



**CHESAPEAKE  
HOMES**

*Welcome Home!*

**Warranty  
Program**





## WELCOME TO CHESAPEAKE HOMES

- ◆ Welcome to your new home! We wish you many years of happiness and sincerely appreciate the opportunity you have given us to build your new home. We recognize your new home is one of the largest investments you will ever make, and thus we have used high-quality products and the best available workmanship to protect your investment.
- ◆ The key to happiness and pleasure in your new home is a trouble-free operation of the fine mechanical components, and quick satisfactory service when required.
- ◆ Take the time to thoroughly read this booklet and the procedures outlined to ensure the orderly and systematic handling of your service requests.
- ◆ Additional information is enclosed that will assist you, as well as some suggestions for routine maintenance that will enable you to avoid some of the more common complications encountered by new homeowners. You can also visit our video gallery at [www.cheshomes.com/video-gallery/](http://www.cheshomes.com/video-gallery/) for homeowner maintenance videos.
- ◆ Again, welcome and thank you for joining our community.



*Welcome Home!*

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# Warranty Guidelines & Procedures



# Warranty Guidelines and Procedures

## — QUALITY BUILDERS WARRANTY —

Chesapeake Homes provides a limited warranty through Quality Builders Warranty Corporation (QBW). You are provided the official copy of the **Quality Builders Limited Warranty Agreement** with this information. We recommend that you review the booklet. Here are a few things you should know:

- ◆ Construction standards and repair responsibilities are outlined in the warranty booklet.
- ◆ Normal wear and tear does not fall under the warranty.
- ◆ The warranty is on the home itself and does not include decks, patios, porches, landscaping, driveways, fences, etc.
- ◆ **Consequential** damages (costs of shelter, transportation, food, moving, storage, and other incidental expenses related to relocation during repairs) are not covered under the Limited Warranty Agreement.

To review the specific warranty status of your home, you can go to ([www.QBWC.com](http://www.QBWC.com)) and select "My Coverage".

## — COVERAGE —

- ✓ **First Year Coverage** - Chesapeake Homes warrants against defects caused by faulty workmanship or materials due to non-compliance with QBW approved standards. Please read your QBW Limited Warranty Agreement booklet carefully.
- ✓ **Second Year Coverage** - Chesapeake Homes warranty continues for the second year to protect against certain defects in the ductwork, electrical failure, and plumbing systems, exclusive of equipment, fixtures, and appliances.
- ✓ **Third to Tenth Year Coverage** - The QBW Limited Warranty Agreement protects you against major structural defects. Should any major structural defect (as defined by the warranty) occur during this period, QBW will replace, repair or pay the reasonable cost of the repair or replacement, through its insurer.
- ✓ **Throughout the 10-year Period**, the warranty is automatically transferable to subsequent buyers, protecting you as well as the buyer.

# Warranty Guidelines and Procedures

## — WARRANTY REQUEST —

During the first year of ownership, you will have two opportunities to request service work for your home. We offer a 12 Week Service and a 10 Month Service (to be completed before your first year expires). Please note the date(s) for each service and submit your requests in a timely manner. All requests for the 12-week and 10-month services must be submitted through your homeowners page of the website. **Emergency calls are always handled immediately and the homeowner should call the contractor directly for service. Please be sure that all of your requests are in one submittal to allow for timely completion of your requests.**

The following items will be addressed **one time only** at the specified service dates:

- ◆ Drywall nail pops on the walls and ceilings will be addressed at the **10 Month Service only.**
- ◆ Paint touch up of nail pops will be provided after the drywall service at the **10 Month Service only.**

## — HOW TO SUBMIT A SERVICE REQUEST —

Quality Builders Warranty has made it easy for you to submit your warranty service request by submitting online or calling them directly. When submitting online, please use the Chesapeake Homes homeowner website. All Warranty Service Request must be submitted to Quality Builders Warranty for review. Please see additional warranty information in this booklet for more detailed instructions for submitting your service request.

## — 12 WEEK SERVICE REQUEST —

Quality Builders Warranty has made it easy for you to submit your warrantable service request by submitting online or calling Quality Builders Warranty directly. All Warranty service requests must be submitted to Quality Builders Warranty for review. On our Chesapeake Homes web page: [www.cheshomes.com](http://www.cheshomes.com), under the Homeowners tab, Quality Builders Warranty has provided an instructional video "Learn How to Submit a Warranty Request". This short video will help you navigate the Quality Builders Warranty web site. Below that tab is "Submit Warranty Request" to submit your 12 week or 10 month Warranty Request. Review your Chesapeake Homes Warranty guide and Quality Builders Warranty booklet prior to submissions to avoid denials. Responses are based on the information submitted. Your home's coverage can also be viewed anytime at: [www.QBWC.com](http://www.QBWC.com)., choose My Coverage, and enter your home's address for coverage specifics. If you have questions about your Warranty or any Warranty Request, please contact Quality Builders Warranty directly at 800-334-9143.

# Warranty Guidelines and Procedures

## — 10 MONTH SERVICE REQUEST —

When reviewing the **Quality Builders Warranty Limited Warranty Agreement**, you may notice that the Limited Warranty Agreement is most comprehensive in the first year of occupancy. We offer a complimentary visit that we call the 10 Month Service Request, where we discuss the changes in warranty coverage that will occur in years two through ten. It is important to address any warrantable repairs before the expiration of the one year warranty.

We require notification by submitting your service request **no later than two (2) months before the expiration of the warranty**. This will allow adequate notice to be given to the necessary vendors to schedule any service work to be completed within the first-year warranty period.

**Note:** Your 10 Month Warranty Service Request is directly affected by the One Year Anniversary of your closing. **In order to schedule our vendors you must submit all final warranty requests before your 10 month anniversary.**

Your home is comprised heavily of wood, which expands and contracts with changing temperatures and moisture levels. During this expansion and contraction, nails can be pushed outward, causing a blister or bubble in the drywall. These are called nail pops and occur most heavily during the first year, as your home acclimates to changing temperatures.

During the 10 Month Service, we offer a complimentary nail pop repair. Be sure to inspect your drywall and mark the nail pops with painter's tape before our arrival. Nail pops found after the complimentary repair will not be addressed. Paint touch-ups to cover nail pop repairs will be made in rooms whose original paint colors have not been altered.

Please submit a 10 Month Service Request located on the **Chesapeake Homes Website under the Homeowner tab.**



# Warranty Guidelines and Procedures

## — PRODUCT WARRANTIES —

Along with the Quality Builders Warranty, many of the products installed in your home are also warranted by the manufacturers. In some cases, these warranties may extend beyond the one-year Builders Warranty. Review the manufacturer’s warranty information for a better understanding of each product’s warranty coverage.

The appliance manufacturer’s operating instructions left in your home at the time of New Home Orientation will assist you in determining the necessary upkeep and maintenance to ensure continued carefree operation. **Problems with appliances are to be reported directly to the manufacturer listed in this booklet.**

**\*Please be sure to fill out and submit any warranty registration cards that accompany your appliances. All instruction manuals, warranty information, and booklets will be placed in a kitchen drawer by your community builder.**

## — EXCLUDED ITEMS —

Unless the following items are annotated in writing on your Pre-Settlement Review, prior to closing, the Warranty Services will exclude but are not limited to any of the following:

Chips, cracks or blemishes to:	Also Excluded are:
Sinks	Missing or damaged screens
Tubs	Cracked windows, mirrors, or glass
Tile	Damaged siding
Countertops	Grout
Flooring	Sod
Cabinetry	Concrete, Patios, Driveways, Landscaping, and Walkways

Light Bulbs

Sod, trees and landscaping are the responsibility of the homeowner to maintain immediately after closing and is NOT A WARRANTY ITEM.

