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Welcome to your new home!

We are very excited you finally have the keys to your Dream Home!

We created this Dream Home Care Handbook to assist you as you start to settle in your home. This handbook will help to answer questions about caring for your home and guide you through each step of your new home experience.

This handbook will provide you with maintenance & upkeep information as well as provide answers to the most frequently asked questions. We recommend that you take the time to review this information thoroughly.

If you need additional details on any information listed in this handbook, please give our Customer Care Department a call. We are happy to assist you any way we can! Thank you for letting us be a part of your Dream Home Journey.

Page Robertson

General Manager



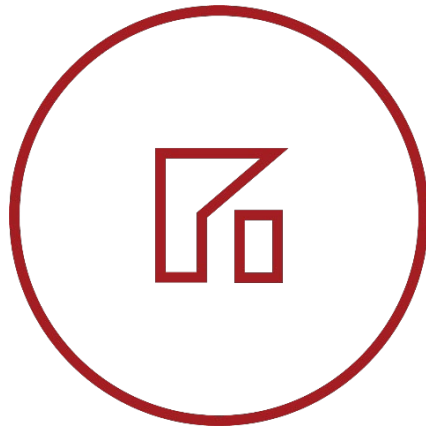
Your Job Number: XXX-XX-XXX

Customer Care Department Contact Number:(910) 838-6850

Email Inquiries to: Warranty@RedDoorHomesNC.com

Website: <https://www.reddoorhomescarolinas.com/warranty/>

SECTION ONE



CARE & HOMEOWNER MAINTENANCE



Review Your Final *What's Next* Map

Congratulations on your new Dream Home! As you settle into your new abode, it's important to keep in mind that there may be small items that need to be addressed shortly after moving in. Luckily, our Customer Care Manager has provided you with a helpful *What's Next* journey map that outlines important information on what to expect over the next few months. In addition, there is a 90-day warranty period where you can track various non-emergency items that need attention and can schedule them for repair after you've been settled in for 90 days. Now that you have moved in, it's best to communicate any issues directly to our Customer Care Team as they are dedicated to addressing your concerns quickly and will stay on top of your claim. Remember, if you didn't receive your *What's Next* Journey Map, our Customer Care Department is happy to send one your way. This is the last *What's Next* Map you will receive from Red Door, and we truly hope our journey map has been helpful in keeping you informed of our progress and keeping you tuned in on *What's Next* in your journey!

-WHAT'S NEXT-
in Your Journey

Welcome to your new DREAM HOME! Step 10 is complete!
Congratulations on completing all 10 steps!

SAMPLE

NEED TO KNOW

We can almost guarantee that you will find something that needs to be addressed in your home shortly after move-in. This is not unusual and a part of moving into a new home. Remember there is a 90 Day Warranty Period where you can track various non-emergency items and they can all be scheduled for repair around the same time after 90 days. If it is something big we want to be aware of it immediately, so we can have it addressed! Things like nail pops or caulking separation is to be expected. It's best to wait until your one year to have those fixed since your home has had a chance to settle through the seasonal changes. It's important to review your Homeowner maintenance statement to be aware of items not covered such as well water, septic, or grading. Be sure to contact us right away with issues that could cause further damage if not corrected such as leaks, roofing or masonry issues.

Here's what's NEXT for you:

- ☐ Always keep your maintenance calendar updated with our Customer Care Team
- ☐ Read a list of any high-priority items after 90 days for the 90-day Check-in
- ☐ Remember that all of these items are normal and these are repaired over the 1st year
- ☐ Remember that your Maintenance, No-Parking, PMS, and No-Work Order are in effect
- ☐ A reminder that the reimbursement of Allowance Funds will be 45 days after move-in to account for logging bills and accurate accuracy
- ☐ Make it easy to get our care for you after move-in, just make sure to communicate with our Customer Care Team
- ☐ Be sure to mark your calendar to contact us 11 months after you move-in to begin your 1-year warranty request

Here's what's NEXT for RDH:

- ☐ Our Customer Care Team will be available to assist you in the event you have a new claim
- ☐ Working on faster your attention as well as service improvements
- ☐ Aligning ourselves to service you and in the future

CALL: 910-838-6850
EMAIL: warranty@reddoorhomesnc.com

RED DOOR | RedDoorHomesNC.com | RedDoorHomesSC.com |

YOUR *DREAM* HOME | BUILT ON YOUR LAND | SIMPLIFIED

YOUR *Dream* HOME CARE HANDBOOK

Care & Homeowner Maintenance: **Caring for your Home**

Red Door Homes has constructed your home with carefully selected materials and the effort of experienced craftsmen and laborers under the supervision of our builder, with the administrative support of our office personnel. Although this group works from detailed plans and specifications, no two homes are exactly alike. Each one is unique; a home is one of the last hand-built products left in the world. Over time, each behaves differently.

Although quality materials and workmanship have been used in creating your home, like an automobile, it requires care from the first day. Regular homeowner maintenance is essential to ensuring a quality home for a lifetime. This section of our manual was assembled to assist you in that effort.

Homeowner Use and Maintenance Guidelines

We are proud of the homes we build, and we strive to create lasting value. This is best achieved when you, as the homeowner, know and perform appropriate maintenance tasks. Periodic maintenance is necessary because of normal wear and tear, the inherent characteristics of the materials used in your home, and normal service required by the mechanical systems. Natural fluctuations in temperature and humidity also affect your home, resulting in maintenance items. These natural and manufactured materials interact with each other and the environment.

We recognize that it is impossible to anticipate and describe every effort needed for good home care. We focused on items that homeowners commonly ask about. The subjects are listed in alphabetical order to make finding answers to your questions convenient. Because we offer home buyers a variety of floor plans and optional features, this manual may discuss components that are not present in your home.

Checklists

You will find several checklists included in this manual. These cover fire prevention reminders, energy and water conservation tips, suggestions for extended absences, appliance service information, home maintenance supplies list, and a maintenance schedule. Again, we make no claim that we have included every detail. We do believe we have provided you with a good start, and we've allowed space for you to add your own notes to our checklists.

YOUR *Dream* HOME CARE HANDBOOK

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Prompt Attention

In addition to routine care, often minor maintenance, or immediate attention to a problem saves you a more serious, time-consuming, and sometimes costly repair later. Note also that by neglecting routine maintenance it is a possibility that applicable limited warranty coverage on all, or part of your home can become void.

By caring for your new home attentively, you ensure uninterrupted warranty coverage as well as your enjoyment of it for years. The attention provided by you contributes significantly to the overall value of your home.

Manufacturer Literature

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

We make every effort to keep the information in this manual current. However, if any detail in our discussion conflicts with the manufacturer's recommendations, you should follow the manufacturer's recommendations.

Activate specific manufacturers' warranties by completing and mailing any registration cards included with their materials. In some cases, a manufacturer's warranty may extend beyond the first year and it is in your best interest to know about such coverage.



Red Door Homes Limited PWSC Warranty Guidelines

While we strive to build a defect-free home, we are realistic enough to know that, with repeated use, an item in the home may fail to perform as it should. When this occurs, we will make the necessary corrections, so the item meets our warranty guidelines. In support of this commitment, Red Door Homes provides you with a limited warranty.

Corrective Actions

In addition to the information contained in the PWSC limited warranty itself, this manual includes details about the criteria we will use to evaluate concerns you report. The purpose is to let you know what our warranty commitment is for the typical concerns that can come up in a new home. The manual describes the corrective action we will take in a many common situations.

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Care & Homeowner Maintenance: Caring for your Home

We Sometimes Break Our Own Rules – In YOUR Favor

Our criteria for qualifying warranty repairs are based on typical industry practices in our region and meet or exceed those practices. Please note that we reserve the right, at our discretion, to exceed these guidelines if common sense or individual circumstances make that appropriate, without being obligated to exceed all guidelines to a similar degree or for other homeowners whose circumstances are different.

We Sometimes Say No

With a product as complex as a home, different viewpoints regarding which tasks are homeowner maintenance responsibilities and which are Red Door Homes warranty responsibilities are possible. If you request warranty service on a maintenance item, we will explain to you the steps you should take to care of the item. We are available to answer your home-care questions during and after your warranty period. Providing normal maintenance for your home is your job.

Warranty Specimen Provided for Your Review

We provided a specimen copy of your PWSC warranty for your review at the time of Purchase. If you no longer have this handout, the manual is also available on our website at:

<https://www.reddoorhomescarolinas.com/warranty/>

Your Builder will provide the Letter of Acceptance and Enrollment Application that you will sign during your Dream Home Demonstration. If you have any questions after move-in, please contact our Customer Care Team.

To Whom It May Concern:

Professional Warranty Service Corporation ("PWSC") is a Plan Issuer of an "insured ten-year protection plan" accepted by the Department of Housing and Urban Development (HUD). If the home identified above is being purchased subject to a mortgage loan insured or guaranteed by a department or agency of the federal government, this will confirm that the builder of the home has enrolled that home with PWSC and thereby made it eligible for the PWSC-administered protection plan. Upon closing/settlement, PWSC shall issue to the purchaser of the home, on the builder's behalf, the warranty documents implementing the insured ten-year protection plan.

Sincerely,

Professional Warranty Service Corporation

YOUR *Dream* HOME CARE HANDBOOK

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We will verify that your home is complete!

Shortly after move-in, our Customer Care Team will reach out by email to verify that your list at Dream Home Demonstration was completed and verify any outstanding orders, etc. that may be open on the completion of your home. If something was not completed, we want to know. These items are completion items, not Warranty items and we would like to get them addressed as quickly as possible.

REMINDER: communication about any item – Completion Item or Warranty Item is best directed to our Customer Care Team where the outstanding item can be properly tracked and assured that it is completed.



Grading

Red Door using our Allowance Funds rough graded to establish positive drainage around your home. Typical rains can alter this drainage pattern. Stabilizing your soils is important and should be done as soon as possible. Not a warrantable item.



Allowance Items

Depending on weather between septic tank install and rough grading, the area may not have settled. If the surrounding grade settles it is normal, just fill in some extra dirt.

This was an Allowance Item and is not warrantable.



HVAC Filter

It is important to maintain your HVAC system including changing filters. You will have better performance and efficiency, save on energy bills, preserve the manufacturer warranty, and extend the life of your system.



Caulking

Shrinking of caulk is inevitable. For best results, re-caulk interior and exterior locations regularly. This is especially important for wet areas.



Cracked Concrete

Concrete does two things- it gets hard and it cracks. Cracked concrete is not a warrantable item.



Clogged Pipes

Clogged drains from household items (such as wipes, floss, oil/grease, etc.) are excluded from warranty.

Most Common Requests Excluded From Your Warranty



Garage Doors

You may need to adjust door sensors if they become misaligned. Lubricate rollers and hinges every six months.

YOUR *Dream* HOME CARE HANDBOOK

Care & Homeowner Maintenance: Customer Care Reporting Procedures

Customer Care Reporting Procedures

Providing a warranty for a new home is more complicated than for other products. When you purchased your home, you purchased hundreds of items and the work of 35 to 50 independent trade contractors. With so many details and people involved, a planned system is essential.

Our warranty service system is designed to assist homeowners and provide prompt assistance based on your written report of non-emergency & emergency items. This provides you with the maximum protection and allows us to operate efficiently, thereby providing faster service to all homeowners.

Tracking 90 Day “Non-Emergency” Items

As you settle into your new home, it's important to keep in mind that there may be small items that need to be addressed shortly after moving in. So, we do not disrupt your schedule on multiple occasions and to make our system more efficient we ask that you track these items over the first 90 days. These non-emergency items that need attention can be scheduled for repair after you've been settled in for 90 days. REMEMBER - now that you have moved in, it's best to communicate any issues directly to our Customer Care Team as they are dedicated to addressing your concerns quickly and will stay on top of your claim.

Also remember this is a customer driven service and we plan to hear from you, with a report of any items of concern, after 90 days. More information to come on how to do this after addressing Emergency Claims!

Submitting Emergency Claims by Phone

While we are tracking the small Non-Emergency items like a loose doorknob or a cracked trim joint, there is always the possibility that you will encounter an Emergency Item that needs to be addressed immediately! These items are missing exterior siding or roofing, malfunction in plumbing, electrical or HVAC – we need to know about these items immediately. Essentially items that endanger your home or its occupants. The easiest and most efficient way to submit an emergency claim is to call our Customer Care Team at **(910) 838-6850**.

To best serve our customers and to be able to provide prompt assistance in critical situations, Emergency concerns are the only claim that can be submitted by phone. We understand that emergency situations can be stressful, so we want to ensure that our customers can have peace of mind knowing that their claim has been logged and is being handled quickly and efficiently. When calling please have handy your job number (located on page 4 of this handbook). You can reach our Customer Care Team by calling: **(910) 838-6850**

YOUR *Dream* HOME CARE HANDBOOK

Care & Homeowner Maintenance: Customer Care Reporting Procedures

We can almost guarantee that you will find something that needs to be addressed in your home shortly after moving in. This is not unusual and all a part of moving into a new home. Remember there is a 90-day warranty period where you can track various non-emergency items so they can all be scheduled for repair around the same time. We also have emergency response procedures and have provided miscellaneous warranty requests between the standard 90-day and 11-month reports. Service for your appliances is handled differently and is described in detail on the next page.

Submitting Emergency claims through email

You can also submit emergency & non-emergency claims through email. While it may not be the most recommended way to submit a claim due to the risk of emails getting lost among other messages, it is still accepted. If you prefer to use email or simply find it more convenient, it's good to know that this option is available to you.

If submitting through email, be sure to include your job number (listed on page 4 of this handbook), your address, full name, contact number, and a detailed description of your service request.

You can email us at warranty@reddoorhomesnc.com

What would necessitate Emergency Service?

While emergency warranty situations are rare, when they occur, prompt response is essential. Begin by checking the items you can check, often the solution is simple. Troubleshooting tips appear in this manual for several of your home's components, which include:

- ▶ **Air conditioning**
- ▶ **Electrical**
- ▶ **Heat system**
- ▶ **Plumbing**
- ▶ **Roof (leak)**
- ▶ **Water heater**

Please refer to the individual categories to review these hints; you will find them at the end of the corresponding sections. Often the appropriate action by you can solve a problem immediately or mitigate the situation until a technician arrives.

If your review of the troubleshooting tips fails to solve the problem, during business hours, call Red Door Homes' office:

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Care & Homeowner Maintenance: Customer Care Reporting Procedures

(910) 838-6850

After hours, or on weekends or holidays you can call the following Emergency number which is a transfer to one of our associates that is On-Call – for your convenience it is the same number:

(910) 838-6850

You can also call the necessary trade partner; their phone numbers are listed on the Trade Contractor Phone Numbers sheet that is placed inside the door of your electrical panel and inside the door near your kitchen sink during your Dream Home Demonstration. We suggest that you insert the Trade Contractors Phone Numbers sheet in this section of your homeowner manual or secure it in a handy location of your home.

Our trade contractors provide emergency responses to the following conditions:

- ▶ Total loss of heat when the outside temperature is below 50 degrees F
- ▶ Plumbing leak that requires the entire water supply to be shut off.

Note that if a service (gas, electricity, water) is out in an entire area, attention from the local utility company is needed. Trade contractors are unable to help with such outages.

Air Conditioning

Understandably, if your air conditioner is not working, you want it fixed pronto. In a typical scenario, many other homeowners across our region will discover they too need service on their air conditioners on the same hot day that you do. The trades who address these needs generally respond to calls on a first come, first served basis. If your call for service comes during this time, you may wait several days for a technician to arrive. For this reason, we recommend that you operate your air conditioner as soon as warm temperatures begin. In this way, if service is needed, you can avoid the rush and get a more satisfactory response.

Roof Leak

While we agree with homeowners that a roof leak is indeed an emergency, the reality is that repairs cannot safely or effectively be performed while the roof is wet. During business hours, contact our office with the information, take appropriate steps to mitigate damage, and we will follow up when conditions make repairs possible. (See Roof for more details.)

Other Emergencies

In addition to emergency situations covered by our limited warranty, be prepared for other kinds of emergencies. Post phone numbers for the fire department, police, paramedics, and poison control near

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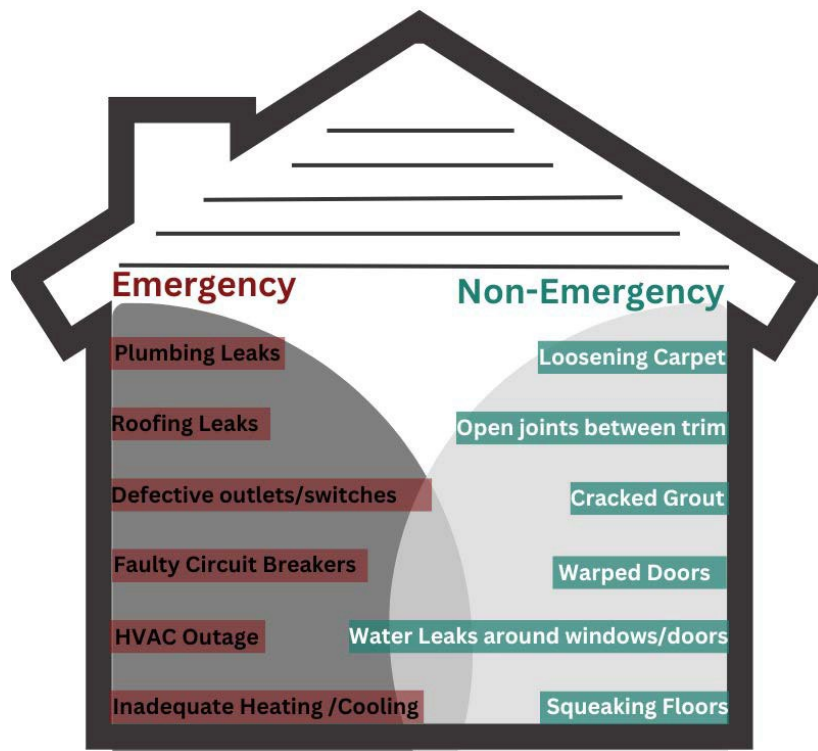
Care & Homeowner Maintenance: Customer Care Reporting Procedures

phones in your home. Have companies in mind in the event you need a locksmith, water extraction, glass breakage repair, or sewer router service. If you are new to the area, neighbors may be able to recommend good service providers. Introduce your children to neighbors who might be available to help in an emergency if you are not home.

Additional Notes - Emergency Claims

IF YOU CONTACT A TRADE DIRECTLY – please make us aware of the problem so that we can track the history of any items that needed to be addressed in your home. Not to mention we can follow up to be sure the appropriate action is taken on your behalf!

