these are typically installed upside down for easy identification.**
- If an outlet fails to work, check first to see if it is controlled by a wall switch or GFCI. Next, check the breaker.

## Troubleshooting Tips:

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call. If electrical failure occurs and the below troubleshooting tips do not fix the problem, only contact a qualified electrician to repair or alter any part of your wiring or electrical system.

- No Electrical Service Anywhere in the Home? Check to confirm that:
  - Service is not out in the entire area. If so, contact the utility company.
  - Main breaker and individual breakers are all in the on position.
- No Electrical Service to One or More Outlets? Check to confirm that:
  - Main breaker and individual breakers are all in the on position.
  - Applicable wall switch is on.
  - GFCI is reset.
  - Item you want to use is plugged in.
  - Item you want to use works in other outlets.
  - Bulb in the lamp is good.
- Electrical Service to only half of your home or half of the electrical panel? If so, contact the utility company.

## Underground Cables

Before digging, check the location of buried service leads by contacting “Miss Digg” at 311. Maintain positive drainage around the foundation to protect electrical service connections.

## Maintenance Guidelines - Electrical System

- Annually: Check GFI outlets for proper functioning
  - With a small appliance (perhaps a hair dryer, electric toothbrush, small fan, etc.) plugged into the GFI outlet and running, press the “test” button. The appliance should shut off. Press the “reset” button and the appliance should start running again.
  - If this does not occur, discontinue use of the outlet until the cause of the malfunction can be determined.

## Performance Standards - Electrical System

- 1 Year: Circuit breaker that trips excessively will be repaired if it is defective.
- 1 Year: Malfunction of outlets, switches, or fixtures will be repaired as needed.
- Not Covered: We are not responsible for food spoilage or damage resulting from any loss of power or a power surge.

## Energy and Water Conservation

A home built with respect for our environment is even more effective in achieving that goal when your daily use of features and products is well-informed. In the process of conserving, you also save money as an additional benefit. Keep these hints in mind as you use your home's features.

### Appliances

- In selecting your home's appliances, compare the information on the (black and yellow) EnergyGuide sticker. Sometimes spending more up front can reduce operating costs over the life of the appliance.
- Use cold water when operating your disposal. This saves hot water and preserves the disposal motor.
- If your oven includes a convection setting, use it regularly—it can save both time and energy, allowing you to set the temperature 25 degrees lower for most recipes.
- Use a phosphate free detergent.
- A full refrigerator or freezer works less to keep cool but do not pack it too tightly—good air circulation is important to efficient operation.

### Electrical

- Light emitting diode (LED) bulbs, while expensive, last for 50,000 hours (5 times longer than CFL and 65 times longer than incandescent bulbs) and they do not contain mercury.
- Unplug small appliances when they are not in use. Small items such as hair dryers and MP3 players draw electricity even when they are not in use. Unplug them or plug them into power strips that you can conveniently turn off when they are not in use.

### Heating and Cooling

- Maintain your home's heating and cooling systems in clean and good working order to prevent inconvenience and maximize efficiency. Arrange for a professional to service heat and air conditioning systems a minimum of once every two years.
- Keep filters clean or replace them each month.
- Learn how to use your programmable thermostat for comfort and efficient energy use.
- If you have a zoned system (one furnace with separate thermostats) think through operating schedules and temperature settings to maximize comfort and minimize energy consumption.
- Plan landscaping elements that support efficient energy use:
  - Deciduous trees provide shade during the summer and permit solar warming in winter.
  - Evergreen trees and shrubs can create a windbreak and reduce heating costs.
  - Position trees to shade the roof and still allow good air flow around the home.
  - Plant shrubs/trees to shade the air conditioner without obstructing air flow around it.
- Keep the garage overhead doors closed.
- If you expect a house full of dinner guests, you can turn the heat down a few degrees as body heat will make up the difference.

### WINTER

- During cold days, open window coverings to allow the sun to warm your home. Close them 90% when the sun sets.
- During the winter, humidifying the air in your home allows the air to retain more heat and is a general health benefit. Note: If condensation develops on your windows, you have taken a good thing too far and need to lower the setting on the humidifier. The setting requirements change with the outside temperature; your Homeowner Guide contains a table defining these.

## **SUMMER**

- If you include them in your home, ceiling fans use only one tenth as much electricity as air conditioners and the moving air allows you to feel comfortable at temperatures several degrees higher. Fans should operate forward to blow air down.
- On hot days, close all windows and the window coverings on windows facing the sun to minimize solar heat gain.

## **Water Heater**

- Keep your water heater set at 120 degrees to reduce the opportunity for scalding.
- Follow the steps outlined in the manufacturer's directions for draining water from your water heater to remove accumulated hard-water scale that builds up inside the tank. Timing will depend on the nature of your water supply.
  - If you have a tankless water heater, follow manufacturer instructions for the timing and steps to clean the unit.
- Correct plumbing leaks, running toilets, or dripping faucets as soon as possible.
- Keep aerators clean.
- Front loading washing machines require less than half the water of top-loaders. They also cause less wear and tear on clothing and because they wring more water out in the spin cycle, laundry dries faster. Front load washing machines can create excessive vibrations during the spin cycle.

## **Extended Absences**

Whether for a vacation, business travel, or other reasons, nearly all of us occasionally leave our homes for days or weeks at a time. With some preparation, such absences can be managed uneventfully.

### **Plan in Advance**

- Ask a neighbor to keep an eye on the property. If possible, provide them with a way to reach you while you are away.
- If applicable, arrange for someone to mow the lawn or shovel snow.
- Stop mail, newspapers, and other deliveries.
- Consider the use of lighting timers.
- Confirm that all insurance policies that cover your property and belongings are current and provide sufficient coverage.

### **As You Leave**

- Unplug computers and other electronic devices that might be harmed in an electric storm.
- Leave window coverings in their most typical positions. Remember not to close 100% in the winter.
- Confirm that all doors and windows are locked and the deadbolts are engaged.
- Shut off the main water supply.
- Set the thermostat on the water heater to "vacation" to save energy or shut off the water heater. Check manufacturer's directions for instructions on the steps involved in this process.
- Store items such as your lawn mower, bicycles, or ladders in the garage.
- Be energy conscious—change the settings on your thermostat for both summer and winter usage. Leaving the temperature in the home at a minimum 55 degrees in cold weather and 80 in warm weather will help to eliminate any problems in the home. In winter months, leave room doors open and also open doors on cabinets that contain plumbing allowing heat to circulate.

## Exterior Trim

Regular attention will preserve the beauty and value of your home. Check the painted and stained surfaces of your home's exterior annually. Caulk and paint maintenance of exterior trim is a homeowner responsibility. Repaint before much chipping or wearing away of the original finish occurs; this will save the cost of extensive surface preparation.

Plan on refinishing any painted 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. Depending on the exposure to weather of each surface, the paint on some parts of your home may begin to show signs of deterioration sooner than others.

When you repaint the exterior of your home, begin by resetting popped nails and caulking open joints. Remove 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.

- **Fading:** Expect fading of exterior paint or stain caused by the effects of sun and weather.
- **Touch-Up:** Paint touch-up is visible under certain lighting conditions.
- **Wood Grain:** Because of wood characteristics, color variations will result when stain is applied to wood. This is natural and requires no repair. Today's water-base paints often make wood grain visible on painted trim.

## Exterior Millwork – Wood and Composite Wood

Some of the exterior trim around windows and doors may be wood or composite wood products. Certain imperfections, knots and movement should be expected in these natural and man-made materials. The area subject to wear is not the wood, but the paint and caulk.

No absolute schedule for re-painting can be established because weather, wind and sun exposure affect building surfaces differently. If you decide to repaint the exterior of your home, your best choice is a qualified painting contractor who is expert in surface preparation and applications.

## Maintenance Guidelines - Exterior Trim

- **Every 6 Months:** Inspect the surfaces that receive direct sun as they require more frequent repainting, Any touch ups may not match exactly.
- The exterior surface of your home may have exposed wood. You can maintain its appearance by hosing the surfaces clean with a low pressure stream of water.
- New wood will require repainting more frequently than expected because it absorbs more paint than older wood. Being a natural material, wood trim will expand and contract with temperature and humidity changes, so caulking requires periodic repair and replacement as needed.
- Caulking should be inspected periodically and replaced or repaired as necessary.
- Look for gaps in caulking or caulking that is pulling away.
- Remove loose or peeling caulking, clean surface of dirt and dust debris and re-caulk the dry surface with an exterior, paintable caulk.
- Look for fading, peeling or bubbling paint. Remove loose or bubbling paint, sand and prime with an exterior primer and repaint as needed.

## Performance Standards - Exterior Trim

- **1 Year:** Excess warping, cupping, splitting or rotting of wood or composite trim will be repaired or replaced as necessary.
- **1 Year:** If exterior trim pulls away from its surface it will be re-attached if trim is properly maintained with caulk.
- **Not Covered:** Exterior caulking is homeowner responsibility.

## **Fencing**

Depending on the community in which your home is located, fencing may be an item you add after your closing.

### **Drainage**

Fencing should be installed only after the final grade has been established and approved. In planning, installing, and maintaining fencing, ensure that existing drainage patterns function unimpeded. When installing a fence, use caution in distributing the soil you removed to set posts to avoid blocking drainage swales. Plan enough space under the bottom of a wood fence for water to pass through.

### **Developer/Homeowner Association Architectural Guidelines**

If you choose to add fencing after moving into your new home, keep in mind the architectural requirements of your community may dictate the type and style of fence allowed.

Specific community requirements about style, height, and position on your home site are described in the current architectural guidelines, which you receive as part of your purchase documents or can obtain from the association or developer's office. Type, style, color of fencing are addressed in these guidelines.

Special requirements apply to homes on corner lots where drivers must have adequate visibility. Additionally, in some communities, zoning laws may impact your fencing. Your responsibilities include checking on such details.

We recommend that you engage the services of professionals to install your fence. Be certain to inform any fence installer of your architectural requirements.

## Fireplace

Before using your fireplace, read the manufacturer's operations manual carefully. By understanding and observing the operating guidelines, you will be able to enjoy safe and comfortable warmth from your fireplace.

### Gas Fireplace

The fireplace was professionally installed and started before you closed on your home. To operate the fireplace, turn on the wall switch. A slight delay between turning the switch on and flame ignition is normal. If you notice a gas smell, immediately shut off the switch and turn off the gas supply located behind the removable face underneath the fireplace.

Materials found on the exterior surfaces of either wood or gas fireplaces (paints, sealants, lubricating oils and gasket adhesives) can produce odors the first few times the fireplace is used. This is called curing or burning in. It may take as much as 24 hours of use before the fireplace is cured.

In the event of a power outage, your fireplace can operate without electricity by installing two "D" cell batteries in the location described within the manufacturer's operating instructions. **These batteries must be removed when household power is resumed.**

Many of the gas fireplaces come equipped with a fan that is controlled by a switch located next to the fireplace switch. If you enjoy the fan to circulate the air just leave the switch in the "on" position. The fan will turn on and off automatically after 9 minutes of use or shut down. There is a speed control located underneath the fireplace.

### Maintenance Guidelines - Fireplace

- You must know where your main gas shut off valve is located. In an emergency, turn off your main gas valve if you smell gas or hear a hissing sound of gas escaping.
- If you shut off the gas, contact the gas company or a certified repair technician when the emergency is over to have your meter turned back on and your appliances inspected. Do not attempt to restore your own service—there may be leaks or pilot valves in the "on" position.
- The exterior vent cover for a direct-vent gas fireplace becomes extremely hot when the fireplace is operating.

### Performance Standards - Fireplace

- 1 Year: A fireplace that fails to light will be repaired to proper working order.
- 1 Year: Circulating fan that fails to operate will be repaired or replaced. There is a 9 minute delay before fan operation.
- 1 Year: Mantel that separates from the wall more than 1/8" will be caulked or repaired as needed.
- 1 Year: Ceramic tiles that crack or become loose will be repaired or replaced.
- 1 Year: Masonry that comes loose or mortar cracks that exceed 1/8" will be repaired or replaced.
- Not Covered: Feeling of cold air near the surface of the fireplace.

## Flooring

### Carpet

- Regularly: protect carpet by vacuuming often. It is recommended that you vacuum every carpet one (1) time per week for each member of your family (four family members = four weekly cleanings), including pets.
  - Use a vacuum approved by the Carpet and Rug Institute (CRI). See website for details.
- Remove spots and stains as soon as they are discovered according to manufacturer's guidelines.
- Professionally clean your carpets according to the manufacturer's recommendations.
- Refer to your manufacturer's recommendations for additional information on the care of your carpet.

