

## Peavy Homes Home Maintenance Manual

### Introduction

Your home has been constructed with quality materials and the labor of experienced craftsmen. All work has been done under our supervision to attain the best possible results and highest quality.

A home is one of the last products in the world to be built entirely by hand. Although quality materials and workmanship went into your home, this does not mean it does not require care and maintenance. A home requires care and attention from the day you move in. General homeowner maintenance can provide a quality home for a lifetime.

Periodic maintenance is necessary because of a number of factors, such as normal wear and tear, climactic conditions, the inherent characteristics of various materials used in your home, and normal service required by the mechanical systems. Over time, natural variations in temperature and humidity also impact your home.

Many times a minor adjustment or repair done immediately by you saves a more serious, time consuming, and sometimes costly repair later. Also note that negligence of routine maintenance can void applicable limited warranty coverage on all or part of your home.

We recognize it is impossible to anticipate and describe every attention that may be needed for good home care; however, we will cover many important details. Be certain to read the limited warranty literature that accompanies many items in your home such as the kitchen appliances. Activate these manufacturer warranties by completing and mailing the registration cards included with these appliances.

The purpose of this manual is to provide you with a resource to take care of your home after it has passed beyond the warranty period or items your warranty does not cover. Of course, we will be here as your personal resource for any issues beyond the scope of this manual. Again, we thank you for entrusting Peavy Homes to be your partner in building your home.

## Air Conditioning

Your air conditioning system is a closed system, which means the interior air is continually recycled and cooled until the desired temperature is reached. Keeping windows and doors closed and using window coverings where sunlight is most intense will increase the efficiency of the system.

### Expectations:

Keep in mind that time is of the utmost importance in your expectations of your A/C system. Unlike a light bulb which provides light immediately, your A/C system begins the process of cooling when you adjust the thermostat, but it will take time to achieve your desired level of cooling. It's not just the air in the home that has to cool down, the walls, carpet, furniture, etc. will also cool down accordingly.

Take care in not setting the thermostat to an excessively low setting. Putting the temperature down to 60 degrees will not cool the home any faster, but it can result in the unit "freezing up" and not functioning at all. Do not subject the unit to extended use under extreme conditions such as this.

### Vents:

The vents in the home can be adjusted to re-direct air flow. Some cold or hot spots can be alleviated by simply adjusting the vent in the trouble area.

### Humidifier:

If there is a humidifier on your HVAC unit, it should be turned off when using the A/C. The additional moisture produced by this unit can freeze up the cooling unit.

### Compressor Unit:

The compressor units on the outside of the home have been installed on a level concrete footing. If this unit ever becomes unlevel due to settling or shifting, contact the HVAC installer immediately to bring the compressor back to level.

## Appliances

All appliances are warranted by their manufacturers in accordance with the written terms and conditions supplied with the units themselves.

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

- the date of purchase (closing)
- the serial and model numbers (found on a metal plate on the side or bottom of each appliance)
- a description of the problem.

All appliance warranty information is collected and stored in a drawer in the kitchen of your home immediately prior to closing. After you move in, check to ensure you have warranty materials on all appliances and notify us immediately if any paperwork is missing.

## Attic Access

Your attic may be accessed by a pull down stair in the garage or an access door on the second floor. Typical pull down stairs are rated at a maximum of 300 pounds, care should be taken when carrying anything heavy up or down these stairs. Access is provided to your attic for the purpose of maintaining mechanical equipment that traverses your attic space. When in the attic do not step off framing members onto the sheetrock as there is the possibility of personal injury and/or damage to the ceiling below.

## Brass Plumbing and Electrical Fixtures

Brass fixtures are factory treated with a clear protective coating, electrostatically applied to provide beauty and durability. Brass, like sterling silver, will gradually tarnish and eventually take on an antique appearance. Atmospheric conditions, direct sunlight, caustic cleaning agents, or scratches may cause the protective coating to crack or peel exposing the natural brass and resulting in spotting or discoloration.

