

MAINTENANCE CHECKLIST

INTRODUCTION

Your new home has been designed and built to last many years, however it has numerous components and equipment that require periodic maintenance. Without proper maintenance, little problems can eventually become big problems.

To help you pinpoint when specific maintenance items should be performed, this checklist is divided into distinct time periods: After Close of Escrow, Every Month, Every Six Months, Annual plus Spring and Fall. In addition to these maintenance requirements, you should refer to and follow all applicable manufacturer operating instructions.

AFTER CLOSE OF ESCROW CHECK LIST

ELECTRICIAL

Locate the main circuit breaker in the electric panel box and show family members how to turn it off in case of emergency.

FIRE EXTINGUISHER

Purchase a general-purpose fire extinguisher for each floor of the home plus one small kitchen extinguisher for grease fires. Demonstrate proper usage to family members in case of an emergency.

FIREPLACE

Purchase fireplace tools as necessary.

FIRST AID KIT

Keep first aid materials and a book on first aid procedures in an accessible location.

FLOORING

Place furniture protectors underneath furniture legs to protect hardwood, resilient and ceramic tile floors.

HOUSEHOLD TOOLS

Acquire basic tools to help you with normal home maintenance chores, to include: pliers, adjustable wrench, flat-blade and Phillips head screwdrivers, claw hammer, hand saw, tape measure, caulk and caulking gun, putty knife, paint roller and brush, power drill and drill bits, nails, screws, nuts, bolts, sandpaper, utility knife, toilet plunger and flashlight.

AFTER CLOSE OF ESCROW CHECK LIST *(Continued)*

LANDSCAPE

Review and implement recommendations in the *Landscaping and Grading Section* of this Manual and locate the main shutoff valve for the landscape irrigation.

PLUMBING

Locate and label the main water line shut-off valve, the main gas shut-off valve and show all family members how to close it in case of emergency.

WATER EROSION

After the first heavy rain, check foundation for erosion and fill eroded areas. Ensure that splash-blocks are correctly positioned to divert rainwater away from the home. Thereafter, always be on the alert for erosion and take immediate action to fill eroded areas.

EVERY MONTH CHECK LIST

AIR CONDITIONING AND HEATING

Check air filters and clean or replace on a monthly basis or as specified by the manufactures recommendations.
Vacuum air supply and air return registers to remove dust and lint.

FIRE EXTINGUISHERS

Check fire extinguishers to make sure they are fully charged.

GARAGE DOOR OPENERS

Refer to manual for suggested maintenance instructions.

GARBAGE DISPOSAL

Clean disposal blades by grinding up ice cubes. Freshen it with baking soda and by grinding up citrus fruit rinds.

INTERIOR CAULKING

Check for cracks or separation in caulking around sinks, bathtubs, toilets, faucets, countertops and backsplashes, ceramic walls, resilient and ceramic floors, window sills and any other areas originally caulked by your builder. To repair these areas, use an appropriate caulking compound and follow the caulking instructions in the *Interior Walls and Ceilings and Plumbing Fixtures Sections* of the Manual.

COOKTOP HOOD FAN

Clean or replace dirty filter.

ROOFING

Check gutters and valleys, and clean off any leaves, or debris build-up.

EVERY MONTH CHECK LIST

(Continued)

SECURITY SYSTEM

Refer to system manual for suggested maintenance tips.

SMOKE DETECTOR

Test smoke detectors.

Clean and/or vacuum detector openings as necessary.

EVERY SIX MONTHS CHECK LIST

CABINETS

Clean and apply a light coat of wax: (I.e. Pledge - Johnson's Lemon wax).

Remove the refrigerator and clean and apply a light coat of wax on cabinets.

DOORS

Check screws on door lockset and hardware and tighten as necessary.

Lubricate bi-fold and by-pass doors as necessary.

Clean sliding door and track and apply silicone spray to tracks as necessary.

Clean garage door sensors and check oil moving parts of garage door.

ELECTRIC

Test and reset all GFCI (Ground Fault Circuit Interrupter) receptacles.

Check electrical extension and appliance cords. Replace frayed or split cords.

EXTERIOR FINISHES

Check for cracks and voids in exterior caulking and re-caulk as necessary.

Check exterior paint surfaces for wear and deterioration. To repair, follow the maintenance instructions contained in the *Painting Section* of this Manual.

PLUMBING

Check water supply lines and valves to sinks and toilets for leakage.

Clean out faucet aerators, spray nozzles and drains.

Inspect pipes and keep all drain cleaned to prevent water leaks.

Remove water heater residue following instruction in the *Plumbing Fixtures Section* in this Manual.

FOUNDATION

Check the ground around the foundation for settlement, standing water or potential drainage problems.

Review *Water Infiltration and Condensation Section* of this Manual.

EVERY SIX MONTHS CHECK LIST

(Continued)

WINDOWS

Check sills for caulking cracks or separations and re-caulk as necessary.

Check weather-stripping around windows and repair or replace as necessary.

Check windows for smooth opening and closing operation. Clean tracks and lubricate as necessary.

Inspect window screens and repair or replace as necessary.

ANNUAL CHECK LIST

ATTIC

Check attic insulation and move insulation back to its original location if there are voids on the attic floor.

CABINETS

Check drawers and hinges for proper alignment. Tighten and adjust as necessary.

DOORS

Check and repair or replace weather-stripping on exterior door as necessary.

Check and tighten door hardware and lubricate as necessary.

Tighten all bolts on garage door.

WINDOWS

Have Contractor check skylights for loose flashing and gaps in caulking.

GUTTERS

Inspect and clean out any and all debris from all gutters before the rainy season.

FIREPLACE

Have inspected and cleaned by a professional.

AIR CONDITIONING & HEATING

BEFORE CALLING FOR SERVICE:

1. Insure that the thermostat is properly set.
2. For an electric furnace or heat pump:
 - A. Check the circuit breaker in the panel box and the A/C panel. If tripped, reset by switching the breaker full OFF, then fully back to the **On** position. If the circuit breaker will not reset, contact your Customer Service Representative.
 - B. Check the electrical disconnect switch, located on or near the furnace and reset.
 - C. Check the exterior disconnect switch located outside the home, near the condensing unit, and reset.
3. For a gas furnace:
 - A. Check the circuit breaker at the service panel and/or the switch/fuse at the furnace to be certain they are set in the ON position and to check that the fuse is still good.
 - B. Check to ensure that the door on the front of the gas furnace, which may have a safety switch, is securely closed.

Service Note: Be aware that if the HVAC contractor restores service by resetting electrical switches or circuit breakers, it may result in a charge for a service call.

A. AIR FILTER

Air filters, located in the return air registers or the furnace, reduce the flow of dust into the air handler unit and into the air. As the filter collects dust, it reduces air flow, which reduces system efficiency and allows more dust to be circulated. Air filters are an important part of the HVAC system and should be replaced or cleaned on a monthly basis (see manufacture requirements) to maintain optimum performance of the system.

Upon installation an air filter was installed in each air return or furnace unit. After the initial installation the replacement of air filter/s is the homeowner's responsibility.

MAINTENANCE REQUIREMENTS

Regular filter replacement will provide cleaner air, improve airflow and help reduce utility costs. (See manufacturer requirements) To replace filters, turn the furnace and fan off using the thermostat control, then pull out the old filter and insert a new one. Replacement filters are available through hardware stores.

B. THERMOSTAT

The heating and cooling system in your home is controlled by the thermostat. Your thermostat provides a switch that controls the operation of the unit's indoor fan. If the switch is in the **On** position, the fan will circulate air continuously. This may be desirable during periods when neither heating nor cooling is required. The **On** position will not affect the normal operation of the furnace or cooling unit as the unit will still cycle on and off as needed to maintain the temperature selected at the thermostat.

In the "**Auto**" position, the indoor fan will only operate during operation of the furnace, heat pump or air conditioner as required at the temperature selected.