### Vinyl Flooring

This type of flooring material will provide years of service when properly maintained. Although vinyl floors are designed for minimum care, they do have maintenance needs. Follow manufacturer's recommendations for care and cleaning.

- Limit Water: Wipe up spills and vacuum crumbs instead of washing resilient floors frequently with water. Avoid getting large amounts of water on the floor from baths and showers. Limit mopping or washing with water; excessive amounts of water on resilient floors can penetrate seams and get under edges, causing the material to lift and curl.
- Moving Furniture: Moving appliances across resilient floor covering can result in tears and wrinkles. Install coasters on furniture legs to prevent damage. If you damage the resilient floor, you can have it successfully patched by professionals. If any remnants remain when installation of your floor covering is complete, we leave them in the hope that having the matching dye lot will make such repairs less apparent.
- Seams: Any brand or type of resilient flooring may separate slightly due to shrinkage. Seams can lift or curl if excessive moisture is allowed to penetrate them. You can use special caulking at tub or floor joints to seal seams at those locations.

### Maintenance Guidelines - Vinyl Flooring

- Every 6 Months: Inspect all vinyl flooring and caulk. Repair or replace if necessary with 100% silicone caulk.
- Weekly: Use a damp mop and clear water to lightly wash the flooring surfaces
- Sweep or vacuum daily to prevent particles from being ground into the surface of the flooring.
- Remove spills immediately to avoid staining. Use a sponge or soft cloth. Dry the floor after removing the spill.
- Do not use abrasive cleansers or full strength bleach as they will dull the finish and cause permanent damage.
- If the flooring surfaces receive hard use and become extremely dirty, use a mild detergent with water and apply with a sponge mop. After the soil deposits have become loosened, mop-up excess detergent and water. Rinse the mop thoroughly with clear water to remove all the detergent, then rinse the floor using clean, fresh, warm water to remove the soapy residue. Any detergent film left on the floor can hold tracked-in dirt and leave the surface dull and cloudy.
- Avoid extended exposure to direct sunlight. During peak sunlight hours the use of drapes or blinds is recommended.
- Use mats at entries to reduce soil and moisture. Do not use with latex or rubber backing to avoid "yellow" discoloration.
- Protect your floor against burns, including cigarettes, matches and extremely hot items.
- Vinyl flooring is soft and will tear if heavy appliances, such as refrigerators, washers or dryers, are improperly moved across the surface. This damage is permanent and cannot be repaired. Use appropriate appliance dollies. Heavy furniture should be placed on pads to avoid point loads, such as sofa legs or table legs, from penetrating the surface.
- High heeled shoes can be particularly damaging to vinyl, causing permanent dents and gouges.
- Small cuts may be repaired with seam sealer.

## Luxury Vinyl Flooring (Plank or Tile)

Unlike standard vinyl flooring, “Luxury” is able to closely mimic the look of natural materials, such as wood or stone. It accomplishes this by a surface layer that has a very realistic photo-created image, combined with textures.

### **Maintenance Guidelines - Luxury Vinyl Flooring**

- Wet mop with a mild cleaner, such as Shaw’s R2X® Hard Surface Cleaner. Always pre-vacuum or dust mop first.
- Do not use abrasive cleansers, full strength bleach, or vinegar as they will dull the finish and cause permanent damage.
- Prevent accumulation of dirt and grit that can scratch or dull the floor finish.
- Use mats at entries to reduce soil and moisture. Do not use with latex or rubber backing to avoid “yellow” discoloration.
- Use floor protectors and wide-load bearing leg bases/rollers to minimize the chance of indentations and scratches.

## Ceramic Tile & Grout

Ceramic tiles are available in a wide variety of colors and sizes. Glazed ceramic tile is identified by its shiny, smooth finish. Cracked or chipped tiles must be noted on the Celebration and Orientation form in order for us to repair or replace. We are not responsible for discontinued patterns or grout color variations. The color of your grout may vary due to the wide variety of tiles available, environmental conditions, and finishing techniques. Elements of nature may combine with the aging process to change the color of the grout in varying degrees. Over time, cracks that occur in grout between tiles are normal and considered a regular maintenance item. If repair or replacement of tile or grout areas is required, matching the color of the tile grout may be impossible. Included in your Ceramic Tile Shower is the Kerdi Waterproofing System, which protects your home from water leaks.

### **Maintenance Guidelines - Ceramic Tile & Grout**

- Ceramic tile is brittle and can be broken. Avoid dropping or hitting tile.
- Metal will scratch and even chip the hardest tile. Protect Ceramic floors with furniture casters.
- Ceramic tile should be cleaned on a regular basis to eliminate grit and dirt particles that can scratch or dull its finish.
  - Soap and warm water, detergent, or a commercial tile cleaner can be used to keep your tile clean and bright.
- Always clean up spills and excess water quickly to avoid staining and seepage damage to the substructure.
- Light colored grouts will show dirt faster than mid-tone colors and may require more frequent cleaning.
- Routine cleaning of grout with warm, soapy water will keep it looking fresh.
- If grout becomes stained, use a mild bleaching solution (diluted to 1 part bleach to 9 parts water). Simply apply a small amount of this mixture and scrub with a small brush. Don’t let this mixture stand on the tile for more than 10 minutes.
  - Strong cleaners such as Lysol can stain the grout.
  - Acidic solutions such as vinegar will damage grout over time.
- Bathtubs, Hearths, and Shower Pan areas must be inspected and new grout applied as necessary.
- Grout sealers can change the color of the grout.
- Grout can often separate from the area between tiles. If this happens, re-grout the area promptly.
- As a part of routine grout maintenance, repair cracking, shrinking or discoloration when it occurs.

## Laminate Flooring

Plastic laminate flooring is very durable. The high-pressure laminate surface prevents almost all dirt and grime from sticking to the floor. It is very hard and scratch resistant, but it can chip if hard objects are dropped onto it.

### **Maintenance Guidelines - Laminate Flooring**

- Clean regularly by vacuuming and/or sweeping. Prevent accumulation of dirt that can scratch or dull the floor finish.
- For thorough cleaning, use a soap-free cleaner designed for laminates, such as Shaw’s R2X® Hard Surface Cleaner.
- Crayon, asphalt, shoe polish, paint and nail polish can be removed with a soft cloth moistened with a citrus cleaner.
- Do not use wax, sand, lacquer, scouring powders, steel wool, or abrasive cleansers on laminate flooring.
- Do not wet wash, wet mop, or allow water to stand on laminate floors. Wipe up spills of any kind immediately.
- Use floor protectors and wide-load bearing leg bases/rollers to minimize the chance of indentations and scratches.

## Hardwood Floors

Even the highest quality wood floors and stairs will scratch and dent, regardless of the finish or wood type. Water, sand, children's toys, animals, and shoes are among the things that will damage them. The care tips below will help keep your wood floors as beautiful as possible for many years to come. In daily care of hardwood floors, preventive maintenance is the primary goal. Please see your flooring manufacturer's instructions.

- **Appliances:** Delivery, installation, and moving appliances for cleaning purposes may damage the hardwood floor surface. Use extreme caution when moving appliances; repair of such damage is your responsibility.
- **Cleaning:** Sweep on a daily basis or as needed. Never wet-mop a hardwood floor. Do not use floor steamers on hardwood flooring. Excessive water causes wood to expand and can possibly damage the floor. When damp-mopping, remove all excess water from the mop. Check with the hardwood company if your floor has a water-based finish. Do not use bleach or one-step floor cleaners on hardwood floors.
- **Dimples:** Placing heavy furniture or dropping heavy or sharp objects on hardwood floors can result in dimples.
- **Filmy Appearance:** A white, filmy appearance can result from moisture, often from mopping, wet shoes, or boots.
- **Furniture Legs:** Install proper floor protectors on furniture placed on hardwood floors. Protectors will allow chairs to move easily over the floor without scuffing. Regularly clean the protectors to remove any grit that has accumulated.
- **Humidity:** Wood floors respond noticeably to changes in humidity in your home. Especially during winter months, the individual planks or pieces expand and contract (sometimes causing gaps) as moisture content changes. Your humidifier can help, but does not eliminate this reaction. If gapping occurs, increase the humidity level of your home on your humidifier, but do not raise it high enough to cause condensation on your windows.
- **Mats and Area Rugs:** Use protective mats at the exterior doors to help prevent sand and grit from getting on the floor. Ensure you clean any sand and grit that is left to accumulate under these mats to prevent damage to the flooring surface. Be aware that rubber backing on area rugs or mats can cause yellowing and warping of the floor surface.
- **Separation:** Expect shrinkage around heat vents, any heat-producing appliances, or during seasonal weather changes.
- **Shoes:** Stiletto shoes can focus the weight of a 125 pound person to more than 2000 pounds per square inch—that is enough weight to damage hardened concrete; it will mark your wood floor.
- **Spills:** Clean up food spills immediately with a dry cloth.
- **Splinters:** When floors are new, small splinters of wood can appear, especially in hand scraped products.
- **Sun Exposure:** Most finishes and some wood varieties darken when exposed to sunlight, even with low-E protection on your windows. To preserve the beauty of your hardwood floors, install and use window coverings in these areas. Rugs should be moved or removed periodically to allow different areas of the floor to age consistently.
- **Traffic Paths:** A dulling of the finish in heavy traffic areas is likely.
- **Warping:** Warping, or cupping will occur if the floor repeatedly becomes wet or is thoroughly soaked even once. Slight cupping in the area of heat vents or heat-producing appliances is also typical.
- **Wax:** Waxing and the use of products like oil soap are neither necessary nor recommended.

### **Maintenance Guidelines - Hardwood Floors**

- Clean your hardwood floors and stairs as often as you vacuum your carpets.
- Sweep the floors and wipe with a soft, dry cloth.
- Do not use water, water-based cleaners or steam cleaners.
- Follow the manufacturers recommendations for floor care products.
- Flooding hardwood floors with water will cause stains, warping and the destruction of the flooring.
- Do not permit water or other liquids to stand on hardwood flooring.
- Wipe up spills immediately.
- If gapping occurs, increase the humidity level of your home on your humidifier. Be sure that you do not raise it high enough to cause condensation on your windows.
- DO NOT use bleach or one-step floor cleaners on hardwood floors.
- Apply felt pads to the bottoms of chairs and tables to help reduce scratches.
- Do not drag heavy appliances or furniture across hardwood flooring. Permanent scratches in the finish can result.
- Most finishes and some wood species darken when exposed to sunlight even with low-E protection on your windows. Rugs should be moved or removed periodically to allow different areas of the floor to age consistently.

## Performance Standards - Flooring

### Carpet

- 1 Year: Carpet that becomes loose at edges will be repaired.
- 1 Year: Visible gaps in seams will be repaired as needed.
- One-Time: Carpet that buckles will be re-stretched on a one-time basis.
- Manufacturer's Warranty: Fading, staining, discoloration, and premature wearing.

### Vinyl

- 1 Year: Vinyl flooring that becomes loose or bubbles will be repaired.
- 1 Year: Gaps in seams (sheets still good) will be repaired as needed.
- 1 Year: Gaps in seams that exceed 1/8" will be repaired as needed.
- 1 Year: Sub-floor causing depressions or ridges exceeding 1/8" on 6" span will be repaired as needed.
- 1 Year: Fasteners popping through will be repaired as needed.
- Not Covered: Fading or discoloration will be covered by the Manufacturer's warranty.
- Not Covered: Indentations due to normal traffic are not covered.

### Ceramic Tile

- 1 Year: Loose tile will be repaired as needed (not responsible for color variations in tile or grout).
- One-Time: Cracks in grout will be repaired if in excess of 1/16" on a one-time basis.
- Not Covered: Cracks in tile will not be repaired unless noted on Celebration and Orientation Form.

### Hardwood

- 1 Year: Gaps and cupping are typically caused by improper humidity settings in the home. If 1/8" gaps appear, humidity levels will be adjusted before they will be repaired or replaced.
- 1 Year: Loose boards will be repaired as needed.
- One-Time: We will take corrective action to eliminate loose flooring and minimize squeaks. The absence of noise cannot be guaranteed.
- Not Covered: Indentations due to normal traffic.

## Foundation

Even though great care was taken during its installation, the very nature of concrete makes it impossible to prevent some minor cracking. This cracking does not affect your home's structural integrity. In fact, an important step in concrete installation is the deliberate cutting, and/or installation of special products, meant to encourage the inevitable cracks along control joints.

Various protective coatings are available for concrete floors. Unfortunately, many of them fail in garages because of chemical actions created by oil and solvents and because of severe temperature fluctuations. We are not responsible for adverse results from the use of after-market concrete coatings.

