

Acacia



AT CYPRESS

HOMEOWNER MAINTENANCE GUIDE



Your complete guide to home ownership, warranties, and preventive maintenance.

This Homeowner Maintenance Guide has been written exclusively for Acacia at Cypress, a project of Woodside Homes of Northern CA. L.P. and is protected by United States copyright laws.

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Notice: This guide is written based on commonly accepted industry standards for building component maintenance, and assumes normal use in average environmental and weather conditions. It is the responsibility of the homeowner to read the manufacturer's documentation and warranty information that came with the products installed in their home. In the event of a conflict between the guidelines in this guide and those provided by the manufacturer of any component in a home, the manufacturer's guidelines prevail. All of the products mentioned in this guide may not be installed in every home; conversely, all products and components in a home may not be addressed in this guide. It is the Homeowner's responsibility to become familiar with the actual products and components installed in their home.



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Introduction

Dear Homeowner:

Welcome to your new home! Buying a home is a major decision and we know that you have had a number of alternatives in choosing yours. We take pride in our homes and will continue to make every effort to demonstrate that you have made a good decision. We are pleased that you have chosen us, and wish you many years of enjoyment and satisfaction.

We want you to know that we stand for quality and for providing you with excellent customer service. We provide this Homeowner Maintenance Guide to assist you in maintaining and caring for your home. It also outlines the process for requesting service, should you need it.

We hope that you find this guide useful as you become acquainted with your home and seek to understand its maintenance requirements. We also hope that this tool will be an asset in helping us establish a positive, ongoing customer service relationship.

Very truly yours,

Woodside Homes of Northern CA. L.P.

Getting Started

This guide has been prepared specifically with you in mind. It is an important tool for understanding the purchasing and construction processes, as well as in establishing a comprehensive preventive maintenance program that ensures your home stays in outstanding condition.

Your Homeowner Maintenance Guide contains descriptions and example photographs of the major components and materials found in and around your home. It also provides preventive maintenance tasks and frequencies necessary for a successful maintenance program.

HOW TO USE THIS GUIDE

The maintenance program provided in this guide will only be as effective as its implementation. Without a clear plan for implementing the maintenance, diligent adherence to that system, and conscientious follow-up to ensure all maintenance items are completed on schedule, proper maintenance of your home and property will not be achieved.

To ensure effective implementation of this guide we ask that you:

1. Make maintenance a priority.

The keys to cost-effective maintenance are attending to immediate maintenance needs and implementing a comprehensive preventive maintenance program. Preventive maintenance is important for extending the life of, and maintaining the appearance of, your property. This is essential in maintaining your property value.

2. Use the Home Maintenance Summary.

The Home Maintenance Summary contains maintenance recommendations for your home, organized by frequency (monthly, twice per year, etc.). Refer to this table as a reminder of how often various components in your home need to be maintained.

3. Perform regular inspections and adjust your maintenance plan accordingly.

Regularly assess the condition of each component on your property and adjust your maintenance plan as your home's needs change. One of the benefits of regularly scheduled maintenance inspections is that a clearer picture of the maintenance needs results over time. As these evolve and become more distinct, adjust your plan to incorporate your home's changing maintenance requirements.

4. Use professionals.

For maintenance tasks outside your expertise or ability, it is always best to hire licensed professionals. When selecting a vendor to work on your home, keep in mind that hiring vendors without proper licenses, bonding, and insurance is risky.

ICON KEY

Icons draw attention to especially important information:



Note: The *Note* icon indicates important points of interest related to the current subject.



Caution: The *Caution* icon brings your attention to conditions and maintenance steps that, if not properly followed, could result in damage to your home.



Warning: The *Warning* icon alerts you to conditions that could be hazardous to you, your family, or your guests.

INTENT AND LIMITATIONS

The intent of this guide is to identify the major physical components found on your property, to describe the ordinary maintenance recommendations for these components, and to facilitate a long and healthy relationship with our customer service department.

The expert advice, preventive maintenance recommendations, and inspection program included in this guide will assist you in monitoring the condition and needs of your property. They will also allow maintenance practices to be adjusted to obtain the best results that can be reasonably expected, given the conditions which exist at your property.

Maintenance Needs. This guide was written based on normal use in average environmental and weather conditions. The maintenance needs of your property, however, are never fully predictable. Your home and property are subject to all types of unusual weather conditions, normal and abusive use, vandalism, and the unexpected. The time frames within this publication are based on industry standards and the best information currently available, however, adjustments may need to be made to compensate for either adverse or exceptional conditions. Over time, the maintenance requirements of your home will undoubtedly change. Physical components may change as replacements are made. This is another reason to adjust your maintenance plan.

