



creative
HOMES

Limited Warranty Manual



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Welcome to your New Creative Home!

On behalf of everyone at Creative Homes, we extend our sincere appreciation for your decision to purchase a new home built by our team. We are confident that it will be a continuous source of pleasure for you and your family.

Our warranty program is designed to ensure that you enjoy living in your home as much as you did choosing and buying it! Your new home's limited 1-2-10 warranty is provided by Creative Homes. Further information about the coverage of your warranty is outlined in the following section.

Keep in mind that a new home requires an active maintenance program on your part. Simple, but often forgotten, precautions and adjustments can save a great deal of time, worry, and expense.

We encourage you to read carefully through this information as well as the service procedures that are discussed in this section of your manual. If you have any questions regarding standards or procedures, please be sure to contact either your New Home Specialist or our Customer Care Specialist.

Standards of Performance

The Standards of Performance listed in the following pages are intended to provide you with an understanding of our obligations under the Creative Homes Builder's Limited Warranty. If a deficiency occurs to your home, that results in actual physical damage, the Standards of Performance will be used to determine Creative Homes responsibility under this Builder's Limited Warranty.

Please note that damaged caused by you as the homeowner or made worse by your negligence, improper maintenance or improper operation is excluded by this Builder's Limited Warranty.

The choice as to the scope of repair, the repair technique, or replacement versus the cost of the repair, or replacement is Creative Homes alone. When Creative Homes does undertake a repair or replacement, we try to match colors, dyes, patterns, material, finishes, etc. However, fading, changes in color lots or discontinues patterns may prevent us from providing an exact match.

1-2-10 Warranty

One-Year Warranty

During the first year of ownership, the home shall be free from defects in workmanship and or defective materials due to non-compliance with building standards. In the case of a New Home Sale from Creative Homes, ownership commences on the date of closing. In the case of a home built under a construction to permanent mortgage secured by the buyer, from the date of the certificate of occupancy, unless otherwise specified by Creative Homes.

Two-Year Warranty

During the first two years of ownership, the home shall be free from defects in portions of the cooling, heating ventilation, electrical, and plumbing systems.

Ten-Year Warranty

During the first 10 years of ownership, the home shall be free from major construction defects involving load-bearing structures. "Major structural defects" means actual damage to the load-bearing function of the home, of which vitally affects, or is imminently likely to affect the use of the dwelling for residential purposes to the extent that the home becomes unsafe, unsanitary, or otherwise unlivable. Such load-bearing components may include:

1. Foundation systems and footing
2. Beams
3. Girders
4. Lintels
5. Columns
6. Load Bearing Walls and Partitions
7. Floor Systems
8. Roof Framing Systems

Damage to the following non-load bearing portions of the home may be covered by the One Year Limited Warranty, but do not constitute a major structural defect:

- | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|
| 1. Roofing and sheathing | 9. Electrical, plumbing, heating, cooling and ventilation systems |
| 2. Drywall and plaster | 10. Appliances, fixtures, and items of equipment |
| 3. Exterior siding | 11. Paint |
| 4. Brick, stone, or stucco veneer | 12. Doors and windows |
| 5. Floor covering material | 13. Trim |
| 6. Wall tile and other wall coverings | 14. Cabinets |
| 7. Non-load bearing wall and partitions | 15. Hardware |
| 8. Concrete floors in attached garages and basements that are built separately from foundation walls or other structural elements of the home | 16. Insulation |
| | 17. Floor squeaks or deflection |

Obtaining Warranty 60 Day & 11 Month Service

For reasons of accuracy and to comply with the terms of your warranty, all items for which you request service **MUST** be reported in writing.

When Submitting items, please follow the steps below:

1. Please refer to the section in this handbook that addresses each item in question.
 - a. Is the requested item covered by this warranty?
 - b. Does it fall within the performance standards warranty period?
 - c. Who is responsible for this item and what is the acceptable correction?
2. All requests for service need to be submitted in writing (e-mail, fax, standard mail, or through the BuilderTrend Web Portal) to:

Customer Care in all Wisconsin neighborhoods and Boulder Ponds(MN)

Contact: Travis Denzer-Customer Care Specialist
Email: travis@creativehci.com
Mail: 707 Commerce Dr. Suite 410
 Woodbury, MN 55125
Phone: 651-289-6818

Customer Care in all MN Neighborhoods

Contact: Chase Zeller-Customer Care Specialist
Email: chase@creativehci.com
Mail: 707 Commerce Dr. Suite 410
 Woodbury, MN 55125
Phone: 651-788-6098

3. Please include your name, address and phone number to help us serve you better. Please give a complete description of the issue (e.g. "leaky sink" should be "sink in master bathroom leaking under the vanity").
4. Please provide access to your home during normal working hours of 8:00 AM to 5:00 PM, Monday through Friday.

ALL WARRANTY REQUESTS MUST BE RECEIVED WITHIN ONE YEAR AFTER CLOSING. The first-year warranty period expires on the anniversary date of your closing.

Warranty Processing Procedure

60-Day Check Up

It is the homeowner's responsibility to contact Creative Homes with any warrantable concerns. Please submit your list of warrantable items 30 to 60 days after closing to Creative Homes by way of email so that your 60-Day walk can be promptly scheduled. Please be specific as possible.

Upon receipt of your 60-Day list, we will contact you to set up an appointment to review your items of concern. During this meeting, our Customer Care Specialist will schedule a "work day" to complete all items that require attention. In an effort to reduce the level of inconvenience to the homeowner, all necessary Trade Partners are scheduled in a single day. However, some repairs may require additional "work days". All necessary Trade Partners are scheduled on a single day, when possible, to reduce the level of inconvenience to the homeowner.

Once all items listed on your 60-Day Checkup Sheet have been addressed, both the homeowner and our Customer Care Representative will sign off on the repairs, signifying the completion of the 60-Day warranty request.

NOTE: Please provide access to your home during working hours from 8:00 AM to 5:00 PM, Monday through Friday. Failure to provide access to your home during normal business hours may void your warranty.

11-Month Follow Up

It is the homeowner's responsibility to contact Creative Homes with any warrantable concerns. Please submit your list of warrantable items 11 months after closing to Creative Homes by way of email, fax, or standard mail, so work can be complete by the 1-year expiration date. No warranty items submitted after this one-year deadline with the exception of Plumbing, Heating and Cooling and Electrical will be reviewed and will automatically become the responsibility of the home buyer. Please be specific as possible.

Upon receipt of your 11-Month list, we will contact you to set up an appointment to review your items of concern. During this meeting, our Customer Care Representative will schedule a "work day" to complete all items that require attention. In an effort to reduce the level of inconvenience to the homeowner, all necessary Trade Partners are scheduled in a single day. However, some repairs may require additional "work days".

Our Customer Care Representative will then contact you to schedule an appointment on which all appropriate Trade Partners will come into your home and make the necessary repairs. All necessary Trade Partners are scheduled on a single day, when possible, to reduce the level of inconvenience to the homeowner.

Once all items listed on your 11-Month Follow Up Sheet have been addressed, both the homeowner and our Customer Care Representative will sign off on the repairs, signifying the completion of the 11-Month warranty request.

Emergency Contact

Emergency service covers any of the following situations:

1. Total loss of heat within the first two years
2. Total loss of electricity within the first two years for the house only – not if neighborhood outage.
3. Plumbing leak that requires the entire water supply to be shut off within the first two years
4. Total loss of hot water within the first two years
5. Total sewage stoppage/backup within the first two years if caused by a plumbing defect. If the stoppage is a result of improper homeowner usage/operation then the issue is not warrantable.

If an emergency occurs during regular business hours of 8:00 am to 5:00 pm, Monday through Friday, please call our Customer Care Specialist at 651-289-6818.

For after-hours EMERGENCIES (Monday through Friday after 5:00 pm, and Saturdays/Sundays), please call the appropriate contractor if the emergency has to do with one of your mechanical systems. These contact numbers can be found in your mechanical room on your furnace and shut-offs. For any other after hours emergencies, please call Creative Homes Emergency Contact Line: 651-289-6818

Creative Homes cannot be responsible for any bills sent to the homeowner for a non-emergency issue. Please submit all non-emergency issues in writing to the Creative Homes Customer Care Representative.

Customer Care in all Wisconsin neighborhoods and Boulder Ponds(MN)

Contact: Travis Denzer-Customer Care Specialist
Mail: 707 Commerce Dr. Suite 410
 Woodbury, MN 55125

Customer Care in all MN Neighborhoods

Contact: Chase Zeller-Customer Care Specialist
Mail: 707 Commerce Dr. Suite 410
 Woodbury, MN 55125

SAFETY & SECURITY CHECKLIST

Fire Safety

- Buy at least one fire extinguisher for your home.
- Ensure that all family members know fire extinguishers location(s), and how to use them.
- Ensure family members know how to shut off gas, electricity, and water.
- Have all extinguishers checked annually.
- Test your smoke detectors regularly to ensure proper operation.
- Avoid overloading electrical circuits

Carbon Monoxide Safety

High concentration levels of carbon monoxide (CO) can cause death. If the alarm sounds in your CO detector, leave the house immediately and call the fire department. Open up the doors and windows to get fresh air into the house. Turn off your ventilation system including all fans.

Security When You Go On Vacation

It is advisable to take the following precautions when leaving your home for an extended period of time:

- Turn off the water at the main shut-off.
- Stop mail and newspapers.
- Lower the Thermostat to moderate temperature.
- Put the lights on timers.
- Ensure all appliances are turned off.
- Turn down the temperature on the water heater.
- Leave a set of keys with a neighbor in case of an emergency.

SPRING & SUMMER CHECKLIST

Interior

- Clean/replace furnace filter (recommended every 30-90 days)
- Check hot water tank for leaks
- Inspect floor drain in basement and ensure trap is filled with water
- Inspect basement for moisture/leaks
- Air out basement on dry, sunny day or use a dehumidifier
- Test smoke alarms and carbon monoxide detectors (recommended monthly)
- Vacuum smoke alarm and carbon monoxide detector
- Check and reset GFIC (Ground Fault Interrupter Circuit)
- Clean/replace range hood filter
- Clean humidifier, if applicable
- Check doors, tighten loose hinges and lubricate track of sliding door(s)
- Check attic for adequate ventilation and insure all insulation is in place
- Turn off pilot light in fireplace, if applicable

Exterior

- Check that roof flashing is intact and sealed
- Check roof for cracked, damaged or loose shingles, replace as necessary
- Check that gutters and downspouts are free from debris
- Check that attic louvers are screened and free of debris
- Ensure ground is sloping away from house
- Check that downspout is directing water away from the foundation
- Inspect the exterior clad brick and mortar for chips and cracks, fill if necessary.
- Plan landscaping to avoid water ponding and blocking drainage
- Check rear lot catch basin and clear any debris, if applicable
- Check driveway and walkways for frost damage, fill cracks and seal
- Fertilize lawn
- Inspect fencing, if applicable
- Turn on exterior water supply
- Check caulking is intact and sealed, re-caulk if necessary
- Check windows and screens are operating properly
- Inspect window wells and top with stones, (if applicable)
- oil moving parts of garage door(s) & garage door opener (if applicable)
- Arrange for annual inspection of air conditioning & clean filter, if applicable

FALL & WINTER CHECKLIST

Interior

- Clean/replace furnace filter (recommended every 30-90 days)
- Oil furnace motor (follow manufacturer's directions)
- Inspect furnace vents and registers, ensure they are clean and free of debris
- Check furnace fan belt for normal wear and tear, replace if necessary (follow manufacturer's directions)
- Inspect floor drain in basement and ensure trap is filled with water
- Check hot water tank for leaks and drain unit and refill
- Inspect basement for moisture/leaks
- Test smoke alarms and carbon monoxide detectors (recommended monthly)
- Vacuum smoke alarm and carbon monoxide detector
- Check and reset GFIC (Ground Fault Interrupter Circuit)
- Clean/replace range hood filter
- Clean humidifier, if applicable
- Open and clean fireplace, light pilot light, if applicable
- Check doors, tighten loose hinges and lubricate track of sliding door(s)
- Check attic after snow storms for snow that may have entered through vents, remove as soon as possible to prevent water damage

Exterior

- Check that roof flashing is intact and sealed
- Check roof for cracked, damaged or loose shingles, replace as necessary
- Remove snow and ice from overhang and vents
- Check that gutters and downspouts are clear of debris
- Check that attic louvers are screened and free of debris
- Check for excessive snow on roof after long period of significant amounts of snow, remove as necessary
- Check that downspout is directing water away from the foundation
- Check rear lot catch basin and clear any debris, if applicable
- Winterize landscaping and remove leaves
- Shut off & bleed exterior hose bibs
- Check caulking is intact and sealed, re-caulk if necessary
- Oil moving parts of garage door(s) & garage door opener (if applicable)
- Check windows and screens are operating properly
- Check clothes dryer vent and ensure it is free from debris
- Check sealing around windows and doors, replace as necessary

Air Conditioning

Homeowner Use and Maintenance Guidelines

Air Conditioning can greatly enhance the comfort of your home, but if it is used improperly or inefficiently, wasted energy and frustration will result. These suggestions are provided to help maximize your air conditioning system.

Your air conditioning system is a whole-house system. The air conditioning unit is the mechanism that produces cooler air. The air conditioning system involves everything inside your home including, for example, drapes, blinds, and windows.

Your home air conditioning is a closed system, which means that the interior air is continually recycled and cooled until the desired air temperature is reached. Warm outside air disrupts the system and makes cooling impossible. Therefore, you should keep all windows closed. The heat from the sun shining through windows with open drapes is intense enough to overcome the cooling effect of the air conditioning unit. For best results, close the drapes on these windows.

Time is very important in your expectations of an air conditioning system. Unlike a light bulb, which reacts instantly when you turn on a switch, the air conditioning unit only begins a process when you set the thermostat.

For example, if you come home at 6:00 PM when the temperature has reached 90 degrees F and set your thermostat to 75 degrees F, the air conditioning unit will begin cooling, but will take much longer to reach the desired temperature. During the whole day, the sun has been heating not only the air in the house, but the walls, the carpet, and the furniture. At 6:00 PM, the air conditioning unit starts cooling the air, but

the walls, carpet, and furniture release heat and nullify this cooling. By the time the air conditioning unit has cooled the walls, carpet, and furniture, you may well have lost patience.

If evening cooling is your primary goal, set the thermostat at a moderate temperature in the morning while the house is cooler, allowing the system to maintain the cooler temperature. The temperature setting may then be lowered slightly when you arrive home, with better results. Once the systems operating, setting the thermostat at 60 degrees F will not cool the home any faster and can result in the unit freezing up and not performing at all. Extended use under these conditions can damage the unit.

Adjust Vents

Maximize airflow to occupied parts of your home by adjusting the vents. Likewise, when the seasons change, readjust them for comfortable heating. Keep in mind heat rises, so direct cool air to the upper areas of your home. It will naturally fall down to the lower areas. The opposite goes in the winter – heat rises.

Compressor Level

Maintain the air conditioning compressor in a level position to prevent inefficient operation and damage to the equipment. It is the homeowner's responsibility to make sure the pad and unit are kept level. See also Grading and Drainage.

Manufacturer's Instructions

The manufacturer's manual specifies maintenance for the condenser. Review and follow these instructions carefully. Since the air conditioning system is combined with the heating system, follow the maintenance instructions for your furnace as part of maintaining your air conditioning system.

Temperature Variations

Temperatures may vary from room to room by several degrees Fahrenheit. This is due to such variables as floor plan, orientation of the home on the lot, type and use of window coverings, and opened and closed doors, through the home. All rooms will vary in temperature; of 3 to 7 degree difference is normal.

Troubleshooting Tips

Before calling for service, check to confirm that the:

- Filter is clean to allow airflow - This is critical. A dirty filter will restrict airflow causing the A/C coil to freeze up.
- Thermostat is set to "cool" and the temperature is set below the room temperature.
- Blower panel cover is installed correctly for the furnace blower (fan) to operate. Similar to the way a clothes dryer door operates, this panel pushes in a button that lets the fan motor know it is safe to come on. If that button is not pushed in, the furnace will not operate.
- Air conditioner and furnace breakers on the main electrical panel are on. (Remember if a breaker trips you must flip it from the tripped position to the off position before you can turn it back on.)
- 220 switches on the outside wall near the air conditioner are on.
- Switch on the side of the furnace (or on the wall) is on.

- Fuse in the furnace is good. (See manufacturer literature for size and location.)
- Vents in the individual rooms are open.
- Air returns are unobstructed.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

Coolant

The outside temperature must be 70 degrees F or higher for the contractor to add coolant to the system. If your home was completed during winter months, the HVAC technician may need to return to your home to finish set up of your A/C system.

Creative Homes Limited Warranty Guidelines

The air conditioning system should maintain a temperature of 78 degrees or a differential of 15 degrees from the outside temperature, measured in the center of each room at a height of 5 feet above the floor. Lower temperature settings are often possible, but neither the manufacturer nor Creative Homes guarantees this.

Non-emergency

Lack of air conditioning service is not an emergency. Air conditioning contractors in our region respond to air conditioning service requests during normal business hours and in the order received. NOTE: Any adjustments to your HVAC equipment may require 2-3 days before any noticeable changes occur.

Maintenance

There are three filters inside your air-to-air exchanger. The two small foam filters and the larger "core" filter needs to be cleaned once per year. To do this either, take a shop vacuum and vacuum these filters, removing any dust, debris, bugs, etc. or rinse them out. If you rinse them, they must be dry before reinstalling them.

Humidifier

If a humidifier is installed on the furnace system, close the damper and turn it off when you use the air conditioning otherwise, the additional moisture can cause a freeze-up of the cooling system.

Appliances

Front Load Washers

Front load washers only come with left hinges on the doors. Most of our plans are designed with the washer to the left of the dryer, thus causing the doors to open correctly for smooth transition from washer to dryer for front load washers/dryers. Please be aware of this with your plan design. This is not a warrantable item to change units to allow for different door swing. Because of this, the washer and dryer will need to be reversed and may affect the flow of the laundry room. Your Neighborhood Builder can explain this matter further with you.

Creative Homes is not responsible for changing any venting after move-in if pedestals are not listed on the purchase agreement or change order. This change will be at the expense of the Homeowner.

Creative Homes will not be held liable and/or responsible for the installation and or venting of any front-loading laundry appliances if we are not notified in writing by the buyers prior to selection finalization, and Pre-Construction Meeting.

Due to the high rpm spin cycle speeds of front load laundry appliances, Creative Homes and our appliance suppliers cannot be liable for damages that may be caused by vibrations that occur during the normal operation of your appliances.

Furthermore, vibrations that occur during the normal operation of your laundry appliances are not covered under either the manufacturer's or builder's warranty.

Creative Homes Limited Warranty Guidelines

We confirm that all appliances are in acceptable condition during your Welcome Home Orientation. The appliance manufacturers warrant their products directly to you according to the terms and conditions of these written warranties. Please contact the company that supplied or installed appliances for all warranty related issues.

Please do not contact Creative Homes Customer Care Representative on appliance issues, as they are not covered under your one-year builder's warranty. Instead, please contact the appliance's manufacturer directly.

Please be sure to fill out and send in your owner's warranty cards and to read and follow the manufacturer's literature.

Asphalt

Homeowner Use and Maintenance Guidelines

Asphalt is flexible and specialized surface. Like any other surface in your home, it requires protection from things that can damage it. Over time, the effects of weather (freezing and thawing) and earth movement will cause minor settling, heaving and cracking of asphalt. These are normal reactions to the elements and do not constitute improperly installed asphalt or defective material. Do not use your driveway for a minimum of 10 days after it is installed (keep people, bicycles, lawn mowers, and other traffic off of it). Avoid placing pointed objects or heavy materials on the driveway for a week after installation, and avoid parking on it for extended periods of time. Turning your wheels when parked will cause tire marks, especially in hot weather conditions are not considered a construction defect. Avoid spilling gasoline and other petroleum products on asphalt, as it will cause soft spots and crumble.

Chemical Spills

Asphalt is a petroleum product. Gasoline, oil, turpentine, and other solvents or petroleum products can dissolve or damage the surface. Wash such spills with soap and water immediately, and then rinse them thoroughly with plain water. Damage caused to your driveway as a result of these conditions is non-warrantable and will not be corrected by Creative Homes.

Concentrated Loads Hot Weather

Avoid any concentrated or prolonged loads on your asphalt, particularly in hot weather. High-heeled shoes, motorcycle or bicycle kickstands, trailers, grills, or even cars left in the same spot for long periods can create depressions or punctures in asphalt. Damage caused to your driveway as a result of these conditions is non-warrantable and will not be corrected by Creative Homes.

