

# **HOMEOWNER'S MANUAL**

**T.A. PATTY DEVELOPMENT, INC.**

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**T.A. Patty Development, Inc.**

**WELCOMES YOU TO YOUR NEW HOME**

Dear Homeowner:

Congratulations on the purchase of your new home. Buying a home is an important decision, and we are pleased to have the opportunity to tell you about the quality of life built into every home.

We have prepared this homeowner's manual to help make the transition into your home easy and enjoyable. This manual contains important warranty information and suggestions for the care of your home. While not all items covered in this manual will pertain specifically to your new home, you will find useful information on utilities, interior and exterior finishes and appliance warranties.

Your continuing satisfaction is important to us. Our customer service representatives are prepared to respond to your needs promptly. The complete details of our customer service and warranty programs are discussed in this manual. We suggest that you review these sections now and keep this manual in a convenient location so that it is available as a reference.

Again, congratulations on your new home. We look forward to servicing your needs.

Sincerely,

T.A. Patty Development, Inc.

## CERTIFICATE OF WARRANTY

T.A. Patty Development, Inc., hereinafter referred to as "the Company," warrants your home against defects in the original materials and workmanship for one year from the date of the close of escrow or from the date of occupancy, whichever comes first. Please refer to the Limited Warranty and Fit and Finish Warranty sections of your Homeowner's Manual for additional information on the Limited Warranty and Fit and Finish Warranty.

The Company will repair or replace, at our sole discretion and at no charge to you, any component of the home, which is found structurally or functionally defective during the period of the Limited Warranty. The Company will repair or replace any defective fit and finish components of the home covered by the Fit and Finish Warranty at our sole discretion and at no charge to you during the period of the Fit and Finish Warranty. The Limited Warranty and Fit and Finish Warranty do not cover defects that are due to the lack of normal and timely homeowner maintenance, misuse, abuse or acts of God.

Minor expansion, contraction and settling cracks normal to home construction, and secondary damages, are not covered under the terms of these warranties. Please refer to the Limited Warranty section of your Homeowner's Manual for additional information.

This Limited Warranty and Fit and Finish Warranty are given to you in place of and in lieu of all other warranties, written or oral, expressed or implied, save and except for warranties given by others, which shall be in force according to their own terms.

## **ABOUT CUSTOMER SERVICE**

The Company is committed to building every home using high quality materials and workmanship. This commitment is as important to us after you move-in as it is the day you purchase your home.

Our Customer Service Department is responsible for administering the terms of our warranty program and ensuring your satisfaction. Our customer service representatives are trained to respond to your needs promptly and professionally.

To help us in handling your claim efficiently, we ask that you review this section of the manual carefully. If you have any questions, please direct them to the customer service representative.

### ***The Walk-Through***

A walk-through of your new home will take place after the home has been completed and just before your escrow closes. Our customer service representative will conduct the walk-through and demonstrate the features of your home. This is an excellent time to ask questions about proper maintenance, correct operation of your home's features and gain an understanding of our customer service program.

The walk-through is your opportunity to inspect your new home. Prior to the walk-through, your home was inspected by our construction superintendents, in conjunction with inspections by city and/or county officials. To ensure that you find your home in top quality condition, they attempted to identify and correct any items needing attention.

If you and the customer service representative find any discrepancies or problems, they will be recorded on a walk-through form and scheduled for repair or replacement. We will make every effort to complete walk-through items before your move-in, however, some items may be completed following the close of escrow and after you move in. Take time during your walk-through to discuss the proper operation of the components in your home with the customer service representative. If manufacturers' materials are available, they will be given to you. It is especially important that you know the location of the utility controls and shut-offs.

At the conclusion of your walk-through, the customer service representative will ask that you approve the Walk-Through Form to show that you accept your new home subject to any items needing attention. All items that require service, repair or replacement must be recorded on the correct form.

Please make certain that any items that could be damaged during move-in are carefully inspected and their condition noted on the form. These items are described below. The Company will not be responsible for damage caused to these items following the walk-through due to move-in, normal wear and tear, or abuse:

- Ceramic Tile - Broken or chipped tiles on counter tops and floors.
- Drywall - Damaged or gouged drywall.
- Mirrors - Scratched, chipped or cracked mirrors.
- Paint - Marred or scratched paint on walls, trim and doorways.
- Screens - Torn, gouged or missing window and door screens.
- Windows - Scratched, chipped or cracked glass.

During the walk-through, our representative will also explain our Limited Warranty program and the Fit and Finish Warranty. Complete details are in the warranty section of this manual. Please review the warranty information and direct any questions to your customer service representative. Complete details on how to request service on items covered by our warranty are outlined below.

At the close of the walk-through, you will be asked if you wish to permit our customer service representatives and subcontractors to enter your home in your absence to make scheduled repairs. If you grant us permission to enter, service requests will be completed in your absence. This will save you time and speed up most service calls. Your customer service representative will discuss this at the time of your walk-through.

If the work is to be done by a subcontractor, our customer service representative will accompany the subcontractor into your home. When the requested work has been completed, we will leave a note to let you know what was done and lock the front door when we leave your home.

If you do not give us consent to enter, you must be at home or make arrangements for us to enter. We will attempt to schedule the repairs at your convenience. Service work can be delayed because of special scheduling requirements.

Service calls are scheduled between the hours of 8 a.m. and 4p.m., Monday through Friday. We will contact you to let you know the day we would like to enter your home to do the necessary repairs.

## ***Customer Service Policy***

It is our policy to respond to all customer service claims as quickly and efficiently as possible. Requests for repairs or replacements that are noted during your walk-through will be scheduled for completion within 30 days after the close of your escrow or sooner.

If any subsequent covered repairs arise, they will be scheduled for completion within 30 days of our receipt of your written request. Occasionally, due to circumstances beyond our control, this process takes more than 30 days. Delays can be caused by a shortage of materials, back ordered parts from manufacturers, labor problems or weather. We will keep you informed regarding the completion date.

Some service calls will need to be scheduled according to the jobs that need to be done. For example, drywall repairs might be done at one time and repairs to doors and cabinets at another time. This enables the Customer Service Department to schedule repairs efficiently.

If you believe you have an emergency requiring immediate attention, please refer to the Emergency section in this manual. If your situation is not an emergency, please follow the steps below for requesting service.

## **How to Request Customer Service**

For your records, to assure quality and so that we maintain a complete file on your property, requests for service must be submitted in writing. If you need service, please fill out a Service Request Form completely, including your lot number, name of your development, address, and work and home phone numbers. Please also provide a brief description of the work requested and its location in your home. For example, indicate the room, the location in the room and a general description of the problem.

If you have not granted us permission to enter your home in your absence, please indicate the time and date that are the most convenient for the work to be scheduled. Mail or fax your written request for service to the attention of the Customer Service Department.

When we receive your Service Request Form, we will determine if the item is covered by the Limited Warranty, the Fit and Finish Warranty, or is otherwise covered under the performance standards set forth in California Civil Code, Section 896; also if it is the responsibility of a subcontractor, manufacturer, or if it is your responsibility. Occasionally, we must inspect the problem to have a complete understanding of the request.

Building industry standards will be used to select the materials and the workmanship practices that are employed in customer service repairs and replacements. The care and attention to detail that went into the original construction of your home will be used in subsequent repairs.

## ***Service by Subcontractors***

Service claims that are the responsibility of subcontractors can be reported to the appropriate subcontractors by telephone, or preferably in writing with a copy to the Customer Service Department. The subcontractors and their telephone numbers are listed in this manual. Before you call, please have a time when the service call will be convenient for you. This is especially important if you did not give the Customer Service Department or our subcontractors' permission to enter your home in your absence.

The Company will not be responsible for expenses that you incur for work that is done by others, unless the work is authorized in writing by our Customer Service Department. Our customer service representatives in the field do not have permission to authorize repair work by others, and they do not have the authority to extend or alter the original Limited Warranty or Fit and Finish Warranty in any way.

We take pride in the subcontractors who have been selected by the Company. If you are dissatisfied with the quality of work or the level of professionalism displayed by one of our subcontractors, please contact our Customer Service Department immediately. Your comments help us to maintain the high level of service that you expect.

## IN CASE OF AN EMERGENCY

We define emergencies as problems that require immediate attention to protect you and your family from harm and to avoid damage to your property. These problems include:

- A total stoppage of the plumbing drain system. After the initial 30 days following the close of escrow, the stoppage of a toilet or drain that is not construction related is not warranted by the Company.
- A water leak that requires that the water supply to your home be shut off to avoid serious water damage. A leak, which can be isolated utilizing the shut-off under the cabinets or plumbing fixtures, is not an emergency. Please refer to the water shut-off procedure in this manual.
- Total electrical failure.
- Loss of heating or air conditioning during extreme weather conditions.

In the event of an emergency, your first step should be to protect your family from harm. Once you are sure of their safety, and if your safety will not be jeopardized, you should take appropriate steps to correct or lessen the effects of the emergency. For example, damage from a water leak can be minimized by turning off the water to a particular fixture or turning off the water main to your home. The water main is usually located at the front of the house or the garage.

If you experience an emergency, please call the Customer Service Department at the telephone number that listed on the inside cover of this manual. The Company maintains on-call customer service personnel who are skilled at handling emergencies. In an emergency, they will telephone you as quickly as possible and offer immediate assistance. The representative will provide detailed instructions on alleviating possible damage while a service call can be arranged. The representative will also decide whether to assign the call to a subcontractor or to handle the request personally.

The Company will provide a telephone number for emergencies after 5 p.m. and on weekends. The telephone number will place you in contact with a local customer service representative.

Do not delay in reporting an emergency. Subsequent damage caused by a delay in reporting an emergency will not be the responsibility of the Company. This Limited Warranty does not cover damage to personal property.

If your situation does not fall within the emergency guidelines, you should use the procedures outlined above for requesting routine warranty service. If you believe that a delay in responding to your claim could result in further damage, then please call our Customer Service Department.

# COMPANY LIMITED WARRANTY

A new home is the most important purchase that most people ever make. Because of that, we offer to you a Limited Warranty. The following is intended to make certain that you have a clear understanding of the Limited Warranty, its coverage, and the procedures for requesting warranty service. As to fit and finish items, the limited warranty coverage concerning those building components is addressed in the separate Fit and Finish Warranty.

Our employees, sales persons, subcontractors, vendors or other agents are not authorized to make any warranty other than this one, nor can they extend or in any way alter this warranty.