### Care and Cleaning:

Initial care for these fixtures requires only periodic cleaning with a mild non-abrasive soap and buffing with a soft cloth. When peeling, spotting, or discoloration occurs, you can restore the beauty of the metal by completely removing the remaining coating and hand polishing the item with a suitable brass polish. Applying a light coat of wax and buffing with a soft cloth will renew and maintain the gloss of the brass surface.

## Brick and Rock Masonry

Over time, face brick and/or stone may require “tuck-pointing” (filling in mortar between bricks and/or stone). You can also use concrete caulk to cover cracks, allow it to dry and then lightly sand to blend it into the existing mortar. Also, the bottom course of brick or stone on your home will have regularly spaced gaps called weep holes. These weep holes allow moisture that has seeped through the mortar a place to run out. Do not allow landscaping to block any weep holes around your home or moisture can build up behind your masonry.

## Cabinets

Products such as a high quality furniture polish and scratch protector is recommended for caring for stain cabinets. Follow product directions, but do not use more than once a month to protect against excessive build-up. Avoid paraffin based spray waxes or washing excessively with water as both will damage the luster of the finish. Painted cabinets can generally be cleaned by rubbing gently with a damp sponge and then drying completely.

### Hinges:

If the cabinet hinges catch or the drawer guides become sluggish, a small amount of lubricant will improve their action.

## Carpet

Vacuuming high traffic areas several times a week will help keep the carpet in these areas in an upright position. Spills should be wiped up immediately and stains spot cleaned by dabbing the stain, not rubbing it in. If your carpet is stain resistant, cleaning with warm water is usually sufficient to remove most stains. Some stain removers can actually remove the component of the carpet that makes it stain resistant. Mud stains should be allowed to dry before cleaning. Cleaning mud while it is wet typically smears it and makes the dirty area larger.

## Caulking

Time and weather will cause caulking to dry out and shrink so that it no longer provides a good seal against moisture and air infiltration. As a matter of routine maintenance, it's a good idea to check the caulking and make repairs as needed. Oftentimes, a home built during the spring and summer will have a certain amount of caulk shrinking in the winter once the heating system has been started for the first time. This is often seen where there are joints in the wood trim work. These cracks can be easily filled with caulk, any excess wiped away with a damp cloth and then painted to match.

The clear caulking in your home is made of silicone and is used to protect against water infiltration. Your windows are silicone caulked from the outside to prevent water and air infiltration. This should be checked and filled in as needed yearly. Silicone caulk cannot be painted; any excess can be wiped away with a damp cloth or sponge.

Latex caulking is typically white in appearance and can be painted to match the surfaces to which it has been applied.

## Ceramic Tile, Tumbled Marble, Slate Tiles

The ceramic tile installed on floors, walls, and/or countertops may be washed with any non-abrasive soap or detergent. Abrasive cleaners may dull the finish.

Tile around bathtubs or countertops may appear to be pulling up after a time. This is caused by normal shrinkage of grout or caulk. If this occurs, the best remedy is to purchase "tub caulk" or pre-mixed grout from a hardware store. The tile contractors used during the construction of your home will leave unmixed grout matching the grout used in your home to ensure any necessary repairs will match your existing grout. It is important to repair any of these separations to protect the underlying surfaces from water damage.

### Sealing:

Any natural stone tiles such as tumbled marble or slate has been sealed as water can damage the finish of these stones. It is important to re-seal these tiles on a yearly basis to prevent stains or damage.

### Ceramic Tile:

An occasional wet mopping with warm water is usually sufficient for ceramic tile. Do not add detergent to the water. If you need a cleaning agent, use a mild solution of warm

water and dishwasher crystals (which do not result in a heavy, tough to remove lather on the grout). Rinse thoroughly when finished.

#### Grout:

It is normal for slight separations to appear in the grout between tiles. Grout is for decorative purposes only; it does not hold the tile in place. Grout can be filled using grout left for you by the tile-setter. If you have used all of your grout, a flooring or hardware store can match your specific grout color.