Nonresidential Traffic

Prohibit commercial or other extremely heavy vehicles such as moving vans or other large delivery trucks from pulling onto your driveway. We design and install asphalt drives for conventional residential vehicle use only.

Seal Coating

Exposure to sunlight and other weather conditions will fade your driveway, allowing the surface gravel material to be more visible. This is a normal condition and not a material or structural problem. You are not required to treat the surface of your asphalt driveway, but we recommend it. Use a high quality sealer, but wait a minimum of 12 months before the first application. This sealing process can usually fill hairline cracks; larger cracks can be filled or patched with a sand and sealer mixture prior to resealing.

Creative Homes Limited Warranty Guidelines

During the warranty period, on a ONE TIME ONLY basis, asphalt repairs that are required and completed by either overlay patching or sectional replacement will have matching issues. Creative Homes is not responsible for the inevitable differences in color between the patch and the original surface. Seal coating can eliminate this cosmetic condition and is your responsibility.

Settling

Settling next to your garage floor of up to 1" inches across the width of the driveway is normal. Settling or depressions elsewhere in the driveway of up to 1" inches in any 32" radius is considered normal.

Thermal Cracking

Your driveway may exhibit thermal cracking, usually during the first 12 months. These cracks help your driveway adapt to heating and freezing cycles and are considered normal. Think of them as natural expansion joints. Thermal cracks need to be evaluated during the warmest months, July or August. Cracks of 1/16" or less of width are considered normal. Cracks over 1/16" will be repaired, one time, during the warranty period, by patching the affected area only. Color and texture variations are to be expected for which the Builder is not responsible.

Alligator Cracking

Cracking that resembles the skin of an alligator can appear during the first 12 months. If alligator cracking occurs under normal use, Creative Homes will repair it by filling or patching the affected area only if the crack is in excess of 1/16" in width or vertical displacement. Color and texture variations are to be expected for which the Builder is not responsible. If the cracking is caused by abnormal use or spills of any type on the driveway, repairs will be the Homeowner's responsibility.

Heaving

Subsoil freezing can cause an asphalt driveway to heave, sometimes causing surface water to leak under the garage door. This heaving usually corrects itself as the subsoil thaws. If the heaving problem persists during the spring and summer months, Creative Homes will correct the problem if the driveway has heaved in excess of 1" from the adjacent surface. We will repair by filling or patching affected area only. Color and texture variations are to be expected, for which the Builder is not responsible.

Marks and Punctures

Tire marks, punctures and other marks or depressions can occur on an asphalt driveway surface, particularly during hot weather. To minimize these, avoid applying constant or concentrated loads to the surface. Often these marks and depressions will correct themselves as you continue to drive over the surface. Homeowners may choose to repair marks or punctures in their asphalt driveway, this is not considered a warrantable item.

Precautions

- Do not drive on your asphalt for at least 10 days after installation.
- Do not allow heavy vehicles on the driveway during warm weather.
- Spillage of leakage of gas or oil should be washed off immediately.
- Avoid driving over the edges of the driveway to prevent breakage.
- Especially during warm weather, avoid putting anything with a point on the asphalt – high heels, bicycle kickstands, lawn chairs, etc.
- To maintain the surface of your driveway, seal coating is recommended after the first 12 months of occupancy.

Attic Access

Homeowner Use and Maintenance Guidelines

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

If you open your attic access, be sure to seal it shut with caulk when you are done. Also, be sure to fluff up any insulation you disturbed, Creative Homes is not responsible for variations in R-Value of the attic insulation caused by the Homeowner or any other company disturbing the insulation.

Your attic will be ventilated as required by applicable building codes. If the attic access has been opened, seal shut with bead of caulk.

Brick and Exterior Cultured Stone

Homeowner Use and Maintenance Guidelines

Brick is one of the most durable and lowest maintenance finishes for a home's exterior. Should you have brick on the exterior of your new home, a record of your brick color is included in your Selection Sheets.

Efflorescence (Brick Only)

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

Tuck-Pointing

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

Weep Holes

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

Creative Homes Limited Warranty Guidelines

We check the brickwork during the Welcome Home Orientation to confirm correct installation of designated materials.

Cracks

One time during the warranty period, we repair masonry cracks that exceed ¼ inch.

Cabinets

Homeowner Use and Maintenance Guidelines

Your Selection Sheets are your record of the style and color of cabinets in your home. Expect differences in grain and color between and within the cabinet components, due to natural variations in wood and the way it takes stain. These variations should be expected and are the characteristics and beauty of natural wood. Natural wood also has mineral marks. These often look like black marks in the wood. Replacement will not be made due to either variations or mineral marks.

Cleaning

Products such as lemon oil or polishes that include scratch cover may be used for wood cabinet care. Follow container directions. Use such products a maximum of once every 3 to 6 months to avoid excessive build-up. Avoid paraffin-based spray waxes and washing cabinets with water, as both will damage the luster of the finish.

Hinges

If hinges catch or drawer glides become sluggish, a small amount of silicone lubricant will improve their performance. Most cabinets come with multi-directional hinges and are easy to adjust. After the homeowner orientation walk through of your home, cabinet hinge adjustments are a Homeowner responsibility.

Moisture

Damage to cabinet surfaces and warping can result from operating appliances that generate large amounts of moisture and/or heat (such as a cooking pot) too near the cabinet when operating such

appliances, place them in a location that is not directly under a cabinet. Excessive boiling of water in the microwave with steam rising onto the cabinet face is a prime example of where and how this problem can occur.

Panel Shrinkage/Splitting

Door panels are not glued in place but are allowed to expand and contract with the rest of the door. When this happens, raw wood edges may appear. Touching up the paint or stain on unfinished exposed areas is a Homeowner responsibility and is not warranted. Some splitting of door panels is normal and should be expected. If a door panel splits Creative Homes will fill the split and match the paint or stain as closely as possible within the first year. Color variations are to be expected for which Creative Homes is not responsible.

Creative Homes Limited Warranty Guidelines

During the Welcome Home Orientation, we will confirm that all cabinet parts are installed, operate properly, and that the surfaces are in acceptable condition.

Alignment

Doors, drawer fronts, and handles should be level and even. Adjustments of cabinet doors are common, and are a Homeowner maintenance item.

To adjust your cabinet doors, please do the following:

1. Loosen the 2 hinge screws on the door. DO NOT REMOVE THE SCREWS.
2. Loosening the screws will provide about 3/8" vertical and horizontal movement in the door.
3. With the screws loose, square the door and tighten the screws.

Operation

Cabinet doors and drawers should operate properly under normal use. Do not slam, kick shut or allow children to hang from your cabinet drawers or cabinet doors.

Separations

Some separation is normal and to be expected. We will correct gaps between cabinets and the ceiling or cabinets and the walls by caulking or other means if the gap exceeds ¼" (locations behind appliances are exempted from this repair).

Warping

If doors or drawer fronts warp in excess of ¼", when measured diagonally, we will correct this by adjustment or replacement if there is a replacement, Creative Homes will match grain and stain as closely as possible, but color variations are to be expected and are not the responsibility of the Builder. Cabinet door alignment will be corrected if they deviate 1/8" top to bottom when doors are closed.

Wood Grain

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

Carbon Monoxide Detectors

Homeowner Use and Maintenance Guidelines

Your home is equipped with carbon monoxide detectors. Read the manufacturers' manual for detailed information the care of your carbon monoxide detectors. Keep detectors clean and test them monthly. The unit will only indicate the presence of carbon monoxide gas at the sensor. Carbon monoxide gas maybe present in other areas.

When the battery back-up becomes weak, the detector will "chirp" as a warning. Replace the battery immediately to continue your protection. This detector must have AC or battery power to operate. If AC power fails and the battery is dead or missing, the detector cannot operate. We recommend replacing the batteries every time you change your clock twice year.

Creative Homes Limited Warranty Guidelines

Creative Homes does not represent that the carbon monoxide detectors will provide the protection for which they are installed or intended. Creative Homes has installed the carbon monoxide detectors in locations approved by the local building codes. Creative Homes shall not be obligated to pay for any carbon monoxide investigation or service call.

Caulking

Homeowner Use and Maintenance Guidelines

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

Areas to maintain include:

- Interior - Around sinks, bath tubs, countertop joints, backsplashes, showers and toilets.
- Exterior - Around windows, doors, any exterior penetrations through siding, and at brick' stone siding connections.

Latex Caulk

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

Silicone Caulk

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

Creative Homes Limited Warranty Guidelines

During the Welcome Home Orientation, we confirm that appropriate areas are adequately caulked.

One-Time Repair

Caulking will be repaired one time during your one-year workmanship warranty period should the caulking crack or shrink in excess of 1/8". This work will be performed with your 11-Month Warranty Service Review.

Ceramic Tile

Homeowner Use and Maintenance Guidelines

Your Selection Sheets provide the style and color of your ceramic tile.

Hairline cracks in tile and grout are not uncommon. Some slight imperfections in the materials and workmanship are expected. Cracked, badly chipped or loose tile, noted in the Welcome Home Orientation checklist, will be replaced.

Cracks appearing in the grouting of the tiles at joints or junctions with other materials are common due to normal shrinking conditions. Creative Homes will repair cracks that are due to poor workmanship, or defective materials, or shrinkage during within the first-year warranty period if the crack or shrinkage is in excess of 1/8".

We will do our best to match the grout, but expect the new grout to vary from the original. This is not a warranted item.

Extra pieces of tile and grout are left for you. Please be sure to save these. In the event of a repair, this will help with the match.

Cleaning

Ceramic tile is one of the easiest floor coverings to maintain; simply vacuum when needed. Occasionally, a wet mopping with warm water may be appropriate. Avoid adding detergent to the water. If you feel a cleaning agent is required, use a mild solution of warm water and dishwasher crystals (they will not result in a heavy, difficult-to-remove lather on the grout). Rinse thoroughly. Or ask your local hardware store to recommend a product. Do not use waxes, sealers or bottled liquid cleaners on tile. Sealer is recommended for the grout. Waxes will make cleaning difficult, and some liquid cleaners contain harmful acids that etch the tile and eat in to the grout.

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

Grout Discoloration

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

Sealing Grout

Sealing grout is recommended and is the homeowner's responsibility. It is recommended to wait 30 days for the grout to cure before sealing. To avoid sealing in dirt, clean the grout before the sealing process.

Once grout has been sealed, ongoing maintenance of that seal is necessary, and the limited warranty coverage becomes void, if grout is not sealed, it will allow moisture to pass through, due to its porous nature.

Separations

Expect slight separations to occur in the grout between tiles. This grout is for decorative purposes only it does not hold the tile in place. Using either the grout left at your home or premixed grout purchased from flooring or hardware stores can fill cracks in the grout. Follow package directions.

Tile around bathtubs or countertops may appear to be pulling up after a time. This is caused by normal shrinkage of grout or caulk and shrinkage of wood members as they dry out. If this occurs, the best remedy is to purchase tub caulk or premixed grout from a hardware store. Follow directions on the container. Repair these cracks immediately to protect the underlying surface from water damage. Creative Homes is not responsible for damage caused by not maintaining caulk and/or grout.

Routinely maintain the caulking used on your ceramic tile. This is typically found in corners where the tile meets tile, or tile meets another material.

Creative Homes Limited Warranty Guidelines

During the Welcome Home Orientation, we confirm that tile and grout areas are in acceptable condition. We will only repair or replace cracked, chipped, or loose tiles noted at that time.

Creative Homes is not responsible for variations in color or discontinued patterns. New grout may vary in color from the original.

One-Time Repair

Cracks appearing in grouting of ceramic tiles at joints or junctions with other materials are commonly due to shrinkage. Creative Homes will repair grouting, if necessary, one time during the first year, should the grout shrink or crack in excess of 1/8". We are not responsible for color variations in grout or discontinued colored grout. Any grouting or caulking that is needed after that time is the homeowner's responsibility.

Concrete Flatwork

Homeowner Use and Maintenance Guidelines

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

Concrete slabs are typically a floating assembly. They are not attached to the home's foundation walls. These are not a structural (load-bearing) element of the home, therefore are excluded from the 10-year structural warranty.

Cleaning

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

increase soil movement by allowing water to penetrate any existing cracks. We recommend sweeping to clean the garage floor.

Sealing Concrete

Your exterior concrete has not been sealed. Sealing the concrete is a Homeowner's responsibility and will help protect your concrete walkways and driveways from damage due to outside elements such as salt. Concrete sealer will need to be reapplied on a regular basis to maintain this coverage. This is a homeowner maintenance task and is not warranted by Creative Homes.

Cracks

A concrete slab shrinks as it cures. Some of this shrinkage shows up as cracks. Cracking of concrete flatwork also results from temperature changes that cause expansion and contraction.

During the summer, moisture finds its way under the concrete along the edges or through cracks in the surface. In winter, this moisture forms frost that can lift the concrete, increasing the cracking. Maintaining drainage away from all concrete slabs will minimize cracking from this cause.

As cracks occur, seal them with a waterproof concrete caulk (available at hardware or home improvement stores) to prevent moisture from penetrating to the soil beneath.

Expansion Joints

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

Heavy Vehicles

Prohibit commercial or other extremely heavy vehicles, such as moving vans and other large delivery trucks, from pulling onto your driveway. We design and install concrete drives for conventional residential vehicle use only.

Ice, Snow, and Chemicals

Driving or parking on snow creates ice on the drive, which magnifies the effects of snow on the concrete surface. Remove ice and snow from concrete slabs as promptly as possible after snowstorms. Protect concrete from abuse by chemical agents such as pet urine, fertilizers, radiator overflow, repeated hosing, or de-icing agents, such as road salt that can drip from vehicles. All of these items can cause spalling (chipping of the surface) of concrete. Do not use salt or salt-based products on concrete. These products will cause damage that will not be warranted. We suggest using sand as an alternative.

Creative Homes Limited Warranty Guidelines

Concrete slabs are floating—they are not attached to the home's foundation walls. Because these slabs are not a structural (load-bearing) element of the home, they are excluded from coverage under the 10-year structural warranty.

Color

Concrete slabs vary in color. Creative Homes provides no correction for this condition.

Cracks

Shrinkage cracks are normal in concrete walls, floors and slabs. Slight cosmetic imperfections will not be repaired.

Garage Slabs

Concrete cracks that exceed ¼" in horizontal or vertical displacement, will be patched or repaired, one time during the one-year warranty period, by patching or using concrete filler. Color and texture variations are to be expected, for which the Builder is not responsible. Subsequently, concrete slab maintenance is the homeowner's responsibility.

Basement Floors

Concrete cracks that exceed 1/4" width or 1/4" vertical displacement, or any crack that permits water in, will be patched or repaired, one time during the one-year warranty period, by patching or using a concrete filler. Color and texture variations are to be expected, for which the Builder is not responsible. Subsequently, concrete slab maintenance is your responsibility.

Depressions

If a depression or unevenness in habitable concrete flooring exceeds 3/8" on a 4' level, it will be corrected. The Builder will correct the problem to meet the performance standard by filling with a latex or equivalent filler or by grinding. The finished repair will be feathered in. Color variation of concrete is to be expected, for which the Builder will not be responsible.

Heaving

Heaving exterior concrete slabs - vertical or horizontal movement of concrete slabs. Concrete slabs are floating and not supported by a frost footing. Creative Homes will repair a concrete slab that has heaved in excess of 1" from the adjacent surface.

Level Floors

Concrete floors in the habitable areas of the home will be level to within ¼" within any 32" measurement with the exception of an area specifically designed to slope toward a floor drain. .

Separation

Creative Homes will correct separation of interior concrete slabs, one time only within the 1 year warranty period, if the separation between the slab and interior walls of the home exceeds 1".

Spalling (Surface Chips)

Causes of spalling include repeated hosing of concrete for cleaning, animal urine, radiator overflow, fertilizer, uncleared snow and ice, ice-melting agents, and road salts from vehicles. Repair of spalling is a home maintenance task. Damage caused as a result of these conditions is non-warrantable and will not be corrected by Creative Homes.

Condensation/Humidity

Homeowner Use and Maintenance

When warm, moist air comes into contact with cooler surfaces, the moisture condenses. Outside we see this as dew; inside you may see it as a layer of moisture on glass windows and doors. This condensation

comes from high humidity within the home combined with low outside temperatures and inadequate ventilation. Family lifestyle significantly influences two out of three of these conditions. Condensation is seldom the fault of the windows or doors.

Humidifier Operation

If your home includes a humidifier, closely observe manufacturer's directions for its use. Instructions to turn the humidifier off during air conditioning season are typical.

Moderate settings in winter can maintain desired comfort levels without contributing too much moisture to your home. You may need to experiment to find the correct level for your family's lifestyle.

New Construction

Some experts have estimated that a typical new home contains 50 gallons of water. Water is part of lumber, concrete, drywall texture, paint, caulk, and other materials used in building. Wet weather during construction adds more. This moisture evaporates into the air as you live in your home, adding to the moisture generated by normal living activities. Over time, this source of moisture will diminish.

The problem of condensation is often more noticeable in today's energy-tight homes. The warm moist air cannot escape as readily, so it heads for the coolest spot in the house. Despite today's major advances in energy efficiency, the coolest spots in the winter are usually the windows. If you notice condensation on windows, you should immediately take steps to reduce total humidity.

Controlling Humidity

Outside air is usually drier than the air in your home. The moisture in wet air is compelled to flow toward and mix with the outside, drier air, and it does so with a force of nature known as vapor pressure, or vapor diffusion. A relentless force, vapor diffusion can cause moisture to penetrate through wood, plaster, brick, cement and most other forms of materials used to build homes.

Your family needs a certain level of indoor humidity for comfort and health reasons. How can you tell if your home humidity level is acceptable for both health and home? In winter, small amounts of fog or frost buildup (condensation) on the lower corners of your windows indicate your humidity is still within a proper range. Large amounts of condensation indicate too much moisture, which can lead to deterioration of paint and stain, or window damage. Damage to these items, due to condensation, is not warranted by Creative Homes. We suggest purchasing a hygrometer to monitor humidity levels.

Some indications of surface condensation are:

- Frost on door handles and hinges, or door frozen shut.
- Water or ice on Windows.
- Damp spots or mildew on walls and ceiling.
- Moisture on light fixtures and toilets.

Normal Activities

As you live in your home, your daily lifestyle also contributes to the moisture in the air. Cooking, Laundry, baths and showers, aquariums, plants, and so on all add water to the air in your home. Likewise, your daily routine can mitigate the amount of moisture in your home and reduce condensation on interior surfaces.

Temperature

Avoid setting your thermostat at extreme temperatures. Heating your home will cause the materials to dry out faster generating more moisture in the air. Drying the materials out too fast also increases shrinkage cracks and separations.

- Shut off or closely manage all household humidifier units during cold seasons.
- Ventilate regularly. Regularly opening windows to allow fresh air into your home is highly recommended. Or even have an Air-to-Air Exchanger, run it on the proper settings.
- Run exhaust fans in bathrooms and laundries while you are using them and for at least a half hour after. In the very cold winter months, run your bathroom fans during and after showers and baths for longer periods, in order to get the condensed moisture out of the ductwork. If you do not completely draw the moisture out, it can freeze to the vent walls and when the weather warms up, drip back out (into the house) when it melts.
- Run vent fans in microwaves and hoods while you cook, especially if you are boiling or steaming food.
- When possible, leave blinds, drapes, and/or curtains open to allow warm air to get to the windows
- Do not cover hot or cold air registers
- Keep weep holes in windows and patio doors open to allow moisture to escape.
- Operate your furnace fan in the "on" position.
- DO NOT plug the fresh air intake for your furnace (this is also a safety precaution).
- Keep roof vents clear of snow to prevent frost from forming in the attic.

Ventilation

Develop the habit of using exhaust fans in bathrooms and over the stove. When weather conditions permit, open windows so fresh air can circulate through your home. Keep the dryer exhaust hose clean and securely connected. See also *ventilation*.

Basements

Condensation is often the cause of dampness in basements. It occurs when moisture in the basement air condenses on cool surfaces (e.g. walls, floors, water pipes). It may be prevented or eliminated by reducing excess moisture in the air. Avoidable sources of moisture, such as leaky plumbing, should be eliminated. Exposed cold water pipes should be insulated.

The basement should be well ventilated. Sunlight and air movement can quickly dry out a basement. Landscaping around the basement should be pruned/thinned out to prevent heavy shading and to allow better air circulation.