We assign and pass through to you the manufacturers' warranties on all appliances and other manufactured items furnished with your home, and we do not warrant, expressly or implied, any of these appliances or items ourselves.

This section of your Homeowners Manual is an express warranty, which means that it gives the details of coverage, including who is covered, the limits of coverage and how to make warranty claims. It consists of several warranties on specific parts of your new home, and it shows how long each warranty remains in effect, who has responsibility and how warranty claims are to be presented.

## ***Who is covered***

This Limited Warranty is offered to the original purchaser and is not transferable.

## ***Coverage***

Warranty Term-The coverage of this Limited Warranty begins on the date that your home is deeded to you or on the day your escrow closes. That date is referred to in this Limited Warranty as "the closing." With the exceptions stated below, the coverage of this Limited Warranty ends one year to the date after closing. Implied warranties, whether of merchantability or fitness for a particular purpose or habitability or otherwise, if they exist, will last only as long as the term of the warranty periods set forth below.

Coverage periods for specific parts of your new home are given below. Warranty coverage ends automatically as each warranty period expires. Work done to correct defects or workmanship does not extend warranty coverage beyond the specified initial warranty period.

Major Structural Defects - Your new home is warranted to be free of major structural defects. A major structural defect, is actual physical damage to the following load-bearing portions of the home, which affects their load-bearing functions to the extent that the home becomes structurally unsafe:

- Beams - The original horizontal wood and steel support members that provide the basic support for the structure.
- Columns - The original vertical wood and steel support members that provide support for the structure.
- Flooring systems - The flooring structure that covers the concrete slab on the first floor as well as the interior flooring structure for upper floors. Decorative flooring such as carpeting, tile, and other flooring materials is not included.
- Foundation systems and footings - This includes the original concrete slab and integral components of the slab and the concrete support systems.
- Roof framing systems - The trusses and roofing structural components.
- Walls and partitions - The original interior and exterior walls of the structure.

***Repair of a major structural defect is limited to:***

- The repair of damage to the load-bearing elements to restore their function.
- The repair of items in the home damaged by the major structural defect, which make the home structurally unsafe.

***Other Coverage***

We will correct defective materials or workmanship in the structural components of the home, or the lot on which the home is located, to the limits described on the following pages. The structural components of the home are defined as:

The home itself, including walls, floors, ceilings, roof, fences, doors, cabinets, shelves, floor and wall coverings, closets, patios, balconies, bathroom fixtures, railings, planters, shingles, gutters, windows, duct work, and wiring and pipes within the home or on the lot, when these items were included in the sale price of your home.

If you find any of the defects mentioned on the following pages, you should notify the Company in writing within the specified warranty period, and according to the procedures that have been established for filing warranty claims. Please see the Limited Warranty for more information.

## ***The Roof***

Warranty - The Company warrants that the roof and flashing will be free from leaks and defects.

The warranty period is one year.

Exception - This warranty does not cover defects, which happen because of acts or circumstances beyond our control. Examples include damage caused by a deliberate or negligible act of the homeowner, such as walking on the roof, or the attachment of an external antenna or other structure. Damages to the roof by winds in excess of normal for the area, or by blown or falling objects and acts of God are not covered.

## ***Drains, Toilets and Faucets***

Warranty - The Company warrants that the faucets and toilets will function normally and that the drains will flow properly.

The warranty period is 30 days for toilets and faucets, and one week for drains.

Exceptions - Repairs to damage of drains, faucets and toilets caused by the homeowner or others in the home, and not due to defects in materials and workmanship, will be billed to the homeowner. This will include the cost of materials and labor.

## ***Plumbing System***

Warranty - The Company warrants the structural components of the plumbing systems, all pipes and their fittings to be free of defects in materials and workmanship.

The warranty period is one year.

Exceptions - This warranty does not cover the water heater or any other part of the plumbing system which is not a part of the structural component of the home, or which is warranted by its manufacturer. Repairs to damages of the plumbing system, which are found to be caused by the homeowner or others in the home, and not due to defects in materials or workmanship will be billed to the homeowner. This will include the cost of materials and labor.

## ***Driveways***

Warranty - The Company warrants that the driveway will be free of defects in materials and workmanship under normal use. The driveway is intended for use by family automobiles or by vehicles of similar weight.

The warranty period is one year.

Exceptions - The Company will not repair damage that is caused by heavy machinery, trucks or unusual loads on the driveway or adjacent soil. Minor cracking in concrete and other masonry materials is normal in this area, due to the settling of the structure and other causes. The Company will not be responsible for minor cracking that falls within accepted industry standards.

### ***Concrete and Masonry***

Warranty - The Company warrants all stucco, concrete, brick, stone and other masonry in your home against substantial defects. Substantial defects mean cracks in house and garage slabs, driveways, walks and other masonry, which significantly interrupt the surface, or which reduce the required structural strength of the part.

The warranty period is one year.

Exceptions - The Company will not repair hairline cracks in concrete, stucco or other masonry, or repair minor separation of grouting. Minor cracking in stucco concrete and other masonry materials is normal in this area due to the extremes of temperature and moisture. The Company will not be responsible for minor cracking that falls within accepted industry standards.

### ***Electrical System***

Warranty – The Company warrants the electrical system, including all wiring, connections and electrical boxes. The warranty period is one year.

Exceptions - The warranty does not cover light bulbs.

### ***Heating and Air Conditioning***

Warranty – The Company warrants that the heating and air conditioning systems that are included in the selling price of the home were installed in accordance with good heating and air conditioning practices. We also warrant that the systems meet industry standards, and that they will operate properly in the original finished rooms of the home, considering its architectural style and other design features.

The warranty period is one year.

Exceptions - The Company does not cover the furnace or air conditioning unit, or any other portion of the heating or cooling systems which are not part of the structural components of your home, or which carry express warranties by the manufacturer.

### ***Items Noted Before Occupancy***

Before you move into your new home you will be asked to do a walk-through inspection. At this time, you should note any deficiencies. This inspection will help assure that you and the Company agree on whether a problem existed before or after you occupied the new home. At the conclusion of the walk-through, you will be asked to sign a Walk-Through Form.

The Company will correct deficiencies if they are readily visible, exceed industry standards or normal production tolerance, and if they are noted and reported during the walk- through inspection.

### ***Items Not Covered***

This section identifies items that are not covered by this Limited Warranty. Generally, these are minor problems that do not affect the structural integrity of the home or are caused by circumstances that are beyond our control:

- Owner's Routine Usage, Repairs or Alterations - The Company is not responsible for repairing damage that is caused by the owners or by agents of the owners, including attempted repairs to items that might otherwise be covered by the Limited Warranty.
- Ordinary Wear and Tear - Day-to-day living in a home can result in damages due to ordinary wear and tear on the components. The Company is not responsible for such damages.
- Catastrophes - The Company is not responsible for damages that are caused by Acts of God, natural catastrophes, acts of war and other circumstances that are beyond our control.
- Lack of Timely Maintenance - The Company is not responsible for damages that result from the lack of normal maintenance to the home and its components.
- Alterations - The Company will not be responsible for alterations, changes or additions by the unit owner and/or their subcontractors, and any damage resulting from the same.
- Abuse - The Company will not repair damages that are caused by abuse or by any use for which the damaged part is not intended.
- Defective Appliances – This Limited Warranty does not cover Appliances, equipment and other consumer products found in the home. They are covered by specific warranties from

their manufacturers. Please follow the guidelines in the manufacturers' warranty publications to request service. If you encounter a problem in getting service from a manufacturer, please contact the Company Customer Service Department for assistance.

### ***Other Items Not Covered***

There are items that are considered consumer products and not part of the structural components of the home. These items, not covered by the Limited Warranty, include:

- Air conditioning
- Barbecue grill
- Burglar alarm
- Dishwasher
- Doorbell/Intercom
- Exhaust fan
- Electric meter
- Electronic air cleaner
- Fire alarm
- Fire extinguisher
- Microwave Oven
- Oven
- Cook top
- etc.

### ***How to Make a Limited Warranty Claim***

If your home has a defect, which is covered by this Limited Warranty, please notify the Company Customer Service Department in writing using the Service Request Form. Forms are provided for this purpose. It is important that you notify us when you discover the defect.

Our responsibility is limited to restoring the home to its condition at the date of the claim. The work will be done by the Company or by a subcontractor of our choice. As stated before, weather conditions and/or problems with labor and material shortages can extend the time that is needed to complete the repair or replacement.

Unless we have made other arrangements in writing, we will not provide reimbursement for any repairs, replacements or work that is done by the homeowner, agents of the homeowner, or others who are not specifically authorized by the Company.

The Company will not be responsible for delays in repairs and replacements due to litigation, unavoidable material shortages, labor disputes, etc. The Company will not be responsible for the warranties of subcontractors and manufacturers. The Company will, however, intervene for the homeowner to prompt subcontractors and manufacturers to do warranty repairs and/or replacements promptly.

## **California Civil Code, Title 7**

Should any performance standard set forth in any portion of the Company Limited Warranty not conform with any performance standard set forth in California Civil Code, Section 896, the non-conforming performance standard in the Company Limited Warranty program, shall be replaced by the applicable performance standard set forth in California Civil Code, Section 896.

## **FIT AND FINISH WARRANTY**

The following is intended to ensure a clear understanding of the Fit and Finish Warranty, its coverage and the procedures for requesting warranty service. This warranty is provided in compliance with California Civil Code, Section 900, and specifies limits for responsibility for fit and finish of building components and conditions under which it is valid or applicable.

Our employees, sales persons, subcontractors, vendors or other agents are not authorized to make any warranty other than this one, nor can they extend or in any way alter this warranty.

This section of your Homeowner's Manual is an express warranty, which means that it gives the details of coverage, including who is covered, the limits of coverage and how to make warranty claims. It consists of several warranties on specific parts of your new home and it shows how long each warranty remains in effect, who has responsibility and how warranty claims are to be presented.

### **Coverage**

**Warranty Term** - The coverage of this Fit and Finish Warranty begins on the date that your home is deeded to you or on the close of your escrow. That date is referred to in this Fit and Finish Warranty as "the closing." The coverage of this Fit and Finish Warranty ends one year after closing. Transfer of your home to a subsequent purchaser shall not extend or otherwise modify the terms and conditions of the Fit and Finish Warranty. Implied warranties, whether of merchantability or fitness for a particular purpose or habitability or otherwise, if they exist, will last only as long as the term of the one year Fit and Finish Warranty period.

Coverage periods for specific parts of your new home are given below. Warranty coverage ends automatically when each warranty period expires. Work done to correct defects or workmanship does not extend warranty coverage beyond the specified initial warranty period.