Grout that has become yellowed or stained can be cleaned with a fiber brush, cleanser, and water. Grout cleansers and whiteners are available at flooring and hardware stores.

### Concrete

All concrete in your home has been installed in accordance with the plans supplied by a certified engineer.

#### Flatwork and Cracking:

To properly care for your exterior concrete known as flatwork, be aware of any standing water on your driveways or walks. Although we use accepted construction procedures for your flatwork, there is no guarantee that cracks will not develop in the surface of your concrete. These surface cracks can also appear in your foundation and are often seen in garages and smooth wash patios and porches. These surface cracks do not indicate any type of structural problems and are not covered under our warranty. In the event there are flatwork cracks covered by warranty, they will be filled with concrete caulking.

#### Foundation:

Maintaining good drainage away from your home will protect your home's foundation. Do not make any additions or changes to the landscaped area around your home that will cause water to stand or settle against your foundation. Doing so may cause foundation failure and will void your warranty.

#### Expansion Joints:

Expansion joints in your flatwork have been used to help control expansion, but concrete is still susceptible to shrinkage. When this occurs, gaps between the concrete and expansion joint can allow water to penetrate under the concrete and lift the expansion joint above the level of the flatwork. These gaps should be filled with a gray silicone sealant to prevent this lifting from taking place.

#### Ice and Snow:

Remove ice and snow from the concrete as soon as possible, but in our climate nature will typically take care of this process for you. However, if conditions allow for ice and snow to stand on your flatwork for more than 24 hours, action should be taken to remove the frozen precipitation. Harsh chemicals such as fertilizers, pet urine, anti-freeze, etc. should be washed off the concrete as soon as possible to prevent damage.

#### Cleaning:

Do not wash flatwork or patios with cold water from an outside faucet when temperatures are extremely high and the sun has been shining on the concrete. The abrupt change in temperature can damage the surface bond of the concrete. Sweeping is the much preferred method of cleaning, wash only when temperatures are moderate.

## Doors / Locks

The doors installed in your home are of the highest quality, but they are wood products and thus subject to the natural characteristics of wood such as shrinkage and warpage. Due to humidity changes and climactic conditions, interior doors may require minor adjustments.

### Warping:

In the event a door warps slightly, keep the door latched as much as possible and it will often return to normal.

### Sticking:

The most common cause of a sticking door is the natural expansion of lumber due to changes in humidity. When sticking is due to swelling during a damp period, do not plane the door unless it continues to stick after the weather changes. Sandpaper can be used to lightly plane the door, but be sure to paint the area of the door that was sanded to prevent moisture problems.

Prior to planning a door due to sticking, try applying a light coat of paraffin or candle wax to the sticking surface. The screws that hold the door to the frame can also be tightened which can return the door to a smooth operation.

### Squeaky Hinges:

Squeaky door hinges can be solved by removing the hinge pin and rubbing a lead pencil or graphite lubricant on it. Do not use oil as it can gum up.

### Latching:

If a door will not latch due to minor settling, the striker plate can be raised or lowered or moved forward or back to allow for a more consistent catch. Applying a wax to bifold doors can minimize sticking due to minor settling as well.

Sticky locks can also be helped by rubbing graphite or other waterproof lubricant. Again, avoid oil as it tends to gum up.

### Exterior Doors:

To ensure the longest possible life for your exterior doors, it is recommended that they be re-finished once a year. Stained exterior doors with lacquer finishes tend to weather faster than painted doors. To prevent drying and cracking, it is good to apply a wood preserver monthly. Also, re-sealing the door every year will help protect it from the elements. In many cases, exterior wood doors that are painted or stained a dark color or tone will not be covered under warranty for cracking or warping.

### Weather Strip:

Weather stripping around exterior doors will sometimes need adjusting and will need to be replaced over time. Look for daylight shining through in spots around the door as a sign that it is time to replace the weather stripping.

