

HOMEOWNER'S WARRANTY AND MAINTENANCE GUIDE



Starting on the day you move into your new home, you need to understand the operation and maintenance of, warranties provided for, and each major component of your home. We have provided this Homeowner's Guide to help navigate you through the proper use and maintenance of the major components of your new home.

If you find a conflict between the information provided in this Guide and any information provided by product manufacturers, always defer to the actual care and maintenance information provided by each manufacturer and/or installation contractor.

Your new home comes with a 1-Year Fit and Finish/10-Year Structural Limited Warranty provided by the Builder. Information on our Limited Warranties can be found in this manual. We recommend you review this information carefully.

This policy is designed to ensure that you enjoy living in your new home for many years to come!

Customer Service Program

Our Customer Service Department administers the terms of your Limited Warranty program through experienced coordinators and representatives trained to respond to your needs promptly and professionally. Please review each section of this manual carefully so that you can assist us in handling your claims efficiently.

The Customer Service Program is designed to address any emergency or non-emergency items beginning with your orientation and continuing throughout the first year in your new home. See the list of topics below to help you navigate through this manual and get the fastest resolution to questions and concerns.

Homebuyer Orientation

The homebuyer orientation is conducted for the benefit of both the new homeowner and the Builder. It gives you an opportunity to take a more detailed look at your home and become familiar with the systems and features of the home. This is the time for you to note any items that might need correction and address any questions or concerns you might have.

At the time of your orientation, you should take notice of the following items:

- Scratched, nicked, or dented cabinets
- Damage to the flooring
- Damage to countertops
- Chipped, cracked, or dented sinks, tubs, or shower enclosures
- Scratched or dented appliances
- Damaged paint, drywall, trim, or doors
- Missing or damaged screens
- Cracked or scratched windows or sliding glass doors
- Cracked or scratched light fixtures
- Stucco, roof tile, concrete, and pavers

Items needing repair must be listed on the orientation form. If damage is not noted on the orientation form prior to move in, it will not be covered under the Limited Warranty. **Damage that occurs due to moving into your new home will not be covered.**

Once your orientation has been completed and all paperwork signed, the Builder's representative will review any items on the orientation form, determine the timeframes needed to complete those items, and at your convenience schedule an orientation signoff appointment within the next 3-5 business days.

Orientation Signoff

At the Orientation Signoff, you will review the items noted from your orientation and your Superintendent will ask you to initial and sign off that all orientation items have been completed. Your items must be completed to the Builder and industry standards.

Please note, this is not an opportunity to re-walk the home or find additional items.

Once you have closed on and moved into your new home, any additional items you may find that you feel are covered under the 1-Year Limited Warranty must have a warranty request submitted.

In Case of an Emergency During the 1-Year Limited Warranty

In case of any emergency, your first priority should be to protect yourself and your family members from harm. Once you are certain of your family's safety, take steps to correct or lessen the effects of the emergency. For example, damage from a water leak can be minimized by turning off the water to a particular fixture or by turning off the water main to your home.

Specific emergencies are defined in the following section and can be described as items that require immediate attention to protect you and your family from harm, and to avoid damage to your personal property or your home.

Plumbing

A total stoppage of the plumbing main line that cannot be isolated and causes a sewage backup is considered an emergency. If your plumbing system ceases to work, none of your sinks, toilets, and tubs will drain.

- Depending on the cause, this may or may not be covered under the Limited Warranty.

A **water leak that cannot be isolated** and requires the water supply for the entire house to be shut off to avoid water damage to the home is considered an emergency.

- A leak that can be isolated by the shut-off valves under the cabinet or plumbing fixture is NOT an emergency.

Do not delay in reporting an emergency. Damage that is caused by a delay in reporting an emergency is not covered under the Limited Warranty. Damage to personal property is not covered under the Limited Warranty; however, it may be covered under your homeowner's property insurance policy.

Electrical

A total electrical failure that is isolated to your home only is an emergency. An area-wide power outage is not an emergency. Check with your neighbors to see if they have also have lost complete power.

- The Builder is not responsible for damages due to area wide power outages, Power surges, lightning strikes, lightning related damages, damaged appliances, or spoiled foods due to extended outages or lightning.

No Heat or AC

Complete failure of the HVAC system when the temperature inside is above 85 degrees Fahrenheit and rising or below 55 degrees and falling is an emergency.

- Check to be sure the blower cover is in place, power switch is on, and the thermostat is on. Also check the circuit breaker in the electric panel outside of the home before calling for service.

Gas Leak

A rotten egg smell in the air is an emergency and should be acted upon immediately.

- Please leave the home immediately, then contact Southwest Gas at 877-860-6020 to report the potential leak. Let them know you have left the home, leave a contact number, and ask to have the leak located and repaired immediately.
- A plumber may be contacted if the leak is found to be coming from the furnace or water heater gas supply lines.
- Do not use your home phone, light a match, or turn on/off any light switches. Go to a neighbor's home immediately to report the leak.

Roofing

Water penetrating the roofing membrane and entering the home is an emergency. It is the homeowner's responsibility to minimize water damage, as much as is reasonably possible, until a representative arrives.

Though inconvenient, the failure of cooking appliances, refrigerators, or a single air conditioning unit in a two-unit system are not emergencies. If your situation does not fall within these emergency guidelines, you must use the procedures outlined below to request routine warranty service.

Repairs cannot be made on a roof until the inclement weather has passed and the roofing materials have dried. Mitigation measures should be taken by the homeowner to help minimize overall damages.

Limited Warranty Who is Covered?

The 1-year fit and finish limited warranty and the 10-year structural warranty are offered to the original purchaser and automatically transfer to subsequent owners of the home during the Limited Warranty periods.

1-Year Fit and Finish Limited Warranty Coverage

Limited Warranty – The coverage of this Limited Warranty ends one year after the completion of the items identified on the written homeowner orientation or one year after the close of escrow, whichever is longer. Any major structural issues as defined in your Limited Structural Warranty are warranted for 10 years from the original closing date.

Verbal and written notification of the Limited Warranty periods ending are not provided to the homeowner.

Repairs made during the Limited Warranty period do not extend the period of the original warranty coverage.

The Builder warrants that every home has been constructed with materials and workmanship of a quality that are standard in the industry for residential production homebuilding.

The Builder further warrants that each home will be free from fit and finish issues for a period of one (1) year (on workmanship and materials) and free of structural defects for a period of ten (10) years through the Structural Warranty. The Builder agrees to make all necessary repairs and replacement for items covered by the Limited Warranty within the applicable warranty periods.

Modifications and/or additions to your home after closing will not be covered under this warranty nor will the Builder be responsible for damage to such additions as a result of a problem with a covered item.

The Builder is not responsible for restoring the modification and/or addition that may be altered as a result of a repair to a covered item.

Buyer's rights and the Builder's obligations under this warranty are limited to repair/and or replacement.

The Builder reserves the right to make repairs, correct workmanship, or replace items for which it is responsible according to the terms of this Limited Warranty at the time and in the manner determined most appropriate at the Builder's sole discretion.

Our Customer Service Technicians in the field do not have any authority to approve, extend, or alter your Limited Warranty in any way.

Items Not Covered Under the Limited Warranty

- Solar energy installation – damage or alterations made by the homeowner and/or their contractors due to the installation of solar energy equipment will not be covered under the Limited Warranty.
- Acts of Nature – damage caused by acts of nature including but not limited to lightning, wind storms, heavy snow, hail, heavy rain, wind driven water, and changes to the underground water table.

The Builder has no duty to install upgrades under the Limited Warranty and will not be responsible for consequential damages or expenses, such as lost wages, personal time, inconvenience, etc.

- Damage caused by abuse, wear and tear, homeowner alterations, or lack of proper and timely maintenance.
- Insects, rodents, and pests – the Builder cannot protect newly constructed homes from the presence or effects of pests found after the closing date.

How to Submit a Warranty Request

Reviewing the Limited Warranty section of this guide will help you determine if the Limited Warranty covers an item in question. Please completely fill out the online form, including your name, address, best telephone number to reach you at, and brief description of the item(s) needing to be addressed.

Appointments

Builder Representative Appointment

When the Builder receives your request for service, we will schedule an appointment to conduct a warranty inspection before determining coverage of a particular item. If the item is routine homeowner maintenance, we will review the maintenance steps with you and offer informational assistance. Your customer service representative will then schedule a service day (Monday through Friday, 8am – 4pm) for any items needing repairs.