CALGreen. The State of California passed a new, greener building code effective January 1, 2011. The code, referred to as CALGreen, requires that homeowners be provided with an operation and maintenance guide for their homes. This guide is to remain with the building throughout the life cycle of your home. When you move from your home, it is important that you pass this Homeowner Maintenance Guide to the next owner or occupant. (2016 California Green Building Standards Code, Section 4.410.1.1.)

Limitations. Since it is not possible to foresee every potential maintenance need that might arise, this guide is not all encompassing and should not be considered as the sole source of information about maintenance requirements for your home. However, used in conjunction with other industry information and expert advice available, it will provide a good basis for strategic planning.

Building Standards. Your home and property were built and developed to meet or exceed prevailing building codes and industry standards for your community and region. Most of your home's primary finishes and its supporting structure are an assembly of naturally occurring materials, selected and assembled to current building standards. Because they are subject to a range of local environmental conditions unique to your site and community, variations in appearance and performance will normally occur.

Manufacturer Documentation. Familiarize yourself with the Owner's Manuals that came with the products installed in your home. In the event of a conflict between the guidelines in this guide and those provided by the manufacturer of any component in your home, the manufacturer's guidelines prevail.

Illustrative Photographs. The photographs in this guide are for illustrative purposes only and are not intended to specifically represent any actual component or material in your home. The photographs provide general examples of what industry-standard components or materials may look like, and are intended only to aid you in recognizing the components in your home.

Homeowner's Association. If your home is located in a Homeowner's Association (HOA), also called a Common Interest Development, become familiar with the restrictions and regulations associated with your CC&Rs and HOA common area. Know who your HOA point of contact is and the Property Manager who has been appointed to care for your community.

BENEFITS OF USING THIS GUIDE

There are several great reasons to follow the recommendations found in this guide:

- They collectively serve as an excellent management tool in helping inspect your home and property and schedule maintenance.
- California State Law (Civil Code Title 7) and conditions of your developer's warranty require you to properly maintain your home in order to retain your full rights to have Woodside Homes of Northern CA. L.P. correct construction deficiencies during and after the warranty period.
- Preventive maintenance saves you money, time, and helps prevent potential injury.
- Property values tend to be higher with proper maintenance.

Implementation of the preventive maintenance program in this guide will maximize the beauty of your home and help ensure that the life expectancy of each component in your home is reached. By using these time-tested checks and balances, you will also greatly reduce the inconvenience when an element fails or is no longer aesthetically pleasing.

Contact Information

This section contains information that we at Woodside Homes of Northern CA. L.P. consider important and useful for you.



Utilities

Natural Gas – PG&E
(800) 743-5000
5555 Florin Perkins Rd.
Sacramento, CA 95826

Electricity – SMUD
(888) 742-7683
6301 S Street
Sacramento, CA 95817

Telephone Service – AT&T
(800) 288-2020

NOTE: AT&T may have other service available such as high-speed internet and/or digital television.

Cable Service – Comcast

(800) 934-6489

2766 East Bidwell Street, Suite 600

Folsom, CA 95630

NOTE: Comcast may have other services available such as high-speed internet and/or digital telephone.

Water, Sewer, Drainage & Refuse – County of Sacramento Consolidated Utilities

(916) 875-5555

9700 Goethe Road

Sacramento, CA 95827

Homebuilder's Warranty

What is Covered

For a period of one year from your close of escrow, you are covered by Woodside Homes of Northern CA. L.P.' express written warranty covering the fit and finish of building components (such as cabinets, mirrors, flooring, interior and exterior walls, countertops, and paint finishes or trim) and are subject to the terms and exclusions of that warranty.

The fit and finish warranty means that Woodside Homes of Northern CA. L.P. will repair significant defects or failure of these items. Scratches or damages caused by you or others after the move in are your responsibility.

Nothing in this document is intended to imply that Woodside Homes of Northern CA. L.P. is offering an enhanced protection agreement.



How to Request Service

NON-EMERGENCY

You may submit a service request by emailing us at:

CalNorth-Service@woodsidehomes.com

Or Contact:

Woodside Homes

Attn: Warranty Service Department

111 Woodmere Drive, Suite 190

Folsom, CA 95630

Phone: (916) 608-9600; option #1

Fax: (916) 608-9940

Email: CalNorth-Service@woodsidehomes.com

Website: <https://www.woodsidehomes.com/service-request>

Service Request Procedures:

You can help us serve you better by providing complete information when submitting a service request. When submitting a request, please include information such as:

- Name, address and telephone numbers where you can be reached during business hours.
- A complete description of the problem, for example, "guest bath-cold water line leaks under sink," rather than "plumbing problem."