**\*Any concerns must be in writing on the Pre-Settlement Review form. Any subsequent maintenance and costs accrued after closing to include watering is the homeowner’s responsibility.**

# Warranty Guidelines and Procedures

## SUBMITTING A WARRANTY REQUEST

On the Chesapeake Homes website, [www.cheshomes.com](http://www.cheshomes.com), under the Homeowners tab, we have an instructional video, "**Learn How to Submit a Warranty Request**". This short video will help you navigate the Quality Builders Warranty website. Below that tab is "**Submit Warranty Request**" to submit your 12 week or 10 month Warranty Request. Please review the Quality Builders Warranty digital guide prior to submissions to avoid denials. Responses are based on the information submitted. Your home coverage can also be viewed anytime at [www.QBWC.com](http://www.QBWC.com). Choose **My Coverage**, and enter your homes address for coverage specifics. If you have questions about your Warranty or any Warranty Request, please contact Quality Builders Warranty directly at 800-334-9143. All Warranty Service Request must be submitted to Quality Builders Warranty. Please note that we do not accept requests from the sales team or your community builder, nor do we accept requests via email, text messages, or phone calls. If you have any difficulties submitting your Warranty Request, Quality Builders Warranty will be happy to take your Request over the phone at 800-334-9143.

## — DENIAL OF WARRANTY SERVICE REQUEST —

A warranty service request can be denied for a few reasons:

1. It is specifically excluded from warranty
2. The item was not entered in a way that a warranty response could be generated
3. It was listed in the wrong category
4. Too many items listed on a single line

If you disagree with the assessment and believe that your item(s) should be subject to Quality Builders Limited Warranty for which Chesapeake Homes is responsible, you should contact Quality Builders Warranty since the Limited Warranty has a very specific Complaint and Claims procedure. If Quality Builders Warranty determines that Chesapeake Homes has a repair responsibility under the Limited Warranty, the item(s) will be addressed.

Please email Quality Builders Warranty at [WarrantyComplaint@QBWC.com](mailto:WarrantyComplaint@QBWC.com) or call 717-737-2522 for assistance.

## — RESOURCES —

**QUALITY BUILDERS WARRANTY CORPORATION**

**800.334.9143**

<http://www.qbwc.com/>

**SUBMIT A WARRANTY REQUEST**

<https://www.cheshomes.com/homeowners>

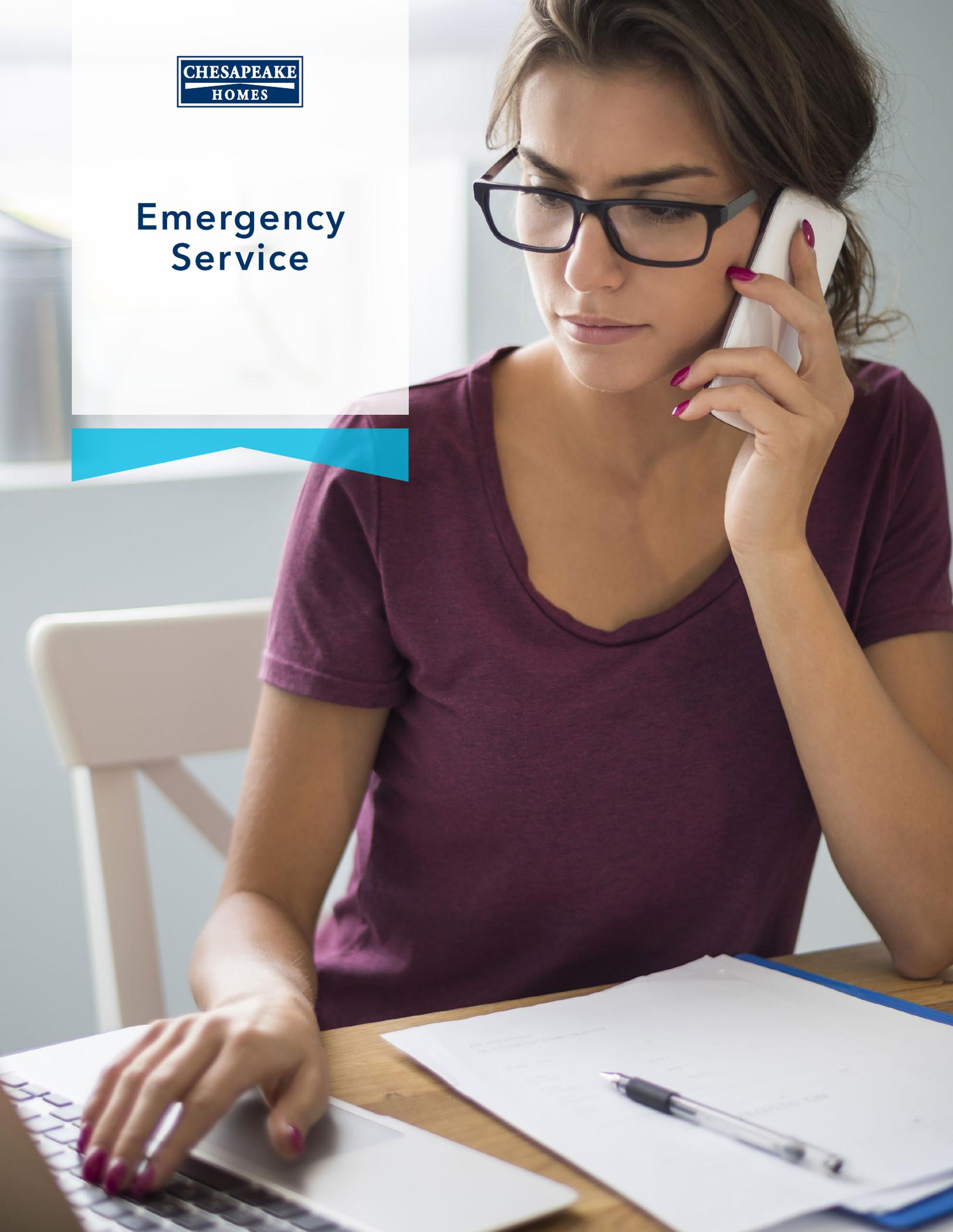
**CHESAPEAKE HOMES WARRANTY DEPARTMENT**

**844.959.0103**

<https://www.cheshomes.com/homeowners>



# Emergency Service



# Emergency Service

## — KEY RULES FOR THE FASTEST POSSIBLE — EMERGENCY SERVICE

- ◆ The best way to handle an emergency is to be prepared and informed when an emergency occurs.
- ◆ Be sure you check the suggested items BEFORE calling for emergency service.
- ◆ Read or be familiar with all the information in this Emergency Service section.
- ◆ Do not call your New Home Specialist. They are not equipped to handle your emergency.

Emergency contact information for your home is located in your electrical panel box and in this information.

## — WHAT IS AN EMERGENCY? —

- ◆ In many cases, such as fire, theft, or the like, it is easy to recognize an emergency. For our purposes, we define an emergency as an unexpected and quickly continuing condition that if not immediately repaired will promptly cause further and continuing damage to the residence.
- ◆ Items reported as emergencies which in fact are non-emergencies as defined herein may result in billing to the homeowner by the subcontractor involved. Non-Emergencies are reported during submittal of routine Warranty Service cycles at the 12 Week and 10 Month anniversary of closing.
- ◆ We hope the foregoing information will assist you should an emergency arise. By following the suggestions, you will assist everyone in providing you with the best possible emergency service outside of normal working hours. Your cooperation is appreciated.

During normal working hours, our Warranty Service Department will assist you with non-emergency and emergency situations to the best of their ability.

# Emergency Service

## — HEAT EMERGENCY —

### ◆ HEAT EMERGENCY

1. No heat in residence.

◆ Before calling for **NO HEAT IN RESIDENCE EMERGENCY SERVICE** outside of normal business hours, check the following:

1. Check circuit breaker box to be sure all circuit breakers are in "ON" position.
2. Check the thermostat to be sure temperature setting is higher than the current room temperature.
3. Make sure the furnace disconnect switch is in the "ON" position

◆ **The following is NOT considered to be a Heat Emergency and the homeowner is liable for a service charge plus applicable repair costs for service rendered outside of normal business hours:**

1. Heat is on and apparently working, but the temperature is inadequate or uncomfortable. If you have a multi-level home and are experiencing more than an 8-degree difference between floors, please contact your HVAC vendor directly to schedule an appointment. Note: This is a non-emergency.

