



## Homeowner Maintenance Warranty Guide

# Congratulations!

### Welcome to the Park Square Homes Family.

The Park Square Homes Homeowner Maintenance Warranty Guide has been created to assist you during the warranty period. It also offers helpful tips to maintain your home and feeling like new.

For additional, detailed information on your new home warranty, please review the Homeowner Warranty provided to you at closing.

We share your excitement about your new home and look forward to assisting you with any questions or services you may need during your warranty period.

**This guide is for informational purposes only. In the event of a conflict between this guide and the applicable warranty, the applicable warranty shall take precedence.**

Built for Family, by Family.



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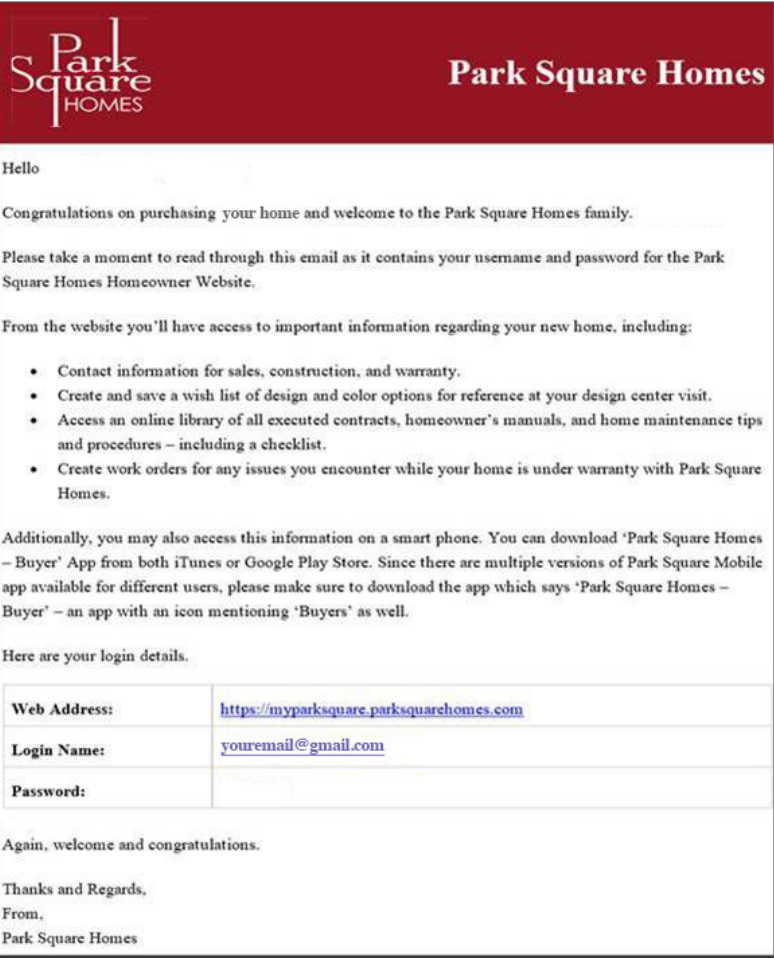


# HOMEOWNERS HUB

Park Square Homes has dedicated team members who take care of our homeowners' questions or concerns from the day of home closing through the duration of the **1-year warranty** agreement.

Park Square Homes also has a new home buyer platform to provide you with direct access to important information regarding your new home. The Homeowners Hub, which also may be referred to as the Portal, contains a library of information including contracts and homeowner's manuals. The Homeowners Hub can be used to submit service requests for any issues you encounter while your home is under warranty with Park Square Homes. Contact information for your sales, construction, and customer care teams is also available on this platform.

Park Square Homes will send an email with your initial login instructions. You may then access the platform in two ways – 1. on desktop or 2. by downloading the mobile app on your smart phone. You can download the application named “Park Square Homes Buyers” from Apple iTunes or Google Play Store.



