



# Homeowner's Manual

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## Welcome

**Congratulations** on the purchase of your new Sheffield home! We are happy that you have selected us to build your new home and welcome you, our newest homeowner, to the Sheffield family.

At Sheffield Homes we take great pride in creating homes with thoughtful designs and unique features—homes that are energy-efficient, comfortable, and safe. Above all we pride ourselves on our commitment to you, our customer. We commit to making the construction of your new home as pleasant an experience as possible. In the process we hope to create a relationship with you that will last a lifetime.

This manual outlines our construction process and will help you understand your role as the buyer in keeping this process on track for the timely completion of your new home. Please familiarize yourself with its contents and keep the book as a reference guide.

During the construction and completion of your home there will be many decisions to be made and numerous details to coordinate to facilitate your timely move-in. When you have questions please speak with the community sales representative, who will be your primary contact throughout the construction process.

**Thank you for choosing Sheffield Homes.  
Welcome home!**



We are happy you have chosen Sheffield Homes to build your new home. We work hard to design homes and communities that are attractive, friendly, safe, and well-planned, and hope that one or all of these qualities was instrumental in your choice of a builder.

Building a new home is both exciting and rewarding, and is likely the largest purchase you will ever make. For this reason, we are committed to building a home that meets your expectations and will provide you years of comfort and enjoyment. To do this we need your support. Your time, effort, and attention to detail will play a large part in delivering your home—complete with all selected options and upgrades—in a timely fashion.

As a new homebuyer you have expectations of your builder, and as your builder we also have expectations of you. This document outlines the roles of both builder and homebuyer to assist in making the construction process as painless as possible, and to put you at ease regarding your choice of builders.

### **Before we Begin**

- Construction schedules are planned months in advance. Depending upon the stage of construction at the time of your purchase, certain home options may no longer be feasible to include.
- Timely buyer decisions are an imperative part of a successful construction process. Delays in the selection of home options on your part can lead to missed construction deadlines and consequent limited choices available to you. Stopping production to make specific changes affects not only the production of your home, but also other homes in which our trades are working.
- Throughout the construction of your home you may notice that work starts and stops at various times. Many factors—such as weather or an unforeseen shortage of building materials or trade labor—impact construction schedules. While such delays are not in our control, we do our best to schedule trades to keep pace with the entire project. The timely completion of your home is in our best interest as well as yours!
- Getting all that you want out of your new home will take effort on your part; be attentive, ask questions, and take time to read the materials we provide to you. We want your experience with us to be a positive one.

**This portion of the Sheffield Homeowner’s Manual is divided into five sections:**

- 1) Mortgage Loan
  - a. Mortgage Professionals – Definitions
  - b. Choosing your Lender
  - c. Loan Application and Processing
  - d. Loan Cost
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- 2) Custom Choices and Design Selections
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- 5) Home Closing
  - a. Closing Process and Information
  - b. Closing Documents

## **Mortgage Loan**

In the Agreement for Purchase and Sale you elect to purchase a home with a specified mortgage loan. The mortgage loan you choose can be insured by the Veteran’s Administration (VA), the Federal Housing Authority (FHA), or by a private mortgage company (considered a “conventional” loan). The institution with which you are working is noted in your Agreement.

If you have not already done so, you will need to select a lender to process and fund your loan. Please keep your Community Sales Representative advised of any changes made to your mortgage loan.

As the buyer you are required to become pre-qualified with a mortgage lender prior to the signing of contracts and related paperwork. If you are uncertain regarding the pre-qualification process we can refer to lenders who will walk you through the process.

### **Mortgage Professionals – Definitions**

The following list of professionals provide services to you, the buyer, throughout the mortgage and construction process.

**Mortgage Lender:** Provides funding in the form of a loan to homebuyer.

**Appraiser:** Estimates the market value of a home to enable the lender to determine if the requested mortgage loan amount is proportional to the value of the home being purchased.

**Attorney / Settlement / Escrow Agent:** Manages the proper and timely completion of documents required at closing—including title search and title insurance.

**Mortgage Insurer:** Provides insurance protection for loan payments, which results in lower down payment required from borrower.

**Loan Servicer:** Collects monthly mortgage payments and disburses funds from escrow accounts as needed.

### **Choosing your Lender**

At Sheffield Homes , we offer a limited number of recommended lending institutions to our buyers. We work with these lenders because of their attention to detail and the service they provide to our homeowners. Our recommended lenders are here to serve you and offer competitive mortgage programs; however, you may wish to use an outside lender. While this is perfectly acceptable, the use of an outside lender requires approval by the Community Sales

Representative, as there may be fee associated with such. Ask your Community Sales Representative for further information and clarification.

Choose your lender early. Present us with a pre-qualification letter from your selected lender and make formal loan application within seven (7) days of your executed sales agreement. Once we are in receipt of the pre-qualification letter, construction of your new home can officially commence.

## **Loan Application and Processing**

As part of the loan application process you will be required to pay for a personal credit report. Your mortgage broker uses this information, along with that listed in the Mortgage Application Guide (see page 6), to begin processing your loan.

Three major considerations evaluated by any lender will include:

- 1) Your loan application, which gives an overall summary of your financial condition.
- 2) Your personal credit history, which serves as a tool in assessing how you will repay a future mortgage loan.
- 3) An appraisal of the home you are purchasing, from which the lender evaluates the requested loan amount against the considered property value. This is referred to as the loan-to-value ratio, and is based upon either the sales price or the appraised amount—whichever is lower.

Your lender will notify you when your loan has been approved. It is not unusual, however, for a few underwriting conditions to remain before loan settlement can take place. For example, if you currently own a home that must first be sold prior to funding the new home, you must provide proof to the lender of that sale before you will be able to close on your new Sheffield home.

Please keep in mind that—according to the Agreement for Purchase and Sale—your loan must be approved within thirty (30) days. During that time your lender may request additional information from you. It is important that you respond to these requests in a timely manner in order to avoid such things as delay in loan approval, missing out on a desired interest rate, or even the subsequent delay of home construction. Locking in or guaranteeing your interest rate is a decision that you make with your mortgage company. **Sheffield Homes cannot guarantee the completion of a home until it has nearly reached the final inspection stage.** Consequently, the decision to lock in a given interest rate is up to you, and is done at your own risk.

### **Remember:**

- Make your formal loan application within seven (7) days of the date of contract.
- Provide Sheffield Homes with a loan pre-qualification letter no later than seven (7) days from the date of the executed contract.
- Respond quickly to requests for information from your loan officer.
- Upon receipt of written loan approval make certain you understand any requirements which must be met prior to loan closing.
- Keep your lender up-to-date on your financial and employment status

## **Loan Cost**

As outlined in the Purchase Agreement, you will be responsible for payment of costs associated with your loan. This can include—but is not limited to—fees for credit reports, appraisals, recording fees, and loan preparation and processing fees. The costs you will be required to pay will be identified by the lender in the form of a Good Faith Estimate, which is a document that the lender will produce as part of the loan process.

Direct any questions you may have regarding your cost estimate directly to the lender at the time of preparation. Although reputable lenders present accurate figures on the Good Faith Estimate, certain fees may be out of their jurisdiction—such as tax amounts collected, which may not be determined at the time of loan application.

Be aware that you are responsible for all processing and/or closing fees. Some of these fees, such as those for credit reports and appraisals, may be due prior to closing—during loan processing. The remaining fees are typically paid at the time of closing.

### **Remember:**

- Know what the fees and costs associated with your loan will be and when they are due. Understand the Good Faith Estimate prepared by the lender.
- Direct all loan questions to your lender representative.

## **Property Appraisal**

As part of the loan process your lender will order an appraisal of the property, a cost for which you are held responsible. In the event of a VA or FHA loan, the appraisal—called an MCRV—may already be in place. Any Sheffield-designated lender may use this Master Appraisal. Should you elect to go with an outside lender, a fee will be assessed to transfer the appraisal.

An appraisal obtained during loan processing does not guarantee the value of the home. It is used as a tool in determining the maximum mortgage amount allowable for your property, and will expire within one-hundred twenty (120) days of your closing.

**Remember:**

- Determine your loan type early on in the process, and do not change. Doing so may affect appraisal and cause subsequent delays.

**Mortgage Application Guide**

The following checklist for your mortgage loan application serves as a guide. Some of the items listed may not apply to you. Additionally, the mortgage lender you select may require information *not* included on this checklist. Expedite the mortgage application process by providing as much information and documentation as possible to the loan officer at the time of application.

**Property Information:**

\_\_\_\_\_ Sheffield Homes will provide a copy of the Purchase Agreement, which will include the legal description of the property, sales price, and any lender incentives.

**Personal Information:**

- \_\_\_\_\_ Social Security numbers of all borrowers.
- \_\_\_\_\_ Home address(es) for the previous two (2) years.
- \_\_\_\_\_ Copy of recorded divorce decree and/or separation agreement, if applicable.
- \_\_\_\_\_ VA certification of eligibility, DD214 discharge papers, or statement of service, if applicable.
- \_\_\_\_\_ Names in which property title will be held, and type of vesting.

**Income:**

- \_\_\_\_\_ Borrower's / Co-Borrower's income(s).
- \_\_\_\_\_ Pay stub copies from last 30 days.
- \_\_\_\_\_ Documentation of any supplemental income, i.e., bonuses, overtime pay, commissions, Social Security, retirement annuity, etc.
- \_\_\_\_\_ Names, addresses, and phone numbers of employers for last two (2) years, if applicable
- \_\_\_\_\_ Copies of last two (2) years W-2's and/or signed tax returns.
- \_\_\_\_\_ If self-employed or earning other income (such as that from rental property, interest, or note) provide copies of last two (2) years signed personal and business tax returns, including all schedules. Provide copies of year-to-date signed financial (P&L) statements.
- \_\_\_\_\_ If alimony or child support income is included as monthly income, provide documentation of a twelve-month (12) history.

**Real Estate Owned:**

- \_\_\_\_\_ Complete address of propert(ies) owned
- \_\_\_\_\_ Names, addresses, phone numbers, and account numbers of all mortgage lenders, if applicable

- \_\_\_\_\_ Copies of current lease agreements for all rental properties
- \_\_\_\_\_ Estimated market value of propert(ies)

**Liquid Assets:**

- \_\_\_\_\_ Documentation of source(s) of funding for down payment and closing costs
- \_\_\_\_\_ Copies of last three (3) months' bank, credit union, and/or investment account statements, including complete names, addresses, and account numbers.
- \_\_\_\_\_ Copies of last quarterly earnings statements for all IRA and retirement accounts, if applicable.
- \_\_\_\_\_ Cash value of life insurance policies.
- \_\_\_\_\_ Estimated value of personal property (i.e., furniture, motorcycle, boat, artwork, jewelry, etc.).
- \_\_\_\_\_ Year, make/model, and value of all automobiles owned.

**Liabilities:**

- \_\_\_\_\_ Names, account numbers, open balances, and established monthly payments for all revolving charge cards.
- \_\_\_\_\_ Names, account numbers, open balances, and established monthly payments for all installment debts—including autos, student loans, 401K loans, co-signer loans, promissory notes, etc.
- \_\_\_\_\_ Monthly payment and name of payee for alimony and/or child support payments, if applicable.

(Note: You will be required to pay for a Credit Report upon signing the loan application. If you are purchasing a spec home, payment for the property appraisal, if required, will be due at the time of loan application.)

## **Custom Choices and Design Selections**

As a Sheffield Homes buyer you will have numerous design options for the personalization of your new home, including such selections as paint colors, flooring, bath and lighting fixtures, etc. Many of these options will be tied to your specific floor plan. Remember that the further a house progresses in the construction process, the fewer the custom choices available to you. The earlier you can finalize selections, the better.

The time of your purchase in relation to the construction of your new home will also determine many of the custom choices and design selections available to you. Once a home reaches the drywall stage the available options for customization are fewer. Your Community Sales Representative will assist you in the selection process and make you aware of decision deadlines.

### **Making Selections:**

NO VERBALLY-AGREED-UPON CONSTRUCTION CHANGES WILL BE HONORED. Proper documentation MUST be made of any desired construction changes using authorized forms provided to you by your Community Sales Representative. These forms, once complete, must be signed by both an authorized Sheffield Homes representative and the purchaser(s) before any work may commence. Community Sales Representatives, field superintendents, and on-site subcontractors **do not** have authorization to approve on-the-spot changes to construction.

Please read carefully all forms relating to your custom choices and design selections, as these forms function as production work orders. Double check them for accuracy of color names, patterns, manufacturers, etc. Doing so ensures that the custom work on your home is done to your exact specifications. Once you have signed a construction change order you are held responsible for any added cost, and you are also held accountable for your selections.

### **Interior Design Selections:**

Selection of countertops, tile, linoleum, carpet, etc. will be made at our design center, Interior Logic Group (ILG), where countless samples are on display. Samples are provided by manufacturers, and corresponding product can vary slightly from one batch lot to the next. Because of this we cannot warrant that your installed selections will be *identical* to the samples in the design center; however, we feel that the samples provide reasonable representations of the final products and that this is the most efficient method of presenting options to you.

Design selections are required to be made within thirty (30) days from the date of your sales agreement, or at the commencement of frame stage of construction—whichever occurs first. Our Sales Representative will work with you to set necessary design center appointments.

**Custom Choices:**

The term “custom choices” refers to builder-offered construction options specific to your floor plan such as a finished basement, custom built-ins, added garage insulation and/or drywall, etc. A list of offered custom choices per plan with their associated costs can be obtained from your Community Sales Representative.

In most cases you will be required to pay for selected custom choices at the time of order. In some cases, however, they can be financed through your mortgage loan if they are specified at the time you sign your purchase agreement (prior to making official loan application).

**Changing Custom Choices and Decorative Selections:**

Unfortunately, it is difficult if not impossible to alter design selections once they have been finalized, as the associated supplies and materials related to your choices are ordered shortly after the selections have been confirmed. Please make choices carefully, as once they are set in motion changes may not be possible.

**Remember:**

- Make certain all design selections are made in writing and are correct.
- Carefully review all options available in your selected home plan. Know what is—and what isn’t—available in your chosen model and at the current phase of construction.
- Make your selections early! Don’t wait until the last minute.
- Take color and material samples outside to view them in natural daylight; interior lighting can mask the true color and/or texture of certain materials.
- Be mindful of selection deadlines; work with your Community Sales Representative to keep on track.
- Custom construction options need to be selected early-on in the building process. Your Community Sales Representative has a list per plan, from which you may choose.
- Be prepared to pay for custom choices at the time of order.
- Take your time in making selections; choose thoughtfully and with purpose.
- We want to work with you to make sure you get the items you want in your new home.

**Construction Process**

Your home is built according to approved plans and specifications, and in accordance with city, state, and federal guidelines. At times these guidelines may require us to modify plans or

substitute materials and/or equipment used on your property. A general overview of the construction process follows.

### **Site Preparation and Permits:**

A professional surveyor or engineer determines the proper position of your home on the lot, taking into consideration a variety of factors including terrain, drainage, utility easements, and local requirements for setback and side yards. Sheffield Homes assumes sole discretion for the placement of your home on the property. Additionally, we secure all required local building authority approvals and permits for the home and site. Once this has occurred the land will then be cleared of any trees or obstructions that hinder the pre-determined placement of the home's foundation. The soil will be graded for the foundation, and swales will be established to allow proper drainage on the site.

### **Footings and Foundations:**

Construction techniques for basements (including garden-level or walk-out basements), crawl spaces, and slabs can vary greatly. The following bullet points outline the basic construction of basement foundations. For specific information on your home's foundation please speak with your Community Sales Representative.

- Footings—made of poured concrete—form the support for the foundation walls and are the first thing to be installed. Once the footings are complete the foundation walls are built on top of them.
- Foundation walls can be built using either poured concrete or concrete block, and may extend above the finished soil level or grade.
- Drainage pipes or other water channels are laid in crushed stone or gravel next to the footings. A water-resistant material is then applied to the exterior of the foundation walls.
- After sufficient drying time the soil that was excavated for the footings and foundation walls is placed back against the walls.
- The soil under the interior basement floor is prepared with plumbing pipes, and underground utilities are then checked by a local building inspector.
- The final step in the process is the pouring of the concrete slab to form the basement floor.

### **Framing and Carpentry:**

Upon completion of the foundation walls your home is ready for framing and carpentry. Wood studs, beams, floor joists, and roof trusses are assembled to form the structure of your home.

**Mechanical Systems:**

The mechanical systems in your home include electrical, heating and air conditioning (HVAC), and plumbing (water, sewer, and gas). Separate subcontractors install each of these systems while the interior walls of the home are still open and accessible. The process is a two-step one, with rough-in work done first—while the walls are open—and finish work completed at a later time.

**Interior Finishing:**

Once mechanical systems have been roughed-in, inspected, and approved by local building inspectors, the interior finish work can begin. This includes installation of insulation, windows, drywall, as well as interior doors, moulding, and trim. Interior paint comes next, followed by the installations of cabinetry, countertops, and floor coverings. At this point the home is ready for final mechanical system work, including installation of the furnace, hot water heater, appliances, light fixtures, and light switches.

During construction we may need to substitute or change materials in your home. Although unlikely, these can include—but are not limited to—flooring materials (carpet, vinyl flooring, tile, and wood), light fixtures, kitchen appliances, etc. Material substitutions or changes will occur if 1) the manufacturer has discontinued a selected style or pattern, or 2) a shortage of particular materials develops that causes production to stop. In most cases you will be given the opportunity to select a new color, pattern, appliance, etc. However, we reserve the right to substitute light fixtures, door hardware, kitchen appliances, etc. as needed if either of the above conditions occurs, in which case a substitute closest in match to model, style, and quality will be made. Rest assured, you will always be notified of any significant changes.

Additionally, as your builder we reserve the right to substitute materials or processes in the construction of your home when we believe a better or more suitable material or process exists which would result in a superior finished residence. We may also change or alter the home to better conform to the lot upon which it is being built. Such modifications may include—but are not limited to—minor elevation changes, location changes upon the site, and plan reversal as possibly required by city, state, and/or design review boards.

**Grading and Landscaping:**

As the interior nears completion, the exterior work—meaning final grading, landscaping, and concrete flatwork (driveways, walks, and patios)—is finished. With the final grade in place, gutters and downspouts are installed. The home is then submitted for final inspection by an authority from the governing building department, and—assuming the home passes inspection—the certificate of occupancy is issued. At this point your home is ready for the homeowner orientation (walk-through) and subsequent closing.

**Remember:**

- Understand our construction process and anticipated timeline.
- Don't hesitate to address questions relating to the construction of your new home with your Community Sales Representative.
- For your safety and protection please refrain from visiting the home site during construction without prior notification to and approval by a Sheffield representative. Our insurance regulations require us to prohibit visits to the construction site unless the meeting has been approved in advance, in which case you will be given proper safety gear and accompanied by either a member of our construction or sales team. Such meetings may be coordinated through your Community Sales Representative.

**Modifications by Purchaser:**

Our company policy—backed by established building codes and insurance requirements—prohibits any installations or modifications to be performed by the buyer during the construction process. Sheffield Homes or one of our authorized subcontractors must perform any such modifications.

**Remember:**

- As the homebuyer you are not expected or permitted to schedule any work on your own. Rather, speak with your Community Sales Representative regarding site visits and any desired modifications.
- Again, for your own safety please refrain from unscheduled visits to the home site during the construction process.

**Home Delivery:**

Completing your home in a timely fashion is in our best interest as well as yours, and we work hard to that end. This being said, please realize that some conditions are impossible to anticipate or control. Weather conditions, manufacturer strikes, labor and/or material shortages, and local and/or federal approval processes are just a few factors that can potentially affect the delivery time-frame of your new home.

Consequently, we are unable to guarantee a specific delivery date until thirty (30) days prior to home closing. Throughout the construction of your home we will communicate with you as we refine the anticipated delivery date. We ask that you plan accordingly for any potential delays and have a move-in contingency plan in place.

**Remember:**

- Stay flexible, plan ahead, and keep your move-in options open.

## **Home Completion**

### **Inspections:**

Throughout the construction of your home there will be inspections to monitor and insure overall quality, proper workmanship, and adherence to plans and specifications—usually performed by a Sheffield construction representative. Additional inspections will be made at various stages of the construction process by the city and county in which the property is located (and possibly the FHA or VA—depending upon loan type) to insure that the home is being properly constructed and is compliant with existing building codes.

Items may be found during these inspections that require our attention. While we strive to have all such concerns addressed prior to the pre-closing homeowner orientation/walk-through, any remaining punch-list items will be added to the final walk-through list. The orientation/walk-through meeting is your opportunity to discuss with a Sheffield representative all items relevant to the punch-list. Agreed-upon items will be committed in writing, forming the official walk-through list, from which the Sheffield superintendent will work to make needed adjustments and/or corrections.

### **Home Orientation (Walk-thru)**

As referenced above, a home orientation/walk-through meeting is scheduled when your home is nearly completed and has passed all required federal and local government inspections. We contract with a third-party company, ProHome Colorado, to perform this service with our buyers. The purposes of this meeting are to ensure that your home will be delivered to you in good condition, and to educate you on the operation and use of the mechanical systems in your home. As you inspect the various aspects of your new home, items needing further attention from Sheffield are noted on the pre-occupancy inspection form. The items agreed upon on this list will not disrupt your closing or delivery date, as we address them quickly.

When scheduling your orientation/walk-through meeting with ProHome, plan to spend about an hour. This allows sufficient time to walk and inspect your home; it is time well-spent, as many items like paint chips or marks, linoleum tears, tub chips, etc., will only be repaired if they are first noted and recorded on the pre-occupancy inspection form at the orientation/walk-through meeting. Please be on time to this meeting, and do not bring children, relatives, or pets with you. Experience has shown that we can serve you best and focus our attention fully when we are working exclusively with you. The exception to this would be if you have a real estate agent and would like him or her to attend.

**Remember:**

- We constantly inspect our work for quality assurance and building code compliance.
- Issues that arise during construction will be addressed and corrected as needed.
- The new home orientation/walk-through meeting provides a time for both builder's representative and home buyer to inspect the completed work and discuss any required alterations or repairs.
- Punch-list items must be recorded in writing, on a ProHome pre-occupancy inspection form, and signed by both the ProHome representative and the home buyer(s). Verbal requests for punch-list items are not acceptable.
- Your home must pass all federal and local government agency inspections prior to the orientation/walk-through meeting.
- Use the time during this meeting to learn about the systems in your home—how they function and what care and maintenance they require. Taking photos and notes may prove to be a useful tool.
- Block out enough time for your scheduled meeting so as not to feel rushed.
- Plan to leave your entourage at home so that our time together can be used as effectively as possible.

### **Home Closing**

As your home nears completion we are better able to narrow down a closing date. We will notify you of your appointed closing date at least thirty (30) days prior to the specified date. By this time you will have already received the standard ALTA owner's title insurance commitment, which states our commitment to insure a merchantable title to the property in your name in the amount of the purchase price—subject to Permitted Title Exceptions and standard printed exceptions. After closing you will receive your ALTA owner's title insurance policy, which insures your title to the property.

The closing on your new home usually takes place at a title company. The appointment for your closing—including time and location—will be confirmed with you by your Community Sales Representative. Closings are typically scheduled one week after the homeowner orientation/walk-through meeting.

**In preparing for your closing please keep the following items in mind:**

- Obtain and present proof of homeowner's policy from your insurance company. Your insurance agent should know exactly what is needed.
- The final cost figure needed for closing is usually not available until just prior to the close date. Although a reasonably close estimate will be determined prior to closing, several of the items included in the final total are subject to last-minute adjustments resulting from factors over which the title company has little or no control. Plan sufficient time prior to

closing to arrange funding requirements. You will need to bring cash or certified funds (made out to yourself, which you will endorse at the closing) to the closing table.

- Sheffield Homes will notify the appropriate utility companies (listed below) of the date of your closing and ask that service be transferred into your name at that time.

#### **Water and Sewer**

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#### **Electricity**

Xcel Energy  
800-895-4999  
<http://www.xcelenergy.com>

#### **Gas**

Atmos Energy  
888-286-6700  
[www.atmosenergy.com](http://www.atmosenergy.com)

#### **Closing Documents:**

At closing you receive the documents required to convey the property to you and to execute your loan. The principal documents include:

- Homeowner Limited Warranty Agreement – establishes the provisions of the Sheffield Homes warranty program.
- Settlement Documents – itemizes costs involved in the closing of your home.
- Promissory Note – signed by the buyer(s), made payable to the lender in the principal amount of the loan—including interest, taxes, and insurance.
- Mortgage of Deed of Trust – designates the property as security for repayment of the Promissory Note.
- Tax Agreements – sets forth estimated taxes for the year in which home is purchased.
- Bill of Sale – releases any personal property to buyer.
- Warranty Deed – conveys property to buyer—subject only to Permitted Exceptions.
- Your chosen mortgage company, FHA and VA (if applicable), title company, and Sheffield Homes will also provide documents at closing requiring your signature.

*If you have unanswered questions about the loan and/or construction process relating to your new home that are not answered within the preceding document please speak with your Community Sales Representative. Thank you for choosing Sheffield Homes! We look forward to working with you to deliver a home that is built with integrity, located in a prime neighborhood, and most importantly—one that is uniquely yours.*



## Welcome to Customer Care

Our Customer Care program is designed to assist homeowners with timely service on matters relating to warranty. Taking time now to review our warranty process will save you time and frustration later.

### Your New Home Warranty

Sheffield Homes proudly backs your home with one of the finest warranty programs available in the housing industry:

- For a period of **one (1) year from the date of closing** we warrant your home against problems arising from workmanship and/or materials.
- For a period of **three (3) years from the date of closing** Sheffield Homes provides a Builder's Limited Warranty Agreement, which warrants your home against major structural defects that might impair the habitability of your home. Concrete, basement and garage slabs are NOT considered structural items. For a more detailed review please refer to the Builder's Limited Warranty included in this manual (as well as in your closing packet). The warranty extended under the Builder's Limited Warranty Agreement is the exclusive warranty applicable to your home. No other warranty—express or implied—applies.
- At Sheffield Homes we strive for complete customer satisfaction—before, during, and after the construction of your home. To best meet this goal, we have recently contracted with a nationally-known company, *ProHome Colorado*, to manage our Customer Care Warranty Program. *ProHome Colorado* has provided service to builders and homeowners around the country for over thirty years. They are exclusively dedicated to excellence in customer service, which fits perfectly with the Sheffield business model.

### Warranty Management

Direct all warranty service requests (up to one year after your home closing) to ProHome, **303-679-9090 (office), 303-679-0633 (emergency)**. ProHome representatives will receive and return calls Monday – Friday from 8 a.m. – 5 p.m. (closed on all legal holidays). Neither ProHome representatives nor our trade contractors will enter a home without the owner or an adult representative of the homeowner present (unless otherwise approved—in writing—by the homeowner). We will never enter your home if only children under eighteen years of age are present.

## **Contacting ProHome**

Sheffield's Limited Warranty covers specific systems in your new home for defined amounts of time (ranging from one to three years, depending upon the item specified). Following our Customer Care procedures as outlined will ensure that items in your home requiring our attention will be reviewed in a timely manner and corrected as deemed appropriate within the confines of your warranty. Covered items are listed and explained in the ProHome Builder's Limited Warranty that was part of the contract package for your home as well as part of the Homeowner Handbook.

Our comprehensive Customer Care program through ProHome includes three aspects of service: 1) a series of pre-determined warranty walk-through visits, 2) a process for submitting individual requests as occasion may arise, and 3) specific procedures for obtaining emergency service. Please refer to the included ProHome handbook for warranty procedures.

Remember, **it is the homeowner's responsibility to initiate the 90-day and one-year warranty visits**, by calling ProHome at 303-679-9090. Please read and review the enclosed ProHome warranty information.



### Emergency Numbers

|                                |     |
|--------------------------------|-----|
| Emergency                      | 911 |
| Police Department (dispatch)   |     |
| Fire Rescue – non emergency    |     |
| Colorado Poison Control Center |     |
| Electric: Xcel Energy          |     |
| Water and Sewer:               |     |
| Gas:                           |     |

### Sheffield Homes Subcontractors

|                                       |  |              |
|---------------------------------------|--|--------------|
| Code Plumbing                         | <a href="mailto:codeplumbing@yahoo.com">codeplumbing@yahoo.com</a>                   | 303-439-7309 |
| Four Seasons Heating and Home Comfort | <a href="mailto:audra@fourseasonsheatinginc.com">audra@fourseasonsheatinginc.com</a> | 303-423-1982 |
| B & M Electric                        | <a href="mailto:bruce.hansen57@gmail.com">bruce.hansen57@gmail.com</a>               | 720-459-1351 |
| Specialty Appliance                   | <a href="mailto:jonathan@buyfromSA.com">jonathan@buyfromSA.com</a>                   | 303-516-4015 |

**Emergencies include:** No heat in the winter, complete electrical failures (not caused by blackout), and unstoppable water leaks. Note: the water shut-off valve should be immediately used if a water leak occurs in the home.

**Emergencies do not include:** Lack of water, storm-induced water leaks, no air-conditioning.

### Additional Service Providers

| Service | Contact Information | Number |
|---------|---------------------|--------|
|         |                     |        |
|         |                     |        |
|         |                     |        |
|         |                     |        |

**PROHOME.**

**THE BUILDER'S  
LIMITED WARRANTY  
PHI 16.5**



Office: 303-679-9090  
877-679-9090

Emergency: 303-679-0633  
877-679-0633

[www.ProHomeCO.com](http://www.ProHomeCO.com)

Your Builder, NOT ProHome, is the explicit Warrantor of your home in accordance with the terms and conditions set forth herein.

# DEFINITION

BUILDER: \_\_\_\_\_

OWNER(S): \_\_\_\_\_

\_\_\_\_\_

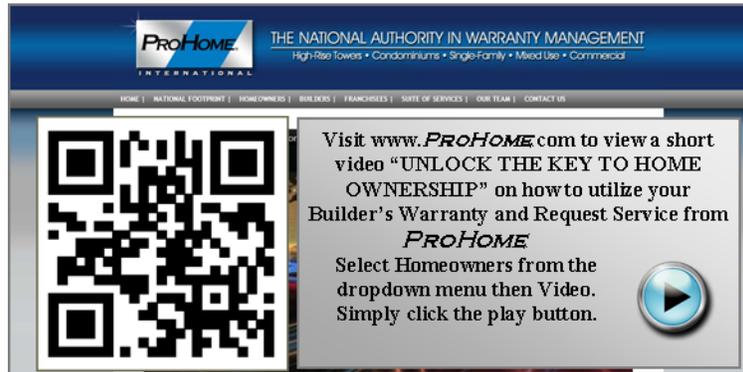
HOME ADDRESS: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

WARRANTY ID:                     PHI 16.5                    .

WARRANTY COMMENCEMENT: Loan Closing/Settlement or Occupancy,  
(whichever occurs first)



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# **PROCEDURE FOR WARRANTY PERFORMANCE**

Procedures relating to the performance under this Builder’s Limited Warranty PHI 16.5 hereinafter referred to as “Limited Warranty” – shall be in accordance with the standards and requirements stated herein.

**Your BUILDER, NOT PROHOME, is the explicit Warrantor of your home under this Limited Warranty.**

## **PRE-CLOSING ORIENTATION WALK-THROUGH AND SERVICE PERFORMANCE.**

### **A. PRE-CLOSING ORIENTATION WALK-THROUGH**

Prior to closing or occupancy, the OWNER and a **PROHOME** representative will conduct a **PRE-CLOSING ORIENTATION WALK-THROUGH** (hereinafter referred to as Pre-Closing Walk-Through) of the home and the property on which it is located. At that time, **PROHOME** shall prepare and submit to BUILDER on **PROHOME** forms, a listing of defects that do not meet the standards as listed in the current *Residential Construction Performance Guidelines* (as published by the National Association of Home Builders), including specific OWNER concerns regarding perceived differences with selection sheet items and construction related issues. The BUILDER will repair defects and review the contractual issues so listed. If an exception occurs, the OWNER will be notified by the BUILDER.

### **B. REQUEST FOR WARRANTY PERFORMANCE - GENERAL**

**PROHOME** is your BUILDER'S Warranty Management Representative. ALL warranty related communications concerning your home are to be directed to **PROHOME**. All requests for warranty service must be submitted to **PROHOME - IN WRITING**. Claims received after an unreasonable delay, or after the expiration of the applicable warranty term, will not be covered by this Limited Warranty.

When OWNER contacts **PROHOME**, the OWNER must provide **PROHOME** with the following information:

1. OWNER Name, Community, Lot Number, Mailing Address and Phone Number
2. BUILDER'S Name
3. Settlement/Closing Date or Occupancy Date.
4. Specific Nature of Service Performance Requested

Your BUILDER’S warranty program may be managed via the **PROHOME** online warranty management system. This **PROHOME** online system allows individualized access for all warranty process participants (i.e. Builder, Subcontractors, Homeowner, and **PROHOME**), thereby ensuring program transparency and performance accountability. The **PROHOME** online system’s web address is noted on the front cover of this Limited Warranty. Following is how you go about activating **the claim registration portal**:

1. Initiate the process by contacting **PROHOME**. We will need to activate the Claim Registration Form before you can start registering your claims. You can either call the office at the phone number listed on the front cover of this Limited Warranty or email our Administrator to initiate this process. Your request will be processed by our Administrator during normal business hours (Monday through Friday, 8 am to 5 pm).
2. **PROHOME** will inform you when the claim registration portal has been activated. This will be either during your phone call or via a reply email.
3. Log into system and register your claims.

In the event that you don't have use of a computer or would prefer not using the **PROHOME**, online system, warranty claims can be registered via a WorkForm that will be mailed to you. This form allows you to register your warranty claims in your own handwriting. Simply call our office to request a WorkForm be mailed to you.

**C. REQUEST FOR WARRANTY PERFORMANCE**

Your BUILDER has provided you an opportunity to have a **30-Day** and **11-Month** ("Final Inspection") warranty term inspection. These inspections are for non-emergency warranty claims and take place approximately 30 days and/or 11 months following your settlement/closing date. The procedures for emergencies are covered separately in this Limited Warranty. **IT IS THE OWNER'S RESPONSIBILITY TO CONTACT PROHOME TO SCHEDULE THE 30-DAY AND 11-MONTH WALK-THROUGHS AND TO REPORT ALL WARRANTY CLAIMS.** Our office's phone number is located on the front cover of this Limited Warranty. Alternatively, you can also email our Administrator to request a walkthrough. The email address is located on the front cover of this Limited Warranty.

Subject to the foregoing, warranty requests may be submitted for any issue in the home that does not meet the warranty standards as listed in Section VII (Warranty Coverage and Conditions) of this Limited Warranty during the warranty term.

**D. WARRANTY REPAIRS**

All work undertaken to address an approved warranty claim is performed by the BUILDER'S subcontractors. These subcontractors do NOT work for **PROHOME** and they don't have a contractual relationship with **PROHOME**. However, please keep **PROHOME** informed if you are dissatisfied with any subcontractor's performance.