Service Day Appointment

The Builder will correct any work deemed warrantable under the Limited Warranty through the services of our vendors. Service appointments are your responsibility to meet. We will do our best to notify you if a subcontractor will not be at your home as scheduled. You may ask an adult friend, neighbor, or relative to be present if you are not able to be there for your service day. They must be at least 18 years of age. **We do not accept keys and the Builder's representatives are not permitted to house sit for homeowner appointments.**

To prevent the possibility of a pet getting injured or lost, we ask that you restrict all animals to a location away from the work area, inside or outside, during any warranty visit, whether for inspection or repair of work. This policy is also for the protection of our employees and trade personnel.

The Builder WILL NOT reimburse bills for labor, materials, utilities, food, lodging or any other expenses a homeowner incurs unless such expenses have the prior, written authorization and approval by a manager of the Builder. Additionally, the Builder WILL NOT reimburse homeowners for personal time, wages, inconvenience, etc. incurred in order to address warranty claims or repair appointments.

The Builder responds to all warranty requests as timely and efficiently as possible. All warranty requests received during the warranty period will be scheduled for completion as soon as possible. Occasionally, some inconveniences such as weather delays, labor problems, or material shortages may arise in the process of completing warranty repairs. We ask that all parties practice patience and respect for the individuals working to resolve any form of inconvenience. The Builder does not reimburse for inconveniences, as these are not intentional or predictable.

Knowing that everyone's schedules are busy, we understand that things come up and it may be necessary to change or cancel your scheduled appointment. If this happens, please contact your Customer Service Representative, prior to your service appointment day, so they can assist you with rescheduling your appointment.

Maintenance

Suggested Maintenance

For your convenience, we have created a schedule of suggested homeowner maintenance. This schedule is posted on the wall in the garage by the button for your garage door opener. By completing these maintenance items as recommended, you will help preserve the condition of your home and avoid costly repairs later.

Preventative maintenance on your new home should begin when you move in. Nevada's climate can result in extreme variations in temperature and humidity over short periods of time. Building materials are subject to constant expansion and contraction due to changing temperature and relative humidity. This can result in the minor warping and cracking of wood materials and the cracking of drywall, stucco, concrete, and mortar. These effects are particularly common during the first year after a new home has been built. A change of season creates special maintenance needs, so plan for winterizing and

summarizing your home. Please refer to the suggested maintenance guide at the back of the Manual or on your garage wall for maintenance guidelines.

Appliances

Homeowner Use and Maintenance Guidelines

Warranties on appliances are supplied directly from the manufacturer to you. Information about each appliance can be found in the manufacturer's literature provided to you during your final walk through. When calling the manufacturer please be prepared to provide the model and serial number of the item.

Limited Warranty

Contact the appropriate distributor for service information. After notifying the appliance supplier, please go online and fill out a service request at www.ridgeline.com. If the appliance company does not respond or fails to complete a repair, the homeowner may contact the Builder for assistance during the 1-year warranty period.

If a homeowner cancels or misses one or more appointments and is unable to schedule an appointment to complete the work, the Builder reserves the right to close out the issues until the homeowner has time available. However, this will not extend the warranty period.

The Builder does not warrant manufactured appliances or guarantee their performance. Your appliances are covered by warranties from the manufacturer directly to you.

Attic Access

Homeowner Use and Maintenance Guidelines

The attic space should never be used for storage. Attics are susceptible to extreme heat and cold. Also, the roof structure was not designed to hold excess weight. Access is provided for purposes of maintaining mechanical equipment that may traverse the attic space. Only professionals should perform tasks in the attic and should use caution not to step off wood members onto the drywall. This can result in personal injury and/or damage to the ceiling and objects below.

Occasionally, air currents in the attic may move the insulation on the attic floor out of place and leave gaps or block the attic vents. If either of these situations occurs, return the insulation to its proper location. Your attic may have louvered openings to allow warm and/or moist air to escape. If the louvered openings are blocked, harmful quantities of moisture may accumulate. The attic access cover and smoke seal should remain securely in place so that minimal air transfers through the access opening.

Limited Warranty

The Builder warrants complete and accurate insulation coverage at the time of final inspections to achieve the R-values specified by code and specifications. If the homeowner has questions or concerns regarding their attic during the 1-year warranty period, they may submit a request and the Builder will inspect.

Cabinets

Homeowner Use and Maintenance Guidelines

Cabinet finishes are designed to be durable under normal usage and care. Promptly remove any splashes and splatters to avoid permanent stains. Please see the manufacturer's recommendations for care and maintenance of your cabinets.

Wood is a natural product that is subject to warping and drying. Protect and preserve your cabinets by using appropriate care techniques and products on your cabinets. **Differences can be expected in grain and color between the cabinet components due to natural variations in wood and the way wood absorbs the stain.** Note too, that as cabinet panels shrink, unstained areas that were inside the frame may become exposed.

Minor scratches can be covered with a putty stick that matches the finish of your cabinets. However, the filler used may appear more obvious in certain areas and/or under varying light conditions due to natural wood variations in color.

If hinges catch or drawer guides become sluggish, a small amount of silicone lubricant will improve the performance. Apply a very small drop to the top of the hinge or the center of the drawer guide and move the door or drawer back and forth several times so the lubricant will work into the hinge or guide. Wipe away any excess lubricant with a dry paper towel.

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

Limited Warranty

The Builder warrants material and labor of cabinet installation for one year. If you notice drawers sticking or drawers or cabinet doors not closing properly during the warranty period, notify the Customer Service Department in writing. If a cabinet separates from the wall or ceiling farther than 1/4 inch, or a cabinet door or drawer front warps more than 3/8 inch as measured from the cabinet frame, the Builder will correct the problem during the 1-year Limited Warranty period.

Exceptions: Wood is a natural product that differs in color from one piece to the next, depending on variations in wood grain. These differences are considered normal and add to the natural beauty of the product. Exact stain matches cannot be guaranteed from cabinet to cabinet. Chips, nicks, dings, dents, scratches, or other aesthetic imperfections will only be corrected if documented during the homeowner orientation.

Carpet

Homeowner Use & Maintenance Guidelines

Carpet is available in many styles, designs, and weights for durability, stain resistance, and long-term performance. Varying weights of carpet pad will enhance the performance and feel of the carpeted surface. Regular and thorough cleaning can maintain the beauty and prolong the life of your carpet.

Vacuum your carpet regularly to avoid build-up of dirt and grime to maintain the upright position of the nap. Carpet wears out because of foot traffic and dirt particles that are ground into the pile. The dirt particles wear down the fibers and dull the look of the carpet. A vacuum cleaner with a beater bar agitates the pile and may be more effective in bringing dirt to the surface for easy removal, but it can be hard on the carpet. The beater should be adjusted so that it barely touches the tops of the carpet fibers. Wipe up spills and clean up stains immediately. For best results, blot or dab any spill or stain, avoid rubbing.

We generally recommend an overall professional cleaning of your carpet after 18 months in your home and once a year after that. While do-it-yourself shampoo devices are inexpensive, the supplies, equipment, and experience that a professional carpet cleaner brings to the job will prolong the life of your carpet. After installation, loose fibers will work their way to the surface for quite some time. This is known as fluffing or shedding. Your routine cleaning should include vacuuming up these fibers. If a tuft of carpet appears that is longer than the surrounding carpet, do not try to pull it out. It is probably attached to the backing and simply needs to be trimmed to the height of the surrounding pile.

Visible carpet seams are to be expected and are not an indication of a flaw in the carpet. Most rolls of carpet are produced in 12-foot widths and most of your rooms will, therefore, have at least one seam. All seams are placed to make the most efficient use of carpet yardage. Placement is up to the discretion of the installer and may differ from that shown in the models. Seams are most visible in a new home before it has been furnished and occupied. They are not considered a defect unless improperly installed. Minor variations in dye lots are acceptable if they adjoin at doorways or occur on stairways.

Limited Warranty

The Builder warrants the workmanship of carpet installation for a period of one year from the start of warranty.

Stain resistant carpet is not stainproof. Do not use cleaners that have not been tested for the type of carpet in your home. Manufacturers may provide additional product warranties in relation to wear, durability, and stain protection.

Caulking

Homeowner Use & Maintenance Guidelines

Caulking is applied in various areas of the home, both interior and exterior. Caulking is primarily used to keep moisture out and create a weather resistant moisture barrier at corners or material transitions. Caulking will be applied as necessary by the Builder and will be done in a consistent manner; however, the application bead may vary. During the first few years, caulking will shrink and dry. When this happens it no longer provides a good seal against moisture. As part of your routine maintenance, inspect caulking around your sink tops, tubs, windows, and ceramic tiles and repair as needed. Caulking compounds and dispenser guns are available at hardware stores. Read the manufacturer's instructions carefully to be certain that you selected an appropriate compound for the intended purpose.

Limited Warranty

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

Caulking, both interior and exterior, are a part of routine maintenance and not covered under the limited warranty.