Email you receive with your Homeowners Hub login details

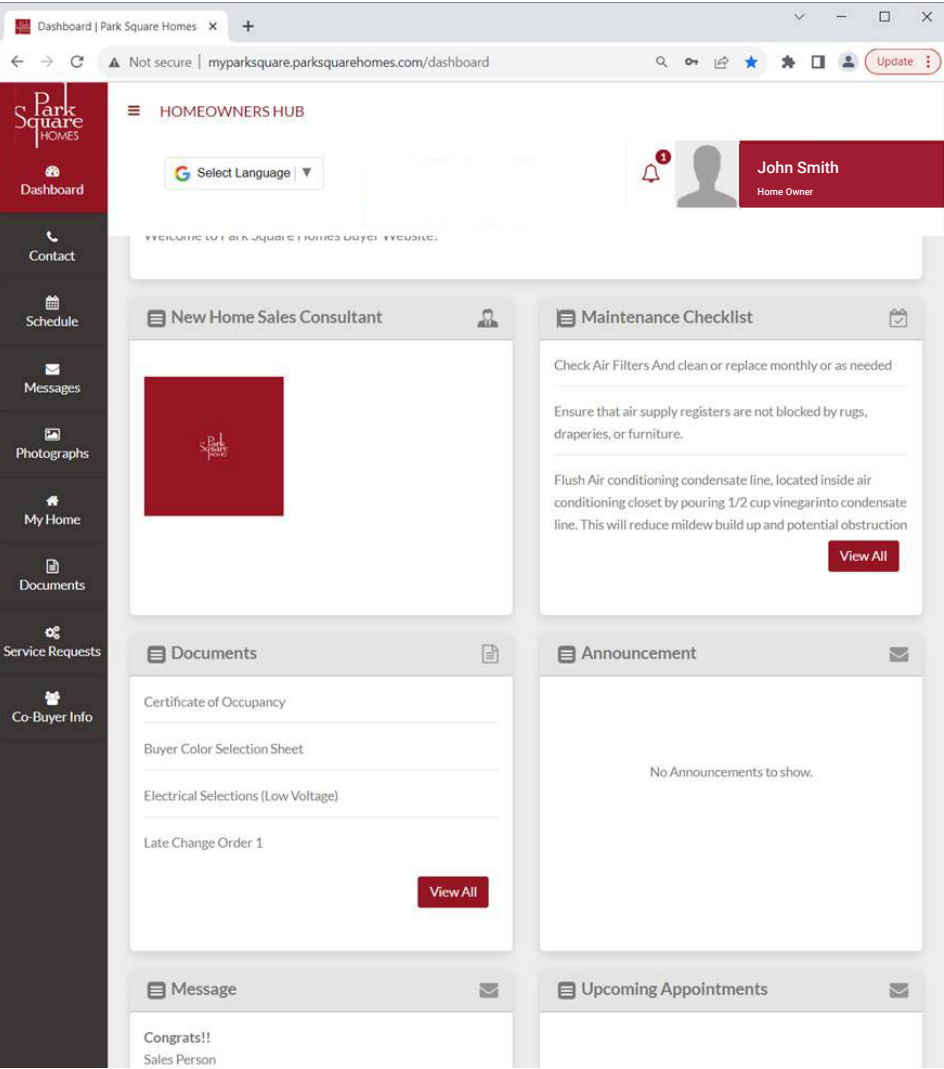
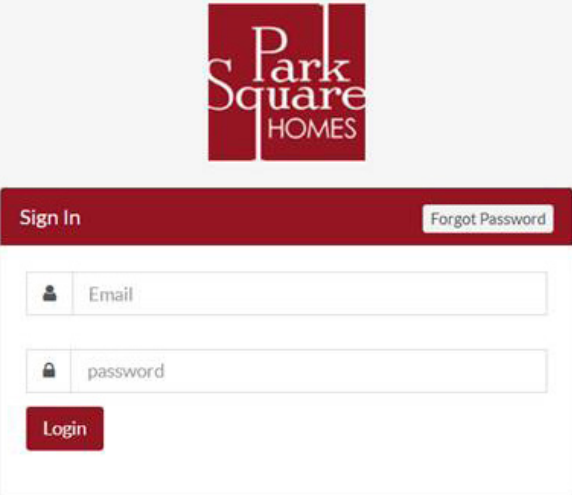
## Login to the Homeowners Hub