Creative Homes Limited Warranty Guidelines

Condensation results from weather conditions and a family's lifestyle. Creative Homes has no control over these factors. The limited warranty coverage excludes condensation.

Countertops - Cultured Marble

Homeowner Use and Maintenance Guidelines

Exercise some care when using these tops. They can scratch and stain or be damaged by a sharp blow. Some cosmetics and shampoos can stain these tops if not wiped up immediately. Gel Gloss cleans and protects these tops. Magic Erasers also work well to clean. Avoid abrasive cleansers or razor blades on manufactured marble, as both will damage the surface. Always mix hot and cold water together; running only hot water can damage the sink.

Separation of countertops from walls, backsplash, and around sinks results from normal shrinkage of materials. Creative Homes will re-caulk these areas one time during the materials and workmanship warranty. Subsequently, caulking is the homeowner's maintenance responsibility.

Creative Homes Limited Warranty Guidelines

During your Welcome Home Orientation, we confirm that all countertops are in acceptable condition. We repair noticeable surface damage such as chips, cracks, and scratches noted on the Welcome Home Orientation checklist. Minor blemishes can be expected and, under normal use, additional surface scratches are considered an inherent characteristic of this product. Repair of surface damage noted after your closing date is the homeowner's maintenance responsibility, and will not be corrected by Creative Homes. If you do damage your tops, please call us and we can direct you to a repair company.

Creative Homes will re-caulk around your vanities one time during the materials and workmanship warranty. Subsequently caulking will be your maintenance responsibility.

Countertop Level

Countertops will be no more than 1/4" in 12 feet out of parallel with the floor. The Builder will make the necessary adjustments by shimming and leveling the countertop to meet the acceptable standard.

Countertops - Granite/Quartz

Homeowner Use and Maintenance Guidelines

There are few materials harder than stone, which means there are only a few materials that can damage them. Even with its exceptional scratch resistance, it is still recommended that a cutting board be used; cutting directly on stone will dull your knife.

While granite is one of the most heat resistant countertops available, we still recommend using a hot pad to protect the surface.

Cleaning

For every day clean up, use a soft damp cloth to clean up most spills.

For weekly clean up, use a mixture of mild soap (Ivory) and water, a mixture of vinegar and water (one to one) or a natural stone cleaner. Glass cleaners will not hurt granite but will leave a cloudy residue. Never use acidic cleaners on granite, they can dull or etch the surface. Do not use a scrubbing sponge on your top; they may scratch the polished surface of your granite countertop.

Sealing

Stone sealers help spills from absorbing or sticking to the surface. It is recommended by most granite suppliers that you reseal your granite yearly, or sooner as needed. Like car wax, if liquid doesn't bead up, then it is probably time that you reseal your countertop.

Stains

Although granite is very stain resistant, some spills can leave a mark. Most residues will evaporate within 12-24 hours. If a stain does not evaporate or cannot be removed by a stone cleaner, an absorbing poultice can be used. Use as instructed by the manufacturer of that stone. Any such spills are not a warrantable item.

Countertops - Laminate

Homeowner Use and Maintenance Guidelines

Use a cutting board to protect your counters when you cut or chop, and protect the counter from heat. If you cannot put your hand on it, do not put it on the counter. Do not use countertops as ironing boards and do not set lighted cigarettes on the edge of the counter. Wipe up water or liquid spills immediately to avoid wicking in miters and subsequent warping or swelling of countertop seams. Damage caused to your countertop as a result of these conditions is non-warrantable and will not be corrected by Creative Homes. Minor blemishes can be expected with laminate surfaces under normal use, and additional scratches are considered an inherent characteristic of this product.

Caulking

The caulking between the countertop and the wall, along the joint at the backsplash (the section of counter that extends few inches up the wall along the counter area) and countertop may shrink, leaving a slight gap. This may also occur along the joint of the countertop and the sink. Maintaining a good seal in these locations is important to keep moisture from reaching the wood substrate under the laminates and to prevent warping.

Level

Countertops will not be more than 1/4" in 12 feet out of level with the floor. Creative Homes will make necessary adjustments by shimming and leveling the countertop to meet these standards.

Cleaning

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

Mats

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

Creative Homes Limited Warranty Guidelines

During your Welcome Home Orientation, we confirm that all countertops are in acceptable condition. Slight surface scratches are to be expected and are not warrantable through Creative Homes. We will repair noticeable surface damage such as chips, cracks, and scratches noted on the Welcome Home Orientation checklist. Repair of surface damage noted after your closing date is one of your maintenance

responsibilities and will not be corrected by Creative Homes. If you damage your tops, please call us and we can direct you to a repair company.

Countertops - Solid Surface

Homeowner Use and Maintenance Guidelines

Do not cut directly on solid surface, use a cutting board. It is recommended to practice to run cold water from the faucet while pouring boiling water into the sink. While most solid surface countertops are heat resistant, it is important to minimize direct heat exposure to protect your surface and investment. Always use hot pads when placing hot objects on any surface. Burns or melting of countertop surfaces is not a warrantable item.

Soapy water, ammonia-based cleaners (not window cleaners) or commercially available solid surface cleaners will remove most dirt and residue from finish. Soft Scrub will gradually remove harder to remove residue. To remove scratches or blotchy appearances, use a mild absorbable liquid cleanser, such as Soft Scrub, on a damp sponge or cloth, using small circular motions overlapping the circles until the entire area has been cleaned. Thoroughly rinse with water and wipe surface completely dry. While this procedure may remove or minimize the look of very fine scratches, other deeper scratches may remain at which time you may want to contact a professional refinisher.

Decks (if Applicable)

Homeowner Use and Maintenance Guidelines

Wood decks add to the style and function of your home and must be maintained on a regular basis as part of your home's exterior.

Effects of Exposure

Wood decks are subject to shrinkage, cracking, splitting, cupping, and twisting. Nails or screws may work loose and will need routine maintenance. Plan to inspect your decks regularly, a minimum of once each year, and provide needed attention promptly to maintain an attractive appearance and delay costly repairs or replacement of neglected materials. Creative Homes recommends that you treat or stain your decks as needed to keep them looking their best. Please consult your local paint store for direction on the proper method to seal or maintain your deck.

Foot Traffic

As you use your decks, abrasives and grit on shoes can scratch or dent the wood surface. Regular sweeping and mats can mitigate this but will not completely prevent it. There is no warranty on any outside decking material as Creative Home has no control over the effects of nature on these materials.

Outdoor Furniture

Moving grills, furniture, or other items can damage the surface of the decking. Use caution when moving such items to prevent scratches, gouges, and so on.

Sealing or Water Repellent

To prolong the life and beauty of your deck, treat it periodically with a water repellent or wood preservative. Local home centers or hardware stores offer several products to consider for this purpose. Always follow manufacturer directions carefully.

Snow and Ice

Heavy snow or ice that remains on the deck over long periods increases wear and tear on the deck. Prompt removal can reduce adverse effects. Use caution when shoveling to avoid scratching of the deck boards.

Creative Homes Limited Warranty Guidelines

Exposed wood decks are constructed to meet structural and functional design. During the New Home Orientation, we will confirm that the wood decks are built according to the architect's design and are code compliant.

Color Variation

Color variations are a natural result of the way in which wood accepts stain, and also how the materials are impacted by direct and indirect sunlight, tree coverage and other weather elements and are excluded from limited warranty coverage.

Replacement Boards or Rails

Shrinkage, cracking, splitting, cupping, knotholes and twisting are natural occurrences in wood decks and are excluded from limited warranty coverage.

Doors & Locks

Homeowner Use and Maintenance Guidelines

Depending on availability and homeowner selection, the doors installed in your home may be manufactured from natural wood and subject to such natural characteristics of wood, such as shrinkage, warping, and color variation. Natural fluctuations caused by humidity and the use of forced air furnaces, showers, and dishwashers, interior doors may occasionally require minor adjustments. Additionally, as wood is a natural material, some species of wood may absorb stain to different degrees causing a large fluctuation of character in even a single board. Creative Home is not responsible for the fluctuation of character in any natural material.

Bi-fold Doors

Interior bi-fold doors sometimes stick or warp because of weather conditions. Apply a silicone lubricant to the tracks to minimize this inconvenience. Sometimes the hardware needs readjusting. This is a Homeowner maintenance item.

Exterior Finish

To ensure longer life for your interior or exterior wood doors, plan to refinish them as needed. Stained exterior doors with clear finishes tend to weather faster than painted doors. Treating the finish with a wood preservative on a regular basis will help to preserve the varnish and prevent the door from drying and cracking. Reseal stained exterior doors whenever the finish begins cracking. Apply varnish to interior doors

as needed. Always follow manufacturer directions and product instructions when applying these materials.

Failure to Latch

If a door will not latch because of minor settling during your one year period this will be covered by your workmanship warranty. After the one year period you can correct this by making adjusting the strike plate in the opening in the jamb, or by raising or lowering the plate accordingly.

Hinges

You can remedy a squeaky door hinge by removing the hinge pin and applying a silicone lubricant to it. Avoid using oil, as it can gum up or attract dirt. Graphite works well as a lubricant but can create a gray smudge on the door or floor covering beneath the hinge if too much is applied.

Keys

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

Locks

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

Patio Doors

Patio sliding doors should operate smoothly. The homeowner may need to adjust them at some point. To do so, take a Phillips screwdriver and find the wheel adjusting screw. These are located on the bottom of the sliding panel, either on the ends or on the front behind "plugs". Simply tighten or loosen the screw as needed to raise or lower the wheels, until the door operates properly. It is also important to keep patio door tracks clean and free of debris. The leveling of these doors is best completed with the use of a level as an adjustment that creates an out of level situation may cause additional difficulty with having the door operate smoothly.

Shrinkage

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

Slamming

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

Sticking

The most common cause of a sticking door is the natural expansion of lumber caused by changes in humidity. When swelling during a damp season causes sticking, do not plane the door, usually the doors can be adjusted by removing the door casing and resetting the frame. This is the responsibility of the homeowner as Creative Homes is not responsible to control the temperature and humidity levels in your home.

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

Warping

To help keep doors from warping, keep doors latched as much as possible. It is also important to maintain proper humidity in your home to decrease the amount of expansion and contraction of all your wood products. See *Condensation/Humidity* for more information.

Weather Stripping Thresholds

Weather stripping on the bottom of door will be replaced, if damage causes moisture to enter under the door. Replacement of weather stripping due to homeowner negligence is a non-warrantable item.

Wood Grain

Readily noticeable variations in wood grain and color are to be expected in all wood products. Replacements will not be made due to wood grain variations. .

Creative Homes Limited Warranty Guidelines

During the New Home Orientation, we confirm that all doors are in acceptable condition and correctly adjusted. Creative Homes will repair any damage to doors noted on the Welcome Home Orientation checklist

Adjustments

Doors should operate smoothly and latches should operate correctly. Because of normal settling of the home, doors may require adjustment for proper fit. During the first year warranty period, Creative Homes will make such adjustments.

Bi-fold Doors

Inoperable bi-folds, not caused by Homeowner damage or neglect, will be repaired during the one year warranty period.

Door Drags on Carpet

Creative Homes will repair the door so it swings freely of the carpet within the one year warranty period

Door Hardware

Due to elements beyond the Builders control, tarnished hardware finish cannot be warranted.

Drafts Under Exterior Doors

Drafts under exterior doors can be a result of settling or expansive or contraction of your homes envelope and can be corrected by adjusting the door threshold:

1. Remove the threshold plugs.
2. To move the threshold closer to the door, loosen the screws.
3. To move the threshold away from the door, tighten the screws.
4. Install the threshold plugs.

Panel Shrinkage/Splitting

Door panels are not glued in place but are allowed to expand and contract with the rest of the door. When this happens, raw wood edges may appear. Touching up the paint or stain on unfinished exposed areas is a Homeowner responsibility and not warranted. Some slight splitting of door panels is normal and should be expected. If a door panel splits Creative Homes will fill the split and match the paint as closely as possible. Color variations are to be expected for which Creative Homes is not responsible.

Patio Doors

Inoperable patio doors that are not functioning property for any reason other than Homeowner neglect or damage will be serviced by the window manufacturer within the one year warranty period. It is the Homeowner's responsibility to contact the builder during the one year warranty period, and the manufacturer directly after the one year warranty period has expired. The cleaning and maintenance necessary to preserve proper operation is a Homeowner responsibility.

Scratches, Gouges, Nicks, Scraps, Marks, and Chips in Doors

Creative Homes will repair any door with scratches, gouges, nicks, scrapes or chips, as it was noted on the Welcome Home Orientation checklist. The repairs will be made by using colored putty and varnish. Replacement of the affected door is at Creative Home's discretion. Homeowners are responsible for any damage not noted on the Welcome Home Orientation checklist.

Warping

All wood doors go through normal seasonal periods of variable moisture and humidity fluctuation during new construction. During the first heating season, the door will be exposed to rapid drying conditions. This can cause the door to warp temporarily. This temporary warping is not considered a defect and in most cases the door will straighten out. Doors should continue to be operable and warping of the door should not exceed 1/4" measured from corner to corner diagonally. Creative Homes will repair or replace warped doors at their discretion. If a replacement is required, Creative Homes will match grain and paint/stain as closely as possible, but color variations are to be expected, for which Creative Homes is not responsible.

Drains

Never pour grease down your drains, keep hair and food out of the drains, and do not use any kind of lye. Every month you should:

1. Run hot water down the drain
2. Add 3 tablespoons of baking soda
3. Add a little hot water and let stand for 15 minutes
4. Flush with hot water

Clogged drains are not warrantable

Drain Tile

Homeowner Use and Maintenance Guidelines

Each home has been constructed with a perimeter drain tile system that enters the sump basket under the floor. Check the basket frequently, especially in thawing and rainy seasons.

If the water is up to the bottom of the tubes, you should empty it and install a sump pump. If you have a sump pump, check it periodically to make sure it is working when you need it.

If your sump pump is running, it is working. The humming noise that you hear from the basket and the water discharging from the side or rear of the home is not a negative item, but confirmation that the sump pump and drain tile system is functioning as it was designed.

The water in the basket will be discharged to the exterior of the home. It is the Homeowners responsibility to direct the water away from the foundation.

Creative Homes Limited Warranty Guidelines

Drain tile should help prevent leaks in the foundation system. Leaks that result in actual trickling of water will be repaired. Leaks caused by improper landscaping or failure to maintain proper grade and drainage away from your home are not covered by warranty. Dampness of walls and floor in new construction may occur and is not considered a deficiency. (*See Condensation*)

Drywall

Homeowner Use and Maintenance Guidelines

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

It is recommended to wait until the 11-Month Warranty Service Review to have drywall correction made. Please keep a running list throughout the first eleven months specifying the locations.

Repairs

With the exception of the one-time first year repair service provided by Creative Homes, care of drywall is your maintenance responsibility. Most drywall repairs can be easily made. This work is best done when you repaint or redecorate the room.

Repair hairline cracks with a coat of paint. You can repair slightly larger cracks with spackle or caulk. To correct a nail pop (more commonly in today's construction methods known as a screw pop), reset the nail with a hammer or a screwdriver in the case of a nail, and punch or tighten the screw until you can feel it set into the wood framing member. Many times a single nail or screw pop can result from the initial miss of the framing member and should be removed instead of being reset. Cover it with spackle, which is available at paint and hardware stores. Apply two or three thin coats. When dry, sand the surface with fine-grain sandpaper, and then paint. You can fill indentations caused by sharp objects in the same manner. A roller with a light nap will better blend into the wall texture than paint applied with a brush. Flat paints touch up most easily while eggshell, satin and gloss finishes usually require the full repainting of the entire wall to avoid what is known as "flashing" of the wall paint.

Creative Homes Limited Warranty Guidelines

During the Welcome Home Orientation, we confirm that drywall surfaces are in acceptable condition.

One Time Warranty Repairs

Creative Homes will repair drywall shrinkage cracks in excess of 1/8", exposed drywall seams, and nail pops that are readily visible from 6' away, directly facing the surface, under normal interior household light. Creative homes will touch up the repaired area using the same paint color that was on the surface when the home was delivered. If the homeowner has selected satin, eggshell or gloss paint as an upgrade the homeowner agrees to accept the spot touch ups as completion of warranty responsibility or will negotiate an additional cost to repaint the entire wall affected by small cracks or nail pops. Touch-ups will be visible and should be expected, for which the Builder is not responsible. This maintenance touch-up does not include caulking of painted millwork. (See also: *Wood Trim* for more information).

"Flashing" is normal when fresh paint is used to touch up existing areas. It will be more noticeable on long spans of walls, or walls with light shining down them. Creative Homes will not paint whole walls because of this condition.

Repainting the entire wall or the entire room to correct this is your choice and responsibility. You are also responsible for custom paint colors or wallpaper that has been applied subsequent to closing. Creative Homes will not reapply wallpaper or your custom paints in repaired drywall areas. It is your choice whether Creative Homes repairs the drywall in these areas due to your custom wall finish being affected. Due to the effects of time on paint and wallpaper, as well as possible dye lot variations, touch-ups are unlikely to match the surrounding area and the inability to exactly match paint or stain is not guaranteed.

Lighting Conditions

Creative Homes does not repair minor drywall flaws that are only visible under direct lighting conditions. Direct light cascading across a wall will emphasize any and all minor blemishes that are normal in finished drywall assemblies. Creative Homes reserves the right to determine if a blemish is warrantable or not.

Easements

Homeowner Use and Maintenance Guidelines

Easements are areas where such things as utility supply lines can pass through your property. They permit service to your lot and adjacent lots, now and in the future. Yours may include drainage easements, meaning the runoff from adjacent lots pass across your property. Likewise, water from your property may run across a neighboring lot. Easements are recorded on the plat map of the lot and are permanent requirements on your lot

Utility companies, the United States Postal Service, and others have the right to install equipment in easements. These might include streetlights, mailboxes, or junction boxes to name a few. Neither Creative Homes nor you as the homeowner have the authority to prevent, interfere with, or alter these installations. Plans for the location of such items are subject to change by the various entities involved. Because they have no obligation to keep the builder or owner informed of such changes, we are unable to predict specific sites that will include such equipment.

Electrical System

Homeowner Uses and Maintenance Guidelines

Note the location of the breaker panel (usually in the garage or the basement); it includes a main shut-off that controls all the electrical power to the home. Individual breakers control the separate circuits throughout your home. Each breaker is marked to help you identify which breaker is connected to which major appliances, outlets, or other service. Should a failure occur in any part of your home, always check GFI's if applicable and/or the breakers in the main panel box.

Breakers

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

Arch Fault Breakers

New electrical code changes, now require the installation of arch fault breakers on all lighting circuits in every residential home. These circuits are intended to be very sensitive to fluctuations in voltage and amperage and under certain circumstances will easily trip the breaker to protect the homes occupants. Items that have high amperage draw such as old computer printers, irons, vacuum cleaners, etc. are known to trigger the tripping of these breakers. These are code required and cannot be switched out. If you find that an appliance or other device is constantly tripping these breakers it may have to be replaced. Bad power cords, power strips or extension cords can also cause nuisance tripping. If tripping occurs, first try unplugging items to determine if an appliance or cord is causing the breaker to trip. Creative Homes is not responsible for a service bill where an appliance is the cause of breaker tripping.

Breaker Tripping

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

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

Fixture Location

We install light fixtures in the locations indicated at your Selections Meeting. No changes in location will be allowed after this appointment. Moving fixtures to accommodate specific furniture arrangements or room use is a Homeowner responsibility.

GFI (Ground-Fault Interrupters)

GFI replacements are required by building code as a safety feature. The outlets in all the bathrooms, kitchen, patio or balcony, exterior and one in the lower level, are connected to a GFI. It is a sensitive system that trips easily to prevent electrical shock in these location. Heavy appliances or power tools will trip the GFI breaker. If you "trip" a GFI, simply push the reset button to reactivate it.

Caution: Never plug a refrigerator or food freezer into a GFI-controlled outlet. The likelihood of the contents being ruined is high and the limited warranty does not cover such damage.

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

GFI's can and do wear out. If they continue to trip and/or reset, they may need to be replaced. In the event of a bad GFI, Creative Homes strongly recommends the homeowner hire a licensed electrician to replace the defective unit.

In laundry rooms with utility sinks, a GFI outlet will be provided, and will protect all outlets within the room. If you find that your washer/dryer is not working, check this GFI first, if testing and resetting the GFI does not resolve the situation, please check the circuit breaker for that circuit, and if that doesn't resolve the issue try to plug another appliance into the outlet. If that unit works it is an appliance warranty issue, and if it does not it is most likely an electrical warranty issue which is covered by Creative Home for two years.