## Cracks

Surface cracks can develop in foundation walls. Surface cracks are not detrimental to the structural integrity of your home. If a crack develops in a foundation wall that allows water to come through, follow the procedures for submitting a warranty request.

## Dampness

Due to the amount of water in concrete and the temperature of the surrounding soils, basements may be damp and have condensation form on them. **Homeowners should dehumidify their basement for the first year of occupancy to reduce the latent moisture in the concrete.**

## Future Construction in Basement

If you decide to perform additional construction in the basement, obtain guidelines from a licensed builder, obtain a building permit, and comply with all codes and safety requirements. We do not warrant that you will be able to obtain such a permit due to proposed use or code changes.

## Performance Standards - Foundation

### Foundation

- 2 Years: Cracks in the foundation that exceed 1/8" wide or allow water into the home will be repaired.

### Waterproofing

- 2 Years: The cause of leaks through the foundation walls will be repaired.
- Not Covered: Damage to your belongings due to leaks.

## **Framing**

The inner and outer walls of your home are made of a system that includes wood studs, steel posts, and wood beams on a steel reinforced foundation. Many of the walls in your home are considered structural or bearing walls.

Improper modification to the individual framing components can cause stresses in areas of your home not designed to handle heavy weight loads, resulting in the potential for structural damage or failure.

## **Floor System**

The floor system of your home is designed to meet or exceed local applicable building codes. All wood framed floor systems will move or deflect. If you are placing heavy objects on your floors such as pianos and pool tables, use floor coasters for each furniture leg to spread the weight and help prevent a puncture to the wood floor sheathing. Your floors may squeak from time to time because of drying wood, weather and normal settling. We will repair excessive squeaks that occur during the first year after closing, the absence of noise cannot be guaranteed. After that, these items will be considered normal maintenance and will be your responsibility as the homeowner.

## **Performance Standards - Framing**

- 1 Year: Crowns or depressions in walls or floors exceeding 1/4" in 2" length will be repaired.
- 1 Year: De-lamination or deterioration of sub-flooring will be repaired or faulty materials replaced.
- 1 Year: A wall that is out of plumb over 3/8" in a 48" vertical measurement will be corrected.
- One-Time: We will take corrective action to eliminate loose flooring and minimize squeaks. The absence of noise cannot be guaranteed

## Garage Overhead Door

As a safety measure, automatic garage doors use photo cells to detect items in their path before closing. If the photo beam is interrupted by something in its path, the door will not close. The door will also be prevented from closing if the photo cells are out of alignment with one another. Mis-aligned photo cells are not a warrantable item. If this occurs, simply realign the photo cells until the door functions properly.

Be sure to disconnect the electrical garage door opener prior to performing any repair work. If you need to raise or lower the door manually (instructions are on the release knob tag), pull the red emergency knob to release door from the rail assembly. To re-engage the door with the rail, pull the red emergency release knob toward the motor.

### Maintenance Guidelines - Garage Overhead Door

- Every 6 Months: Lubricate door rollers, bearings and hinges with a silicone lubricant or light oil.
- Every 6 Months: Lubricate the drive chain with a lubricant recommended by the manufacturer.
- Annually: Inspect and tighten nuts, bolts and hinge screws.
- Keep the photo cell aligned and free of debris and other blockages.

### Performance Standards - Garage Overhead Door

- 1 Year: Correct or adjust door if leaking through or under door occurs.
  - Some water can be expected in high wind conditions.
- 1 Year: Correct or adjust door that fails to operate.
  - Not Covered: Realignment of photo cells is not covered and may result in a charge if a contractor is called.

## Gutters and Downspouts

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. The accumulation of natural debris (pine needles or leaves) or gravel from the roofing materials is a home maintenance concern. Removing such material is your responsibility. Surface drainage is far more efficient than weeping tile at keeping water away from your basement. Rainwater should be directed away from the perimeter of the home to reduce the opportunity for water to enter along basement walls.

- Downspout Extensions or Splash Pads: Extensions should discharge outside of rock or bark beds so that water is not dammed behind the edging materials that might be used. The downspouts that end on sod should have an extension or splash pad along the ground to move water away from the perimeter of the home. The extensions must be in place and in their lowered position to move water away from the foundation. Always return downspout extensions to their lowered position after mowing lawns.
- Ladders: Use caution when leaning ladders against gutters as this may cause dents.
- Leaks: If gutter seams leak, use a commercial gutter caulking compound to caulk the inside joint.
- 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/or cause ice damming and potential water leakage.

### Performance Standards - Gutters and Downspouts

- 1 Year: Loose gutters or downspouts will be repaired.
- Not Covered: Non-functioning gutters or downspouts due to debris.

## Heating, Air-Conditioning, and Humidifier

Your home is equipped with a heating and air-conditioning system. These systems have been designed to meet the heating and cooling requirements of your home in an energy efficient manner. These systems are designed to cycle longer with gradual change rather than quickly turning on and off (short cycle).

The heating and cooling of your home will be affected by its orientation to the sun, use of window draperies, zone systems, outside temperatures, and many other factors. Temperature variations will occur between levels and cantilevered/non-cantilevered areas. These variations can be minimized by balancing the airflow or using your zoned heating and cooling system. Set the thermostat switch to run the high efficiency fan continuously instead of automatic. This will continue to mix and move the air evenly throughout your home and the furnace or air-conditioner will cycle on-and-off to maintain your desired temperature.

Within 30 Days of Moving-In, ensure you complete the warranty registration card to the manufacturer. As with any piece of sophisticated machinery, your heating and cooling system should be checked periodically and cleaned by professionals. Mark inspection dates recommended by the manufacturer on your calendar. Schedule all work on your equipment early to avoid delays during peak demand periods.

Your home comes with a Honeywell Thermostat that operates Heating, Air-Conditioning, and Humidifier. All troubleshooting can be directed to the HVAC Installer.

### Maintenance Guidelines - Heating, Air-Conditioning, and Humidifier

- Monthly: Replace the filter every month.
- Annually: Inspect the thermostat to ensure proper operation.
- Seasonally: Start your furnace or air-conditioner well in advance of the hot or cold season to ensure proper operation.
- Every 2 Years: Have your cooling and heating systems inspected and serviced.
- Do not run the air-conditioning system when outside temperatures are below 70 degrees for an extended period.
- Keep exhaust and intake free from debris.
- Seasonal Testing: Every effort has been made to test your equipment at the completion of your home to ensure that you will have a problem-free start up for the appropriate season. However, Eastbrook Homes highly suggests that you try the equipment early in the season so corrections can be made if needed before extreme temperatures make it absolutely necessary. In the spring, we suggest starting your air conditioning unit during the first few weeks of April or when the outside temperature reaches 55 degrees or greater. In the fall, we suggest starting your furnace during the first few weeks of September to make sure the unit works properly.

## Heating

### Recommendations

- Program the thermostat for desired temperatures and times. Manually adjusting the thermostat wastes energy.
- Do not set temperatures back by more than four (4) degrees during the day or during overnight periods.
- To vary the temperature in individual rooms, simply open or close the registers/dampers as desired.
- Adjust ceiling fan airflow in an upward direction for the winter months.

### Troubleshooting:

- Are all the thermostats set above the room temperature?
- Are **ALL** thermostat selectors set to “heat”?
- Are the supply and return registers open and unobstructed?
- Has a circuit breaker controlling your heating system been tripped?
- Is the gas-cock turned to the “ON” position?
- Are the filters clogged?
- Are the exhaust and intake areas free of snow and debris?
- Confirm switch or breaker is in the “ON” position.
- Contact the HVAC Installer if you are not able to determine a solution.

## Air-Conditioning

### Recommendations

- Change your air filter consistently every month.
- Set thermostat at desired temperature and times.
- Be sure draperies and furniture do not restrict air circulation from registers or grilles.
- Keep exterior windows and doors tightly closed.
- Close or angle window coverings to keep out direct sunlight.
- Set the air-conditioner to cool gradually early in the morning when the house is still cool rather than have the system work harder to cool a hot house.
- Turn off lights when not needed.
- Clear away leaves, grass, paper, or anything that might impede air flow through the outdoor condenser grille.
- Adjust ceiling fan airflow in a downward direction for the summer months.
- During extreme temperatures the inside temperatures will be limited to 20 degrees below the outside temperature.

### Troubleshooting

- Are the thermostats set below the room temperature?
- Are **ALL** thermostat selectors set to “cool”?
- Are the supply and return registers open and unobstructed?
- Has a circuit breaker controlling your cooling system been tripped?
- Are the filters clogged?

## Air Filters

A dirty air filter will decrease air flow and heating/cooling capability. This causes the equipment to operate much longer in order to reach the desired temperature and will increase your operating costs. It may also cause the cooling system to freeze up and stop working completely. Change your filters monthly.

## Condenser

If the condenser (outdoor air conditioning unit) is running and the cooling ability is unsatisfactory, it may be because the cooling coils inside the furnace have iced up. This is typically due to a dirty air filter. Turn the system off and allow the ice to melt before turning the system back on; this could take 24-48 hours. Keep bushes and trees trimmed back from the condenser. Also keep the unit free of grass clippings and leaves.

## Forced Air Units

These units (which power both the heating and air-conditioning systems) house the fans and the air filters. The areas around your forced air unit must be kept clean and completely free of any combustible or flammable materials. You should have a licensed professional inspect this system before the cold season to ensure proper operation.

## Humidifier

All Eastbrook homes come equipped with a humidifier connected to your heating system which provides additional moisture to the air during the dry heating season. This will also help minimize the shrinkage of wood floors and trim. Your humidifier will only operate during the heating season, make sure the water supply is turned on. If you notice moisture forming on your walls or windows, lower your humidity setting. A good starting setting is 35% but should be adjusted as necessary to prevent moisture accumulation on walls, windows and other surfaces.

### Recommendations

- Check filter for mineral build up each fall before the heating season. Filters are readily available on the Internet.

## Tips for Avoiding Condensation on Windows

To avoid condensation on your windows, it is imperative that you lower the humidity in your home with your humidistat as the temperature drops outside. Condensation begins to form on windows when warm, moist air inside your home comes in contact with the cold glass surface. The dew point (the point at which water vapor turns to a liquid) depends on temperature, pressure, and humidity. The easiest way to manage the dew point and avoid condensation is to increase the temperature of your windows above the dew point temperature. Without preventative action to manage the dew point, Eastbrook cannot guarantee the safety of your woodwork from water condensation on your windows. Damage due to condensation on windows is not covered by our warranty.

### Adjust the humidistat down on your furnace as outside temperatures go down.

Below is a simple guide with suggestions for keeping your home at the optimal humidity. If condensation is still forming, lower your humidistat even further. As temperatures rise, adjust the humidistat up for additional comfort and to keep your hardwood floors and trim from separating. The hardwood floor industry would like your humidity at around 40%, but keep in mind that this will cause condensation on your windows at temperatures around 30 degrees.

<i>Outdoor-Indoor Relative Humidity</i>	
<b>Outside Temperature</b>	<b>Recommended RH</b>
+40°F	45%
+30°F	40%
+20°F	35%
+10°F	30%
+0°F	25%
-10°F	20%
-20°F	15%

### Recommendations

- **During the first year in your home, we recommend that you dehumidify the basement. It is important to remove the latent moisture in your home.**
- Keep fresh air vents open in your mechanical room. This will provide fresh air and avoid putting your home under negative pressure, which are important factors in maintaining your quality of living.
- Keep blinds open when possible and, at the very least, leave them up a little at the bottom to allow warm air to come in contact with the window.
- Run the furnace fan in the “on” or “continuous” position. This will push the warm air on the windows.
- Keep the furnace filter clean to maximize air flow. Filters should be changed once a month.
- Keep the humidifier on and the damper open at all times. The humidifier will only run during the heating season.
- Run bath fans during and after showers or baths.
- If your range hood is vented to the outside, run it when boiling large amounts of water.
- Make sure the weep holes on your windows are clear in the spring and fall. The water you see could be from the tracks not draining properly.
- **Clean up any water quickly; do not let it accumulate on windows and sills.**

### Performance Standards - Heating, Air-Conditioning, and Humidifier

- 1 Year: Condensation lines that clog will be repaired as needed.
- 1 Year: Ductwork that separates will be repaired as needed.
- 1 Year: A leak in refrigerant lines will be repaired as needed.
- 1 Year: If ASHRAE Standards are not met (7 degrees difference between floors), corrective action will be taken.
- One-Time: Settling of the exterior HVAC unit 2” or more will be corrected on a one-time basis.
- Not Covered: When metal is heated it expands and when it cools it contracts. A ticking or popping noise is expected.