**Desktop URL:**  
myparksquare.parksquarehomes.com

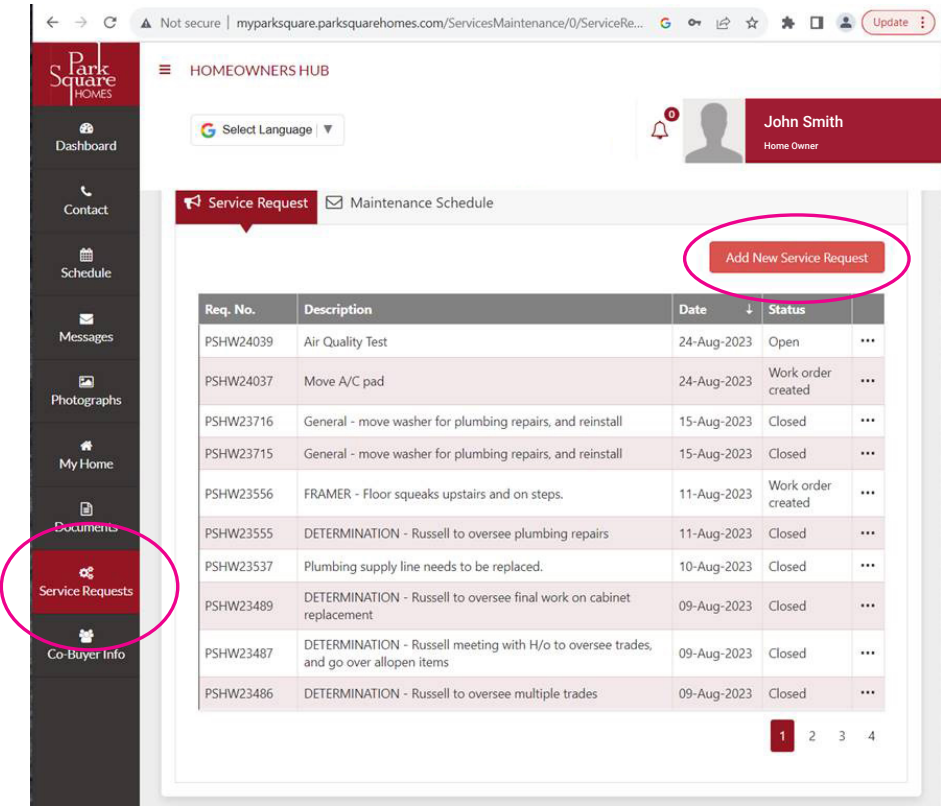
**Mobile:**  
Park Square Homes Buyers App on Apple iTunes or Google Play Store

**Email:** \_\_\_\_\_

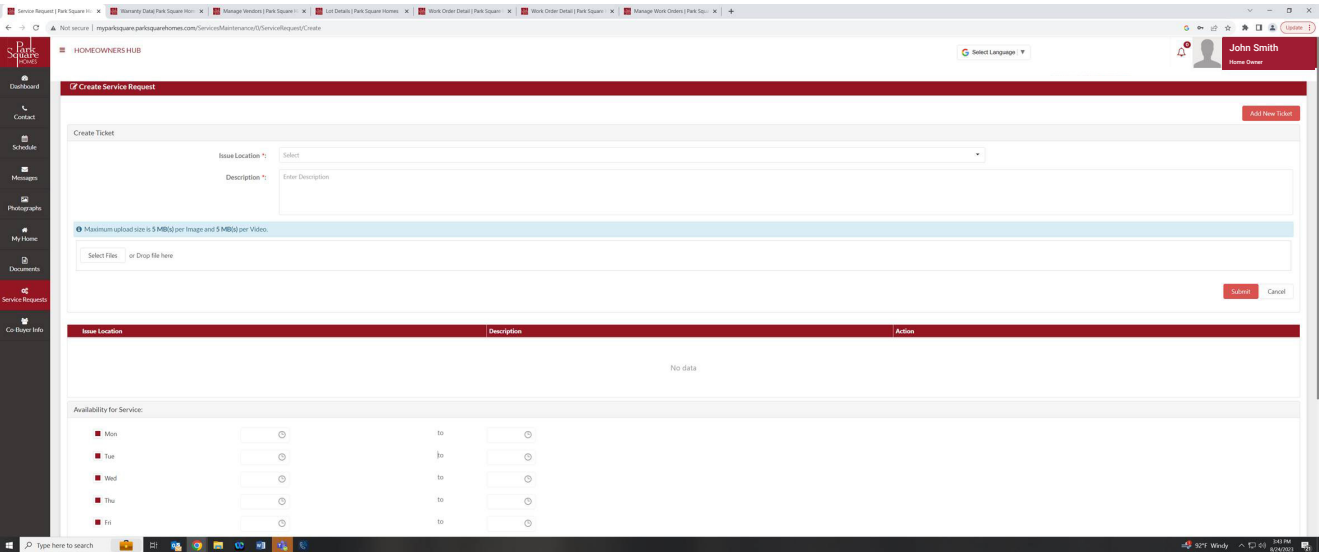
**Password:** \_\_\_\_\_



Main Dashboard



Service Request



Submit a Service Request

# PARK SQUARE HOMES WARRANTIES

Park Square Homes' warranty program is designed to provide all of our new homeowners peace of mind and a greater sense of assurance for their new home. Please refer to your closing documents for specific details outlining your full warranty coverage.