Many times, folks ask what constitutes an Emergency Claim, below is a quick illustration of items that are an Emergency alongside items that are not an Emergency. If you are ever in doubt, please reach out and verify the next best step for you and your home.



Customer Care Reporting Procedures – 90 Day and 11 Month Reports

These 90 Day and 11 Month Reports are submitted by the homeowner. In both circumstances it is best to keep a running list of these Non-Emergency items and submit them at the proper time to be addressed by our Customer Care Team.

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90-Day Report

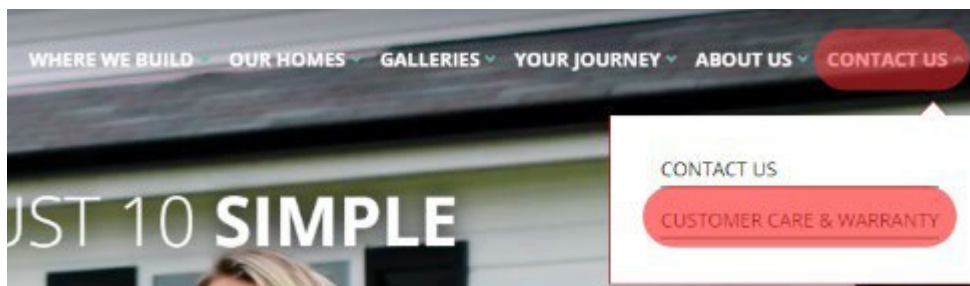
We want to provide you with the best possible service and ensure that you receive the warranty coverage and assistance you need. That's why we recommend waiting 90 days before submitting a warranty list for non-emergency items. This gives you ample time to settle into your new home and to fully utilize all the components. Plus, waiting a few months gives us the opportunity to address multiple issues at once, allowing our Customer Care Department to operate at maximum efficiency. As you notice items needing repair, jot them down on the service request list – found on the back cover of this Handbook. If at any time you are unsure if your claim falls under an emergency or non-emergency category, please email our Customer Care Department to assist you.

11-Month Report

Near the end of the eleventh month of your materials and PWSC warranty, you should submit a year-end report if you have any items that need attention. We will also be happy to discuss any maintenance questions that you may have at that time. Again, make notations of items on the service request list – found in the back cover of this Handbook. This is also the best time for you to request the "one-time" repairs we offer on several components such as drywall.

The best way to submit these 90 Day and 11 Month claims are as follows:

1. To submit your claim through our website please visit:
reddoorhomescarolinas.com/warranty/
2. From the homepage, click on **CONTACT US** in the upper right-hand corner then click **CUSTOMER CARE & WARRANTY** as shown below.

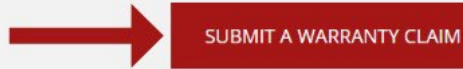


3. Once you have navigated to the Customer Care & Warranty page, you will click on **SUBMIT A WARRANTY CLAIM** in the middle of your screen.

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We have a highly motivated and professional staff that will be happy to assist you after you move into your home. If problems, questions, or complaints of any nature occur, please contact our Customer Care Team by completing our online warranty claim form below. The information you provide will be used to better understand your needs and determine what action is required. Upon receipt, a Red Door Customer Care Team Member will contact you regarding your concerns.



4. You will then be directed to the Warranty Claim Portal and be asked to provide important information such as your name, address, contact information, and a description of your warranty claim. You will also have the option to upload photos of your claim. To do this, simply click **CHOOSE FILES** to select a picture from your device. To upload multiple photos, click **ADD ANOTHER IMAGE** and go through the previous step to upload your picture. Although photos are not mandatory, providing them along with a detailed description of your warranty claim enables us to have a direct visual representation of your claim and helps us accurately identify the location and complexity of the issue at hand.

DESCRIBE YOUR WARRANTY CLAIM*

Choose Files No file chosen



5. Once you have filled out all the necessary information, you are ready to submit your warranty claim! To do this, just click **SUBMIT YOUR CLAIM** at the bottom of the Warranty Claim Portal.



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Submitting non-emergency claims through email

You can also submit non-emergency claims through email. While it may not be the most recommended way to submit a claim due to the risk of emails getting lost among other messages, it is still accepted. If you prefer to use email or simply find it more convenient, it's good to know that this option is available to you. You can email us at:

warranty@reddoorhomesnc.com

Other Warranty Service

If you wish to initiate non-emergency warranty service between the standard 90 Day and 11-month report, you are welcome to do so by submitting your service request VIA our website as noted above. Remember to include your job number (seen at the front of this booklet), your address, full name, and a good contact number. If you do not have access to a computer or e-mail, you are welcome to drop off your list in person at one of our Office.

Homeowners who want to arrange 90 Day or 11 month warranty visits receive priority scheduling. We schedule appointments for miscellaneous requests on a first come, first served basis between the standard appointments. As a result, service on miscellaneous requests may take a bit longer to address.

Kitchen Appliance Warranties

The manufacturers of kitchen appliances have asked to work directly with homeowners if any repairs are needed for their products. Customer service phone numbers are listed in the use and care materials for each appliance. Be prepared to provide the model and serial number of the item and the closing date on your home. For your convenience, we have included an Appliance Service information sheet among the other checklists in this manual.

Appliance warranties are generally for one year; refer to the literature provided by the manufacturer for complete information. Remember to mail in any registration cards you receive with manufacturer materials. Being in the manufacturer's system assures that in the event of a recall the company can contact you and arrange to provide the needed correction.

Warranty Item Processing Procedures

When we receive a warranty service request, we may contact you for an inspection appointment. Warranty inspection appointments are available Monday through Friday, 7:30 a.m. to 4:00 p.m. We inspect the items listed in your written request to confirm warranty coverage and determine appropriate action. Generally, reported items fall into one of three categories:

- ▶ Trade contractor item
- ▶ In-house item
- ▶ Home maintenance item

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If a trade contractor or an in-house employee is required to perform repairs, we issue a warranty work order describing the situation to be addressed. If the item is home maintenance, we will review the maintenance steps with you and offer whatever informational assistance we can. Occasionally the inspection step is unnecessary. In that case, we issue the needed work orders and notify you that we have done so.

Help Us to Serve You

We can provide our service faster and more accurately if we have all the necessary information. With your warranty request, please include:

- Your Job Number, your name, address, and the phone numbers where you can be reached during business hours.
- A complete description of the problem, for example, "guest bath—cold water line leaks under sink," rather than "plumbing problem."
- Also provide us information about your availability and the best days or times to contact you.

Access to Your Home

Red Door Homes conducts inspections of interior warranty items only when an adult is available to accompany our representative and point out the items you have listed. Both our in-house service technicians and those of our trade contractors will likewise perform repairs only when an adult is available to admit them to your home. An adult is a person 18 or older who has your authorization to admit service personnel and sign completed work orders.

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

Exterior Items

Exterior items can usually be inspected and repaired without an adult present, provided access is available (for instance, no locked gate). However, we will contact you the day prior to any visit and let you know we will have someone on your property. If you prefer to meet with us and discuss the item(s) in question, we are happy to arrange an appointment to do that.

Repair Appointments

Depending on the work needed, at the end of the inspection appointment, the Customer Care Representative or Builder will most likely ask you to designate a work date—a date a minimum of 10 days from the inspection date—for approved repairs to be made. This 10-day time frame allows us to notify appropriate trades people and arrange for most repairs to occur on the same day.

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Although on occasion work must occur in sequence and more than one work date might be needed, this system works well in most situations. Once work date appointments are set, we confirm them the day before and our Customer Care Manager follows up to confirm repairs are completed.

Inspection and Work Hours

Many homeowners ask whether evening and weekend appointment times are available. Red Door Homes understands the desire for appointments outside normal business hours. We recognize the trend for services being available "24/7" in many businesses. However, in investigating how such appointments could be arranged, we discovered many factors that make extended service hours impractical.

- ▶ A significant portion of repairs require daylight for proper execution. This applies to drywall, paint, and exterior work of almost any type.
- ▶ We also found that most of the 35 to 50 independent trade contractors who helped us build your home—many of whom operate as small companies—were unable to work all week and be available for extended hours. Therefore, the few repairs that could be performed in off hours failed to eliminate the need for repair appointments during normal hours.
- ▶ Administrative staff and supervisors would need to be available to answer questions. Having some personnel work extended hours meant being short staffed during normal business hours.
- ▶ When we calculated the impact on wages and salaries for adding more personnel or compensating existing personnel for working non-traditional hours, we found that this affected overhead, and consequently the prices for our homes.

We are still looking for a workable long-term answer to this recognized dilemma. Meanwhile, our warranty hours will be as follows:

- ▶ Administrative staff: Monday through Friday, 9:00 a.m. until 5:00 p.m.
- ▶ Inspection appointments: Monday through Friday, 7:30 a.m. until 4:00 p.m.
- ▶ Work appointments: Monday through Friday, 7:30 a.m. until 4:00 p.m.

Evening and weekend appointments are reserved for emergency situations. We appreciate your understanding and cooperation with these policies.

Pets

Red Door Homes respects the pets that many homeowners count as members of their households. To prevent the possibility of an animal getting injured or lost, giving in to its natural curiosity about tools and materials used for repairs, we ask that you restrict all animals to a comfortable location during any warranty visit, whether for inspection or warranty work. This

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Care & Homeowner Maintenance: Customer Care Reporting Procedures

policy is also for the protection of our employees and trades personnel. We have instructed Red Door Homes and trades personnel to reschedule the appointment if pets have access to the work area.

Your Belongings

In all work that we perform for our homeowners we are concerned that their personal belongings be protected. When warranty work is needed in your home, we ask that you remove vulnerable items or items that might make performing the repair difficult. Red Door Homes and trade personnel will reschedule the repair appointment rather than risk damaging your belongings.

Surfaces

We expect all personnel who work in your home to arrive with appropriate materials to cover the work area, protecting it from damage and catching the dust or scraps from the work being performed. Similarly, all personnel should clean up the work area, removing whatever excess materials they brought in.

Repair personnel will routinely check the work area for any existing damage to surfaces. They will document any scratches, chips, or other cosmetic damage prior to beginning repairs to avoid any later disagreement about how and when such damage occurred.

Signatures on Work Orders

Signing a work order acknowledges that a technician worked in your home on the date shown and regarding the items listed. It does not negate any of your rights under the warranty nor does it release us from any confirmed warranty obligation. If you prefer not to sign the work order, the technician will note that, sign the work order and return it to us for our records. Our work order form includes a brief survey about the service provided. We appreciate your taking a moment to respond to the items listed and let us know your opinion. If you are dissatisfied with any service we provide, you can note that on the work order or call the warranty office with your feedback. We will review your concerns and determine whether our requirements have been met.

Completion Time

Regular review of outstanding work orders is part of our office routine. Checking with trades and homeowners alike, we strive to identify the cause for delays and get all warranty work completed within an appropriate and reasonable amount of time.

We intend to complete warranty work orders within 15 business days of the inspection unless you are unavailable for access. If a back-ordered part or similar circumstance causes a delay, we will let you know. Likewise, when weather conditions prevent the timely completion of exterior items, we track those items and follow up to ensure that they are addressed when conditions are right. This can mean a wait of several months.

YOUR *Dream* HOME CARE HANDBOOK

Care & Homeowner Maintenance: Customer Care Reporting Procedures

Missed Appointments

Good communication is one key to successful completion of warranty items. We strive to keep homeowners informed and to protect them from inconvenience. One of our challenges in this regard is when unexpected events sometimes result in missed appointments.

If a Red Door Homes employee or a trade person will be late, they should contact you as soon as the delay is recognized, offering you a choice of a later time the same day or a completely different appointment. If you must miss an appointment, we appreciate being alerted as soon as you realize your schedule has changed. We can put work orders on "hold" for 10 to 30 days and re-activate them when your schedule offers a better opportunity to arrange access to the home.

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Care & Homeowner Maintenance: **Warranty Service Summary**

The many details of warranty coverage can be confusing. We hope this summary of key points will help. If you do not know whom to contact, call our Office and we will guide you.

Appliances

Contact the manufacturer directly with model and serial number, closing date, and description of problem. Refer to your Appliance Service information sheet.

Emergency

The following number should be answered at all times, in the event of an Emergency call the following Emergency number:

(910) 838-6850

You can also call the necessary trade partners; their phone numbers are listed on the Trade Contractor Phone Numbers sheet you receive at Your Dream Home Demonstration. This sticker is usually placed inside your electrical panel or on the cabinet door under your sink. Please contact us as soon as possible as well to advise us of the emergency. We like to appropriately update our records and follow up to make sure all your concerns are addressed.

Non-emergency

Please see the instructions for submitting VIA our website.

You can submit your claim by visiting:

reddoorhomescarolinas.com/warranty/

If you prefer to submit by email. You may send them to:

Warranty@RedDoorHomesNC.com

When e-mailing please include your Job Number (seen in the front of this booklet), your address, full name and a good contact number. If you do not have access to e-mail, you are welcome to complete your claim online by visiting **www.reddoorhomescarolinas.com**.

Storm Damage or Other Natural Disaster

Contact your homeowner's insurance agent immediately. Contain damage as much as possible without endangering yourself. In extreme situations, photograph the damage.

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Care & Homeowner Maintenance: Fire Prevention

Fire safety should be practiced by all family members. Awareness of potential dangers and preventive actions are preferable to even the fastest response. Keep these hints in mind and add your own reminders in the space provided on the next page.

Train Family Members

- Ensure that all family members know what escape routes exist in your home.
- Conduct a fire drill with family members.
- Test the smoke detectors to assure they function and so that everyone recognizes the sound. Follow the manufacturer's directions for cleaning and servicing all your smoke detectors.
- As soon as possible, teach young children how and why to dial 911.
- Have a general use fire extinguisher and instruct all family members in its location and use.
- Teach children the safe use of appliances such as irons and toasters.

Practice Prevention

- Store matches away from children and heat sources.
- Avoid smoking in bed.
- Avoid leaving small children home alone, even for a short time.
- Maintain appliances in clean and safe working condition.
- Avoid overloading electrical outlets.
- Ensure that all electrical cords are in good repair.
- Avoid having any flammable objects or materials near the stove.
- Keep the range hood filter clean to prevent a build-up of grease.
- Allow space for cooling around electrical equipment.
- Unplug the iron when it is not in use. Do not leave an iron that is on unattended.
- Use electric blankets with care, following manufacturer directions.
- Store volatile materials (paint, gasoline for the lawn mower, and so on) in appropriate containers, away from flames (such as pilot lights) or heat sources. Many trash collection services offer a means for you to dispose of hazardous items. Check with your service provider for details.
- Keep any grills clear of flammable objects and materials.
- If your home includes a gas fireplace, follow all directions and do not leave the fireplace unattended when it is on. If you have a wood burning fireplace.
 - Arrange for professional cleaning of the chimney at appropriate intervals.
 - Maintain the spark arrester on the chimney.

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Care & Homeowner Maintenance: Fire Prevention

- Never use liquid fire starters (such as for a charcoal grill) in an indoor fireplace.
 - Use a screen or glass doors when a fire is burning.
 - Confirm the fire is out before closing the flue.
 - Do not leave the fireplace unattended while a fire is burning.
-
- During holidays, ensure that all cords and connections are in good condition and of appropriate capacity for electrical decorations.
 - If you decide to remodel, finish the garage, or add onto your home, obtain a building permit and work with trained professionals. Ensure that all building department inspections occur and that the work complies with all applicable codes. This also applies to installing a gas line for an outdoor grill, a gas fireplace, clothes dryer, and so on.

Your Additional Reminders and Notes:

YOUR *Dream* HOME CARE HANDBOOK

Care & Homeowner Maintenance: **Extended Absences**

Whether for a vacation, business travel, or other reasons, nearly all of us occasionally leave our homes for days or weeks at a time. With some preparation, such absences can be managed uneventfully. Keep these guidelines in mind and add additional reminders that are appropriate to your situation.

Have a Plan

- Ask a neighbor to keep an eye on the property. If possible, provide them with a way to reach you while you are away.
- If you will be gone an especially long time (over two weeks) consider arranging for a house sitter.
- Arrange for someone to mow the lawn or shovel snow.
- Notify local security personnel or police of the dates you will be away.
- Stop mail, newspapers, and other deliveries.
- Use lighting timers (available at hardware stores for \$15 to \$25).
- Confirm that all insurance policies that cover your property and belongings are current and provide sufficient coverage.
- Mark valuable items with identifying information. Consider whether you have irreplaceable items that should be stored in a bank vault or security box.

As You Leave

- Forward phone calls to a relative or close friend.
- Unplug computers and other electronic devices that might be harmed in an electric storm.
- Leave window coverings in their most typical positions.
- Confirm that all doors and windows are locked, and the deadbolts are engaged.
- Shut off the main water supply. Set the thermostat on the water heater to "vacation" to save energy.
- Store items such as your lawn mower, bicycles, or ladders in the garage.
- Disengage the garage door opener (pull on the rope that hangs from the mechanism). Use the manufacturer's lock to bolt the overhead door. Caution: Attempting to operate the garage door opener when the manufacturer's lock is bolted will burn out the motor of your opener. Upon your return, unlock the garage door first, then re-engage the motor (simply push the button to operate the opener and it will reconnect) to restore normal operation.
- Leave a second car in the drive.
- Summer: Turn your air conditioner fan to on. Set the thermostat to 78.
- Winter: Set the thermostat to a minimum of 60. Leave doors on cabinets that contain plumbing lines open. Leave room doors open as well. This allows heat to circulate.
- Arm your security system, if applicable.