Arc Fault/GFI (Ground Fault Interrupters) Circuits

Arc Fault/GFI circuits are required by code, these protectors are required in all bedrooms of homes built after January 1, 2008. These protect you by detecting faults and tripping the circuit if needed. If they do trip, turn them completely off at the circuit breaker panel and then turn them back on. If the APP/GFI continues to trip, it is best to contact the electrician. Please see the electrical panel for the contact information.

Buzzing and/or Flickering

Fluorescent fixtures use transformer action to operate them. This action sometimes causes a buzzing. It is also normal to see a flickering when the bulbs are warming up.

Grounded System

Your electrical system is a three-wire grounded system. Never remove the bare wire that connects to the box or device. Do not disconnect the wire from the ground rod that is sticking up, located on the exterior of the home behind the electrical panel

Light Bulbs

You are responsible for replacing burned-out bulbs other than those noted during your Welcome Home Orientation.

Bulbs burn out by power surges, which are due to local conditions, or after they have exceeded their normal working lives and are not warranted. This applies to any other damage, including damage done to appliances, by power surges. Please use bulbs within the fixture's rated capacity. Using bulbs with a rating greater than the fixture's capacity may damage the fixture or shorten bulb life.

Outlets

If an outlet is not working, check first to see if it is controlled by a wall switch or GFI. Next, check the breaker.

All outlets in your home are tamper resistant and child proof.

Electrical outlet on exterior walls may permit airflow through the outlet. This is normal and no corrective action is required.

Three Way Switches

Three way switches are one light controlled by two different switches. Because of this it is possible for one switch to be in the "OFF" position and the light be on and vice versa.

Underground Cables

Before digging, check the location of buried service leads by calling the local utility locating service. Maintain positive drainage around the foundation to protect electrical service connections.

TROUBLESHOOTING TIPSNo Electrical Service Anywhere in the Home

Before calling for service, check to confirm that the:

- Service is not out in the entire neighborhood. If so, contact the utility company.
- Main breaker and individual breakers are all in the ON position and none are tripped.

No Electrical to One or More Outlets

Before Calling for service, check to confirm that the:

- Applicable wall switch is ON
- GFI is set (see details on GFI's earlier in this section)
- Item you want to use is plugged in

- Item you want to use works in other outlets
- Bulb in the lamp is good

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

Creative Homes Limited Warranty Guidelines

During the Welcome Home Orientation, we confirm that light fixtures are in acceptable condition and that all bulbs are working properly.

Designed Load

Creative Homes will repair any electrical wiring that fails to carry its designed load to meet specifications.

GFI (Ground-Fault Interrupters)

Creative Homes is not responsible for food spoilage that results from your plugging refrigerators or freezers into a GFI outlet.

Power Surge

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

Fiberglass Tubs & Showers

During the construction process it is normal to end up with minor surface blemishes on fiberglass tub and shower units. These include slight scuff marks or areas where sheen of fiberglass has been dulled slightly. Over time many of these will disappear with normal usage.

Blemishes

Blemishes that are warranted are any BREAK in the surface, i.e., deep scratches, small chips, small cracks, etc. Tubs and showers must be inspected at the Welcome Home Orientation and any issues noted on the Welcome Home Orientation Checklist, only items noted on this list will be repaired. For normal cleaning use a nonabrasive bathroom cleanser (or a mild detergent and water) and sponge or nylon cleaning pad. Avoid steel wool, scrapers, and scouring pads.

Whirlpool Tubs

If your home includes a jetted tub follow manufacturer directions for its use and care. Never operate the jets unless the water level is at least one inch above the jets. Be cautious about using the tub if you are pregnant or have heart disease or high blood pressure; discuss the use of the tub with your doctor. Tie or pin long hair to keep it away from the jets where it might become tangled-a potentially dangerous event. Clean and disinfect the system every one to two months, depending on usage. Avoid abrasive cleansers.

NOTE: Be sure to clean out your whirlpool tub before taking your first bath. The jets are packed in oil, which needs to be cleaned off. Follow these instructions to clean out the tub:

1. Fill the tub with water at least 1" over the jets.
2. Add one tablespoon of Cascade (or any other DISHWASHER soap – not dishwashing soap)
3. Run the jets for 15 minutes.
4. Empty

Repeat the Above 4 steps for a total of two times. Follow the steps with one last rinse using only hot water in the tub. After completion of that cycle, your tub is ready for use.

Fireplace

Gas Fireplace

In many homes, Creative Homes offers a direct-vent gas fireplace. If you selected this type of fireplace, its operation is demonstrated during the Welcome Home Orientation. Read and follow all manufacturers' directions and maintenance requirements. A short delay between turning the switch on and flame ignition is normal. If you notice any gas smell, immediately shut off the switch and report it to the gas company. Excessive winds can cause a downdraft, which can blow out the pilot (if applicable), requiring you to relight it before using the fireplace. Most new fireplaces are electronic ignition; please check the owner's manual left in the fireplace cabinet to confirm the type you have in your new home.

Caution: The exterior vent cover for a direct-vent gas fireplace becomes extremely hot when the fireplace is operating. Do not touch vent cover!

Start Up

To break in your fireplace we suggest the following:

- Burn for 30 minutes, off for at least 30 minutes.
- Burn for 60 minutes, off for at least 60 minutes.
- Burn for 120 minutes, off for at least 120 minutes.

This can, but does not need to, be done all at one time. Once you have completed these burning cycles, you can use your fireplace as often or as little as you like. Be advised, when your fireplace is new, there will be an odor when you are burning for the first 8- 16 hours caused by lubricants on the heat exchanger to prevent rust or other build up prior to installation. This is normal and will go away.

Cleaning

Use a fireplace glass cleaner (found at hardware or fireplace stores) to clean off any residue that builds up on the glass.

Clean monthly or as needed but be sure not to wait too long as the residue can become permanent and the glass would need to be replaced. Follow manufacture instructions to remove glass front from unit and clean glass as instructed in owner's manual. This would not be covered by warranty.

Creative Homes Limited Warranty Guidelines

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

Discoloration

Discoloration of the firebox or bricks is a normal result of use and requires no corrective action. Mortar-style fireplaces may develop cracks due to temperature changes and other factors. These cracks are not a warrantable item. They can be repaired by using color match caulk or a like colored mortar applied by the homeowner.

Glass

Damage to glass will be corrected if noted during the Welcome Home Orientation.

Floor Covering – Carpet

Homeowner Use and Maintenance

Your Selection Sheets provide a record of the style and color of floor coverings in your home. Please retain this information for future reference. Refer to the various Manufacturers' recommendations for additional information on the care of your floor coverings. Please keep carpet remnants left in your home for possible future repair.

Refer to the manufacturer's recommendations for additional information on care of all floor-covering products.

Burns

Take care of any kind of burn immediately. First, snip off the darkened fibers. Second, use a soapless cleaner and sponge with water. If the burn is extensive, talk with a professional about replacing the damaged area.

Cleaning

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

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

Wipe up spills and clean stains immediately. For best results, blot or dab any spill or stain; avoid rubbing. Always test stain removers on an out-of-the-way area of the carpet, such as in a closet, to check for any undesirable effects.

Have your carpet professionally cleaned regularly, usually after 18 months in your home, then once a year after that.

Crushing

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

Fading

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

Pilling and/or Fuzzing

Piling or small balls of fiber can appear on your carpet, depending on the type of carpet fiber and the type of traffic. If this occurs, clip off the pills. If they cover a large area, seek professional advice. In loop carpets, fibers may break, creating fuzzing. Simply clip the excess fibers. If it continues, call a professional.

Rippling

With wall-to-wall carpeting, high humidity may cause rippling. If the carpet remains rippled after the humidity has left, have a professional re-stretch the carpeting using a power stretcher, not a knee-kicker. This is not a warrantable item as the management of interior temperature and moisture conditions is a direct homeowner responsibility.

Seams

Carpet usually comes in 12-foot widths, making seams necessary in most rooms. Visible seams are not a defect unless they have been improperly made or unless the material has a defect, making the seams appear more pronounced than normal. The denser and uniform the carpet texture, the more visible the seams will be.

Carpet styles with low, tight naps result in the most visible seams. Seams are never more visible than when the carpet is first installed. Patterned or Berber carpet seams will show.

Shading

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

Shedding

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

Snags

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

Stains

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

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

Static

Cooler temperatures outside often contribute to static electricity inside. You can use or install a humidifier to help control static build-up.

Tack Strips

Tack strips are placed under the carpet and are necessary to hold the carpet in place. Creative Homes will do their best to bend the prongs so they do not come through the carpet. If tack strip prongs come through the carpet after closing, you may use a hammer to bend down the prongs. Do not hammer down large areas of the tack strips, as this may cause your carpet to come loose and will not be warranted by Creative Homes.

Creative Homes Warranty Guidelines

During the Welcome Home Orientation, we will confirm that your carpet is in acceptable condition. We will correct stains or spots noted at this time by cleaning, patching, or replacement. Creative Homes is not responsible for dye lot variations if replacements are made. The Builder is not responsible for discontinued patterns/colors. Please keep the pieces of carpet left under your stairs for these instances. This will help avoid the dye lot changes and discontinuations. Damage that occurs due to Homeowner negligence is not warranted.

Edges

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

Seams

Carpet seams will be visible. Creative Homes will repair any gaps or fraying during the one year warranty period.

Floor Squeaks *See Framing.*

Gaps in Seams

Carpet seams are not a defect but a limitation of the product. Seams will show but visible openings are not acceptable. Creative Homes will correct affected areas so openings are not visible. Carpet seams usually improve with time and use but may not completely go away.

Carpet Stretch Loosens

Wall to wall carpeting should not separate from the points of attachment. Creative Homes will re-stretch and/or secure carpeting as necessary during the one year warranty period if the carpet should come lose from its tack strip. When moving furniture, be sure not to drag it across the carpet, this will cause it to loosen.

Matting

Please refer to your manufacturer's specifications for further details. Creative Homes will correct carpet that is not performing to these specifications.

Staining or Fading

No carpet is totally stain proof. Spills and accidents should be cleaned up immediately. These damages are non-warrantable. Also, there is no carpet available that will not fade from exposure to the sun. Keep blinds, curtains and/or shades drawn as needed.

Floor Covering - Hardwood

Homeowner Use and Maintenance Guidelines

Preventive maintenance is the primary goal to ensure a long beautiful life of your hardwood floor.

All wood, including your hardwood floors, will respond to weather and humidity. Expansion and contraction of the floors is a process and the underlying hardwood floor usually takes months to either expand or contract. Please allow plenty of time to pass before becoming concerned about gaps in your floor. It is very important to maintain proper humidity levels to minimize the movement of your hardwood floors. Installation of storm doors on all exterior doors, especially atrium doors, will help protect your hardwood floors. A whole house furnace humidifier in the winter will help to incorporate necessary humidity into your home in dry months of winter, while your furnace running with the AC on will naturally remove humidity in the summer months.

If you add a deck, be sure to keep the deck at least 4" **below the patio doorsill** or damage to your floor will result.

The following information is from NOFMA; THE NATIONAL WOOD FLOORING MANUFACTURERS ASSOCIATION'S Web Site:

All the wood in your home will contract and expand according to the moisture in the air. Doors and windows may swell and stick during rainy seasons. In dry, cold weather, cracks and fine lines of separation may appear in wall cabinets and furniture. This is the characteristic of wood because wood is a product of nature, and its natural quality is what makes it desirable.

Cracks: The same reaction to humidity or the lack of it is happening constantly in your wood floors. Tiny cracks between the edges of boards appear when dry conditions are produced by your heating system. Simply installing a humidifier can REDUCE this. A balance of moisture in the house is beneficial not only to the house, but people, too.

Squeaks: When interiors become damp in rainy weather, boards may expand so that edges rub together and produce a squeak. Improper fastening of the floor or sub floor can also cause squeaks. The best solution requires some work and can be accomplished only where there is access beneath the floor. This involves placing wood screws from below. They are inserted through the sub floor and into the finish floor to pull flooring strips tight to the sub floor.

Cleaning

Dirt is your hardwood floors worst enemy. Vacuum or sweep on a daily basis or as needed. Always damp-mop, never wet-mop a hardwood floor. Excessive water causes wood to expand and can possibly damage the floor. When polyurethane finishes become soiled, use a damp-mop with a mixture of 1-cup vinegar to one gallon of warm water. When damp-mopping, remove all excess water from the mop. If your floors are not dry within minutes, you are using too much water.

Good Choices for cleaning your floors:

1. Damp mop using 409 and water solution or dishwasher (not dishwashing) detergent and water solution.
2. Re-damp mop using Windex and water or vinegar and water solution. Use only Windex – not other glass cleaners as they may contain silicone, which dulls the finish.
3. Buff floor as needed to shine.

If your floors are not very dirty, skip step one and use only steps two and three. All mixes should be ½ cup product to ½ gallon water.

PRODUCTS NOT TO USE ON YOUR WOOD FLOORS:

- Murphy's Oil soap or similar products
- Endust, Pledge, or any other "no wax" furniture products.
- Mop & Glo, Brite, or any other floor polishes that leave a sheen behind.

Dimples

Placing heavy furniture, walking across hardwood flooring with high heel shoes, or dropping heavy or sharp objects on hardwood floors can result in dimples.

Filmy Appearance

A white, filmy appearance can result from moisture, often from wet shoes or boots being worn on the floor. Also, some cleaning products can leave a film. Use a buffing cloth to clean and shine this up.

Floor Squeaks **See Framing.**

Furniture Legs

Install proper floor protectors (such as felt or Teflon) on furniture placed on hardwood floors. Protectors will allow chairs to move easily over the floor without scuffing. Make sure the floors under the furniture are clean and that you regularly clean the protectors to remove any grit that may have accumulated. Furniture casters may damage wood floors. Gray, non-marking, casters are the best. Avoid any plastic casters; they will scratch your finish.

Humidity

Wood floors respond noticeably to changes in humidity and temperature. Especially during winter months the individual planks or pieces expand and contract as water content changes. A humidifier helps but does not eliminate this reaction.

It is recommended that you keep your home's humidity level in check during cold winter months. A dehumidifier may be necessary in the summer months.

Mats and Area Rugs

Use protective mats at entrance doors to help prevent sand and grit from getting on the floor. Gritty sand is wood flooring's worst enemy, using a dirt trapping mat on the exterior will help to keep it out. Use a rug in front of your sink. However, be aware that rubber backing on area rugs or mats can cause yellowing and warping of the floor surface. Rugs that are allowed to stay constantly wet will also permanently damage hardwood floors. Natural fiber rugs are recommended.

Re-coating

Floors can and should be recoated. How well you care for them will determine how often you will need to recoat them. A hardwood floor should be re-coated when the original finish shows signs of wear but before it has worn down to bare wood.

Shoes

Do not wear high heel shoes on your hardwood floors. If you do, it is best to keep them in good repair. Heels that have lost their protective cap (thus exposing the fastening nail) will exert over 8,000 pounds of pressure per square inch on the floor. That's enough to damage hardened concrete; therefore, it will mark your wood floor.

Spills

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

Sun Exposure

Exposure to direct sunlight can cause irreparable damage to hardwood floors. To preserve the beauty of your hardwood floors, install and use window coverings in these areas. If you have rugs or mats in areas exposed to the sun your floor will fade or darken in the areas not covered by rugs or mats. This fading and darkening of the floor is to be expected under direct light exposure, and is not considered a product failure.

Traffic Paths

A dulling of the finish in heavy traffic areas is likely due to foot traffic wearing down the surface. Dulling of finish as a result of heavy traffic is a non-warrantable item.

Warping

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

Wax/Oil Soap

Waxing and the use of products like oil soap are neither necessary nor recommended. Once you wax a polyurethane finish floor, recoating is difficult because the new finish will not bond to the wax. It can affect the current finish of your floor, and it will cost you more to refinish the floor in the future. Be sure to use either Vinegar and water, Windex and water or any cleaner that is polyurethane safe. Also be sure to not overspray any cleaning products directly onto the hardwood floor.

Creative Limited Warranty Guidelines

During the New Home Orientation we will confirm that your hardwood floors are in acceptable condition. We will correct any readily noticeable cosmetic defects listed during the Welcome Home Orientation. You are responsible for routine maintenance of hardwood floors and cosmetic defects noted after your closing date.

Creative Homes will correct any defects in materials and workmanship that exist in the first year after closing.

Cracking and/or Separation of Boards

Cracks (in boards, not between boards) in excess of 1/8" in width will be corrected. Wood floors should not have more than a 1/4" ridge or depression within any 32" area measured parallel to the floor joists.

Creative Homes will, at their discretion, repair or replace wood floors that exceed the performance standard. If there is a replacement, Creative Homes will match grain and stain as closely as possible, but color variations are to be expected and are not the responsibility of the Builder.

Floor Covering – Vinyl

Homeowner Use and Maintenance Guidelines

Although vinyl floors are designed for minimum care, they do require some maintenance. Regular application of a good floor finish is needed to keep your floors looking nice. This will help maintain the glossy finish.

The resilient flooring used in your home is "NO WAX". This means it is coated with a clear, tough coating that provides both a shiny appearance and long wearing surface. However, even this surface will mark. Follow the manufacturer's recommendations for care and cleaning.

Wipe up spills and vacuum crumbs instead of washing resilient floors frequently with water. Mopping or washing with water should be limited as excessive amounts of water can penetrate seams and get under the edges, causing them to lift and curl.

Your selection sheet provides a record of color and style of the vinyl used in your home. Excess pieces of vinyl are left under your stairs for possible use if future damage occurs. Do not throw these out.

To prevent damage to your vinyl floors, floor protectors should be used on all furniture that is placed on these floors. Also, high heel shoes should not be worn when walking on these floors.

Here are a few suggestions that can be used to prevent staining of your vinyl floors:

- Direct sunlight can discolor floors. Protect your floors from the sunlight - this includes skylights.
- Rubber back mats can discolor your floors. We recommend natural fiber rugs with no rubber backing.
- Deck stains and oil base paints can discolor. Be sure to use a mat and/or remove shoes before walking on the resilient floors.
- Asphalt driveways and driveway sealers can track onto your floors. Wipe or remove shoes before walking on the resilient floors.
- Use only manufacturer recommended products on your vinyl floors. Also, when cleaning countertops and/or appliances, be sure the cleaners you use for these do not get on you resilient floors.
- Protect your floors from burns (anything over 120 degrees F.)
- Lawn fertilizers can discolor floors, wipe and/or remove shoes before walking on these floors.

Excess water should be kept off the vinyl floors, use a damp mop, sweep or vacuum when cleaning. Keep wet shoes and boots off these floors or keep on a mat. Water from bathtubs and showers should be wiped up immediately.

Maintain caulking near sinks and at bathtubs and shower connections to vinyl flooring.

Bubbles and/or Seams Coming Loose

Vinyl floors do not normally come loose during the warranty period unless they were exposed to excessive water. This is typically due to Homeowner negligence, which is not warranted. Creative Homes will only repair if the issue was noted on the original Welcome Home Orientation Checklist.

Denting

The nature of vinyl flooring makes it possible to deform the surface permanently. Any load of high pressure can damage it. Examples are: High heels, furniture legs, or anything that exerts a lot of weight in a small area. Creative Homes will repair any scrapes, gouges, holes, nicks, dents, rips or any other repairs of this type only if they were listed on the original Welcome Home Orientation checklist. Dye lot variations are to be expected, for which the Builder is not responsible.

The builder is not responsible for discontinued patterns/colors. Please keep the pieces of vinyl left under your stairs for these instances. This will avoid the dye lot changes and discontinuations.

Floor Squeaks See Framing

Nails Popping Through the Floor

Nail pops that have broken through the floor covering will be repaired. Creative Homes will set the nail and repair the flooring above it. Dye lot variations are to be expected, for which the Builder is not responsible. The builder is not responsible for discontinued patterns/colors. Please keep the pieces of vinyl left under your stairs for these instances. This will avoid the dye lot changes and discontinuations.

Ridges and/or Depressions

Ridges or depressions exceeding a 1/4" within a 32" area measuring perpendicular to the ridge or depression will be repaired. The Builder will correct the floor by shimming the floor, pulling the sub floor down, or other methods required to meet the performance standard. Dye lot variations are to be expected, for which the Builder is not responsible. The Builder is not responsible for discontinued patterns/colors. Please keep the pieces of vinyl left under your stairs for these instances. This will avoid the dye lot changes and discontinuations.