## **Insulation**

Even with the best modern construction techniques, your home still contains hundreds of joints and seams. These small leaks can amount to an opening of almost six square feet, equivalent to leaving a window open all year long. Most homeowners assume that standard fiberglass insulation will solve this problem. Unfortunately, while batt insulation does prevent passive heat transfer, it does not block air movement around and through the insulation, which can reduce its effectiveness by as much as 70%.

In accordance with the latest in building research, Eastbrook believes that preventing air leaks is the first step toward an energy efficient home. Your new Eastbrook home incorporates numerous techniques and materials designed to deliver a home that is both comfortable and cost effective all year long.

- R-38 Attic Insulation: Used in conjunction with Icynene for optimal effectiveness, traditional R-38 insulation serves as a further barrier to heat transfer.
- Open Cell Foam Insulation: Open Cell Foam Insulation is your home's first line of defense. Applied as a liquid, Open Cell Foam Insulation expands to form a continuous air barrier, sealing leaks and preventing both active and passive heat transfer. Open Cell Foam Insulation also offers the added benefits of dampening noise, and improving indoor air quality by reducing outdoor allergens.
- Micro-Seal Caulking: Filling gaps that Icynene can't reach, carefully applied caulking completes the air barrier that helps maximize the effectiveness the energy efficiency measures incorporated in your home.

### **Performance Standards - Insulation**

- 1 Year: Insulation will be installed in accordance with applicable energy and building codes.
- 1 Year: If condensation appears on walls we will lower humidity settings or repair insulation as needed.

## **Interior Trim**

Shrinkage of interior wood trim occurs during the first two years or longer, depending on temperature and humidity. All interior lumber is more vulnerable to shrinkage during the heating season. Maintaining a moderate and stable temperature and humidity 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. This condition can usually be corrected with caulking.

### **Stairs**

No known method of installation prevents all vibration or squeaks in a staircase. Where wood trim is included, a shrinkage separation can develop where the stairs meet the wall. When this occurs, apply a thin bead of latex caulk and, when dry, touch up with paint.

### **Maintenance Guidelines - Interior Trim**

- Cleaning: Occasional dusting is usually all the maintenance needed for casing and baseboards. Wiping with a slightly damp cloth may be necessary from time to time.
- Touch Up: Chips or scratches that occur can often be corrected with careful paint or stain touch up. In case of severe damage, wood filler may be needed. The appearance is likely to vary from the surrounding trim.

### **Performance Standards - Interior Trim**

- Not Covered: Small cracks or separation less than 1/8" are typical and can be repaired with caulk by homeowner
- 1 Year: Joints in mouldings or joints to adjacent surfaces are typically caused by improper humidity settings in the home. If 1/8" gaps appear, humidity levels will be adjusted before they will be repaired or caulked.

## Landscaping

Providing complete details on landscape design is beyond the scope of this homeowner guide. Many excellent books, videos, and computer software programs are available that offer you this information. Local nurseries and landscape professionals can also assist you. These entries will provide many of the most common points.

In planning your landscaping, think of proportion, texture, color, mature size, maintenance needs, soft and hard surfaces, lighting, fencing, edging, and water requirements. A beautiful yard requires considerable planning and regular attention. Most homeowners take years to achieve the yard they want. Planning to install items in stages can spread the cost and work over several seasons.

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

## Architectural Requirements

Where landscaping is included with a home, the sod, shrub beds, shrubbery, and trees are chosen to adhere to the architectural requirements set by the developer for your community and the local building authority. Where applicable, when you sign your purchase agreement, you agree to maintain the landscaping according to these requirements.

## Backfill Settlement

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 may settle and require prompt attention to avoid damage to your home. 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 a good maintenance habit.

## Bark or Rock Beds

Do not allow edging around decorative rock or bark beds to dam the free flow of water away from the home. You can use a non-woven landscape fabric between the soil and rock or bark to restrict weed growth while still permitting normal evaporation of ground moisture. Ensure that you leave a hole in the fabric large enough to provide good aeration around the base of trees or shrubs.

## Erosion

Until your yard is established and stable, erosion will be a potential concern. Heavy rains or roof runoff can erode soil. The sooner you restore the grade to its original condition, the less damage will occur.

Erosion is of special concern in drainage swales. If swales become filled with soil runoff, they may not drain the rest of the yard, causing further problems. Correcting erosion is your responsibility. You may need to protect newly planted seed with erosion matting or reseed to establish grass in swales. Erosion is not covered unless Eastbrook Homes installed the landscaping (not just provide an allowance).

## Fertilizing

Young turf is hungry turf. Apply fertilizer at light rates; one-half pound of nitrogen per 1000 sq. ft. every 2 to 3 weeks for the first 8 weeks after the seed has germinated. Fertilizer should contain equal parts of nitrogen, phosphorous, and potassium (the three numbers on the fertilizer bag.)

After eight weeks, fertilize monthly during the growing season with one half pound of nitrogen per 1000 sq. ft. until the lawn is one year old. For these applications the phosphorous (middle number on the bag) should be reduced or eliminated. One year after seeding, the grass is ready for an established lawn's fertilizer program.

Sweep the fertilizer from driveways, sidewalks, and streets to prevent its movement into a storm drain and eventually into bodies of water. Never use weed and feed on a freshly seeded lawn.

## Your 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 the municipality or Eastbrook Homes.

The necessary grades and swales shall have been established within 3"-5" of final grade by our contractor to ensure proper drainage away from the home within the 25' perimeter. Final lawn grading to eliminate drainage problems is the responsibility of the homeowner and their landscaper. The possibility of standing water in swales and after an unusually heavy rainfall should be anticipated. Existing swales and drainage easements need to remain and be maintained.

## Irrigation Sprinklers

Proper adjusting of irrigation sprinklers is your responsibility. Start by observing the timing, amount, and direction of the system. Adjust it to suit the needs of your irrigated areas. Do not permit the sprinklers to spray on the structure, fence, or gates. Remember that over-watering is not only more expensive, but can also damage your lawn.

**Your sprinkler system must be "winterized" in the fall before freezing temperatures arrive.** This process involves turning the system off and blowing the residual water out of the system. We recommend hiring a professional.

Follow these guidelines for your new lawn:

- At seeding time, water for 10 minutes per zone, twice daily between 7:00 and 9:00 AM and 1:00 and 3:00 PM.
- After 3 mowings; reduce the watering to once a day in the mornings (6 to 9 AM) for 10 minutes per zone.
- The goal in watering a new lawn is to keep it moist, not wet.
- Watering after 5:00 PM can encourage disease growth in the grass.

## Mowing

The simple rule for a new lawn is to mow early and mow often. When the new grass has reached 2 to 3 inches in height, mow it for the first time to whatever your desired normal height would be. Then mow the grass as often as necessary being careful not to remove more than one-third of the grass blade. Mowing early and often will encourage the new remain grass to thicken and fill-in more quickly.

## Trees and Shrubs

We respect and value trees as one of the features that make an attractive community and add value to the homes we build. We take steps to protect and preserve existing trees in the area of your home. In spite of our efforts, existing trees located on construction sites can suffer damage from construction activities, which can manifest months after the completion.

Damage to existing trees can be caused by such things as compaction of soil in the root zone, changing patterns of water flow on the home site, disturbing the root system, and removing other trees to make room for the home. The newly exposed tree may react to conditions it is unaccustomed to. Caring for existing trees, including pruning dead branches or removing these trees altogether is your responsibility.

- Trees and shrubs should be on the same watering schedule as the grass. However, trees and shrubs can be over watered. Therefore, attention is needed through the landscape season to determine how much and when to water.
- The leaves on trees and shrubs will turn yellow from over watering; they will turn brown if watering is insufficient.
- Landscape fabric holds moisture in the ground and can cause root rot. Avoid installing landscape fabric and rocks around trees and shrubs unless you leave a hole in the fabric large enough to provide good aeration around base.
- Avoid piling excess soil around the base of your trees and shrubs because this can also cause root rot.
- Avoid tilling or planting flowerbeds around trees. This is especially important while trees are recovering from the construction process.
- To encourage budding in the spring, water your trees and shrubs thoroughly in the late fall.
- If the weather turns warm during the winter, we recommend watering your trees and shrubs to help premature thawing.
- Freeze/thaw cycles may result in vertical tearing of tree bark; this usually repairs itself over time.
- Trees and shrubs require regular inspection for insect infestation. Early detection and prompt treatment are important.
- Choose plants for your local climate. Favor native over exotic species. Consider ultimate size, shape, and growth habit.

## Utility Lines

A slight depression may develop in the front lawn along the line of the utility trench. To correct this, roll back the sod, spread topsoil underneath to level the area, and then relay the sod. Before any significant digging, check the location of buried service leads by contacting utility locators “Miss Digg” at 311.

## Waiting to Landscape

If you leave ground unlandscaped, it erodes. **Correcting erosion that occurs after grading is your responsibility.** Erosion under concrete can make the concrete fail. Concrete failure due to erosion when Eastbrook Homes did not install the landscaping is not covered by warranty.

## Weeds

Weeds will appear in your new lawn whether seed or sod is used. Left unlandscaped, your yard will quickly begin to show weeds. When soil is disturbed, dormant seeds come to the surface and germinate. The best control is a healthy lawn, achieved through regular care and attention.

## Performance Standards - Landscaping

1 Year: If an Eastbrook installed nursery tree does not have summer growth on one half of the crown (deciduous), we will treat or replace the tree. Excessive over or under watering will void the warranty.

1 Year: If an Eastbrook installed nursery bush does not have summer growth on one half of the bush, we will treat or replace the tree. Excessive over or under watering will void the warranty.

Not Covered: Eastbrook installed perennials or annuals are not covered by warranty.

Not Covered: Trees and other plant materials that existed on the home site when construction began.

Not Covered: Developer placed trees and shrubs on the boulevards and common areas within a community.

Not Covered: Erosion if landscaping not installed by Eastbrook Homes.

## **Mold**

### **Growth and Prevention**

We can assume no responsibility for mold issues.

Currently there are no federal, state, or local standards that establish permissible limits for exposure to mold. Since microscopic mold spores exist naturally everywhere in our environment, mold cannot be prevented or removed entirely. It is impossible for a home to be entirely free of mold spores. Mold can grow on almost anything and the only way to prevent mold growth is to eliminate excessive moisture in your home. Visible mold must be removed immediately.

You must take positive steps to eliminate excessive moisture in your home to help prevent mold growth and the possible adverse effects that may be caused by mold growth. Your responsibilities for the prevention of mold growth include, but are not limited to the following:

- **Don't Bring Mold Home:** Before bringing items into your home, check for signs of mold. Potted plants (roots and soil), furnishings, stored clothing and bedding material, or other household items could already contain mold growth.
- **Keep It Clean:** Regular vacuuming and cleaning will help reduce mold levels. Mild cleaning solutions are generally effective in eliminating or preventing mold growth. After cleaning carpets, make sure that the carpets are completely dry before replacing furniture. Do not close closet doors or otherwise enclose spaces until the carpets have completely dried out.
- **Reduce Humidity:** Keep the humidity (water vapor in the air) in your home low by ventilating bathrooms using exhaust fans and by running the air conditioning which helps remove excess moisture in the air. Moisture sources that increase indoor air humidity include, but are not limited to, steam from showers, baths, cooking, indoor plants, washing dishes, washing clothes, hanging wet clothes on indoor drying lines and the use of humidifiers. Periodically ventilate enclosed spaces such as closets. Avoid propping large pieces of furniture against wall surfaces.
- **Promptly Correct Leaks, Moisture, and Water Damage:** Since mold will generally grow only in areas that have been exposed to moisture for more than 24 hours, it is critical that water leaks are repaired immediately. Please contact a licensed professional immediately upon discovery of any water leaks so that the situation can be assessed as quickly as possible. Thoroughly dry any wet surfaces or materials. Do not let water pool or stand in your home. Also, promptly clean spills, condensation and other sources of moisture.

### **Maintenance Guidelines - Mold**

- Regularly maintain your home by caulking the windows, faucets, drains, tub and showers.
- Heating, ventilation and air conditioning systems should have the filters replaced monthly.
- Perform routine visual inspections for mold growth and signs of leaks, moisture, or water damage.
- Inspect under sinks for standing water, water stains, or mold.
- Take notice of musty odors and any visible signs of mold.
- Do not let water stand in air conditioning or refrigerator drip pans.
- Inspect condensation pans (refrigerators and air conditioners) for mold growth.
- Moldy or musty odors are also a reliable indicator as to the presence of mold.
- Look for discoloration or wet spots on ceilings, walls, floors, windowsills, etc.
- Maintain roofs and keep them in good repair.
- Ensure that sprinkler heads are not pointed toward your home and avoid over watering.