## ***Cabinets***

Warranty - The Company will correct sticking drawers and cabinet doors that do not close smoothly and properly during the one-year Fit and Finish Warranty period only.

Exceptions - Drawers should not be overloaded. Cabinet doors and drawers should be operated without slamming the doors and drawers shut. Objects should not be hung from the cabinet drawers and doors. The Company will not correct improperly operating doors or drawers due to homeowner misuse.

## ***Mirrors***

Warranty - Homeowners should inspect mirrors carefully at the time of the walk-through. The Company will replace cracked mirrors for a period of one year.

Exceptions - The Company will not repair or replace mirrors damaged as a result of homeowner negligence. Protect the backing of your mirrors. Do not allow mirror cleaners to go over the top or sides of the mirror or into the track at the bottom of the mirror, as they are extremely damaging to the backing.

## ***Flooring***

Warranty – The coverage of the Company warranty is limited to flooring materials that were provided and installed by the Company. If you chose flooring from another source, all warranty and service claims must be directed to that vendor. The Company will repair excessive chips, scratches, gouges or abrasions in the flooring, present at the time of original installation. Please inspect your flooring carefully during the walk-through, as any defects in the surfaces should be visible and noted at that time.

Visible carpet seams are to be expected and are not an indication of a fault in the carpet. Seams are most visible in a new home before it has been furnished and occupied. As the carpet wears, the fiber will meld together eliminating many seams. The Company will only repair seams in carpeting if they were improperly made or the material is defective.

Exceptions - Please inspect your flooring carefully during the walk-through. Damage to the surface of the flooring, including broken tiles, scratched wood flooring, torn carpeting and scuffed vinyl caused by move-in, normal wear and tear, or abuse are your responsibility after the walk-through.

## ***Interior and Exterior Walls***

Warranty - The Company will repair cracks in drywall, stucco, concrete and other masonry materials that exceed accepted industry standards.

Exceptions - Minor cracking in drywall, stucco, concrete and other masonry materials is normal and can be expected in this area due to the extremes of temperature and moisture. The Company will not be responsible for minor cracking that falls within accepted industry standards. The white, powdery substance that sometimes accumulates on stucco surfaces is called efflorescence. This is a natural phenomenon and cannot be prevented. The Company will not be responsible for efflorescence.

## ***Countertops***

Warranty - We will re-caulk around your sinks and ceramic tiles once during the one year Fit and Finish Warranty period. Because the caulking continually dries and shrinks, it is to your benefit to request this service toward the end of the warranty. We will re-caulk all areas that need caulk, but we only provide this service once! We suggest that you wait until the eleventh month of your warranty period to request repair of caulking. As with all repairs, if your request is received before the warranty expires and is a valid claim, we will complete the repair promptly. Re-caulking, or any other repair performed by the Company, does not extend the terms of the Fit and Finish Warranty. Please keep in mind that when we re-caulk or make any repairs to a painted, stained, colored or finished surface, it is not possible to match the previous color. Variances in color are normal and are to be expected.

Exceptions - The Company will not repair hairline cracks in grout joints.

## ***Paint Finishes***

Warranty - The Company warrants that paint will not flake or peel during the one year Fit and Finish Warranty period, and will touch up premature flaking and peeling. After expiration of the one year Fit and Finish Warranty period, touch-up of flaking or peeling paint surfaces is the homeowner's responsibility.

Exceptions - The Company is not responsible for normal fading, chalking or checking of outside paint. The Company is not responsible for damage to painted surfaces caused by excessive heat, moisture, or other damaging conditions. If the Company does paint touch-up, the perfect match of colors is not guaranteed. The homeowner should do touch-up painting annually or as needed.

## ***Trim***

Warranty - The Company warrants that finish nails or staples should be set below the surface, trim should not be split, and separations at joints should not exceed accepted industry standards during the one-year Fit and Finish Warranty period.

Exceptions - The Company will not repair cracks in wood or in the minor separation opening of wooden joints, such as those in paneled doors, mitered casings or solid paneling, or nail pop-outs that are caused by the normal shrinkage of the wood during the drying process of your home. In addition, the Company is not responsible for cracking, checking, twisting or turning of wood beams unless such a condition prevents the beam from meeting industry structural standards, or is so abnormal that it unreasonably detracts from the beauty of the home.

## ***How to Make a Fit and Finish Warranty Claim***

If your home has a defect, which is covered by this Fit and Finish Warranty, please notify the Company Customer Service Department in writing using the Service Request Form. Forms are provided for this purpose. It is important that you notify us when you discover the defect.

Our responsibility is limited to restoring the home to its condition at the date of the claim. The work will be done by the Company or by a subcontractor of our choice. As stated before, weather conditions and/or problems with labor and material shortages can extend the time that is needed to complete the repair or replacement.

Unless we have made other arrangements in writing, we will not provide reimbursement for any repairs, replacements or work that is done by the homeowner, agents of the homeowner or others who are not specifically authorized by the Company.

The Company will not be responsible for delays in repairs and replacements due to litigation, unavoidable material shortages, labor disputes, etc. The Company will not be responsible for the warranties of subcontractors and manufacturers. The Company will, however, intervene for the homeowner to prompt subcontractors and manufacturers to do warranty repairs and replacements promptly.

## RECOMMENDED MAINTENANCE

Your new home has been built with modern materials by professional craftspeople. It was designed with the needs of your family in mind. It will require regular preventive maintenance by you to preserve its beauty and value. An understanding of how to care for each feature in your new home can help prevent costly repairs and replacements in the future.

Preventive maintenance on your new home should begin when you move in. Read the following section of this manual to become familiar with the procedures for maintenance.

Your new home is in a desert environment. This accounts for the changes in temperature that we experience each day. These temperature variations combined with expansive soils that are common in the area, affect our building practices and your home.

Natural building materials such as wood and concrete are subjected to constant expansion and contraction from day to day. This can result in minor warping of wood materials and hairline cracking of drywall, stucco, concrete and mortar. These effects are particularly obvious in the first year after a new home has been built.

You can minimize these effects by maintaining a constant temperature in your home during the first year. This allows the wood to dry at an even rate and may eliminate larger settlement cracks. Minor cracks and displacement of wood are a normal part of the aging process of your home and do not affect its structural integrity.

We have provided an overview of the features and materials in your new home. Please study each section carefully so that you become familiar with the routine maintenance that your home requires.

### ***Vinyl Windows and Doorframes***

Vinyl windows and doorframes are made to last for years, but they do require routine maintenance. Perhaps the most important step is to keep the window and door tracks free of dirt and debris. The tracks are soft and can be damaged if they are not kept clean. Use a broom or a brush to loosen collected debris. Vacuuming thoroughly should be a part of your regular cleaning routine to prevent dust and debris build up. After cleaning, apply paraffin (wax) to the locks and rollers to prevent corrosion. If windows and doors do not slide freely, an oil-free silicone lubricant can be used on the tracks after cleaning. Do not use any oil-based lubricant. Oil attracts dust and dirt, which can become embedded in the lubricant and may damage the track.

Vinyl windows and doorframes have small weep holes at the bottom to permit water to drain from the track during rains. Keep the weep holes open and free of debris so that water will drain freely. Avoid flooding window and doorframe tracks. Excessive water can overflow the track and back up into your home.

Please note that your sliding glass doors are more difficult to slide during the last six to eight inches of movement. This is normal and is due to state environmental requirements for a tight seal when the door is closed. We cannot make adjustments to make the doors easier to close.

During high winds, air will penetrate your windows, especially through the weep holes. This is normal. The weep holes are necessary for proper ventilation and need to be kept clear at all times.

Wood doors should be examined frequently for signs of paint chipping and peeling. Use touch up paint annually or as needed and repaint wood doors every two years. If there is caulking between the doorframe and exterior wall, inspect the caulking annually and re-caulk to maintain a weather tight seal. Weather stripping will need to be replaced every three to five years depending on geographical location.

## ***Appliances***

Your appliances are covered by warranties from the manufacturers. Information about each appliance, including the length of each warranty, can be found in the literature supplied by the manufacturers. Copies of these booklets are provided during the walk-through. Be sure to register the appliances with the manufacturers as directed in the booklets. These booklets contain a list of the most common problems, their causes and corrections. Follow the manufacturers' guidelines for operation and maintenance. Contact the appropriate manufacturer or distributor for service or questions about the use and care of the appliance.

## ***Garbage Disposer***

Read and follow the manufacturer's instructions for proper operation of your garbage disposer. Do not load the disposer with food items before turning it on. For proper operation, first turn on the cold water, start the disposer, and then drop the food items slowly into the unit. When the unit sounds clear, turn the disposer off and leave the water running for several seconds. This allows the food waste to be carried into your sewer lines.

Only foods that are non-fibrous and easily pulverized should be placed into the disposer. Examples of foods not to place in the disposer include cornhusks, celery, onionskins, olive pits, bones and solid or liquid grease. These items may cause your unit to overload or jam. If this happens, follow these corrective measures:

1. Turn off the disposer and the cold water.
2. Wait three minutes for the unit to cool, and then press the reset button, which is usually located on the bottom of the disposer. Continue with proper use of the disposer.

If this does not correct the problem, your unit is probably obstructed. Follow these steps for proper removal:

1. Unplug the disposer before attempting a repair yourself.

2. Check the circuit breakers. An overload of this type may have tripped the circuit. Reset any tripped circuit breakers.
3. If your disposer has a service wrench, insert one end of the wrench into the bottom of the unit. Work the wrench back and forth until the disposer turns freely. If your disposer does not have a service wrench, insert a broom handle or mop handle into the throat of the unit and rotate the impeller back and forth. The obstruction will be loosened so that it can be removed.
4. Remove the obstruction, plug the disposer in, press the reset button and proceed with the above steps for proper use.

## ***Water Heater***

Your water heater is covered by a warranty from the manufacturer. Please read the operating instructions that the manufacturer provides, and register with the manufacturer as directed in the manufacturer's literature. In the event of a leak in your water heater, close the shut-off valve on the top of the water heater and turn off the pilot light. Call the manufacturer listed on the front of the water heater to request service.

While some water heaters do not require additional insulation, we suggest that you consider an inexpensive water heater blanket when it is appropriate. This will save significantly on the cost of operating the water heater. This product is available at home centers and hardware stores. Check the operating manual that came with your water heater before you add an insulating blanket.

Your water heater should be drained and flushed according to the manufacturer's suggestions. This simple procedure will remove accumulated silt and debris so that the water heater is efficient and durable.