## Drywall

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

Repairs:

Most drywall repairs are easy to make. To correct a nail pop, re-set the nail with a hammer and punch or nail set. Cover it with two or three thin coats of spackle. When dry, sand the surface with fine grain sandpaper and paint. Small indentations or holes can be filled in the same manner with spackle.

Hairline cracks can be repaired with paint, larger cracks with spackle or caulk and paint.

Electrical

The master control panel is usually located in the garage of your home. There are one or two main electrical breakers that will shut off power to the entire home. Additionally, individual breakers control separate circuits throughout the home. These breakers are labeled so that you know which breaker controls which circuit. Should a failure occur within the home, always check the circuit breaker to see if it has been tripped.

Circuit Breakers:

Circuit breakers have three positions, on, off, and tripped. When a breaker has been tripped, it must first be turned off before it can be turned back on. Certain outlets throughout the home are connected to what is known as a ground fault circuit interrupter (GFCI). These are the plugs that have the "Test/Reset" buttons on them. Just because an outlet does not have the "Test/Reset" button on it does not mean it is not a GFCI. If you find an outlet that is not working, check the nearby outlets that have the "Test/Reset" button and see if one of them has been tripped. Reset any that you find and see if that solved the problem. If your home has a whirlpool tub in the master bath, the tub motor is tied into a GFCI outlet that is located in the master closet. If the tub motor should happen to not function, check the "Test/Reset" button on the outlet in the master closet. Chances are it has tripped and simply needs to be reset to restore the tub to normal.

Freezer:

Do not plug a refrigerator or freezer into any outlet tied into a GFCI. The power demand from these appliances will cause the GFCI to trip and could possibly ruin any food kept within the appliance. Your refrigerator outlet in the kitchen is on its' own circuit and if you requested a freezer plug in the garage or utility room, it will be on its' own circuit. If any circuit breaker or GFCI trips repeatedly, unplug anything connected to it and leave it in the off or tripped position and contact an electrician.

Ground:

Your electrical system operates on a grounded system. There is a rod with a metal wire attached to it running into the ground near where the electrical meter is located on your home. Never remove this wire, report any damage to an electrician immediately for repair.

Trenching:

Always contact the electrical provider to mark the location of underground electrical service prior to digging or trenching in your yard.

Fireplaces

Burning a fire in a fireplace should be looked at as a luxury, adding much atmosphere but very little actual heating. Only 10% of the heat produced by the fireplace is actually

radiated into the home. As a fire burns, it draws warm air from the house for combustion with 90% of the heat produced going up the chimney.

#### Damper:

When not in use, the damper vent should be kept closed. Leaving it open is equivalent to leaving a window open. If you have glass doors on your fireplace, do not close them with a large fire burning in the fireplace as this can cause the glass to expand and break. The exception to this is direct vent fireplaces which have fixed glass doors set into frames that allow this expansion without breaking.

### Garage Overhead Door

Periodic maintenance and following the manufacturer's instructions will insure safe and reliable operation. Since the door springs are under a considerable amount of tension, the door should only be serviced by professional technicians.

Every six months, 30 weight automobile oil or similar lubricant should be applied to all moving parts. While doing this, it's a good idea to check that all hardware is tight and the door operates with no binding or scraping. Do not over lubricate as this can cause oil to drip on cars below.

### Gas Shut Offs

There is a shut off on the gas line at or near its connection to each item that operates on gas. In addition there is a main shut off at the gas meter. If you suspect a gas leak, leave the home and call the gas company immediately.

### Grading and Drainage

The final grade around your home has been inspected for proper drainage. Typically, the grade around your home should slope 6" in the first 5', tapering to a 2% slope. Of course, this will vary from lot to lot.

#### Changes to Grade:

It is essential you maintain this drainage around your home in order to maintain the engineering requirements of your slab. Installing barriers after construction such as pools, landscaping, patios, decks, etc can alter your drainage patterns and result in structural damage to your slab. If you make changes that negatively affect your drainage you can void the warranty covering your foundation.

