DoubleRock Homeowner Guidebook



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OUR MISSION

At DoubleRock Properties, we are guided by our vision to deliver beautiful, safe communities and quality-built homes to families at an affordable price.

Everything we do is guided by our three core principles: We always try to do what is right; we hold ourselves to extremely high standards, and we take ownership and responsibility of our work.

Thank you for choosing us for your homeownership journey, and we look forward to showing you the DoubleRock Difference.

CONTRACTOR OF

SERVICE AND HOME WARRANTY

Congratulations! On behalf of the entire DoubleRock family, we are so excited to welcome you into your brand new, beautiful DoubleRock home!

This Homeowner Guidebook is designed as a tool for you to use after moving into your home. It is the Homeowner's responsibility to know and understand their duties as a Homeowner; minor adjustment or repair done immediately by the Homeowner can save a more serious, time-consuming, and sometimes costly repair later. Additionally, negligence of routine maintenance can void applicable limited warranty coverage on all or part of the home. Damage to personal property is not covered by the Builder's Limited Warranty or the Ten-Year Limited warranty.

In addition to guides on the Homeowner's responsibilities and the Homeowner's maintenance, this Guidebook contains performance standards for various components of the home.

THE BUILDER'S LIMITED "1, 2, 10 WARRANTY"

The Builder warrants that each home's materials and workmanship quality is equal to or exceeds industry standards. Additionally, a StrucSure "1, 2, 10 Warranty" is purchased by the Builder and included in the sale price of every new home. The StrucSure Warranty is activated by to the Homeowner when the Home Enrollment Application is signed at closing.

Despite the homeowner being provided a third-party, insurance-backed warranty, the Builder asks that any components of the home that do not meet established Performance Standards during the warranty term be reported to the Builder to be assessed by the Builder.

1 Year: The quality of workmanship and materials on and in your home for 1 year.

2 Years: The Heating, Air Conditioning, Plumbing, and Electrical <u>delivery</u> system in your home for 2 years. (Delivery systems do not include plumbing fixtures and electrical fixtures.)

10 Years: The structural integrity of your home for 10 years.

For any general questions about your home or its systems, please feel free to contact us by email at **Service@DoubleRockHomes.com** or call us at **(682) 499-7045**. The Service Department is open from 9:00 AM - 5:00 PM, Monday through Friday.

We will respond to all questions to ensure our Homeowners have the resources they need to take proper care of their homes.

Sincerely,

The DoubleRock Service Department

STRUCSURE HOME WARRANTY

StrucSure Home Warranty provides third-party, insurance-backed new-home warranties to Builders across the United States. Those Builders then include the StrucSure Home Warranty protection on the homes they sell to reinforce their commitment to quality and service, build buyer confidence, and offer peace-of-mind to Homeowners. Like many types of insurance, the hope is you will never need it, but if a problem emerges, you will be glad you are covered.

The multi-part "1,2,10 Warranty" includes the following components:

- The one-year warranty provides surety coverage and backs the Builder's warranty on defects in workmanship and materials. Covered components of a home that do not meet established Performance Standards during the first year should be reported to the Builder and will be assessed by the Builder. In the event the Builder does not address a service item, you can submit the item to StrucSure.
 - Components covered under the one-year warranty include site work, concrete, masonry, carpentry, doors and windows, siding and roofing, finishes, specialties (i.e., fireplaces), equipment (i.e., cabinets), mechanical systems (i.e., plumbing), HVAC and ductwork, and electrical systems.
- The two-year warranty provides surety coverage and backs the Builder's warranty on defects in the wiring, piping, and ductwork in the electrical, plumbing, heating, cooling, ventilating, and mechanical systems. Covered components of a home that do not meet the established Performance Standards during the first two years should be reported to the Builder and will be assessed by the Builder. In the event the Builder does not address a service item, you can submit the item to StrucSure.
 - Components covered under the two-year warranty include the **delivery system** of water supply, septic tank, plumbing, electrical, heating, and air conditioning. (Delivery systems do not include plumbing fixtures and electrical fixtures.)
- The ten-year structural warranty provides direct coverage from the day of closing for major structural defects. If a major structural defect occurs within the 10-year warranty term, it should be reported to the builder and will be assessed by the Builder. In the event the Builder does not address a service item, you can submit the item to StrucSure.
 - Components covered under the ten-year warranty include load-bearing foundation systems, footings, and piers; load-bearing floor framing systems; load-bearing walls and partitions; loadbearing roof framing systems; load-bearing beams; load-bearing headers; load-bearing girders; load-bearing lintels (other than those supporting veneers); load-bearing columns; load-bearing masonry arches (other than those deemed to be cosmetic).

Contact StrucSure to learn more about the benefits of warranty coverage at 1-877-806-8777 or visit their website at <u>https://www.strucsure.com</u>.

*Please reference the StrucSure Warranty Coverage Booklet for specific terms, conditions, and exclusions.

EXTREME CONDITIONS

The Builder is not responsible for any damages Caused by the Homeowner, Acts of God or nature, vandalism, theft, burglary, power failure or shortage, electrical surge, excessive or inadequate voltage, artificially generated electrical currents, condensation, mud slides, sinkholes, extreme Weather Conditions, drought, sub-freezing temperatures, windstorm, hail, lightning, ice, snow, blizzard, hurricane, tornado, tsunami, flood, earthquake, falling trees or other objects, or accidents involving aircraft, vehicles, ATV's, UTV's or boats.

EMERGENCY REQUESTS

An emergency is a condition that if not immediately addressed, will harm the home or its occupants.

If you are experiencing a medical emergency or fire: DIAL 911

In case of an emergency, please call the Customer Service Department at **682-499-7045** Monday through Friday from 9:00 a.m. to 5:00 p.m.; or FOR EMERGENCIES ONLY on weekends and after **5:00 p.m. on weekdays.**

Examples of Emergencies

- Total loss of heating or air conditioning
- Total loss of electricity or water, not caused by weather conditions.
- Total blockage of the septic or sanitary sewer system
- An electrical problem that presents a fire hazard, such as;
 - Noise from your electrical system such as popping, buzzing, or cracking.
 - Discoloration or smoke coming from an electrical outlet.
- A leak coming from a plumbing fixture or water line within the home.

In the event of an emergency, it is the Homeowner's responsibility to know how to effectively turn off water valves, electrical breakers, or limit the use of the effected home system to prevent damage to the property.

Do not delay in reporting an emergency. Subsequent damage caused by a delay in reporting an emergency will not be the responsibility of the Builder. Damage to personal property is not covered by the Builder's Limited Warranty or the Ten-Year Limited warranty.

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SUBMITTING A SERVICE REQUEST

Prior to submitting a service request, review the applicable section of this Guidebook to confirm coverage. The Builder's Service department will make all eligible warranty repairs provided that the Service department has received a written service request submitted online at: https://doublerockhomes.com/service-requests.

After submitting a service request, a member of the service department will contact you within **5 days** to schedule a visual inspection. You or a representative over the age of 18 must be present at the home for all repairs.

After the visual inspection, our service department will contact the proper subcontractor to schedule a repair based on your availability. Our servicing hours are from 9am-5pm Monday- Friday.

Most repairs can be completed within **30 days** of the visual inspection, depending on your schedule and subcontractor availability.

The Builder is not responsible for damage caused from working around, moving, or removing the Homeowner's belongings while working on any portion of the home. It is the Homeowner's responsibility to ensure the service item is easily accessible to the Builder and not obstructed by furniture or the Homeowner's belongings.

Any work performed by a contractor without Builder's knowledge and approval will be at Homeowner's expense, and any repair/replacement work performed by Homeowner, or any third party hired by Homeowner without Builder's knowledge and approval, will be at Homeowner's expense.

Builder does not guarantee a perfect match to original materials, colors, texture or finishes, but will use commercially reasonable best efforts to match repairs to original materials, colors or finishes as close as reasonably possible. Variations in color occur in all manufactured products. Although every effort is made to provide consistent color, variances may be noticeable in paint, brick, tile, mortar, carpet, and other colored surfaces. Exposure to sun and water will alter the color more rapidly. These variances may be especially noticeable where a repair has been made. Please note, a color, texture or finish variation in a repair will be unknown or apparent until after the repair has been made. An exact color match of materials during the initial construction of your home or during subsequent repairs is not an item that is covered by the Warranty.