# 1-YEAR MATERIALS AND WORKMANSHIP WARRANTY

The 1-Year Warranty is transferable should you sell your home within twelve months of the closing date. The subsequent buyer would get the remainder of the 1-Year Warranty from the date of the original closing with Park Square Home. This offer is available on homes that close after July 1, 2025.

## Covered

- Your Park Square Homes 1-year warranty covers materials and workmanship for **one full year**, which begins on the date of closing
- Landscape is covered for the first 30 days after closing

## Not Covered

- After closing, it is the homeowner’s responsibility to monitor the irrigation system timer settings. Park Square Homes will not be held responsible for increased water bills due to irrigation system settings
- Scratches, chips, and cracks on countertops and vanity tops not specifically noted on the New Home Presentation Checklist
- Glass breakage, nicks, scratches, gouges, dents, cracks, or other surface damage not specifically noted on the New Home Presentation Checklist
- Landscape and sod after the first 30 days from the closing date
- Cracks in tile corners after 30 days.
- Caulk
- Stucco cracks (less than 1/8 inch in width)
- Window condensation
- LED bulbs
- Batteries
- Any material defect or work supplied by anyone other than Park Square Homes or Park Square Homes directly contracted vendor
- Any damage caused by negligence, improper maintenance, or improper operation by a homeowner. Failure by the homeowner to give prompt notice to Park Square Homes of any defects, changes in grading of ground, insect damage, incidental expenses, normal wear and tear

# 10-YEAR STRUCTURAL WARRANTY

YOUR 10-YEAR WARRANTY IS COVERED BY 2-10 HOME WARRANTY • 2-10.COM

## Covered

- Footings and Foundation Systems
- Beams
- Trusses
- Girders
- Lintels
- Columns
- Floor Framing
- Roof Framing
- Walls

## Not Covered

- WORKMANSHIP
  - Cabinets
  - Carpet
  - Ceramic Tile
  - Countertops
  - Door Panels
  - Drywall
  - Exterior Siding
  - Exterior Stucco
  - Hardwood Floors
- INTERIOR TRIM
  - Paint
  - Roof Coverings
  - Exterior Siding
- SYSTEMS
  - Ductwork
  - Electrical
  - Plumbing

# EMERGENCY ITEMS

Below are tips to troubleshoot several common new home issues. If the problem persists, please refer to emergency stickers provided by Park Square Homes posted on the breaker panel in your garage. The emergency sticker details contacts for all major components of your home including plumbing, electric, HVAC, roofing and garage doors. Please submit a service request for all other non-emergency items through the Homeowners Hub.

## Troubleshooting Tips

### No Electricity to the Entire Home

**Action:** Check the main breaker in the garage to ensure that it is in the “on” position and that it has not tripped.

### Main Water Line Leak/Flood

**Action:** Shut off the main water valve to the home, which is located outside of the garage. Turn the red handle to shut off the water.

### Sewer Back-Up

**Action:** Turn off the water valve in affected areas, clean up the water to prevent damage, and dry any wet items. Carefully remove the sewer clean out cap, located directly outside of the home. If an emergency service is requested and the blockage is determined to be caused by a foreign or organic object, Park Square Homes is not responsible for payment of the service request. Examples include flushable wipes, baby wipes, feminine products, or toys.

Park Square Homes

CUSTOMER CARE

AFTER HOURS EMERGENCY PHONE NUMBERS

	SUBCONTRACTOR	PHONE NUMBER
PLUMBING		
HEATING		
ELECTRICAL		
GARAGE DOOR		
ROOFING		

Above for emergencies on weekends or evenings only!

Non Emergency use of these numbers may result in a service charge.



MAIN WATER VALVE



CLEAN OUT CAP

# NON-EMERGENCY ITEMS

Below are tips to troubleshoot several common new home issues. If the problem persists, please submit a service request through the Homeowners Hub.

## Troubleshooting Tips

### Electrical Outlet Not Working

**Action:** Check GFCI outlets throughout home for a tripped outlet. GFCI outlets are located in all bathrooms, the garage, and kitchen. Check the circuit breaker panel located in the garage for a tripped breaker.

### Interior Water Leak

**Action:** Shut off any valves in the affected area, clean up water to prevent damage and dry any wet items.

### Toilet Backed Up/Clogged

**Action:** Attempt to remove blockage with a plunger.

### Garage Door Opener Not Working

**Action:** Manually release the garage door and close it by hand.

### Window Leaks or Roof Leaks

**Action:** Move any furniture or items that may be near the leak.

# KEYS AND OPENERS

You will receive your house keys and garage door openers (if applicable) at closing.