#### Trenching:

During construction, some trenching is necessary for installing utility lines, irrigation systems, etc. Although soil is replaced and compacted, it may not return to its original density. Some settling may occur, especially after an extended period of rain. This settling can continue for the first few years you are in your home. Inspect the perimeter of your home regularly for signs of settling.

#### Gutters:

If you have gutters installed, do not remove splash blocks or downspouts as these keep water draining away from your home.



## Granite Countertops

Granite is heat, cold, and virtually scratch and stain resistant. It is located next to “Diamonds” on the hardness scale. All natural stone should be cleaned with a mild non-abrasive glass cleaner. Avoid acids (vinegar, etc.) and oils (butter, salad dressing, etc.) as no natural stone likes these items. All natural stones are porous and your countertop has been sealed during the construction process. You will need to re-seal the tops in about 2 years after you move in. Sealer can be purchased at a hardware or home improvement store.

## Gutters and Downspouts

Gutters should be checked periodically and cleared of debris which can slow the drainage of water through the gutters and cause it to hold water which can lead to damage to the gutters. Do not lean ladders against your gutters. Since gutters are matched to the color of your home, they can be painted when you repaint your home.

If a leak between gutter sections occurs, caulk the inside joint using a commercial gutter caulk available at hardware stores.

## Hardwood Floors

New hardwood floors can be dented or scratched by heavy objects or furniture being dropped or dragged across them. Some shrinkage or warping can occur around heat vents or any heat producing appliances. Warping can also occur if the floor becomes wet repeatedly or moisture is allowed to soak into the surface. This moisture can cause a white, filmy appearance to develop in affected areas. Food and liquid spills should be cleaned immediately with a dry cloth. Tougher dried stains can sometimes be removed with a vinegar and warm water solution followed by immediate drying.

Keeping high heel shoes in good repair can help avoid damage to hardwood floors. A heel that has lost its’ protective cap will exert over 8000 pounds of pressure per square inch on the floor. That is enough force to damage hardened concrete. It is helpful to use protectors on furniture legs as well.

Protective mats should be used at exterior doors to help prevent dirt and moisture from getting on the floor. However, mats with a rubber backing can cause the wood to warp or yellow.

### Cleaning:

Never wet mop a hardwood floor, sweeping is the best method for routine cleaning of the floor. For a more thorough cleaning and/or waxing, check the manufacturer’s suggestions for your specific floor.

## Heating System

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

Good maintenance on the furnace can save money and prolong its life. Carefully read and follow the manufacturer's literature on use and care. The guidelines here are only general information.

#### Non-Functioning:

One of the primary reasons a furnace does not work is due to the pilot light not being lit (if it is a gas fired unit). The furnace also has an on/off blower switch that looks like a standard light switch. This switch overrides all furnace commands and shuts down the blower. Usually this is only turned off for maintenance. The lower panel must be tightly attached or the blower will not function. Make sure this panel is firmly attached.

Follow manufacturer's instructions to re-light the pilot light.

#### Filters:

Remember to change or clean the filter monthly during heavy use.

For maximum comfort and efficiency, don't place furniture or other obstructions in front of return air grills or registers.

It's a good idea to have a trial run for the heat in the early fall (the same is true for the A/C in early spring). This way if there is a problem with the unit, you'll know about it before the weather has turned cold.

#### Temperature Variations:

In multiple story homes, temperature variations between floors can be as much as 10 degrees on very cold days. Rooms with hard surface flooring and/or little furnishings will tend to be cooler as well.

#### The First Winter:

Do not overheat your new home during its first winter. Overheating can cause excessive shrinkage in the wood portions of your home. Use as little heat as possible early in the winter season and gradually increase the temperature over time.

#### Odor:

It is normal for the heating system to emit an odor for a few moments when the system is first turned on after an extended period of time not being used. This is caused by dust that has settled in the ducts and should pass quickly. Report any gas odors to the gas company immediately and turn the unit off.