MAINTENANCE REQUIREMENTS

To maximize energy efficiency and minimize utility bills, set the thermostat to a comfortable level, normally between 68°F to 71°F for heating, and between 76°F to 78°F for cooling, and leave it there. Then set the fan switch to either the On or Auto position, as recommended by the manufacturer's service manual.

Please note: Setting heat controls too high does not make the furnace heat faster, nor does setting the temperature very low result in faster cooling.

It is also important to understand that air conditioning units cannot be turned off during the day and then be expected to cool the home quickly when turned on late in the afternoon or early in the evening. A home and its furnishings absorb large quantities of heat that must be removed before the air temperature will fall. If the unit is allowed to run as needed during the day, it will remove this heat before it is absorbed into the building and furnishings. Typically, it takes an equal or even lesser amount of energy to maintain a steady temperature than it does to attempt to lower the temperature once it has reached an uncomfortable level.

C. AIR DISTRIBUTION SYSTEM

The heating and cooling system in your home can be adjusted to meet individual temperature preferences. When the right balance is achieved, utility bills and wear and tear on the heating and cooling systems are reduced.

Duct Work and Dampers: Ducts carry and distribute heated or air conditioned air to each room. Some air ducts are fitted with adjustable dampers that open to increase or close to restrain airflow to major parts of the home.

Registers: Two kinds of registers are used: Air supply registers, located on the walls or ceiling that deliver warm or cooled air into the room; and centrally located air return registers, located on walls or ceiling, that return air from the room back into

Registers: Two kinds of registers are used: Air supply registers, located on the walls or ceiling that deliver warm or cooled air into the room; and centrally located air return registers, located on walls or ceiling, that return air from the room back into the air handler fan to be re-heated or re-cooled. Supply and return registers should be regularly vacuumed to ensure that they remain dust-free. Make sure that the registers are not blocked by draperies, furniture or other obstructions, which can restrict normal airflow.

To regulate temperatures on different floors or rooms during different seasons, adjust the air supply registers by partially opening or closing them, thus restricting or moving additional air into each room.

D. GAS HEATING EQUIPMENT

Your home may be equipped with a gas-fired, forced air-heating system. Operation and maintenance instructions are provided by the manufacturer and should be carefully reviewed.

MAINTENANCE REQUIREMENTS

Pilot Light: The gas furnace may feature a pilot light that stays lit all the time. (i.e. electronic ignition pilot light) If the unit has a pilot light, keep it on during the summer. The minimal amount of heat it generates will keep the furnace dry and prevent corrosion.

If your pilot light goes out and you do not feel comfortable re-lighting the unit, contact Pacific Gas & Electric and they will come re-light the pilot free of charge.

Do not store combustible items near a gas furnace, as this presents a fire hazard.

E. AIR CONDITIONER

If your home is equipped with an air conditioner, the unit provides cool air by removing heat and humidity from inside air and discharging heat to the outside air.

The humidity removed from the inside air drains out through the primary condensate line. A secondary condensate line is usually located over a door or window for high visibility. If you should see water coming out of the secondary condensate line, this is not a serious problem, but you should contact an HVAC contractor to unclog the primary condensate.

MAINTENANCE REQUIREMENTS

Keep the area surrounding the unit clear of debris to allow unimpaired airflow. Do not plant bushes or build a deck around or over the unit, unless there is an 18-inch clearance on the sides and a 6 foot minimum clearance on top.

SOLUTIONS TO COMMON HEATING & AIR CONDITIONING PROBLEMS

<i>PROBLEM</i>	<i>PROBABLE CAUSE</i>	<i>SOLUTION</i>
Air temperature in different rooms or floors is uneven.	Air distribution unbalanced or registers are obstructed.	Adjust air registers. Clear obstruction away from registers.
Reduced air flow or excessive dust on vents and registers.	Dirty air filter.	Clean or replace air filter as necessary.
Home takes a long time to heat up or cool down.	Improper use of thermostat.	Set thermostat temperature at one setting and leave it.
Thermostat cannot be set higher than 86°F.	Thermostat manufactured to stop at 86°F.	No action, though the thermostat may show higher temperature.
Furnace or heat pump shuts off but house is cold.	Lamp, TV or other heat source affecting thermostat operation.	Relocate heat source away from thermostat.
Supplemental heat light on thermostat stays on.	Disconnect breaker at heat pump or panel box tripped.	Check disconnect breaker. Reset or replace as necessary.
Gas furnace runs but does not reach desired temperature.	Dirty air filter.	Clean or replace air filter as necessary.
HVAC system does not operate.	Fan switch off. Circuit breaker tripped.	Turn on fan switch. Reset circuit breaker.
HVAC system does not operate.	Furnace cover not closed tightly.	Close and latch cover securely.
HVAC system does not operate.	Thermostat improperly set.	Reset thermostat.

**SOLUTIONS TO COMMON
HEATING & AIR CONDITIONING PROBLEMS
CONTINUED**

Heat pump, fan or air conditioner not operating.	Circuit breaker tripped.	Reset circuit breaker at panel box or unit.
Air conditioner is not operating properly.	Outside unit obstructed by leaves, etc.	Clear obstructions from top and sides of unit.
Inside air handler is leaking water.	Condensate drain is clogged or inside coil is frozen.	Call HVAC Contractor.
Air inside home is dry and has excess static electricity.	Lack of moisture in air.	Install humidifier.
Burning smell when winter auxiliary heat first turned on.	Accumulated dust on electrical coils.	Normal. Happens once each year.
Circuit breaker trips repeatedly.	Numerous possible causes.	Call HVAC Contractor.

APPLIANCES

MAINTENANCE REQUIREMENTS

Before Calling for Service: If an electrical appliance fails to work, implement the following checklist before calling for service; otherwise, you may get charged for a service call.

1. Check that the appliance is plugged in.
2. If the appliance is plugged into a wall-switched electrical outlet, make sure the switch is on.
3. The appropriate circuit breaker in the electrical sub-panel should be in the **On** position. *See Circuit Breakers in the Electrical Systems Section.*

SOLUTIONS TO COMMON APPLIANCE PROBLEMS

PROBLEM	PROBABLE CASE	SOLUTION
Electrical appliance not working.	Check circuit breaker.	Reset breaker or call Appliance Service Department.
Gas appliance not working.	Gas valve turned off.	Check gas valve for proper position.
Garbage disposal not working.	Clogged.	Unplug the unit, Manually turn disposal blades with disposal wrench. Than reset the breaker on disposal.
Garbage disposal blades dull or dirty.	Normal.	Run ice cubes through the garbage disposal.
Garbage disposal odor.	Normal.	Pour baking soda or citrus peelings into disposal.
Range hood not filtering properly.	Dirty filter.	Clean or replace filter.
Unusual flapping sound in the range hood.	Outside wind moving the damper in the hood.	Normal. No action required.
Dishwasher not cleaning properly.	Obstructed water flow.	Check for proper loading of dishwasher.
Water spots on dishes/glasses after using dishwasher.	Dishwasher water not hot enough.	Run kitchen sink faucet to “draw” hot water to dishwasher.
Water spots on dishes/glasses after using dishwasher.	Not using rinse agent.	Use rinse agent recommended by manufacturer.

ATTIC

MAINTENANCE REQUIREMENTS

The attic joists are not engineered to support additional weight and should not be used for any storage purpose.

If the HVAC system for your home is located in the attic, the attic joists have been braced in the area to accommodate the additional weight.

We install a variety of attic vents to remove excessive heat and moisture from the attic space. These include some combination of louvered gable vents, roof louvers, soffit vents, dormer vents, ridge vents and eave vents.

Do not cover these vents with insulation or any material. Excessive heat build up in the attic is normally caused by blocked air vents and can be resolved by clearing all obstructions away from the vents.

Insulation on the attic floor protects the rooms below it. If the insulation is moved, it will leave gaps between the insulation panels and may obstruct the attic vents. Always replace moved insulation back to its original position.