## House Keys

The keys that were used by your builder and their trade partners during the construction of your home will be unusable once you have used the keys given to you at your closing.

**Action:** Rotate your new key through both locked and unlocked positions on all deadbolts and keyed handle sets to lock out the builder’s or trade partner’s previous keys.

## Mailbox Keys

To receive mailbox keys, bring proof of home ownership to your local post office. Visit USPS.com for details on requirements and documentation needed to receive your new mailbox keys.

# HVAC

Due to the high temperatures and the humid climate of Florida, maintenance on your HVAC system is important for its performance and for the life of the system. Failure to properly maintain your HVAC system may cause the condensation line to clog, which may cause the unit to malfunction or create performance issues. This is not covered under your warranty.

**Action:** Fan should always be set to **Auto** and not **On**.

**Action:** Once a month, pour 1/2 cup of white vinegar, then 1 cup of hot water into your condensation line located just outside of the air handler. This may help to prevent clogging.

If your air handler is in the attic, this action may not be possible. In this case, you will need to shop-vac the line from outside at the condensing unit.

**Action:** Air conditioner filters must be changed every 30-60 days. Failure to do so can shorten the life of your unit and/or void your warranty. Dirty filters can damage the equipment and increase your electricity bill.



# SMART HOME TECHNOLOGY

Most Park Square Homes include a Smart Home package which may include a video doorbell camera, Z-Wave deadbolt lock, Z-Wave thermostat, and/or Z-Wave switches. To activate your system, please contact your designated smart home vendor to schedule an appointment. Your specific vendor is communicated to you during your New Home Presentation. Should you have an issue within the warranty period, please submit a Homeowners Hub service request.

- ☐ Crime Prevention
- ☐ Phoenix
- ☐ Strada Security
- ☐ Wired and Secured Solutions

# FINE FINISHES AND APPLIANCES

**Action: Please take a detailed look at your home’s fine finishes prior to moving in.**

Finishes, cosmetic surfaces and appliances were inspected during your New Home Presentation and deemed acceptable, except for items identified on the New Home Presentation Form that is signed by all homeowners prior to closing. This includes any scratches or dents on appliance surfaces.

Some finishes can be unintentionally damaged by boxes and/or unusual objects during the move-in process. Finishes can also be damaged by improper cleaning techniques.

**Unintentional damages are not warrantable. Also, any appliance scratches or dents identified AFTER closing are not warrantable.**

Finishes and surfaces inspected during the New Home Presentation include, but are not limited to:

- Roof tiles

▪ Flooring

▪ Windows
- Screens

▪ Countertops

▪ Cabinets
- Appliances

▪ Tubs
- Mirrors

▪ Shower Enclosures

## Appliance Problems

If you experience an issue with your included appliances, please submit a Homeowners Hub service request. Include the appliance, model number, and serial number in your request. **Photos of your concern are encouraged.**

# WINDOW CONDENSATION

Condensation on interior surfaces of windows and frames are the result of high humidity within the home which turns into water on the colder window surface. You are responsible for controlling the interior temperature and humidity of your home to avoid condensation. **Condensation is not considered a warranty item.**

# WATER AND PLUMBING

## Garbage Disposal – Shuts Off or Does Not Turn On

Your garbage disposal is connected to a switched receptacle. An internal sensor is designed to trip if it becomes clogged.

**Action:** Press the red reset button located on the bottom of the garbage disposal. Then use the provided Allen wrench to loosen the clog by inserting it as indicated at the bottom of the disposal near the reset button.

## Bathroom Faucets or Showers – No Hot Water

All showers, tubs, and sinks need to be run every other week if you are not regularly using them. Inside the faucet is a cartridge that regulates the hot and cold water. If the hot water is not run frequently in the tub or shower, the cartridge can freeze, which will result in no hot water. Also, check water shut offs under sinks for drips.

## Water Conserving Toilets – Large Amounts of Waste

Your toilets help the environment by conserving water with every flush. Occasionally, it may be necessary to hold down the handle or flush more than once.

## Fixture Shut-offs – To Turn off Water

All of your plumbing fixtures have shut off devices. Depending on the product used, your water can be shut off by either turning the knob or pushing and pulling the stopper. These are typically located under sinks and behind toilets.



## Shower Heads – Drips After Shower

When using the shower, in both stalls and tubs, it is normal for the shower head and tub spout to drip for a short time after the water is turned off. The water from the vertical piping must drain out through the head and spout.

## Water Heater – Hot Water Temperature Preference

The manufacturer has factory set the thermostat on the water heater to 120 degrees. This prevents any risk of scalding hot water. After closing, some homeowners may wish to change the temperature. Please refer to the provided owner’s manual for complete instructions.