Staining

Vinyl floors can stain due to various reasons. Typical stains are not warranted as stains are mainly caused by negligence not manufacturer defects or improper installation. If a stain was not due to negligence, Creative Homes will correct the affected areas. Dye lot variations are to be expected, for which the Builder is not responsible. The Builder is not responsible for discontinued patterns/colors. Please keep the pieces of vinyl left under your stairs for these instances. This will avoid the dye lot changes and discontinuations.

Foundation – Footings & Walls

Homeowner Use and Maintenance Guidelines

We install the foundation of your home according to the plans and specifications required by state and municipal codes. The walls of the foundation are poured concrete with steel reinforcing rods. To protect your home's foundation, follow guidelines for installation and maintenance of landscaping and drainage in this guidebook. It is important to maintain positive drainage away from your foundation.

Even though an engineer designed the foundation and we constructed it according to engineered code requirements, surface cracks can still develop in the wall. Surface cracks are not detrimental to the structural integrity of your home and are not covered under warranty.

Future Construction in Basement

If you decide to perform additional construction in the basement, obtain guidelines from a licensed engineer, obtain a building permit, and comply with all necessary codes and safety requirements.

Damp Walls

Damp basement walls and floors are common and are a natural occurrence in summer months. Damp walls and floors should not be confused with "WET" basement which can be defined as actual water

running through or under the basement wall onto the floor and forming a puddle. Damp foundation walls and floors are normal and not warranted through Creative Homes.

Normally, doing the following can dry damp basement walls and floors:

1. Air out the basement by opening the window and turning on a fan to circulate the air.
2. Use a dehumidifier.
3. Run your air conditioning

In areas that are viewed as permanent storage, hvac requirements are not required as they are in normal living space. The reduced requirements may result in a warmer, cooler, damper or drier condition than the rest of the home, and as a result the homeowner should take care in how this space is utilized. Creative Home is not responsible for any damage to personal property as a result of any water infiltration. Creative Home may have responsibility to repair the foundation or wall if that is why the leak is occurring, but any leaking due to improper grade, or damage to foundation by homeowner is not a warrantable item.

Creative Homes Limited Warranty

Creative Homes will warrant against defects in materials and workmanship on foundation wall and footing assemblies according to the 10-year Structural Warranty.

Cosmetic Imperfections

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

Cracks

Cracks in foundation walls are common and to be expected. Creative Homes will correct cracks that exceed 1/8 inch in width. Cracks that allow leakage will be repaired by epoxy injection or an equivalently approved method of corrective action.

Leaks

Actual water that flows or accumulates into the basement will be corrected. Creative Homes will not be responsible if the cause is due to improper landscaping, maintenance or negligence of the Homeowner.

TO ENSURE WATER FLOWS AWAY FROM YOUR HOME, THE FOLLOWING PRECAUTIONS SHOULD BE TAKEN BY THE HOMEOWNER:

- Maintain the grading so it slopes away from the foundation (6 inches of fall for every 3 feet of lateral distance away from foundation is considered to be a minimum acceptable.)
- Keep window well clear of debris and vegetation. Install window well covers.
- If Landscaping rock, wood chips, etc. are used around the foundation of the home it is essential to install these material correctly so water pockets do not develop and water does not become trapped and leak into the basement.
- Installing gutters and downspouts.

If any ground is to settle around the foundation, driveway, sidewalks, or anywhere that water runs off the house it is the responsibility of the homeowners to manage, repair, modify or otherwise correct this situation to protect items affected by runoff and to ensure that under no conditions should water be allowed to run towards or collect on or near the home's foundation.

Framing

Creative Homes Limited Warranty Guidelines

Some floor and stair squeaks are unavoidable. Floor squeaks will generally appear and disappear as humidity levels change in your home. A certain amount of floor shrinkage is normal. Complete avoidance of floor squeaks is impossible and cannot be guaranteed. Maintaining humidity levels (as stated in the *Condensation* section) will help reduce, but not eliminate, the number of squeaks.

Although Creative Homes does not warrant against floor squeaks, a reasonable effort will be made to correct them. We will try to repair the squeak in one of the following manners, at the Builders discretion:

- Face Nailing
- Screwing from the floor below.
- Pulling up the floor covering and screwing from the floor above.
- Shimming between the floor joist and the sub floor at the squeak.

NOTE: THE FLOOR IS MADE UP OF HUNDREDS OF SEPARATE BOARDS. 100% REMOVAL OF SQUEAKS MAY NOT BE POSSIBLE AND CREATIVE HOME DOES NOT WARRANT ANY HARDWOOD FLOOR INSTALLATIONS TO BE FREE FROM SLIGHT SQUEAKS OR CREAKS WHILE WALKING OR STANDING ON WOOD FLOORING SURFACE.

Floor Deflection

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

Floor Level

Floors will be level to within 1/4 inch within any 32-inch distance as measured perpendicular to any ridge or indentation.

Plumb/Bowed Walls

Creative Homes will correct wall that are out of plumb more than 1/2 inch in an 8-foot distance or walls that are bowed more than 1/4 inch in any 32-inch measurement.

Frost in Attic

Attic spaces will be ventilated as required by applicable building codes. During severely cold weather, attics become super chilled. When warm moist air from living space gets into the attic, the temperature difference causes the moisture to condense and freeze, forming frost. Frost in attics is not unusual. Temperature swings will cause small amounts of frost to form, melt and evaporate harmlessly throughout

the winter. However, when there is an extended cold snap followed by a quick thaw, melting of large amounts of frost can happen swiftly. The resulting water does not evaporate; it moves right through the insulation and into living spaces through light fixtures, down walls and inside windows. You may also see brown streaks running down the interior or exterior walls of your home. There is not much a homeowner can do except let the moisture run its course and wait for the attic and insulation to dry out. This could take until spring. This is not a warrantable item and is caused by homeowner's failure to maintain appropriate levels of humidity and maintenance of the seal between the homes living space and its attic. If you have significant damage as a result of this occurrence and have confirmed that there are no actual roof leaks, contact your homeowners insurance.

Homeowner Use and Maintenance Guidelines

TO PREVENT THIS FROM HAPPENING, IT IS A HOMEOWNER'S RESPONSIBILITY TO KEEP INTERIOR MOISTURE LEVELS TO A MINIMUM.

Make sure you run your exhaust fan during and for at least 30 minutes after showering or bathing - longer during extremely cold temperatures. Make sure your exhaust fans are on or a window is cracked while doing laundry, cooking, or any other activity that increase moisture levels inside the home. Make sure your roof vents are not covered with snow. If your vents are covered in snow, follow the below steps. It is potentially a dangerous job for a homeowner to try and remove an ice dam and it is also possible to damage shingles or roofing, which can void your warranty.

1. Call a roofer who removes snow and ice as soon as possible. Check with the Minnesota or Wisconsin Department of Commerce to ensure the company your hire is licensed, bonded and insured.
2. Some homeowners use a roof rake to remove snow. If you try this, be careful not to damage your shingles and be extra careful around overhead power lines.
3. Repeat these steps every time you notice ice dams forming on your roof.

Creative Homes Limited Warranty Guidelines

Any damage resulting from frost in the attic is a non-warrantable item. (See also *Ice Dams*)

Garage Door – Overhead

Homeowner Use and Maintenance Guidelines

Since the garage door is a large, moving object, periodic maintenance is necessary. Follow manufacturer's instructions to ensure safe and reliable operation. Stay away from the door when it is in motion. Keep hands and fingers way from moving parts. Do not allow children to play with, or around the door.

Lubrication

Every 6 months, apply a lubricant such as silicone spray or 30 weight automobile oil to all moving parts: track, rollers, hinges, pulleys, and springs. Avoid over lubricating to prevent drips on vehicles or the concrete floor. At the same time, check to see that all hardware is tight and operating as intended without binding or scraping. DO NOT attempt to alter or replace the garage door, seek the assistance of a professional to ensure personal safety.

If the lock becomes stiff, use a graphite lubricant. Do not use oil as it will stiffen in winter and make the lock more difficult to open.

Opener (if applicable)

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

The door springs are under a considerable amount of tension and require special tools and knowledge for accurate and safe servicing. Have the door inspected by a professional garage door technician after any significant impact to the door. DO NOT attempt repair, replacement or adjustment to the door spring; have such work done by a qualified specialist.

Creative Homes Limited Warranty Guidelines

Your garage door should operate smoothly and with reasonable ease. The door can become misaligned and require adjustment. Exercise care when opening and closing the doors. Do not fling open or slam shut. This can cause the doors to come off of the tracks. Creative Homes does warrant the garage doors during the one year warranty period unless the cause is determined to be the result of Homeowner neglect or lack of proper maintenance. NOTE: The installation of garage door openers may affect the operation of the garage doors, which is not warranted by the Builder, if the opener was not provided by Creative Homes.

Light, Rain or Snow Visible

Garage overhead doors are not weatherproof and the entrance of some light, snow or rain should be expected. Garage doors will be corrected to meet the manufacturer's specifications unless the cause is determined to be the result of homeowner neglect or lack of proper maintenance. Sweep out any water or snow accumulation under the garage door to keep it from freezing shut.

Garbage Disposal

Homeowner Use and Maintenance Guidelines

Your garbage disposal requires some special attention. When operating, you should only use cold water. Do not use commercial drain cleaners. Grind some ice cubes and lemon peels to clean and freshen.

Garbage disposals should be used for small, soft items. Large quantities of food can cause clogs. Make sure you do not use your disposal for bones, coffee grounds, celery, potato skins, any vegetable or fruit containing fibers or "strings".

Clogs

Many clogs are caused by improper usage. Always use plenty of cold water when running the disposal. Run the water while you are grinding and for at least 30 seconds after you are done.

If you do clog your disposal, there is a wrench that can be inserted into the bottom of the disposal. This will allow you to manually turn the chamber to free up the clog. Also, there is a reset button under the disposal. If you clog it, it will shut itself down so it doesn't burn out the motor. If this happens, push the reset button to engage the motor.

Gas Shut Off

Homeowner Use and Maintenance Guidelines

You will find shut-offs on gas lines near their connection to each item that operates on gas. In addition, there is a main shut-off at the meter. We point these out during the Welcome Home Orientation.

Gas Leak

If you suspect a gas leak, leave the home and call the gas company from an outside line, or a neighbor's home, immediately for emergency service. Do not use your phone, turn lights on or off in the home as either one of these could cause a small static spark, which could ignite the flammable gas.

Grading

Once the final grade around your home has been completed, an inspection of the lot will be done. Once the final grade has been completed and inspected and signed off by the local building official through the issuance of a Certificate of Occupancy, then erosion control of the property becomes the Homeowner's responsibility. Creative Homes is not responsible for weather related damage to un-landscaped yards after final grade or closing, whichever came last. Yards drain from one to another. You and your neighbors share an overall drainage plan for the community. This plan is created and approved by the City. Creative Homes does not have the authority to change it.

Upon a final grade being established and the homeowner taking possession of the home, the homeowner is solely responsible for all erosion control. This requirement includes capturing any runoff of dirt or sediment created on the lot from reaching the street or other adjoining properties. Failure to complete this responsibility may result in a charge from Creative Home or the local building official or could result in loss of grading escrow that is on deposit with the local inspection department until permanent and code or covenant required turf/landscaping has been established.

"As Built" Survey

An "As Built" Survey may be needed prior to closing (weather permitting) if the local building official has it as a requirement to assure the grade matches the proposed grading plan and that all slopes on the lot work as intended. The "As Built" Survey is performed by certified land surveyors, or inspected by and approved by the city. No landscaping can begin until the City has accepted the "As Built" Survey. This can take up to 30-45 days. See *Escrow* for more information.

Drainage

In most cases, drainage swales follow property boundaries. Maintain the slopes around your home to permit the water to drain positively away from the home as rapidly as possible. This is essential to protect your foundation. Failure to do so can result in major structural damage and will void your warranty. If the home buyer is completing his/her own landscaping, it is critical to properly install drainage swales and

ensure that no overland runoff is moving onto adjacent property owners land unless in a predetermined drainage swale as indicated on a grading/drainage plan.

Exterior Finish Materials

Maintain soil levels 6 inches below siding, stucco, brick, or other exterior finish materials. Contact with the soil can cause deterioration of the exterior finish material and encourages pest infestation.

Lot Not Draining Properly

Standing or ponding water shall not remain for more than 24 hour on unfrozen or unsaturated ground. Swales may take 48 hours to drain on unfrozen or unsaturated ground. Creative Homes will repair to establish proper grades and swales to drain away from home when ground is not frozen or saturated. NOTE: No decisions will be made regarding drainage problems while frost, snow or saturation exists in the ground. Creative Homes is responsible for establishing the proper rough construction grade as a minimum standard and the establishment of swales according to the city-grading plan. Creative Homes will not be responsible for the grade, if the established grade has been altered.

IT IS ESSENTIAL THAT YOU MAINTAIN THE SLOPES AROUND YOUR HOME TO PERMIT THE WATER TO DRAIN AWAY FROM YOUR HOME AS FAST AS POSSIBLE. FAILURE YOU DO SO CAN RESULT IN MAJOR STRUCTURAL DAMAGE AND WILL VOID YOUR WARRANTY.

Settling

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

Although we replace and compact the soil, it does not return to its original density or undisturbed state for up to as many as five freeze and thaw cycles (up to five years). Some settling will occur, especially after prolonged or heavy rainfall or melting of large amounts of snow. Settling can continue for several years. Inspect the perimeter of your home regularly for signs of settling and fill settled areas as needed to maintain positive drainage.

Subsurface Drains

The builder may at its discretion install a subsurface drain to ensure that surface water drains from a yard adequately. Keep this area and especially the drain cover clear of debris so that the drain can function as intended.

Creative Homes Limited Warranty Guidelines

Settling of ground around foundation walls, utility trenches or other filled area shall not prevent water from draining away from the home. Contractor will repair settled areas which affect proper drainage for one year after the home has been closed.

Backfill Settlement

Backfilled ground will settle. Creative Homes will grade your yard prior to closing (weather permitting) and fill any settling at that time. As Creative Home has no control over rainfall, wind, soil conditions, water saturation of the lot it does warrant and lot settling other than under the homes sidewalks and/or

driveways. Settlement of up to one inch is acceptable. If such settlement occurs, Creative Homes will not be responsible for any damage to landscape items or additions not installed by Creative Homes. It will also not be responsible for the damage of adjacent areas by homeowner if required to repair other areas of the lot/yard affected by any settling.

Erosion

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

Swales

Creative Homes does not alter drainage patterns to suit individual landscape plans. Typically, a lot receives water from and passes water on to other lots through predetermined drainage easements, so changes in grade often affect adjacent or nearby lots. Creative Homes advises against making such changes that are outside of all predetermined drainage swales. Any homeowner grading or landscaping activity should be reviewed by local building officials for compliance prior to installation. After heavy rain or snow, water may stand in swales up to 48 hours.

Winter Grading

Due to weather conditions, especially during winter and early spring, the final grade may not have been established at the time of closing. We document the status of your grading at the time of delivery. When conditions permit, grading work will continue. See *Escrow* for more information on the process of grading in the spring.

Hardware

Homeowner Use and Maintenance Guidelines

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

Creative Homes Limited Warranty Guidelines

We confirm that all hardware is in acceptable condition during the Welcome Home Orientation. The limited warranty excludes repairs for cosmetic damage subsequent to the Welcome Home Orientation.

Heating System - Gas Forced Air

Homeowner Use and Maintenance Guidelines

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

Adjust Vents

Experiment with the adjustable registers in your home to establish the best heat flow for your lifestyle. Generally, you can reduce the heat in seldom-used or interior rooms through the opening and closing of the heat registers in the floor or walls. This is an individual matter and you will need to balance the system

for your own family's needs. Keep in mind that heat rises and during cold weather you may benefit from opening the vents on the lower levels of the home and partially closing vents on the upper floors. Reverse the process for warm summer months when the air conditioning is used. This exercise of balancing your HVAC (Heating, Ventilation, and Air Conditioning) system can greatly enhance your home comfort from season to season. A key factor is keeping your home equally heated and cooled is to allow the fan on your furnace to be in the on position at all times the furnace is operating. This will allow constant air flow throughout the home and help all areas of your home to be more equally heated and cooled.

Combustion Air or Fresh Air Intake

Based upon where your new home is built and what heating and cooling equipment is used, your new home includes a combustion air duct found near the furnace. The exterior end of this duct is vented outside and is covered with a screen to minimize insect or animal from entering the duct. Cold air coming in through this duct means it is functioning as it should.

Caution: Never cover or block the combustion air vent in any way. Outside air is needed to supply the furnace with sufficient oxygen. Blocking the combustion air vent will cause the furnace to draw air down the vent pipe and could possibly pull poisonous gases back into your home. To minimize the draft, place the end of the intake in a bucket or garbage can, making sure it is not too tight. This will create a "trap" and yet allow the furnace to draw fresh air if needed.

Duct Cleaning

Exercise caution before spending money on professional ductwork cleaning services. A study by the EPA found that ductwork cleaning does not improve indoor air quality, nor was evidence found that it prevents health problems. For more information, contact the EPA and request document EPA-402-K-97-002. Or you can view this information on their Website: www.epa.gov/iaq/pubs/.

Ductwork Noise

Some ticking or crackling sounds are the natural result of ductwork heating (expanding) and cooling (contracting) in response to airflow as the system operates. Materials expand and contract with the change in temperature resulting in these noises.

Filter

A clean filter will help to keep your home clean and reduce dusting chores. Remember to change the filter monthly. A clogged filter can slow airflow and cause uneven heating and cooling. It can even shut down your furnace. Although it takes less than one minute to change the filter, this is one of the most frequently overlooked details of normal furnace care.

Buy filters in large quantities for the sake of convenience. You will find the size and type printed along the edge of the filter that is in your furnace. We suggest labeling them with the month they are needed for. You don't need to use expensive filters as it may restrict air flow and could damage the filter. Cheaper filters changed more often will work just the same and add life to your furnace.

Furnished Home

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

Gas Odor

If you smell a strong odor, leave your home and call the gas company immediately! Do not try to repair yourself. Do not do anything to create a spark - turning on lights, making a phone call, etc.

Indicator Lights

Your furnace has indicator lights located inside the small round window near the bottom of the unit. If you are concerned that your furnace may not be working properly, you can check this light. For example, 2 short blinking lights followed by two longer blinking lights would indicate a code to the HVAC technician that will aid in repairing the furnace - each manufacturer is different, but your ability to troubleshoot your furnace to this point will greatly reduce its downtime in aiding the technician to determine the problem. All homes are covered for two years by the parts and labor warranty through Creative Homes.

Odor

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

On-Off Switch

DO NOT turn the switch off during the winter months; this may cause your plumbing pipes to freeze, which is a non-warrantable item. The furnace has an on-off power switch. This switch looks like a regular light switch and is located outside the furnace. When turned off, this switch overrides all furnace commands and shuts down the blower. This is usually done only when maintenance service is being performed. Please take measures to ensure your children do not have access to this area or switch. Also, be sure to check this before calling for service.

Return Air Vents

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

Temperature

Depending on the style of home, temperatures can normally vary from floor to floor as much as 3-6 degrees on normal days, and up to 10 degrees or more on extremely cold days. The furnace blower will typically cycle on and off more frequently and for shorter periods during severe cold spells.

Save on energy costs by setting temperatures at 68 degrees Fahrenheit for winter and 75 degrees Fahrenheit in the summer.

Since hot air rises, during cold weather you may benefit from opening the vents on the lower levels of the home and partially closing vents on the upper floors. Reverse the process for warm summer months when the air conditioning is used.

Run your fan in the “on” position. This will even out your heat, help keep condensation off of your windows, and it will actually cause less wear and tear on your furnace. Generally, it uses the equivalent of a 100-watt light bulb in electricity.

Thermostat

The furnace will come on automatically when the temperature at the thermostat registers below the setting you have selected. Once the furnace is on, setting the thermostat to a higher temperature will not heat the home faster.

Placement of the thermostat is determined at your Selections Meeting, unless the thermostat was installed before the home was purchased. Thermostats will not be moved due to the sun shining in the home.