90 DAY SERVICE CHECKPOINT

The Builder asks that you wait 90 days after closing before submitting your first service request. This will allow you to acclimate to your new home. During that 90-day period create a list of service requests to submit to our service department, which will help us provide a more efficient Service experience for you.

Exceptions:

- 1. Emergency requests can be submitted any time after closing.
- 2. Any request that's resolution will prevent damage to the home can be submitted any time after closing.
- 3. Homeowners have **30 days** from the date of closing to notify the service department of any dead trees, shrubs, bushes, sod, and vegetation. After **30** days, these items are not eligible for replacement. With any evidence of inadequate or over-watering or harm from extreme

weather, warranty on all plants and vegetation will be void – this is regardless of season or weather conditions at the time of closing.

AFTER CLOSING CHECKLIST

- 1. Transfer Utilities: Register Utilities in your name within 24 hours of closing; Contact information for utilities in your area can be found in the utilities section of this Guidebook:
 - a. Water
 - b. Electrical
 - c. Internet
 - d. Gas/ Propane servicing (if applicable)
 - e. Trash service (if applicable)
- 2. Register your new address with United States Postal Service (if moving to a rural address).
- 3. Update your new mailing address with the United States Postal Service by submitting a change-of-address form.
- 4. Submit all warranty registrations, included in your Welcome Home binder:
 - a. Interior appliances
 - b. Tankless water heater (if applicable)
 - c. Trane HVAC system
 - d. Thermostat
- 5. Contact FireTex Security Systems to set up you home automation (if applicable features were installed):
 - a. Security Alarm Panel
 - b. Smart Deadbolt
 - c. Video Doorbell
 - d. Garage Door Automation
- 6. Immediately begin maintaining and watering your lawn.
- 7. Begin Maintenance on your home. Review this Homeowner Guidebook for a list of the Homeowner's responsibilities.

HOME MAINTENANCE AND PERFORMANCE STANDARDS

As a Homeowner, it is important to know that all new homes will go through a period of settlement and shrinkage. It takes approximately 6-9 months for lumber and trim materials to settle and dry out after construction. This drying and shrinkage can be seen in hairline cracks, warping or shrinkage of joints, and other minor cosmetic matters throughout the home - **much of which is unavoidable**.

This Guidebook will express our responsibility as the Builder as well as your duty as the Homeowner.

Performance standards for materials are defined by StrucSure, any Homeowner can access these performance standards on the StrucSure website, <u>www.strucsure.com</u>, once their account has been set up (post-closing).

Other Home maintenance suggestions are provided by the National Association of Home Builders and can be found on their website, <u>https://www.nahb.org.</u>

The following sections are organized alphabetically.

APPLIANCES

If a problem arises with an appliance, contact the Customer Service Department of the appliance manufacturer. When reporting warranty items to the appliance manufacturer, be prepared to supply the following: the date of purchase (closing date), serial number and model number (found on a metal plate or sticker usually inside the door of each appliance), and a description of the problem.

The Builder is not responsible for servicing any appliances after the closing date. It is the Homeowner's responsibility to register all appliance warranties with the manufacturer within 30 days of closing and contact the manufacturer for service.

ATTIC ACCESS (...NOT FOR STORAGE...)

The attic space is not intended for storage; excessive weight will jeopardize the integrity of the joists and trusses, voiding the warranty. Access is solely provided for maintaining mechanical equipment.

When accessing the attic, do not to step off wooden catwalks, support members, or onto the drywall. This can result in personal injury and/or damage to the ceiling below. The Builder is not responsible for injury or damage caused by the Homeowner's improper navigation and use of the attic space.

CABINETRY

Warping, cupping, bowing, or twisting of cabinet doors or panels is caused by temperature changes and humidity changes. The Builder is not responsible for adjusting any cabinetry after occupancy as it is readily adjustable. Cabinet doors can be easily adjusted by opening the door and turning the adjustment screws located on the front of each hinge with the appropriate screwdriver.

Stiff or sticking cabinet drawers can by adjusted by lubricating the cabinet drawer slides with a dry lubricant such as graphite, which is available at the local home center. Avoid using an oil-based lubricant, as it will attract dust and debris which will clog up and damage the slide. The Builder is not responsible for replacing damaged drawer slides due to lack of maintenance.

Gaps which develop between cabinets and the ceiling, or cabinets and walls, are normal and may be corrected by caulking (and paint touch up, if applicable). Readily noticeable variations in wood grain and color are expected and are normal in all style selections.

To clean cabinetry, specific wood finish cleaning compounds can be found at the local home center. Follow the directions provided on the container. Use products a maximum of once a month to avoid excessive build-up. Stay away from using paraffin-based spray waxes or washing cabinets with water as both items will damage the luster of the finish.

CAULKING AND SEALANTS

Time, weather, heating/ cooling seasons, and sun exposure will shrink caulking and dry it out so that it no longer provides a good seal against moisture and air infiltration. Caulking and sealants will crack and continue to crack more as time goes on, so it is best to repair as soon as possible to prevent water intrusion. Caulking and sealants exposed to more sunlight, rain, and wind will crack more than other areas of the home.

The Homeowner should inspect the caulking and sealants on all windows, doors, interior wet areas, wood treatments, trim, vents, and exterior penetrations at least two times a year. Re-caulk and seal as needed. Interior and Exterior caulking compounds and caulk guns can be found at the local home center, generally labeled for interior/ exterior use per application.

- Latex Caulk Latex caulk is appropriate for an area that requires painting (joints between wood treatments and trim, where wood treatments or trim meets sheetrock)
- Silicone Caulk Caulking that contains silicone will not accept paint but works best where water is present (where the tub meets the tile, or a sink meets the countertop, where a window meets an exterior finish).

Homeowner maintience of caulking and sealants around wet areas such as tubs, sinks and showers (especially at joints with protective wall coverings such as tile or marble panels) is absolutely necessary.

The Homeowner is responsible for caulking and resealing all windows, doors, interior wet areas, wood treatments, trim, vents, and exterior penetrations for the life of the home. This responsibility takes effect immediately after closing. No reapplications or replacements of sealant compounds will be made by the Builder to any portion of the home after occupancy. The Builder is not responsible for water intrusion, dampness, or leaks, due to the Homeowner's failure to maintain caulking or sealants.

CARPET

It is the Homeowner's responsibility to care for the carpet effective immediate after closing. Carpet will fade over time due to foot traffic, cleanliness, and light exposure. Humidity, furniture, and traffic will cause wall to wall carpet to ripple and loosen, contact a professional to re-stretch the carpet.

The Builder is not responsible for replacing, stretching, cleaning, or repairing any carpet after occupancy.

You can add years to the life of carpeting with regular care. Carpet wears out because of foot traffic and dirt particles that become 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 frequently, especially heavy traffic areas. 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 denser and uniform the carpet texture, the more visible the seams will be. Carpet styles with low, tight naps result in the most visible seams. Seams are never more visible than when the carpet is first installed. Usually with time, use, and vacuuming the seams become less visible.

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. You should check your vacuum cleaner bags or dust bins frequently in the first months after moving in.

No carpet is stain proof. Some substances destroy or change the color of carpets, including bleach, acne medications, drain cleaners, plant food, insecticides, and food or beverages with strongly colored natural dyes (as sometimes found in some brands of mustard or herbal tea). Pretest any spot-removal solution in an inconspicuous area before using it in a large area. Apply several drops of the solution, hold a white tissue on the area and count to ten. Examine both the tissue and the carpet for dye transfer and check for carpet damage.

CONCRETE – FLATWORK & FOUNDATION

Typical cracking of concrete is caused by normal settlement, temperature changes, soil expansion, contraction, shifting, changed surface drainage, expansion, or contraction of building materials, and drying. Separation and cracks between walks, stoops and foundations are typical. Typical cracks are not of structural significance.

