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ARBITRATION
PURSUANT TO EITHER
THE SOUTH CAROLINA UNIFORM ARBITRATION ACT
OR THE
FEDERAL ARBITRATION ACT

WARRANTY MANUAL



McGuinn
HOMES

McGuinn Homes Warranty Manual

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Warranty Manual

Dear McGuinn Homes Homeowner,

Congratulations on your decision to buy a new home from McGuinn Homes!

We share your excitement about your new home and look forward to collaborating with you during its construction. Our warranty manual will provide you with information on your new home that will answer many questions you may have, or will have, as a new homeowner.

Included are maintenance information and a summary of our limited warranty program. Please review this material thoroughly. All the homes we build can differ slightly. Some options and materials may not have been used in your house. This manual covers all the different options and materials we offer in all the different homes we construct. Only follow the maintenance guidelines for the options used in your house.

Additional details or clarification regarding any topic are available should you email McGuinn Homes with your questions. We are pleased to welcome you as part of the McGuinn Homes family and are always ready to serve you.

With best regards,



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Welcome to Homecare and Maintenance

There is something special about moving into a new home, a new community. We share your excitement. As with other major investments, you will want to take excellent care of your new home so all its working parts operate smoothly. To help you, we have compiled this quick reference manual on home maintenance and care.

Emergency Preparedness

Besides urgent situations covered by our limited warranty, be prepared for issues requiring rapid response. Post the phone numbers for the fire department, police, paramedics, and poison control somewhere in your home. Have companies already in mind should 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.

Maintenance for Your New Home

McGuinn Homes has constructed your home with carefully selected materials and the effort of experienced craftspeople and laborers under the supervision of our field personnel and with the administrative support of our office personnel. Although this group works from detailed plans and specifications, no two homes are exactly alike. Every home is unique. A home is one of the last handcrafted products left in the world and, over time, each will behave differently.

Although quality materials and careful workmanship have been used in creating your home, it requires care from the first day. Regular homeowner maintenance is essential to providing a quality home that lasts a lifetime.

We are proud of the communities we are building and every home in them. To maintain your home and keep it at its best, ongoing maintenance is crucial. The homeowner must be aware of and perform appropriate maintenance tasks. Normal wear and tear, the inherent characteristics of the materials used in your home, and your house's mechanical systems all require periodic maintenance. Also, seasonal changes and homeowner habits affect your home's temperature and humidity, impacting how 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 homecare. This manual focuses on items homeowners commonly ask about. Because we offer homebuyers a variety of floor plans and optional features, this manual may discuss components not present in your home.

In addition to routine care, minor maintenance, when handled immediately, can save you a more serious, time-consuming, and costly repair later. Note that neglecting routine maintenance will void applicable limited warranty coverage on all or part of your home. "Warranty" or "courtesy" indicates McGuinn Homes' responsibility. "Maintenance" refers to the homeowner's responsibility. Please refer to this manual for items under warranty.

Attentively caring for your new home ensures uninterrupted warranty coverage and your enjoyment of the home for years. Each homeowner's care also contributes significantly to the overall desirability of the community.

With a product as complex as a house, it can be difficult to distinguish which tasks are homeowners' maintenance responsibilities and which are McGuinn Homes' warranty responsibilities. If your warranty request is determined to be a homeowner's maintenance item, please refer to the maintenance tips in this manual. For warranty service instructions, proceed to the section below.

Warranty Service Overview

To initiate non-urgent warranty service, please submit a service request form (a copy of which is in the Appendices section at the back of this manual) or simply write a letter that includes your name, address, phone numbers, and list of concerns.

We schedule appointments for warranty requests on a first-come, first-served basis. As a result, service on your 90-day and 11-month requests may take longer to address than urgent requests.

Upon receiving a warranty service request, we will contact you to make an inspection appointment. Warranty appointments are scheduled in time blocks Monday through Friday. The morning time block runs from 9:00 a.m. to 12:00 p.m., and the afternoon time block runs from 12:00 p.m. to 3:00 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 (trade contractor)
- ❖ In-house repair/adjustment item (warranty technician)
- ❖ Homeowner maintenance item

If a trade contractor or warranty technician is required, we issue a warranty work order describing the situation to be addressed and providing the homeowner with the relevant contact information. If the item is home maintenance, we will review the maintenance steps with you and offer informational assistance as possible. Occasionally the inspection step is unnecessary. In that case, we issue the needed work order(s) and notify you that we have done so.

Warranty coverage can be confusing. We hope the following summary of key points will help. If you do not know whom to contact, email our warranty office, and we will guide you:

warranty@mcguinnhomes.com

Urgent Service

While urgent warranty situations are rare, prompt response and attention are essential when they occur.

Begin by checking what items you can. Troubleshooting tips appear in this manual for several of your home's components, including but not limited to:

- ❖ Air conditioning
- ❖ Electrical system
- ❖ Heating system
- ❖ Plumbing
- ❖ Roof
- ❖ Water heater

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

If those tips do not help you solve the problem, please email our warranty department at warranty@mcguinnhomes.com We will respond to all emails and correspondence within 48 business hours.

After business hours, or on weekends or holidays, call the necessary trade contractor listed on the Contractor Contact Decal on your electrical panel box, or the appropriate utility company, and email McGuinn Homes' warranty department at warranty@mcguinnhomes.com. **McGuinn Homes reserves the right to determine whether a claim presents an emergent or urgent situation.**

Our trade contractors or local utility companies provide emergency responses to the following conditions:

- ❖ Total loss of heat when the outside temperature is below 40°F. Call the HVAC contractor.

- ❖ Total loss of electricity. Not an areawide outage.
- ❖ Total loss of water. Not an areawide outage.
- ❖ A plumbing leak that requires the entire water supply to be shut off.
- ❖ A gas leak. Get out of the home immediately. Call your gas utility immediately.

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

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.

Non-Urgent Warranty Reporting Procedures

Providing a warranty service 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 standard process is essential. Our warranty service system provides you with maximum protection and allows McGuinn Homes to operate efficiently, providing faster service to all homeowners.

Urgent and non-urgent issues are to be reported in writing only, through mail or email or on McGuinn’s website portal. Most of our customers use the convenience of email, which is the quickest and most direct way to contact the warranty department. By communicating issues in writing, we protect both you, the homeowner, and McGuinn Homes, and have a copy of the communications for both parties’ records. This system permits McGuinn Homes personnel to focus on getting issues corrected. Forty-two years of experience have taught McGuinn Homes that when we work outside this system and sacrifice careful documentation, the process is inefficient and ineffective.

Warranty Requests: Help Us Help You

We can only provide a service if we have the correct and necessary information (see form in Appendices). All warranty requests must include:

- ❖ Your name, address, neighborhood name, and phone number(s) 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.” Describe specifically the “**what, where, when, why, and how much**” regarding the issue for which you are seeking assistance.
- ❖ Information about your availability for appointments. For example, indicate if you are usually home on a certain day, or at a certain time of day.

Submit warranty claims directly to:

warranty@mcguinnhomes.com

We recommend the above email address to receive fastest response.

Inspection and Work Hours

Many homeowners ask for evening and weekend appointment times. McGuinn Homes understands the desire for appointments outside normal business hours and recognizes the trend toward services being available “24/7” in many businesses. However, many factors make extended service hours impractical, such as a significant portion of repairs requiring daylight for proper execution. This applies to drywall, paint, and exterior work of almost any type. Most of the 35 to 50 independent trade contractors who helped McGuinn Homes build your house operate as small companies and are unable to work all week and then be available for extended hours. Therefore, the few repairs that can be performed during off-hours fail to eliminate the need for repair appointments during normal hours. Administrative staff and supervisors also need to be available to answer questions, and extended work hours mean being short-staffed during normal business hours. Adding personnel or compensating existing personnel for working non-traditional hours affects overall construction costs,

impacting the price of our homes. We are seeking a workable long-term answer to this dilemma while currently providing the following warranty hours:

Inspection/repair/replacement appointment arrival time blocks: Monday through Friday, 9:00 a.m. to 12:00 p.m. and 12:00 p.m. to 3:00 p.m. Please be available for the entire time range.

Appointments after 3:00 p.m. and weekend appointments are reserved for emergencies. We appreciate your understanding and cooperation with these policies.

Repair Appointments

Depending on the work needed, at the conclusion of the inspection appointment, the warranty technician will most likely ask you to designate a work date—7 TO 14 days from the inspection date—for approved repairs to be made. This 14-day timeframe allows McGuinn Homes to notify appropriate trade contractors and arrange for any situations requiring multiple repairs to occur on the same day. This system works well for most situations, but occasionally work must occur in sequence, and more than one work date might be needed. Once work dates are set, we confirm them with you the day before and then follow up to confirm repairs are completed.

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 or release McGuinn Homes 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 McGuinn Homes for our records.

If you are dissatisfied with any service we provide, note that on the work order or email the warranty office with your feedback. We will review your concerns and determine whether repair requirements have been met.

Repair Standard

If a claim is determined to be covered by warranty, completion of the repair will be determined in accordance with the SC Residential Construction Standards. Those Standards may be found by searching “SC Residential Construction Standards.”

Completion Time

We regularly review outstanding work orders. Checking with trade contractors and homeowners alike, we strive to identify and predict potential causes for delay and have all warranty work completed within a reasonable amount of time.

Our goal is to complete warranty work orders within 14 working days of the inspection unless you are unavailable for access. If a backordered 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 they are addressed when conditions are right. This could mean a longer wait.

Missed Appointments

Good communication is key to successful completion of warranty items. We strive to keep homeowners informed and protect them from inconvenience, but sometimes unexpected events can result in missed appointments.

If a McGuinn Homes employee or a trade contractor will be late, they should contact you as soon as the delay is recognized, offering you the choice of a later time the same day or a completely different appointment. If you must miss an appointment, please alert us as soon as you realize your schedule has changed. We can put work orders on hold for 10 to 30 days and reactivate them when your schedule permits our access to the home.

Access to Your Home

McGuinn Homes inspects interior warranty items only when an adult is available to accompany our representative and point out the items you have listed. Likewise, both our in-house service technicians and those of our trade contractors will perform inspections or repairs only when an adult is available to admit them to your home. An adult is a person 18 years 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, your peace of mind and security are our first concern.

Please see Pages 57-59 for the terms and conditions applicable to any dispute between the Buyer/Homeowner and McGuinn Homes that may arise under or pursuant to this Warranty Manual, and/or the submission of any claims hereunder as well as the disposition of any claim(s) submitted pursuant to this Warranty Manual.

Pets

McGuinn Homes respects that many homeowners count pets as members of their households. To prevent the possibility of an animal getting injured or lost, we ask that you restrict all animals to a comfortable location during any warranty visit, whether inspection or warranty work. This policy also protects our employees and trade contractors. We have instructed McGuinn Homes personnel and trade contractors to reschedule the appointment if pets have access to the work area.

Your Belongings

In all our work for homeowners, we ensure that personal belongings are protected. When warranty work is needed in your home, please remove vulnerable items or items that might make performing the repair difficult. McGuinn Homes warranty technicians and trade contractors will reschedule repair appointments rather than risk damaging your belongings.

Exterior Items

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

Protecting Your Home

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

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

Manufacturer Literature

Please read the literature (registrations, warranties, use and care guides, etc.) provided by the manufacturers of consumer products and other items in your home. 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 this manual current. If any detail in this manual conflicts with manufacturers' recommendations, however, you should follow the manufacturers' recommendations.

Activate specific manufacturers' warranties by completing and mailing registration cards (e.g., for appliances, furnace, water heater, etc.) included with their materials. In some cases, manufacturers' warranties may extend beyond the first year. It is in your best interest to know about such coverage.

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

Utility Companies

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

We encourage you to order a final survey of your lot that defines any easements so you will be aware of their specific locations.

Warranty Commitment

Beyond the information contained in the limited warranty itself, this manual includes the criteria used to evaluate any concerns you report. This is to let you know what our warranty commitment is for the typical concerns that can come up in a new home. Our criteria for qualifying warranty repairs are based on typical industry practices in our region, and we take pride in meeting or exceeding those standards. Please note that we reserve the right to exceed these guidelines if common sense or individual circumstances require, without being obligated to exceed guidelines to a similar degree for other homeowners whose circumstances are different.

Pests and Wildlife

Insects such as ants, spiders, wasps, and bees, and animal life such as woodpeckers, squirrels, mice, and snakes, may fail to recognize that your home belongs to you. Excessive rainfall will attract pests. Addressing pest and wildlife issues goes with being a homeowner. Helpful resources include the state wildlife service, animal control authorities, the county extension service, pest control professionals, the internet, and the public library. Note that pest and wildlife damage is not covered under the builder's warranty.

Termites

Your home is protected by termite monitoring stations around its perimeter. Your termite bond company will inspect these yearly if you keep your bond up to date and schedule the inspections as requested. Plan to renew this treatment annually or as directed by the literature that accompanies the certificate. We certify treatment of your foundation for termites at closing, which is our final responsibility for termites. McGuinn Homes' warranty excludes treatment for any other insect (such as ants) or animal (such as mice) infestations.

Regularly inspect your home for signs of termites or conditions that would allow their attack:

- ❖ Check for wrinkles or waves in the wood trim.
- ❖ Tap wood to see if it sounds or feels hollow.
- ❖ Watch for tubes of dirt, called mud tubes, that extend from the soil up to your home.
- ❖ Keep soil away from any wooden parts of your home.
- ❖ Be certain all roof water and precipitation moves quickly away from your home's foundation.
- ❖ Avoid storing wood on the ground and against your home.
- ❖ Maintain a safe zone at least two feet in width around the perimeter of your home, and avoid planting grass or shrubs, installing any sprinkler device, or digging of any kind in this safe zone.

- ❖ If you believe you see signs of termites, or if you have any questions, contact your termite monitoring company for guidance.