YOUR *Dream* HOME CARE HANDBOOK

Care & Homeowner Maintenance: Energy & Water Conservation

Good planning and thoughtful everyday habits can save significant amounts of energy and water. In the process of conserving, you also save money as an additional benefit. Keep these hints in mind as you select and use your home's features:

Heating and Cooling

- Maintain all your home's systems in clean and good working order to prevent inconvenience and maximize efficiency. Arrange for a professional to service heat and air conditioning systems a minimum of once every two years.
- Keep filters clean or replace them regularly.
- Learn how to use your day/night thermostat for comfort and efficient energy use.
- If you have a zoned system (more than one furnace and separate controls) think through operating schedules and temperature settings to maximize comfort and minimize energy consumption.
- During cold days, open window coverings to allow the sun to warm your home. Close them when the sun begins to set.
- Limit use of your fireplace in extremely cold or windy weather when the chimney draft will draw room air out at an extreme rate.
- During the winter, humidifying the air in your home allows the air to retain more heat and is a general health benefit. Note: If condensation develops on your windows, you have taken a good thing too far and need to lower the setting on the humidifier. Avoid use of the humidifier when you are using your air conditioner.
- Ceiling fans cost little to operate, and the moving air allows you to feel comfortable at temperatures several degrees higher.
- On hot days, close all windows and the window coverings on windows facing the sun to minimize solar heating and reduce demands on your air conditioner.
- Whole house fans draw cool outside air into the home through open windows, often effectively creating a comfortable temperature. Avoid running a whole house fan at the same time as air conditioning.
- Plan landscaping elements that support efficient energy use:
 - Deciduous trees provide shade during the summer and permit solar warming in winter.
 - Evergreen trees and shrubs can create a windbreak and reduce heating costs.
 - Position trees to shade the roof and still allow good air flow around the home.
 - Plant shrubs and trees to shade the air conditioner without obstructing air flow around the unit.
- Keep the garage overhead doors closed.

Water and Water Heater

- Your water heater comes with a factory setting of 120 degrees. Each dishwasher offered by Red Door Homes has a water heater booster in the unit, so no need to boost the setting for dish washing. For safety, if you change the temperature setting, do not exceed 130 degrees.

YOUR *Dream* HOME CARE HANDBOOK

Care & Homeowner Maintenance: Energy & Water Conservation

- Follow the steps outlined in the manufacturer's directions for draining water from your water heater to remove accumulated hard-water scale that builds up inside the tank. Timing will depend on the nature of your water supply.
- Correct plumbing leaks, running toilets, or dripping faucets ASAP.
- Keep aerators clean.
- If you have a swimming pool, consider using solar heating power.

Appliances

- Use cold water when operating your disposal. This not only saves hot water you pay to heat, but it also preserves the disposal motor.
- When baking, preheat your oven just five minutes before you use it. When possible, bake several items at the same time or at least consecutively. Turn the oven off a few minutes before baking time is done.
- Microwave rather than using the range, when possible, especially during hot weather.
- Run the dishwasher when it has a full load and use the air-dry cycle. Avoid regular use of the rinse and hold cycle.
- Turn electric burners off a few minutes before cooking is complete.
- Refrigerators with the freezer on top generally use significantly less energy than side-by-side models. Select an appropriate size for your needs; two small refrigerators use more energy than one large one.

Electrical

- Use LED's, compact fluorescent bulbs or fluorescent tubes where possible. Incandescent bulbs are the least efficient source of light.
- Turn lights and other electric items off when you finish using them or leave the room.

Maintenance

- Caulk in dry weather when temperatures are moderate. Check all locations, such as:
 - ▶ Foundation penetrations (electrical, phone, water, cable tv, and gas line entrances)
 - ▶ Around fans and vents
 - ▶ Joints between door or window frames and siding
- Check weather stripping on all exterior doors and adjust as needed. Ensure that door thresholds are a good fit—most are adjustable.
- After any activity in the attic, check that the insulation is evenly distributed.

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Care & Homeowner Maintenance: Energy & Water Conservation

Your Additional Reminders and Notes:

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Care & Homeowner Maintenance: **Appliance Service**

This sheet is for your convenience. For warranty service on an appliance, contact the appropriate manufacturer directly at the service number provided in the appliance literature. You will need to supply the model and serial number (usually located on a small metal plate or seal attached to the appliance in an inconspicuous location), and the date of purchase (your closing date).

Closing Date or Move-In Date _____

Appliance	Manufacturer	Model Number	Serial Number	Service Phone #
Range				
Range Hood				
Cooktop				
Oven				
Microwave				
Dishwasher				
Disposal				
Washer				
Dryer				
Refrigerator				
Freezer				

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Care & Homeowner Maintenance: Home Care Supplies

You will find that caring for your home is much easier if you have necessary tools and supplies on hand. As you review the maintenance information in this manual and in the manufacturer materials, note the materials and tools you will need. Note sizes, colors, brands, sources, and so on to create a convenient inventory that will make shopping for home-care products easier. You may wish to make copies of this form before filling it out.

For	Item	Color	Size	Brand	Source	Notes

Recommended Maintenance Schedule

Begin care of your home with organized records, including information about all its components and your furnishings. This information will make caring for you home easier; the records may be useful in completing tax returns and will be valuable when you sell your home. Another worthwhile step is to inventory all equipment, appliances, furnishings, and personal belongings. A photo album containing pictures of each room is an excellent supplemental item. In addition to normal daily and weekly care, develop a schedule of preventative routines based on the information in this manual and the manufacturer literature you receive. A change of season creates special maintenance needs so plan for winterizing and summarizing your home.

YOUR *Dream* HOME CARE HANDBOOK

Recommended Maintenance Schedule

ITEM	MONTHLY INTERVAL											
	1	2	3	4	5	6	7	8	9	10	11	12
HVAC-Air Filter	Replace	Replace	Replace	Replace	Replace	Replace	Replace	Replace	Replace	Replace	Replace	Replace
Caulking (exterior)			Inspect			Inspect			Inspect			Inspect
Caulking (interior)			Inspect			Inspect			Inspect			Inspect
Dryer Lint Duct						Clean						Clean
Faucet Aerator			Clean			Clean			Clean			Clean
Fireplace						Inspect/ Clean						
Garbage Disposal	Flush/ Clean	Flush/ Clean	Flush/ Clean	Flush/ Clean	Flush/ Clean	Flush/ Clean	Flush/ Clean	Flush/ Clean	Flush/ Clean	Flush/ Clean	Flush/ Clean	Flush/ Clean
Gutters/Downspouts						Inspect/ Clean						Inspect/ Clean
HVAC System Check						Inspect/ Clean						Inspect/ Clean
Paint (exterior)			Inspect			Inspect			Inspect			Inspect
Paint (interior)			Inspect			Inspect			Inspect			Inspect
Plumbing Connections			Inspect			Inspect			Inspect			Inspect
Roofing System						Inspect						Inspect
Screens			Inspect			Inspect/ Clean			Inspect			Inspect/ Clean
Smoke Detectors	Test	Test	Test	Test	Test	Test	Test	Test	Test	Test	Test	Test
Sprinkler System	Inspect	Inspect	Inspect	Turn on							Turn Off	Inspect
Water Heater						Flush						Flush
Weather Stripping						Inspect						Inspect
Weep Holes						Inspect/ Clean						Inspect/ Clean
Termite						Inspect						Inspect

SECTION TWO



HOME CARE INFORMATION & TIPS

YOUR *Dream* HOME CARE HANDBOOK

YOUR *Dream* HOME CARE HANDBOOK

Home Care Information & Tips: Appliances

You will receive all appliance warranties at your new home orientation in a separate warranty notebook. The appliances are warranted directly to you in accordance with the terms and conditions of the written warranties supplied by the manufacturers.



Homeowner Maintenance Responsibilities

For warranty service on any appliance, contact the appropriate manufacturer directly at the service number provided in the appliance literature. You will need to supply the model and serial number (usually located on a small metal plate or seal attached to the appliance in an inconspicuous location), a complete description of the problem and the closing date of your home.

FRIGIDAIRE®

Your builder typically uses Frigidaire Appliances; the toll-free number

1-800-374-4432

<https://www.frigidaire.com/Owner-Center/Contact-Us/>

IMPORTANT: Water connections for the icemaker, refrigerator and washer are the homeowner's responsibility. All repairs resulting from incorrect hookups (i.e. water damage) are the homeowner's expense.



Builder Guidelines

We confirm that all appliance surfaces are in acceptable condition during your orientation. We assign all appliance warranties to you, effective on the date of closing. The appliance manufacturers warrant their products directly to you according to the terms and conditions of these written warranties.

YOUR *Dream* HOME CARE HANDBOOK

Home Care Information & Tips: **Appliances**



Helpful Hints

If you are experiencing a problem - always check to ensure the appliance is plugged in and that the circuit breaker or GFCI has not been tripped.

Before mailing in warranty registrations, make copies for your records.

Mail the warranty registration cards directly to the manufacturer as soon as possible. Some manufacturers may allow you to register on-line.

Visit manufacturers' websites or call them directly for the most up to date maintenance tips for your appliances and equipment models.

YOUR *Dream* HOME CARE HANDBOOK

Home Care Information & Tips: Attics

Many homes are built with engineered roof systems that do not allow attics to be used as storage space. Unless the attic space is reinforced to hold storage material, it was not designed or intended for storage. Generally, we provide access to this area for maintenance of mechanical equipment that may traverse the attic space.



Homeowner Maintenance Responsibilities

Attic ventilation is required by building codes and cannot be omitted. A lack of ventilation in an attic can cause heat and moisture build up, which accelerates wood deterioration. Periodically check the screens over attic vents. If they are loose or have fallen out, replace them immediately to keep out insects and wildlife.

Annually check the caulking around vent pipes, ventilators and any fan units, and seal these places as needed. Also check roof ventilators for proper operation.

If you notice that the insulation in your attic is out of place or showing gaps, call a professional to place the insulation in its proper place. Displaced insulation can cause energy loss and moisture problems.



Builder Guidelines

Your builder will provide ventilation and insulation in the attic area as required by the approved building code specifications. Attic vents and louvers should not leak; however, infiltration of wind-driven rain and snow are not considered leaks and are beyond the control of the builder.

The builder shall repair or replace roof vents as necessary to meet the performance guideline. Your builder is not responsible for alterations to the original system performed by the homeowner.



Safety Reminder

When needed tasks are performed in the attic, use caution and avoid stepping off wood members onto the insulation or drywall. This can result in personal injury or damage to the ceiling below. Your limited warranty does not cover such injury or damage.

YOUR *Dream* HOME CARE HANDBOOK

YOUR *Dream* HOME CARE HANDBOOK

Home Care Information & Tips: Cabinets & Countertops

Cabinets & Built-Ins

Your selection sheets are your record of the brand, style, and color of cabinets in your home. If you selected wood or wood veneer cabinets, expect differences in grain and color between and within the cabinet components. This is due to natural variations in the wood and the way it absorbs stain. All finishes will change in color over time. In most cases, the color change due to aging is not noticeable. One determining factor is the amount of exposure that your cabinets receive from different types of light.

The color of cabinets may also be affected by the normal use of your stove (i.e., heat, cooking or oil).



Homeowner Maintenance Responsibilities

All cabinets and vanities in your new home are affected by changes in temperature and humidity. Whether they are factory finished or finished on site, your wood cabinets will experience changes in moisture content. They will expand or contract as temperature changes - especially cabinet and vanity doors. A constant temperature and humidity level in your new home will help minimize this contraction and expansion.



Builder Guidelines

During the orientation, we will confirm that all cabinet parts are installed and that their surfaces are in acceptable condition.

Both cabinet and drawer faces should be properly adjusted and operating in a smooth, effective manner. Gaps between cabinets, ceilings and walls in excess of 1/4 inch are a deficiency. We will take corrective actions as necessary to meet the standard.

Cabinet doors and drawer faces should not warp to exceed 1/4 inch as measured from the face frame to the point of furthest warpage, with the door or drawer front in closed position. Builder will correct as necessary.

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.

YOUR *Dream* HOME CARE HANDBOOK

Home Care Information & Tips: Cabinets & Countertops



Helpful Hints

Always refer to the manufacturer's instructions for the best tips on maintaining your cabinets.

Keep your stained cabinets looking their best and preserve the finish with products that are recommended by the manufacturer. Avoid paraffin-based spray waxes and washing cabinets with water, as both will damage the luster of the finish.

Wood Cabinets: For maintaining wood cabinets, a coat of lemon oil or furniture polish applied twice a year will protect the finish. Only non-abrasive cleaners should be used on exterior wood surfaces for cleaning. The hinges of your cabinets should also be lubricated periodically for operating efficiency.

Scratches resulting from normal use can be touched up on most stained cabinets with a wood tone touch-up crayon, available at any hardware store.

Laminate Cabinets: Clean laminate cabinets with a soapy cloth. You may use a liquid household cleaner in the event of stubborn stains. Only non-abrasive cleaners should be used. Keep cabinet doors closed when not in use. Periodically use a silicone spray lubricant on drawers and hinges to keep them operating efficiently.

Painted Cabinets: Should be cleaned with a mild non-abrasive detergent on a damp soft cloth. Abrasive cleaners, abrasive sponges and steel wool cleaning pads can damage and dull the surface.

Cabinet and Vanity Hardware: Hardware will loosen with repeated use; tighten as needed. Check your hinges at least once a year for proper alignment and tightness. Use the proper tools to make these adjustments. If hinges catch or drawer glides become sluggish, a small amount of silicone lubricant will improve their performance.

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

YOUR *Dream* HOME CARE HANDBOOK

Home Care Information & Tips: Cabinets & Countertops

Laminate Tops

Use a cutting board to protect your counter when you cut or chop. Protect the counter from heat and from extremely hot pans. If you cannot put your hand on it, do not put it on the counter. Do not use a countertop as an ironing board or set a lighted cigarette on the edge of the counter; it will damage the surface.



Homeowner Maintenance Responsibilities

Laminate countertops are generally made from a thin layer of plastic laminate material applied over a composite surface. While the laminate material is heat-resistant and scratch resistant, it is neither heat-proof nor scratch-proof.

It is important to keep moisture from reaching the wood underneath the laminate. You can expect small cracks to open between the countertops and the wall as your home responds to fluctuations in temperature and humidity. Routinely check the caulking between the countertop and the wall, along the joint at the backsplash (the section that extends a few inches up the wall along the counter area), and around the sink. Maintaining a good caulk seal in these locations is important to keep moisture from reaching the wood under the laminates and to prevent warping.

Limit heat and moisture exposure to your laminated countertops. When exposed to these elements, the glue used to attach the laminate may liquefy - causing the material to separate.

Prolonged exposure to the sun may cause color fading on countertops.

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



Builder Guidelines

During your orientation we confirm that all countertops are in acceptable condition. We note and repair noticeable surface damage such as chips, cracks, and scratches noted on the orientation list. Repair of surface damage noted after this is one of your home maintenance responsibilities.

YOUR *Dream* HOME CARE HANDBOOK

Home Care Information & Tips: **Cabinets & Countertops**

Laminated countertops will have one or more discernible seams. Any connection joint may have a maximum of 1/16 inch gap and may have a 1/16-inch height differential in surface alignment. We will take the corrective action necessary to meet the standard.

Separation of countertops from walls, backsplash, and around sinks results from normal shrinkage of materials. Caulking will be your home maintenance responsibility. Refer to the "Caulking" section of this manual for additional information.



Helpful Hints

Always refer to the manufacturer instructions for the best tips on maintaining your countertops.

Protect your countertops by always using a cutting board during food preparation. Always set hot pans on trivets or hot pads.

Use a damp cloth to wipe residue on your countertops. Abrasive cleaners, abrasive sponges and steel wool cleaning pads can damage and dull the surface.

Steam from your dishwasher can cause swelling and delamination. Let the dishwasher cool before opening the door.

YOUR *Dream* HOME CARE HANDBOOK

Home Care Information & Tips: Cabinets & Countertops

Cultured Marble



Homeowner Maintenance Responsibilities

Cultured marble products are made of a mix of crushed marble and high strength polyester resins, molded and polished to form a strong durable finish. While they are durable, they are neither heat, scratch, nor stain proof. These countertops are much like natural marble and must be cared for properly. If your countertop includes a cultured marble sink, it's important that you use warm water. Running only hot water for extended periods may cause cracking around the drain seal.



Builder Guidelines

Cultured marble countertops should be installed without chips or gouges.

Edges should be smooth and even. When backsplash joints occur at corners, the top edges should be even within 1/16-inch. We will take corrective action as necessary to meet the standard.



Helpful Hints

Use only mild liquid cleansers on a soft sponge to clean your cultured marble countertops.

Do not use any abrasive cleaners, abrasive sponges, solvent-based cleansers or steel wool cleaning pads as all can damage, scratch and dull the surface.

YOUR *Dream* HOME CARE HANDBOOK

Home Care Information & Tips: Cabinets & Countertops

Solid Surfaces



Homeowner Maintenance Responsibilities

Solid surface countertops are made of highly durable non-porous materials. Although solid surfaces withstand heat better than most, you must use caution to protect them.

Do not set hot pans directly from the cook top or oven on your solid surface countertops. Also, some electrical appliances such as fry pans, broiler ovens and crockpots can cause damage to the surface. Always use a hot pad or trivet with rubber feet to protect your solid surface.

Avoid striking the surface with heavy or pointed objects and cutting or chopping on the surface.



Builder Guidelines

Solid surface countertops should be installed without chips or gouges.

Edges should be smooth and even. Where backsplash joints occur at corners, the top edges should be even within 1/16-inch. Your builder will take corrective action as necessary to meet the standard.



Helpful Hints

Visit the manufacturer website to get the best maintenance tips.

Avoid exposure to strong chemicals such as paint removers, metal cleaners, oven cleaners, acetone (nail polish remover) and acid drain cleaners. If any of these come in contact with your solid surface, quickly flush the surface with soapy water.

Do not use abrasive cleaners, abrasive sponges, solvent-based cleansers or steel wool cleaning pads as all can damage, scratch, and dull the surface.

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Home Care Information & Tips: Cabinets & Countertops

Granite



Homeowner Maintenance Responsibilities

Granite is one of the hardest natural stones. Generally, any liquid spilled on a granite countertop, if wiped and cleaned in a few minutes, will not stain.

However, water, wine and grape juice can soak into a granite countertop and temporarily leave a dark colored spot.

Liquids that do not evaporate, such as oils, will cause stains if left to soak into the stone. Granite is highly porous and absorbs moisture. Therefore, you will need to reseal your granite on a regular basis. Visit any home improvement store to purchase stone cleaner and sealer. It is especially important to regularly seal countertop areas where you prepare food.

Do not set hot pans directly on the surface. Cleaning is easy with warm, soapy water on a soft cloth.



Builder Guidelines

Granite countertops should be installed without chips or gouges.

Edges should be smooth and even. Where backsplash joints occur at corners, the top edges should be even within 1/16-inch. Your builder will take corrective action as necessary to meet the standard.



Helpful Hints

Avoid exposure to strong chemicals such as paint removers, metal cleaners, oven cleaners, acetone (nail polish remover) and acid drain cleaners. If any of these come in contact with your solid surface, quickly flush the surface with soapy water.

Do not use any abrasive cleaners, abrasive sponges, solvent-based cleansers or steel wool cleaning pads as all can damage, scratch and dull the surface.

