



## Home Warranty Receipt

Congratulations and thank you for selecting Crescendo Homes as your preferred homebuilder.

Crescendo Homes is proud to deliver this copy of your home warranty to you as part of the purchase agreement for your new home.

Date \_\_\_\_\_

Community \_\_\_\_\_

Floor Plan \_\_\_\_\_

Home-Site # \_\_\_\_\_

Please acknowledge for our records that you received this warranty.

Purchaser \_\_\_\_\_ Date \_\_\_\_\_

Purchaser \_\_\_\_\_ Date \_\_\_\_\_

# CRESCENDO HOMES WARRANTY MANUAL-2018

## Caring for Your Home

Crescendo Homes has constructed your home with quality materials and the labor of experienced craftsmen. Before using any material, it must meet our specifications for quality and durability. All work is done under our supervision to attain the best possible results for your investment.

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

## Homeowner Use and Maintenance Guidelines

We are proud of the homes we build and the neighborhoods in which we build. We strive to create long-lasting value. This cannot be achieved unless you, as the homeowner, properly maintain your home and all of its components. Periodic maintenance is necessary because of normal wear and tear, the inherent characteristics of the materials used in your home, and normal service required by the mechanical systems. Natural fluctuations in the temperature and humidity also affect your home.

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

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

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

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

## Crescendo Homes Limited Warranty Guidelines

We at Crescendo Homes pride ourselves that our limited warranty is equal to or exceeds the limited warranty offered by many custom homebuilders. In addition to the information contained in the limited warranty itself; this manual includes details about general homeowner maintenance. The purpose is to let you know what our quality standard is for the typical concerns that can come up in a new home. The manual describes our standards for each item and what we will do to remedy items that do not meet our standards.

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

The Crescendo Homes Warranty protects you, while you own the home, for the warranty period of one year. The Crescendo Homes warranty may not be transferred to anyone else.

Your Coverage for the following items mentioned in this warranty begins when the home has closed and funded or when occupancy occurs, whichever happens first.

The warranties will terminate automatically when either of the following occurs:

- You sell your home
- Warranty period expires

**Exclusions:**

This Limited One Year New Home Warranty Agreement shall not provide coverage for (a) defects in retaining walls; fences; landscaping (including sodding, seeding, shrubs, trees and plantings); (b) defects which are the result of characteristics common to the materials used, such as (but not limited to) warping and deflection of wood; cracks in concrete, stucco, and non-uniformity of appearance of brick, rock and mortar; (c) defects resulting from failure to perform general maintenance; negligence; normal wear and tear; improper maintenance; or improper operation of the dwelling or any part of the systems in the dwelling, Routine maintenance of the home is the Homeowner's responsibility. This includes being aware of and applying the recommended procedures for using and maintaining all components of the house; (d) damages to home from extreme weather or natural disasters, also damage from extreme weather or natural disasters that causes damage to a home when the home was built to meet national or city building codes. These damages should be reported to your homeowner's insurance immediately; (e) Cuts, tears and holes in the carpet, vinyl and/or wallpaper (f) scratches, dents, chips, etc. in appliances, mirrors/shower doors, countertops, cabinet doors, windows/screens, doors/door hardware, walls/sheetrock, sinks/plumbing fixtures, tubs/showers, and wood floors; (g) Property pins; (h) Items furnished or installed by Buyer or by parties who have dealt directly with the Buyer; (i) Normal wear and tear of home or consumer products in the home; (j) Failure of Owner to take timely action to minimize loss or damage and/or failure of Owner to give Crescendo Homes timely notice of the defect; (k) Insect or animal damage, rotting of any kind; (l) mildew; (m) mold; (n) Any defect or damage which is covered by a manufacturer's warranty; This Limited One Year New Home Warranty is not an insurance policy, a maintenance agreement, nor a service contract.

**NOTICE:**

If we correct a defect or perform any repair not explicitly required by the warranty, our repair work will not extend the scope of overall coverage beyond the specific warranty. If we correct a defect that is required by the warranty, our repair work will not extend the overall coverage beyond the original warranty period.

**CRESCENDO HOMES WILL ASSUME NO RESPONSIBILITY NOR OFFER REIMBURSEMENT FOR SERVICE WORK PERFORMED BY ANYONE OTHER THAN THE ORIGINAL VENDOR OF RECORD WITHOUT PRIOR WRITEN APPROVAL. IF AN UNAUTHORIZED VENDOR OR CONTRACTOR IS USED FOR REPAIRS, THE HOMEOWNER WILL BE SOLELY RESPONSIBLE FOR BOTH THE QUALITY OF WORK PERFORMED AND ANY COST INCURRED. ADDITIONALLY, PLEASE NOTE THAT ANY REPAIR PERFORMED BY AN INDEPENDENT OR UNAUTHORIZED CONTRACTOR WILL VOID THE REMAINING WARRANTY COVERAGE PERTAINING TO THE ITEM(S) BEING ADDRESSED.**

The selection of a method to repair an item, selection of replacement item, or the decision to replace it or to pay the reasonable cost of repair or replacement will be made by Crescendo Homes.

# Warranty Service & Reporting Procedures

## Warranty Reporting

All service requests should be in writing. Our warranty system is designed to accept written reports of non-emergency items. This provides you with the maximum protection and allows us to operate efficiently, thereby providing faster service to all homeowners. Emergency reports are the only reports accepted by phone.

In order for our service program to operate at maximum efficiency and for your own convenience, we suggest that you wait 60 days following closing before mailing in a list of items you would like inspected. This allows you sufficient time to become settled in your new home and to thoroughly examine all components. With your written request for a repair of a qualified defect(s) we will schedule a warranty inspection, appointments are available Monday through Friday, 8 a.m. to 4 p.m.

We will inspect the items requested to confirm warranty coverage and determine appropriate action. Generally reported items fall into one of two categories:

- Trade contractor item
- Home maintenance item

If a trade contractor is required to complete repairs the home owner will need to schedule the appointment. We will provide the phone number, and email addresses of the approved subcontractor for you.

If the item is home maintenance, we will review the maintenance steps with you and offer whatever information assistance we can. Crescendo Homes does not provide routine home maintenance

During business hours, call: 801-693-8186. For **emergency service** after hours, or on weekends or holidays, call the necessary trade contractor directly. See list in back of book.

## Emergency Service

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

- Total loss of heat when the outside temperature is below 45 degrees F.
- Total loss of electricity. (Please check with the power company first before reporting this.)
- Total loss of water. (Please check with the city water department first before reporting this.)
- Plumbing leak that requires the home's entire water supply to be shut off.
- Gas leak. (Contact Dominion Energy or our Heating Subcontractor if the leak is at the furnace or water heater supply lines.)

## Access to your Home

Crescendo Homes conducts inspections of interior warranty items only when an adult is available to accompany our representative and point out the items you have listed. Both our in-house service technicians and those of our trade contractors will likewise perform repairs only when an adult is available to admit them to your home. An adult is a person 19 or older who has your authorization to admit service personnel.