BATHROOMS

A. CERAMIC TILE WALLS

MAINTENANCE REQUIREMENTS

Clean wall tiles with a damp cloth and remove accumulated film with a soap-less, non-abrasive detergent or tile cleaner. Keep white tile seams clean by brushing with diluted bleach in a well-ventilated room.

Caulk cracks and separations of seams adjacent to tile with a silicone caulk, taking care to wipe the tile clean once caulking is complete.

B. MIRRORS

MAINTENANCE REQUIREMENTS

Clean bathroom mirrors with a spray glass cleaner and a soft cloth, wiping several times to remove all glass cleaner residue. Do not use abrasive cleansers which will permanently scratch and mar mirror surfaces.

C. BATHROOM MAINTENANCE

MAINTENANCE REQUIREMENTS

Mildew: Mildew and moisture problems can occur in any room where water is present. To reduce mildew, turn on the exhaust fan or slightly open a window when bathing. Wipe off wet tiles when done, then hang up towels and washcloths to dry. To clean mildewed surfaces and reduce mildew odors, apply a liquid mildew agent in a well-ventilated room, followed by a disinfectant. Then rinse thoroughly with clear water and wipe dry.

Soap Scum: In some areas, “hard water” or water that is high in mineral content, can contribute to soap scum buildup. To clean and remove this residue, wash the affected surfaces with a mild vinegar and water solution.

Rust Stains: The contact of wet metal on sink surfaces, for example, the bottom of a hairspray can, may produce rust stains. To remove them, apply a powdered rust remover following the manufacturer’s instructions.

SOLUTIONS TO COMMON BATHROOM PROBLEMS

<i>PROBLEM</i>	<i>PROBABLE CAUSE</i>	<i>SOLUTION</i>
Grout cracks between tiles.	Settlement.	Re-caulk cracks with colored grout caulk.
Grout stains.	Dark stains and color change.	Clean & apply a grout sealer.
Grout stains.	Moisture and soap build-up.	Wipe down wet tile after bathing. Use exhaust fan.
Caulk coming loose where tub or shower pan meets tile.	Settlement.	Remove old caulk and re-caulk with white silicone caulk.
Towel bars loose.	Accident or too much weight.	Re-install with adhesive caulk.
Shower door track not draining properly.	Weep holes clogged.	Clean weep holes.
Water leak around shower doors.	Loose rubber weather-strip at bottom of door.	Reposition weather-strip.
Soap build-up on shower door.	Normal.	Squeegee or dry shower door after use.
Moisture build-up around window in shower area.	Normal.	Wipe down window and window tracks after use.
Shower rod will not stay up .	Loose shower rod.	Adjust rod tension by rotating rod.

CABINETS

MAINTENANCE REQUIREMENTS

Wood and Veneer Cabinets: Wood tone, grain and color variations are normal and reflect the natural characteristics of wood or veneer.

Clean wood or veneer cabinets with the same gentle care you would give any fine furniture. A light coat of wax or mild furniture polish applied once or twice a year will protect the finish and appearance.

Cabinet mounted coffee makers are not recommended since the rising steam will damage solid wood and wood veneer, causing fading or delamination. For the same reason, position regular coffee makers out from underneath the upper cabinets and near the front of the counter.

Laminate Cabinets: Clean cabinets with a soapy cloth or sponge, or use a non-abrasive liquid household cleanser for more stubborn stains. There are one-step cleaning products available that clean, reduce streaking and leave surfaces polished. As with all cleaning products, carefully follow the manufacturer's instructions.

Shelves and Lazy Susan Cabinets: Flat and carousel shelves are not designed to hold weight that exceed 20 pounds per square foot. Keep canned goods, flour, sugar and heavier products on the bottom shelf of the base cabinets.

Drawer and Hinge Care: Check the hinges at least once a year for proper alignment, using a screwdriver to make necessary adjustments. Check drawers for easy movement and apply a silicone spray to the drawer guides should sticking occur.

Repairing Nicks and Scratches: Hardware stores offer color matching putty, stains and polymer fillers to cover and repair cabinet nicks and scratches.

SOLUTIONS TO COMMON CABINET PROBLEMS

<i>PROBLEM</i>	<i>PROBABLE CAUSE</i>	<i>SOLUTION</i>
Cabinet door doesn't close properly.	Door hinge is out of adjustment.	Adjust hinges.
Cabinet door bangs when closing.	Missing cabinet door bumper pads.	Install new bumper pads.
Cabinet door not level.	Screw attaching hinge to frame is loose.	Loosen screw, align door, tighten screw.
Adjustable shelves not at desired height.	Shelf clips in wrong position.	Remove shelf one side at a time and re-position.
Cabinet drawer sticks	Drawer glides out of alignment or debris in track.	Realign track. Check for debris. Spray with silicone.
Carousel not swinging freely.	Out of adjustment.	Loosen black set screw at bottom. Turn dial on shaft counterclockwise to raise, clockwise to lower.
Cutting board will not fit back into place.	Board is swollen from excess moisture.	To prevent: Do not soak board in sink; wash and dry thoroughly when cleaning.
Scratch or dent in cabinet.	Normal use.	Fill crack or dent with colored putty.

CONCRETE

MAINTENANCE REQUIREMENTS

The grade around your home is established during construction to make certain that the slope of the ground is adequate to drain water away from the foundation. Water cannot be permitted to flow against, collect or puddle adjacent to the foundation at any time. The slope should be checked frequently for settlement, which may occur during the first year or two. Fill in any depressions that occur. Do not plant trees, shrubs or plants that will prevent proper drainage away from the foundation. Swales are provided to drain water away from your home. Water will normally remain in swales no longer than 72 hours. Swales should not be altered by homeowners.

Do not level out or block the path of drainage in the swales. It is the homeowner's responsibility to maintain the swales and positive drainage. Failure to do so can cause foundation movement due to unequal expansion of soil around the foundation, creating stucco, stone or drywall cracks.

You should water consistently, however, over-watering landscaped areas can create serious problems. Gutters and downspouts should be cleaned and maintained to direct water away from the house. It is important not to let the ground dry up and crack or pull away from the foundation.

B. GARAGE FOUNDATIONS

MAINTENANCE REQUIREMENTS

Clean concrete floors with a solution of five tablespoons of baking soda per gallon of water. Before using the cleaning solution, wet the floor with clear water and loosen dirt with a steel brush or scraping blade.

A concrete sealer may be applied to the floor, following the manufacturer's directions, approximately six months after you move-in. This will make it easier to clean and will reduce concrete dusting.

C. PORCHES, STEPS AND STOOPS

In most cases, exterior concrete cracks are due to the climatic conditions when poured or natural expansion and contraction of soil due to seasonal changes in moisture.

D. DRIVEWAYS, PATIOS AND SIDEWALKS

Driveways are subjected to heavy use and changing weather conditions. You may experience slight cracking and movement in the driveway due to shrinkage and stress, vehicular traffic and soil settlement. It is not uncommon for exterior poured concrete to rise and fall due to moisture conditions of the soil on which they are poured.

MAINTENANCE REQUIREMENTS

Weight Precautions: Keep excessive weight, such as firewood, sand, lumber and moving vans, off the driveway to prevent cracking.

Moisture Control: Fill in holes that appear along edges of driveways, patios and sidewalks to prevent erosion from water running under the concrete.

DECK

MAINTENANCE REQUIREMENTS

SAFETY PRECAUTION: *Excessive weight may cause structural damage to decks. Do not put children's swimming pools or hot tubs on decks.*

To prolong the life and beauty of the deck, treat it periodically with a water repellent or wood preservative. A local hardware store can help you select the right product.

To replace a warped deck board, rail or picket remove all nails and bring the board or a section of board to a lumberyard for the closest possible match.

Check nuts and bolts of deck and deck supports annually to ensure tightness. Hammer loose nails.