Ceramic & Porcelain Tile

Homeowner Use & Maintenance Guidelines

Ceramic tile is durable, easy to maintain, and comes in a variety of colors and designs. The tiles are produced in dye lots that have the same color and texture. Because dye lots vary, replacement is rarely an exact match. We urge you to take special care to avoid breaking or damaging your tile.

Despite its durability, ceramic tile can be broken and scratched. To avoid staining your tile, wipe up spills promptly with warm soapy water. A tile cleaner can be used to keep your tile bright and shiny. Routine scrubbing of the grout with warm, soapy water will keep it fresh and clean. Avoid using strong cleaners as they can stain the grout.

Slight separations or shrinkage in the grout between tiles and at base boards can be expected. This is caused by normal drying of the grout and shrinkage of the wood members as they dry out. When cracks appear, fill them using an appropriate grout for the particular tile you selected for your home, grout or caulk can be purchased at hardware stores and home stores. Follow the directions on the packaging. This maintenance is important to protect the underlying surface from water damage.

Limited Warranty

The Builder will correct cracks in grout joints that exceed 1/8 inch in width, one time only during the 1-year warranty period. **Routine maintenance of grout is the homeowner's responsibility. The Builder does not use a grout sealer. If you choose to apply grout sealer yourself, any later repairs will not be re-sealed and the color will not match. The Builder does not recommend that you seal grout during the 1-year warranty period.**

Concrete/Pavers

Homeowner Use & Maintenance Guidelines

Due to weather and soil conditions in Nevada and the nature of concrete material itself, concrete slabs **cannot** be designed to resist all cracking or to prevent shrinkage and expansion. Soil movement can result in displacement of the slab and hairline cracks on the surface, which do not affect the strength, performance, or purpose of the concrete. It is important to minimize potential damage by maintaining good drainage and not planting trees or shrubs within 5' of your slab.

Do not allow water to pond near the foundation, on the garage floor, concrete paver patios, walks, or driveways. Water seeping into the soil can increase soil movement which may result in staining, fractures to concrete, as well as movement within the home. Do not wash or use yard blowers on concrete paver drives, walks, and patios as they remove the sand used to bond the pavers. Some settling of paver drives, walks, and patios is to be expected.

Do not apply snow melt to concrete and do not allow snow or ice to remain on concrete surfaces for extended periods of time.

Do not permit large trucks, delivery vans, dumpsters or heavy equipment to stand on your paver driveway. Do not cut, chip, or drill into your concrete slab as damage to the home or personal injury may result if one or more of the cables under stress are damaged or broken.

Limited Warranty

The Limited Warranty does not cover concrete flatwork/pavers against discoloration, chemical staining, or shadowing when wet, hairline cracks, pitting, scaling, or spalling when found after the orientation.

Countertops

Homeowner Use & Maintenance Guidelines

The countertops in your home may be constructed of granite, quartz, plastic laminate, cultured marble, or other solid surface materials. **After you have moved into your home, the care of your countertops is yours alone.**

We offer the following suggestions to help you maintain the beauty and functionality of your countertops:

- Use a cutting board to protect your countertops when you prepare food. While minor scratches that result from cutting or chopping may not be noticeable at first, in time they will dull and mar the luster of the finish.
- Wipe up spills immediately. Some liquids, particularly hot ones, cause stains on granite and plastic laminate. In time, the stains may darken and become unsightly.
- Avoid sliding paper bags across the surface as it can cause light scratching.
- Do not place grocery items with the ink labels, such as meat and produce, directly on your counter tops. The ink stains many surfaces easily and is difficult to remove.
- Avoid dropping pots, pans, and kitchen tools on your countertops. They can break or chip the surface.
- Do not place hot pots and pans on your countertops without a heat protector pad. Some countertop finishes will show burns or discoloration from heat.
- Countertops can be damaged by sitting or standing on them. Excessive weight can cause warping or may cause the top to break or pull away from the wall.
- Coffee makers should be placed on heat protector pads or a cutting board to avoid discoloring the countertop.
- Do not drain your dishes on the countertop. Standing water can seep into the countertop causing granite to stain, laminates to warp and blister, seams to buckle and become uneven.
- Maintain a good seal in the caulking between the countertop and wall, along the joint at the backsplash, and around the sink to prevent moisture from reaching the wood under the top and to prevent warping. Seal seams in the surface as needed.

Limited Warranty

Repair and maintenance of countertops is one of your home maintenance responsibilities. Any damage to surfaces must be noted at time of your orientation.

Crawlspace

Homeowner Use & Maintenance Guidelines

Your new home features a raised framed floor over a crawlspace. The crawlspace of your home has at least one and sometimes two points of access usually found on the floors of closets on opposite ends of the home. In the crawlspace of your home you will find the fresh water plumbing (hot and cold), waste

water plumbing (larger black plastic pipe), floor insulation, and flexible ductwork for heating and air conditioning.

On the ground in your crawlspace is a black plastic sheeting “vapor barrier”. This vapor barrier is designed to keep moisture that is naturally in the ground from increasing the humidity of the crawlspace air. The vapor barrier in conjunction with foundation vents found along the exterior of your home (near the ground) control humidity and prevent conditions resulting from high humidity from harming your home. Mold or mildew on the underside (soil side) of the black plastic vapor barrier is normal and no cause for concern.

At least once per month, open the crawlspace and smell the air to see if it is musty or damp. Look to see if there is any water appearing on the top of the black plastic vapor barrier. The crawlspace should smell dry and there should not be any water on top of the black plastic. Should you find water on top of the vapor barrier or detect a musty odor, further investigation should be done immediately to determine the source of the moisture. You do not need to enter your crawlspace to conduct this inspection, simply lift the lid from the inside of your house and smell the air and use a flashlight to see if there is water on the plastic.

The foundation vents on your home are operable, with tabs to slide them open and closed. These vents should be open for most of the year to eliminate the buildup of humidity, and closed during the coldest part of the year to prevent pipes from freezing. Generally speaking foundation vents should be closed December 1 to March 1, although we recommend opening them during this period for a few days if it is unseasonably warm to introduce fresh air into the crawlspace.

Detection of high humidity in the crawlspace is the sole responsibility of the homeowner. Prolonged high humidity conditions can result in serious mold and mildew conditions that can cost tens of thousands of dollars to remediate and are not under warranty from Ridgeline. Furthermore, most insurance companies are not covering mold and mildew claims resulting from failure to regularly inspect your crawlspace. To make this job easier, there are a number of products on the market that can remotely monitor the humidity level of your crawlspace and alert you when conditions change. We highly recommend the use of one of these devices.

Decks

Homeowner Use & Maintenance Guidelines

Your new home may feature a built-up laminated deck. Decks add to the style and function of your new home and require a certain amount of routine maintenance so that they will remain functional and attractive.

In the Nevada heat and weather, decks are subject to discoloration, shrinkage, cracking, and curling over time. Clean your deck regularly, but **do not wash it down with a high-pressure hose or power washer as this may cause leaks.** Do not allow heavy build-up of dirt or pooling of water to remain on the deck for prolonged periods of time. Use caution when sweeping and cleaning the surface, to avoid scratching the deck. Nails, screws, or other metal objects may rust and stain your deck. Your regular and careful attention to deck maintenance will preserve an attractive appearance and help avoid any costly repairs.

Limited Warranty

Maintenance of decks is a homeowner responsibility. The Builder warrants parts and workmanship of decks for one year from the date of closing. The Limited Warranty does not cover defects that occur due to acts or circumstances beyond our control. This includes fading, cracking, and warping conditions.

Some decking materials may be warranted by the manufacturer beyond the 1-year Limited Warranty period. Patios, balconies, and decks added after the home is occupied, are not warrantable and may void other component warranties. **Dowels or pinning of structures into the original foundation may void your 10-year Structural Warranty coverage.**

Doors & Locks

Homeowner Use & Maintenance Guidelines

Many of the doors and door frames in your new home are made of painted or lacquered wood, vinyl, fiberglass or steel materials. All doors and door frames in your new home may expand and contract with changes in temperature and humidity that can result in warping and misalignment. Allow your home to go through at least one full cycle of the seasons before you make any changes.

Small cracks may appear during dry seasonal changes and may clear up during more humid months. If the small cracks do not disappear over time, they can easily be filled with putty, caulking, or filler. Sticking doors can usually be corrected by hinge adjustments or carefully sanding small areas and in most cases, it will not be necessary to take the door off its hinges. After sanding, promptly cover the exposed area with touch up paint or lacquer.

The hinges and locks on your doors may require lubrication from time-to-time to take care of squeaks and for proper maintenance. You will likely see dusting (black dust) around the hinges from time-to-time. Simply wipe the area clean as part of your routine cleaning. Remove the hinge pin and properly lubricate with an oil free silicone-based lubricant.