### **Mold Cleanup**

If mold is found, it must be removed and the source of the water must be eliminated immediately. The measures taken to initiate the cleanup process are dependent upon the extent of the problem. In many cases, mold can be removed with a thorough cleaning using a mild cleaning solution. If you have an extensive amount of mold, or otherwise do not think you can manage the cleanup on your own, your Customer Service Manager can provide a list of professionals experienced in cleaning mold. Most items can be completely cleaned of mold, but care must be taken to insure that safe cleanup methods are used. Any item that cannot be completely cleaned of mold should be discarded.

## Neighborhood Lifestyle

A neighborhood community offers many advantages, but living in close proximity to others also brings special responsibilities. You can help enhance the quality of life for everyone in your community by being a considerate “good neighbor.” Occasional issues can always arise, but they can be handled successfully with communication and cooperation between the parties involved if you follow a few simple guidelines.

If a neighbor appears to be violating local ordinances, community covenants, and restrictions or “good neighbor” issues, discuss with them in person. This usually brings about a much better solution. If this is unsuccessful, or does not apply, consider the following:

- Please consult your Community Covenants and Restrictions before you start any exterior improvements to your home.
- If you notice a violation of local ordinances, such as a stray dog, you should contact the government authority directly.
- If an issue persists, contact your Homeowners’ Association.

## Construction

Like you were, your future neighbors are anxious to have their homes completed. The guidelines for construction starting are 7:00 A.M. Monday through Friday and 8:00 A.M. on the weekends.

## Multi-Family Lifestyle

Condominium living offers many advantages. The close proximity makes a collection of appealing services possible. Depending on the features of your particular community you might enjoy concierge services like: access to shopping, restaurants, entertainment, fitness facilities, a roof garden, or private club, and so on. At the same time, each owner, their family, and their guests take on responsibilities for awareness and consideration of neighbors and common areas inherent to the multi-family lifestyle.

## Exterior and Common Area Maintenance

Exterior and common area maintenance responsibilities vary depending on the services provided by the management company retained by the homeowners’ association and may change from time to time depending on the instructions of your board of directors. We recommend that you stay involved and apprised of the details included in the planned maintenance. Direct any questions you have to the management company or your board.

## Noise Issues

Be aware that other homes are located near yours. Because of this, keeping noise levels low is always a good idea. Pets, music systems, television and musical instruments can produce sounds that are enjoyable to you, but might not be to your neighbors. Please keep the volume at a reasonable level.

- After 8:00 P.M., the volume level of all music and television systems should be reduced.
- If you are planning a repair or installation that might cause a temporary noise issue, it’s a good idea to alert your neighbors that it will be temporary.
- If your neighbor is producing unacceptable levels of noise, use a friendly neighbor approach and discuss it calmly with your neighbor. You may find that they are unaware of the noise transmission problem and understands your concern.

## Plumbing

Your plumbing system has many parts, most of which require little maintenance. Proper cleaning, occasional minor attention, and preventive care will assure many years of good service from this system.

### Aerators

In most cases, the plumbing lines are a closed system and should have a minimal amount of dirt or debris in them. However, foreign matter and small amounts of minerals may enter the lines. Aerators on the faucets strain much of this from your water. Clean the aerator when a distortion in the stream of water appears.

### Basement Construction

If you perform any construction in your basement, to prevent freezing of plumbing lines, ensure that they are not isolated from the heating source without insulation being added.

### Bathtub

If your tub has whirlpool jets, thoroughly review the information for manufacturer's instructions for operation, controls, care and cleaning and for precautions/safety instructions.

- Every 6 Months: Tighten the tub overflow
- Periodic: Inspect the caulking for cracks or separation and replace if necessary

### Ceramic Tile Showers and Tub Enclosures

Proper maintenance of your bath and shower areas will help prevent both mildew and water leakage which can cause structural damage to your home.

- Clean regularly with a tile cleaner or a fungicide such as ammonia to prevent mildew
- Every 6 Months: Inspect all caulking and grout and re-caulk as necessary. Scrape out loose, cracked, powdery joints, and refill with new grout.
- When repairing the joint between the tub or shower tile and your wall, fill the cleaned, dry joint with a flexible caulking compound such as silicone caulk according to the manufacturer's directions.
- Remove mold and mildew origination with a mold/mildew remover or chlorine bleach and water solution (1 part bleach to 4 parts water), or soap and water.

### 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.

### 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, and children's toys. You can usually clear clogged traps with a plunger. If you use chemical agents, follow directions carefully to avoid personal injury or damage to the fixtures.

Improper garbage disposal use also causes many plumbing clogs. Always use plenty of cold water when running the disposal. Allow the water to run 10 to 15 seconds after shutting off the disposal. Review the manufacturer's literature to learn which food items can be put in the disposal and which should be avoided.

Clean a plugged 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 to the original position.

## Drains

Grease build-up is the most frequent cause of drain stoppage. We recommend that you put cooking oils and grease in the household trash. If you must pour these down the drain, always run cold water at the same time. Warm water will cause the oil/grease to coat and eventually clog the pipes. Petroleum-based products, such as paint or lacquer thinner, can damage pipes and should never be poured down the drain.

- Every 6 Months: Clean sink overflows by pouring a mild bleach solution (1 part bleach, 4 parts water) down them.
- Every 6 Months: Inspect drain traps to confirm that waste is flowing smoothly.
- Every 6 Months: Inspect drains for leaks and ensure that all connections are tight.
- Open any cabinets and visually check all pipe connections and shutoff valves.
- Sink and tub stoppers designed to trap hair and foreign materials should be cleaned regularly to ensure good drainage.

## Faucet

The best way to prolong faucet life is to avoid force when turning off the water. Unnecessary force may damage “O” rings, washers, sleeves or seats and require premature replacement of the entire faucet. Normal hand pressure should result in a full shutoff of water flow and drips. Loose or worn washers usually cause noisy pipes and faucets as well as drips. If extensive maintenance or overhaul of a fixture is required, your hardware store or home center can provide parts and instruction for the repair.

- Every 6 Months: Inspect and tighten faucets.
- Every 6 Months: Remove and clean faucet aerators.
- Use only a soft cloth to clean and shine all handles and decorative finishes. Use of polish, detergents, abrasive cleaners, organic solvents or acid may cause damage.
- Replace valve gaskets as necessary. Disassemble the faucet according to the manufacturer’s guidelines in the information manual. Use only specified replacement parts for repairs.
- Keep a supply of “O” rings or cartridges for your faucets.
- Always turn off the water supply and relieve line pressure before working on your faucet.
- A leaking faucet may result from a worn-out washer or from excessive sediment collected on the valve seat. Replacement stem assembly cartridges can be purchased at any plumbing supply store.
- If a sink faucet develops a leak, turn the water stop valve clockwise to the off position. The water stop valve is located underneath the sink.
- For a tub or shower faucet leak within the wall, turn off the house water supply at the main valve control and notify a professional plumber.
- If the water heater, garden or washing machine faucet valves leak at the base of the handle, tighten the packing nut located on the top of the valve.

## Fiberglass Showers, Tubs, and Enclosures

Fiberglass units require very little maintenance. Periodic cleaning will allow them to perform for a long period of time. For normal cleaning use a nonabrasive bathroom cleanser and sponge or nylon-cleaning pad. Avoid steel wool, scrapers, and scouring pads.

## Freezing Pipes

Provided your home is heated at a normal level, pipes should not freeze. Keep the garage doors closed to protect plumbing lines running through this area from freezing temperatures. Set the heat at a minimum of 55 degrees during the winter.

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.

## Garbage Disposal

Do not load a disposal with food items before turning it on. Turn on the cold water and start the disposal. Drop food items slowly into the unit. When the unit runs clear, turn the disposal off and leave the water running for several seconds. This allows the waste to be carried away.

Only foods that are non-fibrous and easily pulverized should be placed into the disposal. Examples of foods not to place in the disposal are corn husks, celery, onion skins, rice, potato skins, artichoke leaves, olive pits, bones and solid or liquid grease. These items may cause your unit to jam. If a jam happens or you experience other problems with your disposal, follow the corrective measures in the manufacturer's operating manual.

Your disposal is self-cleaning and self-contained needing no maintenance or lubrication of the motor. Because it is a consumer product, you must complete and mail-in the warranty registration card for service. For optimum performance with the least amount of wear and tear, run plenty of cold water when using the disposal. If the disposal will not start, follow the manufacturer's instructions.

### **Recommendations:**

- The disposal unit can be “freshened up” with ice cubes made from a solution of one (1) cup vinegar per tray of water. Start the disposal and add a tray of vinegar ice cubes. After the grinding action is completed, flush the disposal with cold water.
- To clean the disposal, fill the sink with cold water, turn on the disposal and remove the stopper. While the water is draining through the disposal, allow the tap to continue running. When the sink is empty the disposal will be clean.
- If you hear loud noises when disposal is operating, turn the unit and water completely off, then remove the splash guard and investigate/remove any foreign objects. Replace the splash guard.
- If the disposal does not operate, check the breaker in your electrical panel.
- Never put lye or other chemical drainpipe cleaners into the disposal unit as they will cause serious corrosion of any alloy parts. This will also void all guarantees and warranties.

## Jetted Tubs

If your home includes a jetted tub, follow manufacturer directions for its use and care. Never operate the jets unless the water level is at least one inch above the jets. Be cautious about using the tub if you are pregnant or have heart disease or high blood pressure; discuss the use of the tub with your doctor. Tie back or pin up long hair to keep it away from the jets where it might become tangled—a potentially dangerous event.

Clean and disinfect the system every one to two months, depending on usage. To do this, fill the tub with lukewarm water and add one cup of liquid chlorine bleach. Run the jets for 10 to 15 minutes, drain and fill again. Run the tub jets for 10 minutes with plain water and then drain. Avoid abrasive cleansers which will damage the surface.

## Leaks

If a plumbing leak occurs, the first step is to turn off the supply of water to the area involved and minimize damage to your home and personal property. This may mean shutting off the water to the entire home. Then contact the warranty office or, if the leak occurs after hours, the appropriate trade contractor's emergency number.

## Low Pressure

Occasional cleaning of the aerators on your faucets (normally every 3 to 4 months) will allow proper flow of water. The city or municipality water department controls the overall water pressure.

## Outside Faucets

Outside faucets (hose bibs) are frost-free, 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. Remove any hose you use from any exterior or garage faucet.

## Toilets

Toilets are made of vitreous china, a glass-like material that is almost impervious to staining. Clean your toilets with a toilet bowl cleaner and a brush or cloth. Vitreous china is brittle and will easily break or shatter if hit with a hard object.

Always keep a plumber's plunger on hand to use in the event of a stoppage of the toilet. If a stoppage occurs, close the shutoff valve on the back side of the toilet. Usually a few vigorous pumps with the plunger will free the obstruction.

Stoppages that occur due to construction debris are covered by the limited warranty. If you experience a total main line plumbing stoppage within the first 30 days after closing, contact our Customer Service Department. After that time we recommend that you contact a plumber. If the plumber can demonstrate that the stoppage was due to construction debris or a faulty installation, we will reimburse your cost for the plumber. This reimbursement does not include collateral damages and personal expenses.

## 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.

## Shut-Offs

In single family homes, the water supply can be shut-off entirely at the street and at the meter. Use the shut off at the meter for major water emergencies and sprinkler installation. Each toilet and sink has a shut-off on the water line.

## Stainless Steel

Clean stainless steel sinks with soap and water to preserve their luster. Avoid using abrasive cleaners or steel wool pads; these will damage the finish. Prevent bleach from coming into prolonged contact with the sink as it can pit the surface. An occasional cleaning with a good stainless steel cleaner will enhance the finish. Rub in the direction of the polish or grain lines and dry the sink to prevent water spots.

Avoid leaving produce on a stainless steel surface. Prolonged contact with produce can stain the finish. Also avoid using the sink as a cutting board; sharp knives will gouge the finish.

Local water conditions affect the appearance of stainless steel. A white film can develop on the sink if you have over-softened water or water with a high concentration of minerals. In hard water areas, a brown surface stain can form appearing like rust.

## Troubleshooting Tips

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call. If electrical failure occurs and the below troubleshooting tips do not fix the problem, only contact a qualified electrician to repair or alter any part of your wiring or electrical system.