SOLUTIONS TO COMMON DECK PROBLEMS

PROBLEM	PROBABLE CAUSE	SOLUTION
Nails coming loose.	Normal.	Re-nail with deck nail.
Wood splintering.	Normal due to weathering.	Sand or plane edges smooth.
Dark discoloration of deck.	Mildew.	Apply commercial deck cleaner following manufacturer's directions.

DOORS

Your home comes with a variety of doors, which may include interior passage doors, double doors, French doors, louver doors, bi-fold doors, by-pass doors, Dutch doors, sliding glass doors, exterior doors and garage doors.

A. INTERIOR DOORS

Interior doors expand and contract in reaction to temperature and moisture changes, and will be wider in humid winter periods and narrower during dryer summer months.

MAINTENANCE REQUIREMENTS

Sticking Doors: Home settlement or damp weather may cause swelling that puts the door out of alignment. In some cases, this may only be temporary due to seasonal variations, and the sticking will tend to correct itself without any adjustment. If adjustment is required:

1. Check hinge screws for tightness.

Door Precautions: Interior hollow core doors are not designed to support attachments and hanging accessories. Hanging heavy items on door knobs, or at top of a door, can damage hardware and hinges. Doors can also be damaged by being forced against wall or hinge bumpers.

B. BIFOLD DOORS

MAINTENANCE REQUIREMENTS

Keep the door tracks free of paint and dirt, and apply a small amount of wax or silicone spray to the guide edges of the tracks.

C. BY-PASS DOORS

TYPICAL REPAIR REQUIREMENTS:

1. By-pass doors will be plumb when closed in their original installed position.

D. SLIDING GLASS DOORS

MAINTENANCE REQUIREMENTS

Clean glass with a spray glass cleanser and wipe frames with sudsy water and a soft cloth. Periodically clean the bottom of the door track and screen door track and check to ensure that drain holes are clear of obstruction. To keep the doors moving freely, apply a silicone spray to the tracks.

Direct sprinklers away from sliding glass doors and windows when watering the lawn.

E. EXTERIOR DOORS

An exterior door that is properly aligned, fitted, weather-stripped and maintained will help control energy costs. The exterior doors are designed to control warping and to maximize insulation.

MAINTENANCE REQUIREMENTS

Weather-stripping: Weather-stripping on exterior doors helps maintain the home's energy efficiency, preventing the loss of conditioned air, and reducing the infiltration of outside air and water. Weather-stripping must remain in place to operate effectively.

1. Replace weather-stripping that becomes loose or damaged.
2. Prolong the life of vinyl and rubber weather-stripping by applying silicone spray.
3. To raise or lower the threshold, adjust the screws on the wood portion of the threshold.

F. GARAGE DOORS

MAINTENANCE REQUIREMENTS

Do not leave garage doors open for long periods of time as this can cause inward warping.

Screws that fasten the hardware to the garage door can come loose. Check and tighten these once a year, and oil the moving parts of the garage doors every six months.

Safety Precautions:

1. Garage doors use high tension springs that make homeowner repair dangerous. Please contact a garage door company for spring tension repairs.

GARAGE DOORS
MAINTENANCE REQUIREMENTS *CONTINUED*

2. Your garage doors are fit with sensors that will prohibit the door from closing if anything is blocking the sensor beam. The sensors are located at the base of the garage door guide on both sides. To ensure that the beam will be transmitted properly you should clean the sensors with glass cleaner every three months.

G. DOOR LOCKS
MAINTENANCE REQUIREMENTS

Occasionally check screws on lock-set and on keeper plate for tightness, and adjust accordingly. Spraying white graphite into key lock holes keeps them operating smoothly.

H. DOOR HARDWARE

The door locks, door handles, kick plates and hinges used throughout your home should be cleaned with a damp cloth. Do not use abrasive cleansers or solvents. Follow manufacturer's recommendations to help maintain their original luster and appearance.

SOLUTIONS TO COMMON DOOR PROBLEMS

<i>PROBLEM</i>	<i>PROBABLE CAUSE</i>	<i>SOLUTION</i>
Interior door does not stay closed.	Keeper out of adjustment.	Adjust keeper.
Door sticks or binds.	Settlement or swelling from moisture.	Adjust hinges, keeper or jambs.
Door knob loose or rattles.	Loose screws.	Tighten screws.
Hinges on door squeak.	Metal rubbing.	Apply silicone spray to hinges.
Bi-fold doors do not close flush.	Door keepers unadjusted.	Adjust keepers on back side of door.
Sliding glass door sticking or hard to operate.	Bottom rollers out of adjustment.	Adjust rollers and apply silicone sprays.
Sliding glass door will not lock.	Locking latch out of adjustment.	Adjust locking latch.
Entry door does not latch properly.	Tight weather-strip or slight door movement.	Adjust weather-strip or keeper.
Hot or cold air coming in under exterior door.	Threshold or weather-strip out of alignment.	Adjust threshold or Weather-strip.
Water infiltration at door.	Threshold or weather-strip not snug to bottom of door.	Adjust threshold or Weather-strip.
Garage door does not latch.	Debris under door.	Remove debris.
Garage door not operating properly.	Out of adjustment.	Call Authorized Repairman.
Overhead garage door difficult to open or close.	Tension spring too loose or too tight.	Call Authorized Repairman. Do not attempt self-repair.
Remote garage door opener not operating.	Weak or dead batteries.	Replace batteries.

ELECTRICAL SYSTEMS

The electrical system in your home is designed for safe, trouble-free service and meets local code requirements. Electrical wiring, switches, outlets and circuit breakers were installed by the licensed electrical contractor listed in the Homeowner's Service Directory.

MAINTENANCE REQUIREMENTS

Electrical Safety Cautions: Do-it-yourself electrical wiring is dangerous. Improper electrical repairs can endanger the lives of your family and jeopardize your homeowner's insurance in the event of a fire or electrical injury. Always use a licensed electrician to make electrical repairs, adjustments and additions.

Power Failure: If the electric power goes out, check first to determine if neighbors are also without power, and if so, contact the utility company. Before attempting to reset circuit breakers, check that power has been restored to the area. If neighbors have power, check the main circuit breaker in the panel box.

Be aware that not every electrical power problem is due to problems within the home's electrical system. Utility companies experience a variety of situations that affect power supplies, including power surges and interruptions, peak overload periods and even total shutdowns.

A. ELECTRIC METER BOX

The utility company installed an electric meter box to measure your electric usage for billing purposes. Their invoice is based on kilowatt-hours used over a given time period. Should you have any questions about meter box function, please contact the utility company.

B. CIRCUIT BREAKERS

Electrical wiring and appliances are protected by circuit breakers to stop circuit overloading. The main circuit breaker is located in the electrical panel box, near your electric meter box on your homes exterior, and if tripped for any reason, cuts off **ALL** electricity. The smaller circuit breakers within the panel box in your garage control appliances, wall switches, lighting and the heating system, and each switch is clearly marked as to what it controls.

Safety Precaution: Do not tamper with the electrical service entrance cable that provides power to the service panel.

MAINTENANCE REQUIREMENTS

Circuit Tripping Causes and Remedies: Overloading of a circuit, storms and power failures can all cause circuit breakers to trip. If only your home is affected, reduce the load on the circuit by unplugging appliances that may cause overloading and try to reset the breaker by switching the breaker to full OFF, then fully back to the ON position. If this does not reset the breaker, or if the breaker continues to trip, do not continue to reset the breaker as this can damage the panel box, wiring or appliance that it controls. Call for warranty service.

C. OUTLETS AND WALL SWITCHES

If an electrical outlet does not work, check first to make sure that the outlet is not controlled by a wall switch (the outlet will be turned upside down) and check the circuit breaker. If the outlet still does not operate, call for warranty service. An electrical outlet or light switch on an exterior wall may produce a slight draft, allowing cold air to be drawn into the room. Draft protection pads can be purchased at your local hardware store if you find this to be a problem.