Shrinkage cracks are common in concrete flatwork (driveways, walkways, sidewalks) and should be expected in all concrete materials including slabs and porches. These hairline cracks are not a sign of structural defect.

According to the American Concrete Institute, and American Society for Testing and Materials, hairline cracks are normal and to be expected. Nothing needs to be done to hairline cracks for structural integrity. For more information on concrete and concrete cracks, visit American Concrete Institutes website at https://www.concrete.org/

Also, Pits, honeycombs, or other cosmetic imperfections are not covered under the warranty. These are typically caused by air voids between the large aggregates that make up the concrete mix. This is most common at exterior corners and along the sides of the foundation that were next to the form boards. This does not affect the performance of the foundation.

Expansion joints have been used to help control expansion; however, concrete is also susceptible to shrinkage. If the concrete shrinks, moisture can penetrate underneath the concrete and lift the expansion joint. If this occurs, the gap can be filled with a silicone sealant, which can be purchased at your local home center. Concrete flatwork will move due to expansion/contraction of soils on which it rests; cracks in such flatwork are normal

Large cracks, wide enough for a penny to be inserted into or, settling/heaving, with vertical displacement over ¼ inch should be reported to the Builder's Customer Service Department so that an inspection can be made.

No Repair will be made by the Builder to any nonstructural crack in concrete driveways, porches, sidewalks, patios, garages, or foundations.

The Homeowner should inspect the drainage around the foundation annually; ensure any grade, landscape or erosion changes will not allow standing water within five feet of the foundation. The addition of any landscaping or new structures to the property will affect the flow and drainage of water. The Builder is not responsible for damages created by any changes or additions to the property after occupancy.

Watering should be done in a uniform systematic manner as equally as possible on all sides of the foundation to keep the soil moist, not saturated. Areas of soil that do not have ground cover may require more moisture as they are more susceptible to evaporation, causing moisture content imbalance. During extreme hot and dry period, close observations should be made around the foundation to ensure adequate watering is being provided, preventing soil from separating or pulling back from the foundation.

Soil conditions vary greatly throughout Texas. Cracks will appear in all foundations to a varying degree due to the concrete curing process and the movement of the slab caused by seasonal moisture changes in the soil.

Do not permit heavy vehicles (e.g., moving vans, concrete trucks, etc.) to drive on your concrete flatwork (driveway or sidewalks). This concrete is not intended to bear the weight of these types of vehicles. This will void the warranty.

Builder's warranty does not cover any issues related to staining, fading, or decolorization of the driveway or garage surfaces. Damage resulting from environmental factors such as exposure to sunlight, moisture, chemicals, or other external conditions is not covered. Normal wear and tear, as well as discoloration due to these factors, are excluded from warranty coverage. Homeowners are responsible for regular maintenance and care of garage surfaces and the driveway. This includes but is not limited to cleaning and protection from environmental conditions that may lead to stains or decolorization.

COUNTER TOPS

The Homeowner is responsible for cleaning and sealing granite, marble, and other hard surfaced countertops. Countertop cleaner can be purchased at the local home center. Stone counter tops are required to be re-sealed periodically by the Homeowner. Use a protective sealer that is designed for natural stone to re-seal the countertop. Protective sealers are available at the local home center.

Do not put anything hot on your countertop. Always use a hot pad or mat to place anything hot on.

Natural building material such as stone, marble, and granite have size, shape, vein, and color variation, therefore, no replacement will be made after being installed by the Builder.

The Builder will not replace or repair chips, knicks, or cracks after occupancy has been taken.

DOORS

Doors are wood products subject to the natural characteristics of wood such as shrinkage and warpage. Sticking and warped doors are caused by seasonal humidity changes or minor settlement. No adjustments or replacements will be made by the Builder to any door after occupancy as both are readily adjustable and considered to be the Homeowner's responsibility.

The Homeowner is responsible for all adjustments on interior and exterior doors immediately upon closing. If a door will not latch due to minor settling, this can be corrected by adjusting the opening in the jamb for the latch plate (re-mortising) and raising or lowering the plate accordingly. All adjustments can be easily made by the Homeowner or a qualified contractor. Helpful guides for adjustments can be found online or on the National Association of Home Builders Website, https://www.nahb.org.

Before planing/adjusting a latch plate due to sticking, try two other steps:

- 1. Apply either a paste wax, light coat of paraffin, or candle wax to the sticking surface of the door or jamb.
- 2. Tighten the screws that hold the door jamb or door frame.

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. Use sandpaper to smooth the door. Be certain to repaint the area of the door where it was sanded to seal against moisture.

Keep a duplicate privacy lock key where children cannot reach it in the event of a child locking themselves in a room. The top edge of the door casing is often used as a place to keep the key. Some types of privacy locks can be opened with a small screwdriver or similarly shaped device.

Slamming doors can damage both doors and jambs and can even cause cracking.

If a door warps slightly, keep it closed as much as possible, this often helps return it too normal.

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

To ensure longer life for exterior doors, plan to refinish them at least once a year. Stained exterior doors with clear finishes tend to weather faster than a painted door. Treat a stained finish four times a year with a wood preserver, available at the local home center.

DRYWALL

Nail pops and hairline cracks in drywall are due to normal settlement and normal shrinkage that takes place after occupancy; most cracks will appear in the first 3-9 months of occupancy. The Builder is not responsible for repairing any typical cracking or nail pops.

Most drywall repairs can be easily made by the Homeowner. This work is best done when the room is to be redecorated. To correct a nail pop, reset the nail with a hammer and punch. Cover it with spackle, which is available at paint and local home centers. Apply two or three thin coats. When it is dry, sand the surface with fine grain sandpaper, texture and repaint. Indentations caused by sharp objects can be filled with spackle in the same manner. Hairline cracks can be repaired with a coat of paint; slightly larger cracks can be repaired with spackle or caulk and repainting, or a qualified contractor.

ELECTRICAL

The electrical system in your home is divided into individual circuits. The circuit breaker panel is generally located in the garage and contains the electrical breakers for the home.

Never touch exposed wires or work on any portion of an electrical circuit until after the power has been turned off for the entire home.

The replacement and upkeep of lightbulbs and batteries immediately becomes the Homeowner's responsibility upon occupancy.

The Builder is not responsible for damage caused by overloading of circuits or damage caused by the use of faulty appliances.

The Builder is not responsible for any damages to the electrical system caused by extreme conditions defined above.

In the event of any popping, buzzing, or smoke coming from any electrical outlet or fixture, immediately turn off the applicable circuit breaker and contact the Builder's service department.

THE BREAKER PANNEL AND MAIN POWER SHUT-OFF

The Breaker Panel includes a main power shut-off (located at the bottom center of the panel) that controls all the electrical power to the whole home in the event all power needs to be turned off. It is the Homeowner's responsibility to know the location of and how to operate the main electrical shut off.

Circuit breakers are designed to trip to help protect electrical equipment and appliances in the event of an overload or short circuit. To reset a beaker, flip it first fully into the off position then after a few moments, flip it to the on position.

Ground-Fault and Arc-Fault Circuit Interrupters are very sensitive circuit breakers installed in specific circuits of the home; the circuit breakers installed in these locations are required by local building codes. Due to the sensitive nature of these circuit breakers, they will often trip when there is a large appliance (refrigerators or freezers) plugged into the circuit. Repeated tripping of these circuit breakers will damage the breaker and prevent it from resetting. The Builder is not responsible for replacing any circuit breakers that are damaged due to repeated tripping; that is caused by appliances or equipment not intended to be used on that circuit.

GROUND-FAULT CIRCUIT INTERRUPTER (GFCI):

According to the Occupational Safety and Health Administration, a ground-fault circuit interrupter, or GFCI, is a fast-acting circuit breaker designed to shut off electric power in the event of a ground-fault. A ground-fault occurs when there is a break in the low-resistance grounding path from a tool or electrical system. The electrical current may then take an alternative path to the ground through the user, resulting in serious injuries or death.