Ventilation

Homes today are built more tightly than ever. This saves energy and money but creates a potential concern that condensation, cooking odors, indoor pollutants, radon, and carbon monoxide may accumulate. We provide mechanical and passive methods for ventilating homes. Your attention to ventilation is important to your health and safety. Building codes require specific attic and crawlspace vents to minimize moisture accumulation.

Attic Vents

Attic ventilation occurs through vents in the soffit (the underside of the overhangs) or on gable ends. Driving rain or snow sometimes enters the attic through these vents. Instead of covering them to prevent this, cover the insulation in front of the vent. When you do this, precipitation that blows in safely evaporates, and ventilation can still occur.

Crawlspace Vents

Homes with crawl spaces usually include two or more vents. You should open crawlspace vents during summer and close them during winter, pulling insulation over them. Failure to close these vents and replace insulation may result in plumbing lines freezing in the crawlspace, which is not covered by your warranty.

Daily Habits

Your daily habits can help keep your home well ventilated:

- ❖ Do not interfere with the fresh air supply to your furnace.
- ❖ Run the hood fan when you are cooking.
- ❖ Run bath fans when bathrooms are in use.
- ❖ Air out your house by opening windows for a time when weather permits.

Proper ventilation prevents excessive moisture from forming on the inside of windows. This helps reduce cleaning chores considerably.

Plumbing

During homeowner orientation, we will confirm that all plumbing fixtures are in acceptable condition and function properly, and that all faucets and drains operate freely.

Aerators

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

Clogged Drains and Toilets

McGuinn Homes will correct clogged drains and toilets caused by construction should such problems occur during the first 30 days after closing. If a household item is removed from a clogged drain or toilet during this time, we will bill you for the service. After the first 30 days, you are responsible for correcting clogged drains and toilets.

Common Plumbing Maintenance

- ❖ Clogged drainage lines can usually be opened with a plunger. To ensure lines do not become clogged, never dispose of hair, grease, fish scales, lint, diapers, sanitary napkins, cloth, rubbish, excessive material, or any solid matter in your plumbing system.
- ❖ Dripping faucets are caused by worn or damaged washers. To prolong the life of washers, turn faucets only hard enough to stop the flow of water. If washers need replacement, you can find them at any home improvement retailer.
- ❖ Correct plumbing leaks, running toilets, or dripping faucets as soon as possible.

Dripping Faucet

Repair a dripping faucet by shutting off the water at the valve directly under the sink, removing the faucet stem, changing the washer, and reinstalling the faucet stem. A shower head is repaired the same way. Replace a washer with another of the same type and size.

You can minimize the frequency of this repair by remembering not to turn off faucets with excessive force. (Please note that some manufacturers do not use rubber washers.)

Exterior Faucets

McGuinn Homes will repair leaks at exterior faucets noted on the Orientation List. After homeowner orientation, repairing broken lines to exterior faucets is the homeowner's responsibility.

The hose bibbs are usually found on opposite sides of your home. When pulling a garden hose, take care not to pull on the hose bibb itself. The silicone caulking's condition should be checked yearly and recalked when necessary.

Remove hoses during freezing weather, even if the faucet is in your garage. Otherwise, water remaining in the hose can freeze and expand back into the pipe, causing a break in the line. Repair of a broken line that feeds an exterior faucet is a maintenance item. Your warranty does not cover damage from frozen sill cocks. Hose bibb covers can be purchased at home improvement stores.

Exterior Leaks

The water meter is usually found in the front yard within ten feet of the curb. If a water leak occurs at a meter, narrow down the position of the leak, before or after the meter, using the following method.

- ❖ Cut off the main valve to the home, located in the garage or storage room.
- ❖ If the indicator on the main water meter valve continues to turn, the leak is on the "house side" of the meter. Proceed to the sprinkler system.
- ❖ Shut off the backflow preventor by turning both butterfly handles on the valve's side to the "off" position.
- ❖ If the main water meter continues to turn, the leak is located somewhere in the house's supply line. Please call the plumber listed on your panel box, and send an email notification to warranty@mcguinnhomes.com
- ❖ If the main water meter stops turning, the leak is located on the irrigation/sprinkler side and will need to be reported to the landscaper. Please send an email notification to warranty@mcguinnhomes.com
- ❖ If the indicator on the meter does not turn, the leak is on the "city side" of the meter. In this case, notify your water utility department immediately. Please let us know as well.

Freezing Pipes

Provided the home is heated at a normal level, pipes should not freeze at temperatures above 0°F. Homeowners can prevent freezing pipes from bursting in temperatures 32°F and below by taking the following precautions:

- ❖ Ensure the water heater is on.
- ❖ Ensure there is insulation under the water heater's base.
- ❖ Add a heat source such as heat tape or an incandescent lightbulb.

- ❖ Remove hoses from outside hose bibbs.
- ❖ Insulate exterior hose bibbs.
- ❖ Set the heat at a minimum of 60°F if you are away during winter months.
- ❖ Keep garage doors closed to protect plumbing lines running through the area from freezing temperatures.
- ❖ In unusually frigid weather, or if you will be gone more than a day or two, open cabinet doors to allow warm air to circulate around pipes.
- ❖ Set faucets on outside walls to drip to try and prevent freezing.
- ❖ If you experience a power outage during freezing weather, you can still protect your water heater and pipes by turning the water on hot and cold and allowing it to run at a low but steady flow rate.

Frozen pipes and the resulting freeze damage are not under warranty.

McGuinn Homes recommends an ordinary hair dryer to thaw frozen pipes. Never use an open flame.

Interior Leaks

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

If a leak caused by a warrantied item results in drywall or floor covering damage, McGuinn Homes will repair or replace items that were part of the home as originally purchased. We do not adjust for secondary damages (for example, damage to wallpaper, drapes, and personal belongings; insurance should cover these items).

Low Pressure

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

No Water

Before calling for service, check to confirm that:

- ❖ The main shutoff on the meter inside your home is open.
- ❖ The main shutoff at the street is open.
- ❖ The individual shutoffs for each water-using item are open.

For a leak involving one sink, tub, or toilet:

- ❖ Check caulking and grout.
- ❖ Confirm shower door or tub enclosure was properly closed.
- ❖ Turn off the water supply off to the item.

For a leak involving a main line:

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

Noise

Changes in temperature or the flow of water will cause some noise in the pipes. This is normal and requires no repair. Expect temperatures to vary if water is used in more than one location in the home at the same time.

Septic System

A septic system consists of a septic tank and an underground disposal field. Bacteria break down solids, forming sludge that incoming water moves out to the disposal field, where it is filtered into the soil. To help preserve the system's effectiveness, keep these points in mind:

- ❖ Avoid disposing of grease and chemicals such as solvents, cooking oils, paints, etc. through the septic system.
- ❖ Avoid using commercial drain cleaners. They can kill bacteria that are working to break down the solid waste matter.
- ❖ Food from a disposal decomposes more slowly and adds to the solids in the tank, so minimize disposal use. Coffee grounds may clog the system.
- ❖ Avoid disposing of any paper product (diapers, sanitary supplies, paper towels, and even products that claim to be flushable) other than toilet tissue through the system.
- ❖ Do not rely on yeast or chemical additives to digest sludge. They are not an alternative to regular pumping and may harm the system.
- ❖ Drain surface water away from the disposal field and eliminate unnecessary water sources in that area. Only plant sod over the drain field and avoid fertilizers in the area.
- ❖ Conserve indoor water use to put less strain on the system. Correct leaky faucets or running toilets promptly. Keep in mind that a water softener will generate 30 to 85 gallons of water every regeneration cycle.
- ❖ Do not drive on the disposal field or build over it.

During homeowner orientation, we confirm that the septic system is working properly and that you are familiar with the location of the tank and disposal field. While we install the system in accordance with codes and plans based on your soil conditions, we do not guarantee that the septic system will function indefinitely. Weather, groundwater, environmental conditions, topography, and your family's habits can all have unpredictable effects.

Pumping the System

Over time, matter not broken down by bacteria can clog the system. This will happen despite careful use and good maintenance. Regular pumping to clean out the tank is essential, usually every 1 to 2 years, to prevent serious problems. If usage is heavy, it may need to be done more often.

System Failure

Signs that your septic system is failing include:

- ❖ Black water with a foul odor backing up drains or toilets.
- ❖ Toilets flushing slowly.
- ❖ Water pooling atop the disposal field.

If you believe your system requires attention, call a professional to assess the situation. Have the system pumped. If a new system is required, a permit must be obtained from the county or municipality where your home is located.

Sewer Backup Affecting Entire Home

- ❖ If you have been in your home fewer than 30 days, contact the plumber listed on your Emergency Phone Numbers sheet.
- ❖ If you have been in your home more than 30 days, contact the plumber listed on your decal.
- ❖ Remove personal belongings to a safe location. If items are soiled, contact your homeowner's insurance company.
- ❖ Be aware that homeowner-caused backups or stoppages may incur charges from the plumbing company for unclogging drains and clearing disposals.

Sump Pump

During homeowner orientation, we will discuss the sump pump and confirm it is operational. The pump is classified as an appliance and is warranted by the manufacturer.

Supply Disruption

McGuinn Homes will correct construction conditions that disrupt water from the main water supply to your home, provided your actions have not caused the problem. Disruption of service due to failure of the water utility is the water utility's responsibility to correct.

If you have concerns or questions, please refer to the home warranty manuals for your plumbing systems for details on warranty coverage.

Your plumbing system has many parts, most of which require little maintenance. Proper cleaning, occasional minor attention, and preventive care will ensure many years of good service from this system.

Toilets

Backup at One Toilet

If only one toilet is affected:

- ❖ Shut off the water supply to the toilet involved.
- ❖ Use a snake (recommended) or plunger to clear the blockage.
- ❖ If you have been in your home fewer than 30 days, contact the plumber listed on your Emergency Phone Numbers sheet.
- ❖ If you have been in your home more than 30 days, contact the plumber listed on your decal.

Clogs

The main causes of toilet clogs are domestic items such as disposable diapers, excessive amounts of toilet paper, sanitary supplies, cotton swabs, dental floss, and kids' toys. Improper garbage disposal use can also cause many clogs. Run 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.

Clogged traps can usually be cleared by a plumber with a plunger. If you use chemical agents, follow directions carefully to avoid personal injury or damage to the fixtures.

Once the clog is fixed, clean the mechanism and return it to its original position. McGuinn Homes will correct clogged drains and toilets that occur during the first 30 days after closing. If a household item is removed from a clogged drain or toilet during this time, we will bill you for the service. After the first 30 days, you are responsible for correcting clogs.

Low-Flow Toilets

A water-saving regulation went into effect in 1993 that prohibits the manufacture of toilets that use more than 1.6 gallons of water per flush. As a result of implementing this standard, flushing twice is occasionally necessary to completely empty the toilet bowl. Even though you flush twice on occasion, rest assured that in general you are saving water, and we have complied with the law. Similarly, flow restrictors are built into most faucets and all shower heads and cannot be removed. We apologize for any inconvenience this may cause.

Running Toilets

Running toilets are usually caused by worn or sticking shutoff valves; worn-out toilet flappers; or the shutoff float being lifted too high in the tank, preventing the valve from shutting off completely. In the latter case, gently bend the float rod down until it stops the water at the correct level. The float should be free and not rub any other parts of the tank. The water level in a toilet's tank can be adjusted up or down by screwing the float itself and adjusting its position to move it up or down on the shutoff valve. Also check the chain on the flush handle. If the chain is too tight, it will prevent the rubber stopper at the bottom of the tank from sealing, resulting in running water. Maintaining and replacing tank parts is the homeowner's responsibility after 30 days from closing.

Water Filter or Softener

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

Prior to installing a water softener, discuss with the vendor whether the system you are considering will adversely affect your septic system, if your home includes one.

Water Heater

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

Water heaters are set at a recommended manufacturer setting of 120°F. Burned-out thermostats are not covered under warranty.

McGuinn Homes' warranty does not cover frozen pipes (including water heater pipes). It is the homeowner's responsibility to maintain the system and protect it from the elements.

Drain Tank

Review and follow the manufacturer's timetable and instructions for draining several gallons of water from the bottom of the water heater. This reduces buildup of chemical deposits from the water, prolonging the life of the tank and saving money on energy. Exact timing will depend on the nature of your water supply.

Also drain the tank if it is being shut down during periods of freezing temperatures. Carefully follow the instructions in the manufacturer's literature.

Element Cleaning or Replacement

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

No Hot Water

Before calling for service:

- ❖ Check the electric power, water, and gas supply to the water heater.
- ❖ Check the GFCI outlet inside the garage that your unit is plugged into to see if it is tripped.
- ❖ Confirm that the water supply valve is open.
- ❖ Confirm that the temperature setting is not on "vacation" or set too low.
- ❖ Check to see if the standby light is on, meaning there is power to the unit.
- ❖ If the standby light is not on, check the water heater circuit breaker to see if it has tripped. If it has, reset it and call for hot water. Remember, if a breaker trips, you must turn it from the "tripped" position to the "off" position before you can turn it back on.
- ❖ Check to see if the red lights come on as water is flowing through the unit.
- ❖ If you have power to the unit, the standby light is on, and the red lights come on when calling for hot water, yet you have no hot water, contact your service provider.

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

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

Pressure Relief Valve

At least once a year, manually operate the pressure relief valve.

Stay clear of the discharge line to avoid injury. See the manufacturer's literature for diagrams and detailed instructions.

Safety

Keep the area around a water heater clear of stored household items. McGuinn Homes recommends never using the water heater as a storage shelf.

Water Shutoffs

Knowing how to properly shut off the water to a leaking fixture is an important part of being a homeowner. Your house is equipped with the following water shutoffs, allowing you to isolate the leak or malfunctioning item until it can be repaired.