D. GROUND FAULT CIRCUIT INTERRUPTERS (GFCI)

GFCI outlets are often wired in a series. For example, the bathroom GFCI outlet controls the bathroom, and may possibly control other outlets throughout the home. Taking this example one step further, if the electrical outlet in the garage is not working, check the GFCI in the bathroom. Also be aware that some of our homes have multiple GFCIs, so be certain to inspect and reset the affected outlet.

GROUND FAULT CIRCUIT INTERRUPTERS (GFCI) (continued)

When a GFCI controls more than one outlet, an overloaded bathroom outlet will also shut down all connected outlets. For this reason, do not plug refrigerators, freezers or electric garage door power cords into GFCI outlets.

If a GFCI receptacle is not functioning, press the reset button on the wall plate to restore proper operation. To test the GFCI, press the Test button on the receptacle. The outlet should not perform. To reset, press the Reset button.

E. PRE-WIRED TELEPHONES AND CABLE TV

Our homes are pre-wired for telephone and cable TV. If you experience problems with connections or cable TV reception, contact the phone company or the local cable company.

If the telephone company states that there is trouble in the house wiring, please call for warranty service. Neither the Builder nor the Electrical Contractor will pay for wiring repairs done by the telephone company.

**F. LIGHT FIXTURES
MAINTENANCE REQUIREMENTS**

Interior and exterior lighting fixtures required periodic homeowner maintenance to preserve the finish. Carefully review and follow the instructions provided for these fixtures.

Do not use indoor bulbs in exterior lighting fixtures. Do not use light bulbs with a higher wattage than the maximum wattage stated on the light fixture. We provide original light bulbs and replacements are the homeowner's responsibility.

G. SMOKE DETECTORS

The smoke detectors in your home are pre-wired into the main electrical system and include a battery back-up as well. Intermittent chirping of your smoke detector is an indicator that it is time to change the battery.

MAINTENANCE REQUIREMENTS

Test the detectors weekly, and clean the openings of the smoke detectors once a month. Visually inspect the clear button of the test switch to see that the indicator light is glowing. To test, press the Test button for approximately ten seconds, or until the horn sounds loudly. Do not use an open flame to test the detector. The battery unit will emit a low-frequency beeping noise if a malfunction occurs. In this case replace the battery.

SOLUTIONS TO COMMON ELECTRICAL PROBLEMS

<i>PROBLEM</i>	<i>PROBABLE CAUSE</i>	<i>SOLUTION</i>
Complete power failure.	Main breaker tripped. Electrical outage.	Reset main breaker. Call power company.
Electrical outlets not working.	Outlet switch is off or circuit breaker is tripped.	Turn on switch. Check and reset breaker.
GFCI switches not operating.	GFCI receptacle or circuit breaker is tripped.	Reset GFCI. Check and reset circuit breaker.
GFCI keeps tripping.	GFCI circuit overloaded.	Do not overload GFCI with small appliances.
Light fixture not working.	Switch is off or bulb burned out.	Turn on switch. Turn off power to replace bulbs and reset the breakers.
Recessed can light turns off by itself.	Light fixture is overheating.	Fixture designed to shut down to avoid overheating. Use lower wattage bulb.
Appliance does not work.	Circuit breaker tripped or appliance is broken.	Reset circuit breaker. If problem persists, see appliance manual.
Smoke alarm goes off when smoke is not present.	Dust or dirt trapped in smoke alarm.	Clean smoke alarm

EXTERIOR FINISHES

Exterior finishes are applied once the exterior framing is complete and the drywall is placed within the home. The exterior is finished with wood, hardwood siding, stone veneer, stucco or a combination of these materials.

A. EXTERIOR WOOD TRIM, HARDBOARD SIDING, SOFFIT AND FASCIA

MAINTENANCE REQUIREMENTS

Keep garden sprinklers away from the house and do not plant shrubbery too close to the walls.

Inspect the exterior paint every six months to ensure that hardboard siding and trim joints and seams are tightly caulked. Loss of seal can result in water damage.

B. STONE VENEER

Slight variations in size, color and placement create the textural interest that contributes to the look of a stone exterior. Minor chipping, cracking and mortar shrinkage are normal.

MAINTENANCE REQUIREMENTS

Stone veneer can be cleaned with a soap and water solution by gently scrubbing with a non-abrasive household cleaner and a stiff brush.

SOLUTIONS TO COMMON EXTERIOR FINISH PROBLEMS

<i>PROBLEM</i>	<i>PROBABLE CAUSE</i>	<i>SOLUTION</i>
Nicks or deep depressions in wood siding.	Abuse or accidents.	Caulk and repaint as soon possible.
Dirty siding.	Adverse weather conditions and soiling.	Periodic hosing.
Cracking/peeling of painted surfaces.	Normal aging and weathering.	Clean and sand surface, then prime and repaint.
Gaps at joints in wood trim.	Normal caulk and filler shrinkage.	Re-caulk or fill.
Sap on exterior trim.	Wood drying out.	Sand prime and paint.
Cracks or stair step cracks in masonry finish.	Normal home settlement.	Seal cracks with a flexible masonry caulk.

FIREPLACE

The fireplace in your home is factory built pre-fabricated and delivered to your home for installation.

MAINTENANCE REQUIREMENTS

Fireplace Equipment: While a fireplace grate is provided, you will need to purchase fireplace tools to handle logs, stoke the flames and shovel out cold ashes.

Fireplace Inspections: A clean fireplace and chimney are important for safe operation. You should have a fireplace company inspect the fireplace and chimney annually and provide all necessary cleaning and maintenance.

Fireplace dampers should be kept closed when not in use, because the updraft in the chimney can draw hot air out of your home.

Fireplaces in which gas log lighters have been installed are required to have dampers adjusted or modified so that they will not close, as required by building code enforcement.

Starting a fire:

1. Open the flue damper fully and visually check that the flue is not obstructed.
2. Clear obstructions away from air inlet channels and fireplace screen.
3. Place wood on grate (do not build fires directly on the fireplace floor).
4. Place crumpled, non-colored newspaper under the grate.
5. Add kindling (small wood chips/twigs) on the grate over the newspaper.
6. Preheat flue by lighting a piece of newspaper on top of the logs, making sure the smoke is carried up the chimney.
7. Ignite the newspaper under the kindling.

Starting a fire *(Continued)*

8. Use seasoned hardwood for a long burning smoke free fire. Store firewood outside as it may harbor insects.
9. Do not build extremely large fires.
10. Keep damper open and screen closed throughout the life of the fire.

SOLUTIONS TO COMMON FIREPLACE PROBLEMS

<i>PROBLEM</i>	<i>PROBABLE CAUSE</i>	<i>SOLUTION</i>
Fire will not stay lit.	Wood is wet or unseasoned.	Use dry, seasoned wood.
Fire will not stay lit.	Starting fire with firewood logs that are too large.	Start fire with newspaper, kindling and small logs.
Smoke backs up into room.	Damper not open. Obstructed chimney flue.	Open damper. Clean chimney.
Smoke backs up into room.	Chimney flue not preheated.	Light newspaper above wood and grate to create draw.
Smoke smell in the home when fire is not burning.	Dirty flue. Left over ashes in firebox. Wet flue.	Clean flue. Clean out ashes. Install chimney cap.
Smoke smell in the home when the fire is not burning.	Exhaust fan pulling air down flue into home.	Close damper.
Water inside fireplace.	Some rain coming inside chimney.	Normal condition.
Outside finish on fireplace becomes dull.	Normal aging.	Repaint with heat resistant paint.
Down drafts pull smoke into home.	Drafting problems.	Call customer service for inspection.
Excessive black soot on inside of fireplace and flue.	Burning poor quality wood.	Burn only dry, seasoned hardwoods .
Chimney fire.	Burning sappy or unseasoned wood.	Burn only dry, seasoned hardwoods.

FLOORING AND FINISHES

Your home is finished with a variety of flooring materials, which may include, carpet, vinyl, hardwood and ceramic tile.