**Damage resulting from improper temperature adjustment is not warrantable.**

Hot Water to Shower or Fixture – Long Length of Time

It is common for it to take up to two minutes for hot water to reach a specific fixture in your home. The length of time it takes for hot water to reach a specific fixture is based on the location of the fixture relative to the hot water heater.

Hot Water from Tankless Water Heater to Fixture – Long Length of Time

A tankless hot water heater is installed the same as a conventional water heater. The length of time it takes hot water to reach a fixture may take up to two minutes. The advantage to a tankless water heater is that hot water is created on demand, because of this, unnecessary electricity is not used maintaining a tank of hot water.

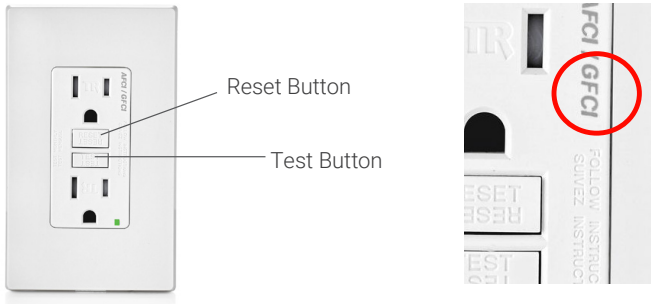
Shower Enclosures – Secure Closure

Glass shower enclosures tend to flex when opened and closed. This is normal due to the physical properties of the glass and the metal supports used. It is a best practice to be conscious of opening and closing the door and to be careful not to slam the door.

ELECTRICAL

Ground fault interrupters (GFI) are electrical outlets equipped with the ability to shut off the electrical current flowing through the wires. When an electrical power surge is detected, or if the GFCI senses moisture, the GFCI outlet will shut off the electrical current as a safety measure. GFCI outlets are located in wet areas of your home with plumbing, a water supply, or an area with the possibility of water. Locations include kitchen, bathrooms, laundry room, lanai, garage, and the exterior of the home.

It is common for several outlets to be attached to a single GFI outlet, so entire sections of electrical outlets may not work if a GFCI outlet trips. A GFCI outlet looks like a standard outlet, but it has two buttons in the middle, a “Reset” and a “Test” button.



Power Out – Electrical Outlet Trips

- Action:** If an outlet trips, simply push the “Reset” button.
- Action:** Other outlets that are attached to a GFCI outlet will have a “GFCI Protected” sticker on the cover plate to notify you that it is protected. If an outlet with a sticker does not work, reset the GFCI outlet that is connected.

Tamper-Resistant Outlet – Cannot get a plug into an outlet

- By code, your home requires the use of “tamper-resistant” outlets, also known as child-safety outlets. They look like standard outlets, but include automatic shutters which allow plugs, but block all other objects.
- Action:** When plugging in a cord, make sure that both prongs push in the internal shutters at the same time. Some wiggling of the prongs, up/down and side to side, may be necessary to activate both shutters in unison.

Arc Fault Interrupters – Outlet in a bedroom or living area stops working or does not work

- Your home is equipped with arc fault circuit interrupters (AFCI), which are designed to prevent fires. AFCIs are considered sensitive. Normal operation of household devices can cause an AFCI to trip. This includes a vacuum cleaner, turning on a light switch, or the insertion into or removal of a plug from an electrical outlet.
- Action:** At the breaker panel located in the garage, turn the AFCI to the off position and back to the on position.

Lightning Strikes

- Warning: GFIs or Arc faults do not protect your home or your electronic equipment from lightning strikes. Televisions, computers, or any electrical devices should be protected with a surge protector.
- Action:** See your local electronics dealer for the correct surge protection for all of your electronic equipment.

CAULKING AND STUCCO

Caulking

- Maintaining your interior and exterior caulking is very important to the longevity of your home. Over time, caulking around your home can shrink or crack due to settling, normal wear and tear, weather conditions, or other miscellaneous elements. These cracks and voids can allow water to penetrate your home resulting in damage. **Any damage caused by lack of consistent maintenance is not warrantable.**
- Action:** Every six months, check all exterior caulking around doors and windows, as well as interior caulking in all wet areas. If cracks are found, recaulk the area.