**PROHOME** will ensure your BUILDER is aware of your concerns so they can take the appropriate follow-up action.

**FAILURE TO ALLOW ACCESS TO YOUR HOME TO A PROHOME REPRESENTATIVE, YOUR BUILDER OR ANY TRADE CONTRACTOR MAY VOID THIS LIMITED WARRANTY. HOMEOWNER MUST PROVIDE ACCESS TO THE HOME DURING NORMAL WORKING HOURS – 8 AM to 5 PM MONDAY THROUGH FRIDAY.**

**PLEASE ENSURE YOU CALL WITHIN THE SCHEDULED SERVICE PERIODS OF 30-DAY AND 11-MONTHS AFTER CLOSING/SETTLEMENT OR OCCUPANCY, WHICHEVER OCCURRED FIRST, TO REQUEST WARRANTY PERFORMANCE.**

# **PRE-CLOSING ORIENTATION WALK-THROUGH**

Prior to settlement/closing or occupancy, OWNER and a representative from ***PROHOME*** will conduct a Pre-Closing Orientation Walk-Through of the home and property.

◆ **Our Responsibilities**

A ***PROHOME*** representative will tour your home with you, noting areas of concern on the PreClose Orientation Attachment A Form (hereinafter referred to as the “Punch List”). A copy of this form is depicted on the next page. Our representative will also conduct an orientation of your home by demonstrating and educating you on specific components of your new home. For example, the representative will show you the locations of your electrical box, water shut-off valves, reset on the garbage disposal and many other functions within your home, and will introduce you to the ***PROHOME*** Warranty Management System.

During the walk-through, your representative will list any defects pointed out by you, on the Punch List, that fail to meet the standards as listed in the current *Residential Construction Performance Guidelines* (published by the National Association of Home Builders), including specific OWNER concerns regarding perceived differences with selection sheet items. Your ***PROHOME*** representative will discuss this form with you in its entirety. The completed form will be submitted to your BUILDER. You will also be provided a copy of the Punch List. Pay particular attention to all items listed in Paragraph 1 of the Pre-Closing Orientation Form for “cosmetic” damage (e.g. nicks, chips, scratches, gouges, etc). **Your Limited Warranty does not cover post settlement “cosmetic” damage to these items.** See page 4 for a sample of this form.

Please note that during the PreClose Walk-Through the ***PROHOME*** representative will "Tag, Note and in some cases photograph" areas of concern, or items that do not meet local or national standards. **Inspection standards such as normal lighting, required viewing distances, and heights will be strictly enforced.**

◆ **Your Responsibilities**

Pay particular attention during your walk-through to the specific items noted on the Punch List. Each concern or specific issue will be reviewed by the BUILDER and approved or rejected in accordance with your contract as well as building codes and construction standards. A copy of this completed form will be left with you after the Walk-Through. A sample of the Pre-Closing Orientation and Pre-Closing Orientation Attachment A Forms are depicted on the following page.

◆ **Your BUILDER'S Responsibilities**

It is your BUILDER'S responsibility to correct only the approved work noted on the Punch List. ***PROHOME*** does not perform any of the work. In some offices, ***PROHOME*** may manage and schedule the work that is listed during your Pre-Closing Walk-Through.

Ask your ***PROHOME*** representative who is responsible for completing the Punch List. Any questions or concerns you have regarding incomplete work noted on the Punch List **MUST** be directed to either ***PROHOME*** or your BUILDER.



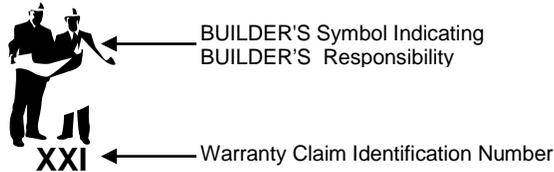
# How To Use Your Warranty

This section will help you understand which items in your home are covered under this Limited Warranty and which items are not covered. Items not covered under this Limited Warranty (Non-Warranted items) are considered homeowner maintenance, manufacturer's warranty, insurance, contractual and may be the OWNER'S responsibility. Items covered under this Limited Warranty are the responsibility of the BUILDER.

The following symbol will assist you in easily identifying WARRANTY CLAIMS that are the BUILDER'S responsibility to perform. All claims processed during the Term of this Limited Warranty are listed in Section VII of this Limited Warranty and annotated with this symbol.



This symbol denotes **Warranty Claims**. The BUILDER is responsible for all items marked with this symbol. The number in bold underneath the symbol is the **CLAIM IDENTIFICATION NUMBER**. It is important that you use this number whenever registering a Warranty Claim. The online system and WorkForm require this Claim Identification Number to process and validate a claim.



**Remember a WARRANTY CLAIM ID NUMBER is required to process any Warranty Claim Request.**

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# REQUESTING A WALK-THROUGH AND REGISTERING WARRANTY CLAIMS

**IT IS THE OWNER'S RESPONSIBILITY TO CONTACT *PROHOME* TO SCHEDULE THE 30-DAY AND 11-MONTH WALK-THROUGHS.**

**Although the claim registration process isn't difficult, we suggest you follow these three (3) simple steps in order to streamline the process:**

## **STEP 1      Verify the BUILDER'S Responsibility**

- ◆ Walk through your home and document your warranty claims.
- ◆ Before registering a Warranty Claim with ***PROHOME***, it is important to verify that the request exceeds the warranty standards as outlined in Section VII of this Limited Warranty.
- ◆ Check this Limited Warranty's Table of Contents to locate the appropriate Warranty Coverage and Condition page. EXAMPLE: Drywall, Electric or Plumbing.

## **STEP 2      Find the Warranty Claim Identification Number**

- ◆ Locate the paragraph that addresses your Warranty Claim specifically.
- ◆ Read through this Limited Warranty section concerning your request.
- ◆ Determine that indeed your BUILDER is responsible.
- ◆ If you cannot locate the Claim Identification Number – your Request is probably NOT covered by this Limited Warranty.
- ◆ If you locate the specific warranty claim, note the Claim Identification Number under the Builder Icon.
- ◆ If your request is the BUILDER'S responsibility under this Limited Warranty, it will have the BUILDER'S symbol beside it. The symbol contains the Claim Identification Number you must note in the online form or WorkForm in order to have your request for service processed.
- ◆ Remember, we cannot process a warranty claim without a Claim Identification Number.

## **STEP 3      Call *PROHOME***

- ◆ Contact our office during the 30-Day or 11-Month Walk-Through windows in order to schedule a warranty inspection.
- ◆ If you utilize the ***PROHOME*** online system, the online warranty claim registration portal will be activated for you.
- ◆ Inform the ***PROHOME*** representative if you don't have use of a computer or if you don't want to utilize the ***PROHOME*** online system. Our representative will ask you for the exact number of claims you wish to register. This will tell us how long we need to schedule your Walk-Through for and how many WorkForms to mail to you.

**Please remember, you cannot process a Claim without a Claim ID#.**

# ONLINE WARRANTY MANAGEMENT SYSTEM

The **PROHOME** online warranty management system was created to provide transparency into the warranty management process. Unique login credentials are available for all warranty process stakeholders (Builder, Homeowner, Subcontractor, and **PROHOME**). The web address for the online portal is located on the front cover of this Limited Warranty.

The online portal is only to be used by homeowners for registering their 30-Day or 11-Month warranty claims. **All Emergency issues must be called in to us so we can triage the situation with you. Our office phone number is located on the front cover of this Limited Warranty.**

Once you have contacted our office, the claim registration portal will be activated. This is evidenced by the fact that the second button from the top on the menu has been turned green. Here is a screen shot depicting this.



Clicking on the **Register Service Request Warranty Claims** button will take you to the claim entry form. Here are the steps to register your warranty claims using this form:

1. Select the **Category** from the drop down list. The “Category” corresponds to the various topical areas as listed under the Warranty Coverage and Conditions in Section VIII of this Limited Warranty (e.g. Attic, Blacktop, Cabinets, etc.)

Category:

2. Select the proper **Request Code** from the drop down list. The “Request Code” is synonymous with the Claim ID Number. The drop down list will depict the various Claim ID Numbers for each of the claims listed under a specific Category. For example, a claim dealing with warping of cabinet drawer facings or cabinet doors is addressed under Claim ID Number “CB1”. In this example you would select CB1.

Request Code:

3. Select the **Problem Location** from the drop down list (e.g. Master Bedroom, Kitchen, etc.)

Problem Location:

- 4. Enter a description of the claim in the **Problem Description** field. Be specific with your description.

Problem Description:

(Please keep the description short.)

- 5. If you would like to, you can upload a digital photo of your claim. Simply browse to the location of the file on your computer and attach it. **Make sure you give the picture a Caption name.**

Attach Picture:

Caption:

- 6. Save the claim by clicking on the green **Save This Item** button.



- 7. The system will save your entry. The warranty claim that you just registered will be depicted at the bottom of the form. Here is an example:

| Request# | Description     | Location    |
|----------|-----------------|-------------|
| 2193     | Door is warped. | Dining Room |

- 8. Once your claim has been saved, the form will reset and you can register additional claims following the above listed procedures.
- 9. It is possible for you to exit out of the system and return at a later time to finish registering your claims. Simply click on the blue **Exit** button toward the bottom of the form. This will take you to the main menu screen. Click on the red **End Your ProHome Session** button. You can log back in at a later time, click on the green **Register Service Request Warranty Claims** button on the main menu and resume registering claims.
- 10. Once all of your desired claims have been registered, click on the red **All Finished** button. This button is located toward the bottom of the form on the right side. **Important: the claims registration portal will close once you click on the All Finished button (i.e. you won't be able to register additional claims). So make sure you have registered all of the warranty claims you wish to register.**



- 11. The system will notify our office within seconds of you clicking the **All Finished** button. Our administrative staff will attempt to contact you to schedule your Warranty Walk-Through.

# WORKFORM

The WorkForm is only mailed to those individuals that don't have use of a computer or wish not to utilize the **PROHOME** online system to register their warranty claim. The WorkForm will be mailed to you by our office following your call to request a Walk-Through. Please keep in mind that your call to schedule a Walk-Through must occur during either of the Warranty Service Request Periods. You must complete the WorkForm to register all valid Warranty Claims. **Claims cannot be added to the list once PROHOME has completed the scheduled 30-Day or 11-Month Warranty Term Walk-Through.**

## IMPORTANT DIRECTIONS:

Make sure you list all of the warranty claims you would like to register on the WorkForm. The WorkForm must be completed prior to the start of the scheduled Warranty Walk-Through appointment. The time allotted for this appointment is to review each warranty claim with you, to take digital photos of your claim(s) and to make warranty determinations based on the specific warranty standards listed in Section VII (Warranty Coverage and Conditions) in this Limited Warranty. Please provide your WorkForm to the **PROHOME** representative when he/she arrives at your home for the scheduled appointment.

**DO NOT MAIL THE COMPLETED FORM BACK TO OUR OFFICE. RETAIN THE COMPLETED FORM UNTIL YOUR SCHEDULED APPOINTMENT.**

Complete the **PROHOME** WorkForm with the following information:

- ◆ **Warranty Claim Identification Number**
  - This is the alpha numeric ID located below the BUILDER symbol in this Limited Warranty Section VII.
- ◆ **Location of Problem**
  - Example: Front Door
- ◆ **Description of Problem**
  - Example: Doesn't latch

A sample of the **PROHOME** WorkForm is located on the next page.

|                            |  |   |
|----------------------------|--|---|
| <b>PROHOME<sup>®</sup></b> |  | Page ____ Of ____ Closing Date _____  |
| <b>WORKFORM</b>            |  | Date _____ PH Rep. _____  |
| Property Owner _____       |  | City/State/Zip _____  |
| Address _____ Lot _____    |  | Phone _____   |
| City/State/Zip _____ / /   |  | <input type="checkbox"/> 30 day <input type="checkbox"/> 11 month <input type="checkbox"/> 2 <sup>nd</sup> Year(s) applicable <input type="checkbox"/> Call In Walkthru Date _____ Time _____ |
| Phone _____                |  | <input type="checkbox"/> Inspection <input type="checkbox"/> Semi-Emergency <input type="checkbox"/> Emergency Bldr / Subdiv _____  |

| LN | CLAIM / SERVICE ID# | LOCATION | DESCRIPTION |
|----|---------------------|----------|-------------|
| 1  |                     |          |             |
| 2  |                     |          |             |
| 3  |                     |          |             |
| 4  |                     |          |             |
| 5  |                     |          |             |
| 6  |                     |          |             |
| 7  |                     |          |             |
| 8  |                     |          |             |
| 9  |                     |          |             |
| 10 |                     |          |             |
| 11 |                     |          |             |
| 12 |                     |          |             |

**OFFICE USE ONLY**

**DO NOT WRITE IN THIS SPACE**

**INSTRUCTIONS**

1. LOCATE CLAIM ID# / SERVICE ID# IN YOUR WARRANTY.
2. TYPE OR PRINT CLEARLY & FIRMLY.
3. ONE CLAIM PER LINE.
4. ONLY ENTER 12 CLAIMS PER FORM.
5. REQUEST ADDITIONAL FORMS IF MORE THAN 12 CLAIMS.
6. CLAIMS MAY NOT BE ADDED AFTER SUBMITTED.
7. DO NOT MAIL TO THE PROHOME OFFICE.

PROHOME<sup>®</sup>

Please validate each Warrantable claim against your written Warranty. The claim/service ID# found in your Warranty must be utilized above. Do not list any items from your Preclosing Walkthrough on this form.

PROPERTY OWNER'S COPY

NOTICE: Under the provisions of the state Mechanic's Lien Statute, a lien may be filed against any real estate for which materials and/or labor is furnished and for which payment is not received.

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|                                      |  |  |  |
|--------------------------------------|--|--|--|
| 11                                   |  |  |  |
| 12                                   |  |  |  |
| Line _____ Additional Comments _____ |  |  | The PROHOME Representative has reviewed and explained all determinations for your warrantable and non-warrantable claims.<br>Signature _____<br>Date _____ |
| Line _____                           |  |  |  |
| BUILDER'S SIGNATURE _____ Date _____ |  |  | One line per claim. If additional claims are needed, describe on a new line. BUILDER'S COPY  |

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|   |  |  |  |
|---|--|--|--|
| 11  |  |  |  |
| 12  |  |  |  |
| Line _____ Additional Comments _____  |  |  | The PROHOME Representative has reviewed and explained all determinations for your warrantable and non-warrantable claims.<br>Signature _____<br>Date _____ |
| Line _____  |  |  |  |
| <input type="checkbox"/> HOASSIGN <input type="checkbox"/> SUBASSIG      SIGNATURE _____ Date _____ |  |  | OFFICE COPY      (I hereby acknowledge the satisfactory completion of the above-described work.)   |

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**PROHOME<sup>®</sup> WorkForm**

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# WARRANTY WALK-THROUGH & NEXT STEPS

**Here is a quick synopsis of the steps that will be followed from the Warranty Term Walk-Through to the scheduling of approved warranty work:**

- ◆ **PROHOME** will review your warranty claims with you and make a warranty determination based on the warranty standards listed in this Limited Warranty.
- ◆ Actual warranty work **will not** be performed during the Warranty Term Walk-Through.
- ◆ Non-Warranty claims will be discussed with you at the Walk-Through. These non-warranty claims are typically considered to be contractual, prior to the warranty commencement or after expiration, manufacturer's warranty, insurance or homeowner maintenance.
- ◆ **PROHOME** meets weekly with your BUILDER to review all warranty claims presented by homeowners during the previous week and to receive specific subcontractor assignments from your BUILDER for all warrantable claims. Your **PROHOME** representative will inform you of our BUILDER meeting date.
- ◆ Our Administrator will contact you following the weekly BUILDER meeting to schedule a work date with you for all approved warranty claims.

## **WARRANTY REPAIRS**

**PROHOME** will contact you following the weekly Builder Meeting to schedule your approved warranty repairs. **All warranty repair work must be scheduled on Monday through Friday between the hours of 8:00 a.m. to 5:00 p.m.; excluding holidays.** Understand that work delays may occur due to ordering of materials, supply availability and weather conditions. Some work assignments may require multiple trips to your home. Additional scheduling will be determined at the mutual convenience of all the parties involved.

### **10-DAY Scheduling Policy**

All approved warranty work is scheduled not sooner than 10 days from the day that **PROHOME** contacts you to schedule a work day. The reason for scheduling everything 10-days out is so you have the flexibility of selecting a work date(s) that best accommodate your schedule. This also provides the assigned Subcontractor two (2) weeks of lead time to accommodate your work date. In effect, the Subcontractor is told what date/time the work will be taking place.

### **Scheduling Procedure**

**PROHOME** utilizes the following procedures when scheduling your work date, in order to ensure a successful appointment:

1. We coordinate a work date 10 days out with the OWNER
2. We send a work ticket to the assigned Subcontractor.
3. We call the Subcontractor to confirm receipt of the work ticket.
4. The online system automatically generates a work reminder notice to the assigned Subcontractor two (2) days prior to the scheduled work date.
5. **PROHOME** will contact you on the day of the scheduled warranty work to confirm that the assigned Subcontractor(s) has/have showed up and completed their work assignments.
6. If a Subcontractor has not arrived yet, or notified you of their delay, **PROHOME** will immediately contact that Subcontractor to inquire about their delay and remind them of their scheduled warranty work obligations.
7. **PROHOME** will notify your BUILDER following your scheduled work date if a Subcontractor failed to show up for their scheduled work and failed to contact you regarding their missed appointment.

### **Work Performance**

Unfortunately, it is likely that sometime during this Limited Warranty Term you will experience the frustration of a missed appointment or some other problem with a scheduled service repair. If this happens **PROHOME** will notify and work with your BUILDER to best facilitate a timely resolution to the missed appointment.

If you cancel appointments for warranty work or are unable to make your home available to workers on the scheduled day(s), the work will have to be rescheduled for a later date.

## **WARRANTY WALK-THROUGH AND NEXT STEPS      SECTION V**

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**Please note that failure to make your home available to the BUILDER or the BUILDER'S Subcontractor(s) for approved warranty work can result in that warranty work being considered complete (i.e. the warranty claim/claims are considered completed) due to your refusal to accept the reasonable efforts of the BUILDER or the BUILDER'S Subcontractors to schedule and complete the warranty work in a timely manner.**

**PROHOME cannot control the manner in which the BUILDER'S representative(s) or the BUILDER'S Subcontractor(s) perform work in regard to quality, timeliness, or any other aspect of their performance or non-performance concerning any particular claim or group of claims.**

**PROHOME** will assist you in whatever way we can. Please feel free to contact us during regular office hours to discuss Subcontractor work assignments.

## WORK ORDER SIGN-OFF

You will be asked to review and acknowledge the completion of the warranty work performed by the BUILDER or the BUILDER'S Subcontractor(s). This can be accomplished in one of two ways. You can either sign the Work Order provided to you by the subcontractor or technician following the completion of the scheduled work or you can log into the online system and digitally sign off on the Work Order.

**Ensuring that all completed Work Orders have been signed off on by you is a critical step in the quality control process.** In the event that a Subcontractor didn't obtain a sign-off on a Work Order from you, our Administrator will contact you to confirm that the work was completed and to request that you log into the online system and digitally sign off on each Work Order.

There are a number of ways to get to the proper place in the online system in order to provide a digital sign-off on a Work Order. Here is a brief overview of one way that this can be done:

1. Log into your online account.
2. Click on the top button on the main menu labeled **List Service Requests**.
3. This will take you to the Information page for your home. Toward the bottom of the screen will be a listing of the Request for Service ("RFS") that you generated and the type of request that it was (e.g. 30-Day or 11-Month). Click on the **Details** button located on the far right side. Here is a screen shot of this area:

| RFS # | Created   | Request Type | Created By:   | Items | Status |                         |
|-------|-----------|--------------|---------------|-------|--------|-------------------------|
| 1032  | 7/22/2010 | 30 day       | Archie Bunker | 2     | Open   | <a href="#">Details</a> |

4. This will take you to the screen that shows the individual Work Orders that fall under this "RFS" number, which in this example is #1032. To sign off on the Work Order click the **Details** button located on the far right side of the Work Order. Here's a screen shot of this area:

Homeowner Request # 1032

RFS Created By: Archie Bunker - 555-555-5555      Home# - Address: 123 - Apple Pie Way  
 Request Type: 30 day      Date Entered: 7/22/2010  
 COE: 7/22/2010      Homeowner: Archie Bunker

Items:

| WO#  | Sent      | Trade                    | Subcontractor      | Description       | Date Closed |                         |
|------|-----------|--------------------------|--------------------|-------------------|-------------|-------------------------|
| 2024 | 8/10/2010 | CK Caulking              | Charlie Caulker    | Caulking cracking |             | <a href="#">Details</a> |
| 2025 | 8/10/2010 | CG Countertops - Granite | Countertop Experts | Chip              |             | <a href="#">Details</a> |

5. This will take you to the screen that shows the details of this individual Work Order. Half way down this screen is a blue menu bar with the **H/O Sign-Off** button. Click on this button.

|                        |                              |                      |                      |                      |
|------------------------|------------------------------|----------------------|----------------------|----------------------|
| <a href="#">Review</a> | <a href="#">H/O Sign-off</a> | <a href="#">Exit</a> | <a href="#">Help</a> | <a href="#">Home</a> |
|------------------------|------------------------------|----------------------|----------------------|----------------------|

- This will display a new menu bar in the middle of the screen. Enter your login password in the field and click on the green **Confirm Sign-Off** button. This process ensures you have provided a secure and legal digital signature. Once you click the sign-off button it will return you to the previous screen and the system will now display a date under the “Date Closed” column.

The image shows a software interface with a menu bar at the top containing five items: 'Save Comments' (green), 'Review' (blue), 'Exit' (blue), 'Help' (blue), and 'Home' (blue). Below the menu bar is a pink background area containing the text 'Enter your ProHome password:' followed by a white text input field. To the right of the input field are two buttons: a green 'Confirm Sign-off' button and a red 'Cancel' button.

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# EMERGENCY SERVICE PROCEDURE

**PROHOME** understands that not all situations requiring immediate attention happen during normal business hours. Therefore, your BUILDER has provided you with the **PROHOME** Emergency Assistance number. **Do not contact the Subcontractors directly if you have an emergency.** Call our office at the number listed on the front cover of this Limited Warranty to report your emergency situation. We will assist you in triaging the situation, documenting your emergency and taking the appropriate follow on action.

**If you feel you are facing a life threatening emergency, call 911 or your local authorities.**

To help **PROHOME** serve you better, please observe the procedures outlined in this section when reporting any emergency to us.

**AN EMERGENCY includes:**

- 1. Total Electrical Outage.** Ensure the electrical grid isn't down by checking with your utility company before reporting this situation to **PROHOME**.
- 2. Electrical Sparks.**
- 3. Total Loss of Heat.** Applicable when the outside temperature is below 45 degrees Fahrenheit.
- 4. Gas Leak.** Contact your utility company and then **PROHOME** if the leak is at the furnace or water heater supply lines. **If you have a gas leak, leave your home immediately and do not use the phone in your home.**
- 5. Water Leak Requiring Main Water Shut-Off Valve To Be Turned Off.**
- 6. Non-Operable Exterior Passage Door or Lock**

**NOTE: Air conditioner outage is not considered an emergency. Air conditioning problems will be addressed during normal business hours in the order they were reported in.**

Before calling the **PROHOME** Emergency Assistance number, please check the following items:

## HEATING AND COOLING

**A. Breaker Box**

- Check for a switch that may need resetting. A tripped breaker must be turned all the way off and then back to reset.

**B. Thermostat Setting**

- To cool the home, the system switch must be on "AC" and the fan switch should be on "Auto". To heat the home, the system switch must be on "Heat" and the fan switch should be on "Auto".

**C. Pilot Light**

- If the pilot light is out, follow the instructions on the furnace or in the manufacturer's literature to re-light it. Some furnaces have electronic ignition, which does not require a manual relighting of the pilot light.

**D. Gas Valve in "On" Position**

- This is the last step in lighting the pilot light and is frequently overlooked.

**E. Bottom Cover**

- Generally, the furnace fan will not operate if the bottom cover panel is not properly closed. The bottom cover panel restrains (hold in) a sensor button indicating that the panel is closed; this is similar to the mechanics of a clothes dryer door.

**F. Manual Electric Switch “On”**

- This looks like a light switch and is located on the side or near the furnace, next to the fuse.

**G. Heat Pumps**

- In the “Heat” mode, the heat pump may not be able to supply sufficient heat BTUs in very cold weather conditions. Switching to auxiliary heat may be required.

**PLUMBING, GAS OR WATER LEAKS****A. Gas Leaks**

- Gas leaks are to be reported immediately to your local GAS SERVICE COMPANY. The reporting of this emergency to the **PROHOME** 24-Hour Emergency Assistance number should be secondary to the call made to your local GAS SERVICE COMPANY.

**B. Water Shut-Off Valves**

- Individual water shut-off valves are located behind toilets and under sinks. Use these valves immediately when shutting down the water supply to a particular fixture or appliance. **As long as you can isolate a leak with the individual shut-off valve(s), these types of issues will be only addressed during normal business hours.**

**C. Home Main Water Shut-Off**

- The home’s main water supply can be shut-off supplying all water throughout the home. This valve is normally located in the basement or crawl space of the home on the wall nearest the street.

**D. Exterior Water Shut-Off**

- The City Water Service can be shut off to eliminate all water supplied to the home from the street. This is usually located outside in the front of the home near the street.

**ELECTRICAL****A. Breaker Box**

- Always check the main breaker and each of the individually labeled breakers in the breaker box before calling. **Tripped breaker(s) will be only addressed during normal business hours.**

**B. Ground Fault Circuit Interrupt (GFCI) and Arc Fault Circuit Interrupt (AFCI) Switches**

- Always check all GFCI and AFCI switches prior to calling. **Tripped GFCI and/or AFCI switches will be only addressed during normal business hours.**

**WATER LEAKS**

- Immediately collect the water entering the home by using buckets, pans, towels, or other means to prevent further damage from the water. A water leak in your home is considered an emergency and **PROHOME** should be contacted immediately.

If you have any questions as to the validity of your "EMERGENCY", we ask that you utilize **PROHOME'S** Emergency Assistance Number located on the front cover of this Limited Warranty.

# WARRANTY COVERAGE AND CONDITIONS

◆ **Limited Warranty Term**

The “Term” of this Limited Warranty is **ONE (1) YEAR**, beginning at the date of Closing/Settlement or Occupancy, whichever occurred first, and ending one year later on the first anniversary date of Closing/Settlement or Occupancy, whichever occurred first. This **PROHOME** Limited Warranty only covers items, or components, of your home specifically described herein and that are actually reported to **PROHOME** within the first year from the date of Closing/Settlement or Occupancy, whichever occurred first. The procedures detailed in this Limited Warranty are applicable for processing any warranty claim.

◆ **Covered Parties**

This **PROHOME** Limited Warranty is extended to the Homeowner(s) named above, hereinafter, individually and collectively referred to as OWNER who is/are the initial OWNER(s) of the home by the BUILDER of the home. This **PROHOME** Limited Warranty is transferable to subsequent OWNER(s) of the home if BUILDER so acknowledges in writing.

◆ **Covered Warranty Items**

BUILDER warrants solely to the OWNER, subject to the guidelines stated herein (specifically including but not limited to the Non-Warranted Conditions contained in SECTION VIII of this **PROHOME** Limited Warranty), that for the term of this Limited Warranty, as described above, the home will be free of the defects noted in this Limited Warranty and that warrantable claims will be the BUILDER'S responsibility.

The warranty standards outlined in this section have been developed and accepted by the residential construction industry in general. While it is virtually impossible to develop warranty standards for each possible deficiency, the construction industry and **PROHOME** have attempted to isolate the most common actual physical damage deficiencies that occur and in so doing, list them for your convenience. Where a specific warranty standard has not been specified, the guidelines found in the publication Residential Construction Performance Guidelines for Professional Builders & Remodelers, 5<sup>th</sup> Edition, published by the National Association of Home Builders (NAHB), 2015, will apply. Copies of this publication may be special ordered through most book retailers, or purchased directly from the NAHB Bookstore by calling 1-800-223-2665.

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## APPLIANCES

It is important to read and follow all manufacturers' requirements for each appliance in your home. It is your responsibility to report any problem with any appliances directly to the appliance service representative. The phone number is usually located in the lower corner of the back page of the appliance OWNER'S manual.

### **Manufacturer's Limited Warranty**

The appliances in your home are warranted directly by the appliance manufacturer NOT your BUILDER. Either during the Pre-Closing Walk-Through, Closing or prior to Occupancy; you will receive the manuals and/or warranties for your appliances from your BUILDER. You must complete all of the appropriate registrations and submit them to the appropriate manufacturer. Do NOT send the appliance registrations to **PROHOME** or your BUILDER.

### **Manufacturer's Service**

If you have a problem with one of your appliances, call the manufacturer's customer service number listed in the manufacturer's manual/warranty. Be ready to supply the following information to the manufacturer's service representative.

1. Name, address and phone number
2. Date of Warranty Commencement - Closing of Escrow/Settlement or Occupancy (whichever occurred first)
3. Brief description of the type of problem you are experiencing
4. The serial number and model number of your appliance

## ASPHALT

Asphalt is a flexible and specialized surface. Like any other surface in your home, it requires protection from things that can damage it. Over time, the effects of weather and earth movement will cause minor settling and cracking of asphalt. These are normal reactions to the elements and do not constitute improperly installed asphalt or defective material. The grade along the side of the driveway should be maintained properly to prevent settlement cracks from forming. The following are specifically excluded from this Limited Warranty and are OWNER maintenance responsibilities:

1. Depressions or cracks caused by heavy equipment, such as moving vans, school buses, garbage trucks or delivery vehicles.
2. Surface damage resulting from chemicals or solvents causing the breakdown of the bituminous mixture that surrounds the aggregate in blacktop.
3. "Turn marks" created by vehicle wheels stopping or turning. Hot weather conditions combined with new pavement can cause these "turn marks". Asphalt becomes more resistant to turn marks with age.



- Longitudinal or transverse cracks exceeding 1/16 inch in width or vertical displacement in asphalt driveways are considered excessive. BUILDER will take appropriate action as required to repair this deficiency during the Term of this Limited Warranty.



- Standing water greater than 3/8 inch in depth remaining on the surface 24 hours after a rainfall. BUILDER will take appropriate action as required to repair the deficiency during the Term of this Limited Warranty.



- Aggregate of asphalt coming loose. BUILDER will take appropriate action as required to repair the deficiency during the Term of this Limited Warranty; unless it is caused by chemicals, solvents and/or oils.

**BUILDER shall perform all asphalt repairs by patching. It is important to understand that repairs, patches and blending will be noticeable. BUILDER is not responsible for the inevitable differences in color between the patch and the original surface.**

**ATTICS**



- Building Codes, Standards and Regulations require that the BUILDER provide a ventilation system in your attic with an appropriate total roof vent area. The BUILDER is responsible for the workings of the appropriate ventilation systems and their compliance with all local building codes. Down ventilation is unacceptable. BUILDER will take appropriate action as required to repair the deficiency during the Term of this Limited Warranty.



- Attic vents and louvers shall not leak. However, infiltration of wind-driven rain or snow is not considered a leak and is beyond the BUILDER’S control. BUILDER will take appropriate action as required to repair the deficiency during the Term of this Limited Warranty.



- Exhaust fans should not discharge into the attic. Fans shall vent to the outside in accordance with prevailing codes. BUILDER will take appropriate action as required to repair the deficiency during the Term of this Limited Warranty.

**CABINETS**

All cabinet doors, drawers and other operating parts that do not function as designed are deficiencies **ONLY** if they are reported during the Pre-Closing Walk-Through. The BUILDER will **ONLY** take corrective action, as necessary, to correct these deficiencies if they are listed on the Punch List.



- Warping of any cabinet drawer facings or cabinet doors, which exceed 1/4 inch when measured from the face of the cabinet frame to the further most point of warpage on the drawer or door front in a closed position, is considered a deficiency; providing humidity and moisture levels in the home have been maintained in accordance with the recommended levels suggested by the cabinet manufacturer. BUILDER will take appropriate action as required to repair the deficiency during the Term of this Limited Warranty.



- Cabinet faces more than 1/8 inch out of line, and cabinet corners more than 3/16 inch out of line are considered excessive. BUILDER will take appropriate action as required to repair the deficiency during the Term of this Limited Warranty.



- Cabinet Doors and Cabinet Drawer Faces shall not crack. BUILDER shall repair or replace the affected item during the Term of this Limited Warranty. BUILDER is not responsible for a perfect match in wood grain or stain or for discontinued materials.



- Gaps that exceed 1/4 inch between the cabinet and wall or ceiling surfaces are considered excessive and will be corrected by BUILDER during the Term of this Limited Warranty.



- A cabinet door will not stay closed. BUILDER will adjust or replace the door catches or closing hardware **ONE TIME ONLY** during the Term of this Limited Warranty to meet this performance guideline.



- Individual cabinets should not be more than 3/16 inch out of level. BUILDER will take appropriate action as required to repair the deficiency during the Term of this Limited Warranty.



- Cabinet frames, when measured diagonally from corner to corner, should not be out of square by more than 1/4 inch. BUILDER will take appropriate action as required to repair the deficiency during the Term of this Limited Warranty.



- Cabinet doors should align so that gaps between doors don't deviate more than 1/8 inch from top to bottom. BUILDER will take appropriate action as required to repair the deficiency during the Term of this Limited Warranty.

## CAULKING

### Exterior Caulking



- Exterior caulk around vents, doors, windows and service line openings should not allow water intrusion. BUILDER will repair leaking caulk joints or cracks, **ONE TIME ONLY**, during the Term of this Limited Warranty.

### Interior Caulking

The BUILDER will apply the initial caulking to your new home where required. **Interior caulking cracks and gaps will only be addressed by BUILDER if they are identified by OWNER during the Pre-Closing Walk-Through and listed on the Punch List.** Properly installed caulking will eventually shrink and crack and is not covered under this Limited Warranty. Maintaining the caulking in the home is the OWNER'S responsibility.

## COLUMNS, POSTS, OR PIERS



- An exposed wood column should not bow or be out of plumb more than 3/8 inch in 8 feet. BUILDER will repair such a deficiency during the Term of this Limited Warranty. Wood columns may become distorted as part of the drying process. Bows and other imperfections cannot be prevented.



- An exposed concrete column should not have a bow that exceeds 1 inch in 8 feet or be out of plumb in excess of 1 inch in 8 feet. BUILDER will correct this deficiency during the Term of this Limited Warranty



- Masonry columns or piers should not be out of plumb in excess of 1 inch in 8 feet. BUILDER will take corrective action as required to repair this deficiency during the Term of this Limited Warranty.



- Steel posts will not be out of plumb in excess of 3/8 inch in 8 feet when measured vertically. BUILDER will take corrective action as required to repair this deficiency during the Term of this Limited Warranty.