We do not accept keys, nor will we permit our trade contractors to accept your key and work in your home without an adult present. While we recognize that this means processing warranty service items may take longer, we believe your peace of mind and security should be our first concern.

## Exterior Items

Exterior items can usually be inspected and repaired without an adult present, provided access is available (for instance, no locked gate). If you prefer to meet with us and discuss the items(s) in question, we are happy to arrange an appointment.

## Year – End Report

Near the end of the eleventh month of your materials and workmanship warranty, you can submit another written request for warranty work. We will also be happy to discuss any maintenance questions you may have at that time.

### Appliance and Mechanical Warranties:

Appliance and Mechanical warranties are generally for one year: refer to the literature provided by the manufacturer for complete information. Remember to mail in any registration cards you receive with manufacturer materials. Please notify contractor within (30) thirty days of closing if you're unable to find them. Uncompleted registration cards may result in complications or void warranties.

**Office Hours** Monday through Friday, 8:00 a.m. until 4:30 p.m.

**Email** [Crescendohomesutah@gmail.com](mailto:Crescendohomesutah@gmail.com); Phone: [801-693-8186](tel:801-693-8186)

**Inspection Appointment Hours** Monday through Friday, 8 a.m. until 4 p.m.

**Work Appointment Hours** Monday through Friday, 8 a.m. until 4 p.m.

### Alarm System

If your home selections included pre-wire for an alarm system, you will arrange for the final connection after your move-in. The Alarm Company will demonstrate the system and instruct you in the use. We recommend that you test the system each month.

### Appliances

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

If a problem arises with an appliance, call the customer service number listed in the manufacturer's warranty. Be prepared to provide the model and serial number of the item and the closing date on your home. Appliance warranties are generally for one year; refer to the literature provided by the manufacturer for complete information.

APPLIANCE	MANUFACTURER	MODEL #	SERIAL #
RANGE/OVEN			
MICROWAVE			
DISHWASHER			
DISPOSAL			

Mail Warranty registration cards directly to the manufacturer.

## **ATTIC ACCESS**

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

## **BIOLOGICAL IMPURITIES**

Modern homes are built tightly to slow the escape of warm air in winter and cool air in summer which also helps reduce invisible, organic contaminants such as bacteria, fungi, pollen, animal dander, dust, dust mites, and other biological impurities from entering your home. However, during the construction and subsequent occupancy of your new home, it is impossible to prevent biological impurities from being brought into your home from natural circulation of air or on people, animals and things including building materials.

Mold, a type of fungi, is a biological impurity that occurs naturally in the environment and spreads by means of microscopic spores that are ever-present in both the indoor and outdoor environments you live in. In order for mold to grow in your home, a food source and moisture must be present. Food sources include many materials used in residential construction such as carpet, drywall, and wood to name a few. Spills, leaks, overflows, condensation, and humidity are common sources of moisture. After closing, the buyer has the responsibility to control mold growth through good housekeeping and by implementing periodic, careful inspection and maintenance procedures. These inspections and procedures may include the following:

**Before bringing items into the home:** Check for signs of mold on potted plants, furnishings, stored clothing, bedding materials and other household good that could already contain mold growth before introducing them into your home environment.

**Cleaning:** Regular vacuuming and cleaning will help reduce mold levels. Promptly clean visible mold; there are many products on the market designed to clean and destroy mold.

**Humidity:** Try to keep the humidity in your home low. When your heating system is not in use in warm or hot weather, running the air conditioner will remove excess moisture in the air.

**Moisture:** Correct leaks, moisture or water damage immediately. During the warranty period, notify us right away of any roof or plumbing leaks.

**Inspect:** Inspect air conditioners and refrigerators for signs of mold growth, and take notice of musty odors and any other visible signs of mold.

Crescendo Homes does not warranty your home with respect for any biological impurities. Crescendo Homes is not responsible for any damage caused by any biological impurities that might be present in any building material used in construction or that may become present or associated with any defects in our construction, to include but not limited to property damage, personal injury, adverse health effects or illnesses, loss of income, emotional distress, death, loss of use, loss of value, or any other effects.

## **BRASS FIXTURES**

The manufacturer treats brass fixtures with a clear protective coating electro statically applied, to provide beauty and durability. This coating is not impervious to wear and tear. Atmospheric conditions, sunlight, caustic agents such as paints, and scratches from sharp objects can cause the protective coating to crack or peel, exposing the brass and resulting in spotting and discoloration.

### **Cleaning**

Initial care of these products requires only periodic cleaning with a mild, nonabrasive soap and buffing with a soft cloth.

### **Corrosion**

Unless you have ordered solid brass fixtures, the brass on your fixtures is coating on top of a base metal. Water having a high mineral content is corrosive to any brass – coated or solid.

## **Polish**

When peeling, spotting, or discoloration occurs, you can sometimes 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 coating of wax and buffing with a soft cloth helps maintain the gloss.

## **Tarnish**

Like sterling silver, brass will gradually tarnish and eventually take on an antique appearance.

***Crescendo Homes limited warranty guidelines.*** *Crescendo Homes does not warrant against corrosion damage to the external surfaces or internal workings of plumbing fixtures. This limitation includes solid brass or brass coated fixtures.*

## **BRICK**

Brick is one the most durable and lowest maintenance finishes for a home's exterior.

### **Efflorescence**

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

### **Tuck-Pointing**

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

### **Weep Holes**

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

### **Cracks**

One time during the warranty period, we repair masonry cracks that exceed 1/4 inch. Crescendo Homes will repair (not necessarily replace) these defects as prescribed by Industry Standards.

## **CABINETS**

If you selected wood or wood veneer cabinets, expect difference in grain and color between and within the cabinet components due to natural variations in wood and the way it takes stain.

### **Cleaning**

Products such as lemon oil or polishes that include scratch cover are suggested for wood cabinet care. Follow container directions. Use such products a maximum of once every three to six months to avoid excessive buildup. Avoid paraffin-based spray waxes and washing wood cabinets with water, as both will damage the luster of the finish.

### **Hinges**

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

### **Moisture**

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

### **Operation**

Cabinets should operate properly under normal use.

## **Separations**

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

## **Warping**

If doors or drawer fronts warp in excess of ¼ inch within 24 inches, we will correct this by adjustment or replacement.

## **Wood Grain**

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

## **CARPET**

Refer to the various manufacturers' recommendations for additional information on the care of your floor coverings.

## **Burns**

Take care of any kind of burn immediately. Snip off the darkened fibers. Then use a soap-less cleaner and sponge with water. If the burn is extensive, talk with a professional about replacing the damaged area.

## **Cleaning**

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

Vacuum twice each week lightly and once a week thoroughly. Heavy traffic areas may require more frequent cleaning. A light vacuuming is three passages; a thorough job may need seven passes. A vacuum cleaner with a beater-bar agitates the pile and is more effective in bringing dirt to the surface for easy removal. Vacuum mud after it dries completely.