Slamming can damage doors and jambs and can cause cracking in walls. Doors can also be damaged when children hang on the doorknob, the hardware may become loose, and the door may sag.

Interior Doors

Remove finger smudges from painted or lacquered interior doors by washing them with warm water and a soft cloth or sponge. Be sure to dry the surface thoroughly with a soft cloth or towel. Check your interior doors frequently and use touch up paint or lacquer when necessary.

If your closets feature sliding doors, keep the tracks clean and keep clothes and other items away from the doors and tracks so they do not obstruct operation. The roller and tracks should be sprayed periodically with an oil free silicone-based lubricant. These simple steps will keep your interior doors beautiful and in top condition.

Exterior Doors

To ensure a longer life span for your exterior doors, check the finish several times a year. Doors that receive direct sunlight should be inspected more often. Caulk the trim and use touch up paint as needed.

If you notice that the finish is beginning to crack or peel, refinish the door promptly. If neglected, the peeling and cracking will progress rapidly and destroy the surface of the door. Water can severely damage door surfaces, so make certain that your sprinklers do not spray on your doors.

Inspect the weather stripping on your exterior doors often. Weather stripping should form a reasonably tight seal. Contraction of wood doors can leave a small gap in the weather stripping, which is normal and should close up when the humidity increases. Re-glue or replace rubber and synthetic rubber stripping that has become loose. Use an appropriate commercial weather-stripping cement or glue.

Some exterior doors may have an adjustable threshold. These thresholds can be easily adjusted with a screwdriver and should be checked periodically for need of adjustment.

Limited Warranty

The Builder warrants interior and exterior doors to be free from substantial defects and to operate properly for their intended purpose for a period of one year. Warping of interior doors which exceeds 1/4 inch measured vertically, horizontally, or diagonally will be corrected. If a gap under an interior door exceeds 1 1/2 inches between the bottom of a passage door and the finished floor or 2 inches between the bottom of a closet door and a finished door, the Builder will make a correction.

Exterior doors and frames are resistant to moisture penetration, but are not waterproof in a driving rain or wind driven rain conditions. Some exterior doors may perform better with storm door installations. If this condition exists, it is the homeowner's responsibility to install a storm door.

Electrical System

Homeowner Use and Maintenance Guidelines

The electrical system in your new home was designed and installed by professionals to comply with all applicable building codes and standards. It is intended for normal residential use. **Any changes or additions to your electrical system may void your warranty and can result in damage to your home. We highly recommend that you consult a licensed electrician before making changes or additions to your electrical system. Please note that a permit may be required.**

During your homeowner orientation, the Builder representative will point out the location of the circuit breaker panel. There will be one master circuit breaker and several individual circuit breakers in the panel (there may be multiple distribution panels also). Circuit breakers can trip under excessive electrical load, when there is a worn cord, defective appliance, or during the operating of an appliance with too high a voltage requirement for the circuit. To reset tripped breakers, move the breaker switch to the OFF position and back again to the ON position.

If the power is lost in one area of your home and available in others, it is likely that an individual circuit breaker has tripped. Follow these steps:

- Unplug or turn off any appliances in the area that are without power prior to resetting the circuit breaker.
- Check the appropriate circuit breaker and reset it if necessary.
- If the circuit breaker fails repeatedly, you may have a short circuit in one of your appliances or a short.

circuit in the electrical system in your home. Do not attempt further repair. If under warranty, please submit a warranty request. If not under warranty, contact a licensed electrician to perform the repairs.

- If electrical power is lost throughout your home, check the master circuit breaker. If the master circuit breaker has tripped, reset it. If the master circuit breaker trips repeatedly, refer the problem to a licensed electrician or the Builder's Customer Service Representative if your home is within the 1- year Limited Warranty Period.
- If the master circuit breaker has not tripped, take a look around your neighborhood. If you notice a power outage in your area, call your utility provider to report the problem.

Arc Fault Circuit Interrupter

The Arc Fault Circuit Interrupter (AFCI) provides enhanced protection from fires resulting from early arcing or sparking conditions that may occur in house electrical applications and/or appliance installations. AFCIs should not be confused with the Ground Fault Circuit Interrupters (GFCIs). The GFCI devices are designed to provide protection from the consequences of electric shock.

While both AFCIs and GFCIs are important safety devices, they have different functions. AFCIs are intended to address fire hazards; GFCIs address shock hazards.

Ground Fault Circuit Interrupt Devices (GFCI or GFI)

During your Homeowner Orientation, a Builder Representative will point out the location of ground fault circuit interrupt devices (GFCI outlets). These are special circuit breakers that are designed to break the flow of electricity in the event of a short circuit to prevent dangerous electrical shock. GFCI outlets are primarily located in wet areas such as bathrooms, kitchens, garages, laundry rooms, basements, and exterior locations. If a short circuit, surge, or ground fault occurs, the GFCI outlet will open the circuit and must be reset manually according to the manufacturer's instructions. One outlet on a GFCI circuit will have a reset button. Often a single GFCI outlet will control multiple outlets, sometimes in other rooms. If you are experiencing a loss of power in any wet areas, i.e. laundry, baths, garage, basement, or kitchen, check all GFCI outlets and reset as necessary.

Do not plug appliances such as power tools, air conditioners, freezers, or refrigerators into GFCI outlets. The electrical surge that occurs when these appliances cycle will trip the GFCI outlets and break the circuit.

Homeowners are solely responsible for damages and food losses due to appliances being plugged into GFCI outlets.

Outlets & Switches

Electrical outlets have been placed at appropriate locations in each room in your home as set forth in the code. **Do not exceed the capacity for which the outlet was designed.** Devices which increase the capacity of electrical outlets, such as extra plugs and extension cords can create a fire hazard. If an electrical outlet does not have power, there are two possible explanations:

- The outlet is controlled by a wall switch, and the switch is turned off. Plug an appliance into the outlet and turn on nearby wall switches to see if the problem is corrected.
- Check the circuit breaker. If the circuit breaker has tripped, reset it and try the outlet again. If the circuit breaker trips repeatedly, call a licensed electrician or submit a warranty request to the Builder if this occurs during the Limited Warranty period.

Caution: Small children can be injured by poking objects into wall outlets. You can prevent this by installing child proof devices on all electrical outlets. These devices are available at grocery, drug, and hardware stores.

Smoke Detectors

The installation and location of the smoke detector(s) are designed to meet the requirements of local and state building safety codes. Occasional vacuuming of the smoke detector(s) will prevent dust collection on the sensors of the unit. Excessive dust and wind can cause false alarms and the batteries will also need to be changed from time-to-time. Low batteries will cause the unit(s) to chirp until the batteries are replaced. After the battery has been replaced, you may need to press the reset button on the detector for at least 30 seconds.

Carbon Monoxide Detectors

These devices monitor the air in your home for the presence of carbon monoxide and go into alarm mode when conditions may be considered harmful to the occupants of the home. They should be tested and maintained regularly to insure proper operation.

Limited Warranty

During the 1-year Limited Warranty period, the Builder will correct the problem if a circuit breaker trips repeatedly under normal use. If outlets, switches or fixtures malfunction, the problem will be corrected if caused by defective workmanship, materials, or installation. If wiring fails to carry the specified load, the Builder will correct the problem if the failure is due to improper installation or materials during the 1- year Limited warranty period. **Any modification to your electrical system by others may void your Limited Warranty.**

The Limited Warranty does not cover light bulbs, batteries, or damage due to homeowner neglect or Modification, or appliances (including smoke detectors) covered by separate manufacturers' warranties. Damage to the electrical systems or personal property due to lightning, system wide power outages, or power surges are not covered under the Limited Warranty.

Exterior Finishes

Homeowner Use & Maintenance Guidelines

The primary exterior finishes on your new home are stucco, wood, stone, cement-based siding or hardboard siding. These finishes were chosen for their beauty and durability in this climate.

***Because these materials are exposed to frequently changing weather conditions, they require routine maintenance and care. We recommend that you inspect the exterior surfaces of your home every three months.**

Stucco

Stucco is a cement product that is subject to expansion and contraction with changing environmental conditions. Minor hairline cracks, spider cracks, and cracks under 1/8 inch can develop in the outer layer of stucco. This is normal and does not reduce the function of the stucco in any way.

The white powdery substance that sometimes forms on stucco surfaces is efflorescence (see efflorescence in the concrete or block wall sections).

Avoid spraying water from irrigation or watering systems on stucco surfaces. Check the spray from your sprinkler systems frequently to make certain that water is not spraying on stucco surfaces. Keep soil a minimum of six inches below the bottom of the stucco finish. Do not pour concrete, construct masonry or brick walls, or place soil on or against the stucco finish.