## ***Balconies and Decks***

Your new home may feature balconies and decks. They require a small amount of care and are designed to last for many years. Do not install heavy equipment or nail anything to your balcony or deck. The holes caused by the installation could allow water to enter your home and cause damage. This damage is your responsibility. In addition, the flat surface of your deck has been treated with a waterproof decking material to prevent water penetration. **IT WILL REQUIRE PERIODIC APPLICATION OF A SEALANT TO MAINTAIN ITS DURABILITY.** Keep the deck clean and free of dirt, leaves and debris.

If your balcony or deck has roof drains, they should be kept free of debris. This allows proper water flow from the balcony. Deck drains may be flushed with a garden hose to ensure they do not become clogged. After rain, water may stand in small puddles for a short time before evaporating. This is to be expected of any flat surface and is normal. However, if you see standing water, you

should sweep it away or otherwise remove it. Do not allow water to become trapped under potted plants and trays on your balcony.

Consult your Homeowners Association or your C.C.&R.'s before you make any structural or cosmetic changes to your balcony or deck.

## ***Cabinets***

Your cabinets are made of finished hardwoods. With proper care, the beauty and utility of your cabinets will last for many years. Remove splashes and splatters promptly to avoid permanent stains. The beauty of the wood can be preserved by frequently polishing with a furniture polish.

The wood in your cabinets is a natural product. It is subject to drying and can warp. This could cause drawers to stick and prevent doors from closing properly. If you notice sticking drawers and cabinet doors that do not close properly during the Fit and Finish Warranty period, please notify the Company Customer Service Department in writing. After that, maintenance of cabinet drawers and doors is the responsibility of the homeowner.

Minor scratches can be covered with a putty stick that matches the finish of your cabinets. Putty sticks can be purchased at paint or hardware stores.

The hinges on your cabinet doors can be lubricated if necessary, with an oil-based lubricant. Apply a very small drop of oil to the top of the hinge and gently open and close the door several times in order to allow the oil to penetrate into the hinge. Wipe away the excess oil with a dry paper towel.

## ***Caulking***

Over time and particularly during warm, dry weather, caulking will dry and shrink. When this happens, it no longer provides a good seal against moisture. As a part of your routine maintenance, you should inspect the caulking around your sinks, tubs, and ceramic tiles and make repairs annually or as needed. Caulking compounds are available at hardware stores and home centers.

## ***Ceilings***

The ceilings in your home are easy to maintain. They do not require special attention other than an occasional cleaning. Remove dust or cobwebs as part of your routine cleaning. When needed and as a part of your regular maintenance, you may want to repaint your ceiling.

If your ceiling consists of luminous light fixtures, you should follow these tips. Do not use cleaning solvents or other strong chemicals on the plastic panels or aluminum grid. We recommend that you wash the panels in a mild solution of dish washing liquid and water. Use a soft cloth to wipe the grids using only warm water. Towel dry the panels and grids to remove any soap residue and water spotting.

## **Concrete**

Concrete is a major structural material in your new home. It provides strength and durability for the foundation, driveway, and walkways. While concrete requires minimal care, it should be kept free of accumulated dirt and debris. Oil and grease stains and standing water should be removed promptly. Concrete cleaners are available at home centers and hardware stores.

In the extreme variations of temperature and humidity in this area, minor cracks and surface color variations in concrete are normal and unavoidable. Small cracks, which are the result of contraction and expansion of the concrete, are characteristic of concrete and do not affect its performance or durability. The driveways and walkways in your new home are designed for residential use. Do not allow large trucks and delivery vans to use your driveway.

When planting trees and large shrubs, consider the growth of the root system. Roots are a major cause of cracking and lifting of concrete. You should also maintain the landscaping in the vicinity of your driveway, sidewalks, and patios so as to not allow soils to be washed away from beneath the concrete.

## **Countertops**

The countertops in your kitchen may be constructed of glazed ceramic tile, cultured marble, Formica, granite, Corinthian or Corian. They are designed to provide years of use. (Any damage to your counter-tops must be noted during the walk-through to be covered by the Company warranty.) After you have moved in, the care of your kitchen countertops is your responsibility. Follow the manufacturer's recommendations for care and cleaning of your countertops.

We offer these instructions to assure that your countertops remain beautiful and functional for years:

Always use a cutting board to protect your countertops when you prepare food. While minor scratches that can result from cutting food may not be noticeable at first, in time they will dull and mar the luster of the finish. This can happen to even the hardest ceramic tile. Minor scratches in marble, Corian and Corinthian countertops can be removed by light sanding with very fine sand paper. Use a polish to complete the job.

Wipe up spills immediately. Some liquids, particularly hot ones, can cause almost imperceptible stains on ceramic tile, grout, Formica and cultured marble. In time, the stains can accumulate and become unsightly.

Be careful to avoid dropping pots and pans and other kitchen items on your countertops. This can break or chip the counter's surface. Avoid placing hot objects on countertops as they may cause burns.

## ***Ceramic Tile***

Glazed ceramic tile is known for its durability and variety of colors and designs. Ceramic tiles are purchased in lots that have the same texture and color. Because an exact replacement match of ceramic tile can be impossible, we urge you to take special care to avoid breaking or damaging the ceramic tile on your countertops. Save any unused tile that you may have for future repairs.

Ceramic tile is brittle and can be broken by a sharp blow from a heavy object. The best way to avoid broken tiles is to use a cutting board and other protection for your ceramic tile when you are at work in the kitchen. Wipe spills away promptly to avoid staining the grout. Soapy warm water, a detergent, or a commercial tile cleaner can be used to keep your tile bright and shiny.

Because the grout between the tiles is porous, you may want to consider sealing the grout once a year or so. This will prevent stubborn stains from penetrating the grout and becoming unsightly. Routine scrubbing of the grout with warm soapy water will keep it clean and looking fresh. Strong cleaners such as Lysol can stain the grout. Appropriate sealers and cleaners can be found at your local hardware store.

## ***Stone Surfaces***

All stone surfaces should be sealed for protection from absorption and possible scratches. Although the stone is initially sealed at the factory, it should be periodically resealed.

Cleaners that contain ammonia or abrasives may damage the surface of the stone. To clean the stone surface, use a natural cleanser such as Simple Green. Simple Green can be diluted with water or used directly from the bottle, depending on the strength required. For routine care use a mild mix of Simple Green and water, then wipe the surface clean.

If anything should happen to stick to the stone surface, use extra fine grade steel wool to remove it. Extra fine grade steel wool will not scratch the stone's surface.

Remove spills immediately to avoid staining. Stains (oil, grease, etc.) should never be wiped up. Wiping the stain will result in pushing the staining substance deeper into the stone. Pour baking soda over the stain without pressing down on it, or place a paper towel over the stain to absorb it.

## ***Corian and Corinthian***

Corian is a durable, synthetic product that is designed especially for use in countertops. However, it is not impervious to stains and damage, and requires regular cleaning to maintain its beauty. Corian is susceptible to burns, so never place a hot pan or a cigarette directly onto it. Like any surface, it is best to clean up spills immediately. Use non-abrasive cleaners and dry with a soft cloth to enhance the luster.

## ***Cultured Marble***

Cultured marble is a modern product, which adds style to your bathrooms. Proper maintenance of cultured marble is similar to the maintenance needs of fine wood. Remove spills immediately to avoid stains. Do not use abrasive cleansers on your cultured marble countertops. Most foods and drinks are acidic and can etch the finish on the marble. Do not place any items that may scratch the surface directly onto the countertop.

Routine care of cultured marble countertops requires warm water and a soft cloth or sponge. If the surface of your cultured marble countertops becomes dull, consider having the marble polished by a professional who specializes in marble polishing.

## ***Doors***

The doors and doorframes in your new home are made of painted wood or metal. Wooden doors are subject to expansion and contraction with changes in heat and humidity. The result can be warping and sticking. This is normal and may correct itself as conditions change. You should allow your home to go through at least one dry and one damp season before you make any permanent changes.

Small cracks may also develop during a dry season and may disappear during wet, winter months. If the cracks do not disappear over time, they can be easily filled with wood putty, caulking compound or filler obtained at your local hardware store or home center.

You can correct most sticking doors by the careful removal of small amounts of wood using sand paper. It is not usually necessary to remove the door. Simply sand the door until it no longer sticks. Apply touch-up paint to the exposed wood promptly.

The hinges and locks on your doors may require lubrication from time to time for proper maintenance, and to prevent squeaks. To lubricate, remove the hinge pin and rub it with a graphite tube or lead pencil and then replace it. We do not recommend using oil because it accumulates dust.

## ***Interior Doors***

It is generally a good idea to keep duplicate keys for the bathrooms and other locking doors. Children may accidentally lock themselves into a room and be unable to work the lock. You may find that some interior locks can be opened with a small screwdriver or knife blade. Avoid hanging heavy objects on doors as the weight can pull the hinges out of alignment.

Remove finger smudges from painted or varnished interior doors by washing with warm water and a soft cloth or sponge. Dry the surface thoroughly with a soft cloth or towel. Check your interior doors frequently and use touch-up paint or varnish when necessary. These simple steps will keep your interior doors beautiful and in top condition.

If your closets feature sliding doors, you can be confident that they will give you years of trouble-free service. Keep clothes and other items away from the doors so that they do not obstruct their proper operation. The roller and tracks should be lubricated periodically with Vaseline or other light grease.

## ***Exterior Doors***

Check the finish on your exterior doors several times a year. Doors that receive direct sunlight should be inspected more often. Use touch-up paint as needed and repaint every two years.

If you notice that the finish is beginning to crack or peel, refinish the door promptly. Consult your Homeowners Association before you make structural or cosmetic changes to your exterior doors. Left unattended, cracking and peeling will progress rapidly and destroy the surface of the door. Reposition lawn sprinklers that spray doors and other wood surfaces. Water can damage wood surfaces severely and result in their loss.

Inspect the weather-stripping on your exterior doors frequently. Weather-stripping should form a tight seal to prevent air and water from entering. Normal contraction of wood doors can leave a small gap in the weather-stripping. This is normal. The small gap will close when the humidity increases and the door expands. Re-glue or replace rubber and synthetic weather-stripping that has worked loose. Use an appropriate commercial weather-stripping cement or glue. Do not use adhesives of the Super Glue variety.

Metal weather-stripping components can become unfastened. If this happens, carefully reshape the metal to its proper position and fasten it with nails or tacks. Replace metal weather-stripping that has been damaged beyond this simple repair procedure.