◆ Followed up with an **email or phone call notification to Quality Builders Warranty via the homeowner page on the Chesapeake Homes website. Submit just as you would a service request.**

## — ELECTRICAL EMERGENCY —

### ELECTRICAL EMERGENCY

◆ No electricity throughout the residence.

Before calling for **ELECTRICAL EMERGENCY SERVICE** outside of normal business hours, check the following:

- ◆ 1. Check the circuit breaker box to be sure the circuit breakers for the electrical circuits in question are in the "ON" position.
- ◆ 2. Be sure cause of difficulty is not a defective appliance or other plugged-in equipment.
- ◆ 3. Be sure cause of difficulty is not a loss of power throughout the neighborhood. If such should be the case, call your local power / electric company.

# Emergency Service

## ELECTRICAL NON-EMERGENCY

The following are not considered to be electrical emergencies and the homeowner is liable for a service charge plus applicable repair costs for service rendered outside of normal business hours:

- ◆ No electricity to individual receptacles or outlets in separate rooms.
- ◆ Oven or range is operating but one element or one part is not working. This is more than likely a situation with the appliance. Please schedule an appointment with your appliance manufacturer at the numbers listed on the appliance warranty page.
- ◆ One inoperative electrical circuit is causing one or more switches or outlets in one room or in parts of several rooms to be inoperative.
- ◆ Electrical arc observed when wall switch or appliance (especially the garbage disposal) is turned on. (Switch circuit breakers to “OFF” position, then switch one by one back to the “ON” position, until the item in question is located. Report same to the electrical subcontractor on the next working day).
- ◆ Followed up with an **email or phone call notification to Quality Builders Warranty via the homeowner page on the Chesapeake Homes website. Submit just as you would a service request.**

## — GAS EMERGENCY —

- ◆ If you smell natural gas on the interior or exterior of your home, call the local gas company immediately, they have a 24-hour service department to handle emergencies. Once the situation has been handled by the gas company, please call the plumber on your vendor list located on your electric panel and submit this matter to Quality Builder’s Warranty.
- ◆ Natural Gas Utility will advise you regarding safety precautions until such a time as they can respond to the gas leak.
- ◆ Followed up with an **email or phone call notification to Quality Builders Warranty via the homeowner page on the Chesapeake Homes website. Submit just as you would a service request.**

# Emergency Service

## — PLUMBING EMERGENCY —

- ◆ Before calling for **PLUMBING EMERGENCY SERVICE** outside of normal business hours, check the following:
- ◆ In case of a leak shut off the water supply at valve controls to fixture in question. If a leak is in the wall, cut off supply at the house water cut-off valve.

### PLUMBING EMERGENCY

- ◆ Water leak on supply line (not fixture) not individually controllable (such as in the wall).
- ◆ **Clogged main sewer line causing back-up in fixtures. 30 days after closing, sewer back-ups are not warranted unless defects occurring during construction are evident.**
- ◆ Followed up with an **email or phone call notification to Quality Builders Warranty via the homeowner page on the Chesapeake Homes website. Submit just as you would a service request.**

### PLUMBING NON-EMERGENCY

The homeowner is liable for a service charge plus applicable repair costs for service rendered outside of normal business hours:

- ◆ No hot water.
- ◆ Hot water supply or temperature is inadequate for requirements
- ◆ Clogging or stoppage affecting only a single fixture.
- ◆ Water leakage from a fixture, sink or commode where cut-off valves are accessible and could be used to cut off the water flow.
- ◆ Followed up with an **email or phone call notification to Quality Builders Warranty via the homeowner page on the Chesapeake Homes website. Submit just as you would a service request.**
- ◆ Water leakage from a drain line occurring **ONLY** when a fixture, sink or bathtub is drained or used. (Further leakage could be prevented by non-use of fixture).
- ◆ Continuous flow of water through commode tank.
- ◆ Frozen plumbing pipes. Frozen pipes are rarely a problem in this area, but occasionally because of variation in house exposure, wind and shading, some freezing may occur. **THIS IS NOT A PLUMBING EMERGENCY.** Your Plumbing System must be winterized and is a homeowner responsibility.

# Emergency Service

## **IN SUB-FREEZING WEATHER, THE FOLLOWING PRECAUTIONS SHOULD BE OBSERVED:**

When your kitchen and bathrooms are situated on exterior walls, please open the doors and have faucets dripping in freezing temperatures. The Builder will not be responsible for any frozen water pipes. All pipes have been adequately insulated to prevent freezing during normally anticipated cold weather. If you have cut-off valves inside for outside faucets, be sure to turn them off during winter and drain outside faucets.

**\*If you have an exterior tankless water heater, prior to inclement weather ensure the heat tape on the water heater is plugged in.**

## — ROOF LEAK EMERGENCY —

The information previously noted has covered in detail the steps to be taken to gain relief from plumbing leaks. Roof leaks differ from plumbing leaks in that repair cannot normally take place until the rain stops and the roof material is dry. The adhesives and mastics used to seal roofing imperfections or damage will not normally adhere to wet surfaces.

We do service such leaks on an accelerated basis however, and we ask that you notify Quality Builders Warranty as soon as signs of wetness are observed. If this condition is not noticed during a time when Quality Builders Warranty is open, hold your Service Request until the start of the next normal business day.

### **ROOF LEAK SERVICE REQUEST**

- ◆ Roof leak Service Requests will be taken by telephone.
- ◆ It is important to mark or identify the area where water is observed, and if possible, to mark the exact source point in the roof or wall, if it is known.
- ◆ This will permit exact location of the problem when the repairman calls at your residence.
- ◆ Followed up with an **email or phone call notification to Quality Builders Warranty via the homeowner page on the Chesapeake Homes website. Submit just as you would a service request.**



# Specific Warranty Guidelines and Homeowner Maintenance For Lasting Quality



## Specific Warranty Guidelines & H/O Maintenance For Lasting Quality

This portion of the manual will give you helpful ideas about the maintenance of the many systems and materials used in your home. Maintaining your new home is similar to maintaining a new car, the more you adhere to the “scheduled maintenance plan,” the longer your car will run and the more efficiently it will operate. Your home is no exception. Attention to detail, such as changing return air filters, replacing caulking, and understanding the best way to clean countertops and bathtubs, are just a few of the ways you can extend the useful enjoyment of your home and ensure its highest possible resale value for years into the future.

We hope you will take the time to review this information, and put its many ideas to use.

### — BREAKING IN YOUR HOME —

- ◆ **The ten-year warranty manual from Quality Builders Warranty (QBW) you received with the purchase of this home will address questions you may develop over time. The QBW manual is an excellent starting point in your determination as to whether an item has fallen outside the allowable standards, and we hope you will take the time to review this material as well.**
- ◆ Your new home deserves good care. As with any product involving the assembling of various materials, parts, and mechanical devices - all through human craftsmanship - your new home may require certain minor adjustments. However, in general, the upkeep and maintenance of your new home is your responsibility! Your continued attention to and repair of the occasional small items as they occur, will pay dividends to you and your family in the form of years of pleasant, comfortable, and major trouble-free living.
- ◆ When properly maintained, your home will provide you a place of shelter, comfort, and enjoyment for many years to come. During the “break-in” period a little care and common sense will go a long way in assuring that your home “performs” to your expectations, thereby enhancing your pride of ownership. General knowledge of how the materials and systems in your home react to changes in temperature, humidity, shrinkage, and expansion, along with an understanding of proper maintenance procedures, will enable you to more fully understand the adjustments that your home, and every home, will go through over the years.