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Home Care Information & Tips: Caulking

Exterior Caulking

Caulking is used to create a tight seal against moisture and air. While your builder applies the initial caulking to your new home, time and weather cause it to shrink and dry. You are responsible for maintaining the proper caulking for the life of your home.

Regularly check both the exterior and interior of your home for any places that need to be re-caulked. Generally, wherever two building materials meet, an opening may occur that needs to be caulked periodically. Fill these openings as soon as possible with the appropriate caulking. Regular maintenance of caulking protects against moisture damage and seals against dust, dirt and insects.



Homeowner Maintenance Responsibilities

Periodically check caulking used on your home's exterior for deterioration. If caulking isn't sticking to a surface, or if it cracks and falls out when you touch it, this is an area that you need to re-caulk. Remove any old caulking by following the product manufacturer's directions. Then clean the area before you add new caulking.

One area where two different building materials meet; for example, where windows meet a brick exterior. Check meeting places like this regularly.

Choose a warm, dry day to caulk outside. Follow all caulking product manufacturer instructions for application and removal of caulk.

Caulking compounds and dispenser guns are available at hardware stores. Read the manufacturer instructions carefully to be certain that you select an appropriate caulk for the intended purpose.



Builder Guidelines

Joints and cracks in exterior wall surfaces should be properly caulked to help prevent the entry of water. Your builder will take corrective action as necessary to meet the standard one time during the warranty period.

YOUR *Dream* HOME CARE HANDBOOK

Home Care Information & Tips: Caulking



Helpful Hints

It is important to use the correct caulking for specific areas. Talk to a hardware professional to find out the best type of caulking for your specific area. A few tips are as follows:

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

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

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

Buy the best; spend a few extra dollars and get the best grade caulk.

Practice caulking before you apply it to a highly visible area.

Examples of exterior places you should check caulking:

- ▶ Foundation
- ▶ DO NOT caulk weep holes in brick
- ▶ Access door to crawl space
- ▶ Underneath door threshold
- ▶ Exterior door and window frames
- ▶ All places where pipes, cables or wires enter your home
- ▶ At joints and seams in gutters and downspouts
- ▶ Driveways, sidewalks and patios
- ▶ Anywhere two different types of building materials meet (touch)

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Home Care Information & Tips: Caulking

Interior Caulking



Homeowner Maintenance Responsibilities

Periodically check caulking used on your home's interior for deterioration. If caulking isn't sticking to a surface, or if it cracks and falls out when you touch it, this is an area that you need to re-caulk. Remove any old caulking by following the product manufacturer directions. Then clean the area before you add new caulking. Consult with a hardware professional as to which type of caulking best suits the needs of specific interior areas.



Builder Guidelines

At the time of your new home orientation, joints and cracks should be properly caulked where appropriate. Your builder will take corrective action for cracks, which exceed 1/8 inch or more in width, one time during the warranty period.



Helpful Hints

It is important to use the correct caulking for specific areas. Talk to a hardware professional to find out the best type of caulking for your specific area.

Examples of interior places you should check caulking:

- ▶ Sinks, tubs, and showers
- ▶ Around shower door tracks
- ▶ Countertops and splashboards
- ▶ Cabinets
- ▶ Interior door and window frames
- ▶ Baseboards
- ▶ Crown Molding
- ▶ Anywhere two different building materials meet (touch)

YOUR *Dream* HOME CARE HANDBOOK

YOUR *Dream* HOME CARE HANDBOOK

Home Care Information & Tips: Concrete & Foundations

Exterior Concrete

Concrete is the hard, white-to-grayish material from which driveways, sidewalks, patios, garage floors and foundations are made. Cement is created with a finely pulverized mixture of clay and limestone, or other ingredients. Cement, mixed with other materials such as sand, gravel and water, will harden into what we know as concrete. Concrete is a strong and durable material; however, its normal hardening process can result in small cracks visible on the surface. These small cracks normally do not indicate defects in the concrete. Because concrete is hard and rigid, it may also flake, chip, and erode. Although relatively dense, concrete will also absorb such liquids as petroleum-based products, solvents, and paints. When a liquid enters concrete, it can seep from either top to bottom or bottom to top.



Homeowner Maintenance Responsibilities

Even though concrete is generally constructed with expansion and contraction joints, it may still develop cracks. Repair those cracks in a timely fashion with a waterproof concrete caulk to prevent enlarging the crack and soil erosion. The caulk may not be a perfect color or surface texture match with your concrete.

Avoid planting shrubbery directly next to the foundation. Do not edge your flowerbeds with materials that will retain water and cause seepage into the basement or crawl space.

Ensure that water is draining off and away from the exterior concrete and not collecting and saturating the ground beside your concrete work, particularly foundation walls. Landscaping should allow water to drain away from exterior flat concrete surfaces. If water seeps through basement walls, it could damage wall finish materials, rot wood framing, and cause mildew problems.



Builder Guidelines

Concrete surfaces should not disintegrate to the extent that the aggregate is exposed under normal conditions of weathering and use.

Non-structural cracks (other than expansion or control joints) are not unusual in concrete foundations. Your builder will repair non-structural cracks more than 1/8 inch with flexible sealant or concrete caulk. The caulk may not be a perfect color or surface texture match with your concrete. These repairs should be made toward the end of the first-year warranty period.

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Home Care Information & Tips: Concrete & Foundations

Your builder is not responsible for deterioration or damage of driveways, sidewalks or patios caused by salt, chemicals, ice-melting products, mechanical implements, or other factors beyond your builder's control.

Stoops and steps that settle, heave, or separate more than 1 inch from the structure and cracks more than 1 inch are considered excessive. Your builder will take corrective action as necessary to meet the standard. The correction may not be a perfect color or surface texture match with your concrete.



Helpful Hints

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 to keep the 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.

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

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

Heavy Vehicles: 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 vehicles such as family cars, vans, light trucks, bicycles, etc., conventional residential vehicle use only.

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 these items can cause spalling (chipping of the surface) of concrete.

YOUR *Dream* HOME CARE HANDBOOK

Home Care Information & Tips: Concrete & Foundations

Interior Concrete



Homeowner Maintenance Responsibilities

Even though concrete is generally constructed with expansion and contraction joints, it may still develop cracks. If you repair cracks in a timely fashion with a waterproof concrete caulk, it will prevent moisture from penetrating to the soil beneath. The caulk may not be a perfect color match with your concrete.

Use a stain remover for concrete immediately to remove or lessen the appearance of stains.



Builder Guidelines

Concrete slabs are floating as 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 structural warranty.

Color: Concrete slabs vary in color. Your builder provides no correction for this condition.

Surfaces: Concrete surfaces should not disintegrate to the extent that the aggregate is exposed under normal conditions of weathering and use.

Settling or Heaving: Concrete slabs and garage floors may move and settle. This movement will cause cracks and voids in the slab. Minor cracks in concrete floors are normal. Cracks exceeding 1/4-inch width or 1/4-inch in vertical displacement are considered excessive. Your builder will take corrective action as necessary to meet the standard. The correction may not be a perfect color or surface texture match with your concrete. If cracking and movement are within the above stated standards, no correction is necessary. Garage floors that settle, heave or separate more than 1/4 inch from the structure are considered excessive. Your builder will take corrective action as necessary to meet the standard.

Cracking: Cracks in basement or foundation walls are not unusual. Cracks exceeding 3/16 inch in width are considered excessive. Your builder will take corrective action as necessary to meet the standard. Flexible sealant or concrete caulk is acceptable for non-structural cracks. The caulk may not be a perfect color or surface texture match with your concrete.

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Home Care Information & Tips: Concrete & Foundations

Cracks in concrete floors are normal but cracks exceeding 1/4-inch width or 1/4-inch vertical displacement are excessive and your builder will take corrective action as necessary to meet the standard.

Level Floors: Concrete floors in basements or floors designed for habitability should not have pits, depressions or areas of unevenness that would prevent their use as finished sub-floors. The floor slope for habitable rooms should not exceed 1/4-inch in 30-inches measured horizontally, unless designed for drainage. Your builder will take corrective action as necessary to meet the standard. Structural slab foundation systems that have experienced some movement but remain within design performance criteria are excluded.

Spalling (Surface Chips): Causes of spalling include repeated hosing of concrete for cleaning animal urine, radiator overflow, fertilizer, un-cleared snow and ice, ice-melting agents, and road salts from vehicles. Repair of spalling is a home maintenance task.

YOUR *Dream* HOME CARE HANDBOOK

Home Care Information & Tips: Concrete & Foundations

Crawl Space Foundation



Homeowner Maintenance Responsibilities

The crawl space is not intended as a storage area.

Your crawl space should be graded and drained properly to prevent water from accumulating.



Builder Guidelines

Your builder is responsible for providing proper grading and drainage of crawl space areas. Soil in the crawl space may be damp but should not have standing water. Provided you have not altered the drainage or caused excessive moisture to accumulate with incorrect landscaping, your builder will take corrective action as necessary.

Dampness: Due to the amount of water in the ground, crawl spaces may be damp, and condensation may drip onto the vapor barrier. To prevent excessive moisture, your builder installs a 6-mil poly vapor barrier on the ground.



Helpful Hints

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

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Home Care Information & Tips: Decks

Wood decks add to the style and function of your home and are a high maintenance part of your home's exterior. Most decks are made from pressure treated wood. Pressure treated means that the lumber is processed to force preservatives deep into the fibers of the board, giving the wood better resistance to decay and termites. Pressure treated wood appears greenish or yellowish in color when it is new, and soon turns a silver-gray color after exposure to the elements.

Decks may also be made with composite materials. Visit the manufacturer's website for maintenance information.



Homeowner Maintenance Responsibilities

Wood decks are subject to shrinkage, cracking, splitting, cupping, and twisting. Nails or screws may work loose and will need routine maintenance. Avoid using the same nail hole when re-nailing or re-screwing loose boards. Inspect your decks regularly, a minimum of once each year, and provide needed attention promptly to maintain an attractive appearance and forestall costly repairs.

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.

Experts recommend that you wait two to three months to seal a new deck to allow time for the wood to cure. Seal your deck in early spring for the best results.

Stain adds color to your deck and lubricates the wood. Ask a professional to recommend the best type of stain for your deck. If stain has faded or if you see hairline cracks, the wood needs waterproofing or resealing.



Builder Guidelines

Exposed wood decks are constructed to meet structural and functional design. During the orientation, we will confirm that the wood decks are in satisfactory condition.

Color variations are a natural result of the way in which wood accepts stain and is excluded from limited warranty coverage.

YOUR *Dream* HOME CARE HANDBOOK

Home Care Information & Tips: Decks

The maintenance of your deck is solely the homeowner's responsibility. The pressure treated lumber used in your deck is covered by a manufacturer limited warranty.



Safety Reminder

Periodically check that deck components remain securely fastened. Check support posts, steps, railings, etc. Deck railings are not designed for sitting. Keep excessive weight off your deck and side rails. Do not place children's swimming pools or hot tubs on your deck without design reinforcement.



Helpful Hints

To determine if it is time to reseal your deck, pour a glass of water onto the wood.

If the surface turns noticeably darker, the wood needs to be resealed. If the water beads up, the surface of your deck is protected.

Do not allow foliage to grow close to your deck. This can lead to minimized air movement and drainage around your deck.

Clean out the spaces between deck boards on a regular basis. If leaves or debris are left between wooden boards, it could lead to wood rot.

As you use your deck, 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.

The surface of the decking can be damaged by moving grills, furniture, or other items. Use caution when moving items to prevent scratches, gouges, etc.

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 in shoveling to avoid needless scratching of the deck boards.

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Home Care Information & Tips: Doors & Windows

Exterior Doors

Your new home includes a variety of door styles, both inside and outside, that provide you with privacy and noise reduction. In addition, exterior doors function as a guard against the elements.

The doorframe (jamb) is the unit that the door closes against and from which the door is hung. Door "hardware" refers to hinges, knobs pins, latches, locks, etc.

Generally, interior doors are made from wood or composite material and are "hollow core," or hollow inside. These doors are either stained or painted. Exterior doors can be metal, fiberglass, composite material, or solid wood. The finish depends on the material used.



Homeowner Maintenance Responsibilities

Exterior Finish: To ensure longer life for your exterior doors, plan to refinish them at least once a year. Stained exterior doors with clear finishes tend to weather faster than painted doors. Reseal stained exterior doors whenever the finish begins cracking or crazing. Painted exterior doors can be cleaned with a mild detergent.

Weather-stripping: Check weather-stripping on a regular basis to make sure the seal is secure. Proper weather-stripping guard against the elements. (This includes the weather-stripping along the bottom edge and sides of the overhead garage door and on the garage entry door.) Unusually heavy or driving rains may cause minor seepage at the bottom of the door. Many exterior doors have thresholds that you can adjust to keep the door sealed properly.

Warping: Exterior door or panel warping is due to moisture penetration. Make sure that all edges of your doors are sealed and that the surface is properly covered with varnish or paint. If a door warps slightly, keeping it closed as much as possible often returns it to normal.

Hardware: Follow manufacturer recommendations for lubricating door locks as well as cleaning and polishing door hardware. Hardware that has a protective coating can be damaged if is improperly cleaned.

Sliding Glass Patio Doors: Keep tracks of sliding patio doors clean, free of debris, and lubricated when needed. Check the weather stripping occasionally and replace if the seal is loose.

YOUR *Dream* HOME CARE HANDBOOK

Home Care Information & Tips: **Doors & Windows**

Overhead Garage Door: Every 6 months, apply lubricant to overhead garage doors such as silicone spray 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.



Builder Guidelines

Exterior wood doors will warp to some extent due to temperature differences on inside or outside faces or changes in moisture content. They should not warp whereas they become inoperable or exceed 1/4-inch measured diagonally from corner to corner. Your builder will take corrective action as necessary but is not responsible for exact match, discontinued supplies, wood grain, stain, or paint finishes.

Insert panels in wood doors and shutters may shrink showing raw wood along the edges. Your builder is not responsible for touching up paint or stain for unfinished areas that are exposed because of shrinkage.

Split door panels should not allow light to be visible. Your builder will take corrective action as necessary to meet the standard once within the first year. The builder is not responsible for the exact match of fillers, stain, or paint finishes.

Garage overhead doors cannot be airtight. Some light will be visible around the edges and across the top of the door. Weather conditions may result in some precipitation entering around the door as well as some dust especially until most homes in the community have landscaping installed.

Some wind and water infiltration around doors is normal, especially during high winds and heavy rains. Your builder will take corrective action as necessary to correct poorly fitted doors or poorly fitted weather-stripping at the time of closing.

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Home Care Information & Tips: **Doors & Windows**



Safety Reminder

Access keys used during the construction of your home will no longer operate the locks after you have moved in. As a safety feature, lockset tumblers reset the first time you insert the door key into the lock. After the lock is reset, your key is the only key that will unlock your home.



Helpful Hints

Review your lockset warranty information for the manufacturer recommendations on caring for your locksets. It is also a good idea to polish exterior locksets with a light coating of car wax to maintain its appearance.

YOUR *Dream* HOME CARE HANDBOOK

Home Care Information & Tips: Doors & Windows

Interior Doors



Homeowner Maintenance Responsibilities

Interior doors are subject to natural characteristics of wood such as expanding, contracting, shrinking, and warping. Your interior doors (usually "hollow core") can be affected by humidity changes within your home caused by using showers, dishwashers, humidifiers and forced air furnaces. The homeowner is responsible for maintaining acceptable levels of humidity. It's also normal for interior doors to stick or warp due to various weather conditions.

Warping: Warping is a result of moisture in the wood. Keeping consistent humidity levels in your home will prevent warping.

Sticking: Sticking can result from moisture in the wood that causes natural expansion of lumber. Check to make sure the hinge screws are tight and holding properly. A sticking door may need adjustment; however, seasonal changes in the moisture content may correct the problem. If a door continues to stick, fold a piece of fine sandpaper around a wooden block then sand the edge that binds. Always paint, seal, or varnish the edge after sanding.

Hardware: Lubricate door locks occasionally and follow manufacturer instructions for cleaning and maintenance of door hardware.

Keep tracks free from dirt and debris with bi-fold or pocket doors. Follow manufacturer instructions for lubrication of tracks and hinges.



Builder Guidelines

Interior doors should operate properly with little resistance upon opening and closing. Interior doors should not warp to the extent that they become inoperable or exceed 1/4-inch measured diagonally from corner to corner. Your builder will take corrective action as necessary to meet the standard. Your builder is not responsible for exact match, discontinued supplies, wood grain, stain, or paint finishes.

YOUR *Dream* HOME CARE HANDBOOK

Home Care Information & Tips: **Doors & Windows**

Insert panels in wood doors and shutters may shrink showing raw wood along the edges. Your builder is not responsible for touch up paint or stain for unfinished areas that are exposed because of shrinkage.

Bi-fold doors should slide properly on their tracks at the time of closing. Your builder will take corrective action as necessary to meet the standard. Cleaning and maintenance necessary to preserve proper operation is the homeowner's responsibility.

Pocket doors should not rub in their pockets during normal operation. Your builder will take corrective action as necessary to meet the standard once within the first year of ownership.

Your builder will adjust hardware installed on interior doors if it fails to latch or perform its intended purpose.



Helpful Hints

Interior door locksets can work loose over time. If you notice excessive play in the lockset, we recommend tightening the screw located in the cover plate. If the doorknob has become inoperative, it could mean that the interior mechanism has slipped out of place. Remove the knob, realign the interior mechanism, reset the knob and then tighten the exterior screws. If a lock is difficult to operate, apply silicone spray to the keyhole and lock mechanism. This often will help the lock to operate smoothly.

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Home Care Information & Tips: Doors & Windows

Windows

Window frames can be made of wood, metal, vinyl, fiberglass, or a combination of materials. Some windows are operable, and some are for aesthetic purposes only. Glass in windows can be single pane or double pane, clear or frosted. Energy efficient windows can have invisible coatings known as low emitting or "low-E" that reflect heat and can save money and energy.

Caution: If you choose to tint your windows, you could void all manufacturer and builder warranties.



Homeowner Maintenance Responsibilities

Caulking: Regularly check around your window frames for deteriorated caulk and replace with caulking recommended by a hardware professional.

Broken Glass: Cracked or broken glass noted after closing is the homeowner's responsibility. Repair cracked or broken glass as quickly as possible to prevent energy loss. Contact a glass company for re-glazing (replacing glass).

Screens: Damaged or missing screens noted after closing is the homeowner's responsibility.