Door latches should be lubricated once a year with a dry lubricant manufactured for door latches. Consult the manufacturer's recommendations regarding proper care of your hardware's metal finish.

## ***Garage Doors***

Close your garage door during rain. If a door is left open during rain, water can collect on the door, and cause severe warping and damage to the door and its hardware. Lubricate the hardware, including the door tracks and drive mechanism (chain or screw) on your garage door every three months or so. Use a light lubricating oil and wipe away the excess.

## ***Electrical System***

The electrical system in your new home was designed by professionals to comply with stringent local, state and national building standards. It is intended for normal residential use. Any changes or additions to your electrical system can result in damage to your home and may cause fire.

We highly recommend that you consult a licensed electrician to make any changes and/or additions to your electrical system. Please note that a permit may be required for changes and additions to your electrical system.

## ***Circuit Breaker***

During the walk-through, the customer service representative will point out the location of the circuit breaker panel. There will be one master circuit breaker and several individual circuit breakers. Circuit breakers trip under excessive electrical load. Re-set tripped circuit breakers by moving them to the OFF position and then to the ON position. In the event that you experience a loss of electrical power in your home, follow these steps:

1. If the power loss is in one area of your home and power is available in other areas of your home, it is likely that an individual circuit breaker has turned off. Unplug any appliances in the areas that are without power and turn other appliances off. Check the circuit breaker and, if necessary, re-set it. Plug your appliances back in. If the circuit breaker fails repeatedly, you either have a short circuit in one of your appliances or a short circuit in the electrical system in your home. Do not attempt further repair. Call a licensed electrician or the Company if your home is still covered under our Limited Warranty.
2. If electrical power is lost throughout your home, check the master circuit breaker. If the master circuit breaker has tripped, first turn everything off and then re-set it the master circuit breaker.

If the master circuit breaker trips repeatedly, refer the problem to a licensed electrician. If the master circuit breaker has not tripped, look around your neighborhood. If you notice a general electrical failure in your neighborhood, call the electric company to report the problem.

## ***Ground Fault Interrupt Devices***

During the walk-through, the customer service representative will point out the location of ground fault interrupt devices (GFI outlets). Usually, GFI outlets are located near tubs and bathroom sinks and in the kitchen and garage. These are special circuit breakers that are designed to break the flow of electricity in case of a short circuit. This will prevent dangerous electrical shock. When this occurs, the GFI outlets must be re-set according to the manufacturer's instructions. Do not plug appliances such as air conditioners and refrigerators into GFI outlets. The electrical surge that occurs when these appliances cycle will trip the GFI outlets and break the circuit.

Test GFI outlets monthly following the manufacturer's instructions. If the outlet will not re-set according to the manufacturer's instructions, contact a licensed electrician to check the circuit.

## ***Lighting***

The lighting fixtures in your home are designed for standard wattage bulbs. To avoid excessive heat, you should not exceed the recommended wattage, which is a 65-watt bulb in most enclosed fixtures.

## ***Outlets and Switches***

Convenient electrical outlets can be found in every room of your new home. Do not exceed the capacity for which the outlets were designed. Devices that increase the capacity of electrical outlets, and the use of multiple extension cords can cause a fire. If an electrical outlet does not have power, there are two possible explanations:

1. Some outlets are controlled by a wall switch. Plug an appliance into the outlet and turn on nearby wall switches to see if the problem is corrected. If you find that an outlet is controlled by a wall switch, you might point this out to others who live in your home.
2. Check the circuit breaker. If the circuit breaker has been tripped, re-set it and try the outlet again. If the circuit breaker trips repeatedly, call the Company Customer Service Department.

**CAUTION: Poking metal objects into wall outlets can injure small children. You can prevent this by installing childproof devices on all floor level electrical outlets. These devices are available at grocery stores and drug stores, as well as home centers and hardware stores.**

## ***Exterior Finishes***

The primary exterior finishes on your new home are wood and stucco. These finishes were chosen for their beauty and durability in this area. Because they are exposed to constantly changing weather conditions, the exterior finishes on your new home require routine maintenance and care.

### ***Stucco***

Stucco is a brittle cement product that is subject to expansion and contraction in the environment, particularly in this area. Minor hairline cracks can develop in the outer layer of stucco. This is normal and does not reduce the function of the stucco in any way. The Company will not be responsible for normal cracks in stucco.

The white, powdery substance that sometimes accumulates on stucco surfaces is called efflorescence. This is a natural phenomenon and cannot be prevented. Sometimes, it can be removed by scrubbing with a stiff brush and strong vinegar.

Avoid spraying water from irrigation or watering systems on stucco surfaces, as it can cause staining and water intrusion into your home. Check the spray from your lawn and plant irrigation system frequently to make sure that water is not spraying or accumulating on stucco surfaces.

## ***Wood***

Wood is found throughout your home. Because wood is a natural, porous material it requires protection with paint if it is exposed to the elements. Inspect your exposed wood surfaces frequently. If you find cracking or peeling of paint, sand the area and repaint it promptly. Surfaces that receive direct sun in the morning and mid-afternoon will require more frequent repainting. Inspect these surfaces every six months. Repaint every year or as needed.

Small splits on the ends of beams are called checking. This is normal and does not affect the integrity of the beams. The natural drying of wood can result in gaps and splits in wood molding and trim parts. Nails can work loose. Re-set all popped nails and reposition trim parts that have been moved by the natural drying of the wood. In case of severe warping, replace the trim parts. Fill any cracks with commercial wood filler and use touch-up paint.

## ***Fencing***

The fencing around your new home will need regular, preventive maintenance along with the other components of your home. Do not allow sprinklers to spray fences and other exterior surfaces.

## ***Gas Fireplace***

The fireplaces in your new home are designed to add beauty and style. Please note that the fireplaces are neither designed nor intended to heat the home. We suggest that you use the fireplace to lend a sense of warmth to the room and to supplement the heat from your heating system.

Following are some general safety and operating suggestions for getting the maximum benefit from your fireplace. Do not attempt to operate or light your gas fireplace without completely reading the operating manual provided by the manufacturer. Included in the manual are specific safety and operating instructions that must be followed exactly.

**WARNING: IF YOU DO NOT FOLLOW THE OPERATING AND SAFETY INSTRUCTIONS THAT ARE SPECIFIC TO YOUR FIREPLACE AND DETAILED IN THE**

MANUFACTURER'S INSTRUCTIONS, A FIRE OR EXPLOSION MAY RESULT. THIS COULD CAUSE PROPERTY DAMAGE, PERSONAL INJURY OR LOSS OF LIFE.

#### WHAT TO DO IF YOU SMELL GAS:

- Do not try to light any appliance.
- Do not touch any electric switch; do not use any phone in your building.
- Immediately call your gas supplier from a neighbor's phone.
- Follow the gas supplier's instructions.
- If you cannot reach your gas supplier, call the fire department.

#### General Safety and Operating Suggestions:

- Never leave the fire unattended. Always turn off the gas at the valve before going to bed and when leaving your home.
- Never use your fireplace as an incinerator to burn trash. Never burn a Christmas tree or holiday decorations.
- Always turn off the gas to the fireplace at the valve before cleaning. After turning off the gas and electricity, allow the fireplace to cool before cleaning and/or servicing.
- Do not use the fireplace if any part of it has been under water. Immediately call a qualified service technician to inspect the fireplace, and to replace any part of the control system and/or any gas control that has been under water.
- Periodically clean and examine the fireplace's burner, grate and venting system.
- Periodically crosscheck the burner flame against pictorial sketches or drawings for similarity.
- Keep the area in front of the fireplace free from combustible material such as drapes, paper products, wood storage, furniture, etc. Do not store gasoline or other flammable products and liquids nearby.
- Do not obstruct the flow of combustion and ventilation air.
- Have repairs done by a qualified service technician.
- Keep the fireplace's screen closed at all times when burning.

**WARNING: TO AVOID BURNS OR CLOTHING IGNITION, CHILDREN AND ADULTS SHOULD BE ALERTED TO THE HAZARDS OF HIGH SURFACE TEMPERATURE, AND**

MAINTAIN A SAFE DISTANCE DURING OPERATION OF THE FIREPLACE. YOUNG CHILDREN SHOULD BE CAREFULLY SUPERVISED WHEN THEY ARE IN THE SAME ROOM AS THE FIREPLACE.

## **Floors**

The flooring in your new home will last longer if you provide routine maintenance and care. We offer the following guidelines for routine maintenance.

### ***Carpeting***

Vacuum carpeting frequently to avoid the build-up of dirt and grime. Use a fixed brush attachment on your vacuum cleaner. If your vacuum cleaner has a beater type attachment, the beater should barely touch the tops of the carpet fibers.

Loose carpet fibers will work their way to the surface for quite some time. This is known as fluffing or shedding. Eliminate carpet-shedding fibers as they appear and vacuum these fibers as a part of your routine cleaning. If a tuft of carpet appears which is longer than the surrounding carpet, do not try to pull it out. It is probably attached to the backing and simply needs to be trimmed to the height of the surrounding tufts.

Remove spills immediately. Stain removal is easier if it is done promptly. Cleaning products should be tested on a section of carpeting that is not obvious. Do not use cleaners that have not been tested and certified for the carpeting materials in your home. Consult a home center or a carpet professional for stubborn stains.

Thoroughly clean your carpeting at least once each year. While do-it-yourself carpet shampoo devices can be effective, consider employing a professional carpet cleaner. The professional equipment, materials and experience will add years of life to your carpets.

### ***Ceramic Tile***

Ceramic tile is available in a variety of colors and sizes. There are two types of ceramic tile, glazed and unglazed.

A shiny, smooth finish characterizes glazed ceramic tile. It is maintained in the same manner as ceramic tile countertops. Wash glazed tile with warm water and vinegar to eliminate spotting and hard water build-up, or use a commercially prepared product.

Unglazed ceramic tile is noted for its uneven and porous finish. It is a beautiful tile that adds style to any room. Because the tile is porous, it should be sealed to prevent moisture penetration and to aid in proper cleaning. Periodic buffing of the floor will restore its beauty and luster. A professional flooring contractor should be sought for more extensive cleaning.

## ***Hardwood***

Follow these steps to care for your hardwood floors:

Clean your hardwood floors as often as you vacuum your carpets. Sweep the floors and mop with a soft, dry mop or cloth. Do not use water or water-based cleaners.

Do not permit water or other liquids to stand on hardwood floors. Do not flood hardwood floors with water. This will cause stains, warping and the destruction of the flooring. Do not permit water or other liquids to stand on hardwood flooring. Wipe up spills immediately. Do not use water-based detergents, bleach, or one-step floor cleaners on hardwood floors.