# Specific Warranty Guidelines & H/O Maintenance For Lasting Quality

Your warranty specifically applies to items constructed on your property by Chesapeake Homes. Items that do not fall under the terms and conditions of this warranty are set out on the following pages. For a specific reference number, please refer to your **Quality Builders Warranty Limited Agreement Booklet** that is provided to you in this information.

## — FOUNDATION —

- ◆ Your home is built on concrete footings, engineered to meet existing soil conditions and the various loads created by the home, wind and other factors. Nonetheless, you should expect some degree of settlement or shrinkage to occur as it does in every home. Again, the ten-year warranty manual will address when the effects of this shrinkage may have exceeded allowable tolerances.

## — LANDSCAPING —

- ◆ Shrubbery and nursery trees are non-warranted items and will not be replaced by the builder.
- ◆ **It is the homeowner's responsibility to regularly water the sod, trees, and bushes. It is recommended to water sod daily, especially during spring and summer months, to ensure sod takes root.**
- ◆ Adding topsoil to the yard, raising the level of dirt around the foundation, and installing additional flowerbeds or landscaping **voids any responsibility on the part of Chesapeake Homes regarding drainage problems.**
- ◆ Your homesite has been finely graded, raked and seeded to the property lines with either Fescue, Centipede, or Bermuda grass seed, and sod, depending on the time of the year. Also, a predetermined amount of shrubbery has been planted in a mulched bed. While we've given you a good start, creating the lawn of your dreams is up to you. The four basic ingredients required are the seed, water, fertilizer and a lot of sweat equity! A good tip for having a lush lawn during the winter in this climate is to overseed with Winter Rye Grass that will stay green most of the winter and be lush looking about the time the Azaleas and Dogwood are in full bloom.

## Specific Warranty Guidelines & H/O Maintenance For Lasting Quality

- ◆ If you bring in additional top soil or plant additional shrubs, be careful not to fill in the drainage swales that were established along property lines, between adjacent properties or along the rear of your yard. These drainage swales and the finish grading of the entire lot were done in accordance with a drainage plan for the entire community. If you alter or fill them, you run the risk of being held liable for flooding or damage to a neighboring property.
- ◆ Trees, shrubbery, landscaping, seeding, and grading are approved and certified at the time of final inspection. From that point, the builder is not responsible for damage occurring from owner neglect, Acts of Nature (wind damage, rain or storm erosion causing gullies or washouts that may alter the landscaped surface), or dead shrubbery that is not documented during the walk-through inspection.
- ◆ Planting beds adjacent to the foundation should be sloped away from the house or installed with drainage ditching to assure the diversion of water away from your home.

### — CONCRETE SLABS, WALKS, GARAGE FLOORS, — DRIVEWAYS & PATIOS

- ◆ Concrete surfaces, such as driveways, patios and walkways are not part of your builders warranty. Any concerns about concrete must be addressed before closing.
- ◆ Do **NOT** allow moving or delivery vans, RV's, large trucks, or storage containers (PODS) on your driveway or walkways.
- ◆ Concrete, like other construction materials, contracts and expands with changes in moisture content and temperature. This natural action may result in cracks in the concrete surface. Cracks rarely affect the structural integrity of the concrete. Random individual cracks usually do not lead to progressive deterioration. For the tolerance of acceptable cracks, please refer to the **QBW guide**.
- ◆ Concrete is not flexible and the environmental presence of heat, frost, shrinking and swelling soil conditions, and grade settlement may cause minor cracking. These stresses have been anticipated and addressed through the pouring of proper thickness of the concrete, and the installation of expansion joints where required.
- ◆ During inclement weather chemicals are distributed on roadways, which can then be transferred to your driveway. Chesapeake Homes is **NOT RESPONSIBLE** for any damage caused by this occurrence.
- ◆ All concrete, such as driveway, walkway, porches, garage floors, etc., were carefully inspected during your Pre-Settlement Review (second walk-through). **Cracks are not covered under warranty.**

# Specific Warranty Guidelines & H/O Maintenance For Lasting Quality

## — TIPS TO HELP MAINTAIN A DURABLE CONCRETE SURFACE —

- ◆ For maximum protection, water-repellent coatings and sealers will prevent water from getting into the concrete. Apply a sealer by rolling or spraying a commercial sealer on a dry concrete surface in late summer or early fall. Follow manufacturers recommendations!
- ◆ **Never** use de-icing products containing ammonium sulfate or any other fertilizer-based chemicals.
- ◆ When water saturated concrete freezes, small flakes of the surface may peel off exposing stone and sand, leaving a rough and unsightly surface. This form of damage is referred to as scaling. Concrete is more prone to scaling during the first year. In more severe cases, it may cause crumbling or pitting.
- ◆ **Please Note: PUTTING SALT OR DEICER ON YOUR DRIVEWAY WILL DAMAGE ANY CONCRETE SURFACES.** Salt causes a chemical reaction with the concrete and could cause premature deterioration. Use plain sand for traction. **SALT AND CHEMICALS used on roadways during bad weather, can transfer to driveways and cause damage, which isn't covered by warranty.**

## — STORM RELATED DAMAGE —

- ◆ This geographical area is susceptible to storm-related damage. Abnormal weather conditions resulting in wind, rain or sleet damage are considered "Acts of Nature" and are excluded from the Builder's warranty. Wind damage to roofing shingles and siding are excluded from the Builder's warranty.

## — ROOFING —

- ◆ The roof on your home is either seal-down asphalt shingles or seal-down fiberglass shingles. To help maximize the "functional lifespan" of your roof the following procedures should be followed:
  - ◆ Ensure that nothing is ever fastened to or punched through the roof.
  - ◆ Keep tree limbs clear of your roof.
  - ◆ Never interfere with the attic ventilation system as this can cause damaging heat and moisture build-up on the underside of the roofing.
  - ◆ Keep rain gutters free of leaves and debris. Clogged gutters cause water to back-up which results in leaks and delaminating of plywood sheathing edges.

# Specific Warranty Guidelines & H/O Maintenance For Lasting Quality

## — SUB-FLOOR —

- ◆ The homeowner should be aware that some floor squeaks are unavoidable. **(Refer to your QBW Limited Warranty Agreement booklet under the Flooring and Carpentry Section).**

## — BRICK AND STONE WORK —

- ◆ By its very nature, brick and stone are irregular in size and shape and may have small chips or surface cracks. Further, spacing during installation may vary somewhat. Without this texture or normal variations, it would appear machine-made and lack much of its natural beauty and interest. By its nature, brick and stone work should be maintenance-free and give you many years of lasting beauty.

## — WINDOWS —

- ◆ Windows play an important part in the enjoyment of your home. They allow natural light to enter and provide for ventilation during temperate seasons. All the windows in your home are either metal or vinyl sash with double pane glass and an insulating air space between the panes. While today's windows are better insulators than previous generations, their R-value (resistance to heat transfer) is considerably less than an insulated exterior wall, and, therefore, is more sensitive to changes in exterior temperatures.
- ◆ During weather extremes, there will be a movement of air across the inside surface of the glass. This is caused by temperature differentials between the inside and outside air. These differentials change the temperature of the glass, which, in turn, changes the temperature of the air near the inside surface of the glass. When this occurs, the cooler air then falls to a lower level, (remember, just as hot air rises, cool air falls) and is replaced at the window with warmer air.

**This air current or “convective loop” is nearly always present except during the most temperate weather conditions, and will play a role in the comfort you experience when sitting or standing near a window. For that reason, placement of furniture near glass areas should be a careful consideration.**

## Specific Warranty Guidelines & H/O Maintenance For Lasting Quality

- ◆ Windows may be somewhat hard to open or close because they are tightly fitted. Initial applications of a silicone lubricant to the sides will ease their operations until the window is **"broken-in"** from periodic use.
- ◆ Condensation on interior surfaces of the window and frame is the result of the humidity and temperature differences inside and outside the home. The homeowner controls the temperature level within the home and appearance of condensation requires no corrective action. **(Refer to the QBW Limited Warranty Agreement Booklet)**
- ◆ Some air and dust may infiltrate around the windows. This is normal and does not indicate a defect in materials or workmanship.
- ◆ Pure silicone spray is a great lubricant for vinyl windows and should be applied twice a year.
- ◆ **Your builder is NOT responsible for broken, chipped or scratched window glass that is not reported in writing during your walk-through inspections before closing.**

### — CONDENSATION —

- ◆ The construction of your home required the use of water in many processes ranging from the mixing of foundation mortar, to the application of drywall finishes, just to name a few. This water will evaporate over time and, as it does, it will create a higher moisture or humidity condition in the home, especially if the house was completed during the fall or winter.