GFCI's work by comparing the amount of current going to and returning from an appliance or electrical device along the circuit conductors. When the amount going differs from the amount returning by approximately five milliamperes, the GFCI interrupts the current.

To reset a GFCI beaker, flip it first fully into the off position then after a few moments, flip it to the on position. To reset a GFCI outlet, depress the reset button fully until it clicks into place.

ARC-FALUT CIRCUIT INTERRUPTEUR (AFCI) :

According to afcisafety.org an AFCI is a circuit breaker that breaks the circuit when it detects an electric arc fault. An arc fault is an unintended arc created by current flowing through an unplanned path. In the event of an AFCI tripping it is crucial to inspect all appliances or devices plugged into circuit for a loose connection.

To reset a AFCI beaker, flip it first fully into the off position then after a few moments, flip it to the on position.

The Homeowner is responsible for knowing how to reset GFCI's, AFCI's, and Circuit breakers in the event they trip. Please attempt to reset tripped breakers prior to calling the Builders service department about a loss of electricity.

FIREPLACE AND CHIMNEY

WOOD BURNING & GAS ASSIST FIREPLACES

It is the Homeowner's responsibility to make sure the fireplace draws air properly while in use. Before using the fireplace, light a newspaper in it to make sure smoke is being drawn properly. Never start a fire in the fireplace unless the damper is open. A slightly open window may be necessary to provide a proper draw until a fire is started. Fires should be built to the rear of the firebox to avoid the likelihood of a burning log rolling out of the fireplace.

Your objective in building a fire should be a clean, steady, slow-burning fire. Always begin with a small fire first to allow the components of the fireplace to heat up slowly. Failure to do so may damage the fireplace and can void the warranty. Any logs six inches in diameter or larger should be split. Do not burn trash in the fireplace and never use any type of liquid fire starter.

Ordinarily the air used by the fireplace for combustion is replaced with cold outside air that is drawn in through the cracks around doors and windows. However, your home is constructed tightly, and this occurs at a minimal rate.

Although extremely high winds can result in a downdraft, this condition should be temporary and occasional. Also, trees located too close to a fireplace can cause a downdraft. New homes are extremely airtight, and a window may have to be opened in order to maintain an effective draft.

The Builder recommends having the fireplace and chimney cleaned and inspected at least once a year by a qualified contractor.

VENTLESS FIREPLACES

Ventless fireplaces are designed for decorative logs only. These manufactured logs do not actually burn but give the appearance of a "real" fire. The heat source of this unit is natural or liquid propane gas. A porcelain log set is provided with your home purchase. Do not, under any circumstances, burn real wood, paper or any type of combustible material in a ventless fireplace. This type of unit requires special operation and maintenance procedures that are different from those of woodburning fireplaces. Please refer to the fireplace instructions to determine the proper use of this ventless unit.

GARAGE DOOR

The Homeowner is responsible for maintaining the garage doors and openers. The Builder recommends lubricating the garage door every 3 months. Avoid over lubricating to prevent dripping lubricant on cars and the floor below.

If the tension springs need an adjustment have a qualified contractor make the adjustment. The door springs are under a considerable amount of tension and require special tools and knowledge for accurate and safe handling.

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, periodically, have any needed adjustments made by a qualified contractor.

GUTTERS

Check gutters periodically and remove leaves or other debris (quarterly and after each heavy rain or windstorm). Materials that accumulate in gutters can slow down the draining of water from the roof, cause overflows or clog the downspouts.

If a joint between sections of gutters drips, caulk the inside joint using a commercial gutter caulking compound. This can be purchased at any hardware store.

Gutters are installed with a slight slope so that roof water will flow to the downspouts. Gutters may overflow during periods of excessive heavy rain. Small amounts of water (up to 1 inch) will stand for short periods of time in gutters immediately after rain. No correction is required for these conditions.

Downspouts are placed to carry water to the ground and in extensions, which then direct the flow away from the foundation of the home. These extensions are for protection of the proper drainage of water away from the foundation, and it is the Homeowner's responsibility to maintain them. They should discharge water away from the foundation.

Hail and wind can cause a great deal of damage in a severe storm. Your home should be inspected after these events.

HARDWOOD FLOORS

In caring for hardwood floors, a routine of preventative maintenance is the primary goal. The Homeowner is responsible for this routine maintenance.

Sweep on a daily basis or as needed. Never wet mop a hardwood floor. Excessive water causes wood to expand, possibly damaging the floor. It is imperative that water be cleaned up immediately. Do not use water-based detergents, bleach, or one-step floor cleaners on hardwood floors.

Wood floors will respond noticeably to changes in the humidity level in the home, especially in the winter. These changes will cause floor squeaks seasonally; occasional floor squeaks are normal.

Use protective mats at the exterior doors to help prevent sand and grit from getting on the floor.

When floors are new, splinters of wood may appear. Dimples or scratches can be caused by moving furniture, dropping heavy or sharp objects, high heels, etc. Some shrinkage or warping can be expected, especially around heat vents or any heat producing appliances. Warping will occur if the floor becomes wet repeatedly or is thoroughly soaked, even one time. A dulling of the finish in heavy traffic areas is expected; a white, filmy appearance is caused by moisture (often from wet shoes).

Food spills should be cleaned up immediately using a very dry cloth. Use a warm damp cloth for tough food spills.

Install proper floor protectors on furniture used on hardwood flooring. Protectors will allow chairs to move easily over the floor without scuffing. Clean the protectors on a regular basis to remove any grit that may accumulate.

Be aware that yellowing and warping of the surface will result from rubber backings on area rugs or mats.

Builder is not responsible to repair/replace due to lack of improper maintenance.

HEATING AND AIR CONDITIONING (HVAC)

Arthur Hagar Air Conditioning and Heating

Office: (817) 478-1122

Improper or inadequate maintenance of the system can lead to damage which is not covered under warranty. If a problem arises with your HVAC system, contact our contractor, Arthur Hagar Air Conditioning and Heating. They will be able to provide service through the duration of any applicable warranties. The Builder, and non-certified third-party contractors cannot service your unit because it will void the warranty with Arthur Hagar and the manufacturer.

The Homeowner is responsible for maintaining the air handler, primary and secondary condensate lines, filters, the condenser, cleaning all ductwork, and preventing obstructions of the air returns. This responsibility takes effect immediately after occupancy. The Builder is not responsible for any damages caused by the Homeowner's lack of maintenance of the system.

Air filters should be changed periodically, at a minimum of twice a year, to ensure proper airflow through the system. Life expectancy of an air filter will vary with the size and thickness of the filter. In general, a filter will last 1 month for every inch in thickness. However, the life of the filter can be greatly affected by interior traffic, pets, and cleanliness of the home. The Builder recommends checking your air filter every 2 months for the first year of occupancy; change the filter as needed and note the lifespan of each filter. A clean filter saves you money by helping ensure top system efficiency. When replacing your filter(s), always use the same size and type that was originally supplied. Be sure to replace it with the arrows pointing in the direction of the airflow.

The primary and secondary A/C condensate lines should be flushed with a mixture of ½ cup bleach and ½ cup water, every 6 months. Unflushed A/C condensate can cause algae growth which leads to clogs or leaks. Damage caused by overflowing condensate due to clogged condensate lines is not covered as it is the responsibility of the Homeowner to keep the primary and secondary lines clear. If you are unsure how to clear condensate lines, have a licensed HVAC tech perform this for you.

The Builder recommends an annual inspection, and cleaning is performed by a licensed HVAC contractor to keep the system operating at its best.

Your outdoor unit is designed to work with a matched indoor unit creating a system that delivers years of dependable service and performance. Efficient operation of your system depends on the free flow of air over outdoor unit's coil. Do not plant flowers or shrubbery right next to the outdoor unit. Also, make sure that nothing is stacked against the sides of the unit or draped over it. A dirty or blocked coil will prevent proper airflow through the coil, causing damage to the unit and voiding the warranty. Buildup of snow and ice can restrict airflow. As soon as possible after accumulation, clean snow from the area around the outdoor unit.