Do not drag heavy appliances or furniture across hardwood flooring. Permanent scratches on the finish can result. High-heeled shoes can dent hardwood flooring.

Waxing and buffing hardwood floors should be done according to the manufacturer's instructions for materials and procedures. Consider having this done by a professional.

Burns from cigarettes can be difficult or impossible to remove from your hardwood floors. Sanding lightly and staining with a commercial wood stain can remove small burns. Apply wax after the wood stain dries. Large burns should be referred to a flooring professional.

## ***Vinyl Flooring***

Modern resilient vinyl flooring adds beauty and comfort to your home. The following are tips for proper care of your new vinyl floor.

Because of its soft texture, vinyl flooring can be damaged by heavy appliances, dropped tools and by rough use. This damage is permanent and cannot be repaired. High-heeled shoes can be particularly damaging to vinyl. Such shoes can cause permanent dents and gouges.

Do not use abrasive cleaners or full strength bleach on vinyl floors. Abrasives will dull the finish and cause permanent damage. Full strength bleach can etch and destroy the surface of the flooring.

Clean vinyl flooring with a solution of warm water and a commercial vinyl flooring cleaner.

Remove spills immediately to avoid staining. Use a sponge or soft cloth. Dry the floor after removing the spill.

## ***Heating and Air Conditioning***

Your new home is equipped with a high quality heating system and perhaps an air conditioning system that complies with local and state energy codes. With proper care, these systems will

provide many years of enjoyable, dependable service. Please read the manufacturers' instructions and become familiar with the heating and air conditioning systems before you use them.

All questions and requests for warranty service on your heating and air conditioning systems should be directed to the Company Customer Service Department at the telephone number on the inside cover of this manual.

Your heating and air conditioning systems can play an important role in the first year after you move in. By maintaining an even temperature, you can minimize the contraction and expansion of the materials in your home.

The following suggestions are intended to help you in getting the maximum usage and enjoyment from your heating and air conditioning systems:

1. Change filters as needed or according to the manufacturer's directions. In areas with heavy dust, more frequent changes may be in order. Fresh filters can significantly reduce operating costs and will prolong the life of your system.
2. Check the operation of your system well before peak operating seasons. Notify the appropriate subcontractor of problems before seasonal service demands are the greatest.
3. Keep all vents and registers clean and free of dust, cobwebs, and debris.
4. Keep plants and grass trimmed well away from the outdoor unit.

## ***Interior Walls***

The walls in your new home are constructed of wood and other materials that are subject to normal expansion and contraction. Molding and trim can shrink and sometimes warp. Routine maintenance on molding, trim and wall boards is minimal, and is the responsibility of the homeowner. Replace warped molding and trim. Re-set nails that have popped out of position. Use touch-up paint and if necessary, the appropriate caulking material to complete the repairs.

Use care when hanging pictures and other decorative items. The wallboards can be damaged if they are hit with a hammer. Costly repairs can be avoided by using picture hooks and other supplies from a home center or hardware store. Always repair nail holes with a dab of Spackle or putty.

The walls in your home are textured for beauty and style. The texturing materials are soft and can be damaged by scrubbing with abrasive cleaners and rough brushes or cloths. Small finger smudges can be removed from walls with a solution of warm water and mild soap. Wash gently with a soft sponge or cloth. Rinse and dry the excess water carefully. Do not permit the wallboard to become soaked with water. Larger spots, not easily removed by cleaning, will require paint touch-up.

## ***Landscaping, Drainage, and Grading***

Your lot has been graded to drain water away from your home and into a storm drain system and sewer. The grading plan for your lot has been carefully engineered and graded to standards established by local governmental agencies, to guarantee proper drainage. Failure to maintain drainage can result in damage to your home, your lot and to neighboring property. Any alteration of the drainage plan for your lot voids the landscaping and drainage sections of your warranty.

Professional landscape architects and/or civil engineers have designed the contours and features of your lot. Their goal was to provide an ideal setting for your home and to give the maximum protection from water erosion and damage. The landscape designers and civil engineers used small hills and valleys, called berms and swales, to direct water away from your home and adjacent properties. These contours must be maintained to avoid severe water damage during heavy rains. Berms that are designed to direct the flow of water away from slopes are especially important and must not be altered.

A system of underground drainage facilities is provided in some lots. On these lots, a dedicated grating is provided to accept water run-off. The grating must be kept free of debris so that the flow of water is not impeded. Check this grating monthly.

Your lot was graded to provide proper drainage of rain and irrigation water. Any changes to the grading of your lot can result in substantial water damage to your property and to nearby property. Natural settling can change the original grading. It is your responsibility to maintain the original grading of your lot and to preserve good drainage. Any changes to the grading or drainage features will void your warranty and could damage your property as well as neighboring property.

Landscaping can change the grading of your lot. We suggest that you consult a professional landscape contractor when the time comes to landscape your lot. Provide ample room for growth between plants and your home. The ground next to your home should always slope away to prevent standing water. If water is allowed to stand or pool next to your home, damage to the foundation and plantings will result. The water also could seep into your home and damage the interior and furnishings.

Observe the flow of irrigation water after each planting. If you notice pooling water or excessive flows in one area, construct drainage features to direct the flow of water. Consult with a landscape contractor before such drainage features are begun. Always keep drains free of debris, leaves and lawn clippings.

To conserve water, use a drip irrigation system. These systems concentrate a small amount of water directly on the root of the plant where it provides the most nourishment. The amount of water used is significantly less. For further conservation of water, one of southern California's most precious commodities, we urge you to use drought resistant or drought tolerant plants. Please refer to the landscaping section of your warranty booklet. Your landscape professional can provide advice on plant selection, watering needs and proper placement in your yard.

Please contact the Company if you have questions about the drainage on your lot.

Other changes and additions can alter the drainage of your lot and cause water damage. These changes include walkways, patios, spas, pools, fences, walls, planters and play structures. Before you make any changes or additions to your lot or the structures on your lot, give careful consideration to the effect the changes will have on drainage. If you have any questions, consult a professional before you begin the project.

Flowerbeds can significantly change drainage patterns. We suggest that you consult a professional landscape contractor before you dig flowerbeds. Keep plantings in flowerbeds a minimum of two to three feet from the foundation. This will prevent excessive water from collecting at the base of the foundation. Many gardening books have plans for constructing flowerbeds that will enhance the beauty of your home and promote the proper drainage of irrigation and rainwater.

Please consider that any changes you make in the grading and drainage of your lot could affect neighboring properties. Damages to your property and to neighboring property will be your responsibility.

## ***Patios***

Patios and any other structures that you add to your home after your walk-through will not be the responsibility of the Company. We suggest that before you begin any addition to your home, you consult your Homeowners Association, your C. C. &R.'s and local building officials. This is to make certain that your plans meet state and local building codes and the C. C. & R.'s. It is likely that building permits will be required. A licensed contractor is best qualified to perform this work.

## ***Pests***

Our warm, desert climate makes this an ideal home for many unwanted pests. If your yard includes slopes, you may find that gophers, ground squirrels, mice and other burrowing animals are present. Unfortunately, these animals can wreak havoc on slopes by creating tunnels or burrows.

These burrows, while only a few inches in diameter, allow soil erosion to begin deep in your slope.

During rain or with the use of irrigation, water will enter the burrow and carry loose soil away. Over time, the burrow can enlarge and collapse, destroying your slope. It is important that a professional pest control expert be contacted for proper removal of burrowing animals.

During construction of nearby neighborhoods, other pests may attempt to invade your home. Typically, these are mice, ants, birds, bees and snakes. The Company is not responsible for removal of these pests.

## ***Plumbing System***

Your plumbing system features modern design and materials. It will provide trouble-free service for your family for many years. We recommend that you become familiar with your plumbing system as soon as you move in. You should know the location of the main shut-off and individual shut-offs in all the bathrooms and the kitchen. In the event of a plumbing emergency, you must close the main water shut-off at once. Flowing water can cause severe damage to your home and its contents.

The customer service representative will identify the water shut-offs during the walk-through.

Other water shut-offs are located under the sinks in the bathrooms and the kitchen. Each toilet has a shut-off valve behind the toilet bowl. Another water shut-off is located on the top of the water eater. It controls the flow of water to the water heater and should be closed in the event of a leak in the water heater. Everyone in your home should know where these water shut-offs are and how they work.

Each plumbing fixture in your home has a specially designed drainpipe to provide a water vapor barrier between your home and the sewer. The drainpipe, or trap, is the U-shaped area of pipe directly under the sink. The trap holds water, which prevents airborne bacteria and the odor of sewer gas from entering your home. If any of your faucets are used infrequently, we suggest that they be turned on occasionally to replace the water in the trap lost to evaporation. Because of their shape, the traps are the most likely area to become clogged.

If you detect the odor of sewer gas from a sink, contact your plumbing contractor.

The following suggestions will promote long and enjoyable service from your plumbing system.

## ***Acrylic Bathtub and Shower Stalls***

Fiberglass is a lightweight, durable material that adds beauty and style to bathroom tubs and showers. It requires minimal care. You can preserve the original high gloss finish through regular cleaning with a liquid soap or detergent. Do not use abrasive cleaners. Always rinse the walls and doors of the shower after each use. Occasional applications of an automotive-type wax will add luster and beauty to your fiberglass. Most stains can be removed with bleach.

## ***Fixtures***

Faucets and other plumbing fixtures are designed to add beauty and trouble-free use. Most of the fixtures are plated with polished brass, bright chromium or a combination of the two materials, which makes it resistant to water corrosion. The brass and chromium plating materials are soft however, and can be damaged with abrasive cleaners, scouring pads and tools. Clean the fixtures with warm soapy water and a soft sponge or cloth. Rinse with clear water and wipe dry to prevent spotting.

If water is permitted to accumulate and stand at the base of the fixtures, corrosion and tarnishing can result. Always wipe the area dry.

Hard water can spot and damage bright, chromed plumbing fixtures. While this is not entirely preventable, you can minimize the staining and discoloration by drying the fixtures after each use.

Avoid excessive force when turning your faucets on and off. The seals in the faucets can be damaged.

Faucets are equipped with aerators, which mix air with the water stream to prevent splashing. They need to be cleaned occasionally to remove the build-up of mineral deposits. If you notice that the stream of water has lessened, unscrew the aerator from the mouth of the faucet. Remove the debris and rinse the washers and screens. Replace the parts in their original order and screw the aerator back onto the faucet. Perform this maintenance as needed, usually every few months.