Brick/Stone

Stone/brick veneers are one of the most durable and lowest maintenance exterior home finishes. Brick veneers and stonework are non-structural elements of the home. Due to moisture and frequently changing weather conditions, cracking of the mortar joints often occurs. Firing cracks, shrinkage cracks, and other small imperfections in bricks and manufactured stone are also common and not considered a defect but add to the character of the product.

Efflorescence is the white, powdery substance that can sometimes form on stone surfaces. This is a natural phenomenon caused by moisture (rain, sprinklers, etc.) and cannot be prevented. In some cases, it can be removed with a stiff brush and a vinegar/water solution. This is considered normal homeowner maintenance. After several years, stone may require tuck-pointing (repairing the mortar between the stones). You may notice small holes in the metal trim along the bottom of stucco, stone, or brick veneers. This metal is called weep screed and the holes allow moisture that has accumulated behind or in the product to escape. Do not fill these weep holes or permit landscaping materials to cover them.

Siding

Siding expands and contracts as humidity and temperature changes. We recommend that you check it periodically for any butt joints (where two pieces of siding touch at the ends) larger than 1/8 inch. If you find any joints larger than 1/8 inch, fill the crack with an approved caulking compound or sealant. Nails are used to attach siding. Nails may be set below the surface of siding leaving a small exposed hole. If the holes exceed more than 1/8 inch in depth, they should be filled with a proper filler or caulking.

Limited Warranty

Some cracking is common in stucco, masonry, and mortar joints. Minor cracks, imperfections, and variations in color, size, and shape of cultured stone are normal. One time during the 1-year warranty period the Builder will repair stucco cracks that exceed 1/8 inch in width.

Fireplace/Direct vent gas appliances-DGA (not present in all homes)

Homeowner Use & Maintenance Guidelines

The DGA(s) in your home are designed to add beauty and style. They are not designed nor intended to heat the home. Read and follow all directions of the manufacturer before using.

- Never leave the DGA operating unattended. It is not designed for prolonged operation or use for heating the home.
- If you notice any gas smell, shut the switch off immediately, shut the gas valve off and report it to the gas utility provider and the Builder's Customer Service. If the gas smell does not stop after you turn off the switch and shut the valve, leave your home and call your local gas utility company immediately.
- Never burn any combustible materials or use chemical flame enhancers in your DGA.

- Do not leave children unattended in the same room with an operating DGA. The safety glass, doors, and/or screens may become extremely hot and can cause serious burns to a child's hand.

A slight delay between turning on and flame ignition is normal. The flames should ignite gently and quietly.

See the DGA manufacturer's recommendations for proper cleaning and maintenance. White residue may collect on the inside of your gas fireplace enclosure as a result of natural gas combustion. This is common and can be cleaned using products specific to removing natural gas residue from glass.

Limited Warranty

The Builder warrants against manufacturer and workmanship related defects during the 1-year limited warranty. Manufacturers may have additional warranties that run for longer periods of time.

Floor Systems

Homeowner Use & Maintenance Guidelines

Most flooring systems are made up of engineered floor trusses or I-joists and oriented strand board (OSB) to employ the latest technology in the industry.

Limited Warranty

The Limited Warranty covers flooring materials installed by the Builder's contractors for a period of one year from start of warranty. **A squeak proof floor cannot be guaranteed.** Lumber shrinkage as well as variations in temperature and humidity can cause squeaks. The Builder will attempt to eliminate floor squeaks if they are caused by a defective joist or improperly installed sub floor, on a one-time basis and only during the first year. We recommend that you wait until the eleventh month after closing before submitting your request for service. High and low areas in the floor will be corrected if the differential exceeds 1/4 inch within a 32" inch measurement.

Garage Overhead Door

Homeowner Use & Maintenance Guidelines

The overhead garage door requires periodic maintenance for reliable operation. **Garage overhead doors are not airtight. Some light will be visible around the edges and across the top of the door. Weather conditions may result in some precipitation and dust entering around the door.**

Every 3-6 months apply a lubricant such as silicone spray to all moving parts: track, rollers, hinges, pulleys, locks, and springs. Use lubricant sparingly, as over lubricating can result in drips on vehicles and the concrete floor. Check to make sure that all hardware is tight and operating as intended without binding or scraping.

To prevent damage to a garage door opener, be sure the door is completely unlocked before using the operator. If you have any opener installed after closing on your home, we suggest that you order it from the company that installed the garage door. **Be familiar with the steps for manual operation of the door in the event of a power failure.**

Follow the manufacturer's instructions for safe and reliable operation. Do not allow anyone near the door while opening or closing, except to turn the handle. Do not allow children to play with or around the door. Any needed adjustments should be made by a qualified specialist.

Limited Warranty

The garage door should operate smoothly and with reasonable ease. Some amount of noise is normal when operating a garage door. The Builder warrants the garage overhead door to be free from workmanship related defects for a period of one-year.

If you install a garage door opener, the Builder will not be responsible for the operation of the garage door.

Grading & Drainage

Homeowner Use & Maintenance Guidelines

The grading plan for your home site has been carefully engineered and graded to standards that have been established by local jurisdictional agencies to ensure proper drainage. Grades are established to direct surface water away from your foundation. The grading plan for your home is part of an overall drainage plan for the entire community. The final grade of your lot may vary from that of the model homes and from that of other homes in the area.

It is the homeowner's responsibility to maintain the established and certified grades when installing or modifying landscape features. Landscape grade and drainage plans will work well for normal rain and snow melt; however, extremely heavy rainfalls may cause damage and displacement of landscaping materials. It is the homeowner's responsibility to repair damage due to extreme weather conditions.

Surface water from your property may be designed to flow through swales and sheet drain over the sidewalks to the streets curb and gutter system. This is a common design and is an accepted practice in most residential jurisdictions. Excessive surface drainage from landscape sprinklers or water features can cause swales to become saturated and sidewalks to deteriorate where water flows.

It is the homeowner's responsibility to address moisture concerns from their property or adjacent properties. The Builder is not responsible for the surface water conditions that homeowners and adjacent property owners have created.

After market landscaping can alter the grading of the lot. We suggest you consult with a professional landscape contractor when you are landscaping. Provide ample room for growth between plants and your home. **The ground next to your home should always slope away from the foundation to prevent standing water, and nothing should be planted within five feet of the foundation so that water does not collect near the house. If your project involves adding soil to your lot, be especially careful not to change the grade or drainage patterns.** Before you begin a landscape project have your plan approved by the homeowner's association; local building officials; and review the Declaration of Covenants, Conditions, and Restrictions to make certain that your plans meet all requirements.

During rains or sprinkler cycles it is not unusual for water run-off from uphill areas/lots to drain downhill. It is your responsibility to protect your landscaping improvements from damage caused by drainage on

the property prior to landscaping and in the process of landscaping. The Builder is not responsible for damage to your property or improvements that may be caused by drainage from uphill or adjacent lots.

Limited Warranty

If settlement caused by rains or snowfall results in erosion of less than 6 inches deep within the first 5 feet, it is the owner's responsibility to fill the affected areas.

Water which stands in the swale for more than 48 hours after watering or a storm event will be corrected within the first year unless the swale has been blocked or modified by the homeowner.

Modifications made by you or your landscaper to the original Certified Grade may void all grading and drainage or landscape warranties and may affect your 10-year Limited Structural Warranty. The Builder does not warrant against damages to grades or landscaping installed when extreme storm or weather conditions cause the damage.

Flooring

Homeowner Care & Maintenance Guidelines

Pre-finished Hardwood and Hardwood Veneer Flooring

Pre-finished hardwood is constructed from natural wood or composites that form a thin layer on the surface called a veneer. Please refer to the manufacturer for specific care and maintenance instructions for the products installed in your home.

The pre-finished hardwood flooring in your home is made from manmade and natural materials which will vary in color and appearance. Do not expect a monotone floor, a tabletop furniture finish, or a dust free finish. The Builder will correct installation defects or defect in the finish noted at the time of your new home orientation. The homeowner is responsible for all routine maintenance of pre-finished hardwood floors.

In caring for your pre-finished hardwood floors, we recommend that you use a dust mop or soft bristle broom daily to keep the dust and grit off the floor. When a more thorough cleaning is necessary, use only cleaners that have been recommended by the manufacturer of your flooring. Avoid all wax-based products. **Do not saturate the floor or allow water or other liquids to stand on the surface.** Never use self-polishing treatments, soaps or detergents, or oils. Wipe up all spills immediately to prevent damaging the floor. Felt protector pads should be applied to the bottoms of table legs and chairs to allow the furniture to be moved easily over the floor and to help prevent scuffing.