This process is a natural one for your house, especially during your first year of occupancy. Ventilation will aid the normal drying out process. Therefore, we strongly recommend the use of bath fans during, and following baths and showers, and kitchen fans during meal preparation. Furthermore, we recommend not to attempt speeding the drying process by overheating the house. Drying out too rapidly will cause uneven drying and will exaggerate the effects of normal material shrinkage as moisture is released.

## Specific Warranty Guidelines & H/O Maintenance For Lasting Quality

- ◆ Additionally, condensation can be caused by ambient climatic/humidity conditions and through elevated moisture levels often created by normal homeowner activities such as showering, cooking, watering of plants, etc. During periods of elevated moisture and high humidity, condensation will always occur on colder surfaces, such as interior windows and water pipes. It is, therefore, often incorrectly assumed that such condensation is the result of leaking water pipes or loose fitting or poorly constructed windows.

If excessive condensation appears to occur in your home, determine the cause of the elevated moisture first and use your HVAC and mechanical ventilation systems to help lower humidity levels. Typically, this action, along with a return to normal humidity conditions, will alleviate the problem.

### — CAULKING AND GROUT —

- ◆ During the construction of your home, caulking was installed wherever required, i.e., around commode bases and tub fixtures at the floor, around vanity top splashes, around all exterior window and door frames, and at all siding joints, (except vinyl and cedar siding). The best caulking, will expand, contract and crack as variations in temperature and humidity occur.
- ◆ **Always be sure to check the condition of caulking around the exterior of the house at least twice annually and renew as necessary.** This should also be accomplished before repainting. Remember, dried out and cracked caulking around the exterior window frames and door casings can cause energy and rainwater leaks. This is homeowner maintenance.
- ◆ During the construction of your home, grout was installed wherever required, mainly at any location where there is tile. **The grout is not sealed due to the color variations it may cause to your selection.** Sealing the grout may help with the longevity, but be sure to speak to a specialist about how your product choice will affect the grout color.
- ◆ Cracking of grout is common and should be expected within certain tolerances.
- ◆ **The renewal and sealing of grout and caulk is a homeowner maintenance responsibility.**

# Specific Warranty Guidelines & H/O Maintenance For Lasting Quality

## — SETTLEMENT AND FRAME ADJUSTMENTS —

- ◆ The structural lumber in your home has been selected in the size and grade that meets normal building standards. Some shrinkage may occur in these framing members, but your home has been designed so that any settlement or movement will be as even as possible.
- ◆ If moldings separate slightly at the joints, the cracks may be filled in with caulk filler. Similarly, if nails should work slightly out of position, reset them and fill with caulk filler, then apply a light touch-up of paint.
- ◆ Normal shrinkage and cracking may also occur in areas, which have been caulked on the interior and exterior of the home. The renewal of caulking is a homeowner maintenance responsibility.

## — LUMBER —

- ◆ All wood load-bearing framing material used in your home is of such grade, size, and quality that it will carry the entire load of the house. Still, wood products will give up much of their inherent moisture during your first year of ownership, causing some shrinkage and the movement of some moldings or trim out of their original position.
- ◆ Shrinkage also causes joints in the woodwork to open, doors to warp and cracks to appear. During the first heating season, try to keep the temperature in your home at about 70°F to slow the drying-out process and help minimize the twisting and warping which may occur.

## — INSECTS & RODENTS —

- ◆ Your New Home is built upon land that was previously field, forest, or farm land. As tight as we have attempted to construct your building envelope, intrusion by insects, rodents, and other pests are often unavoidable.

However, you are covered for termites in the first year. A contract with an exterminator should be renewed annually.

If you should find evidence of pests in your home, a good local exterminator should be contacted for prevention of pest infestation. Pest infestation is **NOT** an item covered under your **Builder's or QBW Warranty**.

# Specific Warranty Guidelines & H/O Maintenance For Lasting Quality

## — TERMITES —

- ◆ During the clearing and grading construction phase, dead trees, roots, and debris were removed to minimize the attraction of termite infestation. The soil under your home or the lumber was chemically treated to discourage infestation. The details on the guarantee you received at closing should be read and understood for your protection. The company we utilized for this work offers, for a fee at your expense, arrangements for annual inspections and extensions of the warranty period.
- ◆ Termites are persistent. They live in nests underground and feed on wood products, so keep fireplace logs, wood scraps and debris well clear of your foundation. In the spring, keep an eye out for swarms. This should help you to spot termites early and thereby prevent major damage before it occurs.

## — DRYWALL, PAINT, & STAIN —

- ◆ In response to government regulations, the paint on the inside and outside of your house contains greatly reduced quantities of potentially hazardous materials formerly used as dryers or anti-mildew agents. Accordingly, in our high humidity, high-temperature area, you could notice mildew splotches on your painted surfaces. Various combinations of detergents and bleaches can remove these splotches. Repainting over untreated mildew **WILL NOT** correct the problem. This is a homeowner maintenance responsibility.
- ◆ Due to the natural characteristics of wood, color variation will result when stain is applied. There will be no repair or replacements on such variations.

## — PAINTING —

- ◆ The walls of your home are painted with **flat paint**. Some interior and exterior trim work is painted with latex semi-gloss paint. Both paints should give you long service if properly maintained. Painted surfaces must be kept clean and free of dirt and mildew, which can deteriorate paint. When washing painted surfaces, consult your paint dealer for selection of a proper cleaning compound.
- ◆ **Chesapeake Homes will not touch up any custom painting done by homeowners.**
- ◆ Sherwin-Williams provides each new homeowner with a complimentary gallon of paint for touch-ups in your home. Please refer to your Welcome Warranty email and the Sherwin-Williams flyer included in your warranty folder for instructions on how to redeem this free gift.

# Specific Warranty Guidelines & H/O Maintenance For Lasting Quality

## — SEPTIC SYSTEM —

- ◆ If you are unfamiliar or never had a septic system in your home, and your new home comes with one, please read these instructions for care and maintenance so that your septic system can run properly. Once you move into your new home, one of the first things you should do is locate the Septic Box on the outside of your home – see images for reference and note that not all septic boxes look exactly the same. If you are having trouble locating your septic box, contact the Warranty Dept. Once you locate the box, open the cover and make sure that both switches to the pump and the alarm are always in the ON position, otherwise the system will not alert you if there is a potential issue.
- ◆ On an on-going basis, you should regularly inspect and maintain your septic system. You should also pump your septic tank as needed, and always keep your septic tank lids closed and secure and easily accessible. Because the ground area above and surrounding your septic system can be soft and moist, it is best to make sure you direct water from your property and any roof drains away from the septic area. Be water-wise in the septic tank area and if you choose to landscape, be sure to choose the best plants for the conditions. Consult with a garden center or landscaper for ideas.
- ◆ For those unfamiliar with septic systems, there are certain things you should avoid doing so as not to upset or harm your septic system. Please do not use a garbage disposal – your system is not designed to accommodate waste food – try composting instead! Do not use chemicals in any of your household drains and particularly do not use septic tank additives. If you have a hot tub, do not drain the water into or near the septic system. And lastly, avoid the area surrounding your septic drain field, reserve area and septic tank – this includes parking of cars, trailers, and riding mowers, and do not place playsets, outdoor fire pits or seating areas near your system.