If the indoor air exceeds 60% relative humidity or simply feels uncomfortably humid, it is recommended that the indoor fan only be used in the AUTO mode.

All HVAC units have functional ranges relative to the outdoor weather conditions. The units are designed to cool the house 30 degrees below the outdoor temperature. Outdoor air temperature will affect performance. For example, if the outdoor temperature is 100 degrees, do not expect the indoor air temperature to be maintained below 70 degrees. Programing the HVAC unit to exceed this 30 degree temperature differential will strain the unit; extended strain will damage the unit and void the warranty.

Before you call for service, please check the following:

Problem	Cause	Remedy
	1) Dirty filters	1) Clean or replace
Insufficient heating and cooling	2) Air not circulating	2)Check supply registers and return grills for blockage
	3) Blocked outdoor coil	3)Clear away leaves or ether debris
	1) Power off	1) Make sure main switch is in ON position
Failure to operate	2) Open circuit breaker or burned- out fuses	2) Reset circuit breaker, or replace burned-out fuses
	3) Improperly adjusted thermostat	3) Check setting, adjust thermostat
		Monitor light. If the light stays on continuously when
Auxilian (boot indicator on	When outdoor temperature falls, intermittent	above 30°F or if it comes on when 50°F outdoors, please
Advillary heat indicator off	lighting is normal	call Arthur Hagar for
		service
No heating or cooling (blower		
does not operate)	Blower door removed or ajar	Close door securely to restore power to blower
Unusual noise		Call Arthur Hagar

MASONRY

Weeps holes in masonry prevent water intrusion into a home. They are located at the bottom of the masonry wall just above the start of the concrete foundation and on the masonry wall above all exterior windows and doors. It is the Homeowner's responsibility to keep weep holes cleaned out and free of debris. The Homeowner shall not insert or fill any material into weep holes, they are an integral part of the wall drainage system and must remain unobstructed.

The Homeowner should inspect the masonry, weep holes, sealant, and expansion joints at least two times a year. Replace any caulking or sealant as needed. Minor mortar cracks can develop in the mortar used in bonding bricks or stone together. This is a normal condition and to be expected, due to shrinkage in either the mortar or the brick (in brick veneer homes). This will not affect the structural integrity of the house.

The Builder is not responsible to fill or repair any cracks in mortar. Cracks can be filled with mortar repair caulking or new mortar (repointing) available at the local home center.

PAINT

The Homeowner is responsible for all paint touch-ups and caulking immediately upon occupancy.

All paint fades with time, light, and exposure to humidity; there is no way to avoid paint fading. It is the responsibility of the Homeowner to repaint parts of, or the entire home, as needed.

All caulking cracks with time, light, and exposure to humidity; there is no way to avoid cracking or shrinkage. It is the responsibility of the Homeowner to re-caulk parts of, or the entire home, as needed.

Leftover paint and a touch-up kit will be left at the home prior to occupancy. Leftover paint should be kept in a climate-controlled area. After this paint sits for 6-12 months it will no longer match. New paint should be purchased as needed for touch-ups.

It is likely that Touch-ups will not match the surrounding area perfectly, even if the same paint mix is used. In some cases, it will be best to paint the entire work surface, from corner/edge to corner/edge.

Fading of exterior paint is to be expected due to sun and climatic conditions.

The Builder is not responsible for touching up or repainting any portion of the home after occupancy.

PEST CONTROL

It is the Homeowner's responsibility to treat for pests immediately upon occupancy. The Builder recommends immediate regular treatments by a licensed pest control company. The Builder is not responsible for pests entering into the home or found on the property.

PLUMBING

THE MAIN WATER SHUT-OFF VALVE

The main water shut off valve is located in the garage of the home behind an access panel. Use a Flat head screwdriver to open the panel. Once open, the valve can be turned perpendicular to the water line to turn off the water supply to the house in an event of a leak or an emergency. It is the Homeowner's responsibility to know the location of and how to operate the main water shut off valve in the event of a leak or an Emergency.

It is also important to know and remember the location of the shut off valve for emergencies such as a water line freeze or break. Other water shut off valves are located under the sinks in the bathrooms and the kitchen to cut water supply to a fixture. Each toilet has a shut-off valve behind the toilet bowl on the wall that can be used to cut water supply to a toilet. In the event of a pipe burst or leak, immediately use the applicable water shut off valve to shut off the water supply. This will minimalize water damage to the home.

The water lines inside the home were flushed out prior to occupancy, however it is still possible for mineral build-up or debris from the city, county water or well water supply to clog up the aerator on a fixture. The Builder is not responsible for removing and cleaning aerators after occupancy.

All outdoor gas or propane appliances should be cared for as per manufacturer recommendations; it is important to use the ball valve to turn off the gas or propane to each appliance after every use.

WATER HEATER

The Builder recommends flushing all water heaters once every 6 months to 1 year depending on the hardness of local water. Instructions for flushing out a water heater will be found on the specific manufacture's website. Flushing out the sediments in the water heater will help maintain the heater's efficiency and lifespan. Unflushed sediment can accumulate and calcify, making it difficult to remove. The Builder is not responsible for replacing water heaters or their heating elements due to lack of maintenance.

GARBAGE DISPOSAL

The garbage disposal may be used for most ordinary food waste. Never insert animal fat or bones, grease, corn husks, chicken skin, metal, foil, string, rubber bands, oyster or clam shells, glass, bottle caps, plastic bags, or cloth into the disposal.

To properly operate the disposal:

- 1. Turn on the cold water to flush the disposal. Leave the water running.
- 2. Turn on the disposal.
- 3. Slowly insert waste into the disposal.
- 4. Before switching off the unit, continue running cold water through the disposal for a few moments to flush it out.
- 5. Shut off the disposal and turn off the water.

The dishwasher drains into the disposal. Clear the disposal of all food waste before operating your dishwasher. Flush out the disposal monthly with disposal cleaning pods available at the local home center.

In the event the disposal is not working, check to see if the unit needs to be reset. It is equipped with its own circuit breaker; a reset button is located on the side or bottom of the unit. To reset the breaker on the disposal, shut the disposal off at the switch, unplug the motor, plug the motor back in, and reset the circuit breaker by pushing the circuit breaker reset button.

In the event the disposal is jammed, turn off the disposal at the switch immediately and unplug the disposal. Insert a non-metal tool or utensil and turn the blade counterclockwise until free. Remove the obstruction causing the jamming.

SANITARY SEWER OR SEPTIC BLOCKAGE

The Builder is not responsible for clogged drain lines not caused by construction debris after occupancy. In the event of a sanitary sewer or septic blockage, immediately stop using all plumbing fixtures, toilets, and drains – continued use will cause drain lines to overflow. Please contact the builders Customer Service Department for service, if the blockage was caused by household items the Homeowner will be charged for the service provided by Builders preferred contractor. (These services are typically a minimum of \$800 and bill an additional \$150 hourly thereafter) The Builder is not responsible for damages to the rest of the home caused by overflowing wastewater from the continued use of the sanitary sewer or septic system in the event of a blockage.

ROOF

The Homeowner should keep the roof, and gutters clear of any debris, as well as trim back any trees or landscaping that may interfere with the roof. Debris can interfere with the flow of water which can lead to water intrusion into the house. Damage caused by neglect of roof maintenance is not covered under warranty.

From the ground the Homeowner should also inspect the roof for any missing or broken shingles after a heavy storm or any high wind. After all severe storms, the Homeowner should perform a visual inspection of the roof for damages. Even when properly installed, wind driven snow and rain may enter through vents - this is not a defect. It is recommended to have the Roof inspected at least once a year by a professional roofer. It is the Homeowner's responsibility to re-caulk flashing and penetrations as needed.

Limit walking on your roof. The weight and movement can loosen the roofing material and break the integrity of the roofing material, which can, in turn, result in leaks. Never attempt to walk on the roof of your home when the shingles are wet—they are extremely slippery.

The Builder is not responsible for water intrusion or leaks caused by debris, ice dams or any other extreme conditions.