Pre-finished hardwood planks are installed tightly together, however, natural wood and manmade products used in floors are subject to swelling and shrinkage, resulting from seasonal variations in temperature and the humidity levels of the home. **Cracking along the joints may appear and is considered normal.**

Laminate Flooring

Laminate flooring is a man-made product designed to imitate hardwood flooring. It is installed in strips on a "floating floor system." Because of this floating system your floor could have a softer feel or have some "bounce," or sound somewhat hollow when walked on. There may be popping or ticking noises due to

the movement of the floor which is considered normal. Laminate planks are installed tightly together and are subject to movement and swelling/shrinkage resulting from seasonal variations in temperature and the humidity levels of the home. Cracking along the joints may appear and is considered normal.

Vinyl Flooring

Modern, resilient vinyl flooring is durable and easy to maintain. Clean vinyl flooring with a solution of warm water and no-rinse floor cleaner and avoid all wax based products. Wipe up spills immediately to avoid staining and use a sponge or soft cloth to dry the floor. Do not use abrasive cleaners or bleach. Abrasives will dull the finish and cause permanent damage. Bleach can etch and destroy the surface of the flooring. Because of its relatively soft texture, vinyl flooring can be damaged by the weight of heavy appliances, by dropping or moving heavy objects across the surface and by rough use. To prolong the life and appearance of your vinyl floors, avoid wearing high heeled shoes which can cause permanent dents and gouges. Use felt protector pads on the bottoms of table legs and chairs to prevent gouging and scratching. Avoid using rubber-backed rugs on vinyl flooring, as the rubber can cause discoloration of the floor.

Limited Warranty

The Builder's 1-year limited warranty covers only those materials that were provided and installed by the Builder. ****Please inspect your flooring carefully during your Homeowner Orientation. Any damage or defects in your flooring needs to be noted at the time of your orientation. Damage that has not been noted during the homeowner orientation will not be covered under the 1-year Limited Warranty.**

The Builder only warrants workmanship and materials for a period of one year from the close of escrow date. Manufacturers may have additional product warranties that are longer than one year.

HVAC—Heating, Air Conditioning, and Ventilation

Homeowner Care & Maintenance Guidelines

Your new home is equipped with a high-quality air conditioning/heating system. These systems comply with local and state energy codes. With proper care and maintenance, the systems will provide many years of efficient, dependable service. Please read the instruction manuals and become familiar with the systems before you use them. Your air conditioning system is combined with your heating system. Therefore, it is important to follow maintenance instructions for both systems to care for each of them properly. Heating and air conditioning systems will require minor, homeowner adjusted, air-balancing to be performed on a seasonal basis. Adjustable ceiling or wall registers are provided for this purpose.

Temperatures in your home may vary from room to room due to many factors such as the floor plan, orientation of the home on the lot, type and use of window coverings, location of vents, and traffic through the home. On extremely cold days, a four-degree difference between actual inside temperature and the thermostat setting is acceptable. On excessively hot days where the outside temperature often exceeds 100 degrees Fahrenheit, a difference of more than 17 degrees lower than outside temperatures will be difficult to maintain. If you find these differentials uncomfortable, most thermostats provide a "fan only" setting that will provide consistent air flow, but not affect the furnace or air conditioning operation. Use of consistent airflow can minimize room-to-room temperature differentials when rooms are affected by varying exposures. Running the fan consistently will however increase your energy usage.

Adjustable vents provide the ability to damper down airflow in certain areas to provide more airflow to other areas with more use or longer ductwork runs.

The following suggestions are intended to assist you in obtaining the maximum usage and comfort from your heating and air conditioning system:

- Replace air filters once a month. Clean filters will maximize the air flow and can significantly reduce operating costs and will prolong the life of your system.
- Use of high efficiency filtration, pleated, HEPA, or allergen filters will reduce the air flow of the fan dramatically. This will result in higher energy costs, reduced air flow, and temperature control performance.
- Prior to peak operating seasons, you should contact an HVAC service company to notify them of any heating or cooling concerns before seasonal service demands are the greatest. We recommend an inspection by a heating and air conditioning professional every year.
- Keep all vents and registers free of dust, cobwebs, and debris. Do not cover or obstruct vents.
- Adjustable vents allow you to damper down air flow in certain areas to provide more airflow to longer ductwork runs.
- Keep the thermostat at a moderate temperature while you are gone during the day.
- Keep exterior doors and windows closed when operating your air conditioning and heating systems. Warm outside air disrupts the system and makes efficient cooling impossible.
- Large window areas may be subject to large heat gains or losses due to the night and daytime exposures of your home. It is the homeowner's responsibility to address these window loss or gain areas and to provide appropriate coverings or blinds to manage their own levels of comfort.

Limited Warranty

Complete failure of the HVAC system when the temperature inside is above 85 degrees Fahrenheit and rising or below 55 degrees and falling is considered an emergency. Failure of a single air conditioning unit in a two-unit system is not an emergency. If your situation does not fall within the emergency guidelines, you must use the procedures outlined above to request routine warranty service.

The warranty on your heating and air conditioning systems is provided by the installer and the manufacturer. If you have questions or requests for warranty service, you may direct them to the Builder during the 1-year Limited Warranty period. The air conditioning system should be able to maintain a temperature of no more than 17 degrees below outside temperature on days where outside temperature exceeds 100 degrees Fahrenheit. The heating system should maintain no more than a 4-degree difference between actual inside temperature and the thermostat setting. The temperature shall be measured at a point 5 ft. above the floor in the center of the affected area.

Insulation

Homeowner Care & Maintenance Guidelines

Fiberglass batt, blown-in fiberglass, or cellulose insulation is installed throughout the exterior of your home on exposed walls and ceilings to maintain comfortable temperatures year-round inside the home. Occasionally, air currents in the attic may move the insulation on the attic floor out of place and leave gaps or block attic vents. If either of these situations occurs during your annual inspection, simply return the insulation to its proper location.

Limited Warranty

Installation of insulation is warranted for a period of one year. The Builder warrants complete and accurate coverage at the time of final inspections to achieve the R-values specified by code and specifications. Please note that normal settling of blown-in insulation may occur. Normal settlement of blown insulation or movement by air currents in the attic is not a warrantable condition.

Interior Walls & Drywall

Homeowner Care & Maintenance Guidelines

The walls and ceilings in your new home are constructed of wood, drywall, and other materials which expand and contract under normal environmental conditions. Finish moldings and trim can also shrink, expand, or twist in some cases causing hairline cracks at joints and corners.

Visible hairline cracks where drywall meets other materials, at doors and windows, and cracks or visible seam lines due to expansion and contraction of the structure are normal, are cosmetic, and in no way imply a structural failure of the home. Hand or machine textures will have many variations.

Limited Warranty

The Builder warrants the interior drywall for a period of one year. ****One time during the first year**** after closing the Builder will repair visible drywall seams and cracks that exceed 1/8 inch in width. Nail pops that have broken the finished surface will also only be repaired one time during the first year of the warranty. The Builder suggests you wait a full climate cycle (11 months) before scheduling repairs. Hand or machine textures will have many variations and these inconsistencies are not covered under the warranty.

**** Drywall repairs and touch ups will be visible****

Irrigation Systems

Homeowner Care & Maintenance Guidelines

These systems are designed for optimal watering convenience. Coverage should be monitored and **homeowner adjustments will be necessary**. Automatic timers permit you to water at optimum times whether you are at home, away, awake, or asleep. The amount of water provided to each zone can be accurately and consistently controlled with a timed system. **You are responsible for routine maintenance and winterizing of the system to prevent freezing.**

Sprinkler clocks and automated watering devices have specific manufacturer warranties as well as customer service support for setting, programming, and adjusting. Contact the manufacturer or support center first for operational questions.

Winterization

Cold weather will cause harmful effects to irrigation systems not winterized properly. These instructions are generalized to give you an overall perspective of the winterization process.

As a general rule we recommend that **During the winter months when temperatures can drop into the teens and sometimes below, turn your sprinkler system off. Backflow prevention assemblies must be protected by you for the winter.** If water inside the assembly freezes, damage to the assembly and system may occur.

The maintenance and care of this system, including wrapping and protecting the system before the first freeze is the responsibility of the homeowner. Contact a professional landscape contractor to help you understand all the winterization options for your specific system. In the event that any form of freeze damage occurs, the Builder is not responsible for the damages caused by water freezing and expanding in the sprinkler lines or valve components.

Limited Warranty

The irrigation system is warranted for the first year of occupancy from the original close of escrow date. Modifications made by the homeowner or their contractors to the manifold and piping system may void certain components of the original installation. **Freeze damage is not covered under the one-year limited warranty.**

Mold Prevention

Homeowner Care & Maintenance Guidelines

Molds and fungus are simple, microscopic organisms that are necessary for the natural decomposition of organic material. Mold exists virtually everywhere indoors and outdoors, and spreads by means of microscopic spores that travel through the air. It may be found on plants, food, dry leaves, other organic matter, carpet, wallpaper, and building materials such as drywall, wood, and insulation.