A. CARPET

The carpet is durable and requires minimal care. Color variations and shading may be noticeable, and depend upon the surface texture and pile fiber of the carpet.

MAINTENANCE REQUIREMENTS

Frequent vacuuming and immediate stain removal are primary carpet care steps. For complete instructions, please refer to the manufacturer's cleaning recommendations. While normal vacuuming will only remove loose fibers from carpet yarns, an occasional tuft may be lifted above the surface. Do not pull out the tuft, just snip it off to the length of the other tufts using scissors. Color fading caused by sunlight can be minimized by closing the draperies during the day, or by using shear draperies to reduce incoming sunlight.

B. RESILIENT VINYL FLOOR COVERINGS

Resilient floor coverings come in 6 foot or 12 foot wide rolls or individual tiles and are generally installed in kitchens, bathrooms and laundry areas.

MAINTENANCE REQUIREMENTS

For resilient floor cleaning and maintenance REQUIREMENTS, please refer to the manufacturer's instructions.

Mop up bathroom water spills from showers and baths immediately. Water seeping into the mastic through the seams and under the baseboard trim can cause seam separation and lifting. Caulking available at hardware stores is recommended for use at tub and floor joints to minimize this problem.

To protect the resilient floor from scuffing and surface damage, attach proper furniture protectors to the bottom of furniture legs. Be aware that high heel shoes will damage resilient floor coverings.

C. Hardwood floors are pre-finished at the factory with a baked-on wax coating or a urethane coating. Wood floor tone, grain and color variations are normal and reflect the natural characteristics of real hardwood.

Some squeaking of hardwood floors is normal and is caused by seasonal weather and humidity changes.

SOLUTIONS TO COMMON FLOORING AND FINISH PROBLEMS

<i>PROBLEM</i>	<i>PROBABLE CAUSE</i>	<i>SOLUTION</i>
Carpet seams noticeable.	Fibers separate from vacuuming and normal traffic.	Vacuum carpet in the same direction as the seams.
Carpet fades near windows and doors.	Excessive sunlight.	Close windows to reduce excessive sun.
Carpet stains.	Spills, pets.	Follow manufacturer's REQUIREMENTS.
Carpet looks matted on stairs and high traffic areas.	Dirty carpet or insufficient vacuuming.	Steam clean carpet. Vacuum more frequently.
Carpet fuzzing.	Normal when new.	Vacuum.
Resilient or vinyl floor finish looks dull.	High traffic areas or furniture rubbing against floor.	Follow manufacturer's REQUIREMENTS.
Resilient or vinyl floor seams are apparent.	Normal.	No repair required.
Yellow or purple areas in resilient floors.	Moisture problem or rubber backed floor mats.	Investigate moisture problem. Do not use rubber backed mats.
Nail or staple pops up under vinyl or resilient floor.	Settlement.	Gently re-set nail or staple.
Dents in vinyl, resilient or hardwood floors.	Objects dropped, heavy furniture or high heeled shoes.	Follow manufacturer's REQUIREMENTS.
Caulk around vinyl floor cracks.	Caulk shrinkage and settlement.	Re-caulk gaps with silicone caulking.
Grout cracks along baseboards.	Normal expansion and contractions.	Re-grout cracks.
Fine scratches, white splotches or stains on hardwood floor.	Normal wear, furniture scratches and spills.	Follow manufacturer's REQUIREMENTS.
Grout staining.	Liquid spills and grease from food.	Follow manufacturer's REQUIREMENTS.

FRAMING AND CARPENTRY

The skeletal structure of your home is created with wood studs, beams, joists and rafters.

Wall Framing: Wall partitions with framed openings for doors and windows are positioned on the foundation.

Ceiling and Roof Framing: With the wall structure complete, the ceiling and roof structure is positioned. On two story homes, a pre-engineered floor truss system is placed and provides a base for the upstairs floor and wall system. Roof framing uses a conventional rafter and ceiling joist system that supports the weight of the roof and provides the support for the ceilings.

***Caution:** Attic access must be installed parallel to and in between the joists. Joists should not be cut to install attic stairs or for any other reason. This can structurally damage the integrity of the ceiling and will void structural defect warranties.*

Roof Sheathing: Roof sheathing that covers the rafters, provides structural integrity and serves as a base for the roofing materials.

INTERIOR WALLS AND CEILING

Your home features two types of walls: load bearing and non-load bearing. Wall construction begins with the placement of wood studs set vertically at 16 or 24-inch intervals. Insulation is installed, and then the drywall is attached to the studs.

A. DRYWALL

Drywall is nailed to the studs to create both ceiling and wall surfaces. The seams where sheets on drywall come together are taped, skimmed with a joint compound and allowed to dry, to prepare them for painting.

MAINTENANCE REQUIREMENTS

Nail Pops and Drywall Repairs: Minor drywall cracks and nail pops on the interior wall and ceiling surfaces are caused by home settlement and the normal drying of stud framing and drywall materials. Nail pops are nails that come loose from studs, pushing the drywall joint compound up to produce a bump on the drywall surface.

Wall Fasteners and Anchors: There are a variety of specially designed wall fasteners for drywall available from a hardware store. They offer strength in supporting an object, like a large framed picture, and yet create little damage should you move the picture later.

B. PLANT LEDGES

Plant ledges are architectural design features and should be used strictly to hold plants and other decorative objects. They are not constructed to support the weight of an adult or child. Any live plant should have a protective base to prevent water damage to the top of the ledge.

C. INTERIOR TRIMS AND MOLDINGS

Your home contains various interior wood trims. Some separation of wood trims and moldings is normal, and is caused by home settlement, plus shrinkage or expansion due to extremes of dryness or humidity.

MAINTENANCE REQUIREMENTS

The shrinkage of caulking or the settlement of the home will cause cracks to occur in both drywall and interior trim. This is a normal occurrence and should be re-caulked as needed by the homeowner.

Should the baseboard trim come loose, simply re-nail the baseboard and/or quarter-round back into proper position. For moldings, it is better to wait for several months to see if settlement will bring the pieces back together naturally.

**SOLUTIONS TO COMMON
FLOORING AND FINISH PROBLEMS**

<i>PROBLEM</i>	<i>PROBABLE CAUSE</i>	<i>SOLUTION</i>
Base molding separates from wall.	Normal caulk shrinkage.	Re-caulk gap.
Separation at door casing.	Normal caulk shrinkage or settlement.	Re-caulk gap.
Drafts at electrical outlets.	Temperature inversion due to thickness of electrical box vs. wall.	Install thermal covers under plug and switch covers.
Flapping noise in attic.	Insulation baffles loose.	Re-secure insulation baffles.

LANDSCAPING AND GRADING

A. GRADING

The soil around each home site is graded to channel water away from the home. As water must be channeled into swales, your yard cannot be flat and still drain properly.

HOMEOWNER'S MAINTENANCE REQUIREMENTS

Proper grading ensures that surface water will flow away from the home, rather than accumulating and soaking into the ground immediately around the foundation.

Over time, the grade around the house can settle. If this occurs spread additional soil in the depressions to raise and re-establish the grade.

To prevent erosion and standing of water:

1. Do not alter the original grade.
2. Keep swales open and free of leaves and debris. Do not build sheds, decks, gardens etc. in the swales. Otherwise, water will not flow properly through the swale.
3. Direct water run-off away from the home to prevent washouts. Correctly position all splash blocks. Do not allow sprinklers to wet the house or form puddles near or against the foundation.

B. LAWN

Upon completion of the front yard grading, the Landscape Contractor will prepare the front lawn for sod.

MAINTENANCE REQUIREMENTS

The beauty of your yard in the future depends on the care and attention you provide. We cannot be responsible for homeowner neglect or improper landscape maintenance. The following suggestions may help make the job easier.

Watering: Sod requires constant moisture until the lawn is mown for the second time. If allowed to dry out, the sod will shrink and gaps will occur between sections. If this occurs, you will be responsible for repairing these areas.