In the event of water intrusion or roof leak under normal conditions, please contact the Builder's Service Department for a visual inspection.

SITE WORK, GRADING AND DRAINAGE

The Homeowner should maintain the property's drainage and prevent manipulation of the drainage from erosion, damage from animals, dog runs or blockage by sediments.

Un-sodded areas of the property will lead to erosion and sediment deposits, affecting the site drainage and voiding the warranty.

Sodded areas of the yard will become damaged by heavy foot traffic, lawn furniture, playsets, trampolines, digging from animals, dog runs, animal feces, improper/ infrequent mowing, improper watering and overall lack of maintenance or fertilization. Once the sod is damaged, it will lead to erosion and sediment deposits affecting the site's drainage and void the warranty.

Animals should not be permitted on the sod for a minimum of 30 days after the sod has been installed. This will promote proper rooting for the freshly laid sod. Even after the sod has rooted - animals generally have a detrimental effect on lawns, which will then affect drainage. Animal feces are harmful to grass and its roots and will over time "burn out" grass root structures and have a detrimental impact on the health of your lawn. Dead grass will create pockets of exposed soil and lead to erosion and effect the drainage pattern of the yard.

The Homeowner has **30 days** from the date of closing to notify the Builder's Service Department of any dead sod or vegetation. After **30 days these items are not eligible for replacement.**

Any changes to landscaping or additional features (pools, fountains, patio, flowerbeds, sheds, rock garden, wood, etc.) will disturb the final grade and need to be addressed by the Homeowner.

The Builder is only responsible for establishing the proper grade and swales prior to occupancy. The Builder is not responsible for repairing or mending any site work, grading or drainage issues caused by erosion or sediments from un-sodded areas, sodded areas damaged after occupancy, or grading changes made by a third-party contractor/ Homeowner.

It is the Homeowner's responsibility to make any necessary adjustments to the eroded areas. Damages to neighboring property caused by un-maintained grade on Homeowner's property will be the Homeowner's responsibility.

Water should flow from the property or seep into the ground within 24-48 hours after rainfall. Depending on pre-existing conditions, such as irrigation frequency - after extended periods of rainfall or excessive irrigation, it may take more than 72 hours for the yard to dry out. It is not uncommon to have some standing water on the property after extended periods of rainfall or excessive irrigation.

Soil should not settle or sink so that it interferes with the drainage patterns of the lot or have a vertical depth of six (6) inches or more. It is essential that you maintain the slopes around your home to permit the water to drain away from the foundation. Failure to do so can result in major structural damage and will void warranty.

In many cases, drainage swales do follow property boundaries. The Builder will not alter drainage patterns to suit individual landscape plans. Typically, a lot receives water from and/or passes water to the street. For this reason, any Homeowner changes in grade often affect proper drainage. The Builder advises against making changes.

Trees within one to five feet of the foundation can damage the structural integrity of the foundation. Trees planted in close proximity to the foundation can develop a root system that can penetrate beneath the foundation and draw moisture from the soil.

IRRIGATION

The irrigation system is installed to provide sprinkler coverage for Builder installed landscape packages. Irrigation controller specifications vary by system, so refer to the manufacturer's specific manual and maintenance practices.

The Homeowner is responsible for seasonal adjustments to start times and running durations immediately after occupancy. While automated sprinkler systems are convenient, weather will affect your irrigation needs. Irrigation usage for the yard and landscaping should be monitored during wet and dry seasons. Over or under watering the yard will affect the health of the lawn and landscaping. Running your irrigation between and during frequent rainfall is considered overwatering.

Prior to each mowing session, walk the entire yard and ensure there are no irrigation heads stuck in the upright position, these heads will be damaged by the lawn mower.

The Homeowner has 30 days from the date of closing to notify the Builder's Service Department of any dead trees, shrubs, bushes, sod, and vegetation. After 30 days, these items are not eligible for replacement. With any evidence of inadequate or over-watering or harm from extreme weather, warranty on all plants and vegetation will be void.

Builder is not responsible for replacing damaged irrigation heads or adjusting spray head patterns after occupancy, as both are readily adjustable and considered to be a Homeowner's responsibility.

Replacement irrigation heads can be purchased at the local home center. Adjustments can be made to any irrigation head by turning the slotted screw on top of the irrigation head, with a small screwdriver.

The re-location or addition of any irrigation lines will immediately void any warranty pertaining to irrigation and landscaping.

A guide for for winterizing the irrigation system can be found in the "Winterizing the Home" section of this Guidebook.

TILE & GROUT

Separation of grout between tile and tub, or countertops and in showers, is caused by normal shrinkage. Shrinkage should be expected within the first year of occupancy and may require cosmetic touchups in 6-month intervals for the remainder of your home ownership. Areas with higher exposure to temperature changes, humidity, or moisture will require more frequent maintenance.

Grout can easily be repaired with waterproof pliable caulking or new premixed grout from the local home center.

The Builder is not responsible for filling, cleaning, or replacing any grout after occupancy.

Tile shall remain secured to the substrate under normal usage and care. A surface imperfection in tile or grout shall not be visible from a distance of five feet or more in normal light. The surfaces of two adjacent tile surfaces shall not vary in an amount equal to or exceeding one-eighth of an inch displacement at a joint (lippage). If a tile surface exceeds these parameters, please contact the Builder for a visual inspection. Natural building material such as flagstone, marble, granite, slate, and other quarry tile will have size, shape, and color variation, therefore, are exempt from these performance standards.

Tile will crack and separate in extreme temperatures. The Builder recommends to always leave your HVAC running between 65-80 degrees inside to prevent buckling, cracking, or popping.

WINDOWS AND SLIDING GLASS DOORS

The Homeowner should inspect the interior and exterior of all windows and sliding glass doors at least two times a year. Check for chips or cracked glass, replace sealant or caulking as needed, and lubricate any tracks that are dragging or squeaking. The Homeowner shall keep weep holes on windows and sliding glass doors free of dirt buildup and debris - this will allow moisture to drain.

Do not use a pressure washer or spray nozzle to clean windows and doors. The Builder is not responsible for any water intrusion due to the use of any pressurized water source. Windows and doors are designed to keep out rainfall under normal conditions. Using a water hose, spray wand or pressure washer to clean windows or doors will result in water penetration.

Builder is not responsible for lack of maintenance.

WOOD TREATMENTS AND TRIM

Separation of siding, cornice, molding, trim work, and baseboards are due to normal shrinkage and seasonal humidity changes. No adjustments or replacements will be made by the Builder to any separated or warped wooden material after occupancy as it is considered to be a Homeowner's responsibility to maintain.

Exterior wood treatments such as Douglas Fir and Cedar will crack with weather and sun exposure; these cracks will widen and shrink based on seasonal humidity – this is not a defect or a concern to structural integrity. These cracks are the Homeowner's responsibility and can be filled by the Homeowner, with a color matching filler or caulking available at the local home center.

The wood installed in the home has knot holes, split boards, insect marks, and other natural cosmetic effects, as a product of nature. Future splitting, cracking, insect damage, and surface wear is expected and is the Homeowner's responsibility.

Repairs can be easily made to warped and separated woodwork. Simply re-nail, fill the nail hole with putty; caulk and repaint as needed.

WINTERIZING THE HOME

Winterizing the home is a process that prepares household systems from freezing temperatures that can cause leaks and breaks in the home. When water freezes, it expands as it becomes ice. This expansion produces pressure within pipes, which causes damage. Performing seasonal maintenance and taking measures to winterize the home, can limit or prevent expensive and inconvenient damage.

It is the Homeowner's responsibility to winterize the home every year prior to freezing temperatures.

To winterize the irrigation system, find the irrigation shut off valve located near the water meter. Turn the valve perpendicular to the water line to shut off the water. Leave the irrigation controller in "auto" mode. This will allow any excess water in the system to be seep out during the normal run times.

To winterize the hose bibs, remove all watering hoses and attachments. Any hose or attachments left on the hose bib will freeze and damage the fixture. Cover the hose bibs with insulative bib covers available at the local home center.