Trial Run

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

TROUBLESHOOTING TIPS

No Heat

Before calling for service, check to confirm that the:

- Thermostat is set to “heat” and the temperature is set above the room temperature.
- Blower panel cover is installed correctly for the furnace blower (fan) to operate. This panel compresses a button that tells the blower it is safe to operate. Similar to the way a clothes dryer door operates, this panel pushes in a button that lets the fan motor know it is safe to come on. If that button is not pushed in, the furnace will not operate.
- Breaker on the main electrical panel is on. (Remember, if a breaker trips you must turn it from the tripped position to the off position before you can turn it back on.)
- Switch on the side of the furnace is on.
- Fuse in furnace is good. (See manufacturer literature for size and location.)
- Gas line is open at the main meter and at the side of the furnace.
- Filter is clean to allow proper airflow.
- Vents in individual rooms are open.
- Air returns are unobstructed.
- Indicator light not blinking.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

Creative Homes Limited Warranty Guidelines

We will install heating systems according to local building codes, as well as to engineering designs of the particular model home.

Adequacy of the system is determined by its ability to establish a temperature of 70 degrees F, as measured in the center of the room, 5 feet above the floor. Creative Homes will correct a system that does not meet the performance standards. It is the responsibility of the Homeowner to balance the system by adjusting the dampers.

Duct Placement

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

Noisy Ductwork or "Oil Canning"

When metal is heated, it will expand. When it cools, it contracts. As a result of the expansion and contraction, the ductwork will ticking or crackle. This noise is normal and should be expected. Very loud "booming" noises caused by "oil canning" (stiffening of the duct work) will be corrected.

Ice Dams

Homeowner Use and Maintenance Guidelines

Ice Dams occur when warm air passes through the ceiling into your attic space and warms the roof enough to melt the snow. Melted snow runs down the roof until it reaches the edge, which is cooler than the rest of the roof. The water then freezes, creating a ridge of ice, which is known as an ice dam. As the snow continues to melt, the ice dam stops the water from running off the edge of the roof. The water backs up under the shingles and leaks into the attic and walls causing damage such as:

- Wet attic insulation
- Water stained ceilings
- Cracked drywall

If you have an ice dam, take these steps to help prevent damage:

Call a roofer that removes snow and ice as soon as possible. Check with your states' commerce department or better business to ensure the company you use is licensed, bonded and insured. This is a potentially dangerous job for a Homeowner and it is also possible to damage your shingles.

Some Homeowners use a roof rake to remove snow before it melts. If you try this, be careful not to damage your shingles and be extra careful around overhead power lines.

Creative Homes Limited Warranty Guidelines

Ice dams and any damage caused by ice dams are not warranted.

Insulation

Homeowner Use and Maintenance Guidelines

Insulation will be installed in accordance with the building codes applicable at the time of construction. The R-Value of the insulation can be affected by anything that disturbs the surface of the insulation, such

as adding wiring through the attic. As the last step in any work done in your attic (for example, the installation of speaker wire), you should confirm that the insulation lays smooth and even. Do not step on drywall ceilings, because this can result in personal injury or damage to the drywall. Also, caulk your attic access shut when done. For these same reasons, do not store items in your attic.

Creative Homes Limited Warranty Guidelines

Creative Homes will install insulation to meet or exceed the building codes applicable at the time of construction and outlined as part of your Purchase Agreement.

Drafts at Baseboards

Creative Homes will inspect the draft to determine if adequate insulation was installed. Please note - the juncture of the floor and the wall system is conducive to opening, therefore, a certain amount of air movement is permissible. Creative Homes will check the affected areas and correct if necessary.

Drafts around Windows and Doors **See Window and Doors.**

Moisture, Condensation, or Frost on Windows **See Condensation.**

Pipes Freezing **See Plumbing.**

Landscaping

Bark or Rock Beds

Do not allow edging around decorative rock or bark beds to dam the free flow of water away from the home. A non-woven membrane, such as Tyvar or Mirafi, can be used between soil and rock/bark to restrict weed growth while still permitting normal evaporation of ground moisture.

Erosion

Until your yard is established and stable, erosion will be a potential concern. Heavy rains or roof runoff can erode soil. The sooner you restore the grade to its original condition, the less damage will occur.

Erosion is of special concern in drainage swales. If swales become filled with soil runoff, they may not drain the rest of the yard, causing further problems. You may need to protect newly seeded area with erosion matting or reseed to establish grass in swales. It can take several years to fully establish your lawn in such challenging areas.

Irrigation Systems

Irrigation systems are great labor savers as well as efficient water users. However, we find that all too often the customer believes "more is better." Due to the soil type in this area, subsurface drainage can be poor and trees can drown easily. Therefore, it is important to not overwater.

Generally, most irrigation systems apply approximately ½" of water per hour. It is our suggestion that on newly installed sod the irrigation system be run for thirty minutes per zone, twice daily for the first 2 days. Following this period, the system should be reduced to 2 times a day at 20-minute cycles until sod is

rooted. One thirty-minute cycle twice weekly should be sufficient for the spring and fall months. More cycles may be necessary during the hot summer months. These rates are for the large gear driven irrigation heads. Small spray head zones should be run half as long as the gear driven. If rainfall has approached ¼” the system should be shut off for that day. Be sure to keep the system shut off if rainfall continues. Your system has been installed with a rain sensor to automatically shut the system down after ½” rainfall. They are not foolproof. You should check to verify that it is working.

NOTE: Listed below are some trees and shrubs that are very sensitive to overwatering:

<u>Deciduous Trees</u>	<u>Evergreen Trees</u>	<u>Shrubs</u>
Norway Maple Varieties	Balsam Fir	Azaleas
Sugar Maple	Concolor Fir	Lilacs
	Austrian Pine	Rhododendrons
	Norway Pine	Roses
		Mugho Pine

Additionally, irrigation systems are intended to water the sodded areas of your yard. They do NOT cover landscaped or mulched areas next to your home to avoid creating water intrusion concerns in your home. Watering these areas is a homeowner responsibility, and failure to do so may void your warranty on the plants in those areas. We strongly discourage aiming sprinklers at your home because this may create water intrusion issues in your home and void your warranty.

You may encounter watering restrictions. Please contact your city inspections department to determine what the restrictions are and if you need a permit to water.

Creative Homes Limited Warranty Guidelines

Live plants can be affected by many events and conditions beyond Builder control. As such, sod is a non-warranted item after installation and repair or replacement will be a homeowner maintenance item. Plants other than grass are likewise affected by many events beyond Builder control. Plants other than grass installed by Creative Homes that are completely dead will be replaced one time only during the first year, granted it is determined that the plants were properly watered.

Irrigation systems that do not cover the sodded areas of the yard will be corrected by the landscaping company that installed the service. Adjusting the times or dates of sprinkling is a homeowner maintenance item and is not a warranted service. Please see your homeowner’s instructions from the irrigation company typically located on or near the control box for the irrigation system.

Watering - Landscaping

All plants were watered thoroughly at the time of installation. Your care, however, is required to re-establish strong root systems on these plants. To accomplish this, you must:

- Water large balled and bur lapped trees by placing a hose running at a slow rate near the base of each tree. Let the water run for approximately 10 minutes or until 15 gallons of water has been applied. Repeat every 7-10 days. For large spaded trees, contact us for further information.

- Shrub plantings can be watered by putting a hose running at a medium rate by each plant for approximately 30 seconds. You can also put a lawn sprinkler in the shrub area and water until the soil is wet to a 6-9" depth. Either procedure should be repeated once a week.
- Flowers should be watered lightly on a daily basis for a 2-week period.

Important

All watering rates are given under the assumption that there is little or no natural rainfall. Water requirements are subject to environmental and site conditions. Hot and dry weather may require extra water; cool and moist weather will require less water. Clay soil will require less water; sandy soil more water. Ideally, your landscape should receive 1" of water per week (this includes natural rainfall). You can determine the amount of soil moisture by taking a soil sample at a depth of six inches and squeezing it. If the soil ball holds together when released, but falls apart to the touch, soil moisture is favorable.

Instructions for Lawn Care

Watering - Lawn

See irrigation system above

Fertilizing

Fertilizer for your sod was recently applied in the sod field and will remain effective for 30 days. After this time, we recommend that you apply a starter fertilizer. An application of winterizer should also be applied in mid to late-October. No weed control products should be applied the first growing season.

Mowing

Newly installed sod can be mowed approximately 10-14 days after installation. Pull up on the sod to verify that it has rooted before initial mowing. Cut back on watering 2-3 days prior to mowing and cut approximately 3-3½" in height.

Aeration

Core aeration should be done annually in late September/early October.

General Maintenance

The following is a list of guidelines to maintain healthy landscaping:

- Continue to water, especially during hot and dry weather and also late in the fall to be assured of adequate moisture through the winter months. This is extremely important for evergreens.
- Trim off dead or undesirable branches with a sharp pruning shears.
- Weed all planting beds as soon as weeds appear. It is not uncommon for a few weeds to grow in your planting beds even if a weed barrier has been installed. If you feel the problem is excessive, please contact us for recommendations. Application of a preemergent herbicide such as Preen in spring will help prevent weed growth throughout the summer.
- Re-mulch your planting beds as necessary to maintain a 3" layer of mulch which will help slow weed growth, retain moisture, decrease rapid changes in soil temperature and give your landscape a fresh, clean appearance.

- Observe leaves and stems carefully for insects and/or unusual coloring or disfiguration of leaves. Early recognition of insects and diseases will allow for control before extensive damage occurs.
- Do not mow your lawn too short, especially during the summer months. Mowing too short may cause problems. We recommend that you mow newly laid sod at 3-3½" and then reduce height to 2-3".
- Thin barked trees such as maple, locust, and flowering crabapples should be wrapped in late September to prevent deer rubs and sun scald. Wrap should be removed in spring.

****UTILITY LINES****

SERIOUS INJURY OR DEATH MAY RESULT FROM CONTACT WITH AN UNDERGROUND NATURAL GAS PIPE OR ELECTRICAL LINE.

BEFORE DIGGING IN YOUR YARD CHECK THE LOCATION OF BURIED SERVICE LEADS BY CALLING THE LOCAL UTILITY LOCATING SERVICE.

Lighting

Creative Homes Limited Warranty Guidelines

All light fixtures are warranted through Creative Homes for One Year from closing.

Mildew & Mold

The Facts

Mold is a type of fungus. It occurs naturally in the environment, and it is necessary for the natural decomposition of plant and other organic material. It spreads by means of microscopic spores borne on the wind, and is found everywhere life can be supported. Residential home construction is not, and cannot be, designed to exclude mold spores. If the growing conditions are right, mold can grow in your home. Most Homeowners are familiar with mold growth in the form of bread mold, and mold that may grow on bathroom tile.

Contributing Factors

In order to grow, mold requires a food source. This might be supplied by items found in the home, such as fabric, carpet or even wallpaper, or by building materials, such as drywall, wood and insulation, to name a few. In addition, mold growth requires a temperate climate. The best growth occurs at temperatures between 40° F and 100° F. Finally, mold growth requires moisture. Moisture is the only mold growth factor that can be controlled in a residential setting. By minimizing moisture and monitoring humidity levels in the home, a homeowner can reduce, or possibly eliminate mold growth.

Moisture in the home can have many causes. Spills, leaks, overflows, condensation, and high humidity are common sources of home moisture. Good housekeeping and home maintenance practices are essential in the effort to prevent or possibly eliminate mold growth. If moisture is allowed to remain on the growth medium, mold can develop within 24 to 48 hours; therefore, cleaning up any spills or leaks is very important.

What a Homeowner Can Do

You can take positive steps to reduce or possibly eliminate the occurrence of mold growth in the home, and thereby minimize any possible effects caused by mold. These steps include the following:

1. Regular vacuuming and cleaning will help reduce mold levels. Mild Bleach solutions or most tile cleaners are effective in eliminating or preventing mold growth.
2. Keep the humidity in the home low. Vent clothes dryers to the outdoors. Ventilate kitchens and baths by opening the windows, by using exhaust fans, or running the air conditioning to remove excess moisture in the air, and to facilitate evaporation of water from wet services.
3. Promptly clean up spills, condensation and other sources of moisture.
4. Thoroughly dry any wet surfaces or material. Do not let water pool or stand in your home. Promptly replace any materials that cannot be thoroughly dried, such as drywall or insulation.
5. Inspect for leaks on a regular basis, look for discolorations or wet spots. Repair any leaks promptly. Take notice of musty odors, and any visible signs of mold.
6. Should mold develop, thoroughly clean the affected area with a mild solution of bleach. First, test to see if the affected material or surface is color safe. Porous materials, such as fabric, upholstery or carpet should be discarded. Should the mold growth be severe, call on the services of a qualified professional cleaner.

Cleaning mildew from your home is your responsibility. Solutions that remove mildew are available from local paint or home improvement stores. Wear protective eyewear and rubber gloves for this task; the chemicals that remove mildew are unfriendly to humans.

Creative Homes Limited Warranty Guidelines

In order to prevent mold growth in a home, it is up to the homeowner to properly manage and maintain the home. The Builder cannot eliminate the possibility that mold and other fungi may develop after construction is completed. All damages and claims for damages against the Builder, including property damage and personal injury, caused by mold, or by some other fungus or agent, that result from or arise out of the failure to properly manage and maintain the home are hereby waived. Nothing herein shall constitute a waiver of any of the statutory warranties contained in Minnesota statutes chapter 327A or Wisconsin Statutes 101.953.

Mirrors

Homeowner Use and Maintenance Guidelines

To clean your mirrors use any reliable liquid glass cleaner or polisher available at most hardware or grocery stores. Avoid acidic cleaners and splashing water under the mirror; either can cause the silvering to deteriorate. Acidic cleaners are usually those that contain ammonia or vinegar. Avoid getting glass cleaners on plumbing fixtures as some formulas can deteriorate the finish.

Creative Homes Limited Warranty Guidelines

We will confirm that all mirrors are in acceptable condition during the New Home Orientation. Creative Homes will correct scratches, chips, or other damage to mirrors noted during the New Home Orientation. Cosmetic discrepancies of this nature will not be warranted after your closing date.

Moisture

Condensation is visible evidence of excessive moisture in the air. It may appear as water, frost or ice on the room surface of windows and doors. The warmer the air, the more water the air can hold, which means that the air in the center of any given room will hold more water than the air adjacent to the window or door walls, since this area is always cooler. When the warm, moisture-laden air moves toward the cooler window or door wall, it becomes cooler and cannot hold the moisture. It then appears as water on the glass and frames of windows and doors. This occurs more frequently during the winter months because of the extreme difference between the inside and outside temperatures. If you wish to avoid condensation during the winter months, when the average outdoor temperature drops to 35 degrees or less, it would be wise to maintain a 25-30 percent relative indoor humidity. Plants will contribute to condensation problems. Keep them in well-ventilated areas.

Ventilation is a very effective way to remove excessive moisture from the air, which is why old, poorly insulated houses with single glazed windows, often times do not have condensation problems. This is because the air is exchanged by infiltration around the windows, doors, vents, and other openings. Newer homes, which are constructed to meet current insulation standards, energy codes and energy conservation requirements, or older homes, which have been newly insulated through the addition of attic and basement insulation and installation of primed windows with dual or triple glazed glass, are now so air tight that they present a new problem. All homes will on occasion, have temporary condensation that is the result of one of four occurrences:

1. New construction building materials contain a great deal of moisture.
2. As soon as the heat is turned on, this moisture will flow out into the air and settle on doors and windows, etc. This will usually disappear following the first heating season.
3. Humid summers – During humid summers, houses absorb moisture. This will be apparent during the first few weeks of heating. After that, the house should dry out.
4. Temperature change – Sharp, quick and sudden drops in temperature, especially during the heating season will create temporary condensation problems.

The average family of four produces an excess of 30 pints of water in their home each day by just going through the regular routine. According to the Minnesota Extension Service, U of M, here are some contributing factors:

- Showers
- Cooking Daily Meals
- House Plants
- Respiration and Perspiration
- Refrigeration defrosting
- Evaporation from home materials

If you have existing moisture or condensation problems, do not count on correcting it by installing new windows.

You must remember that windows do not cause condensation. Therefore, new windows cannot cure condensation. Only the management of proper internal humidity levels can control condensation.

Tips to Avoid Window Condensation

Regulate the indoor humidity level by reducing the amount of moisture generated. Run your exhaust fan when showering and use the fan in the kitchen (if vented externally) as an additional tool to help reduce moisture as it is generated. Increase ventilation by running your furnace fan in the "ON" position versus the "AUTO" position and/or open windows a crack to provide airflow.

Creative Homes Limited Warranty Guideline

Controlling moisture in your home is Homeowner responsibility. If your home is equipped with a humidifier, please consult your Humidifier manuals for care and use of this piece of equipment.

The following are helpful guidelines to follow:

- Clean up wet or damp areas as soon as possible. Generally, damp or wet areas do not grow mold within the first 24 to 48 hours.
- Make sure the ground slopes away from the building foundation.
- If you see condensation or moisture collect on windows, wall or pipes, quickly dry the wet surface and try to reduce the water source.
- Run the bath fan or open a window while bathing or showering and for at least 30 minutes after. One hour in extremely cold weather.
- Use exhaust fans or open windows when cooking, dishwashing or doing laundry, etc.

Paint & Stain – Exterior

Homeowner Use and Maintenance Guidelines

Painted surfaces must be washed gently using mild soap and as little water as possible. Avoid abrasive cleaners, scouring pads, or scrub brushes. Often better results come from touching up rather than washing the paint.

Single Family homeowners are individually responsible for the upkeep and maintenance of both the interior and exterior of their homes. Regular attention to both the inside and outside of your home will preserve the beauty and value of your home. Check the painted and stained surfaces of your home's exterior annually. Repaint before much chipping or wearing away of the original finish occurs; this will save the cost of extensive surface preparation.

Exterior painted surfaces of your home require routine maintenance, paint technologies allow for longer times between painting requirements, but depending on sun angles, rain, sleet, snow or even irrigation allowed to mist onto a home's surface, a homeowner should expect to need to repaint their home on a regular basis to keep it looking its best. Information can be found from your paint manufacturer on its website, from where you will find information on what it suggests for your area and climate. Climatic conditions control the chemical structure of the paint used on the exterior.

Over time, this finish will fade and dull a bit. Depending on the exposure to weather of each surface, the paint on some parts of your home may begin to show signs of deterioration sooner than others. Begin by resetting popped nails and removing blistered or peeling portions of paint with a wire brush or putty knife. Sand, spot paint with primer, and then paint the entire area. Use a good quality exterior paint formulated for local climate conditions.

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

Colors

Your selection sheets are your record of the paint and stain color names in your home.

Severe Weather

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

Creative Homes Limited Warranty Guidelines

During your Welcome Home Orientation, we will confirm that all painted or stained surfaces are in acceptable condition. Creative Homes will touch up paint as indicated on the Welcome Home Orientation checklist. You are responsible for all subsequent touch-up, except painting we perform as part of another warranty repair. Changing your paint color from what was originally completed by Creative Homes will void Creative Homes one-year warranty responsibility. We will still repair any material or workmanship warranty issues as required (i.e. nail pops on that wall) but finish painting will be the responsibility of the homeowner. All paint issues are looked at from a standard six-foot distance, under normal lighting conditions.

Coverage

The surface being painted over will not show through the new paint when viewed from a six-foot distance under normal light. Creative Homes will touch up the paint as necessary to meet the performance standard. Due to dye lot variations and variations due to elements, color variations should be expected and are not warranted.

Cracking

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

Fading

Expect fading of exterior paint or stain caused by the effects of sun and weather. Creative Homes limited warranty excludes this occurrence.

Peeling

If the exterior paint or stain peels within the first year, Creative Homes will prepare and touch up the affected areas by matching the paint or stain as closely as possible. Due to different dye lots in paint and

stain, and to fading for the elements, color variations should be expected and the Builder is not responsible for these variations.

Variations in Color

All wood products have variations in grain and color. Due to these characteristics, color variations will result when stain is applied. No repair or replacements will be made due to color variations.

Wood Grain

Because of wood characteristics, color variations will result when stain is applied to wood.

This is natural and requires no repair. Today's water-based paints often make wood grain visible on painted trim. Creative Homes does not provide corrections for this condition.

Paint & Stain - Interior

Homeowner Use and Maintenance Guidelines

Painted surfaces must be washed gently using mild soap and as little water as possible. Avoid abrasive cleaners, scouring pads, or scrub brushes. Flat paints show washing marks easily, often better results come from touching up painting rather than washing the paint.

Care

Your walls have been painted with flat latex paint. This finish is not resistant to washing. Minor soiling maybe cleaned with a soft cloth or sponge and soapy water. Please note that the harder an area is scrubbed the more likely it is that this action can affect the finish or "sheen" of the cleaned area causing a spot that may not blend with the remainder of the wall.

This could still result in discoloration and/or wearing of the finish. Severe soiling should be touched up with matching paint. Spackle may be used to patch small holes and blemishes.