- ❖ Main water shutoff: Shuts off water to the complete property (house and lot). Located at your water utility's meter box. We will point it out during homeowner orientation. Use this shutoff for major water emergencies such as a water line break, or when installing a sprinkler system or building an addition to your home.
- ❖ Sprinkler main water shutoff: The backflow preventer is located by the main shutoff between the street and the house. The two valves can be shut off to cut the water supply to your sprinkler.
- ❖ House water shutoff valve: The valve to cut off water to the house is usually located inside the garage or storage closet. We will point it out during homeowner orientation.
- ❖ Every sink faucet, toilet, refrigerator ice/water dispenser, and dishwasher in your home has a shutoff valve.
- ❖ Each sink has a hot and cold shutoff under it.
- ❖ Each toilet has a shutoff on the water line under the tank.
- ❖ The dishwasher's water shutoff is under the kitchen sink.
- ❖ The refrigerator ice/water dispenser's water shutoff is located behind the refrigerator.
- ❖ The water shutoff to the water heater is under the heater's base for both the hot water going out and the cold water coming into the heat exchanger.

Well System

Properly maintaining your system can ensure a long life for this important part of your home's infrastructure. A well maintenance checkup should be performed by a service technician annually and include the following steps:

1. **FLOW TEST**—determines the system output and checks the water level. This test also checks the pump's motor performance, pressure tank, and general water quality.
2. **EQUIPMENT TEST**—checks the well equipment to see that it conforms to local codes.
3. **BACTERIAL TEST**—tests for coliform bacteria, nitrates, and anything of local concern.
4. **REPORT**—provides a concise, clearly written report following the checkup.

Before Testing Your Water, Ensure the Well System Is Clean

- ❖ Do not test your well water without first being sure the well system is clean. Periodically cleaning your well filter is necessary maintenance.
- ❖ A qualified well water systems contractor can determine if your system needs cleaning by conducting an anaerobic bacteria test, coliform test, or other tests. Possible indicators of a dirty well may be cloudy water, low water flow, or taste or color problems.
- ❖ Once your well system has been inspected and found to have a problem, the contractor can treat the system, usually by disinfecting with chlorine.
- ❖ Refer to the manufacturer's limited warranty for information regarding well system equipment such as well water pumps. McGuinn Homes' warranty does not cover frozen pipes, including pipes connected to the wellhead and pumps. It is the homeowner's responsibility to maintain the well system and protect it from the elements.

Simple Maintenance Steps for Your Well System

- ❖ Always use licensed or certified drillers and pump installers when a system is serviced.
- ❖ Well water often contains naturally occurring minerals such as calcium, iron, and sulfur. Although these minerals are not hazardous to human health, they can alter the hardness, taste, odor, or color of the water when present in excess quantities. Any source of drinking water should be professionally checked any time there is a change of taste, odor, or appearance.
- ❖ Well water should be regularly tested for bacteriological quality and should be tested immediately if there is a change in the clarity, color, odor, or taste, or if there has been a change in the surrounding land use.
- ❖ Keep hazardous chemicals such as paint, fertilizer, pesticides, and motor oil away from your well. Periodically check the well cover or cap to ensure it is in good condition. Take care in working or mowing around your well. Do not pile leaves, snow, or other materials around your well.
- ❖ Keep your records in a safe place. These include the construction report, the annual inspection reports, and water testing results. When your well comes to the end of its serviceable life (20 years or more), have a professional properly seal your well after constructing a new system.

Air Conditioning and Heating (HVAC)

- ❖ Early in the fall, turn on your heating system to check if it is in good working condition, even if heat is not yet needed. The unit may blow smoke for a minute because of oil on the furnace burner, intended to prevent rust during shipment.
- ❖ Early in the spring, turn on the air conditioning system and make sure everything is functioning correctly.
- ❖ The air filter should be changed every 30 days for efficient operation and best airflow.
- ❖ Have the HVAC cleaned/serviced at least once a year by a licensed contractor.
- ❖ Change the thermostat batteries once a year.
- ❖ Window coverings: blinds or drapes add beauty and value to your home and keep the home comfortable by adding an extra layer between the interior and exterior.

Important: The HVAC warranty does NOT include:

- ❖ Cleaning or changing filters.
- ❖ Tripped breakers.
- ❖ Adjusting thermostats.
- ❖ Cleaning condenser coils.
- ❖ Problems caused by insects or debris in the equipment.

Before calling for HVAC service, please check:

- ❖ The thermostat to ensure it is set properly.
- ❖ The thermostat batteries have been replaced.
- ❖ Breakers or GFCI to confirm that they are in the “on” position.
- ❖ Switches, to confirm they are in the “on” position.
- ❖ Filters, to ensure they are clean and not clogged or blocked.

Air Conditioning

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

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

Your home air conditioning is a closed system, which means interior air is continually recycled and cooled until reaching the desired temperature. Warm outside air disrupts the system and makes cooling difficult, so keep all windows closed. The heat from the sun shining through windows with open drapes is intense enough to overcome the conditioning unit's cooling effect, so close window drapes for best results.

Thermostat changes do not immediately produce the desired temperature. Unlike a lightbulb, which reacts instantly when you turn on a switch, the air conditioning unit only begins a process when you set the thermostat.

As an example, if you come home at 6:00 p.m. when the temperature has reached 90°F and then set your thermostat to 75°, the air conditioning unit will begin cooling, but will take much longer to reach the desired temperature. All day, the sun heats not only air in the house, but the walls, carpet, and furniture. At 6:00 p.m., the air conditioning unit starts cooling the air, but the walls, carpet, and furniture release heat and nullify this cooling. By the time the unit cools it all, you may have lost your patience.

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

To ensure your system is working at the optimal efficiency for your home, perform Manual J calculations and rechecks that measure load values to ensure proper sizing.

Understandably, if your air conditioner is not working, you want it fixed quickly. Typically, many other homeowners across our region will discover that they too need their air conditioners serviced on the same hot day that you do. The trade contractors 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 so you can avoid the rush and get a quicker response if service is needed. Routine maintenance is required. Unfortunately, not having air conditioning is not considered an emergency.

Compressor Level

Maintain the air conditioning compressor in a level position to prevent inefficient operation and damage to the equipment.

No Air Conditioning

Before calling for service, check to confirm that:

- ❖ The thermostat is set to “cool,” and the temperature is set below room temperature.
- ❖ The air conditioner and furnace breakers on the main electrical panel are 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.
- ❖ The 220V disconnect on the outside wall near the air conditioner is on.
- ❖ The switch on the side of the furnace is on.
- ❖ The filter is clean to allow airflow.
- ❖ The vents in individual rooms are open.
- ❖ The air returns are unobstructed.
- ❖ The air conditioner has not frozen over.

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 (we recommend changing them every 30 to 90 days, depending on filter instructions).
- ❖ If you have a zone system (more than one furnace or 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. Ceiling fans cost little to operate, and the moving air allows you to feel comfortable at higher temperatures. On hot days, close all windows and coverings on windows facing the sun to minimize solar heat gain and reduce demands on your air conditioner. Plan landscaping elements that support the efficient use of energy. Deciduous trees provide shade during the summer and allow solar warming in winter. Evergreen trees and shrubs can create windbreaks and reduce heating costs. Position trees to shade the roof and still allow good airflow around the home. Plant shrubs and trees to shade the air conditioner without obstructing airflow around the unit.

- ❖ Keep the garage's overhead doors closed.

Leaking Air Condenser (Inside House)

- ❖ Check your overflow pan under the air handler unit, generally located in the attic or mechanical room. Extract water from the pan with cups or a turkey baster.
- ❖ Clear the drain line in overflow pans with a vacuum in case there is an obstruction of the line (e.g., by insulation, paper, plastic, etc.).
- ❖ Check for a functional electrical overflow switch.

Even if these troubleshooting tips do not identify a solution, passing the information to the service provider you call will assist them in repairing your 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, following maintenance instructions for your furnace is part of maintaining your air conditioning system.

Temperature

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

Temperatures may vary from room to room by several degrees Fahrenheit. This is due to variables such as floorplan, the home's orientation on the lot, type and use of window coverings, and traffic through the home.

Vent Adjustment

Maximize airflow to occupied parts of your home by adjusting the vents and leaving doors open when unoccupied. When seasons change, readjust them for comfortable heating.

Electrical Systems

Your home's electrical wiring is adequate to manage most appliances or electrical accessories used in your home. During homeowner orientation, we confirm that light fixtures are in acceptable condition and all bulbs are working. McGuinn Homes' limited warranty excludes any fixture you supplied.

Know the location of the breaker panel; it includes a main shutoff that controls all the electrical power to the home. The breaker box is typically found in the garage or storage room of a home. Individual breakers control the separate circuits. Each is marked to help you identify which major appliances, outlets, or other services it is connected to. To stop the flow of electricity to a given breaker, flip it to the "off" position. Should a failure occur in any part of your home, always check the breakers in the main panel box.

Appliances

Appliance manuals are left in your home. Upon closing, Buyer assumes all warranties on appliances, which are given through the respective manufacturers, on any appliance or product installed in the home. Appliance warranty claims and service are to be completed directly through the manufacturer. Please contact the appliance vendor for any service it may need. We confirm that all appliances and their surfaces are in acceptable condition during homeowner orientation. We assign all appliance warranties to you, effective on the date of closing. Warranties last for one year after closing unless the manufacturer expressly states otherwise.

In case of a problem, contact the manufacturer directly with model and serial number, closing date, and problem description. Refer to your appliance service information sheet.

- ❖ Use cold water when operating your disposal. This saves money on hot water and preserves the disposal motor.
- ❖ When possible, microwave rather than using the range, especially during hot weather.
- ❖ Run the dishwasher when it has a full load. Use air-dry.

Kitchen Appliance Warranty

Kitchen appliance manufacturers work directly with homeowners if their products need repairs. Customer service phone numbers are listed in the use and care materials for each appliance and are posted on the electrical panel in your garage or storage room. Be prepared to provide the appliance's model and serial number and the closing date on your home.

Appliance warranties generally last one year; refer to the manufacturers' provided literature for complete information. Remember to mail in any registration cards you receive with the manufacturers' materials. Being in the manufacturers' system ensures that the company can contact you in the event of a recall.

All appliance warranties are transferred to the homeowner. Please refer to the manufacturers' manuals provided during homeowner orientation. Any missing manuals present at that time will be noted on your Orientation List, and we will arrange to provide them.

Breakers

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

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

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

Buzzing

Fluorescent fixtures use transformers to operate, sometimes causing a buzzing sound.

Cabinet Lights

Selecting optional under- or over-cabinet lighting provides task lighting or atmosphere to your kitchen. Note the size and type of bulbs in these fixtures and keep replacements on hand.

Designed Load

McGuinn Homes will repair any electrical wiring that fails to carry its designed load and repair or replace electrical outlets, switches, or fixtures that do not function as intended.

Electrical Tips

- ❖ Be careful not to overload any one circuit with too many appliances.
- ❖ Should you find an electronic device in your home is not working, check the breaker box and make sure the breaker is in the “on” position.
- ❖ If you have no power to the furnace when outside temperatures are below 40°F, call the electrician on your electrical panel box’s emergency contact list.
- ❖ Use fluorescent bulbs where possible. Incandescent bulbs are the least efficient source of light.
- ❖ Turn lights and other electronic items off when you finish using them or leave the room.
- ❖ Unplug cords when an electrically powered item is charged or not in use.

Fixture Location

We install light fixtures in the locations indicated on the plans. Moving fixtures to accommodate specific furniture arrangements is your responsibility. Fixtures may not be centered, based on mounting availability.

Ground-Fault Circuit Interrupters (GFCI)

GFCI receptacles have a built-in element that senses fluctuations in power. Quite simply, the GFCI is a circuit breaker. Building codes require installation of these receptacles in bathrooms, the kitchen, outside, and in the garage (areas where an individual can encounter water while in contact with an electric appliance or tool). Heavy appliances such as freezers or power tools will trip the GFCI breaker. Some bathrooms are tied into a GFCI receptacle located in another room of the house.

- ❖ Caution: never plug a refrigerator or freezer into a GFCI-controlled outlet. The likelihood of the contents being ruined is high, and the limited warranty does not cover such damage.
- ❖ Each GFCI circuit has a test and reset button. Once a month, press the test button. This will trip the circuit. To restore service, press the reset button. If a GFCI breaker trips during normal use, it may indicate a faulty appliance, and you will need to investigate the problem. One GFCI breaker can provide power and protection for up to three or four outlets.

Grounded System

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

Lightbulbs

You are responsible for replacing burned-out bulbs, other than those noted during homeowner orientation. Always ensure you have lightbulbs with the proper wattage.

Lightbulbs can be purchased at home centers or hardware stores. Avoid exceeding the wattage indicated inside the fixture.

Luminous Light Panels

Translucent panels covering ceiling lights are made of polystyrene plastic. To clean one, gently push up on it, tilting the panel slightly, and remove it from the fixture frame.

Wash it with a diluted (1- to 2-percent) solution of mild detergent and warm water. Do not rinse; the soap film that remains reduces static electricity that attracts dust.

Over time, the plastic panel may yellow and will become brittle. It may need replaced if it cracks or breaks. Replacement material can be found at home centers and hardware stores. Most suppliers cut the panel to fit, so be sure to note the size you need when preparing to purchase a replacement.

No Electrical Service Anywhere in the Home

Before calling for service, check to confirm that:

- ❖ Service is not out in the entire area. If it is, contact the utility company.
- ❖ The main breaker and individual breakers are all in the “on” position.

No Electrical Service to One or More Outlets

Before calling for service, check to confirm that:

- ❖ The main breaker and individual breakers are all in the “on” position.
- ❖ The applicable wall switch is on.
- ❖ GFCI is set (see details on GFCIs earlier in this section).
- ❖ The item is plugged in.
- ❖ The items work in other outlets.
- ❖ The bulb in the lamp is good.

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

Outlets

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

If there are small children in the home, cover unused outlets with safety plugs. This also minimizes the air infiltration that sometimes occurs with these outlets. Teach children to never touch electrical outlets, sockets, or fixtures.

Phone Jacks

McGuinn Homes will repair wiring from the phone service box into the home that does not perform as intended. The local telephone service company is responsible for wiring from the service box outward.