Vacuuming high-traffic areas daily helps keep them clean and maintains the upright position of the nap. Wipe spills and cleanup stains immediately. For best results, blot or dab any spill or stain; avoid rubbing. Test stain-removers on an out-of-the-way area of the carpet, such as in a closet, to check for any undesirable effects. Have your carpet professionally dry cleaned regularly, usually once a year.

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

## **Crushing**

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

## **Fading**

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

## **Filtration**

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

## **Fuzzing**

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



**Pilling**

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

**Rippling**

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

**Seams**

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

**Shading**

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

**Shedding**

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

**Snags**

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

**Sprouting**

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

**Stains**

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

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

**Static**

Cooler temperatures outside often contribute to static electricity inside. To avoid the problem, look for carpets made with anti-static. You can also install a humidifier to help control static build-up.

**Edges**

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

**Seams**

Carpet seams will be visible.

## **CAULKING**

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

### **Colored Caulk**

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

### **Latex Caulk**

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

### **Silicone Caulk**

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

### **One-Time Repair**

We will touch-up caulking one time during your warranty period. We suggest that this be performed with your eleventh-month service.

## **CONCRETE FLATWORK**

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

Concrete slabs are floating – they are not attached to the home's foundation walls. These are not a structural (load-bearing) element of the home and are not covered by the structural warranty.

### **Cleaning**

Avoid washing exterior concrete slabs with cold water from an outside faucet when temperatures are high and the sun has been shining on the concrete. The abrupt change in temperature can damage the surface bond of the concrete. We recommend sweeping for keeping exterior concrete clean. If washing is necessary, do this when temperatures are moderate.

Repeated cleaning of the garage floor by hosing can increase soil movement by allowing water to penetrate any existing cracks. We recommend sweeping to clean the garage floor.

### **Cracks**

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

During the summer, moisture finds its way under the concrete along the edges or through cracks in the surface. In winter, this moisture forms frost that can lift the concrete, increasing the cracking. Maintaining drainage away from all concrete slabs will minimize cracking from this cause. As cracks occur, seal them with a waterproof concrete caulk (available at hardware or home improvement stores) to prevent moisture from penetrating to the soil beneath.

Cracks are common and are a condition of concrete. This is why drive ways, patios, sidewalks, etc. are installed with saw cut and/or indented lines to hopefully allow the concrete to crack in these areas and not on smooth surfaces. However cracks are a condition of concrete and cannot be warranted against from happening on smooth surfaces even with these safety measures. If concrete cracks reach 1/4 inches in width or vertical displacement, Crescendo Homes will patch or repair them one time during the warranty year but will not replace them. Subsequently, concrete slab maintenance is your responsibility. If you prefer to have the slab replaced, we will obtain a price for you and assist in scheduling the work upon receipt of your payment. However, we advise against this expense since the new slab will crack as well.

### **Expansion Joints**

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

### **Heavy Vehicles**

Do not permit heavy vehicles such as moving vans or concrete trucks to drive on your concrete work. Motor homes and large trailers can also do damage. We design and install this concrete for residential use only.

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

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

### **Sealer**

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

### **Color**

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

### **Separation**

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

### **Settling or Heaving**

It is the responsibility of the Homeowner to keep excessive water away from all concrete to avoid settling. We recommend purchasing some pipe that can be hooked up to all rain gutter downspouts. This pipe must be long enough to take water away from the home and any cement walkways, patios, etc. This should be one of the first things done after you move into your home.

### **Spalling (Surface Chips)**

Causes of spalling include repeated hosing of concrete for cleaning, animal urine, radiator overflow, fertilizer, uncleared snow and ice, ice-melting agents, and road salts from vehicles. Repair of spalling is a home maintenance task and Crescendo Homes does not warranty any spalling and/or any type of flaking or chipping away of the concrete for any reason whatsoever.

***Crescendo Homes limited warranty guidelines. Concrete slabs are floating – they are not attached to the home's foundation walls. These are not a structural (load-bearing) element of the home and are not covered by the structural warranty.***

Surface Damage – We will not repair surface damage (such as spalling and scaling) to concrete UNDER ANY CONDITIONS. For example the buildup of ice and/or the use of any type of snow melting products (such as salt) will cause surface problems whether directly applied on the driveway or brought onto the concrete from parked cars in the driveway during the winter months. Surface damage can appear simply from driving a vehicle on a driveway that has ice buildup or has a deicer product or salt picked up from the roads. We will not repair any damage which heavy trucks, heavy machinery or other unusual loads have caused.

In addition, we will not repair or replace concrete that has settled due to excessive watering, improper drainage, or for any other reason beyond the control of the Builder.

Curb, Gutter & Sidewalk – The curb, gutter & sidewalk in front of your home is city or county property. We replace or repair these areas before closing according to city inspection. No warranty is offered on curb, gutter or sidewalk after closing.

Leaks under Cold Cellars – We do not warranty leaks in cold cellar areas. The best way to reduce or eliminate leaks in cold cellar areas is to use concrete caulking periodically in areas where small settling cracks may appear in the porch cap

### **Condensation**

Condensation on interior surfaces of the windows and frames comes from high humidity within the home combined with low outside temperatures and inadequate ventilation. Family lifestyle significantly influences these conditions. If your home includes a humidifier, closely observe manufacturer's directions for its use, especially during periods of cooler temperatures.

***Crescendo Homes limited warranty guidelines.*** *Condensation is a result of a family's lifestyle, CRESCENDO HOMES has no control over this. There are many other sources which may cause condensation such as; dishwashers, washing machines, dryers, humidifiers. New homes will also often emit excess humidity for the normal drying out of building products. This is normal and usually adjusts itself within a year or less. In addition normal breathing and perspiration by a family of four adds a half pint of water to the air each hour. The limited warranty coverage excludes condensation.*

### **COUNTERTOPS**

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

### **Caulking**

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

### **Cleaning**

Avoid abrasive cleaners that will damage the luster of the surface.

### **Mats**

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

### **Wax**

Wax is not necessary, but it can be used to make counters gleam.

***Crescendo Homes limited warranty guidelines.*** *During your final walk through inspection we confirm that all countertops are in acceptable condition. We repair noticeable surface damage such as chips, cracks, and scratches. Repair of surface damage that occurs during or after your move-in is one of your home maintenance responsibilities.*

### **Laminates, Granite, Quartz, Manufactured Marble**

*Countertops will have one or more discernible seams. Crescendo Homes will repair gaps or differential at the seams that exceed 1/8 inch.*

### **Manufactured Marble, Granite, Quartz**

Edges should be smooth and even. Where backsplash joints occur at corners, the top edges should be even within 1/16 inch.

### **Separation from Wall**

Separation of countertops from walls, backsplash, and around sinks results from normal shrinkage of materials. Crescendo Homes will re-caulk these areas one time during the materials and workmanship warranty. Subsequently, caulking will be your home maintenance responsibility.