It is common to find mold spores in the air of all homes or growing on damp surfaces. Much of the mold found indoors comes from outdoor sources. Residential home construction cannot be designed to exclude mold spores; however, mold will not grow without moisture. By eliminating excess moisture through good housekeeping and home maintenance practices, homeowners can minimize mold growth. The following are sources of indoor moisture that could create an environment for mold growth:

- Humidifiers
- Swamp coolers
- Water leaks
- Flooding
- Backed-up sewers
- Leaky roofs
- Damp basements or crawl spaces
- House plants
- Steam from cooking
- Shower/bath steam and leaks
- Wet clothes on indoor drying lines
- Clothes dryers vented indoors

- Combustion appliances not vented to the outdoors
- You can reduce the likelihood of mold growth in your home by:
- Checking for signs of mold before bringing items into your home
 - Cleaning your home regularly.
 - Keeping the humidity low in the home.
 - Promptly cleaning up spills, condensation, and other sources of moisture
 - Inspecting for leaks on a regular basis.
 - Prevent water intrusion into the home.

Whether the existence of some amount of mold is a problem or not is the subject of much debate. Mold is everywhere – indoors and outdoors. Because there are few if any standards for determining what quantity of mold is acceptable, and because the susceptibility of individuals varies so greatly, the simplest approach is to limit its growth in your home by understanding and following the above recommendations.

Plumbing System

Homeowner Care & Maintenance Guidelines

Your plumbing system features modern designed fixtures for your enjoyment and convenience. We recommend that you become familiar with its primary parts as soon as you move in. You should know the location of the main shutoff valve and the individual valves in each of the bathrooms and the kitchen.

In the event of any plumbing emergency, you should close the main water shut off valve immediately. **The main water shut off valve is generally located in the front of the house**, or where the water service enters your home. You will be shown the exact location during your final walk-thru. The ‘key’ to shut off/turn on the valve may be purchased at your local hardware store. Individual shut off valves may be located under the sinks and toilets or behind the refrigerator and clothes washer. There is also a water shut off valve located at the top of the water heater. It controls the flow of water to the water heater and should be closed in the event of a water heater leak.

Everyone in the home should know where all the water shut off valves are located in the event of a leak.

Common Maintenance Issues

- Sewer gas. Each plumbing fixture in your home has a drainpipe designed to remove wastewater safely by providing a separation between your home and the sewer system. The drain pipe or P trap is the U- shaped section of pipe directly under the sink. The trap holds water which prevents the odor of sewer gas from entering your home. If any of your faucets or floor drains are not frequently used, the water in the trap may dry up allowing sewer gases to enter the house. We suggest that all plumbing fixtures be turned on occasionally to replace the water in the trap that has been lost to evaporation.
- Clogs. Because of its shape, the drain trap is the area most likely to become clogged. Most toilet clogs can be avoided by not allowing items such as disposable diapers, excessive amounts of toilet paper, sanitary supplies, Q-tips, and dental floss to be flushed down the bowl. Improper garbage disposal use may also cause plumbing clogs. If a stoppage occurs, close the water shutoff valve and give a few vigorous pumps with a plunger. If you cannot clear the obstruction with a plunger, call a plumbing contractor specializing in drain cleaning.

- Running toilet. To stop running water check the float in the tank. If it has lifted too high in the tank the valve will not shut completely. The float should be free and should 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.
- Freezing. Remove hoses and other attachments from outside faucets during cold weather, even if the faucet is located in your garage. If a hose is left attached, the water that remains in the hose can freeze and expand back into the pipe, causing a break in the line. **Repair of a broken line that feeds an exterior faucet is the homeowner's responsibility.** Store hoses and attachments in the garage during winter months and be sure to have a professional landscape contractor winterize your irrigation system.

Fixtures

Faucets and other plumbing fixtures are designed for beauty and use of ease. Bathroom fixtures are delicate and can be damaged with abrasive cleaners, harsh chemicals, scouring pads or tools. Solvents and alcohol-based cleaners should never be used to clean plumbing fixtures. If water accumulates and stands at the base of the fixtures, corrosion and tarnishing will occur. The Builder is not responsible for fixture damage due to improper cleaning, poor maintenance, or hard water spotting.

Faucets are equipped with aerators that mix air with the stream of water to prevent splashing. Aerators are threaded and need to be removed and cleaned regularly to remove buildup of material deposits.

Garbage Disposal

Follow the manufacturer's instructions for proper operation of your garbage disposal. Do not load the disposal with food items before turning it on.

- **Examples of foods that should not be placed in the disposal are: cornhusks, celery, onion skins, potato peels, rice, banana peels, olive pits, oils, bones, and solid or liquid grease.**

Plugging, jamming, or over heating conditions are not covered under the limited warranty.

Toilets

Toilets are made of vitreous china, a glasslike material that is almost impervious to staining. However, it is fragile and will easily break, chip, or shatter if hit with a hard object.

Toilets today are all a low water volume design to conserve water. This "low flow" design is accomplished by reducing the size of the holding tank, the drain size itself and "S" trap at the base of the bowl. This smaller design reduces the amount of water needed to create flow. However, the result of this reduced size may be multiple flushes and more frequent stoppages.

- If a stoppage occurs, do not flush additional water as it can overflow the bowl. Close the water shutoff valve and give a few vigorous pumps with a plunger. If you cannot clear the obstruction with a plunger, call a plumbing contractor specializing in drain cleaning.

Do not use drain cleaners, colored tank cleaners, or bleach tablets in toilets. The harsh chemicals in drain and tank cleaners can stain the finish, potentially damage the seals to the toilets, will cause leaks, and void the warranty on the toilets.

Water Heaters

The water heater is considered an appliance and is warranted directly through the installer and manufacturer. Carefully read the manufacturer's literature and warranty for information regarding your specific water heater. In the event of a leak in your water heater, turn off the shut off valve on top of the water heater and submit a warranty request online. Otherwise, contact the manufacturer listed on the front of the water heater to request service or further product information.

Limited Warranty

Plumbing pipe leaks will be corrected during the 1-year Limited Warranty period if they are caused by faulty workmanship, materials, or improper installation. Water supply stops, clogged drains or sewage inside the home will be corrected during the 1-year Limited Warranty period only if caused by faulty workmanship or materials.

Stoppages and overflows caused by the homeowner are not covered under the Limited Warranty. Freeze damage to plumbing and irrigation systems is not covered under the limited warranty.

The Limited Warranty does not cover repairs to damaged plumbing systems, sinks, faucets, toilets, and drains that are caused by the negligence or inaction of the homeowner or others in the home, and are not caused by defects in materials and workmanship.

The Builder warrants the garbage disposal to be free from defects for a period of one year. Units that are obstructed or damaged by food or other items are not covered under this warranty.

Roofs

Homeowner Care & Maintenance Guidelines

Roof structures are designed to provide a weather resistant barrier between the outside elements and interior finishes. Roofing systems are designed to tolerate temperature, wind, and moisture conditions found in our Nevada climate. However, no system is totally impervious to moisture under driven rain, hail, or high wind conditions. Roof and/or gable vents may be required for proper attic ventilation.

During periods of rain or hail with high winds, moisture can blow into the attic through these vents. It is the homeowner's responsibility to visually inspect the roof system and attic space immediately following such a storm.

Ice damming can cause severe damage to the roofing, flashing, and gutter systems of your home. If it should occur, ice damming due to the physical orientation of your home and resulting roof configurations with northern shaded exposures is not considered a defect in design or construction.

Gutters and downspouts are not a common addition to homes. If your home has gutters and downspouts, the homeowner must maintain them so that they are free from debris and able to drain quickly. Inspect gutters and downspouts twice a year and remove any debris promptly. Downspouts should be directed away from the foundation of your home so that erosion and water saturation of the soil are prevented. Some downspouts can daylight in areas of your yard and it is the homeowner's responsibility to maintain and keep the drain clear of debris.

Limited Warranty

The Builder warrants the roof and flashing to be free from leaks and defects for 1-year under normal weather conditions. Damages due to adverse weather conditions, acts of nature, alterations by others, or misuse are not covered under the Limited Warranty. **The installation of solar panels by others may void portions of the roof system warranty.**

The roofing material on your home may be made of concrete tile, single ply barriers, asphalt shingle, or other materials. The warranty period is 1-year for workmanship only. Roofing materials are covered under the manufacturer's warranty.