Condensation: Condensation is a result of high humidity within your home and low temperatures outside. It is a common occurrence and does not indicate a defect in the window. If you run a humidifier, follow the manufacturer's instructions.

Weather-Stripping: Check weather-stripping on a regular basis to make sure the seal is secure. Proper weather-stripping guards against the elements and reduces condensation. Usually heavy or driving rains may cause minor seepage at the bottom of the window.

Sticking: Windows should operate freely, if you must use excessive force to open or close a window, you can try rubbing the channel with a piece of paraffin or candle wax.

Hardware: Check your window hardware to make sure it is in proper working order. Windows should lock tightly for security and protection from the elements.

YOUR *Dream* HOME CARE HANDBOOK

Warranty Information & Tips: Doors & Windows

Cleaning: Clean vinyl window surfaces periodically with warm, clear water. Keep channels and weep holes (provided to allow excess water to escape outside) free of dirt and debris.



Builder Guidelines

Vinyl windows should operate with reasonable ease. Your builder will take corrective action as necessary to meet the standard.

Infiltration around windows should be minimal, except during high winds or extreme temperatures. Your builder will take corrective action as necessary to correct poorly fitted windows or poorly fitted weather stripping.

Windows and skylights should not leak under normal conditions. Your builder will take corrective action as necessary to correct leaks from the outside of your home. Your builder is not responsible for condensation. Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. Your builder provides no corrective measure for this condition.

Double paned glass should not form condensation between the panes. Your builder will take corrective action as necessary if the seal between the double paned glass is broken under normal homeowner use in accordance with the window and glass manufacturer requirements. Some manufacturers offer an extended warranty period for windows.

Your builder is not responsible for cracked or broken glass, damaged or missing screens after closing. Your warranty may be void if you add tinting to certain windows. Refer to the manufacturer literature for additional information.



Helpful Hints

If a door has warped slightly, keep it latched as much as possible. Often the door will return to normal.

YOUR *Dream* HOME CARE HANDBOOK

Warranty Information & Tips: Doors & Windows

When lubricating your overhead garage door hardware, do so in moderation. Over lubricating could cause oil to drip on your vehicle and garage floor. Check with a professional for the best product to use and parts to lubricate.

Sliding patio doors lock from the inside only. To ensure maximum security and safety, fully acquaint yourself and family members with the operation of the door hardware.

A storm door may reduce your heating costs during the winter months.

Lubricate a squeaky door hinge to relieve the problem. Don't use oil, it will gum up the hinge.

Do not swing or hang on doors or doorknobs as it will work the hardware loose.

Use caution when hanging heavy shoe bags, ironing board racks, or other devices on doors as it can work the hardware loose.

Use care when handling screens to prevent perforation and bent frames. When removing screens for storage, label each with an identifying mark for proper placement in the spring.

You may clean screens with a soft bristle brush, sudsy cleanser, and warm water. Rinse with a light spray from the garden hose and let dry. Corrosion on aluminum can be cleaned with a light rub of steel wool. Coat the frames with household wax to keep them clean and shiny.

Keep garage doors closed during periods of extreme hot or cold weather.

Position your sprinkler system so the flow of water does not hit your windows or doors.

YOUR *Dream* HOME CARE HANDBOOK

Home Care Information & Tips: **Electrical System**

A licensed electrical contractor has installed the electric system in accordance with all applicable codes. Codes are in place to ensure a safe electrical operating system for normal residential use. The electrical system is a major part of your new home. For safety purposes, it is vital that you understand the proper use of the components.



Homeowner Maintenance Responsibilities

Underground cables are generally buried deep enough that digging will not affect them. Before digging, check the location of buried service leads by calling the local utility locating service. In most cases, wires run in a straight line from the service panel to the nearest public utility pad. Maintain positive drainage around the foundation to protect electrical service connections.

If you wish to make any modifications, contact the electrician listed with the Emergency Phone Numbers you receive at Orientation. Having another electrician modify your electrical system during the warranty period can void that portion of your limited warranty.

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

Circuit breakers have three positions; on, off, and tripped. When a circuit breaker trips, it must first be turned off before it can be turned on. Switching a breaker tripped to the "on" position will not restore power. Breaker's trip because of an overload on the circuit caused by too many appliances on the circuit, a worn cord, defective appliance, or operating an appliance at too high a voltage requirement for the circuit. For example, starting an electric motor may trip the circuit breaker.

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

Your home includes Ground-Fault Circuit Interrupters (GFCI) which are normally installed in areas where an individual can come into contact with water while holding an electric appliance or tool. The bathroom, kitchen, outdoors, and garage are typical places where GFCI receptacles are found. A heavy appliance such as a freezer or power tools will likely trip the GFCI breaker.

YOUR *Dream* HOME CARE HANDBOOK

Home Care Information & Tips: **Electrical System**

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

You are responsible for replacing burned out light bulbs other than those noted during orientation. Bulbs for fixtures can be purchased at a home center or hardware store. Avoid exceeding the wattage indicated inside the fixture.

Light fixtures are installed in the locations indicated on the plans. Moving fixtures to accommodate a specific room or furniture arrangement is your responsibility.

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

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

Translucent panels covering ceiling lights are made of polystyrene plastic. To clean, gently push up, tilting the panel slightly to remove it from the fixture frame. Wash with a diluted (1 to 2 percent) solution of mild detergent with warm water. Do not rinse; the soap film that remains reduces static electricity that attracts dust.

Plastic translucent panels can yellow or become brittle over time and may need replaced due to cracks or breaks. Replacement material can be found at a home center or hardware store. Most suppliers will cut the panel to fit so it is important to note the dimensions before shopping.



Builder Guidelines

Electric wiring should be capable of carrying the designated load for normal residential use to your electric box. Your builder will take corrective action as necessary to meet the standard as set by electric code requirements.

All switches, fixtures, and outlets on interior and exterior should operate as intended. Your builder will take corrective action as necessary to meet the standard as set by electric code requirements.

YOUR *Dream* HOME CARE HANDBOOK

Home Care Information & Tips: **Electrical System**

Your builder installs ground fault circuit interrupters (GFCI) in accordance with the approved electric code. Occasional tripping is to be expected and your builder is not responsible unless the tripping is due to faulty installation. If this is the case, your builder will take corrective action as necessary to meet the standard as set by electric code requirements.

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



Safety Reminder

When working on anything electrical in your home, always shut off electricity to your home at the master switch.

Never plug a refrigerator or food freezer into a GFCI controlled outlet. The likelihood of the contents being ruined is high, which your limited warranty does not cover.

If you have small children in your home, install safety plugs to cover unused outlets. This also minimizes the air infiltration that sometimes occurs with these outlets. Teach children to never touch electric outlets, sockets, or fixtures.

Branches, shrubbery, and trees should be kept clear of any overhead electric lines that may be leading to your home.

Check permissible wattage of fixtures which is usually stamped somewhere on the body of the fixture. Using a higher than recommended wattage of bulbs could overheat and damage the fixture and possibly cause a fire. Using the wrong bulbs in recessed fixtures may cause the light to flicker.

Never work on exterior lighting fixtures or change bulbs in damp or rainy weather.

YOUR *Dream* HOME CARE HANDBOOK

Home Care Information & Tips: Electrical System



Helpful Hints

Troubleshooting Tips: No Electrical Service

No Electrical Service Anywhere in the Home:

Before calling for service, check to confirm that:

- ▶ Service is not out in the entire area. If so, contact the utility company.
- ▶ Main breaker and individual breakers are all in the "on" position.

No Electrical to One or More Outlets:

Before calling for service, check to confirm that:

- ▶ Main breaker and individual breakers are all in the "on" position.
- ▶ Applicable wall switch is on.
- ▶ GFCI is set (see details on GFCI's in the Homeowner Maintenance Responsibilities at the beginning of 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.

Surges in the electrical system are normal. If you own sensitive equipment, like a computer, you may want to invest in a protector which is available at hardware or electronics stores.

Do not plug any light or appliance into an extension cord that is smaller in diameter than the cord attached to the device. The cord could overheat and cause a fire.

If there are children in the house, cover unused outlets with safety covers.

If your neighborhood experiences a power outage, unplug major appliances as well as the television, stereo, or personal computer. This will protect them from a possible electric surge when the power is restored.

Test your smoke alarm on a periodic basis and change the battery twice a year.

If you install dimmers to light switches, ensure the dimmer is rated to handle the wattage of the bulbs that are being controlled.

YOUR *Dream* HOME CARE HANDBOOK

Home Care Information & Tips: Exterior Finishes

Masonry: Brick & Stone

Brick and stone have a reputation for durability and low maintenance. Minor chipping, cracking or mortar shrinkage are normal and should not cause concern. Variations in size, color and placement are to be expected.



Homeowner Maintenance Responsibilities

Efflorescence: The white powdery substance that sometimes accumulates on brick surfaces is called efflorescence. This is a normal occurrence and does not indicate that there are any problems with the product. While efflorescence can be removed, it will usually disappear over time. Consult your home center or hardware store for instructions regarding the removal of efflorescence.

Tuck-Pointing: After several years, brick or stone may require tuck-pointing (repairing the mortar between the brick). If you notice that mortar is crumbling, call a professional masonry contractor for repairs. Likewise, if you notice a loose brick or stone, call a professional.

Do not allow ivy or any other ground cover to grow on brick or stone walls. The tentacle like roots of the ivy will work their way into tiny masonry cracks, promoting deterioration. Trim encroaching foliage.

Weep Holes: Keep weep holes open in brick. Weep holes are small holes made in brick, so water can run out of masonry walls rather than collect and cause damage. If weep holes get sealed off or even temporarily plugged, water can build pressure against the wall. Do not fill weep holes or permit landscaping materials to cover them.



Builder Guidelines

Small cracks are common in mortar joints of masonry construction. Cracks greater than 1/4 inch in width are considered excessive and your builder will repair. Repairs should be made toward the end of the first year of the warranty period to permit normal settling. Your builder is not responsible for color variation in the original mortar or to mortar added when making repairs. Unit masonry (concrete block) foundation walls will also develop small cracks; the builder will repair such cracks if they exceed 1/4-inch in width.

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Home Care Information & Tips: Exterior Finishes

Paint



Homeowner Maintenance Responsibilities

Regular attention will preserve the beauty and value of your home. Check the painted and stained surfaces of your home's exterior annually. Repaint before much chipping or wearing away of the original finish occurs; this will save the cost of extensive surface preparation.

Occasionally, check painted areas where caulk is present. Due to natural contraction and expansion, the paint and/or caulk may shrink. Remove any old caulk and re-caulk the area. Ask a hardware professional what type of caulk is best suited for the area in need of repair.

Plan on refinishing the exterior surface of your home approximately every two to three years or as often as your paint manufacturer suggests for your area and climate.



Builder Guidelines

Excessive knots and wood stains which bleed through the paint on the home exterior are considered deficiencies. Your builder shall seal affected areas where excessive bleeding of knots and stains appear and touch up paint to match as close as possible.

Exterior paints or stains that peel or deteriorate during the first year of ownership are deficiencies. Your builder shall properly prepare and refinish affected areas matching color as closely as possible. Where finished repairs affect most of the surface areas, the whole area should be refinished. The warranty on the newly repainted surfaces does not extend beyond the original warranty period.

Fading is normal and subject to the orientation of painted surfaces to the climactic conditions which may prevail in the area. Fading is not a deficiency.

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Home Care Information & Tips: Exterior Finishes



Helpful Hints

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

Hail and wind can cause damage in a severe storm. Inspect the home after inclement weather and report and/or repair damage promptly.

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

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Home Care Information & Tips: Exterior Finishes

Siding & Trim



Homeowner Maintenance Responsibilities

Avoid the use of abrasive cleaners on vinyl siding. Contact the manufacturer for suggested care and maintenance tips. Refer to the manufacturer instructions for cleaning aluminum, concrete or hardboard siding.

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. Stain or paint wood siding as needed. Stain acts as a moisturizer to impede cracking. 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. Always select quality paint; refrain from "over painting" since thick layers will crack and peel. Some wood siding, such as cedar, is subject to more cracking and will require additional maintenance attention.

Do not allow vegetation, especially vines, to work its way up your siding. If vegetation is allowed to grow between joints, it may cause deterioration. The moisture from trees and shrubs planted too close to siding may cause rot.

Vinyl: Vinyl siding gives the exterior of your new home the beautiful look of wood with less maintenance. You will notice some expansion and contraction in your vinyl siding as the temperatures change. It is normal for siding to make popping noises as it expands or contracts. 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.

Cement Based Products: Cement based siding will require routine maintenance such as repainting and caulking similar with wood products.

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Home Care Information & Tips: Exterior Finishes



Builder Guidelines

Exterior siding should not deteriorate or come loose if handled and installed in accordance with manufacturer specifications. Your builder will take corrective action as necessary during the first year of warranty unless deterioration is caused by homeowner negligence. Your builder is not responsible for exact match in color and/or texture in the repaired area, nor any newly painted surfaces that do not match the original surface in color.

Siding bows exceeding 1/2-inch in 32-inches are considered excessive. Your builder will repair bowed siding to meet the standard. Your builder will match the existing siding as closely as possible but is not responsible for color variations.

Visible siding end gaps wider than 3/16-inch are considered excessive. Your builder will take corrective action as necessary to meet the performance standard by providing joint covers or by caulking the gap. If the siding is painted, your builder will paint the new caulking, but is not responsible for color variation. Some waviness in the siding is to be expected because of bows in the studs.

Water or air leaks, due to inadequate caulking at joints and around openings, will be repaired by your builder one time during the first year. Your builder will caulk or repair siding as necessary to fill the joint. Your builder is not responsible for the repaired area matching the original siding precisely.

If cedar shakes or shingles have "bled" through paint or stain, the builder will clean and treat shakes one time during the warranty period to provide a reasonable appearance and prevent further bleeding.

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Home Care Information & Tips: Exterior Finishes

Stucco

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



Homeowner Maintenance Responsibilities

Although stucco is a durable exterior finish, it is exposed to the elements. Inspect the exterior surfaces of your home every year, mainly concentrating on the caulking around any penetrations through the exterior cladding (e.g., doors, windows, etc.). You should repair any caulking that is cracked or missing. Avoid spraying water from your irrigation or water system onto stucco surfaces because this type of exposure can cause permanent damage to stucco as well as the exterior finishes.

The white powdery substance that may accumulate on stucco is called efflorescence. This is a characteristic of stucco and cannot be prevented. If you want to clean the surface, ask a hardware salesperson for recommendations of commercial products that remove efflorescence.



Builder Guidelines

Your builder will repair stucco cracks that exceed 1/8 inch in width once during the one year's warranty period. These repairs should be made toward the end of the first year of your warranty period to permit normal settling of your home. Your builder is not responsible for slight color and texture variation in the original stucco application or in any repair work. The builder is not responsible for staining of stucco due to weather conditions or gutter overflows.



Helpful Hints

Wash stucco by first pre-wetting the wall. Use a garden hose to wash off dirt, starting at the top. Do not hold the spray nozzle too close to the wall. Use a mild water-soluble cleaner to remove the stains and then rinse.

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Home Care Information & Tips: **Fireplaces**

Gas fireplaces provide a perfect solution for those who want to enjoy the warmth of a fire without the chores of hauling wood and cleaning ashes. With a flip of a switch, instant heat and ambiance can be achieved. The fuel used is natural gas or propane.



Homeowner Maintenance Responsibilities

Gas fireplaces are housed in a metal cabinet and can be vented through the wall or through the roof or a chimney. Inside these fireplace boxes are ceramic logs and a burner assembly that delivers a reasonably realistic, wood like yellow flame, instead of the short, nearly invisible blue flame associated with gas appliances. All gas fireplaces light with some type of automatic ignition and most have a standing pilot. That is, they turn on automatically from a thermostat with the flip of a wall switch, the push of a button, or by pointing and clicking a remote control.

If your home features a slate fireplace surround and hearth, you may clean it with a damp cloth and mild soap. Furniture polish, used lightly, can restore the sheen to slate. If you have a marble or tile surround and hearth, use only soap and water or a commercial polish to clean it. Never use an abrasive cleanser.



Builder Guidelines

Fireplaces are not intended to be the sole heat source in the home. The fireplace should function properly when your builder and manufacturer instructions are followed. Your builder will take necessary action to correct the standard only if problems occur due to design and construction. Your builder is not responsible for defects caused by the homeowner's actions or negligence.



Safety Reminder

If you have a gas starter fireplace, keep the starter key well out of the reach of children.

Keep combustible materials away from your fireplace.

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Home Care Information & Tips: Fireplaces

The exterior vent cover for a direct vent gas fireplace becomes extremely hot when the fireplace is operating.

It is recommended that the homeowner install a carbon monoxide detector for any home with combustion appliances or fireplaces.



Helpful Hints

Gas fireplaces are easier to use and more energy efficient than traditional wood burning fireplaces.

Gas fireplaces offer the convenience of an on/off switch and a constant fuel supply. When the gas supply is shut off, the fire is extinguished immediately.

Gas fireplaces eliminate the need for cleaning the hearth since there are no ashes, wood chips, bark, smoke, or other residue left.

Propane and natural gas are clean burning fuels. Compared to wood fireplaces, gas fireplaces vented to the outdoors produce much less carbon monoxide and particulate emissions.

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Home Care Information & Tips: Flooring

Carpeting

Efforts are made to limit the number of seams and to place the seams as unobtrusively as possible. However, seaming is unavoidable. After the initial installation of the new carpet, you will notice excess yarn on the carpet surface. This is normal and will subside after repeated vacuuming within a few months.



Homeowner Maintenance Responsibilities

Refer to manufacturer recommendations for the care of your carpet. If there are carpet remnants left at the time of closing, hold on to them for future color match needs.

Burns: Take care of any type of burn immediately. First snip off the darkened fibers then use a soap-less cleaning product and sponge with water. If the burn is extensive, talk with a professional about replacing the damaged area.

Care: You can add years to the life of your carpet with regular care. Carpet wears, because of foot traffic and dirt particles that get trampled deep into the pile beyond the suction of a vacuum. 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. Wipe spills and clean stains immediately.

Cleaning: Vacuum twice each week lightly and thoroughly once a week. Heavy traffic areas may require more frequent cleaning (daily). A light vacuuming is three passes; a thorough job may need seven passes. A vacuum with a beater bar agitates the pile and is more effective in bringing dirt to the surface for easy removal. Occasionally vacuum against the grain of the pile. Have your carpet professionally cleaned regularly, usually after the first 18 months in your home then once a year after.