## CONCRETE

## Exterior Concrete

Flatwork including driveways, patios, sidewalks, and garage floors, as well as exterior walls including retaining walls, foundations and footings or poured concrete stoops and steps are all considered exterior concrete in this Limited Warranty. Exposed concrete walls should not have surface imperfections (e.g. pits, surface voids or similar imperfections) that are larger than 1 inch in diameter or 1 inch in depth. BUILDER will patch the affected area, which likely won't match the color or texture of the surrounding concrete. These types of surface voids are not structurally significant and BUILDER will **ONLY** take corrective action, as necessary, to correct these surface deficiencies if they are listed on the Punch List during the Pre-Closing Walk-Through.



- BUILDER will correct any concrete stoops and/or steps that settle, separate or heave in excess of 1 inch from the house structure during the Term of this Limited Warranty.



- Water shall drain off outdoor stoops and steps within 24-hours after rain. BUILDER will take appropriate action as required to repair the deficiency during the Term of this Limited Warranty.



- Sidewalk and driveway cracks (outside of control joints) that exceed 1/4 inch in width or 1/4 inch in vertical displacement shall be repaired by BUILDER during the Term of this Limited Warranty. Patching is considered acceptable as a repair method and it may not match the surrounding concrete in color and texture.



- BUILDER shall repair adjoining concrete sections, such as sidewalks and other exterior concrete flatwork, which have deviated in height by more than 1/2 inch during the Term of this Limited Warranty. Lift or settlement at these junctions is caused by seasonal fluctuations in moisture and temperature. BUILDER will **ONLY** make repairs after the effects of the current seasonal fluctuations have subsided and a true determination of the repair can be made. The repaired area may not match the existing floor in color and texture.



- Standing water that is 3/8 inch deep on sidewalks 24-hours after the end of a rain is considered excessive. BUILDER will take appropriate action as required to repair the deficiency during the Term of this Limited Warranty. The repaired area may not match the existing floor in color and texture.



- Efflorescence visible on a poured concrete basement wall, concrete block wall or crawl space wall which is caused by a water leak (due to actual flow and accumulation of water) into the structure is a deficiency. BUILDER will repair the wall to stop the leak into the structure during the Term of this Limited Warranty. Efflorescence is a normal condition caused by moisture reacting with the soluble salts in concrete and forming harmless carbonate compounds on the surface of concrete. The mere presence of efflorescence without a water leak is not a deficiency.



- Cracks greater than 1/4 inch in width in concrete footings are considered excessive. BUILDER will repair using material designed to fill cracks in concrete during the Term of this Limited Warranty. The repaired area may not match the existing floor in color and texture.

**Interior Concrete**

Interior concrete includes floors, basement walls, foundation walls and crawl space walls. Small gaps and voids between the concrete floor and concrete walls may expand or contract and are considered to be normal. Hairline cracks, “spider” cracks, minimal stress and curing cracks, and separation or movement at control (expansion and contraction) joints in interior concrete floors are normal and are **NOT** covered under this Limited Warranty.

Concrete Slabs within the structure are designed to move at control joints. This is a normal occurrence and **NOT** covered under this Limited Warranty

Exposed concrete walls should not have surface imperfections (e.g. pits, surface voids or similar imperfections) that are larger than 1 inch in diameter or 1 inch in depth. BUILDER will patch the affected area, which likely won’t match the color or texture of the surrounding concrete. These types of surface voids are not structurally significant and BUILDER will **ONLY** take corrective action, as necessary, to correct these surface deficiencies if they are listed on the Punch List during the Pre-Closing Walk-Through.



- Cracks exceeding 3/16 inch in width or 3/16 inch in vertical displacement will be repaired by BUILDER during the Term of this Limited Warranty if the slab is in conditioned space or the crack interferes with the installation of finish flooring.

BUILDER will repair using a material designed to fill cracks in concrete. The repaired area may not match the surrounding slab floor in color and texture.



- Dampness caused by water or moisture intrusion through basement walls and floors is unacceptable. The BUILDER is not responsible for dampness caused by condensation of water vapor on cool walls and floors. The BUILDER will repair the affected basement wall or floor to prevent water intrusion during the Term of this Limited Warranty.



- Excessive powdering, dusting, or chalking of concrete surfaces is a deficiency. This should not be confused with normal surface dust that may accumulate for a short period. BUILDER will take whatever corrective action is necessary during the Term of this Limited Warranty to treat, repair or resurface defective areas.



- Concrete floors in rooms designed for habitability shall not have pits, depressions or area of unevenness exceeding 3/8 inch in 32 inches, unless that floor has been designed for specific drainage purposes. BUILDER will take whatever corrective action is necessary during the Term of this Limited Warranty to correct this deficiency. BUILDER may repair by leveling the surface with material designed to repair uneven concrete.



- Interior concrete surfaces should not pit or spall, unless the deterioration is caused by factors outside of the BUILDER'S control. Pitting is evidenced by concrete that has chipped. Spalling is evidenced by concrete that has flaked or peeled from the outer surface. BUILDER will take whatever corrective action is necessary during the Term of this Limited Warranty to correct this deficiency. BUILDER will repair using materials designed for this purpose. The repaired area may not match the surrounding slab floor in color and texture.



- Poured concrete basement walls shall not be out of plumb or bowed greater than 1 inch in 8 feet when measured vertically from the base to the top of the wall. BUILDER will repair the deficiency during the Term of this Limited Warranty. **If the wall is to remain unfinished according to the purchase contract, and the wall meets building code requirements as evidenced by passed inspections, then BUILDER is not required to take any corrective actions.**



- BUILDER will patch cracks in poured concrete basement or crawl space walls, concrete block basement walls or crawl space walls that exceed 1/4 inch in width. BUILDER will take whatever corrective action is necessary during the Term of this Limited Warranty to correct this deficiency. BUILDER will repair using materials designed for this purpose. The repaired area may not match the surrounding slab floor in color and texture.



- Efflorescence visible on the surface of a concrete floor slab is considered a deficiency **ONLY** if it is caused by a basement water leak (due to actual flow and accumulation of water). BUILDER will repair the water leak as required during the Term of this Limited Warranty. Efflorescence is a normal condition caused by moisture reacting with the soluble salts in concrete and forming harmless carbonate compounds (white film) on the surface of concrete. The mere presence of efflorescence without a water leak is not a deficiency.



- Cold joints on poured concrete foundation walls should not have an actual separation or a crack that exceeds 1/4 inch in width. BUILDER will cosmetically repair any cold joint that does not meet this standard during the Term of this Limited Warranty. A cold joint is a visible joint that depicts where the concrete pour terminated and continued. Cold joints are normal and should be expected to be visible.



- Crawl spaces should be graded and proper exterior foundation drains installed as required by the prevailing building codes to prevent water from accumulating. The BUILDER will take corrective measures to meet the performance guidelines.



- Condensation is evident on the vented crawl space surface. The BUILDER will install the ventilation and vapor barrier required by the prevailing building code to meet the performance guideline. Further reduction of condensation is an OWNER's maintenance responsibility.

### Concrete in Garages



- Cracks in a concrete garage floor greater than 3/16 inch in width or 3/16 inch in vertical displacement will be corrected by the BUILDER during the Term of this Limited Warranty. The repaired area may not match the existing floor in color and texture.



- Garage floor will not settle, heave or separate in excess of 1 inch from the structure. BUILDER will take whatever corrective action is necessary during the Term of this Limited Warranty to correct this deficiency. The repaired area may not match the surrounding slab floor in color and texture.



- Adjoining concrete flatwork sections shall not differ in height by more than 1/2 inch; unless the deviation is intentional at specific locations such as at garage door openings. Lift or settlement at the junction of the garage floor and driveway are caused by seasonal fluctuations in moisture and temperature. BUILDER will only make repairs after the effects of the current seasonal fluctuations have subsided and a true determination of the repair can be made. BUILDER will take whatever corrective action is necessary during the Term of this Limited Warranty to correct this deficiency. The repaired area may not match the existing floor in color and texture.

### COUNTERTOPS

“Cosmetic damage” (e.g. cracks, chips, scratches, gouges, etc.) to a countertop reported or identified after settlement/closing is **NOT** covered under this Limited Warranty. Only cosmetic damage reported on the Punch List during the Pre-Closing Walk-Through will be addressed by the BUILDER.



- Countertops should not be more than 3/8 inch in 10 feet out of parallel to the floor. BUILDER will take whatever corrective action is necessary during the Term of this Limited Warranty to correct this deficiency.

### Laminate



- Countertops with high-pressure laminate coverings shall not delaminate. BUILDER will repair or replace delaminated coverings during the Term of this Limited Warranty, unless the de-lamination was caused by OWNER'S misuse or negligence.

### Cultured Marble and Granite

Natural products like marble and granite will contain variations in color and texture, which is considered normal. Seams in marble and granite countertops may be visible and are considered normal.



- Lippage greater than 1/32 inch between countertop sections is considered excessive. BUILDER will take corrective action during the Term of this Limited Warranty to correct this deficiency.

### Tile



- Grout lines on tile countertops should not vary by more than 1/16 inch from the widest to the narrowest part. BUILDER will take actions to correct the deficiency during the Term of this Limited Warranty.



- Cracks in grout lines on tile countertops that result in loose tiles or gaps in excess of 1/16 inch will be repaired by the BUILDER, **ONE TIME ONLY**, during the Term of this Limited Warranty.



- Lippage greater than 1/16 inch between adjoining countertop surface tiles is considered excessive, except for tiles that are designed with an irregular height. BUILDER will take whatever corrective action is necessary during the Term of this Limited Warranty to correct this deficiency.

### Corian® Man Made Marble

Man-made marble, such as Corian®, can maintain its appearance for many years; however, not unlike other countertop surfaces, Corian® and other man-made materials must be protected against heat.



- The gaps along the top edges and joints of the backsplash must be within 1/16 inch. The BUILDER will caulk or fill any excessive gaps to meet these requirements during the Term of this Limited Warranty.

**DECKS**

BUILDER shall install fiberboard decks and non-wood materials in such a manner as prescribed by the manufacturer.

Splits, warps and cups in wood decking boards, railings and pickets shall not exceed the allowances established by the official grading rules issued by the agency responsible for the lumber species used for the deck boards, including but not limited to, Southern Pine Inspection Bureau, Western Wood Products Association, West Coast Lumber Inspection Bureau, Redwood Inspection Service and Northeastern Lumber Manufacturers Association. BUILDER will **ONLY** take corrective action, as necessary, to correct these decking board deficiencies if they are listed on the Punch List during the Pre-Closing Walk-Through.



- All structural members in a wood deck shall be sized, and fasteners spaced, according to building codes and manufacturer’s instructions. BUILDER will take corrective action as necessary during the Term of this Limited Warranty to correct this deficiency.



- Railings on wood decks shall not contain slivers longer than 1/8 inch in exposed areas. BUILDER will repair railing slivers, as necessary, **ONE TIME ONLY** during the Term of this Limited Warranty.



- No point on the deck surface shall be more than 1/2 inch higher or lower than any other deck surface point within 10 feet on a line parallel to the home, or in proportional multiples of these dimensions (unless a slope is incorporated in the design). BUILDER will take corrective action as necessary to correct this deficiency during the Term of this Limited Warranty.



- Stain color variations are not acceptable if they are the result of improper stain application or failure to mix the stain properly. BUILDER will take corrective action as necessary to correct this deficiency during the Term of this Limited Warranty. **Stain color variations from other causes – such as weathering or natural variations in the wood used in the deck – are common and are NOT covered under the Limited Warranty.**



- Fasteners (e.g. nails) should not protrude from the floor of the deck. **ONE TIME ONLY** during the Term of this Limited Warranty, BUILDER will reinstall fasteners that protrude from the floor of the deck so that the heads are flush with the surface.



- Fastener (e.g. nails) stains caused by “bleeding” that extend more than 1/2 inch from the fastener and are readily visible from a distance of 10 feet are not acceptable. BUILDER will take corrective action as necessary to correct this deficiency during the Term of this Limited Warranty.



- Deck railing lacks rigidity. Deck railings are to be attached to structural members in accordance with prevailing building codes. BUILDER will take corrective action as necessary to correct this deficiency during the Term of this Limited Warranty.

**DOORS**

**Exterior Doors**

Exterior doors are constructed of a variety of materials, which include solid wood, metal, composite materials, fiberglass and glass, as applicable. The BUILDER will **ONLY** address cosmetic damage (e.g. chips, nicks, dents, indentations or mars, etc.) on doors if noted on the Punch List during the Pre-Closing Walk-Through. **Cosmetic damage on doors following closing/settlement is NOT covered under this Limited Warranty.** Solid wood doors may have individual panels that may move due to shrinking or expanding, therefore showing a small strip of raw wood along the edges. The BUILDER is not responsible for this movement or showing of raw wood.

Doors are not completely water resistant. The BUILDER will install and flash in accordance with manufacture’s specifications and/or as required by prevailing building codes. Doors (except fixed) have cracks or joints through which, with enough wind pressure, wind-driven rain can penetrate. The wind rating specifications for doors are higher than the water rain events, such as short term intense thunderstorms and tropical storms, because water can be expected to penetrate doors.

Primary doors behind a storm door may result in melting plastic molding and crack or peel of caulking or glazing. This is to be expected and NOT covered under this Limited Warranty.

Weather stripping shall be installed and sized properly to seal the exterior door when closed in order to prevent excessive air infiltration. **The BUILDER will ONLY address deficiencies with the weather stripping on doors if noted on the Punch List during the Pre-Closing Walk-Through.** Doors must have gaps at their perimeter to accommodate expansion and contraction due to variations in temperature and humidity and to operate over a wide range of environmental conditions. During times of high wind or temperature differentials inside and outside the home, there may be noticeable air movement around a closed door’s perimeter. A small glimmer of light visible at the corners of the door unit is normal. Maintenance of the weather stripping is the responsibility of the OWNER after settlement/closing.

Tarnish to finishes on exterior door hardware or kick-plates are covered by the manufacturer’s warranty, NOT the BUILDER.



- Exterior door will not close and latch. **ONE TIME ONLY** during the Term of the Limited Warranty, BUILDER will adjust the door or latching mechanism to comply with this standard.



- Exterior doors shall operate smoothly, except that the door may stick during occasional periods of high humidity or with variations in temperature. BUILDER will take appropriate corrective action during the Term of this Limited Warranty if the problem is caused by faulty workmanship or materials.



- Exterior doors shall not warp more than 1/4 inch - as measured diagonally from corner to corner - to the extent that they become inoperable or cease to be weather resistant. BUILDER will repair or replace the affected door as required during the Term of this Limited Warranty. BUILDER cannot guarantee an exact match of wood grains, paint or stains if a door has to be replaced. BUILDER is NOT responsible for materials that have been discontinued or are no longer available to BUILDER.



- An exterior wooden door panel should not have a split that allows light to be visible through the door. ONE TIME ONLY during the Term of this Limited Warranty, BUILDER will take appropriate corrective action. Caulking and fillers are acceptable forms of remediation. BUILDER is not responsible for an exact match of wood fillers, finishes, stains or paint.



- Exterior doors should not swing open or closed by the force of gravity. BUILDER will take corrective action as necessary to correct this deficiency during the Term of this Limited Warranty. **However, fire doors have spring loaded hinges which are specifically designed to close the door and are not considered a deficiency.**



- The reveal, or gap, around an exterior door edge, doorjamb, and/or threshold shall not vary by more than 3/16 inch along each side of the door. BUILDER will take corrective action as necessary to correct this deficiency during the Term of this Limited Warranty.



- Sliding patio doors or screens shall stay in their track. ONE TIME ONLY during the Term of this Limited Warranty, BUILDER will adjust the door or screen to comply with this standard. Cleaning and maintenance necessary for normal operation are the OWNER'S responsibility.



- Sliding patio doors shall roll smoothly. ONE TIME ONLY during the Term of this Limited Warranty, BUILDER will adjust the sliding patio door to comply with this standard. Cleaning and maintenance necessary for normal operation are the OWNER'S responsibility.



- A doorknob, deadbolt, or lockset should not stick or bind during operation. ONE TIME ONLY during the Term of this Limited Warranty, BUILDER will adjust, repair or replace – as required - knobs that are not damaged by the OWNER. Locksets may feel heavy or stiff but are operating as intended by the manufacturer.

**Interior Doors**

The BUILDER is not responsible for applying finish to raw wood edges after the Pre-Closing Walk-Through.



DO10

- Doors should not warp to the extent that they become inoperable. The maximum allowable warpage is 1/4 inch when measured diagonally from corner to corner of the door. BUILDER will repair or replace the affected door as required during the Term of this Limited Warranty. BUILDER cannot guarantee an exact match of wood grains, paint or stains if a door has to be replaced. BUILDER is not responsible for materials that have been discontinued or are no longer available to BUILDER.



DO11

- Bi-fold and bypass doors should not come off their tracks during normal operation. ONE TIME ONLY during the Term of this Limited Warranty, BUILDER will adjust a bi-fold or bypass door that will not stay on its track during normal operation. Routine maintenance necessary for normal operation is the OWNER'S responsibility.



DO12

- A pocket door rubs in its pocket; it should operate smoothly during normal operation. ONE TIME ONLY during the Term of this Limited Warranty, BUILDER will adjust a pocket door that rubs in its pocket or does not operate smoothly during normal operation. Pocket doors commonly rub, stick, or derail because of the inherent nature of the product. It is also common for the door to rub against the guides provided by the manufacturer. Routine maintenance necessary for normal operation is the OWNER'S responsibility.



DO13

- An interior wooden door panel should not have a split that allows light to be visible through the door. ONE TIME ONLY during the Term of this Limited Warranty, BUILDER will take appropriate corrective action. Caulking and fillers are acceptable forms of remediation. BUILDER is not responsible for an exact match of wood fillers, finishes, stains or paint.



DO14

- An interior door that rubs on jambs or a BUILDER-installed floor covering. ONE TIME ONLY during the Term of this Limited Warranty, BUILDER will adjust the door that rubs on jambs or a BUILDER-installed floor covering.



DO15

- The door edge shall be within 3/16 inch of parallel to the doorjamb. ONE TIME ONLY during the Term of this Limited Warranty, BUILDER will adjust the door as necessary that does not meet this standard.



DO16

- Interior doors should not swing open or closed by the force of gravity. ONE TIME ONLY during the Term of this Limited Warranty, BUILDER will adjust the door that swings open or closed by the force of gravity.



DO17

- Interior door hinges should not squeak. ONE TIME ONLY during the Term of this Limited Warranty, BUILDER will adjust the door as necessary to meet this standard.



DO18

- Interior doors shall move smoothly with limited resistance. ONE TIME ONLY during the Term of this Limited Warranty, BUILDER will adjust the door as necessary to meet this standard.



DO19

- A door knob or latch should not stick or bind during operation. ONE TIME ONLY during the Term of this Limited Warranty, BUILDER will adjust, repair

or replace knobs or latches that are not operating smoothly. BUILDER cannot guarantee an exact match of door knobs or latches if they have to be replaced. BUILDER is not responsible for materials that have been discontinued or are no longer available to BUILDER.

**Garage Doors**



- Garage doors fail to operate properly under normal use. BUILDER will correct or adjust garage doors as required during the Term of this Limited Warranty, unless the OWNER’S actions or negligence caused the problem.



- Garage doors shall be installed as recommended by the manufacturer and should not allow the entry of excessive snow or water under normal weather conditions. BUILDER will adjust or correct the garage doors to meet the manufacturer’s installation instructions during the Term of this Limited Warranty. However, some snow or water can be expected to enter under normal weather conditions. Severe storms with high winds or hurricanes are not considered normal weather conditions.

**ELECTRICAL SYSTEM**

Light bulbs are specifically **NOT** covered under this Limited Warranty. **If an electrician is called to your home for repairs and a burned out light bulb is the problem, the OWNER will be charged for the cost of the service call.**

Drafts from electrical outlets on exterior walls are a normal occurrence and are **NOT** covered under this Limited Warranty.

Finishes on light fixtures that get tarnished are **NOT** covered under this Limited Warranty; OWNER should contact the fixture manufacturer.

BUILDER will **ONLY** replace the battery on a chirping smoke and carbon monoxide detectors if this is listed on the Punch List during the PreClose Walk-Through.



- All electrical switches, outlets and fixtures are to operate as designed. BUILDER will repair or replace malfunctioning switches, outlets, and fixtures as required during the Term of this Limited Warranty.



- Electrical wiring isn’t capable of carrying the designed load for normal residential use. BUILDER will verify that the wiring conforms to applicable electrical code requirements. BUILDER will correct wiring, as required, that does not conform to this standard during the Term of this Limited Warranty.



- Receptacle or switch covers should not protrude from the wall by more than 1/16 inch. BUILDER will correct such a deficiency, as required, during the Term of this Limited Warranty.



- Low-voltage lighting should not flicker; it should operate as designed. BUILDER will correct flickering low-voltage lighting, as required, during the Term of this Limited Warranty. Low-voltage transformers are sized according to the fixtures

## SECTION VII ELECTRICAL SYSTEM—EXTERIOR COMPONENTS

that are installed on a circuit. BUILDER is not responsible for flickering in low-voltage lighting if OWNER added fixtures or changed the wattage in fixtures after settlement/closing. Such action may cause the transformer to become undersized.



- Ceiling fans should not vibrate excessively or be noisy. BUILDER will install ceiling fans in accordance with the ceiling fan manufacturer's instructions (including blade balances). There are varying performance levels for ceiling fans and **some noise or vibration may be inherent to specific fan types**. BUILDER will correct any installation that is not in accordance with the ceiling fan manufacturer's instructions, as required, during the Term of this Limited Warranty.



- A Ground Fault Circuit Interrupter (GFCI) or Arc Fault Circuit Interrupter (AFCI) should not trip frequently. BUILDER will install GFCI and AFCI interrupters in accordance with prevailing electrical codes. Tripping of GFCI or AFCI interrupters is to be expected. However, BUILDER will repair or replace components that frequently trip due to component failure or incorrect installation during the Term of this Limited Warranty. Both GFCI and AFCI interrupters are very sensitive devices and OWNERS occasionally will experience "nuisance tripping." The most common causes of nuisance tripping by AFCIs are damaged cords or plugs on lamps, small appliances or other devices. Such nuisance tripping is not a deficiency under this Limited Warranty.



- Fuses and circuit breakers (non GFCI or AFCI breakers) shall not be tripped by normal usage. BUILDER will check wiring, circuits, and components for conformity with applicable electrical code requirements and take appropriate action, as required, during the Term of this Limited Warranty. Although electrical system components may be defective, OWNER's fixtures and appliances usually are responsible for electrical malfunctions and nuisance tripping. OWNER should unplug or disconnect fixtures and appliances on the circuit and then reset the breaker. If the problem recurs then that is a sign of a fault in the system.

## EXTERIOR COMPONENTS

### Chimney



- A crack in a masonry chimney cap or crown shall not leak. BUILDER will repair the leak due to a crack in the chimney cap or crown during the Term of this Limited Warranty. Applying caulk or other sealants is an acceptable repair.



- New chimney flashing will not leak under normal conditions. BUILDER will repair leaks in new chimney flashing that are not caused by ice buildup or by the OWNER'S actions or negligence during the Term of this Limited Warranty.

**Masonry**

Since no two bricks or stones are exactly the same, variations in size, color and placement are acceptable. Water-soluble salt, known as efflorescence, is caused by alkali salts bleeding out of the brick or block and is **NOT** covered under this Limited Warranty.

Spalling of newly manufactured brick should not occur and is considered excessive. Spalling of newly-manufactured brick is covered by the manufacturer’s warranty.



- A masonry or mortar joint crack that is visible from a distance greater than 20 feet or is larger than 1/4 inch in width is considered a deficiency. BUILDER will correct this deficiency, as required, during the Term of this Limited Warranty. BUILDER will repair the crack by tuck pointing, patching, or painting, as deemed most appropriate by BUILDER. The BUILDER is not responsible for an exact match of mortar or patching material colors.



- Cut bricks in courses directly below an opening shall not vary from one another in thickness by more than 1/4 inch. The smallest dimension of a cut brick should be greater than 1 inch. BUILDER will take corrective action as necessary to correct this deficiency during the Term of this Limited Warranty. The BUILDER is not responsible for an exact match of brick or mortar colors.



- No point along the bottom of any brick course will be more than 1/4 inch higher or lower than any other point within 10 feet along the bottom of the same course, or 1/2 inch in any length. BUILDER will take corrective action as necessary to correct this deficiency during the Term of this Limited Warranty. The BUILDER is not responsible for an exact match of brick or mortar colors.



- Mortar stains on exterior brick should not be visible when viewed from a distance of 20 feet. BUILDER will take corrective action as necessary to correct this deficiency during the Term of this Limited Warranty.



- Exterior brick and stone walls should be constructed and flashed according to prevailing building code to prevent water penetration to the interior of the structure under normal weather conditions. BUILDER will take corrective action as necessary to correct this deficiency during the Term of this Limited Warranty; **except for water penetration due to external factors such as extreme weather conditions or sprinkler systems.**

**Wood and Wood Composite Siding**

Resins and extractives bleeding through paint or stain on siding, or blackening of siding, shakes, or shingles is considered normal and is especially noticeable if natural weathering, white paint, or semitransparent stain is used. These are **NOT** covered under this Limited Warranty.



- Bows exceeding 1/2 inch in 32 inches are considered excessive. BUILDER will replace bowed siding and finish the replacement siding to match the existing siding as closely as practical within the Term of this Limited Warranty.



- Gaps wider than 3/16 inch between adjacent pieces of siding or siding panels and other materials are considered excessive. BUILDER will repair gaps within the Term of this Limited Warranty. If the siding is painted, BUILDER will paint the new caulking to match the existing siding as closely as possible; however, an exact match cannot be achieved.



- Siding courses should not be more than 1/2 inch off parallel with contiguous courses in any 20-foot measurement. BUILDER will repair siding courses to meet this performance standard within the Term of this Limited Warranty.



- Siding face nails driven below the surface of wood composite siding is considered a deficiency unless it was driven in accordance with the manufacturer’s installation instructions. BUILDER will fill nail hole gap with filler during the Term of this Limited Warranty. The touch up paint may not match the surrounding area.



- Siding boards that have buckled, warped or cupped and project more than 3/16 inch in 5½ inches are considered a deficiency. BUILDER will repair or replace boards, as appropriate, within the Term of this Limited Warranty.



- Splits in siding boards that are wider than 1/8 inch and longer than 1 inch are considered excessive. BUILDER will repair splits in siding boards by filling with appropriate filler during the Term of this Limited Warranty. Touch up paint may not match the surrounding area.



- Siding shall not delaminate. BUILDER will take corrective action, as required, during the Term of this Limited Warranty; unless the delamination was caused by OWNER’S actions or negligence.



- Nail stains exceeding 1/2 inch from the nail, which are readily visible from a distance of more than 20 feet, are considered a deficiency. BUILDER will remove the nail stains, as required, during the Term of this Limited Warranty.

**Aluminum or Vinyl Siding**

Any color siding, when exposed to the ultraviolet rays of the sun, will fade. Fading cannot be prevented by the BUILDER. However, panels installed on the same wall and under the same conditions should fade at the same rate. The OWNER should contact the manufacturer with questions or claims regarding changes in color of vinyl or aluminum siding.



- Bows, waves or similar distortions exceeding 1/2 inch in 32 inches are considered excessive. BUILDER will reinstall or replace the defective siding, as appropriate, during the Term of this Limited Warranty.



- Siding trim shall not separate from the home by more than 1/4 inch. BUILDER will reinstall trim as necessary during the Term of this Limited Warranty to meet this standard.



- Siding courses more than 1/2 inch off parallel in 20 feet with a break such as an eave or wall opening are considered excessive. BUILDER will reinstall siding as necessary during the Term of this Limited Warranty to meet this standard.



- No nail heads should be exposed in the field of the siding. BUILDER will install trim or trim accessories as necessary to avoid visible face nailing during the Term of this Limited Warranty.



- Siding trim accessories shall not separate from caulking at windows or other wall openings. **ONE TIME ONLY** during the Term of this Limited Warranty, BUILDER will repair or re-caulk, as necessary, to eliminate the separation.



- Spacing between siding and accessory molding should be 1/4 inch, or as prescribed in the manufacturer’s installation instructions. BUILDER will correct deficient spacing, as required, during the Term of this Limited Warranty.



- The BUILDER will ensure that the appropriate trim/accessory is installed according to manufacturer’s guidelines to eliminate potentially revealing site cuts. If cuts in siding panels are so uneven that they are not concealed by trim, the BUILDER will replace the panel.

**Cement Board Siding**



- As a cement product, this siding is susceptible to the same characteristic limitations as other cement products. Cracks more than 2 inches in length and 1/8 inch in width are considered excessive. BUILDER will ONLY take corrective action, as necessary, to repair or replace chips, cracked, or dented cement board if they are listed on the Punch List during the PreClosing Walk-Through.



- Siding should be nailed flush and perpendicular per the manufacturer’s instructions. Staples should not be used. The BUILDER will correct or repair improperly fastened boards. Overdriven nail heads or nails driven at an angle can be filled with siding manufacturer’s specified product.

**Stucco**

Exterior stucco walls may not match when applied on different days or under different environmental conditions. Stucco finishes are unique and an exact match of color texture, or both, may not be practical; therefore, the BUILDER is not responsible for an exact match.



- Cracks in exterior stucco wall surfaces shall not exceed 1/8 inch in width. **ONE TIME ONLY** during the Term of this Limited Warranty, BUILDER will repair stucco cracks, as necessary, to meet this standard. Caulking and touch up painting are acceptable repair techniques. BUILDER is not responsible for achieving an exact color or texture match.



- The coating shall not separate from the base on an exterior stucco wall. BUILDER will correct this deficiency, as required, during the Term of this Limited Warranty. BUILDER is not responsible for achieving an exact color or texture match.



- Lath should not be visible through or protrude through any portion of the stucco surface. BUILDER will correct this deficiency, as required, during the Term of this Limited Warranty. BUILDER is not responsible for achieving an exact color or texture match.



- Rust marks on the stucco surface are considered excessive if more than 5 marks measuring more than 1 inch long occur per 100 square feet. BUILDER will repair, replace, or seal the rusted areas of the wall, as required, during the Term of this Limited Warranty.



- Stucco walls should be constructed and flashed to prevent water penetration to the interior of the structure under normal weather conditions. BUILDER will make necessary repairs to prevent water penetration due to a stucco system failure during the Term of this Limited Warranty. BUILDER is not responsible for water penetration resulting from extreme weather conditions (e.g. heavy rain, strong wind conditions) or sprinkler systems.

### Exterior Trim



- Joints between exterior trim elements, including siding and masonry, shall not be wider than 1/4 inch and shall exclude the elements. BUILDER will repair open joints to meet this standard within the Term of this Limited Warranty. Caulking is an acceptable repair.



- Splits wider than 1/8 inch and longer than 1 inch in trim boards is considered excessive. BUILDER will repair excessive splits by filling them with durable filler within the Term of this Limited Warranty. Touch-up painting may not match the surrounding area.



- Bows and twists in trim boards exceeding 3/8 inch in 8 feet are considered excessive. BUILDER will repair excessive bows or twists by refastening or replacing deformed boards within the Term of this Limited Warranty. Touch-up painting may not match the surrounding area.



- Trim boards that are cupped in excess of 3/16 inch in 5 1/2 inches are considered deficient. BUILDER will repair excessive cupping by refastening or replacing deformed boards within the Term of this Limited Warranty. Touch-up painting may not match the surrounding area.

### Exterior Paint, Stain and Varnish

Fading of Exterior paints and stains is common. The BUILDER is not responsible for common fading.



- Exterior paints and stains shall not peel or flake. BUILDER will repair, as appropriate, exterior paint or stain that has peeled, developed an alligator pattern, or blistered within the Term of this Limited Warranty. BUILDER will attempt to match the color as closely as practical when viewed under normal lighting conditions from a distance of 20 feet.



- Paint or stain overspray on surfaces not intended for paint or stain visible from 6 feet under normal lighting conditions is considered a deficiency. BUILDER will clean the affected surfaces within the Term of this Limited Warranty, unless the paint or stain overspray is a result of OWNER'S actions.

### FIREPLACES

If you have an "insert" fireplace, refer to and follow the manufacturer's instructions. Small water leaks, small amounts of water or the dripping of water down the fireplace flue during a rainstorm are not considered a deficiency. Rust on the fireplace damper is a common condition and is **NOT** covered under this Limited Warranty. Firebox paint that becomes cracked or discolored is a normal occurrence and is **NOT** covered under this Limited Warranty. Firebrick or mortar joint cracks from normal fires are to be expected and are **NOT** covered under this Limited Warranty.



- A fireplace or chimney doesn't consistently draw properly. **ONE TIME ONLY** during the Term of this Limited Warranty, BUILDER will repair the chimney, based on manufacturer's specifications or the design specifications, to draw correctly. Homes that have been constructed to meet stringent energy criteria may need to have a nearby window opened slightly to create an effective draw. High winds can cause temporary negative drafts or downdrafts. Obstructions such as tree branches, steep hillsides, adjoining homes, and interior furnaces also may cause negative drafts.



- A masonry chimney may not separate from the main structure of the home by more than 1/2 inch in any 10 foot vertical measurement. BUILDER will repair gaps caused by separation that exceed this standard during the Term of this Limited Warranty. Caulking is an acceptable form of repair unless the separation is due to a structural failure of the chimney foundation itself.

### FLOOR COVERINGS

#### Carpeting

Carpet has a tendency to loosen in damp weather and tighten again in dry weather. This stretching and contracting is normal and is specifically **NOT** covered by this Limited Warranty. It is not unusual for carpet seams to be visible; this is **NOT** a deficiency under this Limited Warranty. Fading of the carpet's color is a normal process and is specifically **NOT** covered under this Limited Warranty. Carpet spots or discoloration will **ONLY** be addressed by the BUILDER if it was noted on the Punch List during your Pre-Closing Walk-Through.



- Visible gaps at seams are considered a deficiency. BUILDER will correct visible gaps at seams, as appropriate, during the Term of this Limited Warranty. The BUILDER is not responsible for dye lot variations, discontinued carpet or unavailability of specific carpeting if replacements are necessary.



- Wall-to-wall carpeting shall not unfasten, loosen, or separate from the carpet's points of attachment. BUILDER will re-stretch or re-secure carpeting to meet this standard during the Term of this Limited Warranty.



- Carpeted areas shall not have dead spots or voids in the padding areas below the carpet surface. BUILDER will repair or replace the padding in the affected area, as appropriate, during the Term of this Limited Warranty. Since carpet padding comprises a number of materials of various densities and feel, there may be an inconsistent "feel" even with adequate padding coverage.

### Hardwood

Cosmetic damage (e.g. nicks, scratches, gouges, etc.) visible from a standing position will **ONLY** be addressed by the BUILDER if it was noted on the Punch List during your Pre-Closing Walk-Through.

Gaps between hardwood floor boards appearing after installation may be caused by fluctuations in the relative humidity in the house. This is a common phenomenon caused by seasonal fluctuations in relative humidity and by significant shifts in humidity in different parts of the home. Gaps between floor boards exceeding 1/8 inch will **ONLY** be addressed by the BUILDER if it was noted on the Punch List during your Pre-Closing Walk-Through. The OWNER is responsible for maintaining proper humidity levels in the home after settlement/closing. Gaps between floor boards are **NOT** covered under this Limited Warranty.