### **DOORS AND LOCKS**

Due to natural fluctuations of humidity and the use of forced air furnaces, showers, and dishwashers, interior doors may occasionally require minor adjustments.

### **Bi-Fold Doors**

Interior bi-fold doors sometimes stick or warp due to humidity changes. Apply a silicone lubricant to the tracks to minimize this inconvenience.

### **Exterior Doors**

To ensure longer life for your exterior doors, plan to refinish them at least once a year. Stained exterior doors with clear finishes tend to weather faster than painted doors. Treat the finish with a wood preserver every three months to preserve the varnish and prevent the door from drying and cracking. Reseal stained exterior doors whenever the finish begins cracking or crazing.

### **Failure to Latch**

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

### **Hinges**

You can remedy a squeaky door hinge by removing the hinge pin and applying 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.

### **Keys**

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

### **Locks**

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

### **Slamming**

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

### **Shrinkage**

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

### **Sticking**

The most common cause of a sticking door is the natural expansion of lumber due to changes in humidity. When sticking is due to swelling during a damp season, do not plane the door unless it continues to stick after the weather changes.

Before planing a door because of sticking, try two other steps: first, apply either a paste wax, light coat of paraffin, or candle wax to the sticking surface; or second, tighten the screws that hold the door jamb or door frame. If planing is necessary even after these measures, use sandpaper to smooth the door and paint the sanded area to seal against moisture.

### **Warping**

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

### **Weather Stripping**

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

***Crescendo Homes limited warranty guidelines. During the final walk through inspection we confirm that all doors are in acceptable condition and correctly adjusted.***

## **Adjustments**

Due to normal settling of home, doors may require adjustment for proper fit. Crescendo Homes will make one time adjustments within your one year builders warranty.

## **Panel Shrinkage**

Panels of wood doors shrink and expand in response to changes in temperature and humidity. Touching up the paint or stain on unfinished exposed areas is your home maintenance responsibility.

## **Warping**

Crescendo Homes will repair doors that warp in excess of ¼ inch.

## **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 rafters to which the drywall is attached. These items are **NOT** warranty items, but are the homeowner's responsibility.

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

## **Lighting Conditions**

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

## **Related Warranty Repairs**

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

## **ELECTRICAL SYSTEMS**

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

## **Breakers**

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

## **Breaker Tripping**

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

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

## **Buzzing**

Fluorescent fixtures use transformer action to operate. This action sometimes causes a buzzing.

## **Fixture Location**

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

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

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

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

### **Grounded System**

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

### **Light Bulbs**

You are responsible for replacing burned-out bulbs.

### **Modifications**

If you wish to make any modifications, contact the electrician listed on the Emergency Phone Numbers listed at the back of book. Having another electrician modify your electrical system during the warranty period voids your electrical system limited warranty.

### **Outlets**

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

### **Underground Cables**

Before digging, check the location of buried service leads by calling the local utility locating service. In most cases, wires run in a straight line from the service panel to the nearest public utility pad. Maintain positive drainage around the foundation to protect this service. Blue Stakes 1-800-662-4111.

***Crescendo Homes limited warranty guidelines.*** *During the final walk through inspection we confirm that all light fixtures are in acceptable condition and that all bulbs are working. Crescendo Homes limited warranty excludes any fixture you supplied.*

### **Designed Load**

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

Do not plug a refrigerator or food freezer into a GFCI controlled outlet. The likelihood of the contents being ruined is high and the limited warranty does not cover such damage. Crescendo Homes is not responsible for food spoilage that results from your plugging refrigerators or freezers into GFCI outlets.

### **Power Surge**

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

### **Expansion & Contraction**

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

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

## **FIREPLACE**

### **Gas Fireplace**

Crescendo Homes offers direct-vent gas fireplaces. Read and follow all manufacturer's directions. A slight delay between turning the switch on and flame ignition is normal. The flames should ignite gently and silently. If you notice any deviation from this and any gas smell, immediately shut off the switch and report it to the gas company. Excessive winds can cause a downdraft, which can blow out the pilot, requiring you to re-light it before using the fireplace.

***Crescendo Homes limited warranty guidelines.*** Fireplaces are not intended to be the sole heat source in the home. The fireplace should function properly when Crescendo Homes and the manufacturer's directions are followed.

### **Glass**

Fireplace Glass can become extremely hot and can cause sever burns if touched. It is the Home Owners responsibility to keep all persons safe. During the final walk through inspection we confirm that glass fireplace, when included with the home, are in acceptable condition.

## **FLOORING**

### **Squeaks**

It is typical for all homes to have squeaks in floors especially in Stairways and Bonus Areas. Crescendo Homes makes best efforts to eliminate floor squeaks during construction; however, floor squeaks are not warranted.

### **Slopes**

It is typical for all homes to have slopes between Truss System Floors and Floor Joists Systems due to engineered requirements of these different materials. Crescendo Homes makes best efforts during construction to make this a smooth transition but is not covered under the warranty.

## **FOUNDATION** (Also see **LANDSCAPING** and **GRADING AND DRAINAGE**)

We install the foundation of your home according to the recommendations of our consulting engineer. The walls of the foundation are poured concrete with steel reinforcing rods. To protect your home's foundation, follow guidelines for "**LANDSCAPING**" and "**GRADING AND DRAINAGE**" in this manual.

### **Backfill**

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

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

Pipe all rain gutters water drainage if possible at least 20 feet away from the home to channel roof runoff away from the foundation area of your home. (Proper pipe and fittings can be obtained from Plumbing Stores) If need be go under sidewalks in order to obtain 20 feet water clearance from the foundation. All landscaping must be done in order to have a minimum of a 2-10% grade from the home to ensure water cannot drain back towards the foundation. Maintaining drainage away from all concrete foundation walls will minimize cracking from this cause.

### **Cracks**



Even though an engineer designed the foundation and we constructed it according to engineering requirements, surface cracks can still develop in the wall. Surface cracks are not detrimental to the structural integrity of your home. Shrinkage or backfill cracks are not unusual in foundation walls, especially at the corners of basement windows. Crescendo Homes will seal cracks that exceed 1/8 inch in width unless caused by improper drainage and landscaping.

### **Dampness**

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

### **Future Construction in Basement**

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

***Crescendo Homes limited warranty guidelines.*** *The foundation of your home has been designed and installed according to the recommendations of an engineer. The walls of the foundation are poured concrete with steel reinforcing rods.*

### **Cosmetic Imperfections**

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

### **Leaks**

Crescendo Homes will correct conditions that permit water to enter the basement, provided you have complied with the drainage, landscaping, and maintenance guidelines.

## **GARAGE OVERHEAD DOOR**

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

### **30-Weight Oil**

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

### **Lock**

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

### **Opener**

To prevent damage to a garage door opener, be sure the door is completely unlocked. If you have an opener installed after closing on your home, we suggest that you order it from the company that provided and installed the garage door to assure uninterrupted warranty coverage. Be familiar with the steps for manual operation of the door in the event of a power failure.