Stucco

Minor cracking of stucco finishes is a normal occurrence and should be expected. Homeowner maintenance is essential. Any settling cracks on the exterior wall surfaces will require annual repair. These cracks and voids can allow water to penetrate the home. **Any damage caused by lack of consistent maintenance is not warrantable.**

**Action:** Once a month, inspect stucco for any cracking. Use elastomeric caulking or a stucco patch to repair stucco cracks. **Any stucco cracks under 1/8” wide are not covered under warranty.**

SOLID SURFACE

Granite

Granite is a natural material which is one of the most durable countertop materials available, if cared for properly.

Natural Fissures

All granite contains natural fissures which may appear as small cracks. **Fissures are not considered flaws, and therefore they are not warrantable items.**

Surface Pits

Granite is made up of several different minerals that may cause tiny natural pits. Pits do not make granite less durable or inferior. When identified and noted during your New Home Presentation, **pits can be addressed but countertops will not be replaced.**

Color Variation

Granite is a natural material, and therefore it is normal for color veining and patterns to vary from slab to slab. These variations may be noticeable at the seams. All granite countertops will have visible seams, and most granite installations will require multiple seams.

Do

- Clean surfaces regularly with mild soap and/or with cleaners made specifically for natural stone
- Clean up acidic liquid spills such as fruit juices or vinegar immediately
- Use coasters under glasses or other objects that may scratch
- Seal your granite annually. Sealants may be found at any hardware store

Do Not

- Do not use abrasive, acid based, or oven cleaners
- Do not use ammonia-based products or other general-purpose cleaners such as glass cleaner, bleach, or vinegar
- Do not use rust removers or paint removers

- Do not use wax or finishes that require high speed polishing
- Do not place hot dishes and cookware directly on countertops
- Do not cut directly on countertops

Quartz

Natural quartz is one of the hardest minerals found in nature. Quartz countertops are naturally non-absorbent, stain resistant and anti-microbial. Quartz countertops can come in many different colors and designs.

Do

- Clean surfaces regularly with mild soap and water or a gentle liquid cleaner
- Clean up acidic liquid spills such as fruit juices or vinegar immediately
- Sanitize surfaces with 70% isopropyl alcohol cleaner or Lysol disinfectant spray

Do Not

- Do not seal or wax
- Do not use abrasive, acid based, or oven cleaners
- Do not use ammonia-based products or other general-purpose cleaners such as glass cleaner, bleach, or vinegar
- Do not use rust removers or paint removers
- Do not place hot dishes and cookware directly on countertops
- Do not cut directly on countertops

WOOD FLOORS

Like any floor covering, wood floors can show signs of wear over time. By observing a few precautions, cleaning regularly, and conducting necessary maintenance, you will increase the longevity of your wood floor.

Do

- Sweep or vacuum regularly. The vacuum head must be brush or felt material
- Clean spills immediately using a soft cloth and cleaning products recommended for wood floors
- Keep pets’ nails trimmed and paws clean
- Place protective felt pads beneath furniture legs and feet to reduce scratches and dents. Replace pads as needed
- Clean furniture casters and ensure they operate properly to avoid possible scratching
- Remove shoes with damaged soles or spiked heels before walking on the floor
- Use area rugs in high traffic areas and pivot points (e.g., stair landings, room entries, etc.)



- Rearrange rugs, drapes and furniture periodically, so the floor ages evenly. **Warranty does not cover fading or discoloration of the wood from sunlight or exposure to UV rays accelerates the oxidation and aging of wood**

#### Do Not

- Do not use a vacuum with a beater bar head
- Do not wet-mop or damp-mop your floor with water. Doing so can severely harm the wood floor. **The result in damage will not be covered by the warranty**
- Do not use 2-in-1 cleaners with polish that may contain acrylics or urethane polish to restore gloss. **The result in damage will not be covered under warranty**

## SMOKE DETECTORS

Smoke detectors are installed in specific locations to meet local and state building code requirements. Smoke detectors should not be moved or painted over. Your smoke detector devices require constant 120-volt AC power and a working 9-volt battery to operate properly. Your local fire department can assist in the testing and replacement of smoke detectors.

#### Smoke Detector Beeping

Batteries in all smoke detectors should be changed annually.

**Action:** Replace the 9-volt battery in the beeping smoke detector

#### Smoke Detector Testing

It is recommended that you test all of your smoke detectors once a month.

##### **Action:**

- Firmly press the push-to-test button for at least five seconds
- After releasing the push-to-test button, the smoke detector will beep four times per second for approximately 10 seconds

#### Smoke Detector Cleaning

Clean smoke detectors at least once a month to remove dust, dirt, and debris.