- No Water Anywhere in the Home? Before calling for service, check to confirm that the—
  - Main shut off on the meter inside your home is open.
  - Main shut off at the street is open.
  - Individual item shut-off is open.
- Leak Involving One Sink, Tub, or Toilet? Before calling for service, check to confirm that the—
  - Caulking and grout are in good condition.
  - Shower door or tub enclosure was properly closed.
  - If these items do not resolve the issue, turn the water supply off to the item. Use other facilities in your home and report problem on the next business day.
  - If a leak involves a main line, turn water off at the meter in your home and call the emergency number for service.
- Back Up at One Toilet: If only one toilet is affected, corrections occur during normal business hours.
  - Shut off the water supply to the toilet involved.
  - Use a plunger to clear the blockage.
  - Use a snake to clear the blockage.
- Sewer Back Up Affecting Entire Home
  - Contact the plumber listed on your Emergency Phone Numbers sheet and notify our warranty office.
  - Remove personal belongings to a safe location. If items are soiled, contact your homeowner insurance company.

## Maintenance Guidelines - Plumbing

- Water saver toilets have been installed in your home. Low flow or water saver toilets are designed to reduce water usage and are required by the building code. At times you will find a single flush does not clear the toilet bowl. When this happens, wait for the toilet tank to refill, and then flush again.
- Do not dispose of non-soluble or bulky matter, such as diapers or sanitary products, through your toilet. Such wastes should be discarded with other rubbish in the usual manner, rather than through sewer lines.
- Do not use drain cleaners in toilets. The harsh chemicals can damage the toilet seals and cause a leak.
- Do not lean back against the toilet tank; it is not a backrest.
- If your toilet is not filling properly, observe the level in the toilet tank when the valve shuts off. If the water level is too low, adjust the fill level using the adjustment on the float arm or on the fill tube, whichever is appropriate.
- The flush valve in your toilet should last for many years. If it fails or begins to leak, you can purchase a new flush valve at a home center or hardware store. If you are not entirely comfortable with this do-it-yourself project, a plumber can perform the task.

## Performance Standards - Plumbing

- 60 Days: Leaks from toilet tanks will be repaired if they occur in the first 60 days.
- 1 Year: Defective plumbing fixtures, fittings, or appliances will be repaired or replaced as needed.
- 1 Year: If pipes freeze or burst they will be repaired as long as not caused by homeowner lack of maintenance.
- 1 Year: A defective water supply system will be repaired.
- 1 Year: Leaking pipes will be repaired.
- 1 Year: Plugged sewage lines will be repaired if caused by construction material or faulty work.
- Not Covered: Cracks or chips in fixtures will not be repaired unless noted on Celebration and Orientation Form.
- Not Covered: We cannot remove all noise due to the flow of water.
- Not Covered: Damage caused to your home or belongings is not covered by your warranty.

## Property Boundaries

To construct the home we established the property boundaries and corners. However, during construction, some of the property line markers may be affected or covered up by grading, excavation, installation of utility lines, and other typical construction activities. Therefore if you wish to install a fence, invisible fence, swimming pool, a deck or patio to your home, or otherwise establish a permanent structure, you are responsible for retaining professional surveyors to locate and mark property boundaries to be certain they are accurate and that you have found all corners.

## Railings

Stained railings in your home require little maintenance beyond occasional dusting or polishing. Protect railings from sharp objects or moisture. Cover them during move-in to avoid dents or scratches. Stained railings will show variations in the way the wood grain absorbed the stain. Some will show seams where pieces of wood came together to form the railing.

## Roof

The less activity your roof experiences, the less likely it is that problems will occur.

- **Clean Gutters:** Maintain the gutters and downspouts so that they are free of debris and able to quickly drain precipitation runoff from the roof.
- **Frozen Attic Condensation:** Frozen condensation is a condition that can develop in an attic space. In spite of superior construction techniques, homes can be subject to attic condensation if the weather patterns are right.
- **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. Avoid walking in the valleys or on the ridges of your roof.
- **Severe Weather:** After severe storms, do a visual inspection of the roof for damages. When extremely windy conditions occur, if you find pieces of shingle in the yard or shingle edges are lifted on the roof, notify your insurance company. However, be aware that repairs are often less than the deductible.
- Maintain caulking of exposed roof nails.

## Performance Standards - Roof

- 1 Year: If excessive ice is forming on roof, the insulation will be investigated and corrected if necessary.
- 1 Year: Roof or flashing leaks will be repaired unless leaks are due to winds greater than 52 mph.
- 1 Year: If individual shingles tear or blow off the roof, they will be repaired unless due to winds greater than 52 mph.
- 1 Year: Flashing leaks caused by improperly installed flashing will be corrected.

## Shut-Offs

### Gas Shutoff

You will find shut-offs on gas lines near their connection to each item that operates on gas. In addition, there is a main shut-off at the meter.

- If you suspect a gas leak, leave the home immediately and call the gas company for emergency service.

### Water Main Shutoff/Supply Valve

If a water leak occurs in the system that you cannot control by closing the water stop located at the individual fixture, you must turn off the water at the main shutoff/supply valve. Make sure all members of your household are very familiar with the main water shutoff/supply valve location and operation.

- **Annually:** Open and close the valve at least to ensure that it operates freely. Lubricate the valve stem when needed.

## Siding

Modern siding is manufactured of man-made composite materials that require less maintenance than traditional wood. Siding expands and contracts in response to changes in weather. Slight waves are visible in siding under moist weather conditions; shrinkage and separations will be more noticeable under hot or dry conditions. Typically, the south and west sides of a home show more weathering. Dark or intense colors may fade more rapidly than lighter colors. These behaviors cannot be eliminated. Avoid excessive overspray from sprinklers on any type of siding.

### Maintenance Guidelines - Siding

- Annually: Inspect the exterior siding of your home, especially those exposed to direct sunlight, extreme temperatures, high humidity or direct rainfall.
- Do not permit irrigation water to spray directly on siding.
- Keep string trimmers away from all siding.
- Never clean the siding with chemicals, steel, wool or wire brushes.
- There is no effective remedy for scuffed or scraped aluminum or vinyl siding except replacement.
- Reset popped nails with a smooth finish hammer and touch-up paint as needed.

### Performance Standards - Siding

- 1 Year: Vinyl siding that fades excessively will be replaced.
- 1 Year: Siding that becomes loose or detached will be corrected unless the result of catastrophic winds.
- One-Time: Vinyl siding that melts due to solar reflection from low E glass will be replaced.
- Not Covered: Siding materials that show signs of deterioration and/or de-lamination will be covered by the Manufacturer's warranty.
- Not Covered: Vinyl siding will be installed loose for expansion and contraction.

## Smoke Detectors

A 110-volt smoke detector system with a battery backup is in each bedroom and in the vicinity of a bedroom and on each floor. The smoke detectors in the vicinity of bedroom areas also function as carbon monoxide detectors. These installations fully comply with all building code and fire safety requirements. The smoke detectors are powered by your home's electrical system. A 9-volt battery in each detector is your backup power in case of electrical power failure.

### Maintenance Guidelines - Smoke Detectors

- Annually: Replace the battery located on the backside of the housing.
  - All batteries in every detector should be replaced at the same time.
- Annually: Test each smoke detector unit by pressing the "test" button, which should result in an audible warning.
- When the 9-volt battery is low, you will hear an intermittent beeping or chirping sound.
- To replace the battery, turn the detector housing counterclockwise and separate it from the base of the alarm.
- Read the manufacturer's manual for detailed information on the care of your smoke detectors.

## Smart Home

Your new home comes outfitted with Smart Technology, including a Honeywell Thermostat that operates the Heating, Air-Conditioning, and Humidifier, a SkyBell smart video doorbell, an optional Garage Door Opener, and a Lyric Control Panel that connects all devices. The Total Connect App provides on-demand control of your compatible Smart Home Devices.

### Troubleshooting Tips

- Total Connect App: Contact EPS.
- Optional Garage Door: Contact LiftMaster.
- SkyBell and Lyric Control Panel: Contact Honeywell Home/Resideo.
- Honeywell Thermostat: Contact HVAC Installer.

## Sump Pump

Your foundation design may include drainage tile and/or a sump pump. The drainage tile runs around the foundation to gather water and channel it to the sump pit or storm sewer. When the water reaches a certain level, the pump comes on and pumps the water away from your home.

- **Continuous Operation:** The pump may run often or even continuously during a heavy storm or long periods of rain. This is normal under such conditions.
- **Discharge:** Know where the discharge for your sump pump system is located and keep the end of this drain clear of debris so that water can flow out easily. In order to avoid re-circulating water through this system, maintain the distance of the discharge pipe as originally installed.
- **Power Supply:** The sump pump runs on electricity. If power goes off, the pump cannot operate. Storm water (not sewage) could then enter your basement. You may wish to install a back-up system to guard against this possibility. You may want to obtain a rider on your Homeowner insurance policy to cover this possible damage.
- **Roof Water:** Ensure that roof water drains quickly away from the home to avoid circulating it through your sump pump. Keep downspout extensions or splash blocks in place to channel water away from your home.
- **Routine Check:** Periodically check to confirm the pump is plugged in, the circuit breaker is on, and that the pump operates. To check the operation of your sump pump, pour five gallons of water into the sump pump crock (hole). The pump should come on and pump the water out. Follow this procedure once a year.
- **Trees and Shrubs:** Avoid planting trees or shrubs with aggressive root growth patterns near your home's foundation. The roots can make their way into the perimeter drain and eventually clog the system.
- Sump pumps are plugged into GFI outlets (code requirement) that are prone to tripping, so periodically check the power to your sump pump. Maintenance and cleaning of the sump pump is your responsibility.

## Maintenance Guidelines - Sump Pump

- **Every 6 Months:** Check sump pump intake and impeller for debris or impediments, such as pea gravel.
  - Damage to your home or belongings resulting from failure of a sump pump is not covered by your warranty.
  - Ensure your homeowners insurance covers sump pump overflow.

## Performance Standards - Sump Pump

- **1 Year:** Sump pump that fails due to electrical failure within the pump will be replaced.
- **Not Covered:** Failure of sump pump due to obstructions in impeller or lack of homeowner maintenance.
- **Not Covered:** Damage caused to your home or belongings due to failure of sump pump is not covered by your warranty. Ensure that your Homeowner's Insurance Policy covers damage due to failure of your sump pump.

## Termites, Pests, and Wildlife

Insects such as termites, ants, spiders, wasps, and bees, and animal life such as woodpeckers, squirrels, mice, and so on, may fail to recognize that your home belongs to you. Addressing concerns involving these pests and wildlife goes with being a homeowner. Informational resources include: animal control, pest control professionals, and the Internet.

- Check for wrinkles or waves in wood trim.
- Watch for tubes of dirt, called mud tubes, which extend from the soil up to your home.
- Keep soil and mulch away from any wood parts of your home including siding.
- Be certain all roof water and precipitation moves quickly away from your home's foundation.
- Avoid storing wood against your home.
- If you believe you see signs of pests or termites, contact your termite treatment company for guidance.
- Pest and insect infestations are not covered by your warranty.

## Utility Locations

Work that includes digging, augering, driving materials into the ground, or mechanical excavation, all require that you arrange to have utility lines located and marked before work begins.

Never assume that a gas line is deeper than your planned ground disturbance. The gas company responds to hundreds of damaged natural gas line calls each year. Contact “Miss Dig” at 311 before all excavation in your yard.

## Vents

Homes today are built more tightly than ever. This saves energy dollars but creates a potential concern. If the ventilation system is not maintained and used regularly, condensation, cooking odors, indoor pollutants, and carbon monoxide may accumulate. We provide mechanical and passive methods for ventilating homes.

- Bathroom Fan Vents: These fans are low maintenance and require only occasional cleaning of fan blades and vent cover. The fan motor is self-lubricating.
- Laundry Dryer Vent: Your laundry room has been equipped with a dryer vent to exhaust the moist dryer air to the outside of your home.
- Stove Top Hood Fan Vent: These fans are low maintenance items and require only occasional cleaning of the fan blades and vent cover. The fan motor is self-lubricating.

## Maintenance Guidelines - Vents

- Monthly: Remove and clean the grease filter on your Stove Hood Vent according to the manufacturer’s guidelines.
- Every 2 Months: Clean out the Laundry Dryer vent line to keep it clear and operational.
- Inspect the exterior dryer vent periodically to insure the vent is clear of any debris.
- Check the interior connection point of the vent to make certain lint has not built-up and that the flexible hose from the dryer to the vent connection isn’t crimped or clogged.
- Do not cover or interfere in any way with the fresh air supply to your furnace.
- Develop the habit of running the hood fan when you are cooking.
- Run your bath fans for a minimum of 10 minutes after bathing or showering.
- Proper ventilation will prevent excessive moisture from forming on the inside of the windows. This helps reduce cleaning chores considerably.