### Insulation

The effectiveness of blown cellulose insulation is diminished if it is blown uneven in the attic. That's why blowing insulation in the attic is one of the last steps in building your home. Take care that when you are in the attic you don't push insulation away from one area leaving it piled high in one area and thin in another. Over the years, the layer of blown insulation will slowly thin out. Insulation can be blown over the top of your existing insulation to bring it back up to the original level. A professional insulator should be used for this purpose.

#### Spray Foam:

If your home has spray foam insulation on the attic roof deck, occasional inspections will help retain the effectiveness of this insulation. While in the attic during the day you should not see any natural light penetrating the attic space (unless you have windows looking into the attic space in which case these windows should be covered when you inspect). Over time the insulation can recede back from vent pipes that are penetrating

your roof. If you notice light coming in around vent pipes or other areas of the attic, cans of spray foam can be purchased at hardware stores and used to fill any gaps that may have opened in your envelope system.

### Mirrors

To clean your mirrors, use any reliable liquid glass cleaner or polisher. Avoid splashing water under the mirror. The moisture can cause the silvering to deteriorate.

### Mold

Mold growth is the result of the interaction of several factors, including moisture, nutrients, fungal spores, temperature, and time. Of these factors, the only one you can reasonably control in your home is moisture. If excessive moisture or water accumulates in your home, mold growth can and will occur, especially if the moisture problem is unaddressed. There is no practical way to eliminate all molds or mold spores in an indoor environment. The key to controlling mold growth is controlling moisture. Proper maintenance and cleaning of the home is the responsibility of each homeowner and will lessen the possibility for water intrusion and help control potential mold growth. It is the responsibility of each homeowner to monitor their home on a continual basis for excessive moisture, water, and mold accumulation.

There are many ways to control moisture in your home. Obviously, any plumbing leaks or other sources of unwanted water should be fixed immediately. Proper indoor humidity should be maintained to prevent condensation by raising the temperature in areas where moisture condenses on surfaces. Attention should be paid to aluminum frame windows which tend to “sweat” on the inside when there is a sudden change in the outside temperature. This “sweating” results in small pools of water on the window sills which should be wiped away before damage can occur. It is advisable to open the doors between rooms and closets to increase air flow in the home. Make sure to regularly change the filters in your air conditioning units, and regularly inspect the unit drip pans to ensure they are not holding water as this would indicate a problem with the unit. Care should also be taken to ensure the proper drainage is maintained around the home and the irrigation system is not spraying water directly against the foundation. Also, walls, ceilings, and trim work that take on a discolored look or a musty or moldy odor should be examined for excessive moisture.

It is imperative that action is taken immediately when the signs of moisture or mold first occur. Dry all water damaged areas and items immediately to prevent mold growth. If mold develops, clean by washing off hard surfaces with detergent and water and then drying the area. Absorbent material such as wood, carpet, most furniture, that becomes moldy should be replaced. Depending on the extent of the mold infestation, trained professionals may be needed to completely remediate the infestation. Mold that is not properly removed may reappear.

Should a problem result from construction deficiencies during the applicable warranty period, Peavy Homes will repair and/or replace both the deficiency and any property damaged by the deficiency. However, because Peavy Homes does not monitor the home after completion, we will not be responsible for damages caused by the failure to properly

maintain the home or failure to promptly discover and respond to water problems. Peavy Homes will also not be liable for an adverse medical reaction to the presence of allergens or mold.

## Paint and Stain

Your interior woodwork has been painted with a semi-gloss enamel paint. These areas can be wiped down with a soft sponge and soapy water. The walls are painted with a flat latex wall paint and should be touched up with matching paint rather than wiped with water. Spackle can be used to cover any small defects prior to touching up the paint. Do not use soaps, abrasive cleaners, scouring pads, or brushes.

### Touch-Ups:

When doing touch ups, use a small brush, applying paint only to the damaged area.

Touch up may not exactly match even if the same paint mix is used. The better you can mix your touch up paint, the closer it may match on touch ups.