Colors

Your selection sheets are your record of the paint and stain color names in your home. Any remaining paint from the completion of your home will be left in the basement or mechanical room. If you attempt to complete any touch up work on your home, it is critical that this paint be mixed, stirred or shaken as aggressively as possible to allow all the pigments in the paint to blend in with each other as it was on the day it was purchased from the paint store. Each paint can in your home should have a paint code on the can that will allow you to color match the paint from the store at which it was purchased. Prior to repainting an entire room, be sure to color match the new paint in an inconspicuous location on the wall and allow it to dry for 48 hours to ensure a proper color match.

Coverage

The surface being painted over will not show through the new paint when viewed from a six-foot distance under normal light. Creative Homes will touch up the paint as necessary to meet the performance standard. Due to dye lot variations and variations due to elements, color variations should be expected and are not warranted.

Peeling / Deteriorating

If the finish on your interior paint or woodwork stain peels within the first year, Creative Homes will prepare and touch up the affected areas by matching the paint or stain as closely as possible. Creative Homes will refinish the affected areas if the damage is not due to moisture or water. Due to dye lot variations, and effects of the elements, variations in color should be expected, which are not warranted by the Builder.

Woodwork that becomes soiled can be cleaned with a mild liquid soap and a damp cloth. Once clean, excess moisture should be removed with a dry cloth.

Stain

For minor interior stain touch-ups, a furniture-polish-and-stain treatment is inexpensive, easy to use, and will blend in with the wood grain. Follow directions on the bottle or use a stain pen that matches closely, which can be found at any improvement store.

Touch-Up

When doing paint touch-ups, use a small brush or roller, applying paint only to the damaged spot. Touch-ups may not match the surrounding area exactly, even if the same paint mix is used. We provide the left over paint used on your home. Store these with the lids tightly in place and in a location where they are not subjected to extreme temperatures.

Variations in Color

All wood products have variations in grain and color. Due to these characteristics, color variations will result when stain is applied. No repair or replacements will be made due to color variations.

Wall Cracks (One Time Repair)

At your 11-month walkthrough, you will have the ability to submit for repair any drywall cracks or other separations due to shrinkage or settling. Waiting until the eleven month walk through will allow time for your home to properly settle before such repairs are made. Readily visible is defined as a condition that is visible from a standing position facing the surface at a distance of 6 feet under the normal interior household light or exterior daylight conditions.

Touch-Up Visible

One time during the materials and workmanship warranty, Creative Homes will repair readily visible drywall shrinkage cracks and nail pops and will touch up the repaired area using the same paint color that was on the surface when the home was delivered. Touch-ups will be visible and should be expected, for which the Builder is not responsible.

"Flashing" is normal when fresh paint is used to touch up existing areas. It will be more noticeable on long spans of walls, or walls with light shining down them. Creative Homes will not paint whole walls because of this condition.

Repainting the entire wall or the entire room to correct this is the typical method to repair this, but would be the buyer's choice and buyer would assume the responsibility for the cost of this refinishing.

Wood Grain

Because of variation in the characteristics of wood, the homeowner should expect color variations (sometimes significant) will result when stain is applied to wood. This is natural and requires no repair. Today's water-based paints often make wood grain visible on painted trim. Creative Homes does not provide corrections for this condition.

Creative Homes Limited Warranty Guidelines

During your Welcome Home Orientation, we will confirm that all painted or stained surfaces are in acceptable condition. Creative Homes will touch up paint as indicated on the Welcome Home Orientation checklist. You are responsible for all subsequent touch-up, except painting we perform as part of another warranty repair.

Industry standard for defining paint issues is that these issues are considered a defect when the issue is apparent when looked at from a standard six foot distance under normal interior lighting conditions. With the number of windows in today's new construction, and the increased amount of direct sunlight that these windows introduce into a new home, it is important to be aware that the issues that may be viewed when there is direct sunlight on the wall and disappear when that sunlight is removed is not a warrantable item. Most if not all of these issues can be mitigated with the installation of window treatments at the Buyers expense.

Pests & Wildlife

Homeowner Use and Maintenance Guidelines

Insects such as ants, spiders, wasps, and bees, and animal life such as woodpeckers, squirrels, mice, and snakes, may fail to recognize that your home belongs to you.

Addressing concerns involving these pests and wildlife goes with being a Homeowner. Informational resources include, among others, the state wildlife service, animal control authorities, the county extension service, pest control professionals, the internet, and public library. This is a non-warranted item.

Plumbing

Homeowner Use and Maintenance Guidelines

Good maintenance of your home's plumbing components will ensure proper operation for many years to come. Carefully read and follow the manufacturer's literature on use and maintenance. The guidelines here include general information only. Your main water shut off is located in the basement. Be sure you are familiar with this shut off in case of emergency such as a water line freeze and/or break. Each sink and toilet has an individual shut off for its water supply.

IMPORTANT: Before frost, shut off the water to your exterior spigots and bleed the water out of the lines. To do this, turn the spigot on so water is coming out then go to the shut offs in the basement and turn them off. After that, loosen the "Bleeder" valve so water squirts out of the hole in them. You can put a bucket below to catch the water. Leave the Bleeder valves on loosely for the winter **FAILURE TO DO WILL CAUSE YOUR PIPES TO BURST, WHICH IS NON-WARRANTABLE.** Come spring, reverse this process.

Care

Follow the manufacturer's directions for cleaning the plumbing fixtures. Abrasive cleaners will remove the shiny finish, leaving behind a porous surface that is difficult to maintain. A non-abrasive cleaner, such as Soft Soap or liquid detergent is usually recommended.

Brass or antique brass fixtures should be cared for with a good quality brass cleaner, available at most hardware stores. Gel-Gloss is also recommended. It also works well on ceramics, stainless steel and cultured marble.

Cast Iron

Cast iron sinks should always be treated with care. Always use a dishpan when doing dishes. Use non-abrasive cleaners, such as Soft Soap.

Local water conditions affect the appearance of cast iron. A white film can develop on the sink if you have over-softened water or water with a high concentration of minerals. In hard water areas, a brown surface stain can form appearing like rust.

Avoid abnormal pressure to the toilet tank. It is possible to crack the tank at the points where it is attached. Be sure not to use concentrated chloride bleach tank additives. These will deteriorate the interior tank parts.

Clogs

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

You can usually clear clogged traps with a plunger. If you use chemical agents, follow directions carefully to avoid personal injury or damage to the fixtures. Also see *Garbage Disposal*

To clean a plunger drain stopper (usually found in bathroom sinks), loosen the nut under the sink at the back; pulling out the rod attached to the plunger, and lifting the stopper. Clean and return the mechanism to its original position. Any clog that results after possession of the new home by the buyer is the responsibility of the home buyer and is not a warrantable item.

Dripping Faucet

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

Freezing Pipes

Plumbing pipes will be adequately protected from freezing, provided the home is heated at a normal level. Set the heat at a minimum of 55 degrees F if you are away during winter months. Keep garage doors closed to protect plumbing lines running through this area from freezing temperatures.

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

If a pipe freezes -DO NOT TURN OFF THE WATER SUPPLY unless the pipe has burst) then immediately notify a plumber. Damage that results from freezing due to a homeowner's **inability to properly** manage the temperature in their home is not a warrantable item.

Laundry Tub

If you have a laundry room tub, the faucet does not have an aerator. This is to allow the laundry tub faucet to accept a hose connection. Care should be taken to not allow water to reverse back into the domestic water supply from this hose connection. Any usage/damage that results from homeowner using a hose attached to this sink is not a warrantable item.

Leaks

If a major plumbing leak occurs within the first two years of occupancy, the first step is to turn off the supply of water to the area involved. This may mean shutting off the water to the entire home. After that, contact the Creative Homes Customer Care Representative.

Low Volume Flush Toilets

In 1993, a water-saving regulation went into effect which prohibits the manufacture of toilets that use more than 1.6 gallons of water per flush. In the search for a balance among comfort, convenience, and sensible use of natural resources, the government conducted several studies. The 1.6-gallon toilet turned out to be the size that overall consistently saves water. Because this may cause your toilet to plug more often, you may find the following tips useful:

- Hold the handle down to allow more water to pass. Even though the toilet is a 1.5-gallon Flush, the tank holds 3.2 gallons of water.
- Flush two times.
- Do not allow large objects to go down the toilet.
- Keep a plunger in a convenient location and expect to use that plunger more frequently than you would on an older home that is not held to this water saving requirement.

As a result of implementing this standard, flushing twice is occasionally necessary to completely empty the toilet bowl. Even though you flush twice on occasion, rest assured that overall you are saving water and we have complied with the law. Similarly, flow restrictors are manufactured into most faucets and all showerheads and cannot be removed. We apologize for any inconvenience this may cause.

Low Pressure

Occasional cleaning of the aerators on your faucets (normally every three to four months) will allow proper flow of water. The water department controls the overall water pressure.

Main Shut-Off

The water supply to your home can be shut-off entirely in two locations. The first is at the street and the second is at the meter. We will point both of these out during your Welcome Home Orientation.

Outside Faucets

Before frost, shut off the water to your exterior spigots and bleed the water out of the lines. To do this, turn the spigot on so water is coming out. After that, go to the shut offs in the basement and turn them off, and then loosen the "Bleeder" valves so water squirts out of the hole in them. You can put a bucket below to catch the water. Leave the Bleeder valves on loosely for the winter. FAILURE TO DO WILL CAUSE YOUR PIPES TO BURST, WHICH IS NOT COVERED BY WARRANTY. Come spring, reverse this process.

Due to city code, we are required to put back flow preventers on your sillcocks (spigots).

It is against code to remove these and will cause damage to your faucet, which would not be warranted. It is normal to get some spray back at your spigot from the back flow preventer.

Running Toilet

To stop running water, check the shut-off float in the tank. You will most likely find it has lifted too high in the tank, preventing the valve from shutting off completely. In this case, gently bend the float rod down until it stops the water at the correct level.

The float should be free and not rub the side of the tank or any other parts. Also check the chain on the flush handle. If it is too tight, it will prevent the rubber stopper at the bottom of the tank from sealing, resulting in running water.

Shut-Offs

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

Stainless Steel

Clean stainless steel sinks with soap and water to preserve their luster. Avoid using abrasive cleaners or steel wool pads; these will damage the finish. Prevent bleach from coming into prolonged contact with the sink as it can pit the surface. An occasional cleaning with a good stainless steel cleaner will enhance the finish. Rub in the direction of the polish or grain lines and dry the sink to prevent water spots.

Avoid leaving produce on a stainless steel surface, since prolonged contact with produce can stain the finish. Also avoid using the sink as a cutting board; sharp knives will gouge the finish.

Local water conditions affect the appearance of stainless steel. A white film can develop on the sink if you have over-softened water or water with a high concentration of minerals. In hard water areas, a brown surface stain can form appearing like rust.

Tank Care

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

Do not use bowl cleaners that are placed in the tanks. They may cause the rubber parts and washers to break down, warp or fall apart. If chemicals are added to the toilet tank, the tank bolts could become damaged and actually cause the tank to leak. Using these kind of products will void your warranty.

Water Filter or Softener

If you install either a water filter or a water softener, carefully read the manufacturer's literature and warranty for your specific model.

TROUBLESHOOTING TIPS

No water anywhere in the Home

Before calling for service, check to confirm that the:

- Main shut off on the meter inside your home is open.
- Main shut off at the street is open.
- Individual shut-offs for each water-using item is open.
- That you are not behind on your water bill with the city or local municipality supplying water to your home.

No Hot Water: *See Water Heater*

Leak Involving One Sink, Whirlpool Tub, or Toilet

- Check caulking and grout.
- Confirm shower door or tub enclosure was properly closed.
- Turn water supply off to that item.
- Use other facilities in your home and report problem to the Customer Care Representative.
- Call the plumber who did your home. Phone numbers should be on a tag on your heater valves.

Leak involving Shower/Bathtub

- Turn the water off at the meter in your home.
- Call emergency number for service.

THESE ITEMS DO NOT HAVE A SHUT OFF AT THE UNIT; YOU WILL NEED TO SHUT OFF THE WATER AT THE MAIN.

Leak Involving a Main Line

- Turn water off at the meter in your home.
- Call emergency number for service.

Back Up at One Toilet

If only one toilet is affected, corrections occur during normal business hours.

- Shut off the water supply to the toilet involved.
- Use a plunger to clear the blockage.
- Use a snake to clear the blockage – this should be done with great care to not break the trap.

UN-PLUGGING TOILETS IS A NON-WARRANTABLE ITEM.

Sewer Back Up Affecting Entire Home

- If you've been in your home fewer than 2 years, contact Creative Homes or the plumber listed on your Emergency Phone Numbers sheet.
- If you've been in your home over 2 years, contact a drain cleaning service.
- Remove personal belongings to a safe location. If items are soiled, contact your homeowner insurance company.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call. A backed/plugged main line is not a warrantable item unless it can be confirmed that the backup is due to failure in the materials or labor provided for the installation of the main line. Usually this is confirmed through a continual backing up of the line and can be confirmed with a camera scope installed into this main line.

Creative Homes Limited Warranty Guidelines

During the Welcome Home Orientation we will confirm that all plumbing and fixtures are in acceptable condition and are functioning properly, and that all faucets and drains are operating freely.

Clogs

Sewers, fixtures, and drains should operate properly to accomplish their intended function. Because sewers, fixtures and drains can easily be clogged through Homeowner negligence, if this turns out to be the cause, then the Homeowner will be responsible for the cost of materials and labor for the necessary repairs.

NOTE: UNPLUGGING OF TOILETS IS NOT A WARRANTABLE ITEM!

Condensation On Pipes Or Tanks

Condensation on pipes or toilet tanks may result due to combinations of temperature and indoor humidity.

Be sure to wipe up any condensation that drips on surfaces that can be damaged by water. If you are experiencing condensation of pipes in the winter you need to reduce the level of moisture in the air in your home by opening windows or turning on exterior ventilation sources. If you are experiencing this in summer conditions it can be remedied by running your air conditioning system which removes the excess moisture from the air. Condensation, or damage caused by it is not a warrantable item. Please *see Condensation* for more information.

Cracks, Chips, Scratches

Creative Homes will repair cracks, chips, and scratches on porcelain, cast iron, stainless and cultured marble if noted on the Welcome Home Orientation checklist. Any damage not noted on the worksheet will be a Homeowner responsibility and not warranted. If you do damage to any of these surfaces, call us and we can direct you to a repair company.

Exterior Faucets

Faucets will be repaired for a period of 2 years under the New Home Mechanical Warranty.

Water Heater See Water Heater

Freezing Pipes

Provided the home is heated at a normal level, pipes should not freeze. Set heat at 55 degrees F if you are away during winter months. Keep garage doors closed to protect plumbing lines that run through this area.

Creative Homes will correct the situation in the event of a frozen pipe, if the problem is due to improper installation. The correction may involve opening the walls for access to the pipe, and, either adding or replacing insulation, which may have moved during the construction process. A permanent vent maybe left in place to allow for warmer air to circulate around the pipe. If any pipes freeze -DO NOT TURN OFF THE WATER SUPPLY unless the pipe has burst, then notify a plumber.

Leaks

No faucet or valve should leak because of defects in material or workman ship. Creative Homes will repair leaks in the plumbing system per the limited Warranty specified in your state's Warranty Statutes. If a plumbing leak caused by a warranted item results in drywall or floor covering damage, Creative Homes will repair or replace items that were part of the home as originally purchased. We do not make adjustments for secondary damages (for example, damage to wallpaper, drapes, and personal belongings). Insurance should cover these items. If the leak is due to a defective washer/cartridge in the faucet washer/cartridge replacement is a Homeowner responsibility.

No leaks of any kind should exist in any soil vent or water pipe. The Builder will make necessary repairs to eliminate leakage. The Builder will repair any drywall or floor covering damaged by a warranted leak. NO adjustments will be made for secondary damages - wallpaper, drapes, personal belongings, etc. - Homeowner's insurance should cover these items.

Make sure your family knows where the plumbing shut offs are located in case of an emergency. The plumbing main shut off is in the basement.

This will shut off the entire home. Each sink has a hot and cold shutoff. Bath toilet has one shut off either below it or behind it. In the event of a leak, shut off the water to the affected area, or if that is unknown, or the leak is at the bath tub or shower, shut off the water main.

Noise

Changes in temperature or the flow of the water itself will cause some noise in the pipes. This is normal and requires no repair. Creative Homes will repair persistent water hammer.

Sinks Do Not Hold Water

Stoppers on sinks should retain water for a sufficient length of time to accomplish their intended use. Creative Homes will correct the fixture to meet this standard within the one-year craftsmanship warranty.

Supply

Creative Homes will correct construction conditions that disrupt the supply of water to your home if they involve service from the main water supply to your home, provided actions of yours have not caused the problem. Disruption of service due to failure of the water department system is the responsibility of the water department to correct.

Toilet Does Not Flush Properly or Toilet Runs

Toilets should accomplish their intended use. To stop a toilet from continually running, try jiggling the handle. If that doesn't work, remove the tank cover to check the toilet chain. Make sure the chain isn't caught on anything. Also, check the drain valve cover to make sure it is seated correctly over the drain hole.

Roof

Homeowner Use and Maintenance Guidelines

The shingles used on your home should provide you with many years of service and weather protection for your home. A few reminders on the maintenance of your roof could save you a great deal of expense and discomfort in the future.

DO NOT WALK ON YOUR ROOF. Doing so can void your warranty. The weight and movement will loosen and break the integrity of the roofing material, which can, in turn, result in a leak. No one should attempt to walk on the roof when it is wet, it is extremely slippery. During hot weather, your shingles will be soft and pliable and can be easily damaged. Extreme cold will make them hard and brittle thus easily damaged.

Gutters

Clean Gutters

Should you choose to install gutters, maintain the gutters and downspouts so that they are free of debris at all times and able to quickly drain precipitation from the roof. If you elect to install gutters the company that provides them will seek as its primary goal to get the water off the roof to the ground. Any water management from the point where the water reaches the ground to when it arrives at its desired location is the direct responsibility of the homeowner. Any resulting water intrusion into the basement or foundation that is a direct result of either the failure to properly manage the path of this downspout water away from the foundation, or by allowing a situation where this water is allowed to pool in an area with a close proximity to the foundation is not a warrantable item.

Ice Dams See Ice Dams

Severe Weather

After severe storms, do a visual inspection of the roof for damages. Under normal weather conditions, shingles should not blow off the roof. If shingles are damaged by abnormal weather conditions, please contact your Homeowners Insurance or Association.

Under normal weather conditions, Creative Homes will repair or replace damaged shingles. If shingles are replaced, expect dye lot variations, which are not warranted.

During snowy conditions, be sure to check to see that your roof vents are not covered by snow. *See Attic* for more information.

Creative Homes Limited Warranty Guidelines

Creative Homes will repair roof leaks other than those caused by severe weather. Roof repairs are made only when the roof is dry.

Inadequate Roof Ventilation

Attic spaces will be ventilated as required by applicable building codes. Be sure roof vents (both ridge vents and box vents) remain open and are not covered with snow. If the roof vents are covered, we recommend that a professional be hired to clear them off. NOTE: The attic should NEVER be used for storage. If a homeowner finds it necessary to enter the attic, it is extremely important to make sure that the insulation that is present on the top of the access lid is put back in its proper location, and that the access cover to the attic is re-sealed with caulk to prevent any moisture/water vapor from exiting the house and entering the attic space. In the winter this could result in frost and condensation that then leaks back into the home causing water damage, which is not warrantable.

Inclement Weather

Storm damage is excluded from warranty coverage. Notify your Homeowner's Insurance or your Association if storm damage is discovered.

Leaking Through Vents

Vents are provided for proper ventilation. Even vents that are installed according to building codes can allow driving rain or snow to enter. This is not a defect. Creative Homes is not responsible for damage due to driving snow or rain. Please contact your Homeowners Insurance or Association.

Vents should not leak under normal conditions. The Builder will repair leaks that occur under normal conditions, unless the leaks occur due to frost build up, which is beyond Builder's control

Leaks

All roof and/or flashing leaks not caused by snow or ice buildup, Homeowner's actions or negligence will be repaired within the first year craftsmanship warranty. It is a Homeowner's responsibility to remove leaf build up in gutters and to remove excess snow and ice. If shingles are replaced, expect dye lot variations, which are not warranted. When a leak is noticed, try to detect the exact location; this will greatly help in locating the area that requires repair. Roof repairs will only be made when the roof is dry.

Mismatch of Shingle Colors

This is a non-warranted item. Some color mismatches are due to sun reflections, minor differences in colors between shingles in the same lots and the aging and weathering of the shingles.