Crushing: Furniture and traffic may crush the carpet 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 even wear. You may want to move the furniture an inch or two every couple of weeks, so it does not push down on the same fibers. Heavy traffic areas are subject to wear and crushing, which is considered normal.

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Home Care Information & Tips: **Flooring**

Fading: Excessive sunlight will cause carpet to fade. All carpet will slowly lose color due to natural and artificial forces in the environment. You can delay this process by frequently removing soil with vacuuming, regularly changing air filters in heating and air conditioning systems, keeping humidity and room temperature from extremes, and reducing sunlight exposure with window coverings.

Filtration: If interior doors are kept closed while the air conditioning is operating, air circulation from the closed room flows through the small space at the bottom of the door. This forces the air over the carpet.

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



Builder Guidelines

Carpeting should not come up, become loose, separate, or stretch extensively at its points of attachment. The edge of carpet along molding 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.

Carpet seams will be visible; your builder will repair any gaps or fraying. Your builder will take corrective action at closing, as necessary, for stains or spots noted during your new home orientation. Your builder is not responsible for dye variations if replacements are made.



Helpful Hints

Clip snagged carpet fibers with scissors, don't pull.

Refer to the manufacturer instructions when cleaning and caring for your floors.

Pets, high heels, and vacuum cleaners can cause scratches on certain types of flooring.

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Home Care Information & Tips: Flooring

Hardwood Flooring

In daily care of hardwood flooring, preventative maintenance is the primary goal.



Homeowner Maintenance Responsibilities

Cleaning: Sweep daily or as needed. Never wet mop a hardwood floor. Excessive water causes wood to expand and can possibly damage the floor. When polyurethane finishes become soiled, 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. Check with the hardwood company if your floor has a water-based finish.

Dimples: Placing heavy furniture or dropping heavy or sharp objects on hardwood floors can result in dimples.

Filmy Appearance: A white, filmy appearance can result from moisture, often from wet shoes or boots.

Furniture Legs: Install proper floor protectors on furniture placed on hardwood floors. Protectors will allow chairs to move easily over the floor without scuffing. Regularly clean the protectors to remove any grit that may have accumulated.

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

Mats and Area Rugs: Use protective mats at the exterior doors to help prevent sand and grit from getting on the floor. Gritty sand is wood flooring's worst enemy. However, be aware that rubber backing on area rugs or mats can cause yellowing and warping of the floor surface. Area rugs should be moved occasionally as they block sunlight and may give the appearance of discoloration under the rug.

Recoating: Sand and finish floors have a polyurethane finish; you may want to have an extra coat of polyurethane applied by a qualified contractor within six months to one year. The exact timing will depend on your particular lifestyle. If another finish was used, refer to the manufacturer recommendations. Pre-finished hardwoods should not be recoated since

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a durable finish has been applied by the manufacturer. Recoating a pre-finished hardwood floor will void the manufacturer warranty.

Scratches: Moving heavy furniture, vacuum cleaners, and pet's claws can cause scratches in your hardwood floor.

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

Shoes: Keep high heels in good repair. Heels that have lost their protective cap (thus exposing the fastening nail) will mark your wood floor.

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

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

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

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

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

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



Builder Guidelines

During the new home orientation, the builder will confirm that hardwood floors are in acceptable condition. Your builder will correct any readily noticeable cosmetic defects listed during orientation.

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Home Care Information & Tips: **Flooring**

Cupping or Crowning: Cupping or crowning in oak floorboards should not exceed 1/16-inch in height in a 3-inch maximum span measured perpendicular to the length of the boards. Your builder will take corrective action as necessary to meet the standard within the warranty period. Your builder is not responsible for cupping caused by exposure to moisture beyond the builder's control. The builder is not responsible for color variations in any of the materials.

Separation: Shrinkage will result in separation between the members of hardwood floors. If these exceed 3/16-inch, your builder will take corrective action as necessary, to meet the standard one time during the warranty period. It is your builder's option to fill or replace the adjoining floorboards in the affected area. The builder is not responsible for color variations if repair/replacements are made. Your builder is not responsible for removing excess filler that appears on the surface if the boards expand due to subsequent changes in humidity and expel filler.



Helpful Hints

Refer to the manufacturer instructions when cleaning and caring for your floors.

Pets, high heels, and vacuum cleaners can cause scratches on certain types of flooring.

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Home Care Information & Tips: Flooring

Resilient Flooring/Linoleum



Homeowner Maintenance Responsibilities

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

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

Limit Water: Wipe up spills and vacuum crumbs instead of washing resilient floors frequently with water. Limit mopping or washing with water; excessive amounts of water on resilient floors can penetrate seams and get under edges, causing the material to lift and curl.

Moving Furniture: Moving appliances across resilient floor covering can result in tears and wrinkles. Install coasters on furniture legs to prevent permanent damage. If you damage the resilient floor, you can have it successfully patched by professionals. If scraps remain when installation of your floor covering is complete, they are left in the hope that having the matching dye lot will make such repairs less apparent.

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

Raised Nail Heads: Raised nail heads are the result of movements of the floor joist caused by natural shrinkage and deflection. We have used special nails and glued the underlayment to help minimize this movement. If a nail head becomes visible through resilient flooring, place a block of wood over it and hit the block with a hammer to reset the nail.

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

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Home Care Information & Tips: **Flooring**

Seams: Any brand or type of resilient flooring may separate slightly due to shrinkage. Seams can lift or curl if excessive moisture is allowed to penetrate them. You can use a special caulking at tub or floor joints to seal seams at those locations. Avoid getting large amounts of water on the floor from baths and showers.



Builder Guidelines

Your builder will confirm that resilient floor covering is in acceptable condition during your orientation. The limited warranty does not cover damage to resilient floors caused by moving furniture or appliances into the home. Your builder can assist you in contacting professionals who can repair such damage if it occurs in your home. Your builder is not responsible for discontinued selections.

Adhesion: Resilient floor covering should adhere. Your builder will repair lifting or bubbling and nail pops that appear on the surface.

Depression or Ridges: Your builder has sanded and filled the joints of underlayment to minimize the possibility of depression or ridges showing through resilient floor coverings. Ridging is measured by centering a 6-inch straight edge perpendicular to the ridge with one end tight to the floor. If the opposite end of the straight edge is 1/8 inch or more from the floor, your builder will repair this condition.

Seams: Seams will occur and are sealed at the time of installation. Your builder will correct gaps more than 1/16-inch where resilient flooring pieces meet or 1/8-inch where resilient flooring meets another material. Your builder will correct curling at seams unless caused by excessive water.



Helpful Hints

If you must move appliances across resilient flooring, roll the appliance straight forward, don't walk it side to side. You may also try laying a piece of cardboard on the floor for protection.

Should your resilient flooring become torn or gouged, some manufacturers offer seam coating kits. Refer to your manufacturer's instructions for repair.

Refer to the manufacturer instructions when cleaning and caring for your floors. Pets, high heels, and vacuum cleaners can cause scratches on certain types of flooring.

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Home Care Information & Tips: Flooring

Tile, Brick, Marble & Stone Flooring

The ceramic and marble tiles used in various rooms of your home provide durable and decorative floor covering. Shade and/or color variation is inherent in all fired clay products and grout. Marble is a product of nature and will have variations in coloring and vein lines.



Homeowner Maintenance Responsibilities

Your selection sheets include the brand and color of your ceramic tile.

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.

The ceramic tile installed on walls or countertops in your home may be washed with any nonabrasive soap, detergent, or tile cleaner. Abrasive cleaners will dull the finish. Clean grout that becomes yellowed or stained with a fiber brush, cleanser, and water. Grout cleansers and whiteners are available at most hardware stores.

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

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

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

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Builder Guidelines

During the orientation we confirmed that tile and grout areas are in acceptable condition. We will repair or replace cracked, badly chipped, or loose tiles noted at that time. Your builder is not responsible for variations in color or discontinued patterns. New grout may vary in color from original.

Tile, brick, marble, and stone flooring should not break or loosen. Your builder will take corrective action as necessary to meet the standard unless the defects were caused by the homeowner's actions or negligence.

Cracks in grouting of ceramic tile joints are common due to normal shrinkage conditions. Your builder will take corrective action as necessary one time within the warranty period. Your builder is not responsible for color variations or discontinued color grout.



Helpful Hints

Refer to the manufacturer instructions when cleaning and caring for your floors.

Pets, high heels, and vacuum cleaners can cause scratches on certain types of flooring.

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Home Care Information & Tips: Heating, Ventilation, Air Conditioning

Heating System: Heat Pump



Homeowner Maintenance Responsibilities

If your home contains a heat pump system, you should be aware of the performance characteristics unique to these systems. As with any system, read the manufacturer's literature and follow all instructions for efficient operation and maintenance of your system. Clean or replace filters once a month. Provide professional service for your system at least once every two years.

Air Circulation Across Coils: Keep the outside unit clear of any materials that would interfere with air circulation. Snow, ice, landscaping materials, trash, leaves, and other accumulating items can cause inefficiency or damage the unit.

Air Conditioning and Heating: A heat pump system operates differently from a gas forced-air furnace. The same system provides both heat and air conditioning. This is possible because a refrigerant flows back and forth in the coils of the heat pump, controlled by a reversing valve. In the heating mode, the heat pump removes heat from the outside air and transfers it to the inside air. In the cooling mode, it does just the opposite, removing heat from the inside air and discharging it outside of the home. The thermostat inside your home controls this heating or cooling activity.

Air Temperature at Vents: Do not expect dramatic temperature differences in the air coming from the vents as is common with other kinds of systems. The coils used in a heat pump system operate at lower temperatures than those common in a gas forced-air system. As a result, for example, in the heat mode, air from the supply vents will typically range from 85 to 90 degrees Fahrenheit. The vents will not feel hot, though the air discharged is warmer than the air in the room by as much as 20 degrees.

Auxiliary Heat System: At lower outside temperatures, less heat is available for the heat pump to draw from the exterior air. Therefore, from time to time the auxiliary heat system will turn on to maintain the temperature of the thermostat setting. The auxiliary system will also turn on whenever the temperature at the thermostat is moved 1.5 degrees or more at one time.

Normally, an indicator light shows when the auxiliary heat is in operation. If the light stays on when the outside temperature is more than 30 degrees Fahrenheit, contact a service person.

Defrost Cycle: When the heat pump is operating in the heat mode, the coils outside may reach below freezing temperatures. Moisture in the air will condense into frost and accumulate on the coils under these circumstances. From time to time, the system will go

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into defrost mode to clear accumulated frost from the coils. This is a normal part of the operation of the system and will occur automatically.

During the defrost cycle, the outside fan will stop temporarily. The temperature of airflow into the home will be a bit lower during the defrost cycle. The defrost cycle can only occur once every 90 minutes and lasts no longer than 10 minutes.

Night Setback: Unless you have a night, setback thermostat designed to work with a heat pump system, do not turn the thermostat down in the evenings. Adjust the temperature a fraction of a degree at a time until a comfortable, permanent setting is found.

Register Adjustment: Registers will require adjustment from time to time to maximize your family's comfort. Do not completely close off more than one supply register at a time. This can restrict the airflow too much and reduce the efficiency of the system. A good technique is to completely open all the vents, then gradually move the temperature setting up until the coolest room is comfortable. Once the coolest room is comfortable, gradually close the vents in the warmer rooms until all rooms are comfortable as well. Reverse the process for air conditioning.

Return Air Vents: As with any heating system, return air vents must be clear so the air flows through the ducts unimpeded. Avoid placing furniture where return air vents would be blocked.



Builder Guidelines

Your heating system should be capable of producing an inside temperature of 70 degrees Fahrenheit under normal outdoor winter conditions. Temperature shall be measured in the center of each room and at a height of 5 feet above the center of the floor, except in vaulted areas. The heating system must be allowed at least 72 hours to reach 70 degrees. If your heating system does not provide the required temperature, your builder will take corrective action as necessary.

Excessive noise is not acceptable, and your builder will take corrective action as necessary.

Ductwork is to be sealed and should remain attached and securely fastened. If it becomes unattached during the first year of ownership, your builder will take correction action as necessary.

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Home Care Information & Tips: Heating, Ventilation, Air Conditioning



Helpful Hints

Troubleshooting Tips: No Heat or Auxiliary Heat Stays on When Outside Temperature is 30 Degrees or Above

Before calling for service, check to confirm that the:

- ▶ Thermostat is set to "heat" and the temperature is set above the room temperature.
- ▶ 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).
- ▶ Filter is clean to allow airflow.
- ▶ Vents in individual rooms are open.
- ▶ Air returns are unobstructed.
- ▶ Outside unit is not blocked by snow or other materials.
- ▶ Outside coil does not have an excessive ice build-up.

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

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Home Care Information & Tips: Heating, Ventilation, Air Conditioning

Ventilation: Attics, Crawl Spaces, & Vents



Homeowner Maintenance Responsibilities

Condensation may occur wherever warm, moist air inside the house meets a colder surface such as a window. If window condensation is excessive, providing ventilation can reduce it. Large quantities of water are introduced into the air in your home from cooking, bathing, showering, laundering, and humidifiers.

It is important to vent excess moisture to the outside. Always use bath fans when showering or bathing or crack a window to vent moisture outside. Use the kitchen range hood fan when cooking. Ensure clothes dryer vents exhaust outside the house, not into the attic or crawl space. Never try to capture heat from the clothes dryer.

Attic Vents: Attic ventilation occurs through vents in the soffit (the underside of the overhangs), ridge vents in roofing, or on gable ends. Do not cover them to prevent this, instead cover the insulation in front of the vent. When you do this, precipitation that blows in safely evaporates and ventilation can still occur.

Crawl Space Vents: Homes with crawl spaces usually include two or more vents. Open crawl space vents for summer months and close them for winter months, pulling insulation over them. Failure to close these vents and replace insulation may result in plumbing lines freezing in the crawl space. This occurrence is not covered by your warranty.



Helpful Hints

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

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.

Make sure bathroom fans are on when bathrooms are in use.

Air your house by opening windows for a time when weather permits.

Attic ventilation through the roof usually is required by building codes and cannot be omitted.

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Home Care Information & Tips: Heating, Ventilation, Air Conditioning

Air Conditioning System

The sizing (tonnage) of your air conditioning system has been specified according to floor plan, total window area and solar orientation of your home.

Your builder will explain the operation of your air conditioning system during your new home orientation. Thereafter, carefully read and follow the manufacturer instructions on care and use.



Homeowner Maintenance Responsibilities

Your home air conditioning is a closed system, which means that the interior air is continually recycled and cooling interior air until the desired temperature is reached. Warm outside air disrupts the system and makes cooling difficult.

The cooling process only begins when you set the thermostat. For example, if you arrive home at 6:00 p.m. when the temperature has reached 90 degrees Fahrenheit and set your thermostat to 75 degrees, the air conditioning unit will begin cooling. The cooling process will take much longer to reach the desired temperature since during the day, the furniture, walls and carpet have absorbed heat. Experts recommend that you set the thermostat at a moderate temperature in the morning to achieve the most efficient cooling. Programmable thermostats can help save money on energy bills if installed properly.

Adjust Vents: Because cool air falls, aim airflow upward from the vents for best cooling results. Vacuum and dust registers and air returns as needed.

Condensation Lines: Condensation lines can clog under normal use. It is your builder's responsibility to provide unobstructed condensation lines at the time of closing. Thereafter, this is a homeowner maintenance responsibility.

Compressor Level: Maintain the air conditioning compressor in a level position for efficient operation and prevent damage to the equipment. Keep vegetation from growing around your compressor. During the cooling season make sure that leaves or grass do not block the vents. If you have a condensate drain pan, periodically check to ensure it is not clogged with debris.

If your air handler is in your attic, the unit is equipped with a condensation overflow pan and drain line. If the primary condensation line is not functioning properly, water will drain into

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this pan and out of the secondary condensation line, usually located above a window. If you notice water draining from the secondary line or standing in the overflow pan, TURN THE UNIT OFF with the switch located right by the unit and contact your HVAC contractor and your builder immediately.

Filter: Clean and/or replace air filters regularly. Refer to the manufacturer instructions for cleaning or replacement procedures and location of the filter.

Humidifier: If a humidifier is installed on the furnace system, turn it off when using the air conditioning. The additional moisture can cause a freeze-up of the cooling system.

Manufacturer's Instructions: The manufacturer's manual specifies maintenance for the condenser. Review and follow these points 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 sometimes vary from room to room by several degrees Fahrenheit. This can be attributed to variables such as floor plan, orientation of the home on the lot, type and use of window coverings, and traffic through the home.



Builder Guidelines

The cooling system should be capable of maintaining a temperature of 78 degrees Fahrenheit, or a maximum differential of 15 degrees from the outside temperature. Temperature is measured in the center of each room at a height of 5 feet above the floor under normal operating and weather conditions. For homes with a single system application, the allowable tolerances between floors will not exceed 7 degrees. Your builder will take corrective action so that the temperature conditions are in accordance with specifications. When outside temperature exceeds 95 degrees, the system shall keep the inside temperature 15 degrees cooler than the outside temperature.

The refrigerant line should not develop leaks during the warranty period. Your builder will take corrective action as necessary to meet the standard one time during the warranty period. Your builder is not responsible if the leak is due to homeowner actions or negligence.

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Helpful Hints

Troubleshooting Tips: No Air Conditioning

Before calling for service, check to confirm that the:

- ▶ Thermostat is set to "cool", and the temperature is set below the room temperature.
- ▶ Check the breakers at the electrical panel, one for the furnace (air handler) and one for the 220-volt unit (condenser), making sure they are switched on.
- ▶ The front furnace panel should be secure. If it is not tight, the safety switch will not allow the fan to start.
- ▶ If the compressor does not start, turn the thermostat to the off position, then back on. This will reset the overload protector and allow the compressor to start after a time off period.
- ▶ If, however, the system does not start after one hour, call the installing contractor or your builder.

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Mold & Mildew Prevention

There are different types of indoor environmental contaminants, such as pet dander, dust mites, mold, and mildew. Molds and other potential contaminants are everywhere as part of the environment, therefore everyone is exposed to some mold on a daily basis without evident harm. Sensitivity to various types of mold and contaminants vary from person to person. There are no state or federal standards concerning acceptable levels of exposure to mold.

Designing or building homes that exclude mold spores is impossible. Moisture is the only mold growth factor that can be controlled in a home. By minimizing moisture, you reduce or eliminate mold and mildew growth.

Moisture in the home comes from various sources such as spills, leaks, overflows, condensation, and high humidity. Good housekeeping and maintenance are essential in your effort to prevent and eliminate mold and mildew growth.