### **Safety**

Follow the manufacturer's instructions for safe and reliable operation. Do not allow anyone except the operator near the door when it is in motion. Keep hands and fingers away from all parts of the door except the handle. Do not allow children to play with or around the door.

For your safety, after the expiration of the one-year warranty, have any needed adjustments made by a qualified specialist. The door springs are under a considerable amount of tension and require special tools and knowledge for accurate and safe servicing. Have the door inspected by a professional garage door technician after any significant impact to the door.

***Crescendo Homes limited warranty guidelines.*** The garage door should operate smoothly and with reasonable ease. The door can become miss-aligned and require adjustment, which Crescendo Homes will provide unless the problem is caused by the installation of a garage door opener subsequent to closing on the home.

### **Light Visible**

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

### **GAS SHUT-OFFS**

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 and call the gas company immediately for emergency service.

***Crescendo Homes limited warranty guidelines.*** The gas company is responsible for leaks up to the meter and Crescendo Homes will correct leaks from the meter into the home during the one year limited warranty.

### **GAS WATER HEATER**

Carefully read and follow the manufacturer's literature for your specific model of water heater.

### **Condensation**

Condensation inside your new water heater may drip onto the burner flame. This causes no harm and in most cases will disappear in a short period of time.

### **Drain Tank**

Review and follow the manufacturer's timetable and instruction for draining several gallons of water from the bottom of the water heater. This reduces the build-up of chemical deposits from the water, prolonging the life of the tank and saving energy dollars.

### **Pilot**

Never light a gas pilot when the water heater tank is empty. Always turn off the gas before shutting off the cold water supply to the tank.

To light the water heater pilot, first remove the cover panel on the tank to expose the pilot. Then rotate the on-off knob to the pilot position. When the knob is in this position, the red button can be depressed.

While depressing the red button, hold a match at the pilot or click the electronic ignition. Once the pilot light ignites, continue to hold the red button down for 30-60 seconds. When you release the red button, the pilot should stay lit. If it does not, wait several minutes to allow the gas to dissipate from the tank and repeat the entire process. If it stays lit, rotate the on-off pilot knob to the on position.

Reinstall the cover panel and then adjust the temperature setting with the regulating knob on the front of the tank. Water heaters sometimes collect small quantities of dirty water and scale in the main gas lines, which may put out the pilot light. While away from home for an extended period of time, set the temperature to its lowest point and leave the pilot lit.

### **Safety**

Vacuum the area around a gas-fired water heater to prevent dust from interfering with proper flame combustion. Avoid using the top of a heater as a storage shelf.

### **Temperature**

The recommended thermostat setting for normal everyday use is "normal." Higher setting can result in wasted energy dollars and increase the danger of injury from scalding. Hot water will take longer to arrive at sinks, tubs, and showers that are farther from the water heater.

### **No Hot Water**

If you discover that you have no hot water, check the pilot, temperature setting, and water supply valve before calling for service. Refer to the manufacturer's literature for specific locations of these items and other troubleshooting information.

***Crescendo Homes limited warranty guidelines.*** Refer to the manufacturer's limited warranty for information regarding coverage of the water heater.

**GRADING AND DRAINAGE** (Also see **LANDSCAPING** and **FOUNDATION**)

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

**Drainage**

Typically, the grade around your home should slope one foot in the first ten feet, tapering to a two percent slope. In most cases, drainage swells do not follow property boundaries. Maintain the slopes around your home to permit the water to drain away from the home as rapidly as possible. This is essential to protect your foundation. Failure to do so can result in major structural damage and will void your warranty.

Alteration of the established drainage patterns, or negligence to maintain them will cause non-warrantable problems.

**Roof Water**

Do not remove the splash blocks or downspout extensions from under the downspouts. Keep these in place at all times until you have piped all rain gutters (see **FOUNDATIONS**). Slope all landscaping to ensure all water drains away from your home quickly.

**Roto-Tilling**

Roto-tilling can significantly change drainage swells. You can minimize this roto-tilling parallel to the swells rather than across them.

**Settling**

The area we excavated for your home's foundation was larger than the home to allow room to work. In addition, some trenching is necessary for installation of utility lines. Fill in all settling with fill dirt.

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

**Backfill Settlement**

Backfilled or excavated areas around the foundation and at utility trenches should not interfere with the drainage away from your home. If these areas settle during the first year, Crescendo Homes will fill the areas one time; thereafter, it will be your responsibility to maintain positive drainage. You will also need to remove landscaping (unless landscaping came with the home) so that Crescendo homes can add to your grade.

**Erosion**

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

**New Sod**

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

**Recommendations**

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

**Swells**

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

### **Winter Grading**

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

### **GUTTERS AND DOWNSPOUTS**

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

### **Extensions or Splash Blocks**

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

### **Ladders**

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

### **Leaks**

If a joint between sections of gutter drips, caulk the inside joint using a commercial gutter caulking compound available at hardware stores. Notify Crescendo Homes during the first year.

### **Snow and Ice**

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

### **Overflow**

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

***Crescendo Homes limited warranty guidelines.*** Gutters over three feet long are installed with a slight slope so that roof water will flow to the downspouts.

### **Leaks**

We correct leaks that occur during the warranty period.

### **Standing Water**

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

### **HARDWARE**

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

***Crescendo Homes limited warranty guidelines.*** We confirm that all hardware is in acceptable condition during the final walk through inspection. The limited warranty excludes repairs for cosmetic damage subsequent to the final walk through inspection. Crescendo Homes will repair hardware items that do not function as intended within the warranty period.

### **Hardwood/ Engineered hardwood Floors**

In daily care of hardwood floors, preventive maintenance is the primary goal.

### **Cleaning**

Sweep on a daily basis, or as needed. Never use a wet mop on a hardwood floor. Excessive water causes wood to expand and can possibly damage the floor. When polyurethane finished becomes soiled, a damp-mop with a mixture of one cup vinegar to one gallon of warm water is recommended. When damp-mopping, remove all excess water from the mop. Check with the hardwood company if your floor has a water-based finish.

### **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 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 may have 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 as water content changes. A humidifier helps, but does not eliminate this reaction.

### **Mats & Area Rugs**

Use protective mats at the exterior doors to help prevent sand and grit from getting on the floor. Gritty sand is wood floorings worst enemy. However, be aware that rubber backing on the area rugs or mats can cause yellowing and warping of the floor surface.

### **Separation**

Expect some shrinkage around heat vents or any heat-producing appliances, or during seasonal weather changes.

### **Shoes**

Keep high heels in good repair. Heels that have lost their protective cap (thus exposing the fastening nail) will exert over 8,000 pounds of pressure per square inch on the floor. That's enough to damage hardened concrete; it will mark your wood flooring.

### **Spills**

Clean up food spills immediately with a dry cloth. Use a vinegar-and-warm-water solution for tough food spills.

### **Splinters**

When floors are new, small splinters of wood can appear.

### **Sun Exposure**

Exposure to direct sunlight can cause irreparable damage to hardwood floors. To preserve the beauty of your hardwood floors, install and use window coverings in these areas.