## Water Heater

Your water heater system is equipped with a relief valve that helps prevent damage from excessive pressure or temperature. If you notice water discharging from your water heater, it could indicate a temperature setting that is too high or that other service is needed. “Normal” (120 degrees) is the recommended water temperature setting for everyday use.

## Maintenance Guidelines - Water Heater

- Annually: Drain and flush the water heater to remove any sediment and to clean the tank bottom.
- Annually: Lift and release the temperature relief valve handle to make certain it operates freely. Make certain the discharged water is directed to an open drain.
- Annually: Check temperature control (120F Maximum).
- Annually: Plan for an annual inspection of the water heater by a properly licensed technician.
- Annually: Check all gas connections for damage and/or leaks.
- Annually: Check the exhaust flue to make sure it is clear of snow and debris.
- Make sure all combustion air openings are unobstructed.
- Perform all repairs, adjustments and cleaning as needed.
- Remove combustible/flammable materials surrounding water heater.

## Well and Septic

If your home is in a more rural setting your home may have a well for your water and a septic system for sewage. During a power outage your well will not function but your septic will if a pump is not required for the sewage. If Eastbrook Homes builds on your lot outside of our neighborhoods we cannot guarantee the quality or volume of water available. Well water regularly requires filtration or softening, water treatment should be installed immediately before staining occurs.

Your septic system is made up of septic tanks and a drain field. Typically above grade floors will use gravity to take the waste away from your home. The tanks retain the solids and will need to be pumped regularly. The drain field disposes of the liquids through soil absorption and evaporation.

### Maintenance Guidelines - Well and Septic

- Pump tanks every 3 years.
- Do not drive or park on tanks or drainfields.
- Do not plant trees or shrubs near or on the tanks or drainfields.

## Windows, Screens, Sliding Glass Doors

- **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. Your home includes a humidifier, closely observe the manufacturer's directions for its use. Cleaning and repair of damage caused by condensation is your responsibility.
- **Screen Storage and Maintenance:** Some 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. Prior to re-installing the screens, clean them with water.
- **Sliding Glass Doors:** Sliding glass doors are made with tempered glass, which is more difficult to break than ordinary glass. If broken, tempered glass breaks into small circular pieces rather than large splinters which can easily cause injury.
  - Keep sliding door tracks clean for smooth operation and to prevent damage to the door frame. Silicone lubricants work well for these tracks. Acquaint yourself with the operation of sliding door hardware for maximum security.
  - Under certain lighting conditions, door glass may be hard to see. If you keep the screen fully closed when the glass door is open, your family will be accustomed to opening something before going through. You may want to apply a decal to the glass door to make it readily visible.
- **Sticking Windows:** If sticking occurs or excessive pressure is required to open or close a window, refer to the manufacturer's information. You may also apply a silicone lubricant. This is available at hardware stores. Avoid petroleum-based products.
- **Tinting:** Applying tinting or foil lining to dual pane windows can result in broken windows due to heat build-up. Some manufacturers void their warranty on the windows if you apply tinting or foil lining. Contact the manufacturer to check on their current policy before you apply such coatings.
- **Weep Holes:** In heavy rains, water may collect in the bottom channel of window 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.

### Performance Standards - Windows, Screens, and Sliding Doors

- **1 Year:** A window that fails to operate properly will be corrected as needed.
- **1 Year:** Some air infiltration around windows is normal during high winds, corrective action by adjusting windows or weatherstripping will be taken if necessary.
- **Not Covered:** Defects, stress cracks, or failed seals in insulated windows will be covered by the Manufacturer's warranty.
- **Not Covered:** Condensation (or frost) on interior window surfaces is the result of extreme temperature differences and high levels of humidity inside the home. Correct this before damage occurs.







## Emergency Warranty Service

Emergency service is only available for homes within one year of commencement date.

- 1. Emergency Phone calls:** Before you contact Eastbrook Homes Service to report an emergency, please evaluate the problem conditions carefully in conjunction with the Guidelines for Emergency Warranty detailed on this page. Except under the circumstances listed below, all warranty requests must be made to the Eastbrook Homes Customer Service Department at [customerservice@eastbrookhomes.com](mailto:customerservice@eastbrookhomes.com) or 616-988-1351.
- 2. During Normal Business Hours:** Monday through Friday, 8:00 A.M. to 4:00 P.M.
  - If you contact a contractor outside of normal business hours for a non-emergency service item, you may be required to pay the contractor's representative the applicable charge for the service call before the work is started.
- 3. Storm Damage:** Storm related damage caused by strong winds, heavy rains or snow and ice are not ordinarily covered by the builder warranty. Contact your insurance company for resolution of the problem.

### Guidelines for Emergency Warranty

- 1. Electrical:** An emergency condition exists when the following conditions exist:
  - A lack of significant power within the home when all breakers are on and power is on in the community.
  - If half the panel is not providing power contact your utility company.
  - Sparks from breakers, wiring or outlets.
- 2. Plumbing:** An emergency condition exists only when one of the following conditions exist:
  - No water supply is available. As long as you have fresh water at some point inside your home, an emergency does not exist and corrective action will be taken during normal business hours.
  - All water closets in the home are stopped up. If this condition results from improper use by the homeowner, a charge will incur for the emergency service call.
  - Uncontrollable leakage that may cause significant property damage.
- 3. Heating and Air Conditioning:** An emergency condition exists in the following case:
  - When heat is lost due to a malfunction in the furnace and when the outside temperature is below 50 degrees.
  - Cooling failures do not constitute an emergency condition unless a documented health problem requires conditioned air in the home.

Please Note: All service calls placed after normal business hours and before midnight will be taken care of as soon as possible. Calls placed after midnight will be handled the following morning.

## Limited Warranty

### Warrantor

This is a limited new home warranty issued by Eastbrook Homes Inc., a Michigan corporation, of Grand Rapids, Michigan, (hereinafter called “Eastbrook” or “builder”).

### Beneficiary of Limited Warranty

This Limited Warranty is extended exclusively to the initial or original purchaser of a new home from Eastbrook.

### Definitions

1. “Commencement Date” shall mean the date the original purchaser moves into the home or the date the purchase is closed, whichever date is earlier.
2. “Major Structural Defects” are defects in the foundation system, footings, beams, girders, lintels, columns, structural bearing walls and partitions, floor systems or roof framing systems which reduce their load bearing capacity and render the home unsafe or unlivable.

### Warranty

1. Eastbrook warrants that for one (1) year beginning on the closing date the home will remain in compliance from defects due to noncompliance with the standards attached to this warranty.
2. Eastbrook warrants that for two (2) years beginning on the closing date, the home will remain in compliance from major structural defects due to noncompliance with the performance standards attached to this warranty.
3. This Limited Warranty is subject to all of the definitions, limitations and provisions of this entire document. All warranty work is to be completed during the normal work week, Monday through Friday, 8:00 A.M. to 4:00 P.M.

### Scope of Warranty

1. This Limited Warranty covers only defects in work performed by Eastbrook or its Trade Partners and does not cover defects in work performed or completed by the purchaser/homeowner or by a subcontractor directed by the purchaser/homeowner. For purposes of such exclusions, the term “homeowner” shall include the homeowner’s agents, family, invitees, employees and Partners as well as the homeowner.

### Exclusions

The following are specifically not covered by this Limited Warranty:

1. Any consequential damages to personal property.
2. Any item performed or completed by the homeowner or by any subcontractor directed by the homeowner.
3. Any defect which is caused or made worse by negligence or improper maintenance by the homeowner or his employees or Partners; any defect caused by the use of harmful products in the home such as scented candles; any defect caused or made worse by changes of grade around the home by the homeowner or his agents; any defect due to dampness or condensation due to the homeowner not maintaining adequate ventilation in the home; any increase in a defect due to failure of homeowner to notify Eastbrook promptly upon discovery, or due to homeowner’s failure to take timely action to minimize.
4. Conditions arising from normal wear and tear, alterations or additions by homeowner or defects caused by any actions of homeowner.

5. Any defects due to an outside force such as accidents, explosions, floods, earthquakes, windstorms, change in the level of the underground water table, radon gas or pollutants.
6. Any defects due to insect or pest damage, and their control or elimination.
7. Any bodily injury, adverse health effects or death to persons; or damage to personal property or other consequential or incidental damages arising from the defects.
8. Any condition that does not result in actual physical damage to the home.
9. Eastbrook is not responsible for any damage caused by mold, including but not limited to property damage, personal injury, adverse health effects, death, loss of value, or any other effects. Whether or not a homeowner experiences mold growth depends largely on how you manage and maintain your home.
10. Any defect that is not timely reported to Eastbrook according to the provisions of this Warranty.
11. Any damage due to sump pump failure of any kind. Make sure your homeowners insurance covers sump pump failure.

## Inspections

### Before Move In:

1. Purchaser must make a complete inspection of the home with the construction manager and/or service manager. A Homeowner Orientation form will be completed at that time listing any defects or incomplete items. Any item not reported on the Homeowner Orientation form will not be covered by this Limited Warranty unless it is convincingly established by the homeowner that such defect occurred before the date of such inspection.
2. Most repair items on the Homeowner Orientation form will be corrected prior to occupancy. However, there may be minor items that should be completed within 15 working days of the Homeowner Celebration.
3. Also during the Homeowner Celebration, the homeowner will be acquainted with a working knowledge of the home and will be informed of Eastbrook's warranty and homeowner maintenance. The homeowner will sign the Homeowner Orientation form at the completion of the Homeowner Orientation.

### After Move In:

1. Emergency items after normal business hours such as furnace malfunctions, plumbing leaks or electrical failures (as described earlier) should be called in to the Eastbrook Homes emergency service at 616.455.0200 then enter 3 to connect with a representative.
2. Repairs that are not of an urgent nature should be held for the Primary or Anniversary Warranty Meetings. Approximately 70 days after closing, our Customer Service Department will contact you to set an appointment to review your warranty list and schedule a time frame for completion of your warranty work.
3. Near the end of your One-Year warranty you will need to compile a list of warranty repairs for your Anniversary Warranty Meeting. Our Customer Service Department will contact you to set an appointment to review your warranty list and schedule a time frame for completion of your warranty work. We will also be happy to discuss any maintenance questions you may have at that time. To initiate the procedure contact Customer Service Department by email, fax, phone or mail as listed on the next page.

## Contact Methods:

**Mail:** Customer Service Department  
Eastbrook Homes  
1188 East Paris Avenue, Suite 100  
Grand Rapids, MI 49546

**Email:** [customerservice@eastbrookhomes.com](mailto:customerservice@eastbrookhomes.com)

**Phone:** 616.988.1351

**Fax:** 616.455.7208

REMEMBER WE ARE MOST INTERESTED IN YOUR SATISFACTION. PLEASE NOTIFY US IF THE SERVICE BY OUR EMPLOYEES OR TRADE PARTNERS IS NOT COURTEOUS AND SATISFACTORY.