Homeowner Maintenance Responsibilities

Immediately report leaks in your roof, windows or plumbing to your builder. Failure to report leaks promptly increases your risk and responsibility for repair. Check your home regularly for moisture intrusion. Make sure the weather stripping is in good condition.

Maintain caulking around windows, doors, sinks, tubs. Mold grows well on dust and dirt so be sure to dust and vacuum regularly. Clean and replace filters in accordance with manufacturer instructions. Keep weep holes for brick and windows clear for drainage.

Most tile cleaning products contain chemicals that remove and protect against mold and mildew growth.

Cleaning mold and 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 since the chemicals that remove mildew can be caustic.

Check the refrigerator pan, air conditioning condensate line, coils, and condenser pan for signs of mold growth. Condensation on surfaces inside your home is a sign of high humidity.

If you notice condensation, remove it by wiping the surface and take steps to reduce the humidity level of your home.

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If your home has a humidifier, operate and clean it in accordance to manufacturer instructions. If condensation is a result of the humidifier, you may have to adjust the humidity level.

Maintain positive drainage around your home and avoid changes to the original grade of your home.

Do not cover or interfere with the fresh air supply to your furnace. Run exhaust fans when using the bathroom or cooking in the kitchen. Clean the dryer exhaust tube as needed to keep it clear and functioning efficiently.

Air your home by opening windows as the weather permits.

Mildew is a fungus that spreads through the air in microscopic spores. It loves moisture and feeds on surfaces or dirt. On the siding, it looks like a layer of dirt. To determine whether mildew or dirt, wipe the surface with a cloth or sponge dampened with bleach. If the bleach causes the surface to lose its dark appearance, it is most likely mildew.



Builder Guidelines

The builder will respond to any leaks reported as described under individual categories such as plumbing and roof.

Your builder will remove any mold and/or mildew noted during the demonstration/orientation, but it is excluded in your warranty.



Helpful Hints

Buy disposable filters in large quantities for convenience.

Filters should be changed at least every two months.

It is helpful to keep garage doors closed to prevent heat and air from escaping.

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Turn on your furnace for a trial run early in the fall. If there is a problem that requires a professional technician, it is much more convenient to discover it before the weather turns cold.

As warmer months approach, test your air conditioning by running the system to ensure it is working properly.

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The insulation system in your home is designed to meet requirements determined by the state building code. When referring to insulation, the term "R-value" is often used. R-value is the level of resistance provided by the insulation to any transfer of heat or cold. The total R-value may vary depending on the insulated area. The area of greatest heat loss is through your ceiling and roof. A higher R-value is used in these areas.



Homeowner Maintenance Responsibilities

If your ceiling insulation is blown-in, its effectiveness is enhanced by an even distribution. If you work in your attic, be sure to check that you did not displace the evenness / distribution of the insulation.

Inspect attics and crawl spaces on a seasonal basis to make sure the insulation has remained in place. If it has moved in any way, it may result in higher energy costs.

Electric outlets normally emit noticeable amounts of cold air when outside temperatures are low. No corrective action is necessary.



Builder Guidelines

Your builder will install insulation to meet or exceed the building codes applicable at the time of construction. If the insulation amount does not meet the requirement, your builder will take corrective action to meet the performance guideline.

While some air infiltration around doors and windows is normal, poorly fitted weather stripping is unacceptable. Your builder will take corrective action as necessary.



Safety Reminder

Extreme caution should be taken when moving about your attic. Do not step on drywall ceilings; personal injury or damage to drywall may result.

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Home Care Information & Tips: **Insulation**



Helpful Hints

The effectiveness of blown insulation is diminished if it is uneven. As the last step in any work performed in your attic (i.e., installation of a speaker wire), you should confirm that the insulation lies smooth and even.

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Ceramic Tile



Homeowner Maintenance Responsibilities

Durable and decorative, ceramic tile requires relatively little maintenance. Although the tile itself is impenetrable to water, the grouted joints between the tiles can absorb water.

The grouting between your tiles will crack and loosen due to normal conditions of shrinkage, contraction, and expansion. Follow the manufacturer directions for maintenance and cleaning. Re-grouting of tile is the homeowner's responsibility.

Tiles may separate from the area directly next to the tub, shower, or countertops due to normal shrinkage and settling. You may use caulk or premixed grout to repair separation in areas where your tile joins other materials. This separation is a normal occurrence and should be remedied to prevent water from seeping into the tiled area. Follow the manufacturer directions for caulk and grout.



Builder Guidelines

Ceramic tile should not become loose or crack under normal conditions. Your builder will take corrective action as necessary one time should this occur during the first year. Thereafter, caulking and grouting is the homeowner responsibility. Your builder is not responsible for discontinued patterns or color variations in ceramic tile or grout. Cracked tiles due to damage by the homeowner is not covered by this warranty.

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Drywall



Homeowner Maintenance Responsibilities

While your home is in the process of drying and settling, slight imperfections due to shrinkage and settlement will appear in your drywall. Cracks, nail pops, and seam lines are common occurrences and easily corrected.

After your new home has had adequate time to settle and dry, you may use spackling or joint compound to repair blemished areas. Both items are available at hardware or home improvement stores. Follow the manufacturer instructions for application.

Ceilings: The ceilings in your home are easy to maintain by periodically removing dust or cobwebs as part of your normal cleaning and repaint as needed.

Cracks: Repair hairline cracks with a coat of paint. You can repair slightly larger cracks with spackle or caulk.

Nail Pops: To correct a nail pop, reset the nail with a hammer and punch. Cover it with spackle by applying two or three thin coats. When dry, sand the surface with fine-grain sandpaper, then paint. If the nail is visible but loose, remove it and insert a new nail a few inches from the spot where the old nail popped. Spackle, sand, and paint as necessary. Indentations caused by sharp objects are repaired in the same manner.

Other Repairs: With the exception of the one-time repair service provided by your builder, care of drywall is your maintenance responsibility. Most drywall repairs can be easily accomplished and can be done when you repaint or redecorate the room. Special care should be given to prevent excessive amounts of moisture from coming in contact with drywall. Excessive moisture can cause drywall joints to separate. Any leaks or sources of moisture should be dealt with immediately to prevent damage.

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Builder Guidelines

During the orientation, we confirm that drywall surfaces are in acceptable condition.

One Time Repair: One time during the material and workmanship warranty, your builder will repair visible cracks that exceed 1/8-inch in width. Nail pops, blisters, and other such blemishes which are readily visible from 6 feet under normal lighting conditions are unacceptable. Your builder does not repair drywall flaws that are only visible under lighting conditions or at a distance closer than 6 feet. Your builder will take corrective action as necessary and will touch up the repaired area using the same paint color that was on the surface when the home was delivered. Paint color may not match; your builder is not responsible for color variation.

All interior walls will have slight variations on their finished surfaces. The builder is not responsible for matching wall colors that were changed by the homeowner. The homeowner is also responsible for custom paint colors or wallpaper that has been applied subsequent to closing.



Helpful Hints

It is suggested that you wait until after the first heating season to repair drywall cracks or other separations due to shrinkage.

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Paint



Homeowner Maintenance Responsibilities

Painting is cosmetic and there are many options in materials and methods. Your selection sheets are your record of the paint color names, numbers and brands that were used in your home. Depending on the type of paint chosen will determine if a curing process is necessary for the paint.

When cleaning any interior paint, be sure to follow manufacturer instructions.

Occasionally, check painted areas where caulk is present. Due to natural contraction and expansion. The paint and/or caulk may shrink. Remove any old caulk and re-caulk the area. Ask a hardware professional what type of caulk is best suited for the area in need of repair.



Builder Guidelines

Interior paint should be applied in a manner sufficient to visually cover the walls, ceilings, and trim surfaces where specified, when viewed from 6 feet under normal lighting conditions.

Necessary repairs required under your warranty should be refinished to match surrounding areas as close as reasonably possible. However, paint and stain colors can be subject to slight variations over time from original application. If there is any deviation from the original paint color selections, the homeowner must notify the builder. Your builder will take corrective action as necessary to meet the standard.



Helpful Hints

A paint touch-up kit is provided that includes paint selections that were used in your home.

Store the kit in a location where it is not subject to extreme temperatures.

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Wallpaper



Homeowner Maintenance Responsibilities

If your home features wallpaper, it is installed according to the manufacturer recommendations. Your builder has taken care to install the wallpaper in a manner that allows the seams to be as inconspicuous as possible. Seams cannot be invisible, and some seams are more readily visible than others depending on the color, pattern, and material.

Clean your wallpaper carefully and always refer to manufacturer instructions.



Builder Guidelines

The peeling of any wallpaper is considered unacceptable. Your builder will take corrective action for peeling wallpaper unless it is due to negligence of the homeowner. Your builder is not responsible for minor mismatching in pattern or color.



Helpful Hints

Consider installing doorstops at the floor line to protect the wall from contact with door handles or knobs.

Wallpapered corners in high traffic areas may loosen. You may want to install protective plastic guards for such areas.

Occasionally, wallpaper seams may loosen or curl due to humidity within your home. You may reattach the seams with wallpaper adhesive. Be sure to wipe away any excess adhesive from the wallpaper with a clean damp sponge.

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Grading & Drainage

The final grades around your home have been inspected and approved for proper drainage of your lot by local building authorities and your builder.



Homeowner Maintenance Responsibilities

The grade around your home should allow for positive drainage away from your home. You can expect settling to occur, that may cause short term puddling, especially after heavy rains or snow. Also, some erosion is your responsibility.

Drainage: Typically, the grade around your home should slope 6-Inches in the first 10 feet, tapering to a 2 percent slope. In most cases, drainage swales do not follow property boundaries. Maintain the slopes around your home to permit the water to drain away from the home as rapidly as possible. This is essential to protect your foundation, failure to do so can result in major structural damage and will void your warranty.

Exterior Finish Materials: Maintain soil levels 6-inches below siding, stucco, or other exterior finish materials. Contact with the soil can cause deterioration of the exterior finish material and encourages pest infestations.

Roof Water: Do not remove the splash blocks or downspout extensions if installed from under the downspouts. Keep these in place and sloped so the water drains away from your home quickly.

Rototilling: Rototilling can significantly change drainage swales. You can minimize this by rototilling parallel to the swales rather than across them.

Settling: Backfilled and excavated areas around the foundation and at utility trenches should not interfere with the drainage away from your home. If these areas settle during the first year, your builder will provide you with fill dirt, one time only, to maintain positive drainage. Inspect the perimeter of your home regularly for signs of settling and fill areas as needed to maintain positive drainage.

Subsurface Drains: Occasionally your builder will install a subsurface drain to ensure that surface water drains from a yard adequately. Keep this area, especially the drain cover, clear of debris so that the drain can function as intended.

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Builder Guidelines

Your builder established the final grade to ensure adequate drainage away from the home. Maintaining this drainage is the homeowner's responsibility. If the drainage pattern is altered after closing, or if changes in drainage occur due to lack of homeowner maintenance, the limited warranty is void.

Backfill Settlement: Backfilled or excavated areas around the foundation and at utility trenches should not interfere with the drainage away from your home. If these areas settle during the first year, your builder will fill the areas one time only, to maintain positive drainage.

Erosion: Your builder is not responsible for weather-caused damage to non-landscaped yards after the final grade has been established, or closing date, whichever occurs last.

New Sod: New sod installation and additional watering can cause temporary drainage problems, as well as unusually severe weather conditions.

Recommendations: Your builder documents the grades that exist at the time of delivery of your home. The ground must be dry and free of frost to make these determinations. Once final grades are set, your builder will inspect drainage problems reported in writing during the warranty period. Your builder will then compare grades to those originally established and advise you of corrective action.

Swales: Your builder does not alter drainage patterns to suit individual landscape plans. Typically, changes in grade often affect adjacent or nearby lots, therefore your builder will advise against making such changes. After heavy rain or snow, water may stand in swales up to 48 hours.

Under Concrete: Your builder will fill visible sunken areas under concrete during the first year.

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Landscaping



Homeowner Maintenance Responsibilities

After closing, all landscaping elements of your new home, including sod, straw and seeded areas, new and existing trees and shrubs are entirely the responsibility of the homeowner.

Providing complete details on landscape design is beyond the scope of this handbook. There are many excellent books, videos, and websites available that offer care and maintenance suggestions to promote successful growth and healthy vegetation around your home.

Be sure to inquire about watering restrictions in your area. Contact the water authorities or officials in your area for guidelines on newly landscaped areas. If you have a local homeowner's association in your neighborhood, check their guidelines and/or requirements prior to landscaping or making changes.

If you install additional lines for sprinkler systems, they are your responsibility.

Trim shrubs and hedges regularly so they do not become overgrown. Overgrowth can encourage decay around your foundation and siding. Allow at least a foot or more between shrubs and the finished exterior surface of the home. New shrubs should be watered frequently, normally every three to four days.

Do not allow decorative rock or bark beds to dam the free flow of water away from your home. Nonwoven landscape fabric between the soil and rock or mulch can be used to restrict weed growth while allowing normal evaporation of ground moisture.

Regularly check downspouts and splash blocks, if applicable, to make sure they are aimed away from your foundation.



Builder Guidelines

Maintaining landscaping is a homeowner's responsibility.

If a sprinkler system is installed with your home, arrange to have the installer demonstrate the system and make final adjustments. The installer will note and correct any deficiencies with the system.

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The homeowner is responsible for routine cleaning and adjusting of sprinkler heads as well as shutting the system down in the fall. Failure to drain the system prior to freezing temperatures can result in broken lines, which is the homeowner's responsibility.



Safety Reminder

Take precautions when digging in your yard or adding additional landscaping. For your safety and protection, determine where utility cables are located by contacting the utility provider. You may also contact No Cut, a company that can advise where all types of utility cables are buried. *No Cut* of North Carolina can be reached toll free at (800) 632-4949 or call 811 before you dig to locate utility lines.

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Lawn Care



Homeowner Maintenance Responsibilities

A new lawn requires a great deal of care for the grass to thrive.

Water your lawn early in the morning for best results. If your home has an irrigation system, the sprinkler heads should be directed away from your home. Water spray on the home exterior, including windows and doors, can cause permanent damage and possibly permit water to enter the home.

Seeded Lawns: If lawn seeding is part of your home purchase, consider this the first step in establishing your yard. Weather and wildlife cause seed to disappear. You will need to over-seed at some point, perhaps more than once. Heavy storms can cause washouts and erosion that you will need to correct. It generally takes at least three growing seasons to establish a good lawn.

Before over-seeding, remember to fill any slight depressions with a light layer of topsoil. Minimize traffic of all kinds on newly seeded areas and avoid weed killer for at least 120 days. Keep the seed moist, not wet.

Sod: Newly placed sod requires extra water for several weeks. Water in the cool part of the day (ideally just before sunrise) at regular intervals for the first three weeks. New sod and the extra watering it requires can sometimes create drainage concerns that are resolved when the yard is established and requires normal watering.



Builder Guidelines

The builder is not responsible for foundation leaks caused by improper landscaping by the homeowner or homeowner's failure to maintain proper grades.

Your builder is not responsible for weather induced damage to landscaped yards after the final grade.

If utility companies disturb your lawn or landscape, they are responsible for correcting the disturbance.

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Pest Management



Homeowner Maintenance Responsibilities

Insects such as ants, spiders, wasps, bees, and animal life such as woodpeckers, squirrels, and mice may fail to recognize that your home belongs to you. Addressing concerns involving these pests and wildlife goes with being a homeowner. You may find helpful information from the library, on the internet, through your county extension office, animal control authorities, and pest control professionals.



Builder Guidelines

Your builder certifies the treatment of your foundation for termites at closing. This is the final action of the builder for termites. The warranty excludes treatment for any other insect or animal infestations.



Helpful Hints

Inspect your trees on an annual basis. Make sure that any dead limbs are removed. Overhanging branches should be trimmed before they cause damage to roofs, gutters, or siding. Remove any dead trees promptly.

In early spring, mulch should be applied around trees, shrubs, and flowerbeds. Make sure that the mulch does not hinder water drainage from those areas. Edging around rock or bark beds should not block the free flow of water away from your house.

Take precautions as winter approaches to protect your plants from freezing. Before the weather turns extremely cold, water your shrubs thoroughly. Protect young evergreens with screens or covers.

You may take a soil sample to your county's Cooperative Extension Service to determine the PH balance of your yard. Indicate on the sample what type of grass is planted in your yard. Typically, your sample will be analyzed for a small fee and results will be mailed to you. Visit their website on care and maintenance for your lawn as well as instructions on submitting soil, insect, and pest analysis samples.

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Keep mower blades sharp to prevent pulling and shredding of the grass tips.

Do not mow the lawn if the grass is wet.

While trees, shrubs and other plants are used to define borders, allow several feet between your home and any plants. This rule also applies to sprinkler heads. Allow 10 feet between your home and trees so root growth does not disturb our foundation.

Keep in mind the mature size of trees and shrubs when planting. Ask questions of a nursery professional such as: How fast will these plants grow? Will the leaves drop? Do these plants produce berries that might stain?

Edge your lawn with a trimmer to keep grass from encroaching on driveways, patios, and sidewalks. Encroaching grass will harbor moisture that may damage concrete. If grass roots work their way into small cracks these cracks can become larger.

Be sure to rake leaves from your lawn in the fall to allow sunlight and air circulation.

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Your plumbing system consists of all water supply lines, drain lines, and plumbing fixtures. The plumbing system in your home has been installed to meet all applicable requirements and standards for your area.



Homeowner Maintenance Responsibilities

If you install additional lines for sprinkler systems, they are your responsibility.

When finishing a basement, make sure that plumbing lines are not isolated from the heating source without additional insulation.

Shut off outside spigots during cold weather after all water is drained. If a hose is left attached, the water remaining in the hose may freeze expanding back into the pipe causing a break. This break would result as the homeowner's responsibility.

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Aerators, Clogs, & Faucets

Aerators

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

If you have a laundry room tub, the faucet does not have an aerator. This allows the tub faucet to be equipped with a hose.

Clogs

If appliances that use water appear to leak always check to ensure that drain is not clogged. Partially clogged drains can cause an overflow in the appliance.