For interior stain touch ups, a furniture polish and scratch cover is easy to use and blends in with the wood grain. Follow directions on the bottle when using.

Do not attempt to fix drywall cracks or other separations due to shrinkage until after the first heating season. See "Drywall" section concerning repairs.

### Exterior Paint:

Regular painting and repair of your exterior will preserve it for years and add value to your home. Check the painted/stained exterior of your home regularly, if you repaint before there is much chipping or wearing away of the original finish, you can save the cost of extensive surface preparation. The chemical structure of your paint/stain on the exterior is governed by climactic conditions. Over a period of time, this finish will fade and dull a bit.

Do not allow sprinklers to spray water on the exterior of your home. This can cause blistering, peeling, splintering, and other damage to your home.

## Plumbing

Your main water shut off is typically located in your front flower bed. Make sure to note the exact location soon after moving into your home.

### Freezing Temperatures:

Provided the home is heated to an adequate level, your pipes should not freeze in weather above 0 degrees Fahrenheit. Heat should be kept at 65 degrees Fahrenheit if you are away from home during the winter. If you will be away for an extended period of time, you should drain your water lines and cut the water to your home. If you have a tank water heater, this should be drained as well. Garage doors should be kept closed to protect any plumbing lines that may run through this area. In unusually frigid weather, keep your cabinet doors open to allow warm air to circulate around your pipes. An ordinary blow dryer can be used to thaw frozen pipes, do not use an open flame.

### Aerators:

Even though your plumbing lines have been flushed out to remove dirt and foreign matter, there are usually small amounts of minerals that enter the line. Aerators on the faucets strain much of this from your water. However, minerals, etc. caught in these

aerators may cause the faucets to drip because washers wear more rapidly when they come in contact with foreign matter.

#### Cleaning:

Follow manufacturer's directions for cleaning fixtures. Abrasive cleaners will remove the shiny finish leaving behind a porous surface that is difficult to maintain. A non-abrasive cleaner or liquid detergent is usually recommended; a high quality brass cleaner is available at most home improvement stores.

#### Porcelain:

Porcelain enamel can be damaged by a sharp blow from heavy objects. It can also be scratched fairly easily. Do not stand in your tub with shoes on unless you have some protection such as towels or newspapers to stand on.

#### Stainless Steel:

Stainless steel sinks should be cleaned with soap and water to preserve their luster. Do not use abrasive cleaners as this will damage their finish. An occasional cleaning with a good stainless steel cleaner will enhance the finish. Care should be taken to avoid leaving produce on a stainless steel surface since prolonged contact with produce can stain the finish.

#### Simulated Marble:

Simulated or man-made marble has a natural resilience and will not chip easily. However, non-abrasive cleaners should be used and razor blades should not be used to clean these surfaces as they will cause scratching.

#### Toilet Seats:

Toilet seats should not be stood on, this can cause cracking and damage.

#### Dripping Faucet:

A dripping faucet may be repaired by shutting of the water at the valve under the sink, remove the faucet stem, change the washer, and reinstall the faucet stem. The shower head can be repaired the same way. Make sure to replace the old washer with a washer of the same size and type. The frequency of this repair can be minimized by remembering not to turn the faucet off with too much force.

#### Leaks:

If a major plumbing leak occurs, turn off the supply of water to the affected area. This may mean shutting off the water to the entire home. Contact a plumbing contractor once the water has been shut off.

#### Running Toilet:

To stop a running toilet, check the shut off float in the tank. You will most likely find it lifted too high in the tank, preventing the valve from shutting 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 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 causing the toilet to run water.

#### Clogs:

Many plumbing clogs are caused by improper use of the garbage disposal. Always use plenty of cold water when running the disposal. This applies to grease also. Supplied with a steady run of cold water, the grease will congeal and be cut up by the blades. If you use hot water, the grease will remain a liquid, then it will cool and become a solid in

the plumbing line. Allow the water to run a minimum of 15 seconds after shutting off the disposal.