*This is the external box to your Septic system; it is located on the outside of your home. Open the box and make sure that both switches to your pump and alarm are always in the "ON" position. If the alarm is in the "off" position, it will not alert you that there is a potential issue.*

## — SEPTIC TANK DO'S AND DONT'S —

### DO:

- Regularly inspect & maintain your septic system
- Pump your septic tank as needed
- Keep your septic tank lids closed and secure
- Be water-wise
- Direct water from land and roof drains away from the drain field
- Landscape with love
- Keep septic tank lids easily accessible

### DON'T:

- Use a garbage disposal
- Flush anything except toilet paper into your septic system
- Put household chemicals down the drain
- Park cars and trucks on your drain field, reserve area or septic tank
- Use septic tank additives
- Drain water from hot tubs into your septic system

# Specific Warranty Guidelines & H/O Maintenance For Lasting Quality

## — PLUMBING SYSTEM AND FIXTURES —

- ◆ Sanitary sewer laterals are under warranty for workmanship and materials for one year. However, sewer blockage caused by the homeowner shall not be covered.
  
- ◆ **We are NOT responsible for any frozen water pipes.** All pipes have been insulated in accordance with applicable building codes. All outside faucets have cut-off valves and should be turned off and drained when not in use during winter months. Location of these cut off valves were covered during your new home orientation.
  
- ◆ **The prevention of frozen water pipes is a homeowner maintenance responsibility.**
  
- ◆ **Any showers or tubs that are located on outside walls need special attention during cold weather!**
  
- ◆ The surface of enameled plumbing fixtures is smooth and glossy like a mirror and harder than steel, but not indestructible. Improper care or excessive use of strong abrasive cleaners can dull or stain a shiny new fixture within a short time.  
  
Powdered and liquid abrasive cleaners **SHOULD NOT BE USED!** Liquid nonabrasive cleaners will do an excellent job; so, read the label to ensure you are purchasing a cleaning agent that does not contain abrasives. Fiberglass fixtures can be repaired with fiberglass repair kits like those used on a boat.
  
- ◆ Cracking, chipping or scratching of the tub, showers and cultured marble fixtures can occur when the surface is mistreated. **The Builder will not be responsible for repairs to surfaces damaged after the Pre-Settlement Walkthrough (Closing Day).**
  
- ◆ **Your builder is NOT responsible for scratches, gouges, holes, etc. in fiberglass, enamel, or acrylic basins, tubs, shower enclosures or commodes that are not documented during the walk-through inspections.**

# Specific Warranty Guidelines & H/O Maintenance For Lasting Quality

## — PLUMBING AND PLUMBING FIXTURES —

- ◆ Dripping water faucets or toilet tanks that do not operate properly usually requires only a minor adjustment such as cleaning or replacing a washer. Care should be exercised to close faucets hard enough to shut off the flow of water. If closed too forcefully they may cut the washers. Dirty faucet aerators can reduce water pressure at the faucet. Aerators should be removed and cleaned frequently.
- ◆ The government mandated water-saving commodes in your home flush with less water than the old style you may be used to, representing a saving in water usage and a subsequent saving on your water and sewer bills. Keep in mind that the flush may not be as forceful as necessary and a second flush may be required from time to time.
- ◆ Eventually, you may find that the toilet tank flushing mechanism does not operate properly. The rubber valve stopper, which allows the toilet to flush, is subject to deterioration and may need replacement. New stoppers can be obtained at any hardware store. The large ball float, which maintains the level of water within the tank, can also be easily replaced.

All commode tanks contain markings to indicate the proper level for water stored in the tank. Never flush hair, grease, feminine hygiene products, Q-tips, lint, diapers, rubbish, etc. down toilet drains.

- ◆ Water heaters normally collect small quantities of scales and dirty water, which can be easily removed by hooking up a garden hose to the drain valve at the bottom of the water heater and allowing the tank to drain itself clean. However, you cannot drain the water heater without first shutting off the water to the water heater, turning off the heating source, and subsequently opening some of the hot water faucets throughout the house. All water heaters have a control mechanism to govern the water temperature.  
  
A temperature of no more than 120 degrees Fahrenheit is typically recommended to prevent scalding and unnecessary overheating which may raise your utility bill. Further, most of today's new dishwashers have water-heating boosters to help sanitize your dishes.
- ◆ With exterior tankless heaters if below freezing temperatures occur and power failure is also underway, dripping water is needed from interior sinks. Be sure to open cabinet doors below sinks to help keep the pipes warm. Always be sure your heat tape is plugged in as well.

# Specific Warranty Guidelines & H/O Maintenance For Lasting Quality

## — HEATING AND AIR CONDITIONING SYSTEM —

### THERMOSTAT SETTING

- ◆ During the cooling season, set the thermostat at the temperature desired. Set the fan in the **"AUTO"** position. Set other indicator on **"COOL."** The air conditioning will automatically operate as needed. **DO NOT** turn indicator to the **"OFF"** position. Your A/C unit must be able to operate at any time during a 24-hour period to maintain a comfortable indoor temperature during peak outside temperatures. If for any reason you should turn the A/C unit off, wait at least five minutes before turning the unit on.
- ◆ This allows time for the pressures to equalize within the system. It is recommended that both heat and air conditioning be left on always. Turning systems off during the day when no one is at home will cost you more because your system must work very hard to bring the house back to your temperature. Also, turning the system off and on will cause the house to continually expand and contract with change of temperature, causing cracks in walls and ceilings. This could also cost you extra money for repair

### FILTERS

- ◆ Filters must be changed periodically to maintain proper airflow. (We recommend changing throwaway filters or cleaning permanent type filters when needed, but at least every 30 days.) A dirty filter can also damage your unit and may void the warranty and prove very costly.
- ◆ Keep windows closed and locked. Locking seals the top and bottom sash. Keep weeping holes clear of debris.

### DRAPES AND CURTAINS

Drapes and curtains help reduced heat buildup from direct sunlight.

### FURNITURE

- ◆ Furniture should be arranged so as not to interfere with air delivery from a register.

### PLEASE REMEMBER

- ◆ Checking filters and circuit breakers is the homeowner's responsibility. This is not included in your warranty. It is wise to turn your unit **"OFF"** in severe electrical storms. This may avoid expensive repairs.

# Specific Warranty Guidelines & H/O Maintenance For Lasting Quality

## — ELECTRICAL —

- ◆ The electrical circuits in your home are protected by a panel of circuit-breaker switches. Most wire circuits are designed to carry a limited amount of electrical current. If a particular circuit is overloaded by plugging in an excessive number or excessive amperage electrical appliances at one time, the circuit-breaker switch will trip off. Before attempting to reset the circuit breaker in the panel box, disconnect all cords and appliances, check them for defects, and remedy all defects found at once.

An electric cord or wire worn bare of insulations may cause a short circuit. There are no fuses in this type of panel box. Instead, you will find a circuit-breaker switch for each circuit in the house. A look at the service panel box will tell you which circuit is affected. The circuit-breaker switch will be tripped to the "off" or "middle" position. To restore the circuit, you need only to press the circuit-breaker switch to the extreme "**OFF**" position then turn back to "**ON**" position. This action will reset the circuit breaker and restore electric current to the circuit.

- ◆ Please note that you should always connect vacuum cleaners to hallway electrical receptacles instead of plugging them into the bedroom receptacles.
- ◆ You have at least 150-ampere service and many circuits.

**DON'T ATTEMPT TO FIX ANYTHING ELECTRICAL WHILE IT'S STILL CONNECTED TO AN ELECTRICAL OUTLET.**

**DO NOT HANDLE ANYTHING CONNECTED TO ELECTRICITY WITH WET HANDS.**

**NOTE: Freezers and refrigerators should not be connected to garage GFCI outlets, but should have dedicated circuits.**

# Specific Warranty Guidelines & H/O Maintenance For Lasting Quality

## — SMOKE DETECTORS —

- ◆ The smoke detector and carbon monoxide detector in your home is one of the methods for safeguarding your family from fire and carbon monoxide. This device will sound an alarm if it detects smoke or carbon monoxide. This unit is electrically operated with a battery backup. Change batteries two times annually to ensure your safety, as fresh batteries will enable the detector to work even under a loss of power.