BUILDER will install the grade/quality of hardwood as specified in the purchase contract. Hardwood flooring is a natural product with variations in color and grain (including knots in the wood). These types of natural variations are **NOT** covered under this Limited Warranty.



- Cupping or crowning in hardwood floor boards shall not exceed 1/16 inch in height in a 3 inch maximum span; measured perpendicular to the long axis of the floor board. BUILDER will take corrective action, as appropriate, during the Term of this Limited Warranty if the cupping or crowning was caused by factors within the BUILDER'S control. **Cupping or crowning due to OWNER not properly maintaining the floor or due to OWNER not maintaining proper humidity levels and moisture conditions in the home are NOT covered under this Limited Warranty.**



- Lippage greater than 1/16 inch along the joints of the floor boards is considered excessive. BUILDER will repair the lippage in the affected areas, as appropriate, within the Term of this Limited Warranty if the lippage was caused by elements within the BUILDER'S control. **Lippage due to OWNER not properly maintaining the floor or due to OWNER not maintaining proper humidity levels and moisture conditions in the home are NOT covered under this Limited Warranty.**



- A wood floor should not be out of square more than 1/2 inch along the diagonal of a triangle with sides of 12 feet and 16 feet along the edges of the floor. BUILDER will make the necessary modifications in the most practical manner to any floor that does not comply with this standard within the Term of this Limited Warranty. Squareness is primarily an aesthetic consideration. Regularly repeating patterns on floors show a gradual increasing or decreasing pattern along an out-of-square wall. The tolerance of plus or minus 1/2 inch in the diagonal allows a maximum increasing or decreasing portion of approximately 3/8 inch in a 12 foot wall of a 12 by 16 foot room.



- The top coating on hardwood flooring should not peel. BUILDER will repair or replace the affected board(s) during the Term of this Limited Warranty. The BUILDER cannot guarantee a perfect match between replaced hardwood boards and the surrounding flooring.



- Hardwood flooring should not buckle under normal conditions and usage. BUILDER will repair the affected area, as required, during the Term of this Limited Warranty if the buckling was caused by elements within the BUILDER’S control. Wood floors are susceptible to the presence of high levels of moisture. **Buckling results from water or high levels of moisture coming into contact with the flooring. Controlling excess water during cleaning or from other sources is the OWNER’S responsibility. Buckling caused by the OWNER’S actions or negligence is NOT covered under this Limited Warranty.**



- Hardwood flooring should not release from the substrate under normal conditions and usage. BUILDER will repair the affected area, as required, during the Term of this Limited Warranty if the lifting was caused by elements within the BUILDER’S control.



- Splivers and splinters shall not be visible in hardwood flooring. BUILDER will repair the flooring in the affected area, as required, during the Term of this Limited Warranty.



- Voids that are readily visible from a standing position under normal lighting conditions are considered excessive. BUILDER will repair the floor finish in the affected area(s), as appropriate, during the Term of this Limited Warranty.

**Resilient/Vinyl Floors**

The patterns or corners of vinyl and resilient floors should be aligned to within 1/8 inch. BUILDER will correct to meet the performance guidelines during the Term of this Warranty.



- Visible nail pops on vinyl flooring are a deficiency. BUILDER shall repair or replace flooring, as necessary, during the Term of this Limited Warranty. **BUILDER cannot guarantee an exact match when replacing flooring and is not responsible for discontinued patterns or for color variations.**



- Vinyl flooring shall not loose adhesion with the substrate or underlayment. BUILDER shall repair or replace vinyl flooring, as required, during the Term of this Limited Warranty. BUILDER cannot guarantee an exact match when replacing flooring and is not responsible for discontinued patterns or for color variations.



- Seams and shrinkage gaps in vinyl flooring in excess of 1/32 inch in width are considered a deficiency. Where dissimilar materials abut, the gaps shall not exceed 1/16 inch. BUILDER will repair or replace the affected flooring, as appropriate, during the Term of this Limited Warranty. BUILDER cannot guarantee an exact match when replacing flooring and is not responsible for discontinued patterns or for color variations.



- Bubbles in vinyl flooring that protrude higher than 1/16 inch from the floor are considered excessive. BUILDER will repair the flooring in accordance with the manufacturer's recommendations during the Term of this Limited Warranty.



- Yellowing on the surface of vinyl flooring resulting from improper installation or a manufacturing defect is considered a deficiency. BUILDER will repair or replace the affected flooring, as appropriate, during the Term of this Limited Warranty. Yellowing caused by the OWNER'S improper use or inadequate maintenance of the flooring is NOT covered under the Limited Warranty.



Readily apparent depressions or ridges exceeding 1/8 inch are considered a deficiency. The ridge or depression measurement is taken at the end of a 6 inch straightedge centered over the depression or ridge with 3 inches of the straightedge held tightly to the floor on one side of the affected area. The measurement will be taken under the straightedge to determine the depth of the depression or height of the ridge. BUILDER shall take corrective action, as necessary, to meet this standard during the Term of this Limited Warranty. BUILDER cannot guarantee an exact match when replacing flooring and is not responsible for discontinued patterns or for color variations.



- Resilient floor tiles shall be securely attached to the substrate and not come loose. BUILDER will reattach loose resilient floor tiles to the substrate during the Term of this Limited Warranty. The old adhesive will be removed if necessary to re-secure the tiles.

### Tile, Brick, Marble and Stone



- Tile, brick, marble, or flagstone flooring that cracks or becomes loose as a result of a problem with the underlayment or the sub-floor is considered a deficiency. BUILDER will replace the broken flooring material during the Term of this Limited Warranty; however, BUILDER shall not be responsible for replacing flooring that was damaged by the OWNER'S actions or negligence. BUILDER is not responsible for color/pattern variations or discontinued patterns.



- Cracks in the grouting of tile joints that result in loose tiles or gaps in excess of 1/16 inch are considered excessive. **ONE TIME ONLY** during the Term of this Limited Warranty, BUILDER will repair grout that does not meet this standard. BUILDER is not responsible for grout color variations in the repaired area or for discontinued grout colors.



- Lippage greater than 1/16 inch is considered excessive, except where the materials are designed with irregular height (such as handmade tiles or tiles larger than 13 x 13 inches). BUILDER will repair excessive lippage in the affected area during the Term of this Limited Warranty. BUILDER is not responsible for grout color variations or for discontinued grout colors.



- After the grout or mortar has cured, any color variation that is readily visible from a standing position facing the surface at a distance of 6 feet under normal lighting conditions is considered excessive. **ONE TIME ONLY** during the Term of this Limited Warranty, BUILDER will repair grout that does not meet this standard; however, BUILDER is not responsible for repairing discolorations to the grout due to OWNER'S actions or negligence (e.g. allowing liquids like red wine or grape juice to absorb into the grout) . BUILDER is not responsible for grout color variations in the repaired area or for discontinued grout colors.

## **HEATING, AIR CONDITIONING, HUMIDITY CONTROL, AND VENTILATION**

Condensate drain lines will clog under normal conditions. The BUILDER shall provide clean and unobstructed condensate drain lines at the time of settlement or closing. Continued maintenance of the condensate drain line is a homeowner responsibility.

The temperature or humidity of the home may change when the central vacuum system is operated. Most central systems expel air to the outside. This results in a partial vacuum that causes outside air to be drawn into the home to make up for the expelled air. The introduction of unconditioned outside air may well be perceptible.

A temperature difference of several degrees Fahrenheit can be expected between rooms due to a number of factors, including registers that have been partially or completely closed, the number of people in a room (even when sleeping), the number of appliances, even those that are ostensibly off, the amount of glass in the room, the number of and extent of exterior walls, the sun exposure at the time, and the temperature difference between inside and outside. When the temperature difference is relatively low in hot humid climates, humidity can increase to give the perception of an increase in temperature. The BUILDER will correct the flow of air to rooms to bring the flow into accordance with the prevailing building code.

**Heating**

- The heating system should produce an inside temperature of 70 degrees Fahrenheit when measured in the center of each room at a height of 5 feet above the floor under local outdoor winter design conditions. National, state or local energy codes supersede this standard where such codes have been adopted. BUILDER will correct the heating system to provide the required temperature in accordance with this standard, or applicable code requirements, during the Term of this Limited Warranty. OWNER is responsible for balancing dampers and registers.



- Radiant floor has cold spots. BUILDER shall ensure the radiant floor was installed according to the manufacturer's instructions. A normally operating radiant floor system may include cold spots in perimeter areas and in areas between heating sources.

**Air Conditioning System**

- The air conditioning system shall be able to maintain an inside temperature of 78 degrees Fahrenheit, as measured in the center of each room at a height of 5 feet above the floor under local outdoor summer design conditions. When the outside temperature exceeds 95 degrees Fahrenheit, the system will keep the inside temperature 15 degrees Fahrenheit cooler than the outside temperature. National, state, or local codes will supersede this standard where such codes have been adopted. BUILDER will correct the air conditioning system to provide the required temperature in accordance with applicable code requirements during the Term of this Limited Warranty.



- Refrigerant lines and fittings shall not leak. BUILDER will repair leaking refrigerant lines and recharge the air conditioning unit during the Term of this Limited Warranty, unless the damage was caused by OWNER'S actions or negligence.



- The air handler or furnace vibrates. These units shall be installed in accordance with the manufacturer's instructions and prevailing building codes. BUILDER will correct issues/items not complying with the manufacturer's instructions or code requirements during the Term of this Limited Warranty. Some vibration may occur with the normal flow of air when air handlers and furnaces are installed correctly. Debris in the furnace or air handler could cause the unit to become out of balance and vibrate. It is the OWNER'S responsibility to keep the units clean.



- Moisture can be expected to condense and/or freeze on the exterior surfaces of air handlers, lines, and ducts when the air temperature is different from the surface temperature. The BUILDER will correct issue only when the condensation is directly attributed to faulty installation.

**Ducts and Airflow**

- The ductwork makes noises. Ductwork will be constructed and installed in accordance with applicable mechanical code requirements. Ticking or crackling

sounds caused by the metal’s movement are common and are not considered a deficiency. Ductwork that produces excessively loud noises commonly known as “oil canning” is considered a deficiency. BUILDER will take action, as appropriate, to ensure ductwork is installed in accordance with applicable mechanical code requirements and eliminate oil canning during the Term of this Limited Warranty.



- There is airflow noise at incorrectly installed registers. BUILDER will ensure registers are installed according to the manufacturer’s instructions during the Term of this Limited Warranty. However, under certain conditions properly installed registers can have noise associated with the normal flow of air.



- Ductwork shall not separate or become detached. BUILDER will reattach and secure all separated or unattached ductwork during the Term of this Limited Warranty.



- Ductwork should be installed according to the manufacturer’s instructions and the applicable mechanical code to ensure sufficient air flow to registers. BUILDER will correct insufficient airflow to registers in an improperly installed ductwork system during the Term of this Limited Warranty. However, if the airflow is adequate to properly condition the room, no corrective action is required by the BUILDER.

**Ventilation**



- Kitchen or bath fans are allowing air infiltration. BUILDER will take corrective action, as required, if kitchen and bath fans are not installed in accordance with the manufacturer’s instructions, applicable code requirements, and don’t perform in accordance with the manufacturer’s specifications during the Term of this Limited Warranty. It is possible for outside air to enter a home through a ventilation fan. The dampers in most fans do not seal tightly. Additionally, dampers may become lodged open due to animal activity, or the accumulation of grease, lint, and other debris. The maintenance of ventilating fans is an OWNER responsibility.



- Registers and vents should not protrude from a smooth, rough, or texture wall or ceiling surface more than 1/16 inch. Some texture wall finishes may not allow a register to be installed flush. The BUILDER will correct to meet the prevailing building code.

**INSULATION SYSTEM**

Sound transmission between rooms, floor levels, or from the street into the home is **NOT** covered under the Limited Warranty.



- Insulation not installed in accordance with local building code requirements or according to R-values designated in the contract is considered a deficiency. BUILDER shall provide insulation, as required, to meet these requirements within the Term of this Limited Warranty. **In the case of dispute, the cost for**

investigating and restoring areas to their prior condition is to be borne by the OWNER if it is found that the standard has been met by the BUILDER.

## INTERIOR CONSTRUCTION

### Ceramic Tile



- Cracks in grout lines that result in loose tiles or gaps in excess of 1/16 inch will be repaired by the BUILDER during the Term of this Limited Warranty. BUILDER is not responsible for an exact match of grout material or discontinued grout colors.

### Mirrors and Shower Doors

The BUILDER will install Mirrors as specified by Manufacturer.



Mirrors will not come loose from wall or fittings during the Term of this Limited Warranty. BUILDER will secure any mirrors, installed by BUILDER, that come loose during the Term of this Limited Warranty.



Mirrors will not lose the metallic backing, thereby causing mirror to not reflect during the Term of this Limited Warranty. Only defective mirrors, installed by BUILDER will be replaced by BUILDER.

**Mirror scratches or blemishes are NOT the responsibility of BUILDER unless noted on the Pre-Closing Walkthrough Punch List Form.**

The BUILDER will install Shower Doors as specified by Manufacturer.



- Shower doors will not slide or roll open or closed as a result of gravity.

**Scratches, blemishes, dents or discoloration of Shower Doors or Shower Door Frames are NOT the responsibility of the BUILDER unless noted on the Pre-Closing Walkthrough Punch List Form.**

### Drywall

Minor paint touch ups must be noted on the Punch List during the Pre-Closing Walk-Through. OWNER assumes full responsibility should lumps, ridges and nail pops occur after OWNER has wall covering installed by others.



- Drywall cracks that exceed 1/16 inch in width are considered a deficiency and the BUILDER will take corrective action, as necessary, **ONE TIME ONLY** during the Term of this Limited Warranty. **Drywall cracks will ONLY be addressed during the 11-Month Term Walkthrough.**



- Nail pop, blister or other blemish visible on a finished wall or ceiling from a distance of 6 feet under normal lighting conditions is considered a deficiency. The BUILDER will take corrective action, as necessary, **ONE TIME ONLY** during the Term of this Limited Warranty. **Nail pops, blisters, or other visible blemishes or flaws will ONLY be addressed during the 11-Month Term Walkthrough.**



- Blisters in drywall tape joints, excess compound in joints, trowel marks and cracked or exposed corner beads are considered a deficiency. BUILDER will take corrective action, as required, **ONE TIME ONLY** during the Term of this Limited Warranty. **These deficiencies will ONLY be addressed during the 11-Month Term Walkthrough.**



- Any drywall joints that are visible from a standing position facing the surface at a distance of 6 feet under normal lighting conditions are considered excessive. BUILDER will repair visible joints not meeting this standard, **ONE TIME ONLY**, during the Term of this Limited Warranty.



- Any texture variations of gypsum wallboard that are readily visible from a standing position facing the surface at a distance of 6 feet under normal lighting conditions are considered excessive. BUILDER will repair visible texture variations not meeting this standard, **ONE TIME ONLY**, during the Term of this Limited Warranty.

**The BUILDER is not required to sand and paint any drywall repairs related to the normal drying out and curing process of the new home. Additionally, the BUILDER is not responsible for an exact match in color for any drywall repairs made.**

Uneven Angular gypsum wallboard joints is a common condition and NOT covered under this Limited Warranty.

Since randomly applied materials are applied it is a common condition for sprayed or textured ceilings to have uneven textures, so this is NOT covered under this Limited Warranty,

**Paint and Stain**

The BUILDER will retouch walls, ceilings or trim surfaces as noted on the Punch List at the Pre-Closing Walk-Through, if they are visible from a distance of 6 feet under normal lighting conditions. BUILDER is not responsible for exact match in color or texture. If you perform any paint touch-ups, be aware that the touch-up may not match the surrounding area exactly, even if the same paint mix is used. The specifications for the paint used in your home may be provided to you by your BUILDER via your selection sheet.

Resin may have bled through the paint on interior trim. This is a common condition that can be expected to occur with natural materials such as wood and is NOT the responsibility of the BUILDER.



- Wall, ceiling, and trim surfaces that are painted shall not show through new paint when viewed from a standing position facing the surface at a distance of 6 feet under normal lighting conditions. BUILDER will recoat the affected area(s) as necessary during the Term of this Limited Warranty. BUILDER will match the paint as close as is practical.



- Brush and roller marks should not be readily visible on interior painted surfaces when viewed from a standing position facing the surface at a distance of 6 feet under normal lighting conditions. BUILDER will refinish the affected area(s) as necessary during the Term of this Limited Warranty. BUILDER will match the paint as close as is practical. However, BUILDER shall not be required to remove brush and roller marks caused by OWNER.



- Paint spatters on walls, woodwork, floors, or other interior surfaces shall not be visible when viewed from a standing position facing the surface at a distance of 6 feet under normal lighting conditions. BUILDER will remove paint spatters to meet this standard during the Term of this Limited Warranty. BUILDER will match the paint as close as is practical in those areas requiring touch-up painting. However, BUILDER shall not be required to remove paint spatters caused by OWNER.



- Lap marks shall not be readily visible on interior painted or stained areas when viewed from a standing position facing the surface at a distance of 6 feet under normal lighting conditions. BUILDER will refinish lap marks to meet this standard during the Term of this Limited Warranty. BUILDER will match the paint or stain as close as practical in those areas requiring refinishing. However, BUILDER shall not be required to refinish lap marks caused by OWNER.

**Wallpaper**



- Wallpaper installed by BUILDER shall not peel or separate from walls. BUILDER will reattach or replace the loose wall covering during the Term of this Limited Warranty. However, BUILDER shall not be responsible for repairing peeling wallpaper caused by OWNER's actions.



- Patterns in wallpaper shall match. BUILDER will correct wallpaper mismatches to meet this standard during the Term of this Limited Warranty. However, some wallpaper has patterns that do not need to be matched. BUILDER is not responsible for discontinued wallpaper patterns.

**INTERIOR STAIRS**



- The maximum vertical deflection of an interior stair tread will not exceed 1/8 inch at 200 pounds of force. BUILDER will repair the stair, as necessary, to meet this standard during the Term of this Limited Warranty.



- Gaps between stair risers, treads, and/or skirts that are designed to be flush shall not exceed 1/8 inch in width. BUILDER will repair or replace the affected part(s) as necessary to meet this standard during the Term of this Limited Warranty. The use of filler is an appropriate method of filling gaps.



- Loud squeaks caused by a loose stair riser or tread are considered excessive; however, totally squeak proof stair risers or treads cannot be guaranteed. BUILDER will refasten any loose risers or treads, or take other reasonable and cost effective corrective action, to eliminate squeaking without removing treads or ceiling finishes during the Term of this Limited Warranty.



- Gaps between stair railing parts will not exceed 1/8 inch in width. BUILDER will ensure that individual railing parts are securely mounted and any remaining gaps will be filled or the parts will be replaced to meet this standard during the Term of this Limited Warranty.



- Interior stair railings will be installed to meet required rigidity requirements in accordance with applicable building codes. BUILDER will secure, as necessary, any stair railing parts that loosen with normal use to meet this standard during the Term of this Limited Warranty. However, BUILDER shall not be required to repair stair railings that become loose due to OWNER'S actions or negligence.

## **LANDSCAPING**

OWNER is responsible for maintaining the sodded/seeded lawn and the newly installed landscaping through proper watering and maintenance. OWNER is responsible for moving, transplanting, maintaining and returning any grass, plants, or trees that are located in an area where repair work (e.g. grading, etc) must be undertaken by BUILDER. Outdoor plants moved to accommodate work are the responsibility of OWNER.

## **MOLD**

Mold occurs naturally in the environment, and it is necessary for the natural decomposition of plant and other organic material. Mold spreads by means of microscopic spores borne on the wind, and is found everywhere life can be supported. Residential home construction is not, and cannot be, designed to exclude mold spores. If the growing conditions are right, mold can grow in your home. Most homeowners are familiar with mold growth in the form of bread mold, and mold that can grow on bathroom tile. In order to grow, mold requires a food source. This might be supplied by items found in the home, such as fabrics, carpet or even wallpaper, or by building materials, such as drywall, wood and insulation, to name a few. Also, mold growth requires a temperate climate. The best growth occurs at temperatures between 40 degrees Fahrenheit and 100 degrees Fahrenheit. Finally, mold growth requires moisture. Moisture is the only mold growth factor that can be controlled in a residential setting. By minimizing moisture, a homeowner can reduce or eliminate mold growth.

Moisture in the home can have many causes. Spills, leaks, overflows, condensation, and high humidity are common sources of home moisture. Good housekeeping and home maintenance practices are essential in the effort to prevent or eliminate mold growth. If

moisture is allowed to remain on the growth medium, mold can develop within 24 to 48 hours.

OWNER must take positive steps to reduce or eliminate the occurrence of mold growth in the home, and thereby minimize any possible adverse effects that may be caused by mold. These steps include the following:

1. Inspect for leaks on a regular basis. Look for discoloration or wet spots. Contact your **PROHOME** immediately upon the discovery of a leak. Inspect
2. Condensation pans (refrigerators and air conditioners) for mold growth. Take particular notice of any musty odors, and any visible signs of mold.
3. Before bringing items into your home, check for signs of mold. Potted plants (roots and soil), furnishings or stored clothing and bedding material, as well as many other household goods, could already contain mold growth.
4. Regular vacuuming and cleaning will help reduce mold levels. Mild bleach solutions and most tile cleaners are effective in eliminating and preventing mold.
5. Keep the humidity in the home low. Vent clothes dryers to the outdoors. Ventilate kitchens and bathrooms by opening the windows, by using exhaust fans, or by running the air conditioning to remove excess moisture in the air, and to facilitate evaporation of water from wet surfaces.
6. Promptly clean up spills, condensation and other sources of moisture. Thoroughly dry any wet surfaces or material. Do not let water pool or stand in your home. Promptly replace any materials that cannot be thoroughly dried.

Notwithstanding the size of the job, most clean-up projects for eliminating harmful mold employ four methods. The actual method or combination of methods used will depend on the contaminated materials at issue and the severity of the contamination. The four clean-up methods generally employed are:

1. **Wet Vacuum:** Where water has accumulated on floors, on carpets, or on hard (non-porous) surfaces, a wet vacuum should be used to remove it.
2. **Damp Wipe:** Non-porous materials (like metal, glass and plastic) and semi-porous materials (like wood and concrete) should be wiped down with water and detergent and then dried.
3. **Remove Damaged Materials from Home:** Porous building materials (like ceiling tiles, insulation and wallboard) that are contaminated and cannot be saved must be removed and discarded. To avoid contaminating the entire house, these items should be wrapped in plastic before being removed from the room where they are found. The debris can be thrown in the garbage. (No special precautions are necessary once the debris has been removed from the home.)
4. **HEPA (High-Efficiency Particulate Air) Vacuum:** After wet or contaminated materials have been dried or removed, the entire area should be thoroughly vacuumed. The debris should be placed in a sealed plastic bag and removed from the home. The debris can be thrown in the garbage (no special precautions are necessary once the debris has been removed from the home).

If you have any questions or concerns regarding mold, or eliminating mold, contact your **BUILDER** prior to conducting any mold remediation procedures to prevent spoliation of mold evidence.



- Upon receiving notification from the Homeowner regarding a possible mold concern, your BUILDER may, at the BUILDER’S option, choose to perform a site investigation, data collection, sampling and/or testing. Dependent upon the water source which caused the suspected mold, and the type of mold discovered, if any, your BUILDER will determine from the results of the inspection, data and testing, if performed, the appropriate action, if any, that will be taken to remedy the situation.

**PLUMBING**

The BUILDER will **ONLY** take corrective action to repair chips, scratches or cracks in fixtures that are noted on the Punch List generated during the Pre-Closing Walk-Through. BUILDER is not responsible for staining of plumbing fixtures due to high iron, manganese, and other mineral content in water. OWNER is responsible for worn washers, worn seals and clogged water filters.

The plumbing system shall be designed in accordance with the prevailing plumbing code. It should deliver water at the expected water pressure based on the pressure supplied to the home. The BUILDER has no control over the pressure supplied from a public source or a (well) supplied by the OWNER. Low water pressure may also be a condition created by the low flow requirements on some plumbing fixtures.

A sewer odor should not be detectable inside the home under normal conditions. It is the OWNER’S responsibility to keep the plumbing traps filled with water. Extended non-use of a water fixture can allow the water in its trap to evaporate, thus providing a path for sewer gases to enter the home. Depending on humidity conditions, the OWNER should fill traps by adding a quart of water to bathtubs, laundry tubs, and the like that are not used regularly, approximately every couple of months. The BUILDER will correct if necessary to meet the performance guideline.

**Condensation on pipes, fixtures and plumbing supply lines is not a deficiency and is NOT covered under this Limited Warranty.**

**The BUILDER is NOT responsible for sewers, fixtures and drains that are clogged through the OWNER'S negligence. The BUILDER is not responsible for clogged toilets.**

**Water Supply System**



- No leaks of any kind shall exist in any water pipe, valve, or fitting. BUILDER will repair any leaks during the Term of this Limited Warranty.



- Drain, waste, vent and water pipes will be adequately protected to reduce the possibility of freezing at the design temperature and based on prevailing building or plumbing codes. BUILDER will correct situations that do not meet the applicable code during the Term of this Limited Warranty. The OWNER is responsible for draining or otherwise protecting pipes and exterior faucets exposed to freezing temperatures.



- The water supply system shall have connections to the municipal main water supply system so as to deliver water to the home. BUILDER will repair the water supply system if the failure is a result of improper installation or failure of materials during the Term of this Limited Warranty. BUILDER is not responsible for disruptions to the water supply system caused by conditions beyond the BUILDER’S control.



- Water pipes shall not make a pounding noise called “water hammer” (which is a hammering or stuttering sound in a pipeline). BUILDER will take actions as necessary to eliminate the water hammer sound during the Term of this Limited Warranty. However, BUILDER is not required to eliminate all noise caused by the normal flow of water and expansion and contraction of the pipes.

**Plumbing Fixtures**

BUILDER will only address defective plumbing fixtures, appliances or trim fittings if they are noted on the Punch List generated during the Pre-Closing Walk-Through. Cosmetic damage (e.g. nicks, chips, scratches, etc.) to any plumbing fixture (e.g. shower and bathtub surface, sinks, faucets, etc.) listed on the Punch List generated during the Pre-Closing Walk-Through will be addressed by the BUILDER. These conditions will **NOT** be covered under this Limited Warranty.



- A faucet shall not leak as a result of defects in material or workmanship. BUILDER will repair or replace the leaking faucet during the Term of this Limited Warranty.



- The bathtub and showers shall not leak. BUILDER will repair bathtub and shower leaks as necessary during the Term of this Limited Warranty. OWNER is responsible for maintaining caulk seals after closing/settlement of the home.



- The bathtub or shower enclosure flexes excessively. BUILDER will inspect the bathtub or shower enclosure and, if necessary, repair the base if the bathtub or shower enclosure was not installed according to the manufacturer’s instructions during the Term of this Limited Warranty.



- Plumbing lines and fixtures should deliver hot water at a temperature that is similar to the temperature as it leaves the hot water source, given the normal heat loss experienced when water travels from the source to the fixture. BUILDER will correct the plumbing lines and/or adjust the fixtures, as necessary, to meet this standard during the Term of this Limited Warranty. Some fixtures include anti-scald safety devices that may restrict the fixture’s ability to deliver water as hot as an OWNER may desire, which is beyond the BUILDER’S control. The time it takes for hot water to arrive at the fixture is also driven by the distance of a fixture from the hot water source.

**Sanitary Sewer or Septic System**



- Wastewater fixtures and pipes should not clog due to improper installation. BUILDER will correct problems caused by improper installation during the Term

of this Limited Warranty. However, BUILDER is not responsible for repairing clogs caused by OWNER’S actions or negligence.



- Failure of a properly installed septic system to operate as designed is considered a deficiency. BUILDER will correct problems with an improperly installed septic system during the Term of this Limited Warranty. However, BUILDER is not responsible for repairing problems caused by OWNER’S actions or negligence. OWNER’s actions that constitute negligence include but are not limited to: (1) connecting sump pump, roof drains, or backwash from a water conditioner into the system; (2) placement of non-biodegradable items into system; (3) use of garbage disposal not supplied or approved by BUILDER; (4) placing non-permeable surfaces over the disposal area of the system; (5) allowing vehicles to drive or park over the disposal area of the system; (6) failure to pump out the septic tank periodically, as required; (7) usage that exceeds the system’s design standards; (8) lack of vegetation maintenance over the drain fields; and (9) allowing water to pond over the disposal area.

**ROOFING AND GUTTERS**

**Roof Structure**



- Roof ridge beam deflection greater than 1 inch in 8 feet is considered excessive. BUILDER will repair affected ridge beams that do not meet this standard during the Term of this Limited Warranty.



- Rafter or ceiling joist bows greater than 1 inch in 8 feet is considered a deficiency. BUILDER will repair affected rafters or joists that bow in excess of this standard during the Term of this Limited Warranty.



- Roof trusses and other manufactured structural roof components in the roof system will be sized according to the manufacturer’s specifications and prevailing building codes. BUILDER will reinforce or modify, as necessary, any roof truss or other manufactured structural roof components in the roof system that don’t comply with this standard during the Term of this Limited Warranty. Deflection is a normal condition that is considered part of the engineering design of the roof trusses and other manufactured structural roof components. Deflection may be an aesthetic consideration independent of the strength and safety requirements of the product.

**Roof Sheathing**



- Roof sheathing shall not bow more than 1/2 inch in 2 feet. BUILDER will straighten bowed roof sheathing as necessary to meet this standard during the Term of this Limited Warranty. The BUILDER may install blocking between framing members to straighten the sheathing.

### Roof Coverings

There are many types of roofing products. For the purposes of this Limited Warranty, the term “shingles” is being used as a generic term to refer to all types of roof covering materials.

Shading or shadowing pattern differences may occur on a new shingle roof. Staining on shingles is unavoidable. Black stains are indicative of mold that is unavoidable even when stain resistant shingles are installed. Whitish stain can be caused by chemicals in the metals of roof vents or the surrounding metal of pipes leaching onto the roof. This is normal and NO corrective action is required by the BUILDER.

Asphalt shingle edges and corners that curl or cup are conditions covered under the manufacturer’s warranty. No corrective action is required by BUILDER.



- Roofs and flashing shall not leak under normal conditions. BUILDER will repair any verified roof or flashing leaks not caused by ice buildup, leaves, debris, abnormal weather conditions, or OWNER’S actions or negligence during the Term of this Limited Warranty. It is the OWNER’S responsibility to keep the roof drains, gutters, and downspouts free of ice and debris.



- Shingles have blown off. Shingles shall be installed per the manufacturer’s installation instructions and shall perform in accordance with the manufacturer’s warranty. BUILDER will repair or replace shingles in the damaged area that were not installed per the manufacturer’s installation instructions during the Term of this Limited Warranty. BUILDER is not responsible for an exact match between the existing shingles and the replacement shingles. However, shingles that blow off during wind events in excess of the manufacturer’s design and installation instructions (e.g. hurricanes, severe storms, etc.) are NOT covered under this Limited Warranty.



- Shingles are not horizontally aligned. Shingles should be installed according to the manufacturer’s installation instructions. BUILDER will remove shingles that do not meet the manufacturer’s installation instructions and will repair or replace them with new shingles during the Term of this Limited Warranty. BUILDER is not responsible for an exact match between the existing shingles and the replacement shingles.



- Asphalt shingles shall overhang the roof edges by at least 1/4 inch and not more than 3/4 inch unless the manufacturer’s instructions indicate otherwise. BUILDER will reposition or replace shingles that don’t meet this standard, as necessary, during the Term of this Limited Warranty.



- Asphalt shingle surfaces shall not buckle higher than 1/4 inch. BUILDER will replace the affected shingles to meet this standard during the Term of this Limited Warranty. BUILDER is not responsible for an exact match between the existing shingles and the replacement shingles.



- Sheathing nails shall not loosen from the roof sheathing so as to raise shingles from the surface. BUILDER will repair all affected areas as necessary to meet this standard during the Term of this Limited Warranty. BUILDER is not responsible for an exact match between the existing shingles and the replacement shingles.



- Roofing nails and fasteners shall not be exposed at the ridge or hip of the roof. BUILDER will seal and/or repair areas with exposed roofing nails or fasteners to meet this standard during the Term of this Limited Warranty.



- Holes from construction activities are found on the roof surface. BUILDER will repair or replace the affected shingles to meet this standard during the Term of this Limited Warranty. BUILDER is not responsible for an exact match between the existing shingles and the replacement shingles. **BUILDER is not responsible for holes in the roof surface due to OWNER'S actions or negligence.**



- Water shall not become trapped under membrane roofing. BUILDER will repair or replace roofing as necessary to meet this standard during the Term of this Limited Warranty.



- Water shall drain from a flat roof, except for minor ponding, within 24 hours of a rainfall. Minor ponding will not exceed 3/8 inch in depth. BUILDER will take corrective action, as required, to meet this standard during the Term of this Limited Warranty.

**Gutters and Downspouts**



- Gutters and downspouts shall not leak. BUILDER will repair leaks in gutters and downspouts during the Term of this Limited Warranty. Sealants are an acceptable method of repair.



- Gutters should not overflow during normal rain. BUILDER will repair the gutter if it overflows during normal rains during the Term of this Limited Warranty. However, gutters may overflow during periods of heavy rain; this is a normal condition. OWNER is responsible for keeping gutters and downspouts free from debris that could cause an overflow.



- The water level in a gutter shall not exceed 1/2 inch in depth after a rain if the gutter is unobstructed by ice, snow, or debris. BUILDER will repair the gutter, as required, to meet this standard during the Term of this Limited Warranty.

**Skylights**



- A skylight that leaks is considered a deficiency if the leak is a result of improper installation. BUILDER will repair any improperly installed skylight, as required, during the Term of this Limited Warranty.

## SECTION VII SITE WORK – SUMP PUMP – SWIMMING POOLS

### SITE WORK



- Ground that settles around foundation walls, over utility trenches, or in other filled areas will not interfere with water drainage away from the home. **ONE TIME ONLY** during the Term of this Limited Warranty, BUILDER will fill areas that settle more than 6 inches and that affect proper drainage. It is the OWNER'S responsibility to remove, and then replace, shrubs, grass, or other landscaping, pavement, sidewalks, or other improvements affected by the placement of such fill.



- Grades and swales within the property shall ensure proper drainage within 10 feet around the home, in accordance with local jurisdiction and approved county site plans. Standing water shall not remain for more than 24 hours within 10 feet of the home following a rain, except in swales that drain other areas or in areas receiving sump pump discharge. In these areas, a longer period can be anticipated (generally no more than 48 hours). Water may stand longer following periods of heavy rains, especially when heavy rains occur on successive days. Grading determinations will not be made while frost or snow is on the ground or while the ground is saturated. BUILDER will correct improperly established grades and swales during the Term of this Limited Warranty. **BUILDER is not responsible for changes to the grading around the home as a result of OWNER'S actions (e.g. installation of landscaping, decking, patios, pools, driveways, walls, etc.).**

The BUILDER will provide reasonable means of draining water from rain, melting snow, or ice on the property and in the immediate area of the home, but the BUILDER is not responsible for water flowing from a nearby or adjacent property. The BUILDER is not responsible for soil erosion.