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

Improper garbage disposal use also causes plumbing clogs; always use plenty of cold water when running the disposal. This recommendation also applies to grease; supplied with a steady flow of cold water, the grease congeals and is cut up by the blades. If you use hot water, the grease remains a liquid, then cools and solidifies in the sewer line. Allow the water to run 10 to 15 seconds after shutting off the disposal. Many garbage disposals have a reset button that works like a circuit breaker. If the disposal is overloaded, it will shut itself off. If this occurs, turn the switch to "off" ensuring that the power to the disposal is off, then turn it back on or reset it. If the disposal does not start check the circuit breaker and/or GFCI. If the disposal is receiving power, yet refuses to start, contact a professional for repair. Always follow manufacturer instructions for the disposal.

You can usually clear clogged traps with a plumber's helper (plunger). If you use chemical agents, follow directions carefully to avoid personal injury or damage to the fixtures. Clean a plunger drain stopper usually found in bathroom sinks, by loosening the nut under the sink at the back, pulling out the rod attached to the plunger, and lifting the stopper. Clean and return the mechanism to its original position.

Faucets

Showerheads and faucets are designed for water conservation as required by local building codes. If a faucet does not produce water, check to make sure the water shut off under the sink is in the "on" position. Also,

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make sure the main water valve is open. If both shut offs are turned on and you still do not have water flow, contact a professional plumbing contractor.

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 shower head 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.)

Avoid using any abrasive cleaners on gold or antique brass fixtures. Use only mild detergent and water or a cleaning product recommended by the manufacturer.

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Sinks, Tubs, & Leaks

Jetted Tub

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 three inches above the jets. Your tub has a small grill that serves as a water return. Keep the grill free of objects that block the water flow.

Normally, a ground fault circuit interrupter (GFCI) is installed for safe operation of your tub. Electrical shorts, power surges, and storms may cause the breaker to trip. If your tub does not operate, check the breaker to reset as needed.

Clean and disinfect the system every one to two months, depending on usage. To do this, fill the tub with lukewarm water and add one cup of liquid chlorine bleach. Run the jets for 10 to 15 minutes, drain and fill again. Run for 10 minutes with cold water, drain.

Use a foam cleaner to cleanse the surface. Always avoid abrasives, they will scratch the surface of your tub. A light coating of auto wax will help seal and preserve your tub's surface.

Do not use bubble bath or bath oils when operating the tub's jets to avoid overflowing suds or damage to the system.



Safety Reminder

Be cautious about using a jetted tub if you are pregnant, have heart disease or high blood pressure; discuss the use of the tub with your doctor.

Tie or pin long hair to keep it from away from the jets where it might become tangled; which could be potentially dangerous.

Leaks

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

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If you find water stains on the ceiling of a room beneath an upstairs shower or tub, water may be leaking through the caulk or grout. Repair the caulk or grout as needed. Some prefabricated shower pans have weep holes that need to be free to drain properly, do not caulk weep holes.

Sinks & Tubs

Water in the U-shaped drain trap creates a barrier that prevents sewer gases and airborne bacteria from coming into your home. Run water periodically through all drains to create a constant barrier. If you accidentally drop something in the sink drain, the U-shaped trap under the sink can be removed. Place a pail under the trap to collect any water and make sure you tighten the fitting when you replace the trap.

For normal cleaning of fiberglass fixtures, use a non-abrasive bathroom cleanser and sponge or nylon cleaning pad. Avoid steel wool, scrapers, and scouring pads.

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.

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

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.

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Home Care Information & Tips: Plumbing

Toilets

The flush mechanism inside a toilet is rather simple. A flush valve flapper and float regulates the water fill of the tank and a flush valve releases water from the tank to the toilet bowl, then closes. These parts do wear and will eventually need replacing.

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.

Ultra-low flow toilets are required by the plumbing code but can save you money on your water bill. You may notice some differences in the water level than in older toilets. The low water level may require more frequent cleaning to prevent rings and occasionally, you may have to flush more than once.

If your toilet backs up and/or overflows, there may be an obstruction in the line. Turn the toilet intake valve off and plunge the toilet. If a plunger does not free the clog, contact a plumbing professional.

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

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Water Softener/ Filtration System

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

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.



Builder Guidelines

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

Drain, waste, vent or water pipes should be adequately protected to prevent freezing, as required by applicable codes, during normally cold temperatures. The homeowner is responsible for taking additional measures to further protect the pipes against freezing.

Your builder is responsible for all service connections to water mains and private supplies. Private systems should be designed and installed in compliance with all applicable building, plumbing, and health codes. If your water system fails to deliver water due to defective workmanship or materials, your builder will take corrective action as necessary. Your builder is not responsible for conditions beyond the builder's control. The operation of your septic and/or well system is excluded from RDH warranty coverage.

Valves or faucets should not leak due to defects in material or workmanship. Your builder will take corrective action as necessary to stop the leakage unless it is due to worn washers or a worn seal. Leakage due to worn washers or seals is the homeowner's responsibility.

Fixtures, appliances, and fittings should comply with the manufacturer's standards. Your builder will take corrective action as necessary to replace any fixture or fitting that is within the specified and accepted standards as defined by the manufacturer.

Leaks should not exist in any soil, waste vent or water pipe. Condensation on piping does not constitute leakage and is not covered. Your builder will take corrective action to eliminate leakage unless the leakage is caused by freezing pipes.

Sewers, fixtures, and drains should operate properly. Your builder is not responsible for sewers, fixtures, and drains which are clogged due to homeowner negligence. When

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defective construction is the cause, your builder will repair the defect. If homeowner negligence is the cause, the homeowner is responsible for all repair costs.

Your builder will take corrective action one time to repair chips or cracks in tubs and sinks that are noted during your new home orientation. Subsequent repair will be the responsibility of the homeowner.

On occasion, the new low flush toilets may need to be flushed more than once. All toilets should be checked prior to closing to ensure they operate properly. Thereafter, your builder is not responsible for clogged toilets.



Helpful Hints

Labeling each water shut off valve with a shipping or luggage tag may be helpful in case of an emergency.

A regular application of washing soda (sodium carbonate, not baking soda) flushed with hot water will prevent the build-up of grease and scum in the kitchen sink.

If your toilet begins to overflow, don't panic; turn off the shut off valve near the floor under the toilet.

In cold weather, remember to let faucets drip to prevent freezing. During cold weather, turn off outside spigots at the shut off valves inside your home. Drain the spigot, remove the hose, and make sure the outside spigot is left open after the inside valve has been turned off.

Care and Cleaning of Fixtures - Always follow manufacturer instructions for best results.

Fiberglass

Abrasive cleaners will remove the shiny finish from fiberglass, leaving behind a porous surface that is difficult to maintain. Use a foam cleaner on fiberglass.

Fixtures

Clean plumbing fixtures with a soft sponge and soapy water only. Polish with a dry cloth. Products containing ammonia may tarnish or create black spots on fixtures and bathroom mirrors. Gold and antique brass fixtures should be cleaned with mild detergent and water,

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rinsing immediately. Brass fixtures should be cared for with a quality brass cleaner. Follow manufacturer instructions to prevent damage to the protective coating.

Marble or Cultured Marble

Do not use abrasive cleaners on marble or man-made marble as it will damage the surface. Use a marble polish on a grit free cloth to help maintain the luster of the marble.

Porcelain

Porcelain should be cleaned with a non-abrasive household cleaner. Use warm water and a sponge. Do not leave anything containing acid, such as tea bags in porcelain sinks.

Stainless Steel

Clean with a non-abrasive household cleaner, warm water and a sponge. Discoloration, pitting, and rust can be caused by wet sponges, clothing, cleaning pads and rubber mats left in a stainless-steel sink. Do not use scouring pads or steel wool on stainless steel sinks. Rinse your stainless-steel sink well and towel dry after using a liquid detergent. The detergent may contain chemical additives that will affect the original shine. Towel drying will also alleviate water spotting.

Toilets

Any commercial cleaner may be used to clean your toilet, but do not mix cleaners as fumes can become fatal. Do not use any type of drop-in continuous cleaner.

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Water Heater



Homeowner Maintenance Responsibilities

Refer to the manufacturer information pamphlet regarding temperature setting, lighting the pilot (if applicable), energy tips, cleaning and draining instructions.

Condensation: Condensation inside your new gas water heater may drip onto the burner flame. This causes no harm and, in most cases, will disappear in a short period of time. This is not applicable with electric heaters.

Draining the Tank: Review and follow the manufacturer timetable and instructions for draining several gallons of water from the bottom of the water heater as needed. This helps prevent a build-up of chemical deposits and prolongs the life of the tank. Draining also saves energy by running the heater more efficiently. If you live in an area with hard water, you may want to add a water softener to reduce the need for frequent draining.

Element Cleaning or Replacement: The heating elements in an electric 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 instructions 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.



Builder Guidelines

Your builder will provide you with the manufacturer limited warranty for your water heater.



Safety Reminder

Never light a gas pilot or turn on power to an electric model when the water heater tank is empty. Always turn off the gas or electricity before shutting off the cold-water supply to the tank.

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With a gas heater, if you smell gas, there may be a leak, you should turn the unit off immediately. Always follow manufacturer instructions when lighting the pilot.

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

Never store combustible items near your water heater. If your water heater is sitting in a pan, make sure the pan is cleaned out and free of debris.

Recommended temperatures are pre-set at the factory. These are “normal” temperatures for both electric and gas models. Typical factory settings are 120 degrees. Adjusting the temperature to anything over 130 degrees Fahrenheit for electric heaters can be dangerous. Be careful not to set the temperature in excess as serious injury could result.



Helpful Hints

Trouble Shooting Tips: No Hot Water

Before calling for service, check to confirm that the:

- ▶ Pilot is lit for gas models or 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 trouble shooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

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Home Care Information & Tips: Roofing

Flashing & Valleys

The roofing system on your home is your protection against the elements. Keeping your roof maintained will ensure a comfortable, dry home for many years. The guttering and downspout system as well as the flashing is designed to redirect water away from shingles and the foundation of your home. For this system to work properly, guttering should be kept clean and free of debris.



Homeowner Maintenance Responsibilities

Roof flashing is made of galvanized metal, aluminum or copper and is in place to keep water from penetrating at the spots where shingles meet other building materials such as siding or brick. It is normal for the flashing to be visible.

Care: Keep the roof valleys clean. A buildup of leaves and debris can create a natural dam. The backup of water can result in roof leakage. Have loose flashing repaired by a professional. If the flashing is not tight, it will allow water to leak through the area that the flashing is intended to protect.

Inspection: Inspect flashing at the places where vents and stacks come through your roof. Also, inspect the flashing that covers your chimney joints. By design, shingles installed over flashing usually have a raised appearance.



Builder Guidelines

Flashing should not leak under normal conditions, except when the cause is determined by severe weather conditions. If leakage occurs under normal conditions, your builder will take corrective action as necessary to meet the performance standard. Your builder is not responsible for leakage due to homeowner negligence. Guttering or downspouts that are clogged with leaves or debris which causes overflow is the homeowner responsibility.

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Home Care Information & Tips: Roofing

Gutters & Downspouts

The roofing system on your home is your protection against the elements. Keeping your roof maintained will ensure a comfortable, dry home for many years. The guttering and downspout system as well as the flashing is designed to redirect water away from shingles and the foundation of your home. For this system to work properly, guttering should be kept clean and free of debris.



Homeowner Maintenance Responsibilities

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

Extensions or Splash Blocks: Some homes have these items installed along with the gutters. If you have these items, the extensions should discharge outside of rock or bark beds so that water is not dammed behind the edging materials. Occasionally check splash blocks to make sure they are positioned directly under the downspout. If your downspouts have underground drains, ensure they remain unobstructed.

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

Leaks: If a joint between sections of gutter drips, caulk the inside joint using a commercial gutter caulking compound available at hardware stores.

Ponding: Occasionally check to make sure all your downspouts are pointed away from your home. If a downspout is turned toward your home, water may form a pond at the foundation, eventually causing foundation leaks.

Repair: Check your gutters and downspouts for loose nails on an annual basis. Normal contraction and expansion may cause the nails to work loose. Replace any missing nails.

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

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Builder Guidelines

Gutters over 3 feet long are installed with a slight slope so that roof water will flow to the downspouts.

Leaks: Your builder will correct leaks under normal conditions during the warranty period unless excessive leakage is due to homeowner negligence.

Overflow: Gutters may overflow during periods of excessively heavy rain. This is expected and does not require repair. Ensure that gutters are free from debris.

Standing Water: Small amounts of water (up to one inch) will stand for short periods of time in unobstructed gutters immediately after rain. This is a normal condition with no correction required.

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Home Care Information & Tips: Roofing

Roof

The roofing system on your home is your protection against the elements. Keeping your roof maintained will ensure a comfortable, dry home for many years. The guttering and downspout system as well as the flashing is designed to redirect water away from shingles and the foundation of your home. For this system to work properly, guttering should be kept clean and free of debris.



Homeowner Maintenance Responsibilities

The shingles on your roof do not require any treatment or sealer. The less activity your roof experiences, the less likely it is that problems will occur.

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

Limit Walking: Limit walking on your roof. Your weight and movement can loosen the roofing material which could result in leaks. Never walk on the roof of your home when the shingles are wet. Roof shingles can become very slippery when wet and injury may occur.

Severe Weather: After severe storms, perform a visual inspection of the roof for damage. Notify your insurance company if you find pieces of shingle in the yard or shingle edges lifted on the roof. It is best to contact a professional for any roof inspections or repairs including replacing shingles or tile roofing.



Builder Guidelines

Roofing should not leak under normal anticipated conditions, except when it is determined to be caused by severe weather, such as ice and snow build up, wind and hail damage, or driving rain. Your builder will take corrective action as necessary to meet the standard. Your builder is not responsible for damage to your roof due to homeowner negligence. Roof repairs are made only when the roof is dry.

Roof shingles which lift or curl during the first year or tear loose during normal weather conditions will be corrected by your builder.

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Home Care Information & Tips: **Roofing**

Attic vents and/or louvers must be provided to properly ventilate the house. Infiltration of rain or snow depends on the force and direction of the wind. Your builder is not responsible for force and/or direction of driving rain, wind, or snow.



Safety Reminder

Use care when walking on your roof. Never walk on your roof when shingles are wet. Shingles become slippery and serious injury could result.



Helpful Hints

Black streaks on your gutters are normal. These streaks are from acid rain, run off from new shingles, and normal weathering.

During prolonged cold spells, ice is likely to build up at the eaves of a roof. This condition occurs when snow and ice accumulate, and gutters and downspouts freeze.

Make cleaning the gutters part of your regularly seasonal home maintenance schedule.

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Home Care Information & Tips: Wood

Sub-Flooring

Some floor and stair squeaks are unavoidable, although your builder does not warrant floor squeaks, a reasonable effort will be made to correct them.



Homeowner Maintenance Responsibilities

Floor squeaks and loose sub-floorboards are often temporary conditions common to new home construction. As your new home settles and seasonal moisture levels change, floor squeaks may discontinue. Floor squeaks not caused by loose sub-floor are not covered by this warranty.

Check with the floor manufacturer or a flooring professional for the best care and maintenance tips for your wood floor. Both warping and swelling can adversely affect the level of your wood floors.



Builder Guidelines

The builder will fasten any loose sub-floor or make a reasonable effort to reduce the noise within repair capabilities. Your builder will check that all surface nails are flush with the surface of the floor. Sub-flooring which delaminates or swells on the side that the finish material has been applied shall be repaired or replaced.

Floor Deflection: Floors will deflect (bend) when walked on. This will be more noticeable next to hutches, bookcases, pianos, chairs, and other heavy furniture. Allowable floor and ceiling joist deflections are governed by the approved building code. This is not a structural deficiency, and your builder 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. Your builder will correct floor slope that exceeds 1/240 of the room.

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Home Care Information & Tips: Wood

Walls & Ceilings



Homeowner Maintenance Responsibilities

All interior and exterior frame walls or ceilings have slight variations on the finish surface. Wood frame walls that are out of square are not considered deficiencies.



Builder Guidelines

Bowing: Bowing of more than 1/2-inch within a 32-inch horizontal or vertical measurement should be corrected to meet the allowable standard. Wood frame walls out of plumb more than 1 inch in an 8-foot vertical measurement will be repaired to meet the standard.

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Home Care Information & Tips: **Wood**

Finished Carpentry: Interior



Homeowner Maintenance Responsibilities

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

Shrinkage may also cause a piece of trim to pull away from the wall. If this occurs, drive in another nail close to, but not exactly in, the existing nail hole. Fill the nail holes with putty and touch up with paint as needed.



Builder Guidelines

During the new home orientation, the builder will confirm that wood trim is in acceptable condition. Minor imperfections in wood materials may be visible but is normal and will require no action.

During the first year, your builder should repair any joints in molding or joints between moldings and adjacent surfaces in which there is a gap exceeding 3/16-inch in width. The builder will caulk and touch up finish coating where required to match the existing coating as closely as possible.

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Home Care Information & Tips: **Wood**

Varnish or Lacquer Finishes on Trim



Homeowner Maintenance Responsibilities

After the first year of ownership, you will need to periodically refinish your interior wood trim surfaces that have been varnished or lacquered. Painted trim may also need touch up.



Builder Guidelines

Natural finishes on interior woodwork should not deteriorate during your first year of ownership. If deterioration occurs during this time, your builder should take the necessary steps to refinish the affected wood surfaces and correct the damage, matching the color as closely as possible, one time within the first year.

Vinyl trim gives the exterior of your home the beautiful look of wood with less maintenance. Vinyl occasionally requires cleaning, start at the top to avoid streaking. Use a cleaning product recommended by your vinyl trim manufacturer and follow directions carefully.

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Home Care Information & Tips: **Wood**

Finished Carpentry: Exterior



Homeowner Maintenance Responsibilities

You should inspect your exterior trim annually to ensure that it is tight and secure. Make sure the trim is painted as needed.

Inspect your decks regularly, a minimum of once each year, and provide needed attention promptly to maintain an attractive appearance and forestall costly repairs.

Wood is a naturally porous material that absorbs and reacts to moisture. Small hairline type cracks or splits in your exterior trim boards are normal.

Materials used to fill nail holes tend to shrink and dry up over time. Fill recessed nail holes as required to impede water infiltration and damage to wood products.



Builder Guidelines

Your builder should repair any open joists between exterior trim and dissimilar materials that exceed 3/8-inch. Also, nail holes should be filled where needed. Any touch up to finished surfaces should match as closely as possible. Caulking is acceptable. In all cases, exterior trim abutting siding should be capable of performing to exclude the elements.

Your builder should repair cracks wider than 1/8-inch with permanent filler.

Your builder will repair bows and twists in your exterior trim that exceed 3/8-inch in an 8-foot section. The builder is not responsible for matching the color of the finish or trim.