Shingles Sticking Up or Not Sealing Down

Shingles should be sealed by the end of the 1-Year Warranty Service Review period. Shingles need heat from the sun to get the full effect of the seal. Due to lack of heat from the sun during the winter, performance standards may vary.

Creative Homes will repair shingles that are not sealed by the end of the 1-Year Warranty period. If a shingle is replaced, expect dye lot variations, which are not warranted.

Shingles Do Not Overhang or Overhang Too Much

Shingles will overhang roof edges by no less than 1/4" and no more than 1 1/2". Creative Homes will either reposition or replace shingles as necessary to meet this standard. If a shingle is replaced, expect dye lot variations, which are not warranted.

Scented Candles

Homeowner Use and Maintenance Guidelines

The popularity of scented candles has increased in recent years. If this is an activity that is part of your lifestyle, we caution you about the potential damage to your home from soot. When this condition results from Homeowners burning candles, resulting damage is excluded from our limited warranty coverage.

Shower Doors or Tub Enclosures

Homeowner Use and Maintenance Guidelines

Shower doors and tub enclosures require minimal care. Using a squeegee to remove water after a bath or shower will keep mineral residue and soap film to a minimum. Use of a shower spray can also help prevent buildup of minerals and soap.

Use cleaning products suggested by the manufacturer to avoid any damage to the trim and hardware. Avoid hanging wet towels on corners of doors; the weight can pull the door out of alignment and cause it to leak. Check and touch-up caulking on an as needed basis.

Creative Homes Limited Warranty Guidelines

During your Welcome Home Orientation, we will confirm the good condition of all shower doors and tub enclosures. Creative Homes warrants that shower doors and tub enclosures will function according to manufacturer specifications.

Siding & Posts

Homeowner Use and Maintenance Guidelines

Siding expands and contracts in response to changes in humidity and temperature. Slight waves are visible in siding under moist weather conditions; shrinkage and separations will be more noticeable under dry conditions. These behaviors cannot be entirely eliminated.

Wood and Wood Products

Wood or wood-product siding will require routine refinishing. The timing will vary with climatic conditions. Maintain caulking to minimize moisture entry into the siding. Note that some paint colors will require more maintenance than others and some sides of the home may show signs of wear sooner based on their exposure to the elements. Some wood siding, such as cedar, is subject to more cracking and will require more maintenance attention.

Vinyl

Vinyl siding will occasionally require cleaning. Start at the top to avoid streaking and use a cleaning product recommended by your siding manufacturer. Follow directions carefully. For stubborn stains try the following solution:

- 1/3 cup powdered laundry detergent
- 2/3 cup powdered household cleaner
- 1 gallon of water

If mildew is a problem, substitute one quart of 5% household bleach for one quart of water in the above formula.

Warping of vinyl siding due to reflections off neighboring buildings is beyond the Builder's control and is not warranted. Additionally, reflections off of windows on your home that create a warping condition on the buyers' home is also not a warrantable item. It is impossible for the builder to manage the multitude of sun angles that can occur on each home and eliminate all reflection combinations. If this situation should occur, it is the homebuyer's responsibility to pay for any mitigation required through specialty glazing or window tinting to eliminate the reflection problem.

Cement Based or Composite Products

Cement based siding will require repainting and caulking just as wood products do. Cement board siding is a very rigid material and is nailed in its application to the home. Unlike a vinyl siding or LP wood products which accepts the nails and molds itself around the nails, a cement board siding application (James Hardie) has the nails driven through the siding creating a hole with the nail that the siding hangs from. In some circumstances a location with significant winds will cause movement in the siding that can potentially loosen that nail connection causing siding to become loose. This loosening of the nailing of the siding is not a warrantable item.

Fire Safety

Vinyl siding is made from organic materials and will melt or burn when exposed to a significant source of flame or heat. You should always take precautions to keep sources of fire, such as grills, combustible materials, dry leaves, mulch, and trash away from vinyl siding.

Creative Homes Limited Warranty Guidelines

Creative Homes warrants all siding to be free of defects in material and workmanship for one year from closing. We will confirm the condition of the siding during The Welcome Home Orientation.

Under normal weather conditions, your siding should not come loose. Siding that comes loose during the warranty period will be repaired. Expect variations in color due to dye lots and elements. If the siding becomes loose due to abnormal weather conditions, please contact your Homeowners Insurance or Association.

We will correct any separation at joints or where siding meets another material if the separation allows water to enter the home. Some siding applications such as Hardie or LP Smartside require separation between the siding panels and a gap is a required manufacturer requirement. This allows for the siding to expand and contract as required during the different weather conditions found in this region.

Dents, Scratches, Holes or Nicks in Siding

There should not be any dents, scratches, holes or nicks in the siding prior to closing. Creative Homes will repair or replace ONLY the damaged siding noted on the Welcome Home Orientation checklist.

Painting & Caulking

Paint will fade and touch up may be needed in knotholes and other areas at a later date. Touch up is the responsibility of the Homeowner. The Homeowner can expect the newly painted surface may not match the original color, for which the Builder is not responsible.

NOTE: Exterior caulking is a yearly Homeowner maintenance item.

Joint and cracks of wall surfaces will be recaulked ONE TIME ONLY to prevent entry of water. Please note that properly installed caulk will shrink and must be maintained by the homebuyer during the life of your home. We will match your caulk color as closely as possible but expect variations of color, which are not warranted.

Rattling Noises

Due to windy or stormy weather conditions, the vinyl siding or the soffits may make a rattling noise. The siding and soffits are installed in a manner that allows them to expand and contract as needed. Due to this, you may experience some rattling noise, which is normal and not warranted.

Wood Splits

Some splitting of wood is normal and should be expected. Splits exceeding 1/4" will be repaired. Knots are a natural character of the wood and not considered defects of the wood. At the Builders discretion, the Builder will repair (by caulking) or replace the affected areas, if noted on the Welcome Home Orientation checklist.

Vinyl Siding Thermal Stress/Warping

Warping due to thermal stress caused by a reflection from a window or any other heat source such as a grill is beyond the Builder's control and is not warranted.

Smoke Detectors

Homeowner Use and Maintenance Guidelines

Read the manufacturer's Manual for detailed information on the care of your smoke detectors. Your smoke detectors are hardwired to the electrical panel, hardwired to each other (if one goes off, they all go off) and all have battery backups.

Battery

If a smoke detector makes a chirping sound that is a sign that the battery needs to be replaced. Follow manufacturer instructions for installing a new battery. Most smoke detectors use a 9-volt battery. It is recommended that you change your batteries every 6 months. A good way to remember this is to change them when you adjust your clocks.

Cleaning

For your safety, clean (vacuum) each smoke detector monthly to prevent a false alarm, or lack of response in a fire. After cleaning, push the test button to confirm the alarm is working. For safety it is important that these devices are kept clean and in good working order.

Locations

Smoke detectors are installed in accordance with building codes, which dictate locations; Creative Homes will not omit any smoke detector and you should not remove or disable any smoke detector. Failure to remove any of the smoke detectors from the chain in which they are connected voids the Creative Home warranty.

Creative Homes Limited Warranty Guidelines

Creative Homes does not represent that the smoke detectors will provide the protection for which they are installed or intended. We will test smoke detectors during the Welcome Home Orientation to confirm that they are working and to familiarize you with the alarm. You are responsible for obtaining fire insurance.

Sump Pump (If Applicable)

Homeowner Use and Maintenance Guidelines

The foundation design of your home includes a perimeter drain, and if required by the City, a sump pump. The perimeter drain runs around the foundation to gather water and channel it to the sump basket. It is normal to have some water in your sump basket.

When the water reaches a certain level, the pump comes on and pumps the water out of your home. Read and follow the manufacturer's directions for use and care of your sump pump.

If you are in an area that does not require a sump pump, and there is water in the sump basket it is the Homeowner's responsibility to purchase a sump pump or to remove this water. Sump pumps can be purchased at hardware or building stores.

Continuous Operation

The pump may run often or even continuously during a heavy storm or long periods of rain. This is normal under such conditions.

Discharge

Know where the discharge for your sump pump system is and keep the end of the drain clear of debris so that water can flow out easily. Also, you may need to add an extension to the discharge hose so you do not cause water to be discharged next to the house and be reintroduced into the sump pump system again, causing the same water to be re-circulated over and over again. If you add an extension, be sure to remove it in the fall. If your yard is not sodded, check with your local authorities regarding your discharge water. Any settling that occurs by failure of the homeowner to properly manage and move the discharge water away from the home is not a warrantable item.

Power Supply

The sump pump runs on electricity. If power goes off, the pump cannot operate. Storm water (not sewage) could then enter your basement. You may wish to install a back-up system to guard against this possibility. Homeowner's Insurance does not usually cover damage to your property from this source; you may want to obtain a rider to cover this.

Roof Water

Ensure that roof water drains quickly away from the home to avoid circulating it through your sump pump. Keep downspout extensions or splash blocks in place to channel water away from your home.

Routine Check

Periodically check to confirm the pump is plugged in, the circuit breaker is on and that the pump operates. To check the operation of your sump pump, pour enough water into the sump basket to make the sump pump kicks on. The pump should come on and pump the water out. It is recommended that this procedure be done at least twice a year. Test your sump pump periodically to be sure it is running.

Trees and Shrubs

Avoid planting trees or shrubs with aggressive root growth patterns near your home's foundation. The roots can make their way into the perimeter drain and eventually clog the system.

Creative Homes Limited Warranty Guidelines

During your Welcome Home Orientation if your home is equipped with a sump pump, we will discuss the sump pump and confirm it is operational. The pump is classified as an appliance and is warranted by the manufacturer.

Ventilation

Homeowner Use and Maintenance Guidelines

Homes today are built more energy efficient than ever. This saves energy dollars but creates a potential concern. Condensation, cooking odors, and indoor pollutants may all accumulate. We provide mechanical and passive methods for ventilating homes. Your attention to ventilation is important to health and safety. Building codes require attic and crawl space vents to minimize accumulation of moisture.

Air-to-Air Exchange System (Required in MN as of Jan. 1, 2015, optional in WI)

An air-to-air exchange system is a controlled ventilation system that moves fresh air from outside your home into your home. Continuous ventilation with an air-to-air exchanger gives you and your house long-lasting protection against problems with indoor air quality and moisture.

There are three filters in the unit two small ones, which need to be cleaned monthly (minimum), and one large one, which needs to be cleaned every 3 months (minimum). To clean both, rinse and let dry or vacuum surface and place back in unit.

Attic Vents

Attic ventilation occurs through vents in the soffit (the underside of the overhangs) and on the roof. Driving rain or snow sometimes enters the attic through these vents. Do not cover them to prevent this.

Daily Habits

Your daily habits can help keep your home well vented:

- Do not cover or interfere in any way with the fresh air supply to your furnace.
- Develop the habit of running the hood fan when you are cooking.
- Use the bath fans when bathrooms are in use, and for at least 30 minutes after a shower.
- Air your house by opening windows for a time when weather permits.

Proper ventilation will prevent excessive moisture from forming on the inside of the windows; also see *Condensation*.

Creative Homes Limited Warranty Guidelines

Creative Homes warranty guidelines for active components (for example, exhaust fans) are discussed under the appropriate headings (such as electrical systems, heating system, and so on).

Water Heater

Homeowner Use and Maintenance Guidelines

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

Drain Tank

Review and follow the manufacturer's timetable and instructions for draining several gallons of water from the bottom of the water heater. This reduces build-up of chemical or mineral deposits from the water, thereby prolonging the life of the tank as well as saving energy dollars. Also drain the tank if it is being shut down during periods of freezing temperatures. Carefully follow the instructions in the manufacturer's literature.

Element Cleaning or Replacement

The heating elements in the water heater will require periodic cleaning. The frequency is determined in part by the quality of the water in your area. Again, refer to the manufacturer's literature for step-by-step instructions and drawings, or contact an authorized service company.

Pressure Relief Valve

At least once each year, manually operate the pressure relief valve. Stay clear of the discharge line to avoid injury. See manufacturer's literature for diagrams and detailed instructions.

Safety

Keep the area around a water heater clear of stored household items. Never use the top of the water heater as a storage shelf.

Stinky Water

Some people may notice a "stinky water" smell, and think it is a problem with their water heater. The smell is caused by harmless bacteria in the water that eats the magnesium anode rod inside the water heater. You can request the City to flush the water mains on the street, and it may help. Removing the rod inside the water heater, may or may not help, however, removing this rod WILL void the water heater warranty.

Temperature

Your water heater is pre-set slightly below scalding. Higher settings can waste energy dollars and increase the danger of injury from scalding. Hot water will take longer to arrive at sinks, tubs, and showers that are farther from the water heater.

TROUBLESHOOTING TIPS*No Hot Water*

Before calling for service, check to confirm that the:

- Water heater breaker on your main electric panel is in the on position. (Remember if a breaker trips you must turn it from the tripped position to the off position before you can turn it back on.)
- Temperature setting is not on "vacation" or too low.
- Water supply valve is open.

Refer to the manufacturer's literature for specific locations of these items and possibly other troubleshooting tips.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

Creative Homes Limited Warranty Guidelines

Refer to the manufacturer's limited warranty for complete information regarding warranty coverage on your water heater.

Windows, Screens & Sliding Glass DoorsHomeowner Use and Maintenance Guidelines

Windows are warranted directly through the window manufacturer. You will be given the warranty information at your New Home Orientation. It is suggested that you add this information to the warranty section of your Creative Homes Homeowner Manual.

Windows will operate with reasonable ease.

Contact a glass company for re-glazing of any windows that break. Glass is difficult to install without special tools. Only glass panes that crack or are broken during the first year of occupancy will be covered by warranty. Damage to glass through negligence or contact with any objects generated from the interior or exterior of the home will not be covered by warranty.

Clean during moderate temperatures with only a mild soap and warm water using a sponge or soft cloth and dry with a towel. Avoid abrasive cleaners, razors, brushes, or scrubbing devices of any kind. Clean glass with a mild dish soap and water or commercial glass cleaner, rinse completely with clean water and wipe dry with a soft cloth to avoid water spots.

Clean screens by first removing, then washing on a clean, flat surface with mild soap and water solution using a soft brush. Rinse, dry and reinstall.

Condensation

Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. Your family's lifestyle controls the humidity level within your home. If your home includes a humidifier, closely observe the manufacturer's directions for its use.

See Condensation.

Sliding Glass Doors

Sliding glass doors are made with tempered glass, which is more difficult to break than ordinary glass. If broken, tempered glass breaks into small circular pieces rather than large splinters, which can easily cause injury.

Keep sliding door tracks clean for smooth operation and to prevent damage to the doorframe. Silicone lubricants work well for these tracks. Acquaint yourself with the operation of sliding door hardware for maximum security.

Adjustment

Each patio door is equipped with adjustable rollers in the bottom of the sliding door panel that can be adjusted to properly line up the door edge with the receiver channel and also hold the door off the lower frame so that the door can operate more smoothly. In most doors there are plastic plugs that can be removed and a screwdriver installed and turned clockwise to raise, and counterclockwise to lower. You should hear a small click for each incremental turn as you raise or lower the door. Due to the large surface area of wood, glass or vinyl found in a patio door, it is much more susceptible to movement of these materials as the temperatures change. The routine adjustment of the patio door is a homeowner maintenance issue and is not a warrantable item.

Weep Holes

In heavy rains, water may collect in the bottom channel of window frames and patio doors. Weep holes are provided to allow excess water to escape to the outside. Keep the bottom window channels and weep holes free of dirt and debris for proper operation.

Creative Homes Limited Warranty Guidelines

We will confirm that all windows screens and sliding glass doors are in acceptable condition during the Welcome Home Orientation. Creative Homes will repair or replace broken windows or damaged screens noted on the Welcome Home Orientation checklist. Windows should operate with reasonable ease and locks should perform as designed. If the windows fail to perform after the initial walkthrough, please contact the window manufacturer or supplier for adjustments.

Condensation

Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. You influence the humidity level within your home; Creative Homes provides no corrective measure for this condition. Your failure to manage this condensation, that results in damage to wall surfaces and/or trim around the windows or doors is not a warrantable item.

Condensation that accumulates between the panes of glass in dual-glazed windows indicates a broken seal. Contact the window manufacturer to replace the window if this occurs during the warranty period. For more information, see *Condensation*.

Infiltration

Some air and dust will infiltrate in and around windows, and may create dust or dirt in the window frame tracks. This is especially common before the installation of landscaping and sod on the entire surface of your lot and if this dirt were to accumulate it is a homeowner maintenance issue and any damage or malfunction caused by not properly cleaning the window frames/sills/tracks is not a warrantable item.

Windows and window weather stripping is covered through the manufacturer. The window manufacturer covers patio doors also.

It may be necessary for the Homeowner to provide a storm door to help with certain temperature, wind, rain, and/or snow conditions. NOTE: It is strongly recommended that storm doors be installed on all exterior doors, especially atrium doors and front doors. Sunlight shining through, driving rain being pushed through or a door that has a slightly inconsistent reveal between the frame and door with the goal of the door having the best seal possible is not a warrantable item.

Mildew

Mildew is a fungus that tends to develop on very moist surfaces. Try to keep your windowsills dry by either controlling your condensation and/or wiping up any moisture.

Mildew can be removed by using 3 tablespoons of Tri-Sodium Phosphate (TSP) and 1 cup of household bleach in one gallon of water. (ALWAYS WEAR RUBBER GLOVES)

Scratches

Creative Homes confirms that all window glass is in acceptable condition at the Welcome Home Orientation. Minor scratches on windows can result from delivery, handling, and other construction activities. Creative Homes will replace windows that have scratches readily visible from a distance of 6-feet only if noted on the Welcome Home Orientation checklist. Creative Homes does not replace windows that have scratches visible only under certain lighting conditions.

Screens

Sliding patio door screens will slide properly on the track. Cleaning and maintenance are necessary to preserve proper operation of the screen door and are the Homeowner's responsibility. Damage not caused by Homeowner negligence of damage will be repaired during the warranty period. Screens with holes or defects will be replaced if noted on Welcome Home Orientation checklist. Once the home has closed, it is the Homeowner's responsibility.

Exercise caution if storing screens for the winter. Be careful when removing and inserting screens, and store in a safe flat location. Screens can be damaged easily.

Sticking Windows

Most sliding windows (both horizontal and vertical) are designed for a ten-pound pull. If sticking occurs, or excessive pressure is required to open or close, use a silicone lubricant. Spray this on the tracks and the windows should move freely. Silicone is available at hardware stores. DO NOT use petroleum-based product. This is a Homeowner's maintenance item and is not covered through the manufacturer or Creative Homes

Stress Cracks

The window manufacturer will replace the cracked piece of glass within the warranty period. Glass that is cracked due to Homeowner's negligence will not be warranted.

Wood Trim

Homeowner Use and Maintenance Guidelines

Shrinkage of wood trim occurs during the first two years or longer, depending on temperature and humidity. All lumber is more vulnerable to shrinkage during the heating season. Maintaining a moderate and stable temperature helps to minimize the effects of shrinkage. Wood will shrink less lengthwise than across the grain.

Wood shrinkage can result in separation at joints of trim pieces. You can usually correct this with caulking and touch-up painting. Shrinkage of wood in excess of ¼" is considered warrantable during your 1-year craftsmanship warranty.

Creative Homes Limited Warranty Guidelines

During the Welcome Home Orientation, we will confirm that wood trim is in acceptable condition. Minor imperfections in wood materials will be visible and will require no action.

Cracking and/or Separation

Separation between wood and adjacent surfaces or cracks that exceed 1/4" will be corrected. Creative Homes will correct by using caulk, putty or other methods. If replacement is required, we will do our best to match stain and grain as closely as possible, but variations are to be expected and are not warranted.

All wood will have variations in grain and color. These variations are not warranted. Creative Homes will correct readily noticeable construction damage such as chips and gouges listed during the Welcome Home Orientation.

Painted Millwork (Interior)

White painted millwork is a beautiful addition to your new home. However, there are some differences in the care and maintenance of painted millwork compared to stained and varnished millwork.

Caulking is applied to your painted millwork between the wall and the wood. During the first year you live in your new home the wood and other materials used to construct your home will dry out, causing some slight movement in the structure of your home. In some cases, your millwork caulking will need to be touched up or reapplied due to this process. Gaps between painted millwork and the wall behind that exceed 1/8" will be corrected. Creative Homes will correct by using caulk, putty, or other methods.

If replacement millwork is required, texture and color match are not guaranteed.

Raised Grain (Exterior)

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