<b>Performance Standards</b>				
<b>Section</b>	<b>Page</b>	<b>Performance Standard</b>	<b>Coverage</b>	
<b>Appliances</b>	<b>9</b>	Manufacturer’s Warranty: Be sure to register each appliance and contact the appliance manufacturer if any questions or problems arise. Service numbers are listed in the use and care materials for each appliance. They will ask for the model and serial number of the item. A form is included at the end of this chapter to record these details in one convenient location for future reference. Please alert us as well so that we can document the item for your file and follow up with you.	Varies, contact Manufacturer	
		Food spoilage resulting from appliance malfunction.	Not Covered	
<b>Brick or Stone</b>	<b>9</b>	Cracks 1/8” or greater in mortar will be repaired (not responsible for color variations).	1 Year	
		Efflorescence on masonry walls will be repaired as needed.		
		Moisture entering home through masonry will be repaired as needed.		
<b>Cabinets</b>	<b>10</b>	Cabinets separating 1/4” or more from wall or ceiling will be repaired.	1 Year	
		Cracks in door panels will be replaced.		
		Door warpage exceeding 1/4” high and wide will be replaced.		
		Misalignment of cabinet doors will be adjusted.		
		Door panels will shrink and expose unfinished wood.		
	Grain and stain variations will occur.	Not Covered		
<b>Caulking</b>	<b>11</b>	Caulking is homeowner responsibility.	Not Covered	
<b>Concrete Flatwork: Basement Floor</b>		Cracks exceeding 3/16” wide or 1/8” vertical displacement will be repaired.	1 Year (If dated receipts are provided.)	
		Uneven floor areas where crown or depression exceeds 1/4” in 32” length will be leveled to tolerance level.		
<b>Concrete Flatwork: Driveway, Garage Floor, and Exterior Concrete</b>	<b>12</b>	Depressions that retain water in excess of 1/2” deep will be repaired or replaced.	1 Year (If dated receipts are provided.)	
		Concrete will heave under extreme conditions. Surfaces that settle or heave in excess of 3/4” where it abuts another concrete surface will be repaired if condition does not correct in warmer weather.		
		Cracks exceeding 1/4” wide or 3/8” vertical displacement will be repaired or replaced.		
		Concrete that settles, heaves, or separates in excess of 3/4” from home will be repaired or replaced.		
		Disintegration of more than 10% of the concrete section resulting in the appearance of course aggregate below the surface will be repaired.		1 Year (If dated receipts are provided.)
		Color variations in original work or repair work. Eastbrook Homes does not add color to concrete.		Not Covered if caused by salt or chemical damage
			Not Covered	

<b>Performance Standards</b>			
<b>Section</b>	<b>Page</b>	<b>Performance Standard</b>	<b>Coverage</b>
<b>Counter Tops</b>	<b>14</b>	Delamination of counter top material will be repaired.	1 Year
		Open seams in counter tops exceeding 1/16" will be repaired.	
		Gaps between counter top and wall in excess of 1/4" will be repaired.	
		Caulking is homeowner responsibility.	Not Covered
Chips in counter tops will not be repaired unless noted on Celebration and Orientation Form.			
<b>Decks</b>	<b>15</b>	Gaps between deck boards greater than 3/8" will be replaced.	1 Year
		Deck boards cupping greater than 1/4" will be replaced.	
		Spindles warping more than 3/8" or becoming loose will be repaired or replaced.	
<b>Doors &amp; Locks: Interior Doors</b>	<b>16</b>	Door that is loose or rattling will be repaired as needed.	1 Year
		Door that rubs on jamb will be repaired as needed.	
		Split door panel will be repaired with fill and finish, exact match not possible.	
		Delamination of door frame will be repaired with fill and finish, exact match not possible.	
<b>Doors &amp; Locks: Exterior Doors</b>		Warping that exceeds 1/4" vertically or horizontally will be repaired or replaced as needed.	1 Year
		Binding, sticking, not latching, or not sealing will be corrected as necessary.	
		Cracking or runs in the door finish will be repaired.	
<b>Settling</b>	<b>17</b>	Dents and damage will not be repaired or replaced unless noted on Celebration and Orientation Form.	Not Covered
		Settling in excess of 4" that is not caused by erosion will be filled and seeded as needed.	1 Year
		Removal and or replacement of bark or landscaping.	Not Covered
		If you alter the drainage pattern or fail to maintain drainage.	
Lack of maintenance may void the limited structural warranty.			
<b>Drainage</b>	<b>17</b>	We will only repair landscaping that was installed by Eastbrook Homes, not a landscaping allowance.	Not Covered
		If water remains standing, outside a drainage easement, after 48 hours of dry conditions we will repair.	
		If you alter the drainage pattern or fail to maintain drainage.	1 Year
		Lack of maintenance may void the limited structural warranty.	

<b>Performance Standards</b>			
<b>Section</b>	<b>Page</b>	<b>Performance Standard</b>	<b>Coverage</b>
<b>Erosion</b>	<b>17</b>	Soil erosion will not be repaired unless noted on Celebration and Orientation Form.	1 Year
		Minor erosion and seeding.	Not Covered
		If you alter the drainage pattern or fail to maintain drainage.	Not Covered
		Lack of maintenance may void the limited structural warranty.	Not Covered
		We will only repair landscaping that was installed by Eastbrook Homes, not a landscaping allowance.	Not Covered
<b>Drywall</b>	<b>18</b>	Cracks in drywall, nail pops, blisters in tape, and corner bead pops will be repaired at Anniversary Meeting.	One-Time
		Excessive waviness or seams visible in normal light will be repaired per restrictions.	
		Drywall in garage is not warranted.	Not Covered
		Painting of normal drywall repairs are not covered.	
<b>Electrical System</b>	<b>19</b>	Circuit breaker that trips excessively will be repaired if it is defective.	1 Year
		Malfunction of outlets, switches, or fixtures will be repaired as needed.	
		We are not responsible for food spoilage or damage resulting from any loss of power or a power surge.	Not Covered
<b>Exterior Trim</b>	<b>23</b>	Excess warping, cupping, splitting or rotting of wood or composite trim will be repaired or replaced as necessary.	1 Year
		If exterior trim pulls away from its surface it will be re-attached if trim is properly maintained with caulk.	
		Exterior caulking is homeowner responsibility.	Not Covered
<b>Fireplace</b>	<b>25</b>	A fireplace that fails to light will be repaired to proper working order.	1 Year
		Circulating fan that fails to operate will be repaired or replaced. There is a 9 minute delay before fan operation.	
		Mantel that separates from the wall more than 1/8" will be caulked or repaired as needed.	
		Ceramic tiles that crack or become loose will be repaired or replaced.	
		Masonry that comes loose or mortar cracks that exceed 1/8" will be repaired or replaced.	
		Feeling of cold air near the surface of the fireplace.	Not Covered
<b>Flooring: Carpet</b>	<b>26</b>	Carpet that becomes loose at edges will be repaired.	1 Year
		Visible gaps in seams will be repaired as needed.	One-Time
		Carpet that buckles will be re-stretched on a one-time basis.	
		Fading, staining, discoloration, and premature wearing.	Manufacturer's Warranty

<b>Performance Standards</b>			
<b>Section</b>	<b>Page</b>	<b>Performance Standard</b>	<b>Coverage</b>
<b>Flooring: Vinyl</b>	<b>26</b>	Vinyl flooring that becomes loose or bubbles will be repaired.	1 Year
		Gaps in seams (sheets still good) will be repaired as needed.	
		Gaps in seams that exceed 1/8" will be repaired as needed.	
		Sub-floor causing depressions or ridges exceeding 1/8" on 6" span will be repaired as needed.	
		Fasteners popping through will be repaired as needed.	
		Fading or discoloration will be covered by the Manufacturer's warranty. Indentations due to normal traffic are not covered.	Not Covered
<b>Flooring: Ceramic Tile</b>	<b>27</b>	Loose tile will be repaired as needed (not responsible for color variations in tile or grout).	1 Year
		Cracks in grout will be repaired if in excess of 1/16" on a one-time basis.	One-Time
		Cracks in tile will not be repaired unless noted on Celebration and Orientation Form.	Not Covered
<b>Flooring: Hardwood</b>	<b>28</b>	Gaps and cupping are typically caused by improper humidity settings in the home. If 1/8" gaps appear, humidity levels will be adjusted before they will be repaired or replaced.	1 Year
		Loose boards will be repaired as needed.	One-Time
		We will take corrective action to eliminate loose flooring and minimize squeaks. The absence of noise cannot be guaranteed.	
<b>Foundation</b>	<b>30</b>	Cracks in the foundation that exceed 1/8" wide or allow water into the home will be repaired.	2 Years
		The cause of leaks through the foundation walls will be repaired.	Not Covered
<b>Foundation: Waterproofing</b>		Damage to your belongings due to leaks.	
<b>Framing</b>	<b>31</b>	Crowns or depressions in walls or floors exceeding 1/4" in 2" length will be repaired.	1 Year
		Delamination or deterioration of sub-flooring will be repaired or faulty materials replaced.	
		A wall that is out of plumb over 3/8" in a 48" vertical measurement will be corrected.	
		We will take corrective action to eliminate loose flooring and minimize squeaks. The absence of noise cannot be guaranteed.	One-Time
<b>Garage Overhead Doors</b>	<b>32</b>	Correct or adjust door if leaking through or under door occurs. Some water can be expected in high wind conditions.	1 Year
		Correct or adjust door that fails to operate.	Not Covered
		Realignment of photo cells is not covered and may result in a charge if a contractor is called.	
<b>Gutters and Downspouts</b>	<b>32</b>	Loose gutters or downspouts will be repaired.	1 Year
		Non-functioning gutters or downspouts due to debris.	Not Covered

<b>Performance Standards</b>			
<b>Section</b>	<b>Page</b>	<b>Performance Standard</b>	<b>Coverage</b>
<b>Heating, Air-Conditioning, and Humidifier</b>	<b>33</b>	Condensation lines that clog will be repaired as needed.	1 Year
		Ductwork that separates will be repaired as needed.	
		A leak in refrigerant lines will be repaired as needed.	
		If ASHRAE Standards are not met (7 degrees difference between floors), corrective action will be taken.	
		Settling of the exterior HVAC unit 2” or more will be corrected on a one-time basis.	One-Time
		When metal is heated it expands and when it cools it contracts. A ticking or popping noise is expected.	Not Covered
<b>Insulation</b>	<b>36</b>	Insulation will be installed in accordance with applicable energy and building codes.	1 Year
		If condensation appears on walls we will lower humidity settings or repair insulation as needed.	1 Year
<b>Interior Trim</b>	<b>36</b>	Small cracks or separation less than 1/8” are typical and can be repaired with caulk by homeowner	Not Covered
		Joints in mouldings or joints to adjacent surfaces are typically caused by improper humidity settings in the home. If 1/8” gaps appear, humidity levels will be adjusted before they will be repaired or caulked.	1 Year
<b>Landscaping</b>	<b>37</b>	If an Eastbrook installed nursery tree does not have summer growth on one half of the crown (deciduous), we will treat or replace the tree. Excessive over or under watering will void the warranty.	1 Year
		If an Eastbrook installed nursery bush does not have summer growth on one half of the bush, we will treat or replace the tree. Excessive over or under watering will void the warranty.	
		Eastbrook installed perennials or annuals are not covered by warranty.	Not Covered
		Trees and other plant materials that existed on the home site when construction began.	
		Developer placed trees and shrubs on the boulevards and common areas within a community.	
Erosion if landscaping not installed by Eastbrook Homes.			
<b>Plumbing</b>	<b>42</b>	Leaks from toilet tanks will be repaired if they occur in the first 60 days.	60 Days
		Defective plumbing fixtures, fittings, or appliances will be repaired or replaced as needed.	1 Year
		If pipes freeze or burst they will be repaired as long as not caused by homeowner lack of maintenance.	
		A defective water supply system will be repaired.	
		Leaking pipes will be repaired.	
		Plugged sewage lines will be repaired if caused by construction material or faulty work.	
		Cracks or chips in fixtures will not be repaired unless noted on Celebration and Orientation Form.	Not Covered
		We cannot remove all noise due to the flow of water.	
Damage caused to your home or belongings is not covered by your warranty.			

<b>Performance Standards</b>			
<b>Section</b>	<b>Page</b>	<b>Performance Standard</b>	<b>Coverage</b>
<b>Roof</b>	<b>47</b>	If excessive ice is forming on roof, the insulation will be investigated and corrected if necessary.	1 Year
		Roof or flashing leaks will be repaired unless leaks are due to winds greater than 52 mph.	
		If individual shingles tear or blow off the roof, they will be repaired unless due to winds greater than 52 mph.	
		Flashing leaks caused by improperly installed flashing will be corrected.	
<b>Siding</b>	<b>48</b>	Vinyl siding that fades excessively will be replaced.	1 Year
		Siding that becomes loose or detached will be corrected unless the result of catastrophic winds.	
		Vinyl siding that melts due to solar reflection from low E glass will be replaced.	One-Time
		Siding materials that show signs of deterioration and/or delamination will be covered by the Manufacturer's warranty.	Not Covered
		Vinyl siding will be installed loose for expansion and contraction.	
<b>Sump Pumps</b>	<b>49</b>	Sump pump that fails due to electrical failure within the pump will be replaced.	1 Year
		Failure of sump pump due to obstructions in impeller or lack of homeowner maintenance.	Not Covered
		Damage caused to your home or belongings due to failure of sump pump is not covered by your warranty. Ensure that your Homeowner's Insurance Policy covers damage due to failure of your sump pump.	
<b>Windows, Screens, and Sliding Doors</b>	<b>51</b>	A window that fails to operate properly will be corrected as needed.	1 Year
		Some air infiltration around windows is normal during high winds, corrective action by adjusting windows or weatherstripping will be taken if necessary.	
		Defects, stress cracks, or failed seals in insulated windows will be covered by the Manufacturer's warranty.	Not Covered
		Condensation (or frost) on interior window surfaces is the result of extreme temperature differences and high levels of humidity inside the home. Correct this before damage occurs.	