Clogged traps can usually be cleared with a plumber's helper (plunger). If you use chemical agents, follow directions carefully to avoid injury or damage.

The main cause of toilet clogs is due to various domestic items such as paper, diapers, excessive amounts of toilet paper, Q-Tips, etc.

#### Outside Faucets:

Outside faucets are "freeze-proof", but in order for this to be effective, hoses must be removed after each use. 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.

### Smoke Detectors

Once a year you should blow out the smoke detectors to prevent false alarms. After cleaning, push the red button to test the alarm. For your safety, it is important that these devices be kept clean and in good operating condition.

### Stained Concrete

Concrete is one of the most durable and versatile floor surfaces available. Treatments can impart the look and luster of granite, marble, or other scarce natural materials at a fraction of the cost. Unlike carpet or vinyl, concrete is not subject to damage from tears, stains, wear, or flooding. There are no fibers or crevices that can trap dirt or allergens. Concrete can easily be swept or washed and requires little other maintenance.

### Roof

The composition of metal roof on your home does not require any treatment. Limit walking on your roof. The weight and movement will have a tendency to loosen and break the integrity of the roofing material which can result in leaks. Never attempt to walk on the roof when the shingles are wet, they are very slick. When a leak is noticed try to detect the exact location; this will greatly simplify locating the area that requires repair once the roof is dry.

### Windows, Screens, and Patio Doors

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 from dirt and debris for proper operation.

Once a month, clean aluminum metal surfaces with warm, clear water. Do not use a powdered cleaner. After each cleaning, apply a silicone lubricant.

#### Condensation:

Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. The humidity level within the home is largely influenced and controlled by your family's lifestyle.

#### Opening and Closing:

Most sliding windows (vertical and horizontal) are designed for a ten pound pull. If sticking occurs or excessive force is required to open or close, a silicone lubricant should be used. Do not use petroleum based lubricants.

## The 10 Most Common Requests for Warranty Service That Are Not Covered Under Your Warranty

1. **PAINT:** Before closing of your home, you will do a thorough examination of the finish paint and stain work in your home. Mark any imperfections or areas that need to be touched up at this time. The painter will correct these items immediately prior to closing on your home. All remaining paint will be left in storage in your home which you can use to touch up the typical nicks and scratches that occur during move-in.
2. **CAULK:** Shrinkage of caulk is common and perfectly normal in new homes. For best results, re-caulk interior and exterior areas regularly, especially wet areas.
3. **FLOORING:** Your pre-closing inspection will include thoroughly examining all flooring in your home. Report any imperfections to us after your inspection and they will be corrected in accordance with your warranty. Take care that you protect your floors during your move-in from damage typically caused by movers.
4. **COUNTERTOPS:** Inspect your countertops for any imperfections, cracks, or scratches during your pre-closing inspection. Most markings found in marble, simulated marble, and granite are the result of the processes that occurred in their making, whether natural or man-made. Do not allow water to stand on seams in laminate tops as this will cause separation.



5. SHEETROCK: As your home settles, hairline cracks may form in walls and ceilings. This is to be expected and is not the result of construction defects.
6. DRAINAGE: Be certain to not cause the drainage pattern around your home to be altered or blocked by added landscaping, retaining walls, pools, etc.
7. WINDOWS: Condensation of moisture on windows is not the fault of the windows. Condensation forms on the windows when the temperature of the frames and glass drops below the dew point temperature as it relates to the humidity in your home. This occurs when the temperature outside the home is colder than the temperature inside.
8. BRICK AND ROCK: Expect brick or rock to have some mortar stain. Repeated cleaning of the brick or rock may damage the color. Cracks and chips are common to exterior masonry and may not indicate a defect.
9. SUB-FLOORS: Some noise may be heard when walking on the 2<sup>nd</sup> story. This is characteristic of multi-level homes.
10. CONCRETE: Cracks in concrete (driveways, sidewalks, patios, porches, foundation) are likely to occur and are normal. They are usually not an indicator of construction deficiencies and will not impair the intended use of the concrete surface.