Power Surge

Power surges result from local conditions beyond McGuinn Homes’ control and are excluded from limited warranty coverage. Surges can result in burned-out bulbs or damage to sensitive electronic equipment such as TVs, alarm systems, and computers. Damage resulting from lightning strikes is excluded from limited warranty coverage. If you have concerns, questions, or issues, please refer to your electrical system’s home warranty manuals for coverage details.

Smoke Detectors/Carbon Monoxide Detectors

Smoke and carbon monoxide detectors are both used in the common living areas of your home. Each bedroom has a smoke detector. All detectors are wired into the home’s electrical system, and each detector includes a battery backup to warn when high levels of smoke or carbon monoxide are present. If any detector is set off, all the home’s alarms will sound to alert the occupants. It is important to have a plan in place in the event any alarm sounds, and to test your alarms monthly.

Change the batteries in your smoke alarm every six months. If batteries become low, the detector will chirp to let you know to replace them. Smoke detectors/carbon monoxide detectors can use either 9-volt or AA batteries.

Fire Prevention

All family members should practice fire safety. Awareness of potential dangers and preventive actions are preferable to even the fastest emergency response. Keep these hints in mind and add your own reminders in the space provided on the next page.

- ❖ Ensure all family members know all escape routes from your home.

- ❖ Conduct a fire drill with family members.
- ❖ Test the smoke detectors to ensure they function and 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.
- ❖ Purchase a general-use fire extinguisher and instruct all family members in its use and location.
- ❖ Teach children the safe usage of appliances such as irons and toasters.
- ❖ Store matches and lighters away from children and heat sources.
- ❖ Do not smoke in bed.
- ❖ Do not leave children home alone, even for a short time.
- ❖ Maintain appliances in clean and safe working condition.
- ❖ Do not overload electrical outlets.
- ❖ Ensure that all electrical cords are in good repair.
- ❖ Do not place flammable objects or materials near the stove.
- ❖ Keep the range hood filter clean to prevent a buildup of grease.
- ❖ Allow space for cooling around electrical equipment.
- ❖ Unplug all heat-producing appliances when they are not in use. Do not leave any heat-producing appliance on unattended.
- ❖ Store volatile materials (paint, gasoline for the lawn mower, etc.) in appropriate containers, away from flames or heat sources.
- ❖ Keep the grill and other outdoor heat sources the right distance away from siding, eaves, porches, and overhangs. The exterior of your home is easily damaged or destroyed by excessive heat or open flames.

Smoke Detectors

Read the manufacturer's manual for detailed information on the care of your smoke detectors. McGuinn Homes does not guarantee the smoke detectors will provide the protection they are intended to. We will test smoke detectors during the homeowner orientation to confirm that they are working and to familiarize you with the alarm. You are responsible for obtaining fire insurance.

Battery

If a smoke detector makes a chirping sound, its battery needs replaced. Follow the manufacturer's instructions for installing a new battery. Most smoke detectors use either a 9-volt battery or two AA batteries per detector for backup. Common practice is to change all batteries at one time.

Cleaning

For your safety, clean each smoke detector monthly to prevent a false alarm or lack of response to a fire. After cleaning, push the test button to confirm the alarm is working.

Locations

Smoke detectors are installed according to building codes, which dictate their locations. McGuinn Homes cannot remove any smoke detectors, and you should not remove or disable any.

Electrical System Modifications

If you wish to make any modifications, contact the electrician listed on the emergency phone numbers list you receive during homeowner orientation. Having another electrician modify your electrical system during the warranty period can void that portion of your limited warranty.

Underground Cables

Before digging, check the location of buried service lines 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. Always call 811 (PUPS) before digging.

Gas

Gas Leak

If you suspect a gas leak, leave the home and call the gas utility company immediately.

Gas Shutoffs

You will find shutoffs on gas lines near their connection to each item that operates on gas, and there is a main shutoff at the meter. We point these out during homeowner orientation. The utility company is responsible for leaks up to the meter, but McGuinn Homes will correct leaks from the meter into the home.

Energy and Water Conservation

Thoughtful planning and good everyday habits can save significant amounts of energy, water, and money.

Interior Maintenance

Attic Access

The attic space is neither designed nor intended for storage. Access to this area is for maintenance of mechanical equipment traversing the attic space. When performing needed tasks in the attic, use caution and avoid stepping off wood members onto the drywall, which can result in personal injury or damage to the ceiling below, neither of which is covered by your limited warranty. McGuinn Homes and the local building department inspect the attic before your closing to confirm the insulation's installation and R-value are correct.

Cabinets

If your home has wood cabinets, wood veneer cabinets, or painted cabinets, expect differences in grain, texture, and color among cabinet components due to natural variations in wood and the way it takes stain or paint. Minor nicks and wear and tear can be touched up using matching touchup pens and/or kits available at any home improvement store.

Cleaning

McGuinn Homes suggests using a soft cloth with a mild solution of warm water and soap for regular cleaning. Dry off completely afterward.

Moisture

Damage to cabinet surfaces and warping can result from operating appliances that generate large amounts of moisture (such as crockpots, coffee pots, deep fryers, toaster ovens, air fryers, or vegetable steamers) too near the cabinet. When operating such appliances, do not place them directly under cabinets.

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

Operation

Cabinets should operate properly during normal use.

Separations

We will correct gaps between cabinets and the ceiling or walls by caulking or other means if the gap exceeds 1/8 of an inch. Locations behind appliances are exempted from this repair.

Caulking

Time, heating, and cooling will shrink caulking and dry it out so that it no longer provides a good seal. Routinely check the caulking inside and outside your home and make repairs as needed. Indoors, these areas may include:

- ❖ Window frames.
- ❖ Wood trim around doors and the perimeter of the floors.
- ❖ Shower and tub tile.
- ❖ Countertops in kitchens and baths.
- ❖ Doorframes.
- ❖ Electric, gas, or plumbing penetrations.

Caulking compounds and dispenser guns are available at hardware stores. There are several types of caulks, but generally silicone or acrylic will serve your purpose. Read manufacturers' instructions carefully to be certain you select a caulk that is appropriate.

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 cannot be painted; it works best where water is present, such as where tub meets tile or a sink meets a countertop.

During homeowner orientation, we confirm that appropriate areas are adequately caulked. See also "Countertops," "Expansion and Contraction," "Stairs," and "Wood Trim."

Condensation

When warm, moist air meets cooler surfaces, the moisture condenses. Outside, we see this as dew; inside, you may see it as a layer of moisture on glass windows and doors. This condensation results from weather conditions, inadequate ventilation, and a family's lifestyle. McGuinn Homes has no control over these factors, so the limited warranty coverage excludes condensation.

New Construction

Some experts have estimated that a typical new home contains 50 gallons of water, which is part of lumber, concrete, drywall texture, paint, caulk, and other building materials. Wet weather during construction adds more. This moisture evaporates into the air as you live in your home, adding to the moisture generated by normal living activities, but will diminish over time. It is usually prevalent in the first year (the "settling" period).

Normal Activities

Your daily lifestyle contributes to the moisture in the air through cooking, laundry, baths and showers, aquariums, plants, and so on. Likewise, your daily routine can mitigate the amount of moisture in your home and reduce condensation on interior surfaces.

Ventilation

Proper ventilation is the best way to reduce indoor humidity and condensation. Use exhaust fans in bathrooms and over the stove. When weather conditions permit, open windows so fresh air can circulate through your home. Keep the dryer exhaust hose clean and securely connected.

Countertops

Use cutting boards to protect your counters when you cut or chop. Protect the counter from heat and extremely hot pans. If you cannot put your hand on it, do not put it on the counter. Do not use countertops as ironing boards or set lit cigarettes on them.

During homeowner orientation, we confirm that all countertops are in acceptable condition and will repair noticeable surface damage such as chips, cracks, and scratches noted on the Orientation List. Repairing surface damage found afterward is the homeowner's responsibility.

Laminate countertops will have one or more discernible seams. McGuinn Homes will repair gaps at the seams exceeding 1/16 of an inch. Laminated side pieces are not under warranty unless noted during homeowner orientation.

Granite is a natural stone, and color variations can be expected. Fissures are a naturally occurring characteristic of stone, which can be weak points and crack open, but usually do not.

If the stone is still contiguous along a fissure (in other words, there is no separation within a fissure) it will not be replaced. Granite should be thoroughly inspected at your pre-close walkthrough. No cracks or chips noted afterward will be covered. Do not stand or sit on granite countertops.

Cleaning

Avoid abrasive cleaners that damage the luster of the surface.

Manufactured Marble

Edges should be smooth and even. Where backsplash joints occur at corners, the top edges should be even within 1/16 of an inch.

Mats

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

Separation from Wall

Separation of countertops from walls, backsplash, and around sinks results from normal shrinkage of materials. Caulking will be your home maintenance responsibility. Maintaining a good seal in these locations is important to keep moisture from reaching the wood under the laminates and to prevent warping.

Wax

Wax is not necessary but can be used to make counters gleam. Refer to the manufacturer's recommendations.

Doors and Drawers

In time, doors can develop minor problems due to settling, sticking being the most common. If the sticking is caused by swelling due to damp weather, fold sandpaper around a wooden block and sand the edge that binds. If the hinge screws are tight and the door is still out of alignment, sand or plane the edge that binds. Paint any areas that have been sanded. If a door warps, it is generally because of excess moisture, and it can be dried in the sun.

Regularly check weatherstripping around exterior doors and replace or repair it as needed.

We suggest you keep a spare housekey in a safe place to prepare for the loss of your original key or unintentional lockout.

Adjustments

Because of the house's normal settling, doors may require adjustment to properly fit. The builder will make door adjustments once during the first year.

Alignment

Doors, drawer fronts, and handles should be level and even.

Bifold Doors

Interior bifold doors sometimes stick or warp because of weather conditions. Apply silicone lubricant to the tracks to minimize this. The homeowner is responsible for maintenance and hardware replacement. NOTE: The builder will do one door adjustment during the first year.

Door Hardware (Locks, Knobs, Etc.)

We confirm that all door hardware is in acceptable condition during homeowner orientation. The limited warranty excludes repairs for cosmetic damage reported after orientation. McGuinn Homes will repair hardware that does not function as intended within 30 days from the closing date.

The doors in your home are wood products subject to expansion, contraction, and twisting. While doorknobs and locks should require little attention, natural changes caused by humidity and the use of ducted furnaces, showers, and dishwashers may mean that interior doors' hardware, knobs, and locks will require occasional minor adjustments, tightening, and lubrication as part of homeowner maintenance.

Screws will come loose with use. A Phillips head screwdriver is the only tool necessary to tighten doorknobs and hinges to keep them in working order. Lubricate door locks with graphite or another waterproof lubricant. Avoid oil, as it will gum up.

As a one-time courtesy, McGuinn Homes will tighten hardware, lubricate, and adjust as needed during the first year in conjunction with a scheduled warranty visit at 90 days or 11 months.

Exterior Finish

To ensure longer life for your exterior wood doors, plan to refinish them at least once a year. Stained exterior doors with clear finishes tend to weather faster than painted doors. Treat the finish with a wood preserver every three months to preserve the varnish and prevent the door from drying and cracking. Reseal stained exterior doors whenever the finish begins cracking or crazing.

Failure to Latch

If a door will not latch because of minor settling, correct this by making a new opening in the jamb for the latch plate (mortising) and raising or lowering the plate accordingly.

Hinges

Remedy a squeaky or catching door hinge by removing the hinge pin and applying silicone lubricant to it. A small amount of silicone lubricant will also improve the performance of drawer glides that become sluggish. Avoid using oil, as it can gum up or attract dirt. Graphite works well as a lubricant but can create a gray smudge on the door or flooring beneath the hinge if too much is applied.

Keys

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

Shrinkage

McGuinn Homes uses putty, filler, or latex caulk to fill any minor separations that develop at mitered joints in door trim. Wooden door panels shrink and expand in response to changes in temperature and humidity. Although touching up the paint or stain on unfinished, exposed areas is the homeowner's responsibility, McGuinn Homes will repair split panels that allow light to penetrate.

Slamming

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

Sticking

The most common cause of a sticking door is expansion due to changes in humidity. When swelling causes sticking during a damp season, do not plane the door unless it continues to stick after the weather changes, and all adjustment points are straight and tight.

Before planing the door, try two other steps: first, apply either a paste wax, a light coat of paraffin, or candle wax to the sticking surface; second, tighten the screws that hold the doorjamb or doorframe. If planing is necessary even after taking these measures, McGuinn Homes suggests using sandpaper to smooth the door. Paint the sanded area to seal against moisture.

Warping

If a door warps slightly, keeping it closed as much as possible often returns it to normal. Warping of exterior doors should be expected.

If doors or drawer fronts warp more than ¼-inch within a 24-inch segment, we will correct this by adjustment or replacement if it was not caused by lack of homeowner maintenance.

Weatherstripping

Weatherstripping and exterior door thresholds occasionally require adjustment or replacement.

During homeowner orientation, we confirm that all doors are in acceptable condition and correctly adjusted. McGuinn Homes will repair construction damage to doors noted on the Orientation List.

Drywall

During homeowner orientation, we confirm that all drywall and all painted or stained surfaces are in acceptable condition. McGuinn Homes will touch up paint as indicated on the Orientation List.

Homeowners are responsible for all subsequent touchup besides painting we perform as part of another warranty repair.

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

Homeowner Maintenance

Drywall care is the homeowner's responsibility. Most drywall repairs can be easily made and are best done when redecorating a room.

Repair hairline cracks with a coat of paint. You can repair slightly larger cracks with spackle or caulk. To correct a nail pop, reset the nail with a hammer and punch and cover it with two or three thin coats of spackle. When it dries, sand the surface with fine-grain sandpaper, then paint. You can fill indentations caused by sharp objects in the same manner.

Lighting Conditions

McGuinn Homes does not repair drywall flaws that are only visible under direct artificial lighting conditions. The flaw must be visible from 5 feet away, straight on, in natural light.