## ***Toilets***

Toilets are made of vitreous china, a glass-like material that is almost impervious to staining. Clean your toilets with a toilet bowl cleaner and a brush or cloth. Vitreous china is brittle and will easily break or shatter if hit with a hard object.

Always keep a plumber's plunger on hand to use in case of a stoppage of a toilet. If a stoppage occurs, close the shut-off valve on the back side of the toilet. Usually, a few vigorous pumps with the plunger will free the obstruction. Stoppages that occur within the first 30 days and/or are construction related are covered by the Company warranty. Stoppages that occur after 30 days, or that are not construction related, are the responsibility of the homeowner. If you are unable to clear the obstruction yourself, we suggest that you call a plumber.

Do not use drain cleaners in toilets. The harsh chemicals in drain cleaners can damage the toilet seals and cause a leak.

The flush valve in your toilet should last for many years. If it fails or begins to leak, you can purchase a new flush valve at a home center or hardware store. If you are not entirely comfortable with this do-it-yourself project, a plumber can perform this task.

## ***Roofs***

The roofing material on your new home can be made of tile or other materials. Tile is extremely durable. A tile roof affords the maximum protection against fire and adds beauty and quality to your home for many years.

Access to your roof is not necessary under normal conditions. Do not walk on the tile roof of your home. The weight of a person can easily break the tile and destroy the masonry seals on the roof. Leaking may occur and costly repairs could be necessary. If access to your roof is required, call a professional roofing contractor for advice and assistance. Broken tiles that are discovered after your walk-through will not be the responsibility of the Company.

Prune tree branches so that they do not hang over roofs and gutters. Remove fallen limbs and other debris from your roof promptly. If large limbs have fallen onto your roof, inspect the nearby tiles for signs of damage. A professional roofing contractor should make repairs.

Rain gutters and downspouts should be kept free of debris such as leaves, twigs and litter. Inspect the gutters and downspouts twice a year and after each heavy rain or windstorm. Remove debris, and clean and flush the gutters promptly. Downspouts should be directed so that erosion of the soil is prevented.

## ***Smoke Detectors***

At least one smoke detector has been installed in your new home. The selection and location of the smoke detectors, and the installation procedure meet the requirements of local and state building codes. Please do not move or disable the smoke detectors.

The purpose of your smoke detectors is to detect the possible presence of fire in your home, and so that you will have time to call for help and evacuate the house if necessary. At the first indication of fire, evacuate your family and call the Fire Department from a neighboring home.

## ***Windows***

A few simple maintenance tasks will help your windows to provide years of trouble-free service.

Do not apply window-tinting materials made of film to double-glazed windows and doors. The use of these materials can cause a build-up of heat between the panes of glass. This excessive heat will destroy the seals and permit condensation to form between the panes.

This is similar to the seal formed between a wood frame and glazed glass. This seal may be broken by natural expansion and contraction, and the windows should be re-glazed immediately. Your hardware store or home center can provide glazing materials and complete instructions.

Aluminum foil also causes a heat build-up between windowpanes and should not be used.

Consider your Homeowners Association regulations or your C. C. & R.'s before you install window coverings that are visible from the street or other areas of your neighborhood.

Inspect the caulking and seals of your windows annually. Repair or replace missing caulk or damaged seals promptly. This will protect your windows, prevent fogging from moisture, and enhance the service life of your windows.

Inspect the interior and exterior paint on your windows and window trim annually. Use touch-up paint as required. Repaint every two years or as necessary.

# RECOMMENDED MAINTENANCE SCHEDULE

## Every Month

Wood Cabinets - Apply a lemon oil based wood protection product.

Furnace/Air Conditioning - Inspect filters for dust. Clean and replace filters as needed.

Plumbing - Check under kitchen and bathroom cabinets for leaks. Check the area around the hot water heater for leaks.

Kitchen Exhaust Fan - Remove and clean the filter. Clean accumulated grease deposits from the fan housing.

Faucet Aerators - Check for proper flow of water. If the flow is reduced, clean the aerator screens. During the first two months, the faucet aerators may require more frequent cleaning.

## Every 2 Months

Exterior Doors - Oil hinges and locks if required.

## Every 3 Months

Interior Doors - Lubricate hinges.

Garage Door - Lubricate hardware if required.

## Every 6 Months

Kitchen Tile Grout - Inspect for loose or missing grout. Re-grout if necessary. Re-caulk the edge of the backsplash if necessary.

Tiled Areas - Inspect caulked areas for missing or damaged caulking. Re-caulk if necessary.

Shower Doors - Inspect for proper fit. Adjust if necessary. Inspect caulking and re-caulk if necessary.

Tub Enclosures - Inspect for proper fit. Adjust if necessary. Inspect caulking and re-caulk if necessary.

Front Doors – Re-paint if necessary. Consult your Homeowners Association regulations before you change the exterior paint color of your doors.

Gutters - Clean debris from gutters every six months and after storms.

Every 12 Months

Exterior Paint - Inspect for cracked and peeling paint. Repair and re-paint if necessary. Consult your C. C. & R.'s before changing the exterior paint colors. Southern and western exposures are especially susceptible to peeling and cracking. Inspect these areas twice each year, repairing as necessary. French and wood doors should be re-painted annually.

Roof - Inspect for damaged tiles after storms and high winds. An annual inspection by a roofing professional is recommended.

Furnace - We recommend an inspection by a heating professional every year.

## **TROUBLESHOOTING SUGGESTIONS**

### ***Plumbing***

1. If you notice a leak in the natural gas line, have everyone evacuate the premises. Turn off the gas at the gas meter. Call the gas company to report the leakage immediately.
2. If a water main breaks or a major plumbing leak develops, turn off the main water valve. It is located near the entry sidewalk, outside the garage or in a ground level box near the street.
3. If you notice a leak under a sink or toilet, turn off the water to the fixture by using the shut-off valves located under or behind the unit. Arrange for service.
4. If a toilet becomes clogged, turn off the water to the fixture. Follow the procedures outlined in the Maintenance section of this manual.
5. If you notice a leak in the tub or shower, turn off the water at the fixture and arrange for service. Do not use the shower or tub until service can be provided.
6. If there is a leak in the water heater, turn the shut-off valve on top of the heater to OFF. Turn off the gas, the pilot light and drain the water heater.
7. If you notice water spots (darkened areas) on your walls or ceilings, you may have a water leak. Determine the leak's source if possible and take steps to prevent further damage. If the leak can be traced to one location (one toilet, sink or tub), turn off the water to that fixture.

If the leak cannot be isolated, turn off the main water service to the house. Call the Company and the plumbing subcontractor to report a plumbing emergency.

8. If the water temperature is not hot enough, adjust the temperature at the water heater by following the manufacturer's instructions printed on the tank. If you have small children, do not set the temperature so high that the children might accidentally burn themselves.

## ***Electrical***

1. If a complete power outage occurs, look to see if your neighbors have electrical power. If the power is off in your neighborhood, call the electric company to report the outage. If the outage is limited to your home, inspect all circuit breakers including the main breaker. If a breaker appears damaged, leave it off and call the electric company and the electrical subcontractor listed in this manual. If the breakers are not damaged, turn them all off and back on again one at a time. If power does not resume, call the electrical subcontractor listed in this manual.

**IMPORTANT NOTE: If your main circuit breaker trips or is turned off, wait 2-3 minutes before turning it on. Turn off anything on that circuit before you reset. Then, restore power to the other circuits one by one. This avoids overloading the system.**

2. If you notice sparks or smell burning, find the location of the odor or sparks. If an appliance is plugged into the outlet, check the appliance for a short in the cord or any other problem and unplug it. If this is not the problem, shut off the problem circuit and call the electrical subcontractor listed in this manual.

**IMPORTANT NOTE: Immediately call the fire department if there is any possibility of fire.**

3. If there is no power in a bathroom, kitchen or outside receptacle, these receptacles may be connected to a Ground Fault Interrupt (GFI) device designed to interrupt the flow of electricity and prevent injury or damage. Locate the nearest GFI outlet. If the re-set button has tripped, press it in to restore power. If power is not restored, determine if the circuit is being overloaded. Two hair dryers or other appliances being used on one circuit could cause the breaker to trip.

**IMPORTANT NOTE: Power tools and appliances may not work in GFI outlets. Do not plug an appliance with a separate transformer, or an item with a timing device (such as an irrigation system) into GFI outlets.**

4. If there is no power to an electrical outlet, make sure that the outlet is not controlled by a wall switch that may be turned off. Once this is determined, inspect the circuit breakers and re-set any that are in the OFF position.

5. If a hanging light fixture does not work, check to see if it has an ON/OFF switch located it. Make sure this switch is turned on. If your fixture doesn't have a switch, re-set any tripped circuit breakers.
6. If a luminous light fixture does not work, make sure all fluorescent bulbs are installed properly. Adjust any tubes that are flickering or buzzing. Check wall switches and circuit breakers.

## ***Heating and Air Conditioning***

If the forced air unit (FAU or furnace) is not working properly, make sure the thermostat is set to a temperature higher than the room air, and that the unit is plugged in. Determine that the safety door is closed properly. Make sure the circuit breaker is in the ON position and that the gas service is on. Finally, check to see that the gas valve is in the ON position and that the pilot light or intermittent sparking device is working. If you are unable to isolate the problem, call the heating and air conditioning subcontractor for service.

If your air conditioning unit shuts down or will not start, make sure the thermostat is set to a temperature that is cooler than the room air. Then, turn the air conditioner off at the thermostat and inspect the circuit breaker. If the breaker is tripped, re-set it and restore power to the unit. If it does not restart, check the air conditioner fuse to make sure it is usable and properly installed. This fuse is in the outside fuse box located near the compressor unit.

**IMPORTANT NOTE:** If your air conditioning unit is continually running, check the outside air temperature. Set your thermostat to no more than 20 F below peak outside air temperature. On particularly hot days, it may run continually. Your air conditioning system is designed to cool your house no more than 18-20 F below the outside air temperature. Unit sizes are determined by the square footage of your home, as well as geographical requirements according to the California Energy Regulations of Title 24.

## **EARTHQUAKE PREPAREDNESS**

Earthquakes are relatively common in California. Fortunately, most earthquakes do little or no damage to property. Building codes in California have established strict standards for new home construction. Your new home was built in compliance with local and state earthquake standards.