### **Traffic paths**

A dulling of the finish in heavy traffic areas is likely.

### **Warping**

Warping will occur if the floor repeatedly becomes wet or is thoroughly soaked even once. Slight warping in the area of the heat vents or heat-producing appliances is also typical.

### **Wax**

Waxing and the use of products like oil soap are neither necessary nor recommended. Once you wax a polyurethane finish floor, recoating is difficult because the new finish will not bond to the wax. The preferred maintenance is preventive cleaning and recoating annually, or as needed to maintain the desired luster.

## **Separations**

Shrinkage will result in separations between members of hardwood floors. If these exceed 1/8 inch, Crescendo Homes will fill them one time. CRESCENDO HOMES is not responsible for removing excess filler that appears on the surface if the boards expand due to subsequent changes in humidity and expel the filler. If you experience gaps we will correct the gaps through the installation of wood putty.

Our Warranty does not cover gaps in the floorboards that are less than the width of 1/4 inch, or for any water damage that is not due to failure of another product/area that is covered by the scope of this warranty. In addition, since the natural characteristics of wood have a variety of color variation, we do not warrant any color matching of the floor (either through the natural color of the floor or a stain that you have selected) or with other wood selections in your home (cabinets, railing etc). Wood flooring will vary in color, knots and wood grains. If you have knots in your floor, we will make a reasonable attempt to fill in the holes/gaps in knots, but make no guarantee as to the color selection to fill in these gaps.

## **HEATING SYSTEM**

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

Never cover or block the combustion air vent in any way. Outside air is needed to supply the furnace with sufficient oxygen. Blocking the combustion air vent will cause the furnace to draw air down the vent pipe and pull poisonous gases back into your home.

## **Adjust Vents**

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

## **Avoid Overheating**

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

## **Blower Panel**

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

## **Combustion Air**

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

## **Ductwork Noise**

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

## **Filter**

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

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

## **Furnished Home**

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

## **Fuse**

Some furnaces have a fuse directly above the on-off switch. This fuse is an S10, S12, or S15 fuse. It absorbs any spikes in the line such as close electrical strikes or power surges. Unlike old fuses that burn out and clearly indicate that they are blown out, these fuses, similar to automobile fuses, have a spring that depresses when tripped. Unless you have examined these quite carefully before, it may be hard to determine if the fuse has blown. We suggest that you buy some extra fuses of the same size to have on hand.

## **Gas Odor**

If you smell gas, call the gas company immediately.

## **Odor**

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

## **On-Off Switch**

The furnace has an on-off blower switch. This switch looks like a regular light switch and is located in a metal box outside the furnace. When turned off, this switch overrides all furnace commands and shuts down the blower. This is usually done only when maintenance service is being performed, although young children have been known to turn the furnace off using this switch. (If your furnace is a high-efficiency model, it does not have a pilot or an on-off switch.)

## **Pilot**

On models with manually lit pilots, lighting the furnace pilot involves several steps. First, remove the cover panel to expose the pilot. Then rotate the on-off pilot knob to pilot. When the knob is in this position, you can depress the red button. While depressing the red button, hold a match at the pilot. Once the pilot lights, continue to hold the red button down for 30 to 60 seconds. When you release the red button, the pilot should stay lit. If it does not, wait several minutes to allow any gas to dissipate from the furnace area and repeat the entire process. If the pilot stays lit, rotate the on-off pilot knob to the on position. Reinstall the cover panel. You can find these instructions on a sticker on the furnace and in the manufacturer's literature.

## **Registers**

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

## **Return Air Vents**

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

## **Temperature**

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

## **Thermostat**

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

## **Trial Run**

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

***Crescendo Homes limited warranty guidelines.*** We will install heating systems according to local building codes, requirements of the city, as well as to engineering designs of the particular model home.

*Crescendo Homes does not necessary size a furnace or air conditioner to accommodate the basement, if we do not finish that area as part of our construction agreement.*

### **Duct Placement**

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

### **Ductwork**

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

### **Furnace Sounds**

Expansion or contraction of metal ductworks results in ticking or popping sounds. While eliminating all these sounds is impossible, Crescendo Homes will not correct oil canning. (Oil canning occurs when a large area of sheet metal like those found in air ducts makes a loud noise as it moves up and down in response to temperature changes.)

### **Thermostat**

Thermostats are calibrated to plus or minus five degrees.

### **INSULATION**

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

***Crescendo Homes limited warranty guidelines.*** *Crescendo Homes will install insulation to meet or exceed the building codes applicable at the time of construction. Crescendo Homes has no more insulation responsibilities after City Inspections approval of installed insulation.*

### **LANDSCAPING** (Also see **GRADING AND DRAINAGE** and **FOUNDATION**)

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

### **Additions**

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

### **Backfill**

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

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

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

### **Bark or Rock Beds**

Do not allow edgings 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.

### **Contractors**



You are responsible for changes to the drainage pattern made by any landscape, concrete, deck, pool or rock contractor, etc. 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 your local building department.

### **First Five Feet**

Place no plants of any type or sprinkler heads within five feet of your home.

### **Irrigation**

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

### **Planning**

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

### **Plant Selection**

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

### **Requirements**

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

### **Soil Mix**

Provide good soil mixes with sufficient organic material. Use mulch at least three inches deep to hold soil moisture and to help prevent weeds and soil compaction. In areas with high clay content, prepare the soil before installing your grass. First cover the soil with two inches of sand and one inch of manure that is treated and odorless. Roto-till this into the soil to a depth of six inches (roto-till parallel to the swells). Whether you use seed or sod, this preparation helps your lawn to retain moisture and require less water. Installing a lawn over hard soil permits water to run off with little or no penetration and your lawn will derive minimal benefit from watering or rain.

Apply appropriate fertilizer and weed and pest controls as needed for optimal growth. Investigate organic compounds for additional protection of the environment.

### **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.

### **Waiting to Landscape**

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

### **Xeriscape**

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

***Crescendo Homes limited warranty guidelines.*** *If landscaping is included in our agreement, the sprinkler system we install is warranted for one growing season. In the event of a service request, you are to make arrangements directly with the landscaping company. The landscaping company or Crescendo Homes will not repair damage caused by failure to properly maintain, abuse, or vandalism. We will confirm the healthy condition of all plants, shrubs, trees, grass, etc. during the final walk through inspection. Crescendo Homes cannot replace these items after closing because maintaining landscaping is your responsibility.*

### **MILDEW**

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

***Crescendo Homes limited warranty guidelines.*** We will remove any mildew noted during the final walk through inspection. Crescendo Homes warranty excludes mildew.

### **MIRRORS/GLASS**

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

***Crescendo Homes limited warranty guidelines.*** We will confirm that all mirrors/glass are in acceptable condition during the final walk through inspection. Crescendo Homes will replace broken mirrors/glass noted prior to closing. Crescendo Homes will do their best to correct scratches, chips, or other damage to mirrors/glass noted prior to closing but will not replace.