Touchups

When doing paint touchups, McGuinn Homes uses a small brush or roller, applying paint only to the damaged spot. The touchup may not match the surrounding area exactly, even if the same paint mix is used. When it is time to repaint a room, prepare the wall surfaces first by cleaning them with a mild soap and water mixture or a reliable cleaning product.

Paint touchups are visible under certain lighting conditions.

Warranty Repairs

If a drywall repair is needed due to blisters in tape or other warranty-covered damage (such as a plumbing leak), McGuinn Homes will touch up the repaired area with the same paint that was on the surface when the home was delivered. You are responsible for custom paint colors or wallpaper applied after closing. The effects of time on paint and wallpaper and possible dye lot variations mean that the touchup may not match the surrounding area.

Over the first-year heating and cooling cycle of your home, wood and other materials (walls, ceilings, trim, doors, etc.) will dry out slightly. Expansion and contraction due to this cycle are normal. Some of the following may occur:

- ❖ Separation of the joints in the trim (at the corners of windows, etc.).
- ❖ Cracks in drywall at corners or at the corner of windows.
- ❖ Nail pops: nails in drywall that back out slightly and become visible.

All these issues are remedied with caulking, drywall mud, and paint, which are readily available at any home improvement store.

Wood Grain

Color variations will result when stain is applied to wood. This is natural and requires no repair. Today's water-based paints often make wood grain visible on painted trim. McGuinn Homes does not provide corrections for this condition.

Expansion and Contraction

Changes in temperature and humidity cause all building materials to expand and contract. Dissimilar materials expand or contract at different rates, which can result in separation. You will see the effects in small cracks in drywall and paint, especially where moldings meet drywall, at mitered corners, and where tile grout meets tub or sink. You may also notice the effect of thermal expansion by nail pops or hairline cracks, all of which require ongoing homeowner maintenance and are not covered under any warranty. While this can alarm an uninformed homeowner, it is normal and should be expected.

Shrinkage of your home's wood members occurs in every new home, most noticeably during the first year. In most cases, caulk and paint are all that you need to conceal the minor evidence of this phenomenon. Even when properly installed, caulking shrinks and cracks. Caulking maintenance is the homeowner's responsibility.

Flooring

Carpet

During homeowner orientation, we will confirm that your carpet is in acceptable condition, correcting stains or spots noted at the time by cleaning, patching, or replacing carpet. McGuinn Homes is not responsible for dye lot variations if replacements are made.

Your selection sheets provide a record of the brand, style, and color of floor coverings in your home. Please retain this information for future reference. Refer to the various manufacturers' recommendations for additional information on caring for your floor coverings.

Burns

Take care of any kind of burn immediately. First, snip off the darkened fibers, then sponge with water (do not use soap). If the burn is extensive, talk with a professional about replacing the damaged area. Refer to manufacturers' recommendations.

Cleaning

You can add years to the life of your carpet with regular care. Carpet wears out because of foot traffic and dirt particles that get trampled deep into the pile beyond the suction of the vacuum. These particles wear down the fibers and dull the carpet. The most important thing you can do to protect your carpet is to vacuum frequently and avoid prolonged barefoot traffic. Vacuum twice a week lightly and once a week thoroughly.

High-traffic areas may require additional cleaning. A light vacuuming is three passes; a thorough job may need seven passes. A vacuum cleaner with a beater bar adjusted to the proper height agitates the pile and is more effective in bringing dirt to the surface for easy removal. Vacuuming high-traffic areas daily keeps them clean and maintains the upright position of the nap. Wipe spills and clean stains immediately. For best results, blot or dab spills or stains, avoiding rubbing. Test commercial rug cleaners and stain removers on an out-of-the-way area of the carpet, such as in a closet, to check for any undesirable effects.

Have your carpet regularly cleaned professionally, first after 18 months in your home and then annually.

Crushing

Furniture and traffic may crush a carpet's pile fibers. Frequent vacuuming in high-traffic areas and glides or cups under heavy pieces of furniture can help prevent this. Rotating your furniture to change the traffic pattern in a room promotes more even wear.

Some carpets resist matting and crushing because of their level of fiber, but this does not guarantee matting or crushing will not occur. High traffic areas such as halls and stairways are more susceptible. This is considered normal wear.

Edges

Carpet edges along moldings and stairs should be held firmly in place. Metal or other edging material may be used where carpet meets another floor covering.

Fading

Science has yet to develop a color that will not fade with time. All carpets 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 getting too high, 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 fibers, which act as a filter, catching particulate pollution. Over time, a noticeable stain develops.

Rippling

With wall-to-wall carpeting, high humidity may cause ripples. If the carpet remains rippled after the humidity dissipates, have a professional re-stretch the carpet, using a power stretcher rather than a knee kicker.

Seams

The carpet that McGuinn Homes provides usually comes in 12-foot widths, making seams necessary in most rooms. Visible seams are not a defect unless they have been improperly made or the material is defective, making the seam appear more pronounced than normal. The denser and more uniform the carpet's texture, the more visible seams will be. Carpet styles with low, tight naps result in the most visible seams. Seams are most visible when carpet is first installed. You can see in model homes how carpet seams diminish after being repeatedly vacuumed and experiencing traffic.

Shading

Shading is an inherent quality of fine-cut pile carpets. Household traffic causes pile fibers to assume different angles, causing carpet to appear darker or lighter in some areas. A good vacuuming, resulting in all the pile going in one direction, provides a temporary remedy.

Shedding

New carpeting, especially piles, sheds bits of fiber. Loose fibers are removed by vacuuming. Wool carpeting sheds more than synthetic carpeting.

Snags

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

Sprouting

Occasionally you may find small tufts of fiber sprouting above the carpet surface. Use scissors to cut off the sprout. Do not pull it, or other fibers will come out.

Stains

Although your carpet manufacturer designates your carpet as stain-resistant, some substances may still cause permanent staining, such as hair dyes, shoe polish, paints, and India ink. Some substances destroy or change carpets' color, including bleaches, acne medications, drain cleaners, plant food, insecticides, and food or beverages with strongly colored natural dyes as found in some brands of mustard and herbal tea.

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

Static

Cooler temperatures outside contribute to static electricity inside. To mitigate this, look for carpets made with anti-static properties, or install a humidifier.

Ceramic Tile

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

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

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 (do not use detergent). If you feel a cleaning agent is required, refer to manufacturers' recommendations. McGuinn Homes suggests a mild solution of warm water and dishwasher crystals (which will not result

in a heavy, difficult-to-remove lather on the grout). Rinse thoroughly. Ceramic tile installed on walls or countertops may be washed with any nonabrasive soap, detergent, or tile cleaner. Abrasive cleaners will dull the finish.

Grout Discoloration

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

One-Time Repair

Cracks in grouting of ceramic tiles at junctions with other materials are commonly due to shrinkage. McGuinn Homes will repair grouting, if necessary, one time during the first year. We are not responsible for color variations in grout or discontinued colored grout. Any grouting, caulking, or new tile needed after that time is the homeowner's responsibility.

Sealing Grout

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

Separations

The grout between tiles is for decorative purposes only; it does not hold the tile in place. Expect slight separations to occur. Also, tiles 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. Remedy this using tub caulk or premixed grout purchased from flooring or hardware stores. This maintenance is important to protect the underlying surface from water damage.

Floor Squeaks

Squeaks are common to new construction, and a squeak-proof floor cannot be guaranteed. McGuinn Homes' warranty does not cover floor squeaks, but we will try to minimize them and will make a reasonable effort to correct any caused by a construction defect.

Hardwood Floors

Floors may expand or contract with changing weather. Regularly vacuum or dry mop to remove surface dirt and dust. Do not use water to clean hardwood floors, as it may cause cracks or swelling.

In daily care of hardwood floors, preventive maintenance is the primary goal. During homeowner orientation, we confirm that hardwood floors are in acceptable condition and will correct any readily noticeable cosmetic defects noted at the time. You are responsible for routine maintenance of hardwood floors.

Cleaning

Sweep daily or as needed. Never wet mop a hardwood floor. Excessive water causes wood to expand and can damage the floor. Check with the hardwood company if your floor has a water-based finish, and follow manufacturer recommendations for cleaning.

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 footwear.

Furniture Legs

Install proper floor protectors on furniture placed on hardwood floors, allowing chairs to move easily over the floor without scuffing. Regularly clean protectors to remove any accumulating grit.

Humidity

Wood floors respond noticeably to changes in a home's humidity. Individual planks or pieces expand and contract as water content changes, especially during winter months. A humidifier helps but does not eliminate this.

Mats and Area Rugs

McGuinn Homes places protective mats at the exterior doors to help prevent sand and grit getting on the floor. Gritty sand is wood flooring's worst enemy. Be aware, however, that rubber backing on area rugs or mats can cause yellowing and warping of the floor's surface.

Separation

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

Shoes

Keep high heels in good repair. Heels that have lost their protective cap (exposing the fastening nail) exert more than 8,000 pounds of pressure per square inch on the floor. That is enough to damage hardened concrete; it will mark your wood floor.

Spills

Clean up food spills immediately with a dry cloth.

Sun Exposure

Exposure to direct sunlight can cause irreparable damage to hardwood floors. To preserve the beauty of your hardwood floors, we suggest installing window coverings in these areas.

Traffic Paths

A dulling of the finish is likely in high-traffic areas.

Warping

Warping will occur if the floor repeatedly becomes wet or is ever thoroughly soaked. Slight warping around heat vents and heat-producing appliances is also typical.

Resilient Flooring

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

We will confirm that resilient floor covering is in acceptable condition during your homeowner orientation. McGuinn Homes' limited warranty does not cover damage to resilient floors caused by moving furniture or appliances into the home, but we can assist you in contacting professionals to repair such damage if it occurs. McGuinn Homes is not responsible for discontinued selections.

Adhesion

Resilient floor covering should adhere. McGuinn Homes will repair lifting, bubbling, and nail pops that appear on the surface only if they are noted during homeowner orientation.

Color and Pattern

Your schedule of options will provide a record of the brand, style, and color of your home's floor coverings. Please retain this information for future reference.

Floor Deflection

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

Limit Water

Wipe up spills and vacuum crumbs instead of washing resilient floors. 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 coverings can result in tears and wrinkles. Install coasters on furniture legs to prevent permanent damage. If you damage the resilient floor, have it patched by professionals. If any scraps remain when installation of your floor covering is complete, we leave them 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, a clear, tough coating that provides a shiny appearance and durable surface. Even this surface, however, will scuff or mark. Follow the manufacturer's recommendations for maintaining the finish.

Raised Nail Heads

Raised nail heads result from floor joist movements caused by natural shrinkage and deflection. We have used screws and glued the underlayment to 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.

McGuinn Homes has sanded and filled the underlayment's joints to minimize the possibility of ridges showing through resilient floor coverings. Ridging is measured by centering a 6-inch straightedge perpendicular to the ridge with one end tight to the floor. If the opposite end of the straightedge is 1/8 of an inch or more from the floor, McGuinn Homes will repair this condition.

Ridges

Due to natural settling, mismatches of the subfloor may cause ridges or depressions in the floor's surface. The buyer can minimize this by choosing darker colors for surface materials. If a ridge or depression exceeds 1/8-inch and cannot be corrected from below, the resilient floor will be corrected.

Seams

Any type of resilient flooring may separate slightly due to shrinkage. Seams can lift or curl if penetrated by excessive moisture. Avoid getting much water on the floor from baths and showers.

Seams are sealed at the time of installation. McGuinn Homes will correct gaps exceeding 1/16 of an inch where resilient flooring pieces meet or 1/8-inch where resilient flooring meets other material. Seams will only be addressed during the first year of the warranty.

Sheet Vinyl and LVP

Occasionally wipe resilient floors with a damp mop. For daily care, remove loose dirt with a broom, dustmop, or vacuum. Do not use vacuums with beater bars on sheet vinyl or LVP. Some vinyl floors are designed to never need waxing; follow manufacturers' recommendations in the material provided at homeowner orientation.

Stairs

No known installation method prevents all vibration or squeaks in a staircase. However, a reasonable effort will be made to correct them provided they are noted during homeowner orientation. A shrinkage crack may develop where the stairs meet the wall. If this occurs, apply a thin bead of latex caulk and touch it up with paint after it dries.

Railings

Stained or wrought iron railings in your home require little maintenance beyond occasional dusting or polishing. Protect railings from sharp objects or moisture. Cover them while moving in so large pieces of furniture do not cause dents or scratches. Stained railings will show variation in how the wood grain took the stain. Some designs show seams where pieces of wood join to form the railing. During homeowner orientation, we will confirm that all railings are in good condition. McGuinn Homes installs railings in positions and locations complying with applicable building codes. Railings should remain securely attached during normal use.

Tile Floors

Tile floors should be wiped with a damp cloth or wet mop. A more thorough cleaning with detergent or ceramic tile cleaner will remove grime, if necessary. Sealing the tile and grout is part of homeowner maintenance. Follow the manufacturer's recommendations.

Uneven Floors

Floors shall not be more than ¼-inch out of plane in wood, vinyl, and ceramic areas, or ½-inch out of plane in carpeted areas within any 32-inch measurement measured parallel to the joists.

Ghosting

Recent feedback from homeowners (in both old and new homes) regarding sooty black stains that develop on surfaces in homes (carpet, walls, ceilings, appliances, mirrors, and around area rugs, to list a few examples) have caused much investigation and research.

Research and laboratory tests have concluded that most of this staining or “ghosting” results from indoor air pollution caused by burning scented candles. Incomplete combustion of hydrocarbons as these candles burn introduces a considerable amount of soot into the air that then accumulates on surfaces. These sooty deposits are extremely difficult to remove, and on some surfaces (such as light-colored carpet), they are impossible to remove completely.

The popularity of scented candles has greatly increased in recent years. Be aware of the potential damage they can cause to your home, which, being due to lifestyle choices, is excluded from our limited warranty coverage.