We suggest that you give special consideration to the steps you will need to take in the event of a serious earthquake. You and your family should discuss these three subjects:

What to do if an earthquake happens. Concentrate on the evacuation of the home to a safe location away from buildings and trees. Develop a system to account for everyone who lives in the home.

Basic survival after an earthquake. Most experts agree that we should stock enough supplies in our homes and garages to be self-sufficient for 7 days. This requires planning and a periodic review of supplies. Twice a year, replace perishable foods and medicines that might have deteriorated. We suggest that you take inventory of your supplies at the first of the year and around the fourth of July. It is a good idea to mark these dates on your calendar as a reminder. A battery operated radio and flashlights with fresh batteries are essential.

Prevention of further damage. Immediately after a serious earthquake, if you have leaks, shut off the main utility controls for electrical power, gas and water supplies to your home. This will prevent fires and water damage. If conditions permit, fill tubs, sinks and available containers with water before the water supply is shut off. Listen to emergency broadcast messages on the radio for survival information.

Additional information can be obtained from local and county health and safety offices. Some telephone books have extensive sections on earthquakes and other natural emergencies.

## **LOCAL UTILITIES**

Burbank Public Works 818-238-3800

Burbank Water & Power 818-238-3700

Southern California Gas Company 800-427-2200

SBC Telephone Company 800-310-2355

Charter Cable Television 818-295-3000

## GLOSSARY

**Aerator** - Located at the end of kitchen and bathroom faucets. It mixes air with water in order to provide a smooth, splash-free flow of water. Occasionally, debris may collect in the aerator and restrict the flow of water. If this happens, unscrew the aerator and remove debris.

**Base/Baseboard** - The strip of molding or trim at the bottom of walls. The baseboards add an attractive finish and protect the wall from scuffs and damage from furniture or vacuum cleaners.

**Berm** - A small ridge of soil that directs the flow of rain and irrigation water toward drains or sewers.

**Blacktop** - An asphalt material used for driveways, walkways and streets.

**Caulking** - This material is used as a sealant around sinks, tubs and showers. Other applications for caulking include sealing window and doorframes.

**Circuit** - The electrical system in your home is separated into individual units referred to as circuits. Depending upon the layout of your home and electric codes in your area, each circuit may be designed for a room, an area of the home or a single appliance.

**Circuit Breakers** – These prevent electrical overload or shorting. The circuit breaker opens the circuit when an overload or short occurs, thereby breaking the flow of electricity. It can be re-set manually by turning the circuit breaker level off and then to the ON position once the source of overload has been corrected. Refer to the Electrical Systems section of this manual for more information.

**C. C. & R.'s** - This is a real estate law term that stands for Codes, Covenants and Restrictions. C. C. & R.'s are the various conditions that are stated on each deed to property. Homeowner Association rules and regulations are included in C. C. & R.'s.

**Common Areas** - Most neighborhoods have areas that are common property and owned by a Homeowners Association. These areas may include streets, parking areas, walkways, slopes and recreational areas. Their use and maintenance are governed by the Homeowners Association.

**Condenser** - The unit of a heating and air conditioning system that is located outside the home.

**Corian** - This man-made product can be used for countertops in kitchens and bathrooms. It provides beauty, durability and an excellent working surface.

**Crawl Hole** - The opening in the ceiling that allows access to the attic space. This also is called a scuttle hole.

**Cultured Marble** - This is a man-made product that has much of the durability and beauty of natural marble.

**Customer Service Department** - Service or repairs that are covered by the Company warranty are handled by the Customer Service Department. The Customer Service Department is solely responsible for reviewing warranty claims and acting upon them.

**Dehumidifier** - An appliance that removes moisture from the air. Used most frequently during the summer months, a dehumidifier dries the air of rooms below ground level such as the basement.

**Drywall** - The interior walls of a home are usually constructed of drywall. This material also is called gypsum board. The material is functional, and can be textured and painted to complement the style of any home.

**Efflorescence** - The white, powdery substance that sometimes accumulates on stucco, masonry and brick. Excessive efflorescence can be removed by scrubbing with a strong vinegar solution or a commercial product.

**Emergencies** - Emergencies are defined as situations in which a home and its occupants are in danger. Included are electrical problems that present the danger of shock or fire, leaking water, and the complete stoppage of drains so that water backs up and flows into the home. Please refer to the section on Emergencies in this manual.

**Erosion** - The flow of water from irrigation systems or rain can erode landscaping and change the drainage of the yard. Maintaining the original grading of the yard can prevent most erosion.

**Expansive Soil** - The soils in this area are subject to significant contraction and expansion in times of rain or drought. Compaction techniques and other measures were taken during the site preparation of your lot. Avoid excessive watering and standing water in areas with expansive soils.

**Fluorescent** - The lighting fixtures that provide even, soft illumination in kitchens, bathrooms and other areas of the home use fluorescent bulbs. These fixtures are more efficient than traditional incandescent lighting fixtures.

**Galvanized** - Steel that is covered with a zinc coating to prevent rust is galvanized.

**GFI** - Abbreviation for Ground Fault Interrupt Device. Similar to circuit breakers in that they are designed to interrupt the flow of electricity, GFIs are usually located near bathroom sinks and tubs. In the event of a short circuit, such as dropping an appliance into a filled tub or sink, the GFI will break the electrical circuit immediately and prevent a serious electrical shock.

**Graphite** - A carbon-based powdered substance that is used as a lubricant for applications in which oil can be damaging. Graphite is usually recommended for use on your aluminum windows and doors.

**Grout** - Grout is the cement-like material visible between squares of ceramic tile.

**Gypsum Board** - See Drywall.

**Hardware** - The hinges, locks, handles and other metal attachments to doors, cabinets and drawers.

**Header** - The header is a relatively heavy, structural wood piece that spans open spaces such as doors and window frames. The header supports other structural lumber.

**Hollow-Core Door** - Interior doors are frequently constructed of thin plywood or Masonite sheets that are bonded to a frame. The inside or core of the door is hollow. This reduces weight yet provides good insulation.

**Homeowner Maintenance** - Your new home will last a lifetime if you routinely maintain its various features. Some of these maintenance items have been indicated in the Maintenance section of this manual. This continuing maintenance is the responsibility of the owner.

**Homeowners Association** - In this area, most neighborhoods are governed by a small group of homeowners who represent the interests of all neighboring homeowners. The association is usually formed by the builder and is turned over to the homeowners when the majority of the homes are sold. The association collects dues that are to be used for proper maintenance of the common areas and to communicate with the members.

**Humidifier** - The opposite of a dehumidifier. It restores moisture to the air during dry, winter months.

**Incandescent** - Lighting fixtures that use traditional light bulbs are called incandescent fixtures. Incandescent light is used for lamps, spot lighting and exterior lighting.

**Joists** - The solid wood structural components of the floor and ceiling of your home are called joists.

**Manufacturer's Warranty** - Certain components and the appliances of a new home are covered by warranties that are supplied by the original manufacturers. The Company passes on these warranties to you. They include components of the plumbing and electrical systems, heating and air conditioning systems, water heater and other manufactured items.

**Masonry** - The stucco, stonework, fireplace, chimney and brickwork in a home.

**Nail Pops** - The natural expansion and contraction of wood can cause the nails that hold the wall surfaces in place to move or pop out of place. The nails can be re-set and if necessary, touch-up paint can be applied.

**Polystyrene** - A manmade material, similar in appearance to marble, which is sometimes used to form countertops in bathrooms.

**Resilient Flooring** - The attractive flooring that is used in kitchens and other high use areas of a home is called resilient flooring due to its cushion like texture. It may be called vinyl flooring. It is similar to the linoleum floors of years past, but it is easier to care for and maintains its appearance for a longer time.

**Request for Service** - A form used by the homeowner to request service under the terms of the

Company warranty. All such requests should be in writing and on the proper form. Only those items covered by the Limited Warranty should be listed.

**Return Air Vent** - Because modern homes feature almost airtight seals, the heating and air conditioning systems require return air vents to draw air back to the heating and cooling system.

**Ridging** - A filled joint in drywall which becomes visible due to natural contraction and expansion of the materials.

**Scuttle Hole** - The opening in the ceiling that gives access to the attic space. This also is called a crawl hole.

**Sealant** - Commercial products that are used to seal porous materials such as concrete, grout and mortar and protect them from penetration by moisture.

**Settling** - In the first months and for years after a new home is built, settling can occur as the underlying soil gains and loses moisture. Minor settling is normal.

**Sheathing** - The plywood that is installed as a base for shingle or tile roofs.

**Spackle** - The putty like material that is used to fill surface irregularities in drywall. Its most common use is to fill nail holes in walls before repainting.

**Stucco** - The mortar-like material that covers the exterior of many homes in this area is called stucco. It provides excellent durability, insulation and beauty to the home. Stucco is relatively brittle so sharp blows to the walls should be avoided. Turn sprinklers away from stucco to prevent water stains.

**Studs** - The vertical wood structural members in the interior and exterior walls of a home.

**Subcontractor** - Most homes in our area are built by specialized trades people who contract with builders or developers to perform their area of specialization. This allows the builder to select those trades with the highest standards and the best reputation. Fierce competition ensures that the builder is getting the best subcontractor to do the job. Examples of subcontractors are plumbers, roofers and electricians.

**Superintendent** - The person who oversees the construction of homes, the superintendent is responsible for making sure that the subcontractors perform their work on time and to the standards established by the builder.

**Swale** - A swale is similar in purpose to a berm, but it is a depression in the ground. It is designed to channel rain and irrigation water away from structures and toward sewers and drains.

**Tack Strips** - The devices between the flooring and carpeting that are used to hold wall-to-wall carpeting in place.

**Title 24 (Energy Conservation Act)** - Title 24 is a building regulation that establishes standards and construction requirements to conserve energy. The standards include not-to-be-exceeded

specifications for heating and air conditioning systems, door and window materials, window blinds, insulation and other features of a structure. Title 24 standards vary for different structures, so those for one home may differ from those of a similar home nearby.

**Thermostat** - The wall-mounted device that controls the heating and air conditioning units is a thermostat. By cycling the heating or air conditioning units on and off, it maintains a desired temperature in the home.

**Vitreous China** - The kiln-fired, pottery material that is used in most toilet bowls and tanks. It is very durable and impervious to water but can be broken by sharp blows from hard objects.

**Walk-Through Form** - This form is used to record the condition of your home at the time of your walk-through with the Company customer service representative. For more information, refer to the Customer Service section of this manual.

**Weep Holes** - Small holes in door and windows frames that allow water to drain away are called weep holes. They should be kept free of dirt and debris.