### **PAINT AND STAIN**

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

#### **Exterior**

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

When you repaint the exterior of your home, begin by resetting popped nails and removing blistered or peeling portions of paint with a wire brush or putty knife. Sand, spot with primer, and then paint the entire area. Use a quality exterior paint formulated for local climate conditions.

Avoid having sprinklers spray water on the exterior walls of your home. This will cause blistering, peeling, splintering, and other damage to the home.

#### **Severe Weather**

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

#### **Stain**

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

#### **Touch-Up**

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

We leave any unused paints used on your home. Store these with the lids tightly in place and in a location where they are not subjected to extreme temperatures.

#### **Wall Cracks**

We suggest that you wait until after the first heating season for you to repair drywall cracks or other separations due to shrinkage.

***Crescendo Homes limited warranty guidelines.*** During the final walk through inspection we will confirm that all painted or stained surfaces are in acceptable condition. Crescendo Homes will touch-up paint as indicated on the final walk through inspection list. You are responsible for all subsequent touch-up.

### **Cracking**

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

### **Fading**

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

### **Touch-Up Visible**

Paint touch-up is visible under certain lighting conditions.

### **Wood Grain**

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

### **PHONE JACKS**

Your home is equipped with telephone jacks. Initiating phone service, additions to phone service, and moving phone outlets for decorating purposes or convenience are your responsibility.

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

### **PLUMBING**

We want to draw your attention to a water-saving regulation that went into effect in 1993, which prohibits the manufacture of toilets that use more than 1.6 gallons of water per flush. In the search for a balance among comfort, convenience, and sensible use of natural resources, the government conducted several studies. The 1.6 gallon-toilet turned out to be the size that overall consistently saves water. As a result of implementing this standard, flushing twice is occasionally necessary to completely empty the toilet bowl. Even though you flush twice on occasion, rest assured that overall you are saving water and we have complied with the law. Similarly, flow restrictors are manufactured into most faucets and all shower heads and cannot be removed. We apologize for any inconvenience this may cause.

### **Aerators**

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

### **Basement Construction**

If you perform any construction in your basement, ensure that the plumbing lines in the basement or crawl space are not isolated from the heating source without insulation being added.

### **Cleaning**

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

### **Clogs**

The main causes of toilet clogs are domestic items such as disposable diapers, excessive amounts of toilet paper, sanitary supplies, Q-tips, dental floss, and children's toys. Improper garbage disposal use also causes many plumbing clogs.

You can usually clear clogged traps with a plumber's helper (plunger). If you use chemical agents, follow directions carefully to avoid personal injury or damage to the fixtures.

Clean a plunger drain stopper – usually found in bathroom sinks – by loosening the nut under the sink at the back, pulling out the rod attached to the plunger, and lifting the stopper. Clean and return the mechanism to its original position.

***Crescendo Homes limited warranty guidelines.*** During the final walk through inspection we will confirm that all plumbing fixtures are in acceptable condition and that all faucets and drains operate freely. Crescendo Homes will correct clogged drains that occur during the first 30 days after closing. If a household item is removed from a clogged drain during this time, we will bill you for the drain service. After the first 30 days, you are responsible for correcting clogged drains.

### **Cosmetic Damage**

Crescendo Homes will correct any fixture damage noted on the final walk through inspection. Repairing chips, scratches, or other surface damage noted subsequent to your walk through list is your responsibility.

### **Dripping Faucet**

You can repair a dripping faucet by shutting off the water at the valve directly under the sink, then removing the faucet stem, changing the washer, and reinstalling the faucet stem. The showerhead is repaired the same way. Replace the washer with another of the same type and size. You can minimize the frequency of this repair by remembering not to turn faucets off with excessive force. (Please note that some manufacturers do not use rubber washers.)

### **Exterior Faucets**

Crescendo Homes will repair leaks at exterior faucets noted on the final walk through inspection. Subsequent to the final walk inspection, repair of a broken line to an exterior faucet is your responsibility.

### **Extended Absence**

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

### **Freezing Pipes**

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

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

### **Gold or Brass Finish**

Do not use any abrasive cleaners on gold or antique brass fixtures. Use only mild detergent and water or a cleaning product recommended by the manufacturer.

### **Laundry Tub**

If you have a laundry room tub, the faucet does not have an aerator. This is to allow the tub faucet to accept a hose connection.

### **Leaks**

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

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

### **Low Pressure**

Occasionally cleaning of the aerators on your faucets (normally every three to four months) will allow proper flow of water.

### **Marble or Manufactured Marble, Quartz, and Granite**

Marble and manufactured marble will not chip as readily as porcelain enamel but can be damaged by a sharp blow. Do not use abrasive cleaners or razor blades on manufactured marble and quartz; both damage the surface. Always mix hot and cold water at manufactured sinks; running only hot water can damage the sink.

### **Outside Faucets**

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

### **Porcelain & Fiberglass**

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

### **Running Toilet**

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

### **Shut-Offs**

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

### **Sprinklers**

You should routinely inspect sprinkler heads and provide seasonal service to maintain proper functioning.

### **Stainless Steel**

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

### **Tank Care**

Avoid exposing the toilet to blows from sharp or heavy objects, which can cause chipping or cracking. Avoid abnormal pressures against the sides of the tank. It is possible to crack the tank at the points where it is attached to the bowl.

### **Noise**

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

## **RESILIENT FLOORING**

Although resilient floors are designed for minimum care, they do have maintenance needs. Follow any manufacturer's specific recommendations for care and cleaning. Some resilient floors require regular application of a good floor finish. This assures you of retaining a high gloss. However, avoid using cleaning or finishing agents on the new floor until the adhesive has thoroughly set. This will take about two weeks.

### **Color and Pattern**

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

### **Limit Water**

Wipe up spills and vacuum crumbs instead of washing resilient floors frequently with water. Limit mopping or washing with water; excessive amount 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 permanent damage. If you damage the resilient floor, you can have it successfully patched by professionals. We leave any remnants of floor covering materials for this reason.

### **No Wax**

The resilient flooring installed in your home is the no wax type. No wax means a clear, tough coating that provides both a shiny appearance and a durable surface. However, even this surface will scuff or mark. Follow the manufacturer's recommendations for maintaining the finish.

### **Scrubbing and Buffing**

Frequent scrubbing or electric buffing is harder on floors than regular foot traffic. Use acrylic finishes if you scrub or buff.

### **Seams**

Seams will occur and are sealed at the time of installation. Crescendo Homes will correct gaps in excess of 1/8 inch where resilient flooring pieces meet or 1/4 inch where resilient flooring meets another material during warranty period. Crescendo Homes will correct curling at seams unless caused by excessive water.

Crescendo Homes limited warranty does not cover damage to resilient floors caused by moving furniture or appliances into the home. We can assist you in contacting professionals who can repair such damage if it occurs in your home. Crescendo Homes is not responsible for discontinued selections.