The BUILDER will use their best judgement in making a reasonable and cost-effective effort to preserve existing trees, shrubs, or other vegetation as predetermined by the BUILDER and OWNER, but the survival of existing landscaping cannot be guaranteed.

### SUMP PUMPS



- If included in the Sales and Purchase Contract the BUILDER is responsible only for the proper installation of the sump pump, and the initial crock or bucket cleaning.

### SWIMMING POOLS



- Swimming pool construction and design must meet or exceed the suggested minimum standards for swimming pools by the National Swimming Pool Institute and applicable building code requirements. Spa design and construction are incorporated into these standards as well.



- The BUILDER shall take whatever action necessary to insure the adequacy of the structure for purposes of maintaining. The BUILDER will provide a completed

liner with no folds or wrinkles. The BUILDER will reset faulty liner to comply with standard and will have no further responsibility thereafter. The BUILDER shall provide a liner with no cuts or tears. The BUILDER shall take whatever corrective measures necessary to insure the liner will have no tears or cuts at the time of completion of the pool.



- The BUILDER will supply mechanical equipment for pool that operates properly. The BUILDER shall provide OWNER manufacturer's warranties on all pool equipment.

**WALLS (FRAMING)**



- Interior framed walls bowed in excess of 1/2 inch out of line within any 32-inch horizontal measurement or 1/2 inch out of line within any 8 foot vertical measurement is considered to be a deficiency. The BUILDER will repair the wall, as required, to meet this standard within the Term of this Limited Warranty.



- Walls that are more than 3/4-inch out of plumb for any 32 inches in any vertical measurement are considered to be a deficiency. The BUILDER will repair the wall, as required, to meet this standard in the Term of this Limited Warranty.



- Deflection is observed in a beam, header, girder, or other dimensional or manufactured structural member in a wall. All beams, headers, girders, and other dimensional or manufactured structural members in the wall system will be sized according to the manufacturer's specifications and applicable building codes. BUILDER will reinforce or modify, as necessary, any beam, header, girder, or other dimensional or manufactured structural member in the wall system that does not meet this standard within the Term of this Limited Warranty.

**WINDOWS**

Scratches in glass and missing or damaged screens are specifically **NOT** covered in this Limited Warranty and will **ONLY** be addressed by BUILDER if they are noted on the Punch List during the Pre-Closing Walk-Through.



- A window is difficult to open or close. Windows should require no greater operating force than that described in the manufacturer's specifications. BUILDER will correct or repair the window, as required, to meet this standard during the Term of this Limited Warranty.



- Windows shall be installed in accordance with the manufacturer's specifications so that water does not intrude beyond the drainage plane of the window during normal rain conditions. Windows will resist water intrusion as specified by the window manufacturer. BUILDER will correct window leaks, as required, to meet this standard during the Term of this Limited Warranty. The OWNER is responsible for keeping weep holes clean of debris, which allows wind-driven rain to be diverted from the window sill.

## SECTION VII WINDOWS-WOOD BEAMS, COLUMNS AND POSTS



- Window grids, grilles, or muntins shall not disconnect, fall, or become out of level. **ONE TIME ONLY** during the Term of this Limited Warranty, BUILDER will repair or replace window grids, grilles, or muntins that have become disconnected, fallen or become out of level.



- Condensation between the panes of double-paned glass is considered a deficiency. BUILDER shall replace the defective glass in accordance with the manufacturer's requirements during the Term of this Limited Warranty.

### WOOD

#### Beams, Columns, and Posts



- An exposed wood column, post, or beam is split. Sawn wood columns, posts, or beams shall meet the grading standard for the species used. BUILDER will repair or replace any wood column, post, or beam that does not meet the grading standard during the Term of this Limited Warranty.



- Exposed wood posts and beams that develop bows and twists exceeding 3/4 inch in an 8 foot section are considered deficient. BUILDER will repair or replace any beam or post with a bow or twist that exceeds this standard during the Term of this Limited Warranty.



- Cups in an exposed wood beam or post exceeding 1/4 inch in 5 1/2 inches are considered excessive. BUILDER will repair or replace any beam or post that exceeds this standard during the Term of this Limited Warranty.

#### Subfloor and Joists



- Although a totally squeak-proof floor cannot be guaranteed, a floor squeak caused by improper installation or loose subflooring is considered a deficiency. BUILDER will re-fasten any loose subflooring or take other corrective actions to correct improperly installed subfloor to meet this standard during the Term of this Limited Warranty. The nature of wood and construction methods makes it practically impossible to eliminate all squeaks during all seasons.



- Subfloors shall not have more than a 1/4 inch ridge or depression within any 32 inch measurement. BUILDER will correct or repair the subfloor to meet this standard within the Term of this Limited Warranty.



- The subfloor should not slope more than 1/2 inch in 20 feet. BUILDER will make a reasonable and cost-effective effort to modify the floor to comply with this standard during the Term of this Limited Warranty. Sloped floors have both an aesthetic and functional consideration. Measurements for slope will be made across the room and not just in a small area. Crowns and other lumber characteristic that meet the standards of the applicable wood grading organization for the grade and species used are not defects. Deflections in the subfloor due to overloading by the OWNER are **NOT** covered under the Limited Warranty.



- Deflection and/or flex is observed in a floor system constructed of wood I-joists, floor trusses, or similar products. All wood I-joists and other manufactured structural components in the floor system will be sized and installed as provided in the manufacturer's instructions and applicable building codes. BUILDER will reinforce or modify, as necessary, any floor component that was not installed in accordance with the manufacturer's instructions or applicable building codes during the Term of this Limited Warranty. Some deflection and/or flex is normal and is not an indication of deficiency in the strength and safety of the product.

### Interior Trim Workmanship

**The following conditions will ONLY be addressed by BUILDER if noted on the Punch List created during the Pre-Closing Walk-Through:**

1. Interior trim that has hammer marks that are readily visible from a standing position facing the surface at a distance of 6 feet under normal lighting conditions.
2. Gaps at non-mitered trim and molding joints that exceed 1/2 inch in width.
3. Gaps between mitered edges in trim and molding joints that exceed 1/8 inch in width.
4. Nails and nail holes in base and trim molding shall not be readily visible from a standing position facing the surface at a distance of 6 feet under normal lighting conditions.



- Trim and molding edges at inside corners will be coped or mitered; however, square edged trim and molding may be butted. BUILDER will finish inside corners to meet this standard within the Term of this Limited Warranty.



- Splits, cracks, and checking (i.e. cracks in wood) greater than 1/8 inch in width are considered excessive. **ONE TIME ONLY** during the Term of this Limited Warranty, BUILDER will repair the affected area to meet this standard. **BUILDER is not responsible for a perfect match in the area that has been repaired or replaced.**

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# **NON-WARRANTED CONDITIONS**

This Limited Warranty covers only those items specifically described in Sections VII (Warranty Coverage Conditions).

**THERE ARE NO EXPRESS WARRANTIES COVERING THE HOME OR THE PROPERTY ON WHICH IT IS LOCATED, EXCEPT AS SPECIFICALLY PROVIDED HEREIN. TO THE FULLEST EXTENT PERMITTED BY LAW, THE BUILDER SHALL NOT BE RESPONSIBLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES RELATING TO OR RESULTING FROM ANY DAMAGE TO OR DEFECT IN SAID HOME OR THE PROPERTY ON WHICH IT IS LOCATED. HOWEVER, NOTHING CONTAINED HEREIN SHALL LIMIT ANY OF THE OWNER'S RIGHTS BY VIRTUE OF APPLICABLE FEDERAL OR STATE LAWS. (SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.) THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE. NOTHING CONTAINED HEREIN SHALL LIMIT ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE THAT MAY APPLY TO THIS TRANSACTION.**

## **Specific Description of Certain Non-Warranted Items**

Section VIII is designed to help the OWNER better understand some of the changes and maintenance items that may occur in the home during the first year or so of occupancy, and also to more specifically describe and explain certain items which are not warranted under this Limited Warranty.

Failure to include any item in this section, or to specifically exclude any item from this section that is not actually warranted under this Limited Warranty, shall not create any presumption or implication whatsoever that the item is covered by the Limited Warranty.

## **General Comments**

The home will require more maintenance and care than most products since it is made of many different components, each with their/its own special characteristics. Furthermore, like other products made by humans a home is not perfect. The home will show some minor flaws and unforeseeable defects, and it may require some adjustments and touching up.

## **Manufacturer's Warranties**

Certain items that are not covered by this Limited Warranty may be covered by manufacturers' warranties. Those manufacturer's warranties are listed in Section IX of this Limited Warranty. Any rights of the OWNER under those warranties are only provided by the manufacturers. The BUILDER does not assume any of the obligations under any manufacturer's warranty.

**SPECIFIC NON-WARRANTED CONDITIONS**

In addition to all of the limitations on the coverage of this Limited Warranty, the following items are specifically **NOT** warranted:

1. Concrete can develop hairline cracks not affecting the structural integrity of the home. There is no known method of eliminating this condition, which is caused by characteristics of expansion and contraction. It does not affect the strength of the home and is not a condition warranted under this Limited Warranty. Only cracks specifically described in Section VII shall be warranted.
3. Any damage or defects resulting from Acts of God are not warranted and should be handled through the OWNER'S hazard insurance carrier.
4. All caulking (exterior and interior) will crack or bleed somewhat in the months after installation. This is normal and is NOT warranted except as specifically described in Section VII.
5. Wood will sometimes crack or "spread apart" due to the drying process. This is most often caused by the heat inside the home or the exposure to the sun on the outside. This is normal and is considered a maintenance item to be cared for by the OWNER and is specifically NOT warranted, except as specifically described in Section VII.
6. Windows will collect condensation on interior surfaces when extreme temperature differences and high humidity levels are present. Condensation is usually the result of climactic/humidity conditions created by the OWNER within the home. Unless directly attributed to faulty installation, window condensation is a result of a condition beyond the BUILDER'S control and is specifically NOT warranted. Window "chatter" associated with wind conditions is normal and is also specifically NOT warranted under the conditions of this Limited Warranty.
7. Broken glass or mirrors which are not noted on the Punch List created during the Pre-Closing Walk-Through will NOT be addressed by the BUILDER. These are specifically not warranted under this Limited Warranty.
8. Drywall (sheetrock™) will sometimes develop nail pops or settlement cracks. This is a normal part of the drying-out process and an item that can easily be handled by the OWNER with spackling during normal redecorating. Except as specifically provided in Section VII, drywall (sheetrock™) cracks, nail pops, seams, joints, corners, etc., are NOT warranted.
9. Even the best quality paint, particularly exterior paint, can crack, chip or peel. This does not indicate a defect in the paint or application but is most often caused by other sources, such as allowing lawn sprinklers to hit painted areas, washing down painted areas, etc. Inside, do not scrub latex painted walls, and be aware of the newly painted walls as you are moving furniture. The best paint will be stained or chipped if it is not cared for properly. Painting is only warranted by this Limited Warranty as specifically provided in Section VII.

10. Fungus and mildew can form on a painted surface if the structure is subject to abnormal exposures, such as excessive rainfall or moisture. Often an area where no direct sunlight occurs will be subject to these conditions. Mildew and/or fungus formation is a condition that cannot be controlled by BUILDER and is an OWNER maintenance item and is specifically NOT warranted by this Limited Warranty. Whether or not OWNER experiences mold growth depends largely on how OWNER manages and maintains home. BUILDER is not responsible for any damage caused by mold, or by some other agent, that may be associated with OWNER maintenance or neglect, to include but not be limited to property damage, personal injury, loss of income, emotional distress, death, loss of use, loss of value, and adverse health effects, or any other effects.
11. All material that is stained will have variations in color, due to the various textures in wood. Doors that have panels will sometimes dry out and leave a crack of bare wood. This is due to weather changes and other conditions, and neither color variations nor shrinkage cracks are warranted except as specifically provided in Section VII.
12. Dripping faucets, toilet adjustments and toilet seats are only warranted by this Limited Warranty to the extent described in Section VII. Otherwise, they are OWNER'S responsibility. **If the plumbing is "stopped up" during the term of this Limited Warranty and the person servicing the plumbing on behalf of the BUILDER finds foreign material in the line, the OWNER will be responsible for payment in full for the service call.**
13. The OWNER must take precautions to prevent freezing of pipes during severe cold weather. Except as stated in Section VII, frozen pipes are not warranted.
14. The heating and air conditioning system is covered by the manufacturer's warranty. It is the OWNER'S responsibility to make sure that filters are kept clean and changed at least every 2 months. Failure to do so may void this Limited Warranty. It is also good policy to have the equipment serviced or checked at least once a year.
15. Air conditioner condensation lines will clog eventually under normal use. This is an OWNER maintenance item. The BUILDER shall provide unobstructed condensation lines at the time of first occupancy only.
16. When metal is heated it expands, and when cooled it contracts. The result is "ticking" or "crackling" within ductwork, which is generally to be expected. Except as stated in Section VII, noise in ductwork is not warranted.
17. GFCI and AFCI are sensitive safety devices installed into the electrical system to provide protection against electrical shock. The BUILDER has installed GFCIs and AFCIs in specific accordance with approved electrical codes. Occasional tripping is to be expected and is not a warrantable item. **Service calls to reset GFCIs, AFCIs or tripped breakers will be billed to the OWNER. Burned out light bulbs are specifically NOT warranted and service calls in response to a burnt out light bulbs will be billed to the OWNER.**

18. Electrical junction boxes on exterior walls may produce airflow whereby the cold air can be drawn through the outlet into the room. The problem is normal in new home construction and is NOT warranted.
19. The floors are NOT warranted for damage caused by neglect or the incidents of use. Wood, tile, marble, linoleum and carpet all require maintenance. Floor casters are recommended to prevent scratching or chipping of wood, tile or marble. The OWNER should clean stains from carpet, wood, tile or marble immediately to prevent discoloration. Carpet has a tendency to loosen in damp weather and stretch tight again in dryer weather. Any cosmetic floor covering deficiencies that are not noted on the Punch List prior to Closing will NOT be addressed by the BUILDER.
20. Exposure to light may cause spots and/or fading on carpets and wood floors. These conditions are specifically NOT warranted. Siding, trim, finishing's, coverings, paints and stains which melt, fade, bubble, blister, peel, becoming wavy, bent, loose, detach, become exposed, delaminate, or become damaged in any manner whatsoever which is attributed to the magnification or reflection of light or heat from glass, metal or other reflective materials of Home or surrounding homes or area(s) is specifically NOT covered by this Limited Warranty.
21. Door panels will shrink and expand, and may expose unpainted surfaces. This is normal and not warranted, except as noted in Section VII.
22. The upkeep of cosmetic aspects of the home is the OWNER'S responsibility. The BUILDER has not agreed to cover ordinary wear and tear, or other occurrences subsequent to construction that affects the condition of features in the home. Chips, scratches, mars or other cosmetic damage in tile, woodwork, walls, porcelain, brick, mirrors, shower doors and enclosures, plumbing fixtures, marble, Formica, lighting fixtures, kitchen and other appliances, doors, paneling, siding, screens, windows, carpets, vinyl floors, cabinets, etc. which are not recognized and noted on the Punch List during the Pre-Closing Walk-Through will not be addressed by the BUILDER. Such damage is specifically NOT covered under this Limited Warranty.
23. Chips and cracks on surfaces of bathtubs, sinks, etc., can occur when the surface is hit with sharp or heavy objects. The BUILDER shall not be responsible for repair of such damages unless the damage was reported on the Punch List during the Pre-Closing Walk-Through.
24. The BUILDER accepts no responsibility for the growth of grass, shrubs or trees. Once BUILDER grades and sods the property, it is the responsibility of the OWNER to water and maintain the lawn and plants. The BUILDER will NOT replace any shrubs, trees or sod except for those which are noted as diseased on the Punch List during the Pre-Closing Walk-Through. **Under no circumstances is sod a warranted item.**
25. With respect to concrete, except as specifically described in Section VII, the BUILDER specifically does not warrant and shall NOT be responsible for repairing, replacing or correcting any minor cracking, flaking, scaling, spalling, pitting, discoloration, expanding, shrinkage, settling or other problems. The OWNER acknowledges that weather conditions, salt and other chemicals can have an adverse effect on concrete and that OWNER shall be solely responsible for the proper

maintenance of all concrete (specifically including but not limited to any concrete, driveway, patio and walks).

26. The BUILDER is not responsible for any service or work performed or material supplied in accordance with any plans and/or specifications supplied, prepared or requested by OWNER, or by anyone on behalf of OWNER, or for any defects caused or made worse by the negligence, improper maintenance or other action by OWNER or anyone else other than BUILDER or BUILDER'S employees, agents or subcontractors.
27. Defects in outbuildings including detached garages and detached carports, (except outbuildings which contain the plumbing, electrical, heating/cooling or ventilation systems serving the home) swimming pools and other recreational facilities; fences; landscaping (including sodding, seeding, shrubs, trees, and plantings); sprinkler systems; or any other improvements not a part of the home.
28. Damage to real property, which is not a part of the home
29. Bodily or personal injury, damage to personal property, damage to any property of others.
30. Any loss or damage, which the OWNER has not taken appropriate action to minimize as soon as possible.
31. Any defect in, or caused by material or work supplied by anyone other than the BUILDER or BUILDER'S employees, agents or subcontractors.
32. Loss of use, loss of opportunity, loss of market value, loss of rental value or any other similar consequential loss.
33. Defects in any property, which were not included in the original home delivered for the original sales price.
34. Consequential, incidental or secondary damages.
35. Any damage to the extent it is caused or made worse by:
  - A. Negligence, improper maintenance or improper operation by anyone other than BUILDER or his employees, agents or subcontractors.
  - B. Failure by OWNER to give prompt and proper notice to the BUILDER of any defect within the time frame established under the Limited Warranty.
  - C. Failure to take timely action in emergent cases to minimize any loss or damage.
  - D. Loss or damage not caused by a defect in the construction of the home by the BUILDER, or BUILDER'S employees, agents or subcontractors.
  - E. Loss or damage externally caused including but not limited to Acts of God, riot or civil commotion, fire, explosion, smoke, water, hail, lightning, fallen

trees or other objects, aircraft, vehicles, flood, rising water, mud slides, earthquakes, volcanic eruption, abuse or use of the home, or any part thereof, or by any other external cause.

- F. Presence of or damage from insects, birds or rodents.
- G. Any loss or damage, which arises while the home is being used primarily for nonresidential purposes.
- H. Any condition, which does not result in actual physical damage to the home.
- I. Cost of shelter, transportation, food, moving, storage, or other incidental expenses related to relocation during repair or any other costs due to loss of use.
- J. Normal wear and tear or normal deterioration in accordance with normal industry standards.
- K. Failure of the BUILDER to complete construction.
- L. Dampness or condensation due to failure of the OWNER to maintain adequate ventilation.
- M. Failure by the OWNER or by anyone other than BUILDER or BUILDER'S employees, agents, or subcontractors, to comply with the warranty requirements of manufacturers of appliances, equipment or fixtures.

# MANUFACTURERS' WARRANTIES

## Registration Forms

The initial OWNER will be given the appropriate forms to register the items listed below for the manufacturers' warranties. It shall be solely the OWNER'S responsibility to make those registrations. The **ONLY** warranty on those items is the manufacturer's warranty and the BUILDER is in no way responsible for their performance or for any condition beyond the manufacturer's warranty.

The following items, if installed, are covered by manufacturers' warranties:

1. Refrigerator / Freezer
2. Ice Maker
3. Water Softening System / Equipment
4. Thermostat
5. Dishwasher
6. Garbage Disposal
7. Trash Compactor
8. Ovens
9. Cook Tops
10. Microwave
11. Kitchen Vent Fan
12. Central Air Conditioner
13. Furnace
14. Water Heater
15. Whirlpool
16. Security System
17. Garage Door Opener
18. Light Fixtures
19. Central Vacuum System
20. Entertainment Systems
21. Sump Pump
22. Intercom Systems
23. Electric Locking Systems
24. Mirrors
25. Shower Doors

**There may be other supplies, materials, appliances and systems that are specifically NOT warranted under this Limited Warranty and are instead covered by the manufacturer's warranty.**

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## MISCELLANEOUS

- A. Repairs required under this Limited Warranty shall be performed in the manner and using such materials and methods as shall be considered advisable by BUILDER.
- B. BUILDER, in his sole discretion, shall determine which contractor(s) to assign service work to. **PROHOME** does not have a contractual relationship with any contractor performing any service work for BUILDER and is not responsible for the contractor or the quality of work performed by the contractor.
- C. Repairs shall be finished or touched up to match surrounding areas as closely as practicable. However, exact match cannot be guaranteed.
- D. Notwithstanding anything else contained herein, for any problem warranted by this Limited Warranty, the BUILDER in its sole discretion may repair, replace, or pay the OWNER the reasonable cost of repairing or replacing the defective item.
- E. Notwithstanding anything else contained herein, the BUILDER'S total liability for deficiencies under this Limited Warranty is limited to the purchase price of the home.
- F. Steps taken to correct defects shall not act to extend the term of this Limited Warranty.
- G. If the BUILDER repairs or replaces, or pays the reasonable cost of repairing or replacing, any defect covered under this Limited Warranty which is covered by any other insurance or warranty, the OWNER must, upon request by the BUILDER assign the proceeds of such insurance or the rights under such warranties to the BUILDER to the extent of the cost to the BUILDER of such repair, replacement or payment.
- H. Should any provision of this Limited Warranty be deemed unenforceable by a court of competent jurisdiction, that determination will not affect the enforceability of the remaining provisions.
- I. This Limited Warranty is to be governed by and construed in accordance with the laws of the state in which the home is located.
- J. This Limited Warranty may not be modified or amended in any respect except upon written amendment signed by both the BUILDER and the then-current OWNER.
- K. OWNER acknowledges if the BUILDER chooses to repair, replace, address or discuss the improvement of any non-warranted condition involving in any manner the material, workmanship, supply or situation, the BUILDER is not obligated, represented, promised or committed to repair, replace, address or discuss any other non-warranted condition thereafter.
- L. OWNER understands and acknowledges that BUILDER not **PROHOME** is the sole warrantor (explicit or implicit) under this Limited Warranty. OWNER hereby agrees to indemnify and hold harmless **PROHOME**, its franchisees, licensees, shareholders, directors, officers, employees, agents and assignees against any and all liability for claims, including those performance standards specified in Section V and VI contained herein. **OWNER HEREBY WAIVES ALL ABILITY TO PURSUE LEGAL ACTION AGAINST PROHOME IN CONTRAVENTION TO THIS WAIVER IT SHALL BE RESPONSIBLE FOR ANY AND ALL EXPENSES INCURRED BY PROHOME IN DEFENDING ITSELF INCLUDING, WITHOUT LIMITATION, ALL COURT COST, ALL ATTORNEYS' FEES, AND ALL OTHER COSTS ASSOCIATED THEREWITH.** For the purpose of this indemnification, "claims" shall mean and include any obligations, all actual and consequential damages. OWNER furthermore, agrees and understands that **PROHOME** is only under contractual obligation with BUILDER by means of the BUILDER'S Service Agreement executed by and between BUILDER and **PROHOME** and that BUILDER'S Service Agreement takes

precedence over this Builder's Limited Warranty and any and all performance obligations of *PROHOME* outlined or mentioned herein. *PROHOME* retains all rights available to *PROHOME* in the pursuit of applicable attorneys' fees and associated legal expenditures from OWNER for any involvement *PROHOME* may have in any legal proceeding involving this Warranty.

- M. **IF YOUR BUILDER OR DEVELOPER HAS PROVIDED YOU WITH A STRUCTURAL WARRANTY, INSURANCE-BACKED WARRANTY OR A LIMITED WARRANTY, OR ANY OTHER WARRANTY, (HEREINAFTER REFERRED TO AS) "WARRANTIES" OTHER THAN THIS *PROHOME* BUILDER'S LIMITED WARRANTY PHI 16.5, ADMINISTERED BY *PROHOME* AND TO THE EXTENT THAT THERE ARE ANY INCONSISTENCIES, BETWEEN THE *PROHOME* BUILDER'S LIMITED WARRANTY 16.5 AND THE WARRANTIES, THE PROVISIONS, SECTIONS AND PROCEDURES OF THE WARRANTIES SHALL PREVAIL. IT IS IMPORTANT THAT YOU REPORT REQUESTS FOR SERVICE TO *PROHOME* AS DESCRIBED IN THE *PROHOME* PHI 16.5, HOWEVER, IN ADDITION TO ALL SYSTEMS AND WORKMANSHIP WARRANTY PROBLEMS COVERED UNDER THE WARRANTIES THAT ARE REPAIRED BY THE BUILDER, MUST BE REPORTED TO THE WARRANTIES AS DESCRIBED IN THE WARRANTIES INSTRUCTIONS. SENDING A NOTICE TO YOUR BUILDER OR *PROHOME* DOES NOT CONSTITUTE NOTICE TO WARRANTIES. REMEMBER, THE BUILDER AND WARRANTIES MUST RECEIVE YOUR NOTICE OF COMPLAINT NO LATER THAN THIRTY (30) DAYS AFTER THE EXPIRATION OF THE WARRANTY TO WHICH THE NOTICE RELATES. WARRANTY COMPLAINTS FILED AFTER THAT DATE WILL BE DENIED.**

**PROHOME BUILDER'S LIMITED WARRANTY  
ACKNOWLEDGEMENT OF UNDERSTANDING AND ACCEPTANCE**

The undersigned acknowledge that we have received a copy of the foregoing Limited Warranty, Warranty Identification: **PHI 16.5**. The undersigned further acknowledges that we have read, understand, and accept the terms and conditions of the foregoing, Warranty Identification: **PHI 16.5**.

WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, THE UNDERSIGNED ADDITIONALLY ACKNOWLEDGE THAT WE HAVE READ, UNDERSTAND AND ACCEPT THE SPECIFIC LIMITATIONS ON THE COVERAGE OF THIS LIMITED WARRANTY AS OUTLINED IN SECTIONS VII AND VIII.

The undersigned understands and agree that there are conditions for which warranty service will be provided. The undersigned acknowledges that the undersigned has read, understands and accepts the warranty conditions contained herein.

**THIS ACKNOWLEDGEMENT OF UNDERSTANDING AND ACCEPTANCE SHOULD BE SIGNED AND RETURNED TO BUILDER BY THE FOLLOWING DATE:**

RETURN DATE: \_\_\_\_\_, \_\_\_\_\_

BUILDER'S NAME: \_\_\_\_\_

BUILDER'S ADDRESS: \_\_\_\_\_

DATE: \_\_\_\_\_, \_\_\_\_\_

OWNER: \_\_\_\_\_  
SIGNATURE

DATE: \_\_\_\_\_, \_\_\_\_\_

OWNER: \_\_\_\_\_  
SIGNATURE

HOME ADDRESS: \_\_\_\_\_  
\_\_\_\_\_

This Executed Acknowledgement Page (White Copy) will be forwarded to your BUILDER prior to the Term Commencement of this Builder's Limited Warranty. ProHome will retain the Yellow Copy of this Acknowledgement Page for our records. The Pink Copy is for the Home Buyers' records.

This Limited Warranty (PHI 16.5) contains proprietary information of **PROHOME** International, LLC. The reproduction of this material, in whole or in part, without the expressed written consent of **PROHOME** International, LLC is prohibited. **All rights reserved.** Revised 11/2016



## **ADDENDUM TO BUILDER'S LIMITED WARRANTY**

This Addendum to Builder's Limited Warranty (this "Addendum") is hereby added to and incorporated into that certain Builder's Limited Warranty (the "Warranty"). If there are any inconsistencies between the Warranty and this Addendum, the provisions of this Addendum shall control. The Warranty, as modified and supplemented by this Addendum, is hereinafter called the "Warranty."

1. All defined terms contained in the Warranty shall have the same meaning in this Addendum, unless otherwise defined herein.
2. Notwithstanding anything contained in the Warranty to the contrary, Builder extends no warranty in connection with and shall not be liable for:
  - (a) loss or damage caused by or resulting from accidents, riot and civil commotion, fire, explosion, smoke, water, falling objects, aircraft, vehicles, Acts of God, lightning, windstorm, hail, flood, mudslide, earthquake, volcanic eruption, wind-driven water and changes in the underground water table which are not reasonably foreseeable;
  - (b) loss or damage caused by seepage of water unless such loss or damage is the direct result of a construction deficiency
  - (c) loss or damage due to dampness or condensation due to the failure of Owner to maintain adequate ventilation or drainage;
  - (d) loss or damage caused by soil movement for which compensation is provided by legislation or which is covered by other insurance;
  - (e) insect damage;
  - (f) loss or damage which arises while the Residence is being used primarily for non-residential purposes;
  - (g) bodily injury or damage to personal property;
  - (h) loss or damage due to abnormal loading on floors which exceeds design loads as mandated by construction codes;
  - (i) recompense for inconvenience, forfeited wages, the cost of shelter, transportation, food, moving, storage, or other incidental expenses related to relocation during repair;
  - (j) damage or loss resulting from ordinary wear and tear or deterioration;

- (k) abuse, neglect, improper maintenance, improper operation, or any alterations or additions made by anyone other than Builder after the occupancy date;
- (l) any defect in or caused by materials or work supplied by anyone other than Builder;
- (m) loss or damage with respect to any claim unless written notice of the claim shall have been given by Owner to the Builder within a reasonable time after the event giving rise to the claim occurs, in accordance with the procedures set forth in the Warranty;
- (n) any condition that does not constitute a deficiency in the construction of the residence or any defect or noncompliance with the standards contained in the Warranty which do not result in substantive actual loss or damage;
- (o) the quality of water supplied to the residence;
- (p) any damages or costs for which a remedy is not expressly provided for in the Warranty, including but not limited to loss of use, loss of opportunity, loss of market value, loss of rental value;
- (q) any damages to the extent caused or made worse by changes in the level of the underground water table or the development of perched water tables not reasonably predictable through reasonable soils or other geological investigation performed at or before the time of the construction of the residence;
- (r) Slab-on-grade floors that have experienced some movement which has not exceeded the standards set forth in the Warranty, as modified herein;
- (s) any cosmetic deficiencies or any cracks in or movement of concrete flatwork, fences, landscaping or final grading which do not exceed the standards set forth in the Warranty, as modified herein.
- (t) any damages or costs associated with finishes to hardwood floors, counter tops, woodwork or cabinets unless specifically identified and noted in writing with Builder or ProHome at homeowner orientation (walk-through) inspection.

3. As damage may occur to the residence during move-in, certain items are not covered under this agreement unless specifically identified and noted during the Owner's walk-through. These items include broken, cracked, or damaged windows, glass, and mirrors; damaged or missing screens; missing, chipped, and/or scratched finishes on countertops; broken electrical fixtures; broken, scratched, or chipped plumbing fixtures, scratched, gouged, stained, or damaged floor coverings; damaged driveway, walkways, or other concrete flatwork; damaged or missing doors and drawers; cabinet doors and drawers, exterior damage to residence finish; and paint touch-up.

4. Owner acknowledges that Builder makes no representation or warranty that the basement, patio(s), or garage of the residence on the property shall be considered now, or in the future, as suitable finished living space. Owner further acknowledges that they are not purchasing the home on this basis.

5. Owner acknowledges that Owner is responsible for conducting an active maintenance effort to reduce the likelihood of damage to the residence due to neglect, improper maintenance, or abnormal use. These items include, but are not limited to, caulking, gutter cleaning, furnace and air conditioning maintenance, hairline wall cracks and general paint touch up. Owner agrees to follow any maintenance requirements contained in the Warranty, as well as all reasonable preventive action to minimize and mitigate damage to the residence upon discovery of any damage-causing defect. Because the warranties for the Appliances in the residence are carried by the manufacturers and not Builder, Owner is responsible for reading all bulletins and manuals concerning the use and proper maintenance of appliances and complying with all written warranty requirements.

6. Builder's total liability under this warranty is limited to the original sales price of the residence (the "Warranty Limit"), which includes the parcel of land on which the Residence was constructed. The choice to repair, replace, compensate, or any combination of these remedies, is solely within the discretion of Builder. Any such repair, replacement or compensation shall not extend the warranty period. When the Warranty Limit has been paid, Owner's and all successors in title warranty rights are extinguished.

7. In order for Builder to carry out its responsibilities under the Warranty, access to Owner's home will be required. Owner agrees to grant access to ProHome, Builder and its agents, contractors and subcontractors, during normal business hours, to inspect, repair and conduct any necessary testing on the Residence as in their judgment may be required. Further, Owner agrees that failure to allow such access to the Residence will void this Warranty.

8. Builder will only remove and replace basement finish installed after the first sale of the Residence by Builder if such basement finish has been installed in a manner in which a building permit has been secured and construction has been accomplished in accordance with all applicable codes. Further, no basement finish will be removed and replaced if such finish has been installed in a basement with a slab-on-grade floor. Any basement finish which has been installed in a basement with a slab-on-grade floor or which has been installed in a basement with a structural floor without obtaining an appropriate building permit and/or in a manner which does not meet applicable code provisions, will not be repaired or replaced under this Warranty. Additionally, if any basement finish installed after the first sale of the Residence by Builder in a manner causes or contributes to damage to other portions of the residence as originally constructed by the Builder, no warranty repairs will be made as a result thereof.

9. Notwithstanding anything contained in the Warranty to the contrary (i) cracks in concrete garage floors shall be repaired during the term of the Warranty, only if such cracks exceed 1/4 inch in width or 1/4 inch in vertical displacement, and (ii) cracks in interior concrete, as defined in the Warranty, shall be repaired during the term of the Warranty only if such cracks exceed 1/4 inch in width or 1/4 inch in vertical displacement and the concrete in question is in conditioned space or the crack interferes with installation of finish flooring. Patching or filling is considered an acceptable repair method and it may not match the surrounding concrete in color or texture.

10. If Owner and Builder disagree as to the applicability of the Warranty, either Owner or Builder may request an impartial third-party arbitration with the American Arbitration Association (“AAA”) or another mutually agreeable arbitration service, which will be conducted in accordance with their rules and regulations. Unless otherwise agreed, any controversy or claim arising out of, or related to, this Limited Warranty Agreement, shall be settled by arbitration in accordance with the Construction Industry Rules of AAA and judgment upon the award rendered by the arbitrator or arbitrators may be entered and enforced in any court having jurisdiction over the controversy. The party who filed the Notice of Demand for Arbitration must assert in the Demand all claims then known to the party on which arbitration is sought. When a party fails to include a claim through oversight, inadvertence, or excusable neglect, or when a claim has matured or become known subsequently, the arbitrator or arbitrators may permit amendment. The award rendered by the arbitrator or arbitrators shall be final. A meeting at the residence shall be arranged by the arbitration service. The dispute will be resolved and an award entered by the arbitrator or arbitrators within 120 days from the time the form is received by the arbitration service. Each party to the arbitration will bear its own costs relating to the arbitration, including attorneys’ fees. If one arbitrator is utilized, the cost of the arbitrator will be divided equally between the parties. If three arbitrators are utilized, each party will pay its appointed arbitrator’s fees and share equally in the cost of the neutral arbitrator. A form for arbitration may be obtained from the local AAA office.