To winterize the exterior of the home, inspect all caulking and sealants. Reapply caulking or sealant to any cracked areas.

In the event of a winter storm, or freezing temperatures, it is important to allow all the faucets in the home to drip a few drops per minute to help prevent freezing. In addition, maintain a home interior temperature of at least 65 degrees Fahrenheit.

If the home is going to be unoccupied for any period of time during extreme freezing temperatures, follow these practices:

- 1. Shut off the main water valve.
- 2. Then turn off the Circuit breaker to the water heater. This will protect heating elements in the water heater when there is no water inside the tank.
- 3. Open the drain valve in your hot water tank and let it discharge until empty.
- 4. Open all faucets and valves to drain the lines- sinks, showers, bathtub faucets and hose bibs.

Follow these practices once re-occupying the home:

- 1. Close all valves sinks, showers, bathtub faucets and hose bibs.
- 2. Close the drain valve in your hot water heater. The open valves will allow the trapped air out of the system.
- 3. Turn on the main water shut-off valve.
- 4. Open a few hot and cold water faucets throughout the home (bathtubs, showers or sinks) The open valves will allow the trapped air out of the system.
- 5. Allow the water heater to fill completely.
- 6. Check for leaks throughout the home that may have been caused by frozen pipes.
- 7. Turn on the Circuit breaker to the water heater. If the water heater has not completely refilled, your heating elements will get damaged. Please note, it will take several hours for the water to become hot in the freshly filled water heater.

The Builder is not responsible for any damage caused by lack of maintenance or preparation for inclement weather. The Builder is not responsible for any damages caused by any extreme conditions section of this Guidebook.

MAINTENANCE SCHEDULE

The Homeowner is responsible for making any necessary replacements or reapplications after inspecting an item. This schedule does not include ALL maintenance items of a home.

ltem	Monthly Interval					
	1	2	3	4	5	6
HVAC Air Filter		Inspect		Inspect		Inspect
HVAC Condensation Line						Flush
Exterior Caulking/ Sealants			Inspect			Inspect
Interior Caulking			Inspect			Inspect
Exterior Drainage/ Grading			Inspect			Inspect
Weep Holes			Clean			Clean
Faucet Aerators			Clean			Clean
Water Heater						Flush
Garbage Disposal	Flush	Flush	Flush	Flush	Flush	Flush
Garage Doors						Lubricate
Roof						Inspect
Gutters/ Downspouts			Clean			Clean
Exterior Doors/ Windows Seals			Inspect			Inspect
Smoke Detectors	Test	Test	Test	Test	Test	Test
			-			
ltem	Monthly Interval					
	7	8	9	10	11	12
HVAC Air Filter		Inspect		Inspect		Inspect
HVAC Condensation Lines						Flush

	1	0	9	10		
HVAC Air Filter		Inspect		Inspect		Inspect
HVAC Condensation Lines						Flush
HVAC System/Ducts						Clean
Exterior Caulking/ Sealants			Inspect			Inspect
Interior Caulking			Inspect			Inspect
Exterior Drainage/ Grading			Inspect			Inspect
Weep Holes			Clean			Clean
Faucet Aerators			Clean			Clean
Water Heater						Flush
Garbage Disposal	Flush	Flush	Flush	Flush	Flush	Flush
Fireplace/ Chimney						Clean
Garage Doors						Lubricate
Roof						Inspect
Gutters/ Downspouts			Clean			Clean
Exterior Doors/ Windows			Inspect			Inspect
Smoke Detectors	Test	Test	Test	Test	Test	Test
Grout/ Caulking- wet areas						Inspect
Touch Up or repaint- interior						Inspect

REGISTER YOUR AIR CONDITIONING & HEATING EXTENDED WARRANTY

Please register your new air conditioning and heating system within 60 days of moving in to receive a free, extended warranty.

Registration can be completed online. Please take a few moments to record the following information to ensure your product registration process is quick and easy:

You will need the model numbers and serial numbers of all indoor and outdoor equipment. **Call Arthur Hagar Air Conditioning at (817) 478-1122**, and they will provide you with all your model and serial numbers.

Once you have your model numbers and serial numbers, go to https://www.trane.com.

1. Choose Residential.



2. Select "Existing Trane Owners - Warranty & Registration."



3. Select "Register Online," and enter all required information.



DOUBLEROCK SMART HOME PACKAGE

FireTex Security Systems

Office: (817) 381-3318

Your DoubleRock Smart Home Package may include the following products (depending on selections and availability):

Security Panel & Alarm.com App*

Ecobee Thermostat

Skybell

Z-Wave Smart Lock

Window & Door Motion Sensors

Z-Wave Light Switch

Z-Wave Garage Door Controller

*Please note: Alarm.com App requires an additional contract with FireTex Security Systems.

How to Activate Your Smart Home Package

- 1. After you close on your home, please ensure that you have Wi-Fi set up in your home.
- 2. Once you have Wi-Fi installed, please call our security provider FireTex Security for your free training session. At this session, our provider will connect all devices to your Security Panel and Alarm.com App and answer any questions you may have.

**Please note that setup requires Wi-Fi. If you do not have Wi-Fi by your appointment date, FireTex will have to reschedule your training session, and charge you for the additional trip charge.

SEPTIC SYSTEMS

Element Septic Systems

Office: (817) 999-6208

Septic systems are generally installed on properties with 1 or more acres of land. Smaller lots, usually within city limits, are connected to a sanitary sewer system maintained by the local municipality and do not have individual septic systems.

The following information has been provided by the Builder's septic system installer, Element Systems. The Homeowner should contact them directly for service, or questions pertaining to their system.

Owning and maintaining an aerobic septic system may seem overwhelming. The purpose of this information guide is to familiarize you with the day-to-day usage and maintenance of an aerobic septic system. Please review the following information. If you have any questions or concerns, please feel free to contact Element Systems.

Your septic system is a live system. There are live good bacteria that "eat" the solid waste in your system. There are certain items that should not be used in an aerobic septic system. These items may kill the bacteria and create costly damage to your system.

Do not permit the following items to enter the system:

- Strong disinfectants or bleaches, other than small amounts normally used in day-to-day cleaning and laundry
- Antibacterial hand soap, body wash, dish soap, or cleaning liquids
- Very limited amounts of vegetable peelings, eggshells, and disposal use (near-zero use of disposal recommended)
- Disposable baby diapers and wipes
- Sanitary napkins, condoms, or other similar items
- Hair, bandages, rags, or string (drain screens in showers recommended)
- Latex, plastic, or metallic objects
- Coffee grounds or cigarette butts
- Mud or sticks
- Paper towels or napkins
- Bleach toilet bowl drop-ins
- Beer waste or any other rich liquids
- Pet hair (recommended to wash pets outdoors)
- Be aware of using the system while taking certain medications, particularly chemotherapy

Tip: Is your system running more than normal? It could be that you have a running toilet or leaking faucet. Even a minimal leak can cause a large amount of water to be drained into the system. Make sure to check all toilets and water outlets.

Septic Pumping

Every 2-5 years your septic tanks may need to be emptied by a qualified septic pumping company. Element Systems does not provide septic tank pumping. However, we have two pumping companies that we recommend: American Wastewater (817-994-8210) and B&B Septic (817-270-4167).

Adding Chlorine/Bleach to Your System

Element Systems offers two types of chlorinators for your septic system: the tablet chlorinator and the Stage III liquid bleach chlorinator.

The tablet chlorinator uses three" chlorine tablets that are available at local hardware stores (Home Depot, Lowe's, Ace). The chlorine tablets come in a 10 lb. bucket.

The Stage III liquid bleach chlorinator dispenses approximately one gallon of household bleach (sodium hypochloride) per month.

If you have a tablet chlorinator, you are responsible for adding the correct chlorine tablets. *Do not use swimming pool tablets.* Do not add more than five tablets at a time; this could clog your chlorinator tube (2-3 at a time is recommended). Please check the tablet supply weekly.

If you have a liquid bleach chlorinator, you are responsible for adding regular bleach. Please check the bleach supply monthly.