### **ROOF**

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

### **Clean Gutters**

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

### **Leaks**

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

### **Limit Walking**

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

### **Severe Weather**

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

### **Ice Build-Up**

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

#### **Inclement Weather**

Storm damage including driving rain & snow storms are excluded from warranty coverage. Notify your homeowner insurance company if storm damage is discovered.

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

#### **ROUGH CARPENTRY**

Some floor and stair squeaks are unavoidable. Although Crescendo Homes does not warrant against floor squeaks, a reasonable effort will be made to correct them.

#### **Floor Deflection**

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

#### **Plumb Walls**

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

#### **SIDING**

Siding expands and contracts in response to changes in humidity and temperature. Slight waves are visible in siding under certain weather condition; this cannot be entirely eliminated.

Wood or wood-product siding will require routine refinishing. The timing will vary with climatic conditions.

#### **SMOKE DETECTORS**

Read the manufacturer's manual for detailed information on the care of your smoke detectors.

#### **Cleaning**

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

***Crescendo Homes limited warranty guidelines.*** *Crescendo Homes does not represent that the smoke detectors will provide the protection for which they are installed or intended. You are responsible for obtaining fire insurance.*

#### **STAIRS**

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

***Crescendo Homes limited warranty guidelines.*** *Although Crescendo Homes does not warrant against stair vibration and squeaks, a reasonable effort will be made to correct them.*

#### **STUCCO**

Stucco is a brittle cement product that is subject to expansion and contraction. Minor hairline cracks will develop in the outer layer of stucco. This is normal and does not reduce the function of the stucco in any way.

#### **Drainage**

To ensure proper drainage, keep dirt and concrete flatwork a minimum of six inches below the stucco screed (mesh underneath final coat of stucco). Do not pour concrete or masonry over the stucco screed or right up to the foundation.

## **Efflorescence**

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

***Crescendo Homes limited warranty guidelines.*** One time during the warranty period, Crescendo Homes will repair stucco cracks exceeding 1/8 in width. The repair will not exactly match the surrounding area.

## **Sprinklers**

Since stucco is not a water barrier, avoid spraying water from irrigation or watering systems on stucco surfaces to avoid possible leaks. Check the spray from the lawn and plant irrigation system frequently to make certain that water is not spraying or accumulating on stucco surfaces.

## **TILE**

### **Cleaning**

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

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

### **Grout Discoloration**

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

### **Sealing Grout**

Sealing grout is your decision and responsibility. Once grout has been sealed, ongoing maintenance of that seal is necessary and limited warranty coverage on grout that has been sealed is void.

### **Separations**

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

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

***Crescendo Homes limited warranty guidelines.*** During the final walk through inspection we confirm that tile and grout areas are in acceptable condition. We will repair or replace cracked, badly chipped, or loose tile noted at that time but not after move in. Crescendo Homes is not responsible for variations in color or discontinued patterns. New grout may vary in color from the original.

### **One-Time Repair**

Cracks appearing in grouting of tiles at joints or junctions with other materials are commonly due to shrinkage. Crescendo Homes will repair grouting, if necessary, one time during the first year. We are not responsible for color variations in grout or discontinued colored grout. Any grouting or caulking that is needed after that time is your responsibility.

## **VENTILATION**

Homes today are built more tightly than ever. This saves energy dollars but creates a potential concern. Condensation, cooking odors, indoor pollutants, radon, and carbon monoxide may all accumulate. We provide



mechanical and passive methods for ventilating homes. Your attention to ventilation is important to health and safety.

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

Your daily habits can help keep your home ventilated:

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

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

***Crescendo Homes limited warranty guidelines.*** *Crescendo Homes warranty guidelines are active components (for example, exhaust fans) are discussed under the appropriate headings (such as electrical systems, heating systems).*

### **WATERPROOFING**

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

***Crescendo Homes limited warranty guidelines.*** *Crescendo Homes will perform best efforts to correct conditions that allow actual water to enter the basement unless the cause is improper installation of landscaping, high water table, sprinkler systems or failure to adequately maintain drainage.*

### **WINDOWS, SCREENS, AND PATIO DOORS**

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

***Crescendo Homes limited warranty guidelines.*** *We will confirm that all windows and screens are in acceptable condition during the final walk through inspection. Crescendo Homes will repair or replace broken windows or damaged screens noted at the final walk through inspection only.*

*Windows should operate with reasonable ease and locks should perform as designed.*

### **Cleaning**

Clean glass as needed with vinegar and water, a commercial glass cleaner, or the product recommended by the window manufacturer.

### **Condensation**

Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. Your family's lifestyle controls the humidity level within your home, Crescendo Homes provides no corrective measures for this condition. If your home includes a humidifier, closely observe the manufacturer's directions for its use.

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

### **Door Locks**

Acquaint yourself with the operation of patio door hardware for maximum security.

### **Door Tracks**

Keep patio door tracks clean for smooth operation and to prevent damage to the doorframe. Silicone lubricants work well for these tracks.

### **Invisible Glass**

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.

### **Sticking Windows**

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

### **Storing Screens**

Many homeowners remove and store screens for the winter to allow light into the home. To make reinstallation more convenient, label each screen as you remove it. Use caution: screens perforate easily and the frames bend if they are not handled with care.

### **Weep Holes**

In heavy rains, water may collect in the bottom channel of window 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.

### **Infiltration**

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

### **Scratches**

Crescendo Homes confirms that all window glass is in acceptable condition at the final walk through inspection. Minor scratches on windows can result from delivery, handling, and other construction activities and are not warranted.

### **Tinting**

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

### **WOOD TRIM**

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

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

***Crescendo Homes limited warranty guidelines. During the final walk through inspection we will confirm that wood trim is in acceptable condition. Minor imperfections in wood materials will be visible and will require no action. Crescendo Homes will correct readily noticeable construction damage such as chips and gouges listed during the final walk through inspection.***

### **Raised Grain**

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

## **CRESCENDO HOMES TRADE CONTRACTORS**

### **PLUMBING**

Salisbury Plumbing (385)375-1207

Mountain West Plumbing LLC (801)224-2491

### **ELECTRICIAN**

Shooting Star Electric (801) 897-9138

### **HEATING AND AIRCONDITIONING**

Comfort Solutions (801) 876-5228

The Heating and Cooling Guys (801)375-3320

### **CABINETRY**

Out of The Woods Custom Cabinetry (801) 444-9663

River Rock Cabinets (801)644-3049

### **COUNTER TOPS**

Accent Interiors (801)269-0701

Galaxy Countertops (801)603-3997

### **FLOORING & APPLIANCE**

RC Willey (888)584-5156

Mountain Land Design (801)466-0990

### **EXTERIOR**

Excel Stucco (801)830-5127

### **GARAGE DOOR**

Windsor Door Sales (801)627-0402

### **ROOFING**

Bush Roofing (801)941-0441

### **WINDOWS**

Prime 3 (801)608-5119

### **CONSTRUCTION SUPERVISOR**

Isaac Smith (801) 499-6491