Mirrors

To clean your mirrors, McGuinn Homes suggests any reliable liquid glass cleaner or polisher available at most hardware or grocery stores. Avoid acidic cleaners (usually those that contain ammonia or vinegar) and splashing water under the mirror; either can cause the silvering to deteriorate. Avoid getting glass cleaners on plumbing fixtures, as some formulas can deteriorate the finish. We will confirm that all mirrors are in acceptable condition during homeowner orientation, correcting scratches, chips, or other mirror damage noted at the time.

Paint and Stain

Because of changes in the formula for paint (such as the elimination of lead to make paints safer), painted surfaces must be washed gently using mild soap and as little water as possible. Avoid abrasive cleaners, scouring pads, or scrub brushes. Flat paints show washing marks more easily than gloss paints. Often, better results come from touching up rather than washing paint.

For minor interior stain touchups, a furniture-polish-and-stain treatment is inexpensive and easily blends with the wood grain. Follow the directions on the bottle.

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

Plumbing Fixtures

Cosmetic Damage

McGuinn Homes will correct any fixture damage noted on the Orientation List. Repairing chips, scratches, or other surface damage noted after the Orientation List is your responsibility (e.g., tub cracks, granite cracks, sink cracks, etc.).

Cleaning

Follow manufacturers' directions for cleaning fixtures. Avoid abrasive cleansers. They remove the shiny finish and leave behind a porous surface that is difficult to keep clean. Clean plumbing fixtures with a soft sponge and soapy water (a

nonabrasive cleaner or liquid detergent is usually recommended by manufacturers). Afterwards, polish the fixtures with a dry cloth to prevent water spots. Care for brass fixtures with a good-quality brass cleaner, available at most hardware stores.

Fiberglass Fixtures

For normal cleaning, use a nonabrasive bathroom cleanser and a sponge or soft nylon cleaning pad. Do not use steel wool, scrapers, or scouring pads. Automotive and marine-grade wax can provide a shine and restore an attractive appearance.

Marble or Manufactured Marble

Marble and manufactured marble will not chip as readily as porcelain enamel but can be damaged by a sharp blow. Avoid using abrasive cleansers or razor blades on manufactured marble; both damage the surface. Always mix hot and cold water at manufactured marble sinks; running only hot water can damage the sink.

Porcelain

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 on the porcelain enamel surface during redecorating, wipe it up immediately. If a spot dries before you notice it, use a recommended solvent to remove it.

Shower Doors or Tub Enclosures

Shower doors and tub enclosures require minimal care.

- ❖ Shower doors do not provide a weathertight seal.
- ❖ Using a squeegee to remove water after a bath or shower will minimize mineral residue and soap film.
- ❖ Use cleaning products suggested by the manufacturer to avoid damaging the trim and hardware.
- ❖ Avoid hanging wet towels on the corners of shower doors; the weight can pull the door out of alignment and cause it to leak.
- ❖ Touch up caulk/silicone as needed.

During homeowner orientation, we will confirm the good condition of all shower doors and tub enclosures. Your warranty covers their correct functioning according to the manufacturer's specifications for the first 30 days following closing.

Stainless Steel

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

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

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

Toilet Tank Care

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

Walls and Ceiling

Your home has two types of walls: bearing and non-bearing. All exterior walls are bearing walls. Only non-bearing walls may be altered without possible structural damage. Ceiling imperfections or cracks can be remedied as described above for

walls. You are welcome to use your paint from Sherwin Williams, obtained with the voucher you received at the homeowner orientation.

Bowed Walls

All interior and exterior walls have slight variances on their finished surfaces. Walls should not bow more than ¼-inch out of line within any 32-inch horizontal or vertical measurement.

Ceilings

The ceilings in your home are easy to maintain—periodically remove dust or cobwebs as part of your normal cleaning routine and repaint as needed.

Ceilings which are bowed more than ½-inch within a 36-inch measurement running parallel with the ceiling joists will be repaired.

Windows

If a window becomes difficult to open and close, spray an aerosol silicone lubricant in the tracks on either side or at the top or bottom of the window. Whenever a windowpane cracks or breaks, it should be replaced both for appearance and safety. Local companies that repair windows can be found online. Windows may be cleaned with commercial window cleaners or a solution of vinegar and water. Crumpled newspaper is commonly used with either solution. Windows should operate with reasonable ease.

See also “Windows, Screens, and Sliding Glass Doors” and its subsections.

Blinds

Please refer to the manufacturer’s recommendations for cleaning. McGuinn Homes’ warranty covers blinds for the first 30 days after closing. Only defects in installation or materials are covered; the misuse of blinds is not.

Wood Trim

Wood trim shrinkage occurs during the first two years or more, depending on temperature and humidity. All lumber is more vulnerable to shrinkage when the furnace is running. Maintaining a moderate and stable temperature helps minimize shrinkage. Wood will shrink less lengthwise than across the grain. Wood shrinkage can result in separation at trim pieces’ joints. You can usually correct this with caulking and touchup 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, filling in the old nail hole with putty and touching up with paint as needed. If the base shoe (the small trim between the base molding and the floor) appears to be lifting from the floor, this is probably due to a slight shrinkage of the floor joists below. Again, you can correct this condition by removing the old nails and re-nailing. You may prefer to wait until after the first winter to make any needed repairs.

During homeowner orientation, we will confirm that wood trim is in acceptable condition. Minor imperfections in wood materials will be visible and will require no action. Caulking and painting is the homeowner’s responsibility.

Exterior Maintenance

Brick or Stone Masonry

Brick is one of the most durable and low-maintenance finishes for a home’s exterior. A record of your brick color is included in your selection sheets. We check the brickwork during homeowner orientation to confirm correct installation.

Rinse brickwork or stonework periodically with a low-pressure water hose to remove any dirt or grime buildup. Keep flowerbeds or other landscaping away from the weep holes or weep screed, generally located near the bottom of the first floor for crawlspace foundations and near the bottom of the masonry accent for slab foundation. Do not block. Weep holes/screed should be cleaned out from time to time, as they are essential for draining moisture absorbed by the brick. Do not spray the water hose directly into the weep hole, as it may cause unwanted moisture/mildew.

Cracks

Once during the warranty period, we repair masonry cracks that exceed 3/16 of an inch.

Efflorescence

The white, powdery substance that sometimes accumulates on brick surfaces is efflorescence, which is a natural phenomenon and cannot be prevented. In some cases, you can remove it by scrubbing with a stiff brush and vinegar. Consult your home improvement retailer for products that will remove efflorescence.

Tuckpointing

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

Weep Holes

You may notice small holes in the mortar along the lower rows of bricks. These holes allow moisture that accumulates behind the brick to escape. Do not fill these weep holes or permit landscaping materials to cover them.

Caulking

Time, heating, and cooling will shrink caulking and dry it out so that it no longer provides a good seal. Routinely check the caulking inside and outside your home and make repairs as needed. Outdoors, these areas may include:

- ❖ Window frames.
- ❖ Doorframes.
- ❖ Electric, gas, or plumbing penetrations.

Caulking compounds and dispenser guns are available at hardware stores. There are several types of caulks, but generally silicone or acrylic will serve your purpose. Read manufacturers' instructions carefully to be certain you select a caulk that is appropriate.

Concrete Flatwork

Concrete slabs are floating. They are not attached to the home's foundation walls. Because these slabs are not a structural (loadbearing) element of the home, they are excluded from coverage under the structural warranty. The limited warranty coverage is for one year unless the requirements of your loan state otherwise. Concrete slabs vary in color, and McGuinn Homes provides no correction for this. If concrete cracks reach 5/16 of an inch in horizontal or vertical displacement, McGuinn Homes will patch or repair them once during the warranty year. Subsequently, concrete slab maintenance is your responsibility. Cracks in patios, stoops, and driveways are not covered items and are considered homeowner maintenance.

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, since the abrupt change in temperature can damage the concrete's surface bond. If washing is necessary, do it when temperatures are moderate. We recommend sweeping to keep exterior concrete and garage floors clean. Repeated cleaning of the garage floor by hosing can increase soil movement when water penetrates any existing cracks.

Cracks

A concrete slab 10 feet across shrinks approximately 5/8 of an inch as it cures. Some of this shrinkage shows up as cracks. Cracking also results from temperature changes causing expansion and contraction. These cracks cannot be prevented, **do not affect** the concrete's structural integrity, and are not covered by our warranty.

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

Expansion Joints

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

Heavy Vehicles

Prohibit extremely heavy vehicles such as moving vans and other large delivery trucks from pulling into your driveway. We design and install concrete drives for conventional residential vehicles only: family cars, vans, light trucks, bicycles, etc.

Ice, Snow, and Chemicals

Driving or parking on snow creates ice on the drive, magnifying the effects of snow on the concrete surface. Remove ice and snow from concrete slabs as promptly as possible after snowstorms. Protect concrete from chemical agents such as pet urine, fertilizers, radiator overflow, repeated hosing, pressure washing, 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.

Levelness

Concrete floors in the habitable areas of the home will be level within 1/4-inch within any 32-inch measurement, except for areas specifically designed to slope toward a floor drain. McGuinn Homes will correct separation of concrete slabs from the home if separation exceeds 1 inch.

Post-Tension Slabs

If your home is built on a post-tension slab, avoid any action that penetrates the concrete. The risk of hitting a cable or tendon, which is under considerable tension, makes such actions dangerous.

Sealer

A concrete sealer, available at paint stores, will help you keep an unpainted concrete floor clean. Do not use soap on unpainted concrete. Instead, use plain water and washing soda or, if necessary, a scouring powder.

Settling or Heaving

McGuinn Homes will repair slabs that settle or heave more than 2 inches or any such movement resulting in negative drainage (toward the house) or hazardous vertical displacement.

Spalling (Surface Chips)

Causes of spalling include repeatedly hosing or pressure washing concrete, animal urine, radiator overflow, fertilizer, uncleared snow and ice, ice-melting agents, and road salts from vehicles. Repairing spalling is a home maintenance task.

Standing Water

Water may stand on exterior concrete slabs for several hours after precipitation or from roof runoff. McGuinn Homes will correct conditions that cause water to remain longer than 48 hours unless it is from roof runoff due to melting snow or ice.

Sunken Areas

McGuinn Homes will fill visibly sunken areas beside concrete flatwork during the first year. Where there is evidence of improper landscaping and/or improper erosion control maintenance, this will be excluded from the limited warranty.

Crawlspace

The crawlspace is not intended as a storage area for items that could be damaged by moisture, and wood stored in a crawlspace can attract termites. You may notice slight dampness in the crawlspace, but correctly installed landscaping helps prevent excessive amounts of water from entering. Report standing water to McGuinn Homes for inspection. During homeowner orientation, we will check the condition of soil in the crawlspace, which may be damp but should not have standing water. Provided you have not altered the drainage or caused excessive moisture to accumulate and remain in this area due to incorrect landscaping, McGuinn Homes will correct conditions resulting in persistent standing water.

Decks

Wood decks add to the style and function of your home and are a high-maintenance part of your home's exterior.

Effects of Exposure

Wood is subject to shrinkage, cracking, splitting, cupping, and twisting. Nails or screws may work loose and will need routine maintenance. Inspect your decks regularly, at least once each year, and provide the necessary attention promptly to maintain their attractive appearance and forestall costly repairs. McGuinn Homes recommends that you treat or re-stain your decks annually to keep them looking their best. Refer to manufacturers' recommendations.

In extreme situations affecting personal safety, McGuinn Homes provides replacement of boards or rails. This new material will not match existing pieces that have been exposed to elements and wear-and-tear. McGuinn Homes does not provide corrections when problems occur due to lack of normal maintenance.

Foot Traffic

Abrasives and grit on shoes can scratch or dent your deck's wood surface. Regular sweeping and mats can mitigate this but will not completely prevent it.

Outdoor Furniture

Deck surfaces can be damaged by moving grills, furniture, or other items. Use caution when moving such items to prevent scratches, gouges, etc.

Sealing or Water Repellent

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

Stain

Exposed wood decks have been stained with a semi-transparent oil stain to protect and beautify the wood. Each board takes the same stain differently, and variations in color will be readily noticeable. Over time, further color variations may occur with exposure to weather. During homeowner orientation, we will confirm that the wood decks are in satisfactory condition. Color variations are excluded from limited warranty coverage, as are shrinkage, cracking, splitting, cupping, and twisting.

Easements

Easements are areas where such things as utility supply lines pass through your property. They permit service to your lot and adjacent lots, now and in the future. Your lot will include drainage easements, meaning runoff from adjacent lots passes across your property. Likewise, water from your property may run across a neighboring lot. Easements are recorded and are permanent. Trees, shrubs, gardens, play equipment, storage sheds, fences, or other items which you install in or across these easements may be disturbed by providers of services such as gas, electricity, or phone.

Exterior Walls

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. Plan on refinishing your home's exterior surface approximately every two to three years, or as often as your paint manufacturer suggests for your area and climate, since climatic conditions control paint's chemical structure. Over time, the finish will fade and dull, and depending on the weather exposure, paint on some parts of your home may show signs of deterioration sooner than other parts.

When you repaint your home's exterior, begin by resetting popped nails and removing blistered or peeling sections of paint with a wire brush or putty knife. Sand, spot with primer, and then paint the entire area. McGuinn Homes uses quality exterior paint formulated for local climate conditions.

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

Exterior Trim

McGuinn Homes will caulk and apply touchup paint to cracks in exterior trim components that exceed 3/16 of an inch. We provide this repair one time. Paint or stain touchups will not match. We will correct any separation at joints that allows water to enter the home.

Cracking

As it ages, exterior wood trim develops minor cracks and raised grain. Much of this will occur during the first year. Raised grain permits moisture to get under the paint and can result in peeling. This is not a defect in materials or workmanship. Painting and maintenance of wood trim and gutters is your responsibility.

Fading

Expect exterior paint or stain to fade due to the effects of sun and weather. McGuinn Homes' limited warranty excludes this.