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## Maintenance Guide

Your new home has been built with care and craftsmanship, with the intention of providing you years of comfort and enjoyment. Like an automobile, however, it needs regular preventive maintenance to help preserve its beauty and value, and to avoid costly repairs and replacements down the road. The following guide will assist you in understanding your role in keeping your home looking attractive and operating efficiently.

Following a preventative maintenance plan in both your home and around your yard and neighborhood will reduce the likelihood of unexpected breakdowns or accidents, and save time and money in the long run. All new homes go through a break-in period during the first year—doors may stick, walls may shrink, and cabinets may need adjustment. While some of these items are covered under your new home warranty, others are considered to fall under general homeowner maintenance. Use this guide to assist you in the upkeep and maintenance of your new home investment.

This manual is not intended as a complete maintenance manual, and Sheffield Homes Promontory Point, LLC assumes no liability and/or responsibility for the effectiveness or possible outcome from using any of the following suggestions. Should you encounter a situation where this document suggests one solution and a manufacturer's manual suggests another, always follow the manufacturer's recommendation.

If you do not already have a small tool kit on hand, may we suggest the following items to get you started:

- Medium-sized toolbox
- Pliers
- Hammer
- 6' step ladder
- Caulk gun and caulk
- Assorted sandpapers
- Adjustable wrench
- Assorted nails and screws
- Flashlight
- 1", 2", and 3" paintbrushes
- Screwdrivers of assorted sizes – both Phillips and flathead styles

## Interior Systems

### Appliances

Your new home comes equipped with a variety of appliances, including such things as a stove, dishwasher, microwave oven, refrigerator, garbage disposal, a washer and dryer, and perhaps even a wine chiller or wet bar mini-fridge. During your pre-closing homeowner orientation (walk-through) our representative will test all installed appliances for proper operation and see to it that you receive all relevant manufacturer-supplied manuals and warranty information. ***It is the homeowner's responsibility to complete and return the supplied product registration cards for each appliance in the home, thereby activating each appliance's warranty.***

### Maintenance Guidelines: Appliances

- ✓ Many manufacturers offer toll-free hotline service to answer questions about appliance trouble-shooting and operation. Check the appliance manual for the number, or search the internet for manufacturer information. Most manufacturers' product manuals can now be found in downloadable formats online.
- ✓ When calling an appliance manufacturer to request warranty service be prepared with the purchase date (your move-in date), the serial and model numbers of the appliance (found on the side or bottom of each appliance) and a description of the problem experienced.
- ✓ Some of the decorative panels used on your appliances—i.e., metal or glass looking finishes—are generally made of plastic, and should be cleaned only with a mild detergent and water. Do not use abrasive cleansers as they will damage the finish.
- ✓ As obvious as these suggestions may sound, implement the following checklist prior to calling for manufacturer service:
  - 1) Check that the appliance is plugged in.
  - 2) Check the circuit breaker in the panel box controlling the appliance to ascertain that it is in the "on" position and has not been tripped.
  - 3) Some appliances come with their own separate fuses or circuit breakers. Review the manufacturer's service manual or online reference to determine exact location, then check for proper set.
- ✓ All appliances installed in your home are protected by manufacturer warranties. Should you experience problems with any of your appliances contact the manufacturer first. Remember that any electrical, HVAC, or plumbing additions or alterations made to original appliance installations may void all applicable warranties.

### Attic

Located immediately below the roof, the attic space is constructed with a truss system, which is not engineered to support weight, and should not be used for storage.

### Maintenance Guidelines: Attic

- ✓ A variety of vents are installed to remove excessive heat and moisture from the attic space in your home. These vents include ridge vents, gable louvers, roof louvers, soffit vents, and baffles—where the roof meets the wall. Do not cover these vents with insulation or any other material.
- ✓ Insulation on the attic floor protects the rooms below it. If the insulation is moved it will leave gaps between the insulation panels, and may obstruct the attic vents. Always replace moved insulation back to its original position.
- ✓ Roof trusses should not be cut for any reason, as this can cause structural damage to the integrity of the roof. Doing so will void the Major Structural Defect portion of your home's Builder's Limited Warranty Agreement.

### **Bathrooms**

While tile on the walls and floors of a bathroom are impervious to water, the seams, joints, and sealers are not entirely waterproof and require proper maintenance to prevent water seepage and subsequent damage of materials adjacent to and underneath the tile. Cracks in the caulking joints between tile and tub, in shower stall corners, and at the floor are caused by the high degree of moisture present in the bathroom, as well as from the normal shrinkage of caulking material. Separation between the tub and wall tile can be caused by home settlement and by the weight of the tub when filled with water.

### Maintenance Guidelines: Bathrooms

- ✓ Clean bathroom mirrors with a spray glass cleaner using a soft cloth, wiping several times to remove all glass cleaner residue. Do not use abrasive cleansers, which will permanently scratch and mar mirror surfaces.
- ✓ Moisture and mildew problems can occur in any room where water vapor is present. To reduce mildew turn on the exhaust fan or crack open a window when using the bath or shower. Wipe down wet tiles when finished, then hang towels and washcloths to dry (do not leave damp towels on floor).
- ✓ To clean mildewed surfaces and reduce odors apply a liquid cleaner in a well-ventilated room, followed by a disinfectant and thorough rinsing with clear water.
- ✓ For soap scum, rust stains, or other hard-to-clean residues, consult a home improvement specialist for products or cleaning tips to remove the stain(s).
- ✓ *Tile Repair Note: Sheffield cannot ensure that ceramic tile wall repairs requiring new material will exactly match the color of existing tile material or colored grout. Color variations are normal.*

### **Cabinets**

Your home's kitchen, bath, and laundry room cabinets are selected not only for their attractive appearance, but for durability and ease of care. Care for them in much the same way as you would fine wood furniture, with a light coat of wax or lemon oil applied once or twice yearly to protect the finish and appearance. Never use harsh abrasives to clean cabinets—rather, a soft cloth slightly

moistened with water. After wiping the area use a dry cloth to remove any moisture that is still on the woodwork. Variations in cabinet tone, grain, and color are normal, reflecting the natural characteristics of real wood.

#### Maintenance Guidelines: Cabinetry

- ✓ Avoid using excessive amounts of water to clean cabinets, as it can dry out the wood and damage its luster.
- ✓ Wipe up spills and splashes immediately. Never leave any liquid on wood surfaces, as it can cause staining and warping of the woodwork.
- ✓ Over time and with use, cabinet doors inevitably loosen. Straighten doors and tighten hardware with a screwdriver as needed. If hinges or drawer glides become sluggish, use a small amount of spray silicone to improve their performance.
- ✓ Cabinet-mounted coffee makers are not recommended since the rising steam will damage solid wood and wood veneer, causing discoloration and/or delamination. For the same reason, position regular coffee makers out from underneath the upper cabinets and near the front of the counter.
- ✓ Clean laminate cabinets with a soapy cloth or sponge. Use a non-abrasive liquid household cleanser for more stubborn stains. Look for one-step cleaning products made especially for laminate surfaces, and carefully follow product directions.
- ✓ Shelves—whether flat or carousel (lazy Susan style) are not designed to hold weight in excess of 20 pounds per square foot. Keep canned goods, flour, sugar, and heavier products on the bottom shelf of the base cabinets. Shelf paper may be applied to protect against scratches or stains.
- ✓ Check cabinet hinges at least once yearly for proper alignment and tightness, using a screwdriver to make necessary adjustments. Check drawers for ease of movement, applying a silicone spray as needed to prevent sticking.
- ✓ Hardware stores offer a variety of color-matching putties, stains, and polymer fillers used to cover and repair cabinet nicks and scratches.
- ✓ The color selection sheet given to you at closing records the brand, style, and color of the cabinets used in your home.

#### **Caulk**

Caulking material has been used in several areas in your home—both inside and out. Nearly any place where two different types of materials meet caulk is used to seal the area and to give the home a more finished appearance. It is also used to help insulate and to serve as a water barrier. As your home continues to adjust to environmental changes caulking can separate and crack, which is not only normal but expected. Part of routine home maintenance includes regular re-caulking.

#### Maintenance Guidelines: Caulk

- ✓ Make sure to purchase the correct type of caulk for the particular job. As a general rule silicone caulk works well around water-prone areas, but it is not paintable. Latex caulk is

paintable, and generally recommended for cosmetic purposes. Ask for recommendations at your local hardware store.

- ✓ Caulking in the kitchen, bathrooms, and laundry room needs to be checked frequently for shrinkage or cracking, and repaired immediately to prevent more serious issues from arising.
- ✓ Inspect all interior caulking around the home on a yearly basis and re-caulk as necessary.

### **Laminate Countertops**

Laminate countertops (such as Formica brand) are long-lasting and can be cared for easily by simply wiping up spills and messes as they occur. Never use abrasive cleansers, as they will dull the surface.

#### Maintenance Guidelines: Laminate Countertops

- ✓ Remember that laminate countertops are heat resistant, not heatproof. Do not place hot objects of any kind directly onto laminate countertops, as doing so can scorch and/or blister the surface permanently.
- ✓ Sharp knives can also penetrate a laminate countertop surface. Always use a cutting board when slicing, chopping, etc. to prevent marring the finish.
- ✓ Use a soapy cloth or damp sponge to clean laminate surfaces. Do not allow standing liquids to stay on countertop as they can penetrate seams, and corner and backsplash joints, which can damage the countertop. One-step cleaning products are available for laminate surfaces that clean, reduce streaking, and leave surfaces polished. As with all cleaning products, carefully follow the product instructions.
- ✓ Check seams periodically and re-caulk as necessary.
- ✓ Over time, steam from an open dishwasher may cause swelling and delamination of laminate countertops. To help reduce the risk of moisture damage, apply a waterproof sealant to the underside of the countertop, directly over the dishwasher and two feet left and right of the dishwasher. Reapply this sealant every year to these areas to keep your countertops looking new.

### **Ceramic Tile, Granite, and Quartz Countertops**

To clean tile, granite, or quartz countertops use a soft towel or brush to wipe up breadcrumbs or sugar. For liquid spills use a slightly damp cloth to wipe up the area. Make sure the area is completely dry when you are finished wiping up the spill. Avoid abrasive cleansers.

#### Maintenance Guidelines: Ceramic Tile, Granite, and Quartz Countertops

- ✓ For recommendations on cleaning grout, see page 59, "Flooring – Tile."
- ✓ Ceramic tile is brittle and can be broken by a sharp blow from a heavy object. Care should be taken not to drop objects on ceramic tile.
- ✓ It is best to use a portable chopping block or cutting board for food preparation, as cutting directly on the countertop may leave scratches (and will certainly dull your knives).
- ✓ Scouring powder should be used sparingly, as it can discolor tile grout.

- ✓ If you have a countertop stain that will not come up simply with water, consult a home improvement expert for product recommendations.
- ✓ Direct, excessive heat on ceramic tile can cause charring, burning, lifting, or blistering. Do not place pans, coffee pots, baking dishes, hot irons, or burning cigarettes directly onto tile countertop surfaces. Use protective pads or trivets under electrical appliances.
- ✓ Run cold water when pouring boiling water into sinks.
- ✓ *Tile Repair Note: Sheffield cannot ensure that ceramic countertop tile repairs requiring new material will identically match the color of existing tile material or colored grout. Color variations, thicknesses, and veining are normal.*

### **Condensation and Mold**

There may be times when you suspect moisture to be seeping through walls, windows, floors, or pipes. Usually this is not the case. Simple condensation, which occurs when warm moist air comes into contact with colder surfaces such as windows or mirrors, is most often the culprit.

Condensation is most prevalent in new homes—especially during the first year, as moisture in concrete foundations, wood, and paint works its way out. As this water evaporates and the drying out process occurs, the moisture may take the form of condensation on interior windows, basement walls, and plumbing pipes—all of which is normal. Moisture levels, however, do need to be monitored, as excessive amounts can lead to mold and mildew.

Proper ventilation is key to keeping condensation and mold at bay. Mold generally occurs when moisture is not allowed to properly vent from the home. The energy-efficient products such as windows, doors, caulk, and insulation that are standard in most new homes—while eliminating air leaks and creating a more energy-efficient home—also prevent fresh air from coming into the home. Be mindful of moisture-prone areas in your home where you may need to periodically crack a window open or turn on a fan to allow for adequate ventilation.

### **Maintenance Guidelines: Condensation and Mold**

- ✓ When showering, cooking, or doing laundry always use the exhaust fan in the room, which is designed to vent the moist air to the outside of the home. You may also want to open a window slightly in the room.
- ✓ Your home’s HVAC system (especially the air conditioning) provides the biggest help you will have in eliminating condensation and mold. Keep it in prime working condition by performing regular maintenance.
- ✓ Any water leaks that occur inside your home should be addressed immediately to prevent mold from developing. If your home is still under warranty contact Sheffield Customer Care for assistance; if your home’s warranty has expired call a licensed professional.
- ✓ During warm, dry weather open basement windows, and close them when outside humidity is high.
- ✓ Regularly ensure that the clothes dryer is properly vented to the outside, and that the dryer vent is clear of obstructions and lint.

- ✓ Do not attempt to accelerate the natural drying out process of your new home by creating high heating temperature during the winter months or overly cold temperatures in the summer. Doing so will lead to an uneven drying, which will exaggerate the effects of normal shrinkage.

### **Interior Doors**

Your new home contains a variety of types of doors such as interior passage, French, louvered, bi-fold, sliding glass, exterior, and garage doors. Throughout the course of changing Colorado seasons you may notice that interior doors can swell, causing them to stick or bind. This is a normal occurrence and may correct itself once the weather changes. When a door sticks due to swelling caused by damp weather, do not plane the door; when dry weather returns the door will shrink back to its normal state. Some twisting and warping of doors can be expected as moisture enters and leaves the wood.

If your doors are painted and you find the need for touch-up, make certain to use the right paint for the job. Generally speaking the trim and baseboard paint is the same that was used on your doors, and the specifics of type and color should be listed on your interior/exterior color selection sheet and/or Design Center addenda. If you are uncertain about which paint to use call Customer Care for assistance.

### Maintenance Guidelines: Interior Doors

- ✓ If your doors repeatedly stick try rubbing candle wax or a bar of soap at the sticking point, then tighten the hinge screws with a screwdriver.
- ✓ Over time you may notice that the door hinges in your home squeak a bit, which is normal. A drop or two of oil on hinges makes doors swing quietly and easily. Graphite, which can be purchased from a hardware store, also serves as an excellent lubricant for door latches and keyholes. Because graphite can stain carpet and other flooring materials, make sure to use a drop cloth on the floor surrounding the door when applying it to door hardware.
- ✓ If a door will not latch properly you may need to adjust the strike plate up or down on the door jamb.
- ✓ Repeatedly slamming doors can damage both the door and the door frame. Similarly, excessive hanging on door knobs, or swinging the door back and forth can loosen door hardware and cause the door to sag.
- ✓ Interior doors are hollow core and as such are not designed to support attachments and hanging accessories. Hanging heavy items on door knobs or at the top of the door frame can damage hardware and hinges.
- ✓ Bi-fold doors can be kept operating smoothly by keeping the door tracks free of paint and dirt, and by applying a small amount of wax or silicone spray to the guide edges of the tracks, when necessary. Bi-fold doors can also be adjusted at their base with a small wrench.
- ✓ The tracks of sliding glass doors should be periodically cleaned and kept free of dirt and debris. Check to ensure that the drain holes are kept clear of obstructions. Silicone spray may be used to keep the doors moving freely. Be aware that heavy condensation on glass

doors during the winter heating season can—if not wiped away—freeze up the door such that it cannot be opened.

## **Drywall**

Sheets of drywall are screwed and/or nailed to the framing studs of the home to create both ceiling and wall surfaces. The seams where the drywall sheets come together are taped, spackled with a joint compound, allowed to dry, then sanded and textured to prepare them for paint. The lumber used in the construction of your home—though mostly dry—will continue to dry out during the first year of occupancy, which may cause minor drywall cracks and nail pops. This can also cause baseboards to lift slightly. All of these are homeowner maintenance items that can be easily repaired; however, during the first year of the Homeowner Warranty Program your builder will make a one-time repair of such items, including drywall cracks that exceed 1/8" in width.

### Maintenance Guidelines: Drywall

- ✓ Nail pops in drywall can be easily repaired by lightly tapping the nail back into the wall with a hammer. You may wish to put something soft, like cardboard or poster board, between the nail and hammerhead to protect the wall surface from marring or scarring. Knock the loose drywall off the top of the nail and recoat using a putty knife and spackling paste. Repaint the surface.
- ✓ Hairline cracks in drywall are almost always due to changes in moisture level or home settling. They can be repaired easily by using a putty knife to fill the crack with spackling or latex-based caulk. Wipe away the excess and allow the remaining project on the wall dry in accordance with manufacturer's recommendations, then repaint.
- ✓ Baseboards can be reset by simply prying the errant board away from the wall with a pry bar or putty knife, then resetting it to the new position. Care should be taken, as applying too much pressure with the pry bar will cause an indentation or possible puncture in the drywall.
- ✓ In addition to spackling material, paintable caulk serves as a reliable product for filling drywall cracks—especially in corners or at baseboard and crown mouldings. Apply the caulk as directed, using a caulk gun; remove the excess with a damp paper towel or cloth and allow the wall to dry before repainting.
- ✓ Deeper scrapes or indentations in drywall surfaces may require two or three applications of spackling compound or caulk, drying thoroughly and sanding between each application.
- ✓ Wall fasteners and anchors are available in a variety of sizes, types, and weight-bearing specifications for hanging framed art, mirrors, or other objects on drywall. Many offer strength sufficient to support the item being hung while creating little damage to the wall.
- ✓ Plant ledges and art niches are architectural design features and are not constructed to support the weight of an adult or child.

## **Electrical System – Wiring and Circuitry**

The electrical wiring in your new home meets national and local code requirements and safety standards for the normal use and operation of household electrical appliances. Electrical wiring,

switches, outlets, and circuit breakers were installed by the licensed electrical contractor listed in the Emergency Services section of this homeowner manual. Generally speaking, small appliances—which require your personal attendance for their operation—may be plugged into any electrical outlet without fear of overloading the circuit. However, the use of larger appliances or many small appliances on the same circuit may cause an overload of the circuit, resulting in a tripped breaker. Although a power surge from outside the home can also cause a breaker to trip, the most common cause is using too many appliances on the same circuit.

Should the power go out in your home, first determine whether or not your neighbors are also without electricity and if so, contact the utility company to report the outage. Before attempting to reset circuit breakers check that power has been restored to the area. If your home is the only one without power, check your home's main circuit breaker in the panel box. Be aware that not every electrical power issue is due to problems within the home's electrical system. Utility companies experience a variety of situations that affect power supply, including power surges and interruptions, peak overload periods, and even total shutdowns.

#### Maintenance Guidelines: Electrical System – Wiring and Circuitry

- ✓ Light bulbs are not protected by any warranty.
- ✓ The use of ceiling fans can reduce heating and cooling expenses, and help keep your home comfortable. If you ordered the optional ceiling fan pre-wire upgrade, one or more ceiling outlets in your home are strengthened to support the weight of a ceiling fan. If you don't remember which outlets have the ceiling fan pre-wire, contact us and we'll help you locate them. If you did not order this option, no ceiling outlets in your home are installed to hold the weight of a ceiling fan (which is considerably more than that of a standard overhead light fixture).
- ✓ Electrical wiring and appliances are protected by circuit breakers to stop circuit overloading. The main circuit breaker is located in the electrical panel box and—if tripped for any reason—cuts off all electricity to your home. The smaller circuit breakers within the same panel box control appliances, wall switches, lighting, and the HVAC system. Each switch is clearly marked in the panel box as to its connection. Consider the circuit breakers as the safety valves of the home's electrical system; they protect you, the wiring, and your electrical equipment. You were shown the location of the junction box (electrical panel box) at your homeowner orientation walk-through, however, if you are unable to locate it again please call us for direction.
- ✓ If a breaker trips, find the appropriate switch in the junction box (the tripped switch will be noticeably out of line with the other switches inside the breaker box). Push the switch all the way off and then back to the ON position. If the breaker immediately trips again you are overloading the circuit and must remove a few items from the line before resetting the switch.
- ✓ When outlets fail to work it is usually a sign that the circuit breaker has tripped. This can be caused by the overloading of a circuit by plugging in too many appliances, a worn cord of an appliance or defective plug connection, voltage too high for the appliance used, or the starting of an electric motor on the same circuit.

- ✓ If the main circuit breaker in your home trips repeatedly, and your home is under warranty, call the electrician listed on your emergency phone contact list. If your home is out of warranty, call a licensed electrician of your choosing for service.
- ✓ We recommend the use of surge protectors for outlets used for computers, printers, and other personal electronics, as electrical pulses from outside power lines vary in strength and are often unpredictable. These surges can cause serious problems in such equipment and damage to such is not covered under your home's warranty.
- ✓ Thunderstorms, lightning, and power failures can cause circuit breakers to trip. If only your home is affected try resetting the breaker by switching it to the full OFF position, then back to the ON position. If this fails to reset the breaker, or if the breaker continues to trip, do not repeatedly reset the breaker as this can damage the panel box, wiring, or appliance(s) controlled by the breaker. Call the recommended electrical contractor for service inspection.
- ✓ If you install a microwave or other appliance(s) after move-in that require a large electrical load you may need a licensed electrical contractor to add additional wiring to sufficiently and safely accommodate the load.

### **Electrical System – Ground Fault Interrupt Circuit**

Ground fault interrupt circuits, also known as GFICs or GFIs, prevent electrical shock and are installed in your home in areas where water may be present—such as in the kitchen, bathrooms, laundry room, garage, and on the exterior of your home. They are required by code for safety reasons, and are meant to reduce the chance of electrical shock. GFI receptacles are sensitive to power surges and will interrupt power under certain conditions, to prevent possible injury.

GFI breakers are often wired in a series. For example a bathroom GFI outlet may possibly be connected to other outlets throughout the home. Consequently, if an electrical outlet in a bedroom (for instance) is not functioning, check the GFI in a nearby bathroom to determine if it has tripped and possibly connected to the bedroom outlet.

As garage outlets are now required to be GFI, it is recommended that you do not plug freezers or refrigerators into them as the system could trip, causing food in the appliance to spoil if the power outage is not immediately discovered. If you choose to have a freezer or refrigerator in the garage a proper outlet should be installed by a licensed contractor that conforms to existing electrical code.

### **Maintenance Guidelines: GFI Outlets**

- ✓ Exterior GFI outlets may collect moisture, depending upon weather conditions and resulting humidity levels, causing them to trip. If this happens the power will remain off at that outlet, which will not operate until it has adequately dried. Once dry, it will to be reset.
- ✓ An electrical outlet or light switch on an exterior wall may produce a slight draft, allowing cold air to be drawn in to the room. Sheffield makes a special effort to reduce the occurrence of such drafts, however, some cold air is normal. Draft protection pads that help reduce cool air drafts can be installed by a qualified electrician, or are available at hardware stores.

- ✓ If a GFI receptacle is not functioning, press the reset button on the outlet plate to restore proper operation. If this does not restore power, check and reset the circuit breaker in the panel box first, then press the GFI reset button. If the outlet still fails it may indicate a short in the appliance. If other appliances on the same circuit will not operate, an electrician should be hired to replace the GFI outlet.
- ✓ There are no GFI reset buttons on the electrical panel—only the main breaker switches are found on the breaker panel.

### **Electrical System – Light Fixtures**

Most of the light fixtures installed in your home, such as can lights and overhead lights, have wattage ratings posted inside the unit which call out the maximum wattage for the fixture. Using higher watt bulbs than those recommended can cause a fire.

### **Electrical System – Pre-Wired Telephone, Computer, and Cable TV Lines**

Sheffield-built homes are pre-wired for telephone and cable TV. Any issues with connection or reception, however, should be addressed with the appropriate service provider. If it is determined to be an issue with the wiring itself, call the electrician responsible for installation of the low-volt wiring (listed in the Emergency Numbers section of this handbook). Please be aware that the electrician will bill a service/trip charge if the issue is found not to be related to the home's wiring. Neither Sheffield Homes nor the electrician will be held responsible for wiring repairs done by the telephone or cable company.

### **Electrical System – Switched Outlets**

A wall switch may control not only overhead fixtures, but also certain outlets in your home—referred to as switched outlets, or “half-hots.” Switched outlets may be used for lamps or appliances, and are generally shown positioned upside down.

### **Fiberglass Tubs and Shower Bases**

Fiberglass tubs and shower bases may be installed in your home. Avoid using abrasive cleansers that could scratch the surface. Instead, use warm water and a liquid detergent to clean the tub and/or shower. Be aware that fiberglass surfaces can chip or crack if heavy or sharp objects are dropped on them, and that such accidental damage is not covered under warranty.

### Maintenance Guidelines: Fiberglass Tubs and Showers

- ✓ If your bath includes a jetted tub it is important to understand not only how the system works, but also the proper operating and cleaning procedures (all should have been explained at the Homeowner Orientation walk-through). A maintenance guide is also supplied in the Manufacturer Information section of this handbook. Improper maintenance could cause the jet pumps in the tub to overheat and burn out.
- ✓ As mentioned above in Caulking Maintenance Guidelines, the appearance of small cracks in bathtubs and shower pans is common, but can be repaired easily by using the proper caulking materials.

## Fireplace

If your home has a fireplace, it is a direct-vent gas type, which draws no combustion air from the living environment for use in the fireplace system. Sheffield uses gas sealed fireplaces that are factory-built of sheet metal and then delivered directly to the jobsite for installation. Follow the manufacturer's guidelines for safe and proper use.

### Maintenance Guidelines: Gas Fireplaces

- ✓ Most direct-vent fireplaces are cosmetic in nature and as such are not intended to heat any part of the home. Certain models of fireplaces with optional blowers can generate heat, however. Ask the Community Sales Representative for more information, if this option is of interest.
- ✓ The first few times your gas fireplace is used you may notice a slight burning smell, which is normal. This is caused by the burning away of oils present on the vent pipes, and the smell will go away in time.
- ✓ Periods of high winds can cause the electronic pilot light in the fireplace to extinguish. If this happens refer to the instructions included with your fireplace, and read carefully before attempting to relight the pilot light as directed.
- ✓ The glass front of the fireplace may cloud up momentarily upon first igniting. This is caused by condensation and should go away after a few minutes.
- ✓ The fireplace exterior exhaust vent may be within reach inside the home. Always assume that it's hot, and never touch it or throw anything inside of it.
- ✓ When cleaning the glass front of the fireplace never use abrasive cleaners, and never clean the glass front when it's hot.
- ✓ Never add any combustible material—including paper, cardboard, tree limbs, etc. to a gas log set, as gas fireplaces are not equipped with dampers per uniform building code compliance.

## Flooring

Floor coverings add distinctive style to your home. Whether tile, hardwood, laminate, or carpet—each is a beautiful and personalized feature for which you will want to properly care.

Asphalt, concrete compounds, and even mud tracked into your home from the yard or driveway can permanently damage floor coverings. Mats placed at entrance doors will help minimize possible damage, however, make certain to purchase mats *without* rubber backing, as this can stain and/or discolor flooring materials.

### Flooring – Carpet

Remember that carpet is not stain and/or fade-proof, but rather stain/fade-*resistant*. Manufacturers generally do not warrant carpet against staining and wear or fading; similarly, as the builder of your home, Sheffield does not include carpeting in the home's warranty. If, however, during the first year in your home you feel there is a problem with the carpet please notify a Customer Care representative who will set up an appointment to discuss the issues you may have.

All carpet comes from the mill in standard twelve-foot (12') widths. While our installers make every effort to limit the number of seams, they are unavoidable. Be aware that some grades, brands, or colors of carpeting may show seams more readily than others.

#### Maintenance Guidelines: Carpet

- ✓ New carpet may shed fibers for the first few months of wear, which is completely normal and will dissipate after a few months of regular vacuuming.
- ✓ At a minimum carpet should be vacuumed weekly, though your lifestyle—i.e., children, pets, etc.—will determine how often you'll need to vacuum. Carpeting cannot be "over-vacuumed." While normal vacuuming removes loose fibers, an occasional tuft may be lifted above the surface of the carpet. Do not pull out the rogue tuft, rather, use scissors to snip it to a length matching the rest of the carpet.
- ✓ Remove spots quickly to prevent permanent stains. Refer to the manufacturer's brochure, or call the manufacturer directly for advice and tips on spot/stain removal.
- ✓ Some manufacturers recommend yearly professional cleaning of carpets, while others do not. Again, refer to your carpet's manufacturer guidelines.
- ✓ The following substances can permanently damage carpet; use caution when using these items in your home:
  - Toilet bowl cleaners
  - Chlorine bleach, or products containing bleach
  - Insecticides
  - Plant foods
  - Drain cleaner
  - Oven cleaner
- ✓ Sunlight can fade carpet. Take care to keep window coverings drawn during periods of direct sun to help preserve your carpet's color.

#### **Flooring – Resilient (Vinyl)**

Resilient floor coverings come in 6-foot wide rolls or 12-foot wide rolls and are appropriate for installation in kitchens, bathrooms, and laundry areas. Vinyl flooring is a no-wax covering and will last a long time if cared for properly.

#### Maintenance Guidelines: Vinyl Flooring

- ✓ Wipe up spills immediately, as liquid left on the floor can stain and may also cause the vinyl to split at the seams and bubble if the liquid gets under the surface.
- ✓ Sweep or mop vinyl floors frequently, as sand and grit can dull the surface. If left for long periods on the floor, sand and grit will grind into the flooring surface, causing cuts and pock marks.
- ✓ When mopping, use a small amount of water and make certain that surface is completely dry when you're finished, as water seeping into the Mastic through the seams and under the baseboard trim can cause seam separation and lifting. Silicone caulk is recommended for use

at tub and floor joints to minimize this problem. Do not use cleaning products containing turpentine, alcohol, or kerosene, as these substances will permanently damage the flooring surface. A small amount of warm water should take care of most dirt or spills.

- ✓ While mopping is recommended, use care when cleaning and do not scrub floors excessively, as frequent mopping, scrubbing, or use of electric buffers can create a wear problem.
- ✓ Do not flood floors or allow water to remain on the floor, as it will seep into the joints and deteriorate the sub-flooring and glued seams.
- ✓ Sharp edges on furniture legs, high heels, and other pointed objects can damage resilient flooring permanently. Attach furniture protectors (small felt pads) to the bottoms of furniture legs to protect flooring from scuffing and surface damage. Also take care when moving items on vinyl flooring; the use of casters or other material is recommended to protect the floor's surface.
- ✓ Raised nail heads are caused by the natural movement and shrinkage of floor joists below the floor. If a nail head becomes visible through vinyl flooring try placing a block of wood over the spot and using a hammer to reset the nail. A qualified flooring installer can also do this.
- ✓ In some circumstances ridges and/or joints of the flooring underlayment may be visible. While we strive to minimize this from happening, some ridges and joints are unavoidable, and are not considered warrantable.
- ✓ As with carpet, always refer to the manufacturer's guidelines for cleaning and maintenance of vinyl flooring.

### **Flooring – Tile**

Ceramic tile is not only easy to maintain, but impervious to water. For everyday cleaning use a broom or vacuum to remove dust and grit. Chipping, scratching, and cracking of floor tiles can be caused by placing heavy furniture directly onto the flooring surface. Minimize the risk of damage by placing flat furniture protectors underneath furniture wheels and legs.

#### **Maintenance Guidelines: Ceramic Tile Flooring**

- ✓ For spills or tougher-to-remove dirt use a slightly damp mop or rag to wipe the area completely, as water seeping through the grout and under the baseboard trim can cause grout cracks and tile separation and/or lifting.
- ✓ Abrasive cleaners should not be used, as they can cause surface scratching on the tile, causing deterioration of the grout over time.
- ✓ Always follow the manufacturer's recommendations for proper cleaning.

### **Flooring – Natural Hardwood**

As with tile and vinyl flooring, sweeping hardwood floors frequently will help eliminate the occurrence of surface scratches. Unlike other floor coverings, however, hardwood is a natural product and is affected by the weather. During changing seasons and times of high humidity hardwood floors will actually "breathe," moving in and out. The spacing (and sometimes squeaking)

between the boards is natural and not a cause for concern. Additionally, because hardwood is a natural product, each piece of wood may take stain or varnish differently, adding to the unique charm of your home.

#### Maintenance Guidelines: Hardwood Flooring

- ✓ Never wash or wet-mop wood floors. Excess moisture can penetrate the finish, causing discoloration and/or warping.
- ✓ Do not use cleaning products that contain excessive wax or oils. Additionally, do not wax hardwood floors, as wax and oil-based products will build up on the floor's surface and begin to dull it. Over time, additional finish coats will not adhere properly and the floor may have to be completely re-sanded and re-finished.
- ✓ A very small amount of warm water on a slightly damp cloth or mop should take care of most dirt. When wiping or mopping is finished, completely dry the area so that no liquid remains on the surface.
- ✓ Area rugs are recommended for entryways, in front of the kitchen sink, and in other high-traffic areas to protect hardwood flooring from the accumulation of dirt.
- ✓ As with vinyl flooring, hardwood can be damaged by sharp objects. The use of protective furniture pads is recommended for table and chair legs, as is the use of protective pads or discs when moving furniture on a hardwood surface.
- ✓ When new, wood floors will have some shrinkage and warping—especially around heat vents or any heat-producing appliances. This will produce cracks between pieces of flooring, which is a normal characteristic of this project.

#### **Grout**

Grout is a porous material used to set tile on floors, countertops, and/or showers, and should be inspected periodically for cracks and holes. If either is present, the area should be re-grouted.

#### Maintenance Guidelines: Grout

- ✓ When grout has fully cured it can be sealed to help eliminate staining and fading. Sealants can be purchased at hardware stores; however, be aware that some sealing products can darken grout.
- ✓ When cleaning grout never use bleach or any other harsh chemical, as such substances can break down the grout material and cause discoloration.
- ✓ Dropping heavy objects such as canned goods on a tile surface can crack the grout and tile. Cracked tiles are not a warrantable item.

#### **HVAC – Heating and Air Conditioning**

The heating and optional air conditioning equipment in your home was installed by the HVAC (heating, ventilation, and air conditioning) contractor listed on the Emergency Numbers page of this handbook. All systems provide year-round climate control using a thermostat to regulate the temperature inside the home.

The furnace heats the air, a filter cleanses the air, and a fan unit distributes and circulates the air throughout the home via ducts and registers. Air conditioners have an outdoor unit that transfers heat away from the home. Please refer to the manufacturer's service manuals for operating instructions, maintenance guidelines, warranties, and energy-saving recommendations. Where applicable, complete/return product warranty registration with the manufacturer (can often be done online). A yearly maintenance service/check-up by a licensed contractor is also recommended to ensure maximum efficiency and prolonged life of the HVAC systems in your home.