A test button is provided on the alarm to enable you to ensure the proper operation of the device. Pushing it will cause a buzzer to sound if the detector is working properly. If it does not work, replace it with a functioning unit immediately.

**If at any time the smoke detector alarm sounds, you and your family should evacuate the premises and call 911.**

## — ELECTRICAL SYSTEM —

- ◆ In rooms not provided with an overhead light fixture or ceiling fan, a wall switch controls one of the receptacles. The switch for your receptacle operates the top socket only; this allows you to have a lamp plugged in, so that it is controlled by the switch. It also allows this same receptacle to allow for a non-switch required electrical appliance such as a clock radio.
- ◆ The electrical outlets in your bedroom or hallways may be connected to an **Arc Fault Circuit Interrupter (AFCI)**. An AFCI is a product that is designed to detect a wide range of arcing electrical faults to help reduce the electrical system from being an ignition source of a fire. If you find that your outlet has stopped working, check the AFCI breaker in your panel.
- ◆ Some appliances you may purchase require individual circuits for best operation. If you plan to install additional major electrical appliances, we suggest that you check with a reliable electrical contractor to be certain that sufficient electric service is available for the appliance you choose
- ◆ City Building Code requires that all rooms where water is used, i.e., bathrooms, kitchens, exterior, be installed on a **Ground Fault Interrupter (GFI)** circuit. This is to prevent electrical shock should water get into the outlets in these areas. The GFI is sensitive and may trip during periods of damp weather. The reset button for a GFI is usually located on an outlet in the kitchen, bathrooms, and one in the garage. Contact the electrical subcontractor if you are unable to locate this circuit. To reset this circuit simply push the reset button. If the GFI does not reset, you should then check the circuit breaker box. If the circuit breaker is working properly, notify the electrical subcontractor.
- ◆ If you add lighting fixtures to the home after closing, those fixtures are not warrantable.

# Specific Warranty Guidelines & H/O Maintenance For Lasting Quality

## — THE HEATING AND AIR CONDITIONING SYSTEM —

- ◆ The two types of heating ventilation and cooling (HVAC) systems typically installed are heat pump systems and gas/air conditioning systems. While there are some differences in the operations of each system, both are designed to maintain the set point of your thermostat, remove excess humidity in the summer and maintain year-round comfort.

### HEAT PUMP SYSTEMS

- ◆ When operating in an “air conditioning” mode, the heat pump performs just like a conventional air conditioning system. When operating in a “heat” mode, the heat pump simply reverses its air conditioning cycle and brings in heat from the outside air, compresses and raises its temperature, and delivers that heat to your home. On the coldest days when insufficient heat exists in the outside air (typically below 35F), the heat pump will supplement the heat produced by its compressor with auxiliary strip heat. On certain thermostats, a blue or green light indicates this function. Auxiliary heat strips will also engage when the unit goes into periodic defrost cycles, but only for a brief period.
- ◆ Heat pumps deliver a lower, yet even, discharge temperature that will feel less warm at the register than a gas or oil heating system. The delivery temperature should still range from the mid-to-high 90F range, which is above your skin’s “feel” temperature of roughly 85F, and should have no difficulty satisfying your thermostat setting.
- ◆ Another condition you may experience with a heat pump, which is normal, can occur on very cold, damp days. Frost and ice can accumulate on the outside unit. To overcome this, your outside unit will go into a defrost mode approximately every **90 minutes**.
- ◆ This cycle will begin with a sound like the escaping of air when opening a soft drink can. The outside fan will stop, though it may sound as if it is trying to run. Within a few minutes, the frost will begin to melt, and steam may rise from the unit making the unit look as though it is smoking. The defrost cycle may continue for 2-3 minutes, but generally not over 10-15 minutes, at which time the fan will restart, and the outside unit will resume normal operation.
- ◆ Because of the nature of refrigeration and the heat pump’s ability to transfer heat from one location to another, depending on the season, your heat pump unit will run on longer cycles during weather extremes. This is normal, and the unit is specifically designed to function in this manner. The benefits of your HVAC system running on longer cycles include lower energy costs from system efficiencies, better air filtering, more effective removal of hot and cold spots, and better moisture removal (dehumidification) in the summer.

# Specific Warranty Guidelines & H/O Maintenance For Lasting Quality

## — GAS SYSTEM —

- ◆ **WINTER:** Thermostat should be set in the "AUTO" position and on heat. Check circuit breaker emergency switch and switch in the attic by the furnace. All should be in the on position.

### GAS FORCED AIR SYSTEMS

- ◆ If your home is equipped with a gas forced air furnace, the air that is delivered to the register will feel very warm compared to your skin temperature. However, a gas system's function is identical to a heat pump's - to satisfy your thermostat setting and turn off. If your home is equipped with a one-zone system, you may find that the addition of a damper may be necessary to properly balance airflow between floors. If so, please contact the HVAC contractor directly and arrange for such a damper to be installed. The HVAC contractor will also demonstrate the damper's proper operation for each season. Their telephone number is on the emergency contact list in your electrical panel box.
- ◆ If your home is equipped with gas forced air heat, you may also have a cutoff switch for the furnace electric power, located close to the area of the furnace and generally identified by its red switch plate. This switch does not control or shut off the gas supply to the furnace, only the electric power. Your heating and air system will not operate if this switch is turned off.
- ◆ Just like your automobile and many other components of your home, failure to provide proper maintenance to your heating and air conditioning system will affect its performance. Routine maintenance should include the changing of return air filters every 1-3 months, periodically hosing off debris, grass clippings and dirt on your outside units, and contracting with a heating and air professional for annual maintenance (clean and checks) of your system. Failure to do so could contribute to both higher operating costs and the reduced efficiency of your system.
- ◆ To maintain balanced comfort throughout your home, it may be necessary to adjust the damper in individual floor, ceiling or wall registers, especially when shifting from the heating to cooling season. This condition may be more noticeable during periods of extreme cold or in certain rooms that may have more walls or windows exposed to outside temperatures or in rooms on the side of the house away from the sun. While dampening the register can help redirect air from one room to another, dampers should never be completely closed in any room, even though these rooms may not be in routine use. Energy is not saved when closing dampers and you risk throwing the system out of balance.

# Specific Warranty Guidelines & H/O Maintenance For Lasting Quality

## POWER OFF CONDITIONS

- ◆ **NEVER** shut off the power to your heat pump or air conditioner at the master circuit-breaker panel box or pull the disconnect in the exterior electrical box adjacent to the outside unit. If you do not want the unit to operate during absence from your home, turn the **RED EMERGENCY** switch to the thermostat "system" to **"OFF."**
  - ◆ **Why?** Refrigerant compressors (pumps) are designed to pump gaseous refrigerant only-not liquid. Refrigerant gas is, therefore, constantly flowing in and out of the compressor when the unit is in operation. When it isn't operating, the gas tends to migrate and condense inside the compressor where it isn't wanted. To avoid this, there is an electric **"sump heater"** in, or attached to, the bell housing of the compressor. This sump heater draws very little current and is relatively inexpensive to operate. By causing any liquid refrigerant to revert to the gaseous form, it effectively prevents the accumulation of liquid in the compressor sump and permits the pump to operate only as it should. The sump heater is fed electrically from the same line serving the compressor motor. Thus, the main power switch in the master circuit-breaking panel box and the disconnect in the exterior electrical box adjacent to the outside unit should remain on all times.
  - ◆ If power is removed, for any reason, for more than two or three hours, the heat pump should not be restarted until power has been restored to the unit for at least three hours. This gives the sump heater time to drive any liquid out of the compressor. Be sure the thermostat is set at **"OFF"** before power is applied to the outside unit. Should power be lost during the winter months, you may switch the thermostat to **EMERGENCY HEAT** until the time has elapsed to use the heat pump.
- Please note: For gas fireplaces, follow manufacturer's directions for maintenance and operation.**

## — DOORS —

- ◆ All the interior doors in your home are made of wood or wood products, and they are subject to shrinkage. All doors have been fitted properly, but if a door should stick - don't plane it - just as the door acclimates, it should return to normal. Doors will occasionally twist and warp and are not guaranteed against such outside of a degree of tolerance established by the manufacturer.