Mildew

Mildew is a fungus that spreads through the air in microscopic spores. Mildew loves moisture and thrive on surfaces or dirt. On siding, mildew looks like a layer of dirt. To determine whether you are dealing with 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, you are most likely seeing mildew. Refer to manufacturers' recommendations. Cleaning mildew is the homeowner's responsibility. Solutions that remove mildew are available from local paint or home improvement stores. Wear protective eyewear and rubber gloves for this task; the chemicals that remove mildew are unfriendly to humans. We will remove any mildew noted during homeowner orientation. McGuinn Homes' warranty excludes mildew.

Raised Grain

Because of weather's effects on natural wood, you should expect raised grain to develop. This is normal, not a defect in the wood or paint, and warranty coverage excludes this condition.

Siding

McGuinn Homes guarantees all siding is free of defects in material and workmanship, confirming the siding's good condition during homeowner orientation. Subsequent damage to the siding will be your responsibility to repair. We will correct any separation at joints or where siding meets another material if the separation allows water to enter the home. We will also correct delaminating siding.

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

Clean siding annually with mild detergent and a pressure washer. Make sure your lawn sprinklers do not spray toward the house.

Cement-Based Products

Cement-based siding will require repainting and caulking just as wood and drywall products do.

Vinyl

Vinyl siding will occasionally require cleaning. Start at the top to avoid streaking and use a cleaning product recommended by your siding manufacturer. Follow directions carefully.

Fencing

Depending on your community, fencing may be included with your home, an optional item, or something you consider adding after moving in. When McGuinn Homes installs fencing as part of your new home, we confirm its good condition during homeowner orientation. All types of fencing require some routine maintenance.

Drainage

In planning, installing, and maintaining fencing, allow existing drainage patterns to function unimpeded. During installation, take care in distributing soil removed to set posts; avoid blocking drainage swales. Plan enough space under the bottom of a wooden fence for water to pass through. We recommend at least 1 inch be allowed for and maintained at the base of all fencing to allow for drainage.

Homeowners' Association Design Review

If you choose to add fencing after moving into your new home, remember to obtain approval from the Design Review Committee of your Homeowners' Association. Specific requirements about style, height, and/or position on the lot are described in the current design review guidelines, which you can obtain from a committee member. Special requirements apply to homes on corner lots where drivers must have adequate visibility. In some communities, zoning laws may also affect private fencing. Your responsibilities include checking on such details. McGuinn Homes recommends that you engage the services of professionals to install your fence. Be certain to inform the fence installer of all design review guidelines and requirements.

Variation

Height and location of McGuinn-Hybrid-Homes-installed fences will vary with lot size, topography, and shape and must meet the requirements of the design review process.

Wood Fences

The lumber used to construct wood fences is rough cedar. Over time it will crack, warp, and split. Unless extreme, these conditions require no action on your part. As the wood ages and shrinks, nails may come loose and require attention. Check the posts and gates twice a year, and tighten hardware or make other needed adjustments.

Wrought-Iron Fencing

Wrought iron is subject to rusting if it is not maintained. Inspect the fence twice a year and use touchup paint on any scratches or chips. Plan to repaint the entire fence every one to two years to keep it looking its best.

As with wood fencing, prevent sprinklers from spraying your wrought-iron fence or rails. Check monthly to confirm that water does not stand around the fence posts. Make corrections to drainage as needed to prevent this.

If fencing is part of your home purchase, we will confirm the acceptable condition of the fence during homeowner orientation.

Foundation

We installed your home's foundation according to the codes provided by our local authority. Foundation walls are poured concrete with steel reinforcing rods. To protect your foundation, follow this manual's guidelines for installation and maintenance of landscaping and drainage.

We use both slab and crawlspace foundations in construction based on site condition and neighborhood requirements and specifications. Crawlspace foundations have an accessible airspace under the home. If your home has an access door and vents in your foundation wall, it has a crawlspace that should be inspected annually for excess moisture. The homeowner is responsible for proper ventilation and monitoring. Problems caused by lack of attention are not covered by warranty.

A slab foundation needs to be inspected yearly to ensure it is still visible between the ground and the siding. Do not over-install mulch and cover the foundation to the siding. Adding too much mulch/bedding material can cause water issues or allow pests to enter the home.

Cracks

Even though the foundation was designed and constructed according to engineering requirements and building codes, surface cracks can still develop in its walls due to stress and temperature variations. Shrinkage or backfill cracks are not unusual and **do not affect** your home's structural integrity. They are considered cosmetic, and do not require corrective action, although McGuinn Homes will seal cracks that exceed 1/8 of an inch in width.

Cosmetic Imperfections

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

Garage Overhead Door

Since the garage door is a large, moving object, periodic maintenance is necessary. The door should operate smoothly and with reasonable ease but can become misaligned and require adjustment. McGuinn Homes' warranty will cover the operation of your garage door for 11 months after closing unless the problem is determined to result from homeowner abuse or negligence or is caused by the installation of an alternative garage door opener/programming device.

Refer to your garage door manual for maintenance tips.

Light Visible

Overhead garage 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, especially before most homes in the community have landscaping installed.

Lubrication

Every 6 months, apply a lubricant 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. Also check to see that all hardware is tight and operating without binding or scraping.

Opener

To prevent damage to a garage door opener, be sure the door is completely unlocked. If you have an opener installed after closing on your home, we suggest ordering it from the company that provided and installed the garage door to ensure uninterrupted warranty coverage. Be familiar with the steps for manually operating the door in the event of a power failure.

If McGuinn Homes installed a door opener during homeowner orientation, we will demonstrate the electric eye that provides a safety stop if someone crosses the threshold while the overhead door is in motion. Take care not to place tools or other stored items where they interfere with the electric eye. Expect to replace batteries in the garage door opener remote controls about once a year. Batteries are usually 9 volts.

Safety

Follow the manufacturer's instructions for safe and reliable operation. Do not allow anyone except the operator near the door when it is in motion, keep hands and fingers away from all parts of the door except the handle, and do not allow children to play with or around the door. For your safety, have any needed adjustments made by a qualified specialist after the expiration of the one-year warranty. The door springs are under a considerable amount of tension and require special tools and knowledge for safe and accurate servicing. Have the door inspected by a professional garage door technician after any significant impact to the door.

Gutters and Downspouts

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

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

Clean Gutters

Maintain gutters and downspouts so they are free of debris and able to quickly drain precipitation from the roof.

Extensions or Splash Blocks

Extensions should be discharged outside of rock or bark beds so water is not dammed behind any edging materials that might be installed.

Ice Dam

Under certain conditions, snow melted by rising heat from inside your home may refreeze when it reaches the cold eaves. An accumulation of this ice, dams subsequent runoff, sometimes causing water to work its way up and under shingles, ultimately leaking into your home through windows or ceilings.

If your home's design makes it vulnerable to this, you may want to install an electric gutter heater strip in the susceptible areas.

Ladders

Take care when leaning ladders against gutters, as this may cause dents.

Leaks

If a joint is between dripping gutter sections, caulk the inside joint using a commercial gutter caulking compound, available at hardware stores. We correct leaks that occur during the warranty period.

Overflow

Gutters may overflow during periods of heavy rain. This is expected and requires no repair.

Paint

Gutters and downspouts are painted to match your home and should be repainted when the house is repainted.

Roof Water

Do not remove the splash blocks or downspout extensions from under the downspouts. Always keep these in place, sloped so water drains away from your home quickly.

Snow and Ice

Clear excess snow from downspouts as soon as possible to allow the gutter to drain and prevent damage. Severe ice or snow buildup can damage gutters, which is not covered by the limited warranty.

Standing Water

Small amounts of water (up to 1 inch) will stand in gutters for short periods of time immediately after rain. This requires no correction. It is the homeowner's responsibility to remove leaves and other debris from the gutter system to maintain proper operation.

Landscaping

When you complete your final walkthrough, you will be asked to sign off on your landscaping. This tells McGuinn Homes that you as the homeowner have taken on responsibility for any further yard maintenance, including erosion control. Your yard is designed to drain, so please keep this in mind when creating flower beds and planting trees. Water should not stand for more than 48 hours. Trees, shrubs, grass, and all other landscaping is not guaranteed after closing and becomes the responsibility of the Buyer to maintain.

McGuinn Homes documents the grades existing when your home is delivered or as soon as possible thereafter. The ground must be dry and free of frost to make these determinations. Once final grades are set, McGuinn Homes will inspect drainage problems reported in writing during the warranty period, compare grades to those originally established, and advise you on corrective actions you might take. Erosion of property is the responsibility of the Buyer, unless an existing issue has been specifically documented on the pre-closing Orientation. Any landscaping recommendations are based on soil type, and engineering reports may vary slightly.

Providing complete details on landscape design is beyond the scope of this manual. Many excellent books, videos, and computer software programs are available that offer this information. Local nurseries and landscape professionals can also assist you. In planning your landscaping, think of proportion, texture, color, mature plant size, maintenance needs, soft and hard surfaces, lighting, fencing, edging, and water requirements. A beautiful yard requires considerable planning and regular attention. Most homeowners take years to achieve the yard they want. Installing items in stages can spread the cost and work over several seasons. Whatever your design's source, plan to install basic landscaping components as soon after closing as the weather permits to meet your Homeowners' Association requirements in a timely manner, prevent erosion, and protect the home's foundation.

We will confirm the healthy condition of all plant materials during homeowner orientation and test all zones of your sprinkler system. It is your responsibility to maintain and adjust the sprinkler system's heads, timers, and flow rates. Our warranty does not cover your sod, landscaping, irrigation systems, etc. Familiarize yourself with the manufacturer's warranty for your sprinkler system's electric timer. The manual will tell you how to set, launch, edit, or shut off the program that runs the overall sprinkler system.

Communities in which we build have different landscaping requirements. Every lot is unique in size and shape, so every yard has a unique configuration. McGuinn Homes is not responsible for any non-landscaped areas of your yard that are not included in your contract.

Consider soil conditions in designing and engineering patio additions or other permanent improvements before installing them. Before designing, installing, or changing landscaping, ask your local building department and Homeowners' Association what regulations must be met.

Backfill

Constructing your home's foundation requires excavation, and when the foundation walls are complete, the surrounding area is backfilled. Soil in this area is not as compact as undisturbed ground. Water can penetrate the backfill area and cause severe problems such as wet basements, cracks in foundation walls, and floor slab movement. Avoid this through proper landscaping and drainage maintenance. Backfill areas will settle and require prompt attention to avoid damage to your home and voiding the structural warranty.

Keep downspout extensions in the splash block position to channel roof runoff away from your home's foundation area. Routinely inspect downspouts, backfill areas, and other drainage components.

Backfill Settlement

Foundations, sewer or septic trenches, utility and irrigation lines, etc., that require backfill operations can settle and create sinkholes or trenches. These excavated areas around the foundation should not interfere with draining water away from your home. If these areas experience normal settling during the first year, it is the homeowner's responsibility to fill the areas with dirt to maintain positive drainage. In some instances, you may experience excessive settling, which McGuinn Homes will assess and correct during the first year.

Bark or Rock Beds

Do not allow edging around decorative rock or bark beds to dam the free flow of water away from the home. The non-woven landscape fabric between the soil and rock or bark restricts weed growth while still permitting normal evaporation of ground moisture.

Erosion

Until your yard is established and stable, soil erosion due to heavy rain or roof runoff will be a potential concern. The sooner you restore the grade to its original condition, the less damage will occur. Erosion is of special concern in drainage swales, since swales filled with soil runoff may not drain the rest of the yard, causing further problems. Correcting erosion is your responsibility. You may need to protect newly planted seeds with erosion matting or reseed to establish grass in swales. It can take several years to fully establish your lawn in such challenging areas.

McGuinn Homes is not responsible for weather-related damage to yards after the closing date. It is the homeowner's responsibility to care for and maintain yards and landscaped areas and offset the impacts of erosion.

Exterior Finish Materials

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

Grading and Drainage

The final grades around your home have been inspected and approved for proper drainage of your lot. Yards drain from one to another. You and your neighbors share an overall community drainage plan. Use caution when installing landscaping, fencing, or additions to your home to prevent causing water problems on adjacent lots.

We established the final grade to ensure adequate drainage away from the home. Maintaining this drainage is your responsibility. If you alter the drainage pattern after closing, or if changes in drainage occur due to lack of maintenance, the limited warranty is void.

Maintain the slopes around your home to permit water to drain away from the home as rapidly as possible. This is essential to protect your foundation. Failure can result in major structural damage and will void your warranty.

In the areas immediately around your home (within 10 feet from foundation or to the property line, whichever is closest) standing water should not remain for periods in excess of 24 hours after a rain, except: 1) after an unusually heavy rainfall in which standing water may occur for a longer period; this should not be considered a deficiency, 2) in swales which drain to other areas, or 3) in areas where sump pumps discharge and longer periods can be anticipated. Once you have closed on your home, it is your responsibility to maintain proper drainage of your property.

If there is improper drainage within 10 feet of your home's foundation, McGuinn Homes will correct it within your 12-month warranty period.

Subsurface Drains

Occasionally McGuinn Homes installs a subsurface drain to ensure surface water drains adequately. It is the homeowner's responsibility to keep this area, especially the drain cover, clear of debris so that the drain functions properly.

Swales

Swales may be installed around your home and the lot to divert water. Typically, a swale receives water from an adjacent lot and passes it on to other lots, so changes in grade often affect adjacent or nearby lots. In some conditions, water may stand in swales for up to 48 hours or longer. The homeowner is responsible for maintaining grades and swales once they are established.

Hired Contractors

You are responsible for changes to the drainage pattern made by any landscape, concrete, deck, or pool contractor. Discuss drainage with any company you hire to do an installation in your yard. Do not permit them to tie into existing drainage pipes without approval from McGuinn Homes.

Natural Areas

During construction, we remove construction debris from natural areas. Removing dead wood, tree limbs, fallen trees, or other natural items is your responsibility.

Planning

Locate plants and irrigation heads out of the way of pedestrian or bicycle traffic and car bumpers. Space groves of trees or single trees to allow for efficient mowing and growth. Group plants with similar water, sun, and space requirements together.