#### Maintenance Guidelines: HVAC

- ✓ Dirty air filters are not the only culprit in HVAC system malfunction or failure. Another common cause of HVAC breakdown is long periods of non-use. If your home is second home—or if you are away for extended periods of time—engage someone to run the HVAC system at least once monthly for 15 – 30 minutes.
- ✓ As equipment technology continually changes, the manufacturers' service manuals will supersede all recommendations and procedures contained in this guide.
- ✓ The heating and cooling systems can be adjusted to meet individual temperature preference. "Balancing" is the process of adjusting the louvers of a floor register to allow or restrict airflow into a given room or area. Airflow to rooms used infrequently can be restricted, thus allotting greater airflow to rooms more frequently occupied. Once the right balance is achieved, utility bills and wear-and-tear on the heating system are reduced.

#### **HVAC – Thermostat**

Your home is equipped with a programmable thermostat, which can be preset to turn the HVAC system on and off at specified times throughout the day, allowing you to program the heating and cooling of your home around your lifestyle. Reading the manual that comes with the programmable thermostat will help you understand how heating and cooling bills may be reduced, as well as how to keep your system running smoothly.

The thermostat installed in your home is protected by a manufacturer's warranty that may extend beyond Sheffield's standard first-year coverage. Should you experience problems beyond the first year of occupancy please contact the HVAC Contractor listed in this handbook on page 21.

#### Maintenance Guidelines: Thermostat

- ✓ Understand that air conditioning and heating units cannot be completely turned off during the day and then be expected to cool or heat the home quickly when turned on again in the late afternoon or evening. A home and its furnishings absorb large quantities of heat or cold that must be removed. Generally speaking, it takes an equal or even lesser amount of energy to maintain a steady temperature than it does to attempt to increase or decrease the temperature once it has reached an uncomfortable level.
- ✓ Keep in mind that the HVAC system in your home will not cool or heat your home any faster by setting the thermostat to an extremely high or an extremely low temperature. Setting the thermostat at a comfortable level—typically 68°F to 71°F for heating, and in the range of 76°F to 78°F for cooling—and leaving it on continuously results in greater operational

efficiency and lessens the likelihood of system breakdown. Set the fan switch to either the “on” or “auto” position, as recommended by the manufacturer’s service manual.

### **HVAC – Air Conditioner**

While air conditioning provides great relief from hot summer days, it is important to understand that the A/C unit can only keep the interior of your home approximately 15° cooler than the outside temperature. For example, if the outside temperature reaches 95° you can only reasonably expect the A/C system to cool the interior of the home to 80°. Attempting to cool the home’s interior by more than this 15° variance can overwork the HVAC system and cause it to freeze up.

#### Maintenance Guidelines: Air Conditioner

- ✓ Keep the air conditioning compressor unit level and keep the area surrounding it clear, allowing for unimpeded airflow.
- ✓ If your A/C unit freezes, try turning the selector switch from “cool” to “heat” for approximately 15 minutes to defrost the system. The unit should begin to operate normally once again.
- ✓ Keeping your home’s doors and windows closed, with shades drawn during the day will reduce some of the strain on the A/C system.
- ✓ If your system fails to operate after turning it on at the thermostat, check the circuit breakers at the junction box to see if they have tripped, and reset if needed. Your system may also have a secondary breaker box located above the exterior condensing unit; check the fuses in this box. Make certain that the condensing unit is free of collected leaves and debris, and that nothing is covering it.
- ✓ Most HVAC systems have a full two-year warranty and a limited five-year manufacturer’s warranty.
- ✓ Keep debris and other materials away from the condensing unit. Do not plant bushes or shrubbery near the unit, and be careful that dirt, leaves, and grass clippings are cleared away promptly. Do not build a deck around or over the air conditioning unit unless there is at least an 18” clearance at the sides of the unit and a 6’ minimum clearance over the top.
- ✓ Do not cover the condensing unit with plastic in the wintertime. Condensation build-up can cause it to rust, decreasing the lifespan of the unit.
- ✓ Make monthly for Freon leaks and—if identified—contact the HVAC contractor for needed repairs. Freon leaks appear as oil spots on fittings or tubing where the copper tubing connects interior and exterior sections.
- ✓ Schedule annual maintenance service with an air conditioning specialist to keep your system operating efficiently.

### **HVAC – Heating System**

The heating system in your home is designed to provide years of service when cared for properly. During the first six months in your new home it is best not to overheat the home, as this can cause

excessive shrinking of framing lumber and other natural materials present. Begin using as little heat as possible and increase it gradually as your home acclimates.

#### Maintenance Guidelines: Heating System

- ✓ During winter months the interior temperature of your home can vary from room to room by as much as five to ten degrees. This is normal and due to several variables including ceiling and wall height, number and location of windows, number and types of window coverings, and even types and quantities of yard landscaping. Temperatures also vary due to the amount of sun and shade that your home receives on a daily basis.
- ✓ The heating system installed in your home was engineered specifically for it based on size, layout, and a number of other considerations. A direct fresh-air duct may have been installed to provide combustion air, which permits outside air to enter the furnace area to help prevent carbon monoxide build-up from the furnace and hot water heater. In homes where this is required it is important that all exterior vents be kept free from debris like weeds, papers, birds' nests, etc. Do not stuff the vent with rags or other materials that would hinder air flow to the system.
- ✓ Take time to read and review the instruction manual specific to your furnace, paying special attention to trouble-shooting tips.
- ✓ If the furnace does not come on when the thermostat is set to heat, check the following:
  - Is the main electric switch on the furnace unit set in the "On" position? Although the furnace generates gas-powered heat, there is still electrical service running to the unit itself.
  - Has the breaker switch at the main box tripped?
  - Are all furnace doors fastened and secure? The unit will not operate if the doors have been removed.
- ✓ If your home is still within the one-year warranty period, and you have ruled out any of the above possible causes for furnace malfunction, please refer to the Emergencies section of this handbook for instructions regarding how to proceed. If your home is outside of the warranty period and the furnace is not operational, call a heating specialist for service.
- ✓ Most modern heating systems include an electronic ignition feature, which means that the furnace pilot light does not require manual lighting. You should not try to relight this type of system yourself. If you are unsure about the type of furnace installed in your home, refer to the owner's manual for your specific unit.
- ✓ Do not stack boxes or other storage materials around the furnace, as doing so may cause performance of the HVAC system to be impeded.
- ✓ Do yourself a favor and perform a test run of your heating system in the fall, before the weather turns cold. If service is needed it is much more convenience to discover so when the weather is still favorable.

## **HVAC – Registers (vents)**

During periods of excessive summer heat—especially in multi-level homes—you will notice that the overall interior temperature of the home will vary from room to room and from floor to floor. In the summertime, creating a steady temperature throughout the house will be aided by increasing the cool airflow to the most-used areas of the home. Try partially closing a few vents in rooms that are rarely occupied. This will increase the cool airflow to other areas of the home. The same strategy works for regulating heat temperatures in the wintertime, as well.

### Maintenance Guidelines: Heat Registers

- ✓ Placing large objects such as beds or dresses in front of return-air grilles may overwork the HVAC system in your home, as this prevents sufficient airflow from circulating through the system. Try to locate furniture and other large objects away from return air grilles.
- ✓ Vacuum supply and return registers regularly to ensure they remain dust-free.

## **HVAC – Filters**

Heating and air conditioning units run off of the same filter system. The air filter, which is located adjacent to the furnace fan unit, helps reduce the flow of dust into the air. As the filter collects dust it reduces the system's efficiency, thereby requiring regular cleaning or replacement. The filter(s) are designed to help keep the home's air clean. Proper filter installation, cleaning and replacement was demonstrated during the Homeowner Orientation. Air filter maintenance is the homeowners' responsibility.

### Maintenance Guidelines: HVAC Filters

- ✓ As long as construction is ongoing in your neighborhood, we recommend replacement of your home's furnace air filter every thirty (30) days to help remove dust particles that are kicked up during construction.
- ✓ Once construction has concluded in your neighborhood, we recommend replacement of the air filter every 30 – 45 days. Use the payment of your utility bill as the regular reminder to change the furnace's filter on a timely basis.
- ✓ Remember that dirty air filters are one of the most common causes of HVAC system shut-down.
- ✓ NEVER operate either the air conditioning or heating system without an air filter in place, as this can cause serious damage to the HVAC system of your home.

## **Insulation**

Insulation is placed wherever outside air is likely to seep into the home—in floors, ceilings, foundation walls, above-ground exterior walls, and the attic. Flexible insulation (fiberglass blanket) is commonly used in walls, floors, ceilings, and around ducts. Blown insulation (loose fiberglass) can be used in flat ceiling areas. Plastic foam may be used for spot insulation around windows and doors, pipe openings, and other air leakage points.

## R-Value

The specified “R-value” of a given insulation material measures its effectiveness. The higher the R-value, the more effective the insulating properties. Different parts of the home have different insulation requirements and standards, and Sheffield meets or exceeds both local and national code requirements. Some insulation—such as that used in a ceiling to create a sound barrier—may be considered optional and not part of the base insulation in the home.

## **Paint – Interior**

The interior of your home has been painted with latex paint. At your Homeowner Orientation, you were given a touch-up paint kit for your interior doors, walls, ceilings and trim. Take a moment to review this kit and familiarize yourself with the different paints that are included.

### Maintenance Guidelines: Interior Paint

- ✓ Lead-free flat-finish latex paint (KWAL or Sherwin Williams brand) is used on the interior walls of the home. As it is not a “scrubbable” paint we do not recommend washing the walls, as this may smudge the paint finish. Rather, use the supplied touch-up paint to cover scuff marks and general dirt.
- ✓ Lead-free semi-gloss latex paint (KWAL or Sherwin Williams) is used on interior wood trim, doors, bathroom walls, and in closets. Surfaces with semi-gloss paint may be cleaned with a sponge and lukewarm water (the less moisture in the sponge, the better). Wipe quickly, using gentle pressure from top to bottom, without allowing the solution to run down the door or trim. A mild detergent may also be added to the water, but should be rinsed and dried after application.

## **Plant Shelves and Decorative Niches**

Interior plant shelves and niches may be part of the decorative features of your home. Unless specified, these surfaces are for decorative purposes only and will not support items of significant weight. Heavy objects placed on such decorative surfaces can cause cracks in the drywall, which can lead to more serious damage.

## **Plumbing**

A licensed plumbing contractor installed all plumbing lines and systems in your Sheffield home, and these have been tested and inspected. In most cases minimum homeowner maintenance is all that the plumbing system requires. Attending to small problems as they occur keeps them from becoming larger, more costly ones. During the first 30 days that you’re in your home, we’ll fix any blockages of construction materials that may have fallen into your system. After that, you’ll need to call a professional plumber should blockage occur.

## **Plumbing – Water Lines**

The pipes that carry water into the home are designed to resist rust and corrosion. Water pressure may be unusually high in your locality. In such a case, a water pressure regulator is installed at the main shut-off valve. Do not attempt to adjust the water pressure regulator yourself, as it is designed to keep water line pressure surges from entering the home, and improper adjustment can burst the

water lines and create severe water damage. If you feel the water pressure needs adjustment, please contact the water utility company or a licensed Plumbing Contractor.

#### Maintenance Guidelines: Plumbing – Water Lines

- ✓ It is normal to hear water running through the pipes in your home. Exterior hose faucets often produce a high-pitched noise caused by an attached vacuum breaker or back-flow preventer. This noise is considered normal and not a cause for concern.
- ✓ The following suggestions may help identify and lessen pipe noise: 1) Water heater temperature may be set too high, producing steam in the pipes. This can be resolved by gradually reducing the water heater temperature setting until the steam is reduced. 2) Abruptly turning off a faucet in areas with high water pressure can produce a pounding or knocking sound. To resolve, slightly close the main shut-off valve. 3) Air can get into the pipes; to resolve, open all interior and exterior faucets and run water for a few minutes, allowing all air to pass through the system.
- ✓ Prevention is the best cure for frozen pipes! During periods of extreme cold, allow faucets to drip slightly (especially those next to exterior walls). Leaving sink cabinet doors open is also helpful, as this allows heat to reach the exposed pipes. Do not intentionally leave your home—or any room in it without heat during periods of cold weather. Close crawl space vents and cover them with insulation.
- ✓ Should water pipes in your home freeze, follow these guidelines for safe defrosting: 1) Begin by restoring heat to the affected area. 2) Open all faucets connected to the pipeline so that steam can escape during thawing. 3) Begin thawing slowly at the frozen point nearest the faucet. Thaw slowly to prevent the formation of steam, which can cause pipes to rupture or burst. A heat lamp set at least six inches from a plasterboard or wall panel will thaw the pipes behind it. For exposed pipes use a hair dryer, or rent a heat cable to wrap around the pipe. 4) As the pipe thaws move the source of the heat to the next frozen area, until all pipe has been defrosted. 5) If drain traps have been affected, pour hot water into the drain until thawed. Do not use boiling water, since pipes can crack from such a drastic temperature change.

#### **Plumbing – Water Shut-offs**

Your plumbing system is equipped with several shut-off valves, should a water leak occur. Shut-off valves at each sink and each toilet allow water to be shut off at that particular location, rather than shutting off the entire home. If a leak cannot be isolated, however, use the main shut-off valve to cut off the water supply (may be located in the basement, garage, storage room, or laundry room). The main shut-off is the point at which the main water line enters the home. Every family member should know where this shut-off valve is located and how to close it in case of emergency. This valve was identified at the homeowner orientation.

#### Maintenance Guidelines: Plumbing – Water Shut-offs

- ✓ Only an emergency situation should necessitate the shut-down of your home's entire water system. If a leak is discovered, try using the individual shut-off valves first.

- ✓ Take any water leak seriously, as unrestrained water proves one of the most serious threats to your home and can cause permanent damage to concrete, floor coverings, walls, ceilings, and woodwork—just to name a few things. Take care of leaks in a timely manner to avoid costly repairs in the future.

### **Plumbing – Faucets and Fixtures**

Plumbing fixtures in your home include the water heater, bathtubs, showers, toilets, sinks, and in some locations, sump pumps. Most plumbing fixtures in your home are plated with polished brass, chrome, or a combination of the two. Since these are not covered by our warranty (or a manufacturer's warranty) proper care is imperative to maintain their appearance.

Note: As equipment and technology changes frequently, the manufacturer's service manuals will supersede all recommendations and procedures contained in this manual.

#### Maintenance Guidelines: Plumbing – Faucets and Fixtures

- ✓ Clean the plumbing fixtures in your home with warm, soapy water and a soft cloth or sponge. Rinse with clear water and wipe dry to prevent spotting and soap build-up.
- ✓ Do not allow water to stand at the base of fixtures, as corrosion and tarnishing can result; do your best keep these areas dry.
- ✓ Avoid excessive force when turning faucets on and off, as the less unnecessary strain put upon faucets, the less frequently they will need repair. Provide enough pressure to prevent dripping, but not too much pressure, as seals in the faucet can be damaged in a short time. Because they have moving parts, faucets generally require repair from time to time.
- ✓ The faucet head contains a small screen called an aerator, which adds air to the water to reduce splashing and excessive water usage. Over time, however, minerals in the water line can clog the aerator, so it is recommended that it be cleaned every three to four months as needed. Simply unscrew the aerator from the mouth of the faucet, remove any debris, remove and rinse the washers and screens, and then replace them as taken apart.
- ✓ Warranty Caution: Any addition, alteration, or modification to the water heater, sump pump, or plumbing fixture installation—unless performed by a licensed plumbing contractor—may void all applicable warranties.
- ✓ Manufacturer Warranties: The water heater and sump pump installed in your home are protected by manufacturer warranties that may extend beyond Sheffield's first-year coverage. Should you experience warranty-protected problems beyond the first year of occupancy please contact the plumbing contractor listed in Sheffield's Homeowner Service Directory.

### **Plumbing – Drains**

Each sink or shower drain in your home has a J-shaped pipe, otherwise known as the sink trap, that is designed to keep a water barrier between the interior of your home and the sewer system. The trap holds water, which keeps the odor of sewer gas from entering your home. From time to time, however, this trap may become clogged and need to be cleaned out.

### Maintenance Guidelines: Plumbing – Drains

- ✓ Hair, grease, and cooking oil build-up in the kitchen sink trap is the most frequent cause of plumbing drain blockages. If you cannot avoid disposing of cooking oils and grease in any other manner, run cold water down the drain while you dispose of the materials.
- ✓ Petroleum-based products such as paint, or lacquer thinner can damage pipes, and should never be put down the drain.
- ✓ Over time the drain system in your home may eventually have a plumbing blockage. While there are many products on the market to unclog drains, make certain to select one that will not harm plastic or metal drains. Keep a good plunger on hand to assist in the clearing of clogged toilets or drains. If you are unable to free the blockage by using these measures, call a professional plumber for assistance.
- ✓ A leak under a sink may be caused by a loose joint in the drain trap. Usually the slip nut can be tightened by hand, but occasionally gentle pressure from a wrench is required.

### **Plumbing – Garbage Disposal**

Garbage disposals—while convenient appliances—work best if not overtaxed with greasy or fibrous substances. Many homeowners assume that because the waste disposal is capable of grinding up most of their garbage, that it is also capable of eliminating grease and other substances that would not otherwise be put down the drain. It is best to use a steady flow of cold water when running the garbage disposal, and to allow the unit to run long enough to do a thorough job.

### Maintenance Guidelines: Plumbing – Garbage Disposal

- ✓ Materials like steak bones, corn husks, potato and carrot peelings, coffee grounds, banana peels, and apple cores should not be put down the disposal.
- ✓ Should the disposal unit jam or shut off unexpectedly, reset the breaker at the junction box. If the unit still doesn't operate, try resetting the switch at the bottom of the disposal unit, making sure the unit is off and unplugged. Next, use the wrench that comes with the disposal to manually work the gears free. The wrench attached to the bottom of the unit under the sink. Once the disposal is clear, press the reset button on the bottom of the disposal, and plug it in.

### **Plumbing – Sump Pump**

If your home has a structural floor in the basement it also has a sump pump installed as part of the drainage system, which is designed to carry moisture away from the underside of the home. The pump pit is located in the basement—generally near a corner wall. If water accumulates in the pit the pump automatically turns on and pumps the water out and away from the home. Always disconnect the sump pump electrical connection before doing any work or repairs on the unit.

### **Plumbing – Toilets**

The toilets in your home are Federally mandated, 1.6-gallon commodes, which use less water per flush, thereby saving millions of gallons of water each year. This means, however, that they do not have the flush capacity of older toilets to which you may be accustomed.

### Maintenance Guidelines: Plumbing – Toilets

- ✓ The limited flushing capacity of the 1.6 gallon commode may necessitate flushing more than once to completely remove solid waste. This is normal and is not considered a warranty issue.
- ✓ Do not use the toilet to dispose of diapers, sanitary products, or other bulky materials. Over time these items will plug up your toilet and/or sewer line.
- ✓ Should a blockage occur, try using a plunger to discharge the waste, plunging while flushing the toilet. If this does not work to free the clog, call a professional plumber.
- ✓ Stopped-up waste is not a warrantable problem.

### **Plumbing – Washer/Dryer Hook-ups**

When connecting your washing machine to the plumbing hook-ups make certain the hoses are joined correctly (hot to hot, and cold to cold) and are free of any leaks. You may need to purchase new washers for the hose connections to ensure a snug fit. Also check that the discharge hose from the washer is firmly in place and will not fall out during operation. Improper fitting can cause serious water damage over time.

When connecting the clothes dryer make certain the unit's exhaust hose is properly venting outside of the home. This should be checked periodically, as the hose can separate from the unit or become kinked, which can lengthen drying times and cause the dryer not to work effectively.

When hooking up your clothes washer, make certain the hoses are hooked up correctly (hot to hot, cold to cold) and are free of any leaks. You may need to purchase new washers for the hose connections. These can be found at hardware and grocery stores. Also, make sure the discharge hose from the washer is firmly in place and will not fall out during operation. Improper fitting can cause serious water damage over time.

When hooking up your clothes dryer, make certain your exhaust hose is properly venting out of your home. Periodic checking of this is a good idea as it may separate from the unit or become kinked, which can lengthen drying times and cause the dryer not to work effectively.

### **Plumbing – Potable Water**

A new home may initially have some dirt or metal in the water lines, may will affect the taste of the water and can impede water flow from faucet heads. We suggest you clean out the system soon after moving in by turning on each faucet in the home and letting the water run for 3-5 minutes. After turning off the faucet, remove the aerators and clean as directed above.

### Maintenance Guidelines: Plumbing – Potable Water

- ✓ Sheffield cannot warrant the quality of water coming into your home. If the taste does not appeal to you we recommend the installation of a water filtration system, which can be purchased and installed by a professional plumber. Some do-it-yourself water filtration systems are also available.

- ✓ Many variables affect the water pressure in your home. A common cause for low water pressure is clogged aerators at sinks and clogged strainers in showerheads. Try cleaning these out as directed above to increase water pressure.

### **Plumbing – Water Heater**

The water heater in your home is covered by a manufacturer’s warranty. Please read the operating instructions provided by the manufacturer.

#### Maintenance Guidelines: Plumbing – Water Heater

- ✓ It is normal for small amounts of scale deposit to collect and settle at the bottom of the water tank. Remove this residue (and lengthen the life of the water tank) by periodically partially draining the tank. Connect a garden hose to the drain valve and drain the water from the tank until the flow of sediment stops. Make sure the water valve on the top of the heater is still turned on so the water in the tank will remain at the same level. Never turn the water heater valve off when draining the tank, as this will damage the internal heating element.
- ✓ Water heater life will be increased by not overheating the water. Keep the temperature halfway between the hot and warm settings. Doing so will reduce the risk of scalding burns—especially if there are small children in the home.
- ✓ When leaving the home for an extended period of time, use the “vacation” setting on the water heater; doing so will add years of service to your water heater.
- ✓ Both gas and electric water heaters are equipped with an automatic temperature and pressure relief valve—a safety feature that opens and releases excessive pressure or heat build-up. Should this occur, water will flow from the tank until both temperature and pressure are reduced to safe levels.
- ✓ Do not store combustible items such as oily rags, clothing, brooms, or dust mops near the water heater. Do not store anything near it that may obstruct the airflow, as this poses a potential fire hazard.
- ✓ A gas water heater has a flue that vents exhaust fumes to the outside of the home.

### **Safety – General**

The following suggestions will help make your home a safer place for your family:

- ✓ Purchase fire extinguishers for each level of your home. It is especially important to have one in the kitchen and one in the garage.
- ✓ Locate the nearest hospital, police department, and fire station. All are great resources for additional materials and ideas for making your home safe, and knowing where they are located will be helpful should an emergency occur.
- ✓ Check smoke alarms at regular intervals for proper function. We suggest checking them once monthly.
- ✓ Purchase and install a carbon monoxide detector for your home.

- ✓ Get to know your neighbors! They are the best security system you can have.

### **Safety - Smoke Detectors**

The smoke detectors installed in your home are hard-wired into the electrical system, with batteries for back-up in case of a power failure. We recommend monthly testing by depressing the test button on the cover of the unit. If the alarm sounds when the button is pressed, the unit is working properly. If not, check the appropriate breaker at the junction box.

#### Maintenance Guidelines: Smoke Detectors

- ✓ If the red or green indicator light on the smoke detector is lit, then the unit is receiving power. If it is not lit, check the breaker at the junction box.
- ✓ Check and replace all batteries in your home's smoke alarms soon after move-in to ensure that the batteries are fresh.
- ✓ When a smoke alarm requires battery replacement it will emit a high-pitched chirping sound.
- ✓ Periodically vacuum smoke detectors to keep them free of dust and debris that can hinder performance.
- ✓ Do not use an open flame to test the detector.

### **Low-Voltage Wiring – Security / Cable and Satellite TV / Internet / Audio**

Your home may have a structured wiring system for cable and/or satellite television, internet, and/or whole-house audio. It may also include provisions for the installation of a home security system.

#### Maintenance Guidelines: Low-Voltage Wiring

- ✓ If a whole-house audio system was installed in your home, it is controlled by a receiver (that you purchase) that will generally need to be located in a central area of the main floor—such as the family room or study. Each room that has a speaker pre-wire will also have a volume control prewire for speaker control, allowing volume control on a room-by-room basis

### **Woodwork – General Information**

Rich, beautiful woodwork adds character to your home. Each piece will take paint or stain differently, and may vary slightly in appearance throughout the house. This is not considered a defect, as Sheffield cannot guarantee that color or grain patterns of woodwork in the home will match exactly throughout. These variations in wood tones and textures are a natural occurrence and add to the beauty and charm of the home.

#### Maintenance Guidelines: Woodwork

- ✓ Woodwork should be cleaned with a slightly damp cloth. Never allow water to remain on woodwork, as it can permanently damage or stain the surface.
- ✓ Harsh chemicals and/or abrasives should never be used for cleaning woodwork.

## **Woodwork - Interior Trim and Moulding**

Sheffield homes are built with kiln-dried ceiling mouldings, floor mouldings, door casings, and other wood trims. Some separation of wood trims and mouldings is normal—caused by home settlement and/or shrinkage and expansion due to extremes of dryness or humidity.

### Maintenance Guidelines: Interior Trim and Moulding

- ✓ Should baseboard trim come loose, simply nail the trim piece back into place. For mouldings it is better to wait for several months to see if settlement will bring the pieces back together naturally. If not, a separation at corners or seams can be patched with a wood filler and then stained or painted to match the existing moulding.

## **Exterior Systems**

### **Caulk – Exterior**

Caulking is used on the home's exterior around doors and windows, on the roof, and on concrete surfaces—nearly any juncture where two different materials butt together. Caulk provides insulation and sealing from weather, and in some cases is used for cosmetic purposes.

Caulk eventually separates as a result of inevitable environmental and seasonal changes. The maintenance of driveways, porches, patios, and walks is considered to be the responsibility of the homeowner(s). Use a caulk gun and the appropriate caulk.

### Maintenance Guidelines: Exterior Caulking

- ✓ Selection of caulk type is job-specific. Ask for assistance at the hardware store for suggestions on which type of caulk to use for specific applications.
- ✓ Inspect all exterior caulking around the home on a yearly basis. For caulked areas that require paint touch-up, do not wait too long after caulking before painting.

### **Concrete – Foundation**

Understand that concrete by nature is a porous, brittle material that will expand, contract, and crack as the result of temperature changes, shrinkage, stress, and soil conditions. Hairline cracks that may appear on foundation walls are common, and usually cosmetic as opposed to structural in nature. Foundation cracks are caused by shrinkage or stress.

Shrinkage results from the normal curing process of concrete that varies with the time of year and the moisture conditions that exist when the concrete is poured. Stress is caused by soil placed up against the wall, plus the full weight of the home that rests upon the walls. The weight from these forces can create a variety of stresses, which—in combinations with seasonal temperature variations—can cause concrete foundations to expand and contract.

Additionally, expansive soil conditions may cause foundation cracking resulting from expansion or contraction. Please refer to the Colorado Geological Society's *Special Publication 43* for additional information.

Finally, Foundation walls are sprayed with a material that is water resistant but not waterproof.

#### Maintenance Guidelines: Concrete – Foundation

- ✓ Proper water drainage around the foundation of the home will keep the basement dry and eliminate unnecessary stress on foundation walls. As a precautionary measure an interior drain system has been installed, which allows ground water to flow first into the perforated drain below the foundation wall / slab and then into a sump pit in the basement. Periodically check the sump pit and pump (installed under a structural floor) to ascertain that both are functioning properly and that water levels have not built up—especially during periods of wet weather (including large amounts of snow melt). It is not unusual for small amounts of water to accumulate in the pit, but should standing water be detected above the drain outlet opening, it is imperative that the water be removed by means of pumping or bailing so that the water level is reduced to a normal level.
- ✓ Familiarize yourself with the drain system installed in your home. Check periodically to insure that all drains are clear of debris, that pumps are operating as intended, and that window wells are clean and free of debris.
- ✓ A white powdery substance that may appear on foundation walls is referred to as efflorescence. It is composed of water-soluble salts originally present in masonry materials that are brought to and deposited on the surface when water evaporates. White efflorescence is common and not a cause for concern, but can be removed by using a stiff brush and water.

#### **Concrete – Joints**

The rigid nature of concrete causes it to crack. Expansion joints are installed and certain areas within concrete flatwork are scored in an effort to mitigate cracking, however, even following these procedures cannot prevent all concrete cracks. Rarely, if ever, are cracks in concrete of sufficient nature to shorten the life of the concrete or weaken its structure. Caulking is recommended when cracks in concrete flatwork appear.

#### Maintenance Guidelines: Concrete – Joints

- ✓ Do not park heavy vehicles such as moving vans or other large trucks on a concrete driveway, as it is not intended to bear that much weight. Instead, park such vehicles on the street and have materials ramped off as necessary.
- ✓ Never use a large amount of water to clean the garage floor, and do not allow water to stand on the floor for extended periods of time. Water can seep into concrete joints, causing the floor to sink and expand—eventually resulting in cracking or even more serious damage.
- ✓ A concrete sealant may be applied to the floor which will make it easier to clean and reduce concrete dusting. Wait approximately six months after moving in to apply, and follow manufacturer's instructions.

#### **Concrete – Spalling**

Concrete spalling occurs when the top layer of concrete begins to flake or wear away. While concrete is generally designed not to do this, factors such as settlement, severe frost, the presence

of engine oil or radiator fluid, and aggravation from the use of wintertime salt and other de-icing chemicals will promote spalling.

#### Maintenance Guidelines: Concrete – Spalling

- ✓ The wintertime use of salt, road chemicals, and other materials used to remove snow and ice will deteriorate and damage concrete driveways and steps/walkways, causing them to blister and spall. These chemicals may also make their way into the garage from your vehicle(s). Removing any residue of these chemicals is imperative to the prevention of permanent damage. Motor oil and antifreeze will also permanently stain concrete and cause concrete to spall.
- ✓ The application of a concrete sealant will protect concrete from water penetration.
- ✓ As mentioned above, never use a large amount of water to clean the garage floor, as water will seep into the concrete joints and cause the floor to sink and expand.
- ✓ Grease spots on concrete floors may be removed with special powders prepared for this purpose. Never place sawdust under a car to absorb grease; sand is much safer.
- ✓ Again, concrete sealant may be applied to the concrete floor (following the manufacturer's directions) approximately six months after move-in. This will make the floor easier to clean, and reduce the likelihood of spalling.

#### **Concrete – Porches, Steps, and Stoops**

In most cases, exterior concrete cracks are due to the freeze-and-thaw cycle, or slight home settlement.

#### Maintenance Guidelines: Concrete – Porches, Steps, and Stoops

- ✓ As a homeowner you are responsible for the prompt removal of snow and ice from porches, steps, and stoops. If a thin layer of ice cannot be removed, cat litter or clean sand offers safe traction.
- ✓ Do not apply de-icing salts or chemicals to any concrete surface. Repeated thawing and freezing with salt and chemicals can damage brick, concrete, and mortar—as well as kill grass, shrubs, and trees.

#### **Concrete – Driveways, Patios, and Sidewalks**

Residential driveways are subjected to both heavy use and severe weather conditions. Vehicular traffic, soil settlement, and the environmental effects of the freeze-thaw cycle can all cause slight cracking in or movement of the driveway slab.

#### Maintenance Guidelines: Concrete – Driveways, Patios, and Sidewalks

- ✓ Some cracking will occur in most new concrete flatwork, however, cracking tends to be more severe and common on swelling soils. If concrete cracks are not sealed they can worsen, contributing to deeper saturation that may damage the home's foundation.

- ✓ All cracks in flatwork should be sealed as soon as possible. Quality exterior caulking compounds or equivalent products manufactured for this purpose can be purchased at most hardware stores, do-it-yourself departments, and lumberyards.
- ✓ The use of salt and other de-icing chemicals will cause severe damage to exterior concrete surfaces. Even when salt is not used, it can be tracked in from the street on feet or tires, and accumulated under vehicle fenders. When left to melt, this highly concentrated salt causes pitting, spalling, and possibly the exposure of aggregate. Although unsightly, this surface deterioration eventually stops and does not continue past the contaminated areas.
- ✓ Keep excessive weight—such as that from large vehicles, stacked firewood, sand, lumber, etc.—off of the driveway to prevent cracking.

### **Doors – Exterior**

As with interior doors, the functionality of exterior doors is preserved by using oil on squeaky hinges and graphite in latches and keyholes. Check the bottom plate on exterior doors to verify a sound fit, as well as the weather stripping around the door. If weather stripping is loose or damaged, it should be replaced to preserve a snug seal around the door. Doors that receive direct sunlight may need extra attention, as the sun causes the paint on the door to age prematurely.

#### Maintenance Guidelines: Doors – Exterior

- ✓ Weather stripping on exterior doors helps maintain the home's energy efficiency by preventing the loss of conditioned air and reducing the infiltration of outside air. To effectively do so, weather stripping must remain in place.
- ✓ Replace weather stripping that becomes loose or damaged.
- ✓ The sweep weather stripping at the bottom of the door may require replacement from time to time. To replace, remove the sweep and match with a replacement purchased at a hardware store.
- ✓ The threshold should be adjusted seasonally to accommodate normal expansion and contraction of the door. This is done by adjusting the screws on the wood portion of the threshold.

### **Doors - Overhead Garage Door(s)**

The overhead garage door is mounted with rollers and tension springs for ease of operation, and has an electronic opener. Unlike other exterior doors, garage doors will not completely seal against the elements; it is normal to see some light on the either side of the door

#### Maintenance Guidelines: Overhead Garage Door(s)

- ✓ For security purposes, some garage door openers change the electronic code automatically each time the door is used. Others require manually changing the code, if and when necessary. Please refer to the manufacturer's manual for specific instructions.
- ✓ You may wish to add additional weather stripping to seal the edges of the garage door against the elements. Most hardware stores stock product for this use.

- ✓ If you at some point install a replacement garage door opener, make certain to hire a company that will warrant the work done, as this will end the warranty on your Sheffield-installed overhead door.
- ✓ Do not leave garage doors open for extended periods of time, as doing so can cause inward warping.
- ✓ Wood shrinks as it ages, which causes the screws that fasten the hardware to garage door to loosen. Check and tighten these screws once yearly, and oil the moving parts of the garage doors every six months.
- ✓ Garage doors operate with the use of large, high-tension springs; do-it-yourself repair is not recommended, as it can be very dangerous. Please contact a reputable garage door company for spring-related repairs.
- ✓ Re-painting the exterior of the garage door is the responsibility of the homeowner. The HOA will determine when it is time to re-paint and give notice to the homeowner. Change in color is not allowed without prior approval of the HOA board. If the homeowner does not complete the repainting within a reasonable time frame, the HOA may elect to have the work done and charge the homeowner for related expenses.

### **Doors – Sliding Glass Doors**

Your home may have one or more sliding glass doors. Use the following maintenance guidelines in caring for them.