Water the lawn for 30 minutes twice each day, once in the morning and once in the late afternoon. You will be able to tell if you are over watering by stepping on the sod. If you leave a footprint, reduce the amount of water the lawn is receiving. Be aware that sod, when initially installed, will occasionally go into "shock" and turn brown. The sod is not dead and you should continue to water it.

LAWN CONTINUED

Mowing: Mow the new grass when it attains the height of 3 to 4 inches. Do not mow if the ground is soggy. Set the mower at the highest setting and make sure that the blades are sharp.

Fertilizing and Weeding: For proper REQUIREMENTS, please contact a lawn care specialist.

Do not spray immature grass with chemicals to kill weeds.

C. NEW SHRUB AND TREE CARE

As homeowner, you are responsible for the proper care and maintenance of the trees and shrubs planted around your home. The first six to nine months are the most crucial for new plantings. The type of tree or shrub will dictate the specific care needed.

While the trees, shrubs and lawn are alive and healthy at the time of planting, the care and attention you give your landscape will determine its ability to live and flourish. It is important that you inspect your landscape at the time of your Buyer Walk Through. At that time, any dead landscape materials provided by us will be replaced. Thereafter, the health of your landscape will be your responsibility.

NEW SHRUB AND TREE CARE

Because of variables that we cannot control, including weather and homeowner maintenance, we will not be responsible for any dead landscape that occurs after close of escrow.

All shrubs and trees should be kept clear of the house. You should begin a program of tree care upon close of escrow. Literature is plentiful in libraries and bookstores; tree surgeons or horticulturists can be consulted when necessary.

MAINTENANCE REQUIREMENTS

Watering: It is extremely important that new plants and trees be watered properly. For best results, contact a lawn care specialist for proper maintenance requirements.

Fertilizing: Plants should be fertilized on a regular basis. For best results, contact a lawn care specialist for proper maintenance requirements.

SOLUTIONS TO COMMON LANDSCAPE AND GRADING PROBLEMS

<i>PROBLEM</i>	<i>PROBABLE CAUSE</i>	<i>SOLUTION</i>
Wetness around foundation.	Settlement of soil around home.	Fill settled areas and re-mulch or re-seed as necessary.
Yard not draining.	Erosion of swales.	Re-grade swale to remove sediment.
Tips of grass blades frayed or turning tan.	Dull mower blades.	Sharpen blades.
Weeds growing in lawn.	Improper weed control.	Use pre-emergent weed control.
Gaps or holes in sod.	Insufficient watering.	Fill gaps with sod or seed and soil. Water properly.
Grass turning yellow.	Lack of fertilizer.	Fertilize following manufacturer's directions.
Brown patches in grass.	Fungus or insect disease.	Contact lawn specialist.
Trees and shrubs turning yellow.	Lack of tree and shrub fertilizer.	Fertilize following manufacturer's directions.
Tree and shrubs wilting.	Too much or too little water.	Check soil around base and water accordingly.
Newly planted tree or shrub drops all leaves.	Shock resulting from transplanting.	Normal. Continue to water as necessary.

PAINTING

A. INTERIOR AND EXTERIOR PAINT

MAINTENANCE REQUIREMENTS

Cleaning Flat Latex Painted Surfaces: A lead-free latex paint is applied to the interior walls of the home. This is not a washable paint and will smudge if cleaned. We do not recommend washing these surfaces, but instead suggest using the supplied touch-up paint to cover paint scuffs and marks.

Cleaning High Latex Acrylic Painted Surfaces: A lead-free gloss paint is applied to interior wood trim and doors. These surfaces may be cleaned with a sponge and lukewarm water. The less moisture on the sponge, the better. If the water does not work, try the same procedure using a small amount of mild detergent mixed with water. Once complete, lightly rinse the washed area with plain water and allow to dry.

The shrinkage of caulking or the settlement of the house will cause cracks to occur in both drywall and interior trim. This is a normal occurrence and re-caulking by the homeowner will be required as needed.

Exterior Painted Siding and Trim: Repainting and re-caulking the siding and trim of your home every three to four years will maintain its attractive appearance. Failure to re-caulk can result in water damage.

SOLUTIONS TO COMMON PAINTING PROBLEMS

<i>PROBLEM</i>	<i>PROBABLE CAUSE</i>	<i>SOLUTION</i>
Exterior paint peeling	Surface not cleaned. Moisture under paint surface.	Scrape, sand, prime and repaint.
Blisters in paint.	Poor adhesion caused by water.	Scrape, fill, sand, prime and repaint.
Wrinkling, runs and/or drips.	Paint applied too thick.	Sand, smooth and repaint.
Mildew on painted surfaces .	Fungus from moisture and little sunlight.	Carefully wash with water diluted chlorine bleach.
Interior and/or exterior caulking cracks and shrinks.	Normal drying, settlement, expansion and contraction.	Remove old caulking only if unsightly. Caulk open gaps.

PLUMBING SYSTEM

A. WATER LINES

Your home depends on a central water system and the pipes that carry water into the home are designed to resist rust and corrosion. Water pressure will vary from community to community.

MAINTENANCE REQUIREMENTS

Noisy Pipes: Noisy water pipes should be corrected immediately since the resulting vibrations can damage plumbing line fitting and cause them to leak. There is one exception: Exterior hose faucets often produce a high pitched noise caused by an attached vacuum breaker or anti-siphon valve. This noise is normal and is not cause for concern.

Noisy pipe problems can be identified and corrected as follows:

1. The water heater temperature may be set too high, producing steam in the pipes. To resolve, gradually reduce the water heater temperature setting until the steam is reduced.
2. Abruptly turning off a faucet in areas with high water pressure can produce a pounding or knocking sound.
3. Air can get into the pipes. To resolve, open all interior and exterior faucets and run for a few minutes, allowing air to pass through the system.

B. MAIN SHUT-OFF VALVE

This is the center of the plumbing system, the point at which the main water line comes into the home. If a major plumbing problem occurs, turn off the main shut-off valve to prevent flooding. It is a good idea to show every family member where the shut-off valve is in case of emergency.

C. WATER SUPPLY VALVES

Most plumbing fixtures in the home have a water supply valve to individually shut off the water supply to that fixture for minor repairs and emergencies. Show family members how to operate them and where they are located on sinks, toilets, water heater, washing machine and laundry tub. Toilet valves are behind the toilet and sink valves are under the sink.

D. DRAIN TRAPS

Every plumbing fixture in the home is equipped with a drain trap, an S-shaped pipe that holds water and acts as a barrier to keep airborne bacteria and sewer gas fumes from coming back into the home. If a sink or bathtub fixture is not used frequently, turn it on periodically to replace evaporating water and to keep the water trap barrier intact.

MAINTENANCE REQUIREMENTS

Drain traps can be cleaned with a chemical drain cleaner, carefully following the manufacturer's directions. Use a rubber plunger to unclog a blocked toilet.

Cautions: Do not pour grease into drains or toilets, or use caustic sodas to open plugged drains. Do not use a plunger when using any drain chemicals. When using a chemical drain cleaner, carefully follow the manufacturer's safety precautions and product directions.

E. SANITARY SEWER LINES

In the final stages of preparing your home for move-in, your home was tested and we flushed the sewer lines to ensure that they were clear and working properly.

Your builder has pointed out the location of your sewer clean-outs. Make a special note of their location for use over the years. It is possible to landscape over them, be certain you know where they are.

MAINTENANCE REQUIREMENTS

Your new home is furnished with water saving toilets. Care should be taken in the amount, type of paper and materials flushed. Never flush hair, grease, lint, diapers or sanitary materials into the sewer system.

SOLUTIONS TO COMMON PLUMBING SYSTEM PROBLEMS

<i>PROBLEM</i>	<i>PROBABLE CAUSE</i>	<i>SOLUTION</i>
Main sewer line clogged.	Blockage in pipe.	Call a Plumbing Contractor.
Water leaks at drain.	Loose fittings.	Tighten fittings.