Plant Selection

Plant with regard to your local climate and favor native over exotic species. Consider the ultimate size, shape, and growth of the species.

Rototilling

Rototilling can significantly change drainage swales. Minimize this by rototilling parallel to swales rather than across them.

Settling

The area excavated for your home's foundation is larger than the home to allow room to work, and some trenching is necessary for utility line installation. After the soil is replaced and compacted, it will not immediately return to its original density. Some settling will occur, especially after prolonged or heavy rainfall or large amounts of snow melting. Settling can continue for several years. Regularly inspect the home's perimeter for signs of settling and fill settled areas as needed to maintain positive drainage.

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. Be aware that new sod and the extra watering it requires can sometimes create

drainage concerns (in your yard or your neighbor's) that will disappear when the yard is established and only requires normal watering.

It generally takes at least three growing seasons to establish a good lawn; longer if weather conditions are difficult or you do not have time to devote to lawncare. Before over-seeding, 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.

Sprinkler System

Whether we install your sprinkler, or you install it yourself, keep these points in mind:

- ❖ You are responsible for routine cleaning and adjusting of sprinkler heads as well as shutting the system down in the fall. Failure to drain the system before freezing temperatures occur can result in broken lines, which will be your responsibility to repair.
- ❖ Conduct weekly operational checks to ensure proper system performance. Direct sprinkler heads away from home. Trickler- or bubbler-type irrigation systems are not recommended for your home.
- ❖ Automatic timers permit you to water at optimum times whether you are at home, away, awake, or asleep. The amount of water provided to each zone can be accurately, consistently controlled and easily adjusted with a timed system. Check the system after a power outage and keep a battery in place if your system offers that as a backup.

Stones

The soil in your area may have stones in it, removing which is an ongoing maintenance activity.

Trees and Shrubs

McGuinn Homes values trees as one of the features that make up an attractive community and add value to the homes we build. We take steps to protect and preserve existing trees around your home. Despite our efforts, existing trees located on construction sites can suffer damage from construction activities, which may manifest months after construction ends.

Damage to existing trees can be caused by such things as soil compaction in the root zone, changing water flow patterns on the lot, disturbance of the root system, and removal of other trees to make room for the home. Newly exposed trees may react negatively to new conditions. Caring for existing trees, including pruning dead branches, or removing trees altogether, is your responsibility. Remember to water trees during the summer or during warm, dry periods in the winter.

Mulch around trees and avoid tilling or planting flower beds around trees. This is especially important while trees are recovering from the construction process. Trees and other plants on the lot when construction begins that are not part of any landscaping installed by McGuinn Homes are excluded from warranty coverage.

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

Utility Lines

A slight depression may develop in the front lawn along the line of the utility trench. To correct this, roll back the sod, spread topsoil underneath to level the area, then re-lay the sod. Before any significant digging, check the location of buried service lines by calling the local utility locating service. Always call 811 (PUPS) before digging. In most cases, wires and pipes run in a straight line from the main service to the public supply.

Weeds

Weeds will appear in your new lawn whether seed or sod is down. When soil is disturbed, dormant seeds come to the surface and germinate. The best control is a healthy, well-landscaped lawn, achieved through regular care.

Property Boundaries

McGuinn Homes encourages you to purchase a third-party surveyor's survey that shows your lot and your home's location on it. McGuinn Homes established the property's boundaries and corners during construction; some of the monuments that mark the lot's corners may be affected or covered up by grading, excavation, installation of utility lines, and other construction activities. If you wish to install a fence or swimming pool, add a deck or patio to your home, or otherwise establish a permanent structure, we advise that you have professional surveyors locate and mark property boundaries to be certain they are accurate and that you have found all corners. Locating property pins is the homeowner's responsibility. See also "Easements."

Roof

The roof's shingles do not require any treatment or sealer. The less activity your roof experiences, the less likely are problems to occur.

Limit Walking

Limit walking on your roof. Your weight and movement can loosen roofing material and, in turn, result in leaks. Never walk on your home's roof when the shingles are wet, they are slippery.

Roof Leak

While we agree with homeowners that a roof leak is indeed an emergency, the reality is that repairs cannot be performed safely or effectively 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.

If a leak occurs, try to detect the exact location. Roof leaks cannot be repaired while the roof is wet. However, you should report the leak in writing so you can be in line to schedule repairs when conditions dry out.

Confirm the source of the water is the roof rather than:

- ❖ A plumbing leak
- ❖ Toilet overflow
- ❖ Tub or shower splash out
- ❖ An open window on a higher floor
- ❖ A clogged gutter or downspout
- ❖ Rain or snow blowing in through code-required roof vents
- ❖ A gap in caulking
- ❖ HVAC condensation or leak

Where practical, place a container under any dripping water. If a ceiling is involved, McGuinn Homes recommends poking a small hole in the drywall with a screwdriver to release the water. Remove personal belongings to protect them. If damage occurs, submit a claim to your homeowner's insurance company. Report the leak to McGuinn Homes during the first available business hours. Any information you gather about the leak will be useful to the service provider you call. Roof leaks caused by severe weather, such as wind-driven rain or hail damage, or some action you have taken, such as walking on the roof or adding an antenna, are your responsibility to repair. Check your homeowner's insurance for coverage.

Rough Carpentry

Framing or rough carpentry provides the home's skeletal structure and includes fabricating wood portions of the floor systems, exterior walls, interior partitions, and roof, which are built on and supported by the foundation.

The exterior wall framing is designed to support the vertical load from the floors and roof and to resist lateral loads resulting from winds. Interior partitions may or may not be loadbearing. The roof is designed to support its own weight plus that of anticipated loads from snow, ice, and wind.

Framing is quality controlled by building codes and subject to building inspections when the entire frame can be viewed.

As a natural product, wood will respond to humidity and temperature conditions, which can cause shrinking, twisting, or warping of the framed material. In a single-family construction, lumber type and grade, span, spacing, and loadbearing capacities are tightly controlled by code, while the carpentry foreperson uses their own judgment in determining the exact layout. Hence, tolerances of several inches in overall dimensions are not unusual.

Severe Weather

Damages due to weather conditions, including: wind, driven rain, tornadoes, hurricanes, floods, storms or freezing temperatures are not covered by McGuinn Homes warranty. Severe weather can cause heavy or serious damage. Inspect the house after such weather, including a visual inspection of the roof. Promptly report damage caused by severe weather to your homeowner's insurance company. Storm damage is excluded from warranty coverage.

Weathertightness

Caulk in dry weather when temperatures are moderate. Check all locations, including foundation penetrations and electrical, phone, water, cable TV, and gas line entrances; around fans and vents; and joints between door or window frames and siding. Check weatherstripping on all exterior doors and adjust as needed. Ensure that door thresholds are a good fit—some are adjustable. After any activity in the attic, check that the insulation is evenly distributed.

Windows, Screens, and Sliding Glass Doors

Contact a glass company for reglazing any windows that break. Glass is difficult to install without special tools. We will confirm that all windows, screens, and sliding glass doors are in acceptable condition during homeowner orientation, repairing or replacing broken windows or damaged screens noted on the Orientation List. Windows should operate with reasonable ease, and locks should perform as designed. If they do not, McGuinn Homes will provide adjustments.

Clean glass as needed with vinegar and water, a commercial glass cleaner, or the product recommended by the window manufacturer.

Acrylic Block

Clean in moderate temperatures with only mild soap and warm water using a sponge or soft cloth, then dry with a towel. Avoid abrasive cleaners, commercial glass cleaner, razors, brushes, or scrubbing devices of any kind. Minor scratches can often be minimized by rubbing them with a mild automotive polish.

Aluminum

Clean aluminum surfaces with warm, clear water. Do not use powdered cleaner. After each cleaning, apply silicone lubricant.

Condensation

Condensation on the interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. Your family's lifestyle influences the home's humidity level; McGuinn Homes provides no corrective measures for this. Using exhaust fans when cooking and using the bathroom as well as running your heating and cooling system regularly keeps humidity at a normal level. Condensation that accumulates between the panes of glass in dual-glazed windows indicates a broken seal. McGuinn Homes will replace the window if this occurs during the warranty period.

Infiltration

Some air and dust will infiltrate around windows, especially before the installation of landscaping in the general area. McGuinn Homes' warranty does not cover this.

Scratches

McGuinn Homes will confirm that all window glass is in acceptable condition at homeowner orientation. Minor scratches on windows can occur during delivery, handling, and other construction activities. McGuinn Homes will replace windows with scratches readily visible from 4 feet away but will not replace windows with scratches only visible under certain lighting conditions.

Screen Storage and Maintenance

Many homeowners remove and store screens for the winter to allow more light into the home. Use caution when removing and installing screens, as they perforate easily, and the frames bend if not handled with care. Prior to reinstalling screens, clean them with a gentle spray of water from a hose.

Sills

Your home's windowsills are made of wood, wood product, man-made marble, or marble. The most common maintenance activity is dusting. Twice a year, check caulking and touch up as needed. Wax is not necessary but can be used to make sills gleam. Protect wood and wood-product sills from moisture. If you arrange plants on a sill, include a plastic tray under the pot.

Sliding Glass Doors

Sliding glass doors are made with tempered glass, which is more difficult to break than ordinary glass. If broken, tempered glass breaks into small circular pieces rather than large splinters that can easily cause injury. Keep sliding door tracks clean for smooth operation and to prevent damage to the doorframe. Silicone lubricants work well for these tracks. Acquaint yourself with the operation of sliding door hardware for maximum security. Under certain lighting conditions, door glass may be hard to see. Keeping the screen fully closed when the glass door is open will accustom your family to opening something before going through. You may want to apply a decal to the glass door to make it readily visible. Sliding screen doors are NOT equipped with a locking device and are not under warranty.

Sticking Windows

Most sliding windows (both vertical and horizontal) are designed for a 10-pound pull. If sticking occurs, or you must use excessive pressure to open or close a window, apply a silicone lubricant, available at hardware stores. Avoid petroleum-based products.

Tinting

If you add tinting to dual-pane windows, all warranties are voided. Applying tinting or foil lining to dual-pane windows can result in damage due to condensation or excessive heat buildup. Refer to the window manufacturer's literature for additional information.

Weep Holes

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

Dispute Resolution

Dispute Resolution – Arbitration and Mediation

a. Mediation. In the event of any dispute(s) related to any warranty claim, the disposition of any warranty claim, or otherwise arising pursuant to the terms of this Warranty Manual, that is not resolved by negotiations between the parties, within 45 days of the identification of said dispute(s), the Parties expressly agree to mediate their dispute(s). Either party may refer the dispute to mediation by

providing written notice to the other party, and such mediation shall be held within sixty (60) days of such notice, or as soon thereafter as reasonably practical, at a time, place and with a mediator mutually agreeable to the parties.

If the parties are unable to mutually agree upon a mediator, each party shall designate a mediator, and the two designated mediators shall then reach an agreement as to a single, mutually acceptable mediator to mediate the dispute.

The costs of mediation shall be shared equally between the parties.

b. Arbitration. In the event any claim(s), or causes of action dispute(s) as set forth immediately above is not resolved through mediation, as set forth above, such claim(s), dispute(s) or cause(s) of action involving McGuinn Homes and Buyer shall be resolved by mandatory and binding arbitration, in accordance with the Federal Arbitration Act (Title 9, U.S. Code) or the South Carolina Uniform Arbitration Act, if the Federal Arbitration Act does not apply.

i. Scope of Arbitration. The arbitration provisions set forth herein shall apply to any claim(s), dispute(s) or cause(s) of action brought by, through or under Buyer, their dependents or other occupants of the Property, whether sounding in contract, tort or otherwise, including claims for emergency or interim relief, or brought by, through or under McGuinn Homes, its successors or assigns, whether sounding in contract, tort or otherwise, including claims for emergency or interim relief. This arbitration provision shall be applicable to claim(s), dispute(s) or cause(s) of action of all kinds, including of whatever without limitation, disputes: 1) as to events, representations, or omissions, which predate this Agreement; 2) arising out of this Agreement; and/or 3) relative to the construction contemplated by this Agreement arising prior to Closing.

ii. Method of Arbitration. Any claim(s), dispute(s) or causes(s) of action shall be submitted to mandatory binding arbitration and such arbitration shall be governed by the provisions of the Federal Arbitration Act, if applicable. If the Federal Arbitration Act is not applicable, the arbitration shall be governed by the provisions of the South Carolina Uniform Arbitration Act. If applicable, either party may, within one (1) year after an arbitration award, apply to the U.S. District Court for the Division in which the Property is located or the South Carolina Circuit Court for the County in which the Property is located to confirm the award. The parties' agreement to submit to binding arbitration shall survive the Buyers' purchase of their home and shall survive the term if any warranty provided hereunder. Arbitration shall be conducted by a single arbitrator, mutually agreeable to McGuinn Homes and Buyer. If McGuinn Homes and Buyer are unable to mutually agree upon a single arbitrator, each shall choose an arbitrator and the two designated arbitrators shall choose a mutually acceptable arbitrator. The parties expressly agree that the individual that has served as the mediator/neutral in the mediation proceeding may not serve as the arbitrator/neutral at the subsequent arbitration proceeding.

Should McGuinn Homes have to submit any claim(s), dispute(s) or cause(s) of action against Buyer pursuant to this Warranty Manual or any claim submitted for warranty

consideration, McGuinn Hybrid Homes shall be entitled to the costs and reasonable attorneys' fees incurred by Seller as a result thereof.

NOTWITHSTANDING ANYTHING TO THE CONTRARY IN THIS WARRANTY MANUAL OR ANY CLAIM SUBMITTED PURSUANT HERETO OR THE DISPOSITION OF ANY WARRANTY CLAIM, THE PROVISIONS OF THIS DISPUTE RESOLUTION PROVISION SHALL APPLY TO ALL DISPUTES BETWEEN OR INVOLVING MCGUINN HOMES AND HOMEOWNER ARISING PURSUANT TO WRRANTY.

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