Leaks at a gutter or downspout will be corrected during the 1-year limited warranty period only.

Stone/Brick Veneer

Homeowner Use and Maintenance Guidelines

After several years, stone veneer and/or brick may require "tuck-pointing" (repairing the mortar around the stone). Your stone may also effloresce or show white patches due to salts rising to the surface of the stone. The Builder recommends that you contact a professional for cleaning with an acid wash.

Windows & Sliding Doors

Homeowner Care & Maintenance Guidelines

Your windows should offer years of trouble-free service if you follow simple maintenance tasks. Clean your windows inside and out at least twice a year during moderate weather with vinegar and water, a commercial glass cleaner, or a product recommended by the manufacturer.

Windows and door frames have small weep holes at the bottom of their exteriors to permit water to drain from the track and promote proper ventilation. Keeping the weep holes open and free of dirt and debris will avoid flooding the tracks. Use a broom or a brush to loosen any debris and vacuum the tracks thoroughly as part of your regular cleaning routine. Avoid using abrasive cleaners as they may scratch the surface. **Do not use any oil-based lubricants on windows or doors. Oil-based lubricants attract dust and dirt and may damage the window or door.** Silicone based lubricants are recommended for lubricating tracks and latches.

Excessive water in the tracks from heavy rains, sprinklers, window washing, etc. can overflow from the window or door sill inside your home causing damage to drywall, trim, and floor finishes.

During high wind conditions, air can penetrate your windows, especially at the weep hole locations. Removable window panels from sliders or single hung sashes may also have small amounts of air infiltration due to their ability to be removed from tracks for ease of cleaning. In addition, windows will expand and contract due to temperature changes. This may require minor adjustments and is considered a normal condition.

12' sliding doors and rolling window walls due to their size and glass volume will have some normal air infiltration, movement, and noise associated with them. High wind conditions may worsen these issues

and often make the doors difficult to operate. This may require minor adjustments and are considered a normal condition.

Do not apply film window tinting materials to double-glazed windows and doors. The use of these materials can cause a buildup of heat between the panes of glass. This excessive heat will destroy the seals and permit water condensation to form between the panes. **Adding window tinting to your windows voids the warranty on your windows.**

Limited Warranty

The Builder warrants the operation of all windows and sliding doors for a period of one year. This does not include scratches on the glass or damage to the vinyl tracks that was not identified at the time of your orientation. The Builder does not provide window or glass warranties beyond the 1-year warranty period. Please contact the manufacturer to inquire about any additional warranties.

If you notice condensation on your windows during colder months, raise your window coverings slightly to allow air circulation. Temperature differences, along with levels of humidity, and living conditions can cause condensation and is not a warrantable condition.

Wood Trim

Homeowner Care & Maintenance Guidelines

Wood products have been used throughout your home on both the interior and exterior. Because it is a natural product, it has variations and inconsistencies that contribute to its character and beauty. Wood requires protection with paint or sealers because it is a porous material and is subject to damage by the elements and the interior conditions of your home. Inspect your exposed wood surfaces frequently. If you find cracking or peeling of the paint, sand the area and repaint it promptly.

All exterior wood on your home will require painting every two to four years depending on exposure. Surfaces that receive direct sun in the morning and mid-afternoon will require more frequent repainting. Inspect these surfaces every six months.

Limited Warranty

The Builder will correct gaps that exceed 1/8 inch at interior trim joints and 1/4 inch at exterior trim and adjacent surfaces during the 1-year Limited Warranty period. Minor imperfections in wood materials are normal, will be visible, and require no action.

Troubleshooting Guide

Plumbing

- If a water main breaks or a major plumbing leak develops, turn off the main water valve located in the garage or at the curb and immediately arrange for service.
- If you notice a leak under a sink or toilet, turn off the water by using the shutoff valves located under or behind the fixture. If the leak continues, shut off at the main valve and immediately arrange for service.
- If a toilet becomes clogged, turn off the water to the fixture. When obstruction is removed, turn water back on.
- If there is a leak in the water heater, turn off the shutoff valve on top of the heater. Turn the electric or gas supply off and drain the water heater.
- If you notice water spots (darkened areas) on your walls or ceiling, you may have a water leak. Determine the source of water if possible and take steps to prevent further damage. If the leak can be traced to one location (one toilet, sink or tub), turn off the water to that fixture. If the leak cannot be isolated, turn off the main water service. Contact the Builder's Customer Service Department for assistance.

Electrical

If a complete power outage occurs, look to see if your neighbors have electrical power. If the power is off in your neighborhood, call Nevada Energy at 800-962-0399 to report the outage. If the outage is limited to your home, inspect all circuit breakers, including the main breaker. If a breaker appears damaged, leave it off and call your electrical subcontractor. If the breakers are not damaged, turn them all off and back on again one at a time.

- If you notice sparks or smell burning, find the location of the odor or sparks. Unplug any appliance that is plugged into that outlet. If an appliance is not the problem, shut off the circuit and call the electrical subcontractor. Important note: Immediately call the fire department if there is any possibility of fire.
- If there is no power in a bathroom, kitchen, dining room, garage, or outside receptacle, these receptacles may be connected to a Ground Fault Circuit Interrupter (GFCI) device designed to interrupt the flow of electricity preventing electrical shock. Locate the nearest GFCI outlet. If the reset button has tripped, unplug the appliance; press the reset button to restore power. If the power is not restored, determine if the circuit is being overloaded. Two hair dryers or other appliances being used on one circuit could cause the breaker to trip. Defective appliances can trip a GFCI when they will not trip a standard breaker. Rarely will a GFCI be too sensitive and require replacement. Contact Customer Service if you have questions about the GFCI outlets in your home.
- **Important note: GFCI outlets should not have refrigerators, freezers or timing devices (such as an irrigation system) connected to them. It is also not recommended to plug in A/C adapters or voltage transformers (phones, razors, etc.) to GFCI outlets.**
- All bedrooms are protected with Arc-Fault Circuits. Avoid plugging vacuum cleaners and irons into these outlets.
- If there is no power to an electrical outlet, check wall switches and circuit breakers.

Heating & Air Conditioning

- If the HVAC system is not working properly, for heat verify the thermostat is set to a temperature higher than the room air and the thermostat is turned to the 'heat' position. Verify furnace switch is 'on', and then check that the circuit breaker is in the 'on' position. If you are unable to isolate the problem, contact the Builder's Customer Service Department.
- If your air conditioning unit shuts down or will not start, verify the thermostat is set to a temperature that is cooler than the room air. Then turn the air conditioner off at the thermostat and inspect the circuit breaker. If the breaker is tripped, reset it to restore power to the unit and turn the thermostat to cool.

Maintenance Guidelines

Weekly

- Check irrigation system and timer **Monthly**.
- HVAC System – replace/inspect air filters.
- Electrical – test and clean smoke detectors. Replace batteries as needed
- Test GFI receptacle/breaker.

Quarterly

- Range hood filter. Clean as needed.
- Adjust exterior door thresholds.
- Oil and tighten bolts on all moving parts on garage doors/tracks.
- Check and maintain caulked seals between countertops and walls and on laminate seams.
- Check and maintain ceramic tile and marble grout/caulk joints at all wet areas including sinks.
- Caulk and Maintain shower surrounds, seals, and joints.
- Keep clear and maintain (do not block) all drainage swales to ensure proper flow to front of house or other designated areas.

Every Six Months

- Washing Machine Hoses/Connections: check for tightness, cracks, dry rot, drips, etc.
- Check dryer exhaust vent system.
- Clean all windows inside and out. Clean all weep holes on window frames.
- Clean window tracks and use silicone spray to aid in ease of operation.
- Verify all exterior caulk seals are intact and functioning properly.
- Assess the paint and caulk on rails, base, and casings, etc., and repair as needed.
- Inspect the condition of all exterior paint and caulk on your home.
- Caulk stucco to window and door joints (if applicable).
- Drain and flush out hot water heater and verify pressure relief valve is working.
- Verify main water shut off valve is accessible and functioning properly.
- Assess condition of floor coverings and professionally clean as suggested by the manufacturer.
- Countertops – apply natural stone sealer to granite and marble countertops every six to eight months.

Yearly

- Tighten all nuts and bolts in garage door tracks.
- Paint all fascia/eaves or wood trim around exterior of home, and all exposed treated wood.
- Furnace/Air Conditioning System – annual inspection by professional heating/cooling company.
- Clean aerators on all sink fixtures.

Summer

- Landscaping – water in early morning or late evening. Check sprinkler heads for proper coverage.
- Avoid and limit irrigation near home and block walls.
- Check sprinkler clocks. Follow your city/county watering guidelines.

Fall

- Winterize sprinkler system.
- Disconnect all garden hoses and protect all hose bibs.