PLUMBING FIXTURES

A. WATER HEATER

The electric or gas water heater is equipped with an automatic temperature and pressure relief valve, a safety feature that opens and releases excessive pressure or heat build-up. Should this occur, water will flow from the tank to the outside of your home, until both temperature and pressure are reduced to safe levels. If this happens, contact the plumbing contractor listed in the Homeowner's Service Directory.

MAINTENANCE REQUIREMENTS

Hot Water Temperature: Water temperature ranging from 125°F to 145°F are preset at the factory, as specified in the Manufacturer's Service Manual. While lower settings reduce utility costs, bear in mind that dishwashers do not operate properly with settings below 125°F. Most gas water heaters feature a "Vacation setting" switch to reduce costs while you are away, without completely shutting the water off.

Do not store combustible items, oily rags, clothing, brooms or dust mops near the water heater, since this obstructs airflow and presents a potential fire hazard.

Flue: A gas water heater has a flue that vents exhaust fumes to the outside of the home.

Scale: Small amounts of scale deposits will collect and settle to the bottom of the water tank. Remove this residue by periodically draining the tank. For electric water heaters, shut off the power first, using the appropriate circuit breaker in the electrical panel box. Then open the valve at the bottom of the water heater, allowing a quart or two of residue to drain out until the water runs clear. For gas water heaters, drain one gallon. If you live in a hard water region, a water softener will reduce the need for frequent draining.

Do not completely drain an electric water tank without first shutting off the water heater circuit breaker. Otherwise the heating element will quickly burn up.

**B. KITCHEN SINK
MAINTENANCE REQUIREMENTS**

For routine cleaning, use a non-abrasive household cleanser with warm water and a sponge. Do not scrape the surface with utensils, pots or pans. Do not leave leftovers in sink or drains, particularly tea bags, which contain harmful acids.

When operating the garbage disposal, always use a generous amount of cold water to keep sink drain clear and the disposal motor cool.

**C. BATHROOM SINK
MAINTENANCE REQUIREMENTS**

Sink surfaces can be easily chipped and stained, so treat accordingly. Prevent hair accumulation clogs by periodically removing the stopper for cleaning.

**D. BATHTUBS AND TUB-SHOWER COMBINATIONS
MAINTENANCE REQUIREMENTS**

Re-caulking of Tubs and Showers: Over time, cracks and separations between tub or shower stall and wall surfaces and bathroom floors will appear. Maintaining these areas is critical since excessive moisture can severely damage underlying materials.

It will be necessary to re-apply a tub and tile caulk when the previous caulking has dried out or eroded. To re-caulk the area, use a tub and tile caulk available in local hardware stores. Begin by removing the existing caulk and cleaning the area. Once the area is dry, apply fresh caulk to fill the vacant space, then smooth out the finish with a wet finger.

E. INTERIOR FAUCETS

Faucets are a combination of moving parts, which over time can wear and require some maintenance attention. Many of today's faucets are low maintenance, while some may contain washers and valve seats. Generally, close a water valve only as tight as it is necessary to stop the flow of water. Over tightening can lead to washer and seat deterioration, ultimately causing leaks.

MAINTENANCE REQUIREMENTS

Single-Lever Faucets: These faucets typically are low maintenance faucets. Should service ever be needed on this type of faucets, some of the components are replaceable at your local plumbing supply dealer, if you should choose to perform this repair yourself. Prior to removing the valve assembly, cut off the water supply under the sink or at the outside water supply cut-off valve. It is recommended that after disassembly of the handle and cartridge or valve under it, you take them to your plumbing supply dealer to ensure proper matching of the components to be replaced. Be sure to follow installation instructions carefully.

To maintain the appearance of your faucets, use only a mild soap and lukewarm water, not abrasive cleaners on either chrome or brass faucets.

Faucets Aerators: Screened aerators screw into the spout of a faucet to add air to the flowing water and to reduce splashing and water consumption. Aerators are easy to remove for periodic cleaning, and this should be done every three or four months to minimize reduced water flow.

Washer Replacement: Dripping faucets can dramatically increase water bills and represent the loss of a valuable natural resource. Over time, all washers will wear out and must be replaced.

SOLUTIONS TO COMMON PLUMBING FIXTURE PROBLEMS

<i>PROBLEM</i>	<i>PROBABLE CAUSE</i>	<i>SOLUTION</i>
No hot water from electric water heater.	Tripped circuit breaker.	Check and reset circuit breaker.
No hot water from gas water heater.	Temperature setting too low. Pilot light is out.	Adjust temperature Re-light pilot light.
Hot water runs out quickly.	Temperature setting too low.	Increase temperature setting.
Hot water recovery is slow.	Burnt out heating element.	Call Plumbing Contractor.
Toilet runs constantly.	Water level in tank too high.	Adjust float arm stem in toilet water tank down.
Toilet makes loud noise when flushed.	Ball cock in tank is not working properly.	Replace ball cock.
Toilet makes dripping or gurgling noise.	Warped flapper.	Replace flapper.
Water flow from faucet reduced.	Aerator at tip of faucet is clogged.	Unscrew aerator screen and rinse thoroughly.
Water splatters out of faucet.	Air in water supply line.	Open all faucets for five minutes.
Garbage won't turn.	Obstruction in disposal.	Use disposal wrench to clear obstruction.
Garbage disposal will not operate.	Tripped circuit breaker or reset button.	Check reset button on bottom of disposal unit. Check circuit breaker.

ROOFING, GUTTERS AND DOWNSPOUTS

The roof of your home is constructed with roofing felt, shingles or tile, sheetmetal, flashing, gutters and downspouts. These materials are installed following manufacturer's requirements and product specifications.

A. ROOFING MATERIAL

The roofing material on your home has been installed over roofing felt, which is attached to the roof sheathing.

Caution: Do not walk on roof except when absolutely necessary. Do not nail objects to the roof.

B. FLASHING

Roof flashing are sheet metal trims used around roof openings on chimneys, vents, valleys and skylights. Their purpose is to channel water.

C. SKYLIGHTS

See Skylights in Window Section.

D. GUTTERS AND DOWNSPOUTS

Gutters channel water run-off from the roof to downspouts that guide the water to ground level drainage areas. Splash blocks located at the base of the downspouts divert water away from the foundation.

MAINTENANCE REQUIREMENTS

Gutters and downspouts should be inspected and cleaned annually by a gutter cleaning service. They will check for holes and leakage, make necessary repairs and clear the gutters of accumulated debris such as leaves, twigs, branches, balls and other objects.

Gutters need to slope slightly downward to channel water to the downspout. Splash blocks should be properly positioned at the bottom of the downspout to direct water away from the foundation. Finally, the soil grade must slope away from the home.

**SOLUTIONS TO COMMON
ROOFING, GUTTER AND DOWNSPOUT PROBLEMS**

<i>PROBLEM</i>	<i>PROBABLE CAUSE</i>	<i>SOLUTION</i>
Roof Leakage.	Loose flashing. Loose pipe collars.	Secure and re-seal flashing and pipe collars.
Roof Leakage.	Loose or missing roofing material.	Secure and/or replace missing material.
Roof Leakage.	Rain blowing into vents.	Normal during severe storms.
Skylight Leakage.	Loose flashing. Caulking deteriorated.	Secure flashing. Inspect and re-caulk.

WINDOWS

MAINTENANCE REQUIREMENTS

Cleaning Window Glass: Clean windows with a glass cleaner or a cup of vinegar mixed with a gallon of warm water. Apply with a sponge or lint-free cloth, then dry and polish with paper towels. A rubber squeegee passed over glass surfaces will speed the drying and eliminate streaking.

Skylights: Periodic inspection by a roofing contractor to repair caulking and check flashing will ensure the skylight remains weather tight.

Window Screens: Window screens are provided with all of our homes and may be washed and rinsed using a mild household detergent.

Caution: *Window screens will not prevent children from falling through open windows to the ground below.*