#### Maintenance Guidelines: Sliding Glass Doors

- ✓ The tracks in sliding glass doors are designed to allow water to drain away from the door. Small “weep holes” are installed on the bottom track for this purpose. Clean the tracks regularly to keep the weep holes free of dirt and debris that could hinder performance. A small vacuum attachment or hand-held vacuum can do the job.
- ✓ Should a sliding glass door become difficult to open and close or lock, lubricate the tracks with silicone, which should enable the door to slide freely.
- ✓ Over time sliding glass doors may go out of adjustment. This can be remedied by lifting the door out of its track and adjusting the bottom rollers to the desired position.
- ✓ For safety and security purposes, sliding glass doors come with either a “Charlie bar” or a foot bolt. The Charlie bar is the pole that can be extended across the door to lock it closed. It is a good idea to use the bar whenever the door is not in use, and whenever you leave the home for extended periods. The foot bolt works much like a deadbolt lock. It can be found on the bottom of the door.

### **Exterior Surfaces – Molded Stone Veneer**

Slight variation in size, color, and placement of exterior stone creates the textural interest that contributes to the overall effect of this design element. Minor stone chipping, cracking, and mortar shrinkage are normal.

### **Exterior Surfaces – Stucco**

As with stone, the textural nature of stucco includes slight variations in color and placement. Cracks are normal, and hairline cracks are quite common.

### **Floors – Carpet, Indoor/Outdoor**

Periodic vacuuming will keep this type of carpet clean. Spills should be wiped up promptly with a lint free, clean, white cloth. Stains can be removed before they dry by wiping them with a mild detergent solution and then with clear water. After drying, follow the manufacturer's directions for washing and/or cleaning.

#### Maintenance Guidelines: Indoor/Outdoor Carpet

- ✓ As mentioned above, asphalt, concrete compounds and even mud tracked in from the yard or driveway can permanently damage all floor coverings—including indoor/outdoor carpet. Mats placed at doors will help minimize this.

### **Gutters and Downspouts**

Painting and maintenance of gutters and downspouts are the responsibility of the Homeowner.

### **Keys and Locks**

No key used during the construction of your home will operate after you have taken possession. Additionally, if you live in a community that has a clubhouse or pool that requires keyed admission, the keys given to you for these areas cannot be duplicated. If lost or misplaced the keys can be re-cut at homeowner expense. Contact your community's HOA.

#### Maintenance Guidelines: Keys and Locks

- ✓ Deadbolt locks are featured on all exterior doors. During times of seasonal change you may notice that sometimes deadbolt locks latch smoothly, and other times they do not. This occurs because of the expansion and contraction of the door jamb—a normal condition with changing outside temperatures. In time you may wish to readjust the strike plate to compensate for the change.

### **Landscaping – Grass, Shrubs, and Trees**

All landscaping is installed by the builder, and after the one-year warranty period, is maintained by the homeowner, as are sprinkler systems.

### **Radon**

Radon gas is an invisible, odorless gas that may be present in some Colorado soils. Sheffield has incorporated into the construction of your home certain building techniques identified by the U.S. government as being radon-resistant. These practices include venting the interior drain system under the basement flatwork to the outside, sealing cracks and voids in the basement walls and flatwork, providing a plastic barrier over the crawlspace floor, and venting the crawlspace to the outside. That being said, Sheffield does not test homes for radon levels or guarantee any radon gas level.

Keeping the home's installed radon-resistant features in good working order is the responsibility of the homeowner(s). The interior drain vent should be kept clear of anything that would obstruct the airflow. Existing caulking must be maintained, and additional caulking should be applied should cracking occur.

For additional information please refer to the government pamphlet provided to you with this handbook, *A Citizen's Guide to Radon*.

## **Roofing**

The roof of your home is constructed with roofing felt, shingles, flashing, ridge vents, gutters, and downspouts. These materials are installed according to manufacturer's guidelines and product specifications. Never nail anything to the roof, and never walk on the roof unless absolutely necessary, as this can lead to roof leakage.

### Maintenance Guidelines: Roofing

- ✓ Severe weather conditions may cause minor leaks in the roof of your home. We recommend hiring a qualified roofer to inspect the roof after it has had a chance to dry out.
- ✓ Tile or other roofing material may become loose and blow off during a storm without compromising the roof's ability to remain watertight. Should this happen, however, we recommend prompt inspection and repair of the roof by a qualified roofing contractor.
- ✓ Severe wind conditions may cause areas of composite shingles to lift slightly, however, they will settle back into position when warmer weather returns. Visually check the roof (from the ground) after bad storms to determine if shingles are torn, broken, or missing. Hire repairs to be made as necessary.

### **Roofing – Flashing**

Roof flashings are sheet metal trims used around roof openings on vents, valleys, and skylights. Their purpose is to channel water onto the shingles, preventing penetration into the interior of the home.

### **Roofing – Ridge Vents**

Ridge vents are placed at the peak or top ridge of the roof, serving to reduce the heat that builds up in the attic. As hot air rises out of the ridge vent, cooler air is drawn into the attic through the soffit vents. Keep obstructions away from vent openings.

### **Water Infiltration**

Several measures are taken in the construction of your home to reduce water infiltration at basement walls and foundations. A drain around the interior perimeter of the basement is installed to carry off any water that might penetrate the structure. In some instances, an exterior perimeter drain is also installed.

Gutters and downspouts are used to control and direct roof water off and away from the home. The grade around the home's exterior was carefully engineered and constructed to divert water away from the foundation.

#### Maintenance Guidelines: Water Infiltration

- ✓ The homeowner is responsible for maintaining gutters and downspouts (including painting) and ensuring that they are kept clean and free of leaves or other debris.

#### **Windows and Doors – Exterior**

Your home's windows are made of double-paned, insulated glass and framed in either aluminum, wood, aluminum-clad wood, or vinyl to minimize energy loss. It is normal to discover air and dust infiltration in areas around windows and doors. Keep windows and sliding glass doors in top working order by periodically vacuuming the tracks. Lubricate as needed with silicone lubricant (not oil, as it attracts dust and lint).

#### Maintenance Guidelines: Exterior Windows and Doors

- ✓ If you are considering the application of solar film on the windows of your home, be aware that doing so will void any manufacturer warranty currently in place.
- ✓ Window maintenance can be as simple as keeping dirt and dust out of the tracks.
- ✓ All windows and doors can be damaged if repeatedly slammed open and shut. Gently closing windows adds years of service to their lifespan.
- ✓ Acrylic glass block windows provide a great source of light without sacrificing privacy. Refer to the manufacturer's recommendations for cleaning, as using the wrong products can cause the glass to dull and the material between the glass to dry out and crack.
- ✓ Clean traditional glass windows with a commercial glass cleaner or a cup of vinegar mixed with a gallon of warm water. Apply with a sponge or a lint-free cloth, then dry and polish with paper towels or newsprint paper. A rubber squeegee passed over glass surfaces after washing will speed drying and help to eliminate streaking.
- ✓ For easy operation of aluminum-clad windows keep the sill and side tracks clean. If the window does not slide easily, spray the channel with silicone, or rub the channel with a piece of paraffin wax. Do not paint vinyl liners or jambs.
- ✓ Skylights require periodic inspection by a qualified roofing contractor to ensure that flashings are intact and that the skylight remains weather-tight.

#### **Windows and Doors – Screens**

Window screens prevent insects and birds from entering the home when windows are open. They are designed for simple removal from the inside, for easy cleaning. Sometimes tabs are provided on the inside of the screen; take care not to put undue pressure on these tabs, as they are easily detached from the screen frame.

Avoid putting any kind of pressure on the screen itself—both window and patio door screens—as they are not designed to carry any pressure and will become baggy, or pull loose from the edges. Screens may be washed and rinsed using mild household detergent.

**SAFETY CAUTION:**

**Window screens will not prevent children from falling through open windows to the ground below. The screen is not a barrier, and the fastening system for the screen will not support any weight beyond the screen itself. Sheffield strongly advises that homeowners never allow children near an open screened window, or place any weight on, or push against a window screen. Similarly, do not place furniture near windows so that children have easy access to the window.**

## Homeowner Maintenance

### Builder's Glossary of Terms

#### A

**Aerator:** A small removable extension at the tip of a sink faucet that mixes streaming water with air to reduce splashing and conserve water.

**Air Gap:** A safety device on kitchen sinks that prevents contaminated sink water from being drawn back into the dishwasher.

#### B

**Ball Cock:** A device in toilets consisting of a valve connected by a lever with a floating ball. The valve shuts when the ball is raised and opens when the ball is lowered.

**Baseboard:** A decorative and protective wood molding positioned where the wall meets the floor.

**Bleeder Nut:** A nut located on the underside of the interior shut-off valve that unscrews to drain water from exterior faucets for winterizing.

#### C

**Circuit Breaker:** A switching device located in the electrical service panel that opens and closes electrical circuits and automatically shuts off electricity to the circuit, should it become overloaded. Once the electrical load is reduced, the breaker switch can be turned back on to resume normal service.

**Concrete Dusting:** A fine dust that accumulates on finished concrete surfaces.

**Condenser:** An exterior element of the air conditioning system which expels heat to the outside air.

**Corner Bead:** An angled metal edging used to protect and form an edge where drywall panels meet at outside edges.

#### D

**Damper:** An adjustable valve in the ductwork of the heating system that can be opened or closed to control the flow of air-conditioned or heated air throughout the home. Also, a device in a fireplace or gas heater that controls the air draft up the chimney.

**Dehumidifier:** An electrical appliance that removes humidity from the air.

**Delamination:** The separation of the top plies or laminate from the base to which they are attached. In vanity and kitchen countertops, the warping or detachment of laminate material from the wood substrate.

**Drywall:** Also known as gypsum board or sheetrock, these large sheets are attached to the wall studs and ceiling framing to construct the walls and ceilings of the home.

## E

**Efflorescence:** A white powdery substance that can form on new block, brick, or stucco finishes. It is composed of water-soluble salts that are present in masonry materials, and that rise to the surface via water evaporation.

## F

**Face Frame:** The front of kitchen and bathroom cabinets, to which hinged doors can be attached.

**Fascia:** The exterior horizontal trim around rafters. Also positioned directly behind gutters and over gable trim boards. Can be either aluminum or wood covered.

**Fillers:** A wood putty used in preparation for painting to fill holes or cracks in wood.

**Filler Board:** Cabinet-grade wood used to fill gaps that occur between cabinets and wall openings.

**Flashing:** Flat sheet metal inserted under roof shingles at overhangs and vent pipes, and above windows and door frames to keep rain water from penetrating the house structure.

**Flue:** A vertical duct, constructed of sheet metal or clay, that channels smoke or gas fumes from a fireplace or gas furnace out of the home.

## G

**Graphite Lubricant:** A finely powdered graphite used as a lubricant.

**Ground Fault Circuit Interrupter (GFCI or GFI):** A specialized electrical device that will interrupt electrical power where a weak electrical loss of ground occurs. Normally installed in areas where water may be present.

**Grout:** A white or colored plaster-like mortar compound used to fill spaces between ceramic tiles.

## H – J

**Header:** A heavy timber that spans open spaces in walls—and over doors and windows, providing support to structural members above it.

**Hosebib:** The exterior faucet connection for lawn and garden hoses.

**Joint Compound:** A plaster-like compound, used with drywall tape, to join sheets of drywall into a smooth, continuous panel.

## L – N

**Lockset:** A door lock.

**Masonry Wall Ties:** The metal pieces that tie masonry veneer to the frame of the home, or—when pouring concrete—the metal pieces that hold concrete foundation wall forms in place until the concrete cures.

**Mastic:** A construction adhesive that is thick and waterproof.

**Mouldings:** Shaped strips of ornamental wood used around doors, and windows. Also used for base molding, tile molding, chair rails, and for exterior area molding. Mouldings finish the junction of different materials or shapes.

**Nail Pops:** A nail that comes loose from a stud and pushes joint compound up. Caused by normal wood shrinkage and home settlement.

## P

**Petcock:** A small valve located on the side of the sprinkling system vacuum breaker that releases air.

**Pointing:** The filling and finishing of brick mortar and stone cement masonry joints.

## R

**Resilient Flooring:** Vinyl flooring used in areas such as kitchens, halls, and bathrooms.

**Retaining Wall:** Timber, masonry, or stone that is assembled into a wall and then backfilled with soil.

**Ridge Vent:** An open vent system located along roof peaks, which—in conjunction with soffit vents—creates a natural-air ventilation.

## S

**Scaling:** In concrete, the breaking away of the top surface of the concrete, caused by a freeze/thaw cycle. In painting, the flaking or peeling away of paint.

**Silicone:** A synthetic lubricating compound with high resistance to temperature change and water. When added to caulking, it extends elasticity properties and increases the life of the caulking.

**Sill Plates:** A support member laid on the top of the foundation wall that serves as a base for the wall framing.

**Soffit:** A vent located under the ceiling of a roof overhang.

**Spackle:** See “joint compound.”

**Spalling:** Flaking or chipping of stone or other masonry material. Similar to scaling, but the chips and flakes are larger.

**Sparker Unit:** Electronic pilot light in gas stoves and furnaces.

**Strike Plate:** The metal plate that keeps a door lock latch firmly in place.

**Stringers:** The exposed 2 inch by 10 inch boards along the sides of the stair treads.

**Subflooring:** A wood sheet flooring directly over the joists that supports the underlayment of floorcovering.

**Sump Pump:** A motorized pump that expels excessive water accumulation that gathers around the home foundation.

**Swale:** The soil contour on a building lot deliberately shaped to channel water away from the home.

## T

**Tack Strips:** A wood strip with exposed tack points that is attached to subflooring and holds stretched wall-to-wall carpet in position.

**Thermocouple:** A safety device for gas-powered equipment that will not allow the unit to be turned on unless the pilot light is burning.

**Trusses:** Engineered wood structural members used to construct floors and roofs.

## U – V

**Underlayment:** A flooring layer over the base subflooring, over which tile or resilient floorcovering is laid.

**Vitreous China:** *Highly impervious, glass-like china often used to finish sinks, showers and tubs.*

## W

**Washers:** A round, rigid rubber or plastic disc used as a sealing device in water faucet valves.

**Washouts:** An area where water has produced soil erosion. Generally found in unsodded or unlandscaped lawns.

**Weather-stripping:** A weather insulating strip of material placed around doors and windows to reduce water entry into the home. Also reduces air infiltration into the home or escape of conditioned air out of the home.

**Window Balance:** A counter-balance device in window housings that assists with the opening and closing of a window, and then keeps the window in position.



## Trouble-shooting Guide

| <b>Appliances</b>                                    |  |  |
|--|--|--|
| <b>Problem:</b>                                      | <b>Potential Cause:</b>  | <b>Potential Solution:</b>   |
| Electric appliance not working                       | Circuit breaker tripped or off                                     | Check to make sure circuit breaker is on and appliance is plugged in. Reset breaker or call Appliance Manufacturer Service Department.   |
| Gas appliance not working                            | Gas valve turned off   | Check gas valve for proper position.   |
| Garbage disposal not working                         | No power, disposal clogged   | Check under sink and confirm disposal plugged in. Reset breaker on bottom of disposal. Also, check the breaker panel for a tripped circuit. If clogged, make sure disposal is turned off, then manually turn disposal blades with disposal wrench. |
| Garbage disposal blades dirty                        | Normal   | Run ice cubes through the garbage disposal to clean  |
| Garbage disposal odor                                | Normal   | Pour baking soda or citrus peelings into disposal  |
| Refrigerator not making ice                          | Ice-maker not turned on or water is not turned on                  | Turn ice maker and water on behind refrigerator or check supply line in basement   |
| Condensation around refrigerator door seal           | Temperature control is incorrectly set                             | Reset temperature control  |
| Range hood not filtering properly                    | Dirty filter   | Clean or replace filter  |
| Dishwasher does not operate                          | Door not closed and latched, circuit breaker may be tripped or off | Close door and latch. Reset breaker  |
| Dishwasher not cleaning properly                     | Obstructed water flow  | Check for proper loading of dishwasher.  |
| Water spots on dishes/glasses after using dishwasher | Not using rinse agent  | Use rinse agent recommended by manufacturer  |
| Clothes washer leaking on floor                      | Hose out of drain  | Install hose into washer drain   |
| Clothes dryer not drying properly                    | Possible lint build-up   | Check dryer filter. Make sure dryer vent is clean and clear.   |
| Clothes dryer not drying properly                    | Lint build-up – hose kinked  | Check dryer filter. Make sure dryer vent is clear. Straighten, clean and clear hose. Check exterior vent for clog.   |

| <b>Bathroom</b>                                       |  |  |
|---|--|--|
| <b>Problem:</b>                                       | <b>Potential Cause:</b>                              | <b>Potential Solution:</b>   |
| Grout cracks between tiles                            | Settlement   | Re-caulk cracks with silicone-based caulk.   |
| Grout Stains  | Moisture and soap build-up                           | Wipe down wet tile after bathing. Use exhaust fan.   |
| Caulk coming loose where tub or shower pan meets tile | Settlement   | Remove old caulk and re-caulk with white silicone caulk.   |
| Towel bars or soap dish loose                         | Too much weight                                      | Re-install towel bars with anchors. Re-install soap dish with adhesive caulk.                          |
| Moisture build-up around window in shower area        | Normal   | Wipe down window and window tracks after use. Use bathroom exhaust fan to expel moisture and humidity. |
| Shower rod will not stay up.                          | Loose shower rod                                     | Adjust rod tension by rotating rod.  |
| Soap build-up on shower door                          | Normal   | Squeegee or dry shower door after use.   |
| Mirror discoloration around edges                     | Standing water on bottom of mirror moisture at edges | Keep edges of mirror clean and dry.  |
| <b>Cabinets and Vanities</b>                          |  |  |
| <b>Problem:</b>                                       | <b>Potential Cause:</b>                              | <b>Potential Solution:</b>   |
| Cabinet door doesn't close properly                   | Door hinge is out of adjustment                      | Adjust hinges  |
| Cabinet door bangs when closing                       | Missing cabinet door bumper pads                     | Install new bumper pads  |
| Adjustable shelves not at desired height              | Shelf clips in wrong position                        | Remove shelf one side at a time. Move clips to desired position. Reset shelf.                          |
| Cabinet drawer sticks                                 | Drawer glides out of alignment or debris in track    | Realign track. Check for debris. Spray with silicone   |
| Carousel not swinging freely                          | Out of adjustment                                    | Loosen black set screw at bottom. Turn dial on shaft counterclockwise to raise, clockwise to lower.    |
| Cabinet finish is dull                                | Cabinet is dirty                                     | Clean with soap and water. Use mild furniture polish.  |
| <b>Countertop and Vanity Top</b>                      |  |  |
| <b>Problem:</b>                                       | <b>Potential Cause:</b>                              | <b>Potential Solution:</b>   |
| Countertop separating from wall                       | Shrinkage  | Re-caulk gap between countertop and wall.  |
| Countertop chipped or damaged                         | Accidents  | Call for professional repair   |
| Scratches or chips in laminate countertop             | Accidents  | Call for professional repair   |

| Gaps in caulking at miters and around sink              | Shrinkage of caulk and seam filler   | Re-caulk or add seam filler.  |
|---|--|---|
| Rust stains   | Marks from metal cans or steel wool  | Apply rust remover per manufacturer's instructions.                           |
| <b>Interior/Exterior Doors</b>                          |  |   |
| <b>Problem:</b>   | <b>Potential Cause:</b>  | <b>Potential Solution:</b>  |
| Interior door does not latch properly                   | Strike plate out of adjustment   | Adjust strike plate   |
| Door sticks or binds                                    | Settlement or swelling from moisture   | Adjust hinges, strike plate, or jambs   |
| Door knob loose or rattles                              | Loose screws   | Tighten screws  |
| Hinges on door squeak                                   | Metal rubbing  | Apply silicone spray to hinges  |
| Bi-fold doors do not close flush                        | Door strike plates unadjusted  | Adjust strike plate on back side of door                                      |
| Bi-fold door leaves track                               | Bent track – accident  | Straighten track, reinstall door, inserting wheels at top of door into track. |
| Sliding glass door sticking or hard to operate          | Bottom rollers out of adjustment. Dirty track.   | Clean track, adjust rollers and apply silicone spray.                         |
| Sliding glass door will not lock                        | Locking latch out of adjustment  | Adjust locking latch  |
| Entry door does not latch properly                      | Loose weather-strip or slight door movement. Threshold or strike plate out of adjustment | Adjust threshold or strike plate. Realign door.                               |
| Cracked panel on entry door                             | Wood panel expansion/contraction from humidity changes                                   | Repair wood and seal panel.   |
| Wood entry door losing glossy finish                    | Weather related from sun and heat  | Clean door often. Apply small amount of varnish.                              |
| Hot or cold air coming in around exterior door          | Threshold out of adjustment. Worn/missing weather stripping                              | Adjust threshold. Replace worn or missing weather stripping.                  |
| Water infiltration at door                              | Threshold not snug to bottom of door   | Adjust threshold. If desired, install storm door.                             |
| Can see light around entry door or garage service door. | Loose weather-strip or sweep.  | Adjust or replace weather-stripping or sweep to ensure tighter fit.           |
| Optional garage door opener not operating.              | Weak or dead batteries in remote control. Breaker tripped or opener not plugged in.      | Replace batteries. Reset breaker or plug in.                                  |
| Optional garage door opener not opening                 | Power out  | Pull emergency overhead door release cord.                                    |

| <b>Electrical</b>                              |   |  |
|--|---|--|
| <b>Problem:</b>                                | <b>Potential Cause:</b>                                   | <b>Potential Solution:</b>   |
| Complete power failure                         | Main breaker tripped. Electrical outage                   | Reset main breaker or call power company   |
| Electrical outlets not working                 | Outlet is a switched outlet or circuit breaker is tripped | Turn on wall switch. Check and reset breaker   |
| GFI switches not operating                     | GFI receptacle or circuit breaker is tripped              | Reset GFI. Check and reset circuit breaker. GFI switches are normally located in areas where water is present, such as kitchens and bathrooms. |
| GFI keeps tripping                             | GFI circuit overloaded                                    | Do not overload GFI circuit with appliances. Check for short or ground in appliance.   |
| Light Fixture not working                      | Switch is off or bulb is burned out                       | Turn on switch. Turn off power and replace bulbs.  |
| Recessed can light turns on or off by itself   | Light fixture is overheating                              | Fixture designed to shut down to avoid overheating. Use lower wattage bulb. Check label on fixture for proper wattage.                         |
| Appliance does not work                        | Circuit breaker tripped or appliance broken               | Reset circuit breaker. If problem persists, see appliance manual.  |
| Smoke alarm goes off when smoke is not present | Dust or dirt trapped in smoke alarm                       | Clean or vacuum smoke alarm.   |
| Smoke alarm chirping                           | Battery low   | Replace batteries.   |
| <b>Exterior Finishes</b>                       |   |  |
| <b>Problem:</b>                                | <b>Potential Cause:</b>                                   | <b>Potential Solution:</b>   |
| Efflorescence on masonry finishes              | Crystallized soluble salts                                | If desired, scrub with water and stiff brush.  |
| Cracks in masonry finish                       | Normal home settlement                                    | Have cracks sealed with a flexible masonry or concrete caulk.  |
| Gaps at joints in wood trim                    | Normal caulk and filler shrinkage                         | Have re-caulked or filled.   |
| Appearance of a sandblasted finish             | High wind with sand and dirt                              | Have cleaned and surface sanded. Prime and paint, if applicable.   |
| Paint fades on south side of house             | Intense sunlight  | Repaint wall.  |
| Cracking/peeling of painted surfaces           | Normal aging and weathering                               | Clean and sand surface, then prime and repaint.  |

| <b>Fireplace</b>                              |   |   |
|---|---|---|
| <b>Problem:</b>                               | <b>Potential Cause:</b>                               | <b>Potential Solution:</b>  |
| Electronic ignition will not light            | Unheated chamber in cold climate                      | Several attempts may be necessary before the heat generated by brief periods of soft flame cause unit to draft enough for continuous flame. |
| Electronic ignition will not light            | Gas line closed. Switch off. Pilot off                | Open gas line, turn switches and pilot valve on.  |
| Mantel too hot                                | Optional fan not on                                   | Turn on fan.  |
| Condensation/fog on glass                     | Gas combustion and temperature variations             | As unit warms, condensation/fog should disappear.   |
| Blue flames                                   | Normal  | Normal operation. Flames will yellow as unit is allowed to burn.  |
| Odor from unit                                | First operated  | Caused by curing of paint and burning off of packaging oils.  |
| Film on glass                                 | Normal result of curing process of paint and logs     | Glass should be cleaned within 4-6 hours of initial burning to remove deposits left by oils from manufacturing process.                     |
| <b>Flooring and Finish</b>                    |   |   |
| <b>Problem:</b>                               | <b>Potential Cause:</b>                               | <b>Potential Solution:</b>  |
| Carpet seams noticeable                       | Normal  | Vacuum carpet in same direction as seams.   |
| Carpet fades near windows and doors           | Excessive sunlight                                    | Close blinds/shades to reduce sunlight on carpet.   |
| Carpet stains                                 | Spills, pets  | Follow manufacturer's guidelines.   |
| Carpet crushing                               | Heavy furniture or foot traffic                       | Vacuum carpet against the lay of the tufts.   |
| Carpet snags                                  | Fiber pulled from backing                             | Carefully snip snagged yarn.  |
| Carpet looks shaded                           | Tips of carpet fiber reflecting light differently     | Not a defect. Vacuum regularly.   |
| Resilient or vinyl floor finish looks dull    | High traffic areas or furniture rubbing against floor | Follow manufacturer's guidelines.   |
| Resilient or vinyl floor seams are apparent   | Normal  | No repair.  |
| Yellow or purple areas in resilient floors    | Moisture problem or rubber backed floor mats          | Investigate moisture problem. Do not use rubber-backed mats.  |
| Dents in vinyl, resilient, or hardwood floors | Objects dropped, heavy furniture, or high heel shoes  | Follow manufacturer's guidelines  |

|  |   |  |
|--|---|--|
| Fine scratches, white splotches, or stains on hardwood floor | Normal wear, furniture scratches, and spills    | Follow manufacturer's guidelines   |
| Grout cracks along baseboards                                | Normal expansion and contraction                | Re-grout cracks  |
| Grout staining   | Liquid spills and grease from food              | Follow manufacturer's guidelines   |
| <b>HVAC System</b>   |   |  |
| <b>Gas smell</b>   | <b>Gas leak</b>                                 | <b>Evacuate home and call utility company.</b>   |
| HVAC System does not operate                                 | Circuit breaker tripped                         | Reset circuit breaker  |
| HVAC System does not operate                                 | Furnace door at unit not closed tightly         | Close door on unit securely  |
| HVAC System does not operate                                 | Thermostat improperly set                       | Reset thermostat   |
| HVAC System does not operate                                 | Furnace switch off or furnace fuses burned out  | Turn on fan switch and replace burned out fuse   |
| HVAC System does not operate                                 | Circuit breaker tripped                         | Reset circuit breaker at panel box or disconnect located next to condensing unit outside |
| Furnace System does not operate                              | Broken igniter                                  | Call heating contractor  |
| Reduced air flow at registers                                | Dirty air filter                                | Clean or replace air filter as necessary   |
| Home takes a long time to heat up or cool down               | Improper use of thermostat                      | Set thermostat temperature at one setting and leave it                                   |
| No air flow  | Breaker tripped, faulty wiring or equipment     | Check and reset breaker. Contact HVAC contractor   |
| Air Conditioner not operating properly                       | Outside unit obstructed by bushes, leaves, etc. | Clear obstructions from top and sides of unit  |
| A/C coil is discharging water other than to floor drain      | Defective drain coil                            | Call HVAC Contractor.  |
| Air inside home is dry and has excess static electricity     | Lack of moisture in air                         | Install humidifier.  |
| Air inside home is dry and has excess static electricity     | Lack of moisture in air                         | Install humidifier.  |
| Excess water on window panes                                 | Excess humidity in home                         | Lower humidifier setting. Use exhaust fans.  |
| Burning smell when furnace first turned on                   | Accumulated dust on electrical coils            | Normal. Happens once each year.  |
| Circuit breaker trips repeatedly                             | Various causes                                  | Call Heating Contractor  |

| <b>Interior Walls and Ceilings</b>                                  |  |  |
|---|--|--|
| <b>Problem:</b>   | <b>Potential Cause:</b>  | <b>Potential Solution:</b>   |
| Nail pops, holes, or cracks in drywall                              | Settlement or accidents  | See "Drywall Repairs," this section  |
| Base molding separates from wall                                    | Normal caulk shrinkage   | Re-caulk gap or re-nail trim or base molding   |
| Separation at door casing   | Normal caulk shrinkage or settlement                                 | Re-caulk gap or re-nail  |
| Separation at stair stringers                                       | Normal caulk shrinkage or settlement                                 | Re-caulk gap   |
| Separation at countertops   | Normal caulk shrinkage or settlement                                 | Re-caulk gap   |
| <b>Landscaping</b>  |  |  |
| <b>Problem:</b>   | <b>Potential Cause:</b>  | <b>Potential Solution:</b>   |
| Maintenance of landscaping is the responsibility of the HOA         |  |  |
| <b>Paint (Exterior)</b>   |  |  |
| <b>Problem:</b>   | <b>Potential Cause:</b>  | <b>Potential Solution:</b>   |
| Maintenance of all exterior paint is the responsibility of the HOA. |  |  |
| <b>Water</b>  |  |  |
| <b>Problem:</b>   | <b>Potential Cause:</b>  | <b>Potential Solution:</b>   |
| No hot water from gas water heater                                  | Temperature setting too low. Pilot light is out                      | Adjust temperature setting. Relight pilot light.   |
| Hot water runs out quickly or tub or shower water not hot enough    | Temperature adjustment on water heater or water valve set too low    | Adjust temperature setting at water heater.  |
| Toilet runs constantly or makes dripping or gurgling noise          | Water level in tank is too high. Warped flapper or leaking tank seal | Adjust float arm stem in toilet water tank downward.<br>Replace flapper or stopper seal. |
| Toilet makes loud noise when flushed                                | Ball cock/float in water tank is not working properly                | Replace ball cock/float in toilet water tank.  |
| Aerator or shower head drips  | Dirty or seal defective or worn cartridge                            | Clean or replace cartridge valve or seal.  |
| Slow draining sink or bathtub                                       | Blockage such as hair at drain                                       | Remove hair or blockage. Clean sink trap.  |
| Water flow from faucet is reduced                                   | Aerator at tip of faucet is clogged                                  | Unscrew aerator screen and rinse thoroughly.   |

|   |   |  |
|---|---|--|
| Water splatters out of faucet                           | Air in water supply line. Aerator screen missing                                    | Open all faucets in home for five minutes. Install aerator screen.                     |
| Water leaking from under sink                           | Loose, broken or cracked plumbing fitting(s)  | Hand tighten coupling(s) on drain pipes or call Plumbing Contractor.                   |
| Water dripping from shut-off valves                     | Loose packing nut   | Open valve all the way, then gently tighten nut.                                       |
| Garbage disposal clogged                                | Obstruction in disposal   | Unplug disposal unit, then insert disposal wrench underneath disposal at center shaft. |
| Sewer line clogged                                      | Blockage in pipe  | Call Plumbing Contractor.  |
| Water leaks at drain pipes                              | Loose fittings  | Tighten fittings   |
| Garbage disposal will not operate                       | Tripped circuit breaker- or not plugged in  | Check reset button on bottom of disposal unit. Plug in disposal.                       |
| <b>Roof/Drainage</b>                                    |   |  |
| <b>Problem:</b>   | <b>Potential Cause:</b>   | <b>Potential Solution:</b>   |
| Roof maintenance is the responsibility of the Homeowner |   |  |
| <b>Water and Condensation</b>                           |   |  |
| <b>Problem:</b>   | <b>Potential Cause:</b>   | <b>Potential Solution:</b>   |
| Water enters at window well                             | Debris in well, heavy rains   | Clean debris out. Check pitch of splash block & grade.                                 |
| Water drips behind insulation around basement perimeter | Condensation  | Open heating vents in winter. In summer use a de-humidifier.                           |
| Wet basement floor or walls                             | Altered grade. Clogged areaway drain or gutters                                     | Correct grade. Clear debris from drains and gutters.                                   |
| Wet basement floor or walls                             | Downspouts not left in down position or extending beyond metal edging               | Place downspouts in down position and adjust to extend beyond metal edging.            |
| Water is present around furnace unit                    | Condensation line is clogged or misaligned to drain or storm collar on roof leaking | Snake out and clear line. Realign pipe to floor drain.<br>Reseal storm collar.         |
| Frost build up on windows                               | High humidity inside combined with cold outside temperatures                        | Open heat registers near windows. Turn down humidifier.                                |
| Frost build up on windows                               | High humidity inside combined with cold outside temperatures                        | Check window seals and tracks.   |

| <b>Windows</b>                                       |  |  |
|--|--|--|
| <b>Problem:</b>                                      | <b>Potential Cause:</b>                                  | <b>Potential Solution:</b>                         |
| Single hung window binds or is difficult to open.    | Broken window balance                                    | Replace balance                                    |
| Single hung window will not stay open                | Weak window balancer                                     | Replace balance or adjust tension rod              |
| Single hung window will not slide up or down         | Tension rod jammed                                       | Contact Sheffield for inspection                   |
| Aluminum or vinyl clad window will not lock properly | Window not square. Defective roller or balance rod       | Contact Sheffield for inspection                   |
| Vinyl-clad window binds or is difficult to open      | Paint or dirt on vinyl jambs                             | Clean jamb and spray with silicone                 |
| Condensation between insulated glass surfaces        | Insulation glass seal broken                             | Replace glass panel or sash                        |
| Condensation on inside surface of window freezes     | High humidity inside home.<br>Normal during extreme cold | Reduce humidity with exhaust fans and dehumidifier |



## Interior Finish Selections

Personalizing your home with custom design selections can be both an enjoyable and overwhelming experience. To help alleviate some of the stress involved in the process, we will have you work closely with a community sales representative who will accompany you to our trade partner design center, where trained professionals will assist you in making selections that will reflect your unique taste and personality.

The interior selection process begins once we have received a favorable opinion letter from your mortgage company, all contract contingencies have been removed, and the construction process on the home has begun. Prior to the pre-drywall walk-through/meeting (held after rough inspections of the home have passed) the community sales representative will work with you to schedule a design center appointment.

At the design appointment you may elect to upgrade interior selections from the standard choices offered. If so, be prepared to pay for 10% of the total upcharge amount at the time of this appointment. We cannot accept post-dated checks; payments are processed immediately. Many homebuyers find it helpful to review their loan qualification letter and compare the amount they are pre-approved to borrow with the total price of the home, as this offers a clear picture of the amount available to spend on upgrades without affecting loan qualification.

Don't forget to bring design inspiration and ideas of your own, such as fabric swatches, sofa pillows, or magazine clippings—Pinterest and Houzz boards are also a convenient and visual way of sharing your style preferences. We want you to enjoy this part of the home building process and will do all we can to assist you in making timely design selections.

For your convenience a chart is provided herein to record color and material selections for future reference.