##### **Action:**

- Use a soft brush or vacuum wand attachment to clean all sides of the detector
- Do not spray smoke detectors with cleaners. Always place cleaners on a cloth first, and then wipe smoke detectors with cloth, if necessary
- Do not attempt to remove the cover or clean inside the smoke detector

## PAVERS

Quality pavers can last for generations and need little maintenance. As with all pavements, some maintenance is necessary. Any cosmetic issues on the pavers must be reported with a warranty request within 30 days after closing.

#### Joints Between Pavers

During the course of normal use, the top layer of joint sand can dissipate. This can allow dirt to settle in between the pavers and for weeds to grow.

**Action:** Pressure wash pavers and re-sand joints annually

#### Efflorescence

Efflorescence is a white film created by lime deposits in rainwater. This film does not damage pavers.

**Action:** Efflorescence can be removed with cleaners specifically made for concrete pavers.

Follow the manufacturer's instructions and apply with care

#### Removing Oil Stains

Petroleum products and oil leaking from cars can damage concrete pavers. **Stains on pavers are not covered by your warranty.** Paver dye lots (colors) vary. If you choose to replace the pavers, the new pavers may not match the existing paver color.

**Action:** Stains should be treated as soon as possible. Cleaners specifically made for removing oil stains on concrete pavers is recommended

#### Sealing Pavers

It is recommended that the pavers are not sealed until 12 months after installation. Sealing the pavers is at the homeowner's discretion and responsibility. **If the pavers are sealed before the end of the one-year warranty, the warranty is void.**

# VACATION AND SEASONAL HOMEOWNERS

If your home is unoccupied for extended periods of time, it is recommended that you have someone check your house periodically and perform the below actions so your home is in working order for when you return. (defined herein as “Home Watcher”).

## Plumbing

### For Homeowner

- When leaving, turn off the water to the house at the main line shutoff
- Turn off the water heater breaker located in the garage

### For Home Watcher

- Turn on the water supply located outside of the garage, then run all faucets and showers for 1-2 minutes and flush all toilets
- Turn off the water supply when complete

## Air Conditioning (A/C)

### For Homeowner

- Set the thermostat and/or the humidistat to an appropriate temperature to remove humidity from home. The temperature is recommended to be set at nothing below 68 degrees for cooling and nothing above 80 degrees for heat
- Leave A/C filters for Home Watcher
- Always have the A/C fan set to AUTO

### For Home Watcher

- Make sure A/C is operating correctly and change A/C filters every 30-60 days
- Open the overhead garage door to introduce fresh air into the garage. Leave the garage door open for 5-10 minutes

## Pest Control

### For Homeowner

- Treat your home for pests or schedule consistent treatments with a pest control company of your choice

### For Home Watcher

- Advise homeowner if pests are excessive

# ONGOING HOMEOWNER MAINTENANCE CHECKLIST

Park Square Homes has compiled a quick check list of recommended maintenance items to sustain the longevity of your home. Refer to other pages in this book for detailed maintenance instructions.

## Every Month

- ☐ Clean or replace air filters
- ☐ Vacuum air supply and return vents
- ☐ Add ½ cup of white vinegar to the inside condensation line, then flush with 1 cup hot water
- ☐ Test all GFCI outlets
- ☐ Check for cracks in caulking around sinks, tubs, toilets, faucets, countertops, backsplashes, ceramic wall tile, floor tiles, windowsills and any other areas that may have caulk or silicone. Re-caulk using the appropriate caulk material recommended. This not covered by the warranty and is considered homeowner maintenance.
- ☐ Check sprinklers. Adjust and/or replace sprinkler heads for proper coverage
- ☐ Check all exterior stucco walls for cracks. Caulk and paint any cracks

## Every Six Months

- ☐ Use a silicone spray to clean and lubricate sliding glass door tracks
- ☐ Oil all moving parts on the overhead garage door
- ☐ Check appliance cords. Replace them if damaged
- ☐ From the ground, visually inspect roof tiles and shingles for broken pieces
- ☐ Check flashings for any gaps. Replace as needed
- ☐ Check all plumbing shut off valves for leakage. Tighten as needed
- ☐ Check all weather-stripping around doors and windows. Replace as needed
- ☐ Clean gutters and downspouts (if installed)
- ☐ Test any fire extinguishers (if installed)

## Every Year

- ☐ Check inside the attic for any signs of roof leakage
- ☐ Check all windows for gaps or cracks in caulking. Re-caulk as needed
- ☐ Hire a licensed professional to flush out the water heater
- ☐ Check all exterior paint. Touch up as needed. A paint kit is provided to you at the New Home Presentation
- ☐ Check dryer hose for lint build up
- ☐ Test smoke detectors and change batteries



**Built for Family, by Family.**

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