Benefits of switching to a liquid bleach chlorinator (a service we provide):

Chlorine cost can be reduced by more than \$100 per year

Lasts up to 1 1/2 months on one filling

No weekly tablet maintenance

Low annual operating costs

Meets and beats state requirements on chlorine residuals and low bacteria count

No dangerous gasses from opening big buckets of chlorine tablets

Destroys fecal coliform

Very simple installation and virtually maintenance free

Service/ Maintenance Contract Renewal

Each system installed by Element comes with a 2-year warranty. This 2-year warranty covers the pumps, tanks, compressor, and control box. All spray lines, pipes, and spray heads are covered for one full year. Warranty period begins at install date.

In compliance with the Texas Commission on Environmental Quality (TCEQ), the owner of an aerobic septic system shall continuously maintain a signed, written maintenance contract with a valid maintenance company.

Element Systems is under contract to inspect your aerobic treatment system for two years from the time of installation or as noted on your existing service contract. Inspections will be

performed every four months to ensure that your septic system is operating properly. You will receive a note on your front door notifying you that an inspection has been performed.

If your service/ maintenance contract needs to be renewed, or if you need a copy of your current contract, please call Element Systems at (817) 999-6208.

Emitter Systems

If you have an underground drip emitter field instead of spray heads, it is important to know where your emitter field is. Do not drive over the field, park vehicles or trailers on the field, or build or lay concrete over the field. The emitter lines are fairly shallow and can be damaged. There is a filter that needs to be cleaned regularly within the emitter system. The filter is located in the filter box and is easily accessible. There is also no need for chlorine with this type of distribution model.

Alarm/ Red Light

Your alarm/ red light is located on the top of your control box on the side of your house. When the alarm/ red light goes off, it is signaling that your treatment system is malfunctioning. If this happens, please do the following:

Turn the switch (located on the side of the control box) to "mute" and call (817) 999-6208 for service.

Check that the small clear airline is securely attached to the bottom of the control box and check the breaker box. Often times the alarm is triggered due to a loss of power when a breaker flips.

Power Outage

In case of a power outage, you will need to reset the clock on your system. The clock is located in the control box/ timer. Depending on your box, you may be able to simply dial in the correct time with the white clock hands, or you may need to spin the black dial until the white arrow points at the correct time.

Types of Septic Systems

Element Systems installs two types of systems: Pro Flo and NuWater NR.

The Pro Flo Wastewater Treatment System is an aerobic septic system capable of turning residential household sewage into a clear, odorless liquid within 24 hours.

The Pro Flo wastewater treatment plan is similar to large municipality sewage treatment plants. It uses an extended aeration activated sludge process. This type of treatment depends primarily on the use of air. When air is introduced to the wastewater, it promotes the growth of aerobic bacteria and other microorganisms that break down the organic material found in regular household sewage.

Raw, unsettled wastewater from your home enters directly into the pretreatment tank. Inside the pretreatment tank, the solids separate from the liquid, and the liquid flows into the aeration chamber. Inside the aeration chamber, simple hydraulic displacement is accomplished by the introduction of air. Air is introduced into the aeration chamber by passing from the aerator motor through the diffuser bar and into the system. This air promotes the growth of aerobic organisms in much larger amounts than would naturally occur. It is these aerobic organisms (bacteria) that break down the organic material. As the wastewater leaves the aeration chamber, it enters the "quiet zone," better known as the clarifier. No mixing occurs inside the clarifier.

In the clarifier, any "leftover" solids separate from the liquid and settle to the bottom of the clarifier. This solid material is called sludge. Sludge contains dissolved oxygen, and the bacteria it contains are activated by the oxygen. This activated sludge is returned to the aeration chamber where it is mixed and digested again. The sludge mixes with the incoming wastewater, and this mixture of returned sludge, wastewater, and dissolved oxygen is referred to as mixed liquor. The mixed liquor flows back into the clarifier, the solids separate, and then they return once again to the aeration chamber. This never-ending cycle produces a clear, odorless, high-quality effluent that is ready to be released to the environment.

The NuWater NR Wastewater Treatment System is designed for treating domestic wastewater generated by normal household activities. The system consists of a single tank utilizing the extended aeration activated sludge process. The system is capable of producing an effluent which meets or exceeds applicable state discharge standards. This system has been successfully tested in accordance with National Sanitation Foundation (NSF) Standards 245 and 40.

Treatment begins when wastewater from the home flows into the pretreatment zone of the system.

Here, the organisms begin to break down and convert the waste into gases and additional microbes. This is also where nitrate is converted to nitrogen gas. The partially broken-down waste then enters the treatment area, or aeration chamber. In the treatment area, waste is continually exposed to microbes for the remainder of the treatment process. The digestion action of the aerobic microbes' results in a lower concentration of pathogenic bacteria.

After average retention time in the aeration zone of 24 hours or more, the mixture enters the clarifier where calm conditions enable separation of microbes, solids, and treated wastewater. The microbes that settle out of the water sweep back into the aeration chamber where they are again beneficial in wastewater treatment. The proprietary airlift provides for a portion of the treated wastewater to be returned to the pre-treatment zone for additional treatment and denitrification.

The result of aeration and quiescent separation, followed by recirculation, is an effluent that is clear, odorless, and low in nutrients, which may be discharged according to local health regulations.

UTILITIES

WEATHERFORD

RECOMMENDED SERVICE	CONTACT
Weatherford Police Department	(817) 598-4310
Weatherford Fire Department	(817) 598-4293
Medical City Weatherford	(682) 582-1000
Weatherford ISD	(817) 598-2800
City of Weatherford Utilities	(817) 598-4000
City of Weatherford Utilities	(817) 598-4000
City of Weatherford Utilities	(817) 598-4000
HughesNet	(844) 737-2700
AT&T/ Charter	Coming Soon
FireTex Security Systems	(817) 381-3318
	RECOMMENDED SERVICE Weatherford Police Department Weatherford Fire Department Medical City Weatherford Weatherford ISD City of Weatherford Utilities City of Weatherford Utilities City of Weatherford Utilities HughesNet AT&T/ Charter FireTex Security Systems

GODLEY (CITY)

UTILITY	RECOMMENDED SERVICE	CONTACT
Police	Godley Police Department	(817) 389-3539
Fire	Godley Fire Department	(817) 389-2510
Hospital	Texas Health Harris Methodist in Cleburne	(817) 641-2551
School District	Godley ISD	(817) 592-4300
Water	Johnson County SUD	(817) 760-5200
Trash (Every Friday)	Johnson County SUD	(817) 760-5200
Electric	United Co-op Services	(817) 447-9292
Sewer	City Hall	(817) 389-3539
Propane	Bluebonnet Propane	(817) 694-1751
	Joe Rider Propane	(817) 578-3374
Internet & Phone	Windstream	(817) 389-2761
	Nextlink	(855) 698-5465
	Cirra	(817) 259-1100
Security	FireTex Security Systems	(817) 381-3318

GODLEY (RURAL)

UTILITY	RECOMMENDED SERVICE	CONTACT
Police	Godley Police Department	(817) 389-3539
Fire	Godley Fire Department	(817) 389-2510
Hospital	Texas Health Harris Methodist in (817) 641-2551 Cleburne	
School District	Godley ISD	(817) 592-4300
	Joshua ISD	(817) 202-2500
Water	Johnson County SUD	(817) 760-5200
Trash	Bob's Rural Service	(817) 645-8517
	Republic Trash Services	RepublicServices.com
	Waste Management	(817) 348-2600
Electric	United Co-op Services	(817) 447-9292
Propane	Bluebonnet Propane	(817) 694-1751
	Joe Rider Propane	(817) 578-3374
Internet & Phone	Windstream	(817) 389-2761
	Nextlink	(855) 698-5465
	Cirra	(817) 259-1100
Security	FireTex Security Systems	(817) 381-3318

Thank you for choosing us for your homeownership journey, and we look forward to showing you the DoubleRock difference.



101 S Main St., Godley, TX 76044

(940) 399-8079



DoubleRock Properties is an equal housing opportunity builder.