Cracks that may appear in paneled doors can be filled in with a wood putty product and repainted. The main entry doors in your home are insulated metal or fiberglass with a wood frame and are also subject to some movement under varying weather conditions. The doors are provided with weather stripping that may need minor adjustments from time to time to provide a weather-resistant fit.

# Specific Warranty Guidelines & H/O Maintenance For Lasting Quality

## — BATHROOM AND KITCHEN CARE —

- ◆ Any exhaust fan and housing should be cleaned at least twice a year.
- ◆ The acrylic and fiberglass (tub & showers) fixtures should last the lifetime of your home: however, the use of harsh abrasive cleaners and hard bristled sponges or brushes may wear through the finish. Use only liquid non-abrasive cleaning preparations to maintain the finish. Polishing with a light coat of paste wax is also suggested. **Chips and cracks occurring after the Pre-Settlement Review are not warranted.**
- ◆ Cultured marble surfaces should be cleaned with mild soap only. Polishing with a light coat of paste wax will help preserve the surface. **Chips and cracks occurring after the Pre-Settlement Review are not warranted.**
- ◆ Vinyl floor tile can be cleaned with mild non-abrasive detergent. Before waxing the floor, check with the vinyl floor manufacturer for their recommendations on which, if any, product to use. **Damages occurring after the Pre-Settlement Review are not warranted.**
- ◆ Wood surfaces and cabinets should be cleaned using a product recommended for wood.
- ◆ Just like your granite countertops, the grout of your tile backsplashes and the entirety of your stone backsplashes should be **sealed with sealer** just as often. A strong sealant will serve to protect your stone backsplashes and grout from water, food, and grease. Plus, this will make it much easier to clean.

## — KITCHEN COUNTER TOPS AND VANITY TOPS —

- ◆ Your granite countertops come sealed from the manufacturer. You will need to seal yearly and possibly more depending on use.
- ◆ **If your home has granite countertops you will need to apply a sealant every year.**
- ◆ **DO NOT** remove hot pots and skillets directly from the stove and place them on a countertop - burning and blistering will result. The worst thing for countertops is liquids which will stain (**unless wiped up immediately**). Also, using the counter tops as cutting blocks will mar them.
- ◆ Treat cultured marble vanity tops as you would glass or china surfaces. Liquid detergents or glass cleaners will effectively clean these tops. Items which stain marble will also stain cultured marble. Avoid extremes of temperature or sudden temperature changes.
- ◆ Your builder is **NOT** responsible for markings, scratches, holes, stains, natural fissures or chips in kitchen countertops and bathroom vanity tops that are not documented during the new home orientation.

# Specific Warranty Guidelines & H/O Maintenance For Lasting Quality

## — KITCHEN CABINETS AND VANITY BASES —

- ◆ Treat your wood kitchen cabinets and vanity bases as you would treat a fine piece of furniture. In other words, do not clean them with water. Instead use a mild detergent or with soap and water (Murphy's Oil Soap) and dry well using a lint-free cloth for both washing and drying.

## — METAL AND COMPOSITE EXTERIOR DOORS —

- ◆ Metal and wood composite doors have a core of Styrofoam insulation, and in addition to being more energy-efficient, this insulation helps keep the doors from warping. Since these doors are insulated, no aluminum storm doors are necessary. In fact, installation of a storm door can result in warping and distortion of the door and/or moldings due to extreme heat buildup on sunny days. Chesapeake Homes and the manufacturer will not be responsible for such damage caused by storm doors.

## — SHEET VINYL FLOORING —

- ◆ With proper care, your new **NO WAX** sheet vinyl flooring will stay beautiful and provide excellent service for many years. As the name implies, these floors never need waxing. A damp mop will keep your vinyl floors looking bright. Should you desire a more thorough cleaning, a small amount of a mild soap solution is all you will ever need. Also, available in almost any grocery store you can find products specifically designed for no-wax vinyl floors.
- ◆ Should it be necessary during the warranty period to repair your sheet vinyl flooring, your builder will repair or replace the sheet vinyl in the affected area with similar material. However, your builder is not responsible for discontinued patterns or color variations in the sheet vinyl, nor is the builder responsible for tears or gouges in the sheet vinyl flooring that are not documented during the walk-through inspection.

## — LAMINATE WOOD FLOORING —

- ◆ Please read the manufacturer's instruction on how to maintain your laminate floor.
- ◆ Be sure to clean up any spills immediately.
- ◆ **DO NOT USE WATER TO CLEAN YOUR LAMINATE FLOOR TO INCLUDE MOPS, SWIFFER WET JET, OR ANY OTHER LIQUID BASED MOPPING SYSTEM. THIS WILL DAMAGE YOUR FLOOR, AND YOUR BUILDER IS NOT RESPONSIBLE FOR THIS DAMAGE.**
- ◆ Floors should be cleaned with dry dust mop only.
- ◆ Your builder is **NOT RESPONSIBLE** for color variations and finishes for any floor where repairs are recessing.

# Specific Warranty Guidelines & H/O Maintenance For Lasting Quality

## — LUXURY VINYL PLANK —

- ◆ Please read the manufacturer's instruction on how to maintain your laminate floor.
- ◆ Be sure to clean up any spills immediately.
- ◆ Sweep floors regularly with a soft bristle broom to remove loose dirt.
- ◆ For a deeper clean, a mop moistened with water and a non-abrasive neutral PH floor cleaner will suffice.
- ◆ Your builder is **NOT RESPONSIBLE** for color variations and finishes for any floor where repairs are recessing.

## — HARDWOOD FLOORING —

- ◆ **Please refer to your Residential Hardwood Flooring Care and Maintenance Recommendations package.**
- ◆ Remove spills promptly using a hardwood cleaner and a clean white cloth.
- ◆ Use felt protectors under chairs and heavy pieces of furniture.
- ◆ **Never wet or damp mop hardwood floors.**
- ◆ **DO NOT** use steam cleaners, spray cleaners, or any device that sprays liquids directly on the floor. Water can cause damage to wood flooring.
- ◆ **NEVER** use oil soaps, wax, liquid detergent or other household products to clean the floor.
- ◆ Your builder is **NOT RESPONSIBLE** for color variations and finishes for any floor where repairs are recessing.

## — APPLIANCES —

- ◆ All appliance manufacturers service their own appliances and have made it easy for you to schedule for service by calling them directly for a prompt appointment. All appliances come with a 1-Year Manufacturer Warranty. We recommend registering all your appliances for warranty purposes. In the additional warranty section of your Chesapeake Homes information is an overview of written warranties offered on your new appliances.

## — GARAGE DOORS —

- ◆ To maintain your warranty on your garage door, your garage door and garage door opener must be installed by the same installation company.

**For additional tips and information, visit the Quality Builders Warranty Maintenance Tip Handbook.**

**\* These policies and procedures may change at any time without notice.**

## SUMMARY

We at Chesapeake Homes would like to THANK YOU for allowing us to be a part of this very personal journey. Secondly, we would like to thank you for taking time to thoroughly review and understand the material within this packet.

Each element within this packet contains valuable information about your home for you to understand for years to come.

As it is your responsibility, please make sure to remember your 12-week and 10-month dates. This will allow us to provide you with the appropriate amount of time to address any warranty items you may have for your home.

**We wish you many years of happiness in your new home!**

**Thank you,  
The Warranty Department**



*Welcome Home!*





*Welcome Home!*

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