When we receive a service request, we will contact you to schedule an inspection. We inspect items listed in your request to confirm coverage under the Limited Warranty and determine appropriate action.

If the item is home maintenance, we will review the maintenance steps with you and offer whatever informational assistance we can. We do not provide home maintenance, which is your responsibility.

EMERGENCY SERVICE

In case of an emergency you should always take steps to protect yourself, family, and other occupants of the home from harm. **If the situation is life threatening you should dial 911.**

If the situation is not life threatening and safety will not be jeopardized, take steps to minimize the effects of the emergency situation and contact Woodside Homes of Northern CA. L.P. at: **(916) 350-1222.**

Examples of Emergency Issues:

- Loss of heat/air conditioning during extreme weather conditions.
- Loss of power.
- Water leak that requires the water supply to your home to be completely shut off.
- Major roof or window leaks.

Do not delay in reporting an emergency. Subsequent damage caused by a delay in reporting an emergency will not be the responsibility of Woodside Homes of Northern CA. L.P. or the HOA and is not covered by the Limited Warranty.

WOODSIDE HOMES
Request For Service

HOMEOWNER _____ HOME PHONE _____

SUBDIVISION _____ LOT NUMBER _____

ADDRESS _____ DAYTIME PHONE _____

CITY/ZIP _____ NIGHTTIME PHONE _____

Since moving into our home we have noticed the following items we feel need attention. If these items are covered under warranty, we would like your warranty department to notify the appropriate people to correct them as soon as possible. **WE UNDERSTAND THAT NORMAL WORKING HOURS ARE FROM 8:00 A.M. TO 4:00 P.M., MONDAY-FRIDAY, AND WILL ARRANGE TO HAVE SOMEONE AT HOME DURING ANY AND ALL SCHEDULED WARRANTY APPOINTMENTS.**

ROOM	POSSIBLE DEFICIENCY
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

HOMEOWNER'S SIGNATURE

Fax or Mail Request to:
Woodside Homes of Northern California, LP
111 Woodmere Drive, Suite 190
Folsom, CA 95630

(916) 608-9600 phone
(916) 608-9940 fax

WOODSIDE HOMES
10-Month Request For Service

HOMEOWNER _____ HOME PHONE _____

SUBDIVISION _____ LOT NUMBER _____

ADDRESS _____ DAYTIME PHONE _____

CITY/ZIP _____ NIGHTTIME PHONE _____

Since moving into our home we have noticed the following items we feel need attention. If these items are covered under warranty, we would like your warranty department to notify the appropriate people to correct them as soon as possible. **WE UNDERSTAND THAT NORMAL WORKING HOURS ARE FROM 8:00 A.M. TO 4:00 P.M., MONDAY-FRIDAY, AND WILL ARRANGE TO HAVE SOMEONE AT HOME DURING ANY AND ALL SCHEDULED WARRANTY APPOINTMENTS.**

ROOM	POSSIBLE DEFICIENCY
_____	_____
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_____	_____
_____	_____
_____	_____
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_____	_____
_____	_____
_____	_____

HOMEOWNER'S SIGNATURE

Fax or Mail Request to:
Woodside Homes of Northern California, LP
111 Woodmere Drive, Suite 190
Folsom, CA 95630

(916) 608-9600 phone
(916) 608-9940 fax

Sample Warranty

This sample warranty provides information on the basic terms and conditions of the warranty. It is not a valid warranty, provides no coverage, and is provided for information only. A warranty on any home is only issued upon BBWG receiving and accepting the Warranty Coverage Application, Warranty Enrollment Fee and any additional underwriting requirements from the Builder. Contact your Builder for the specific coverages and warranty periods that may be provided on your home.

BUILDERS WARRANTY

AND

BUILDING STANDARDS

FOR YOUR NEW HOME

YOUR BUILDER CARED ENOUGH TO PROVIDE LIMITED WARRANTY COVERAGE

Be sure to read these documents to understand the benefits and limitations of Your warranties. You may return the warranty for cancellation within 30 days of Your receipt of it. If cancelled BBWG will refund the full Warranty Enrollment Fee paid to the Builder. Cancellation of this warranty does not extend or alter the Builder's responsibilities.

Administered By

Bonded Builders Warranty Group

1500 Kings Highway, Port Charlotte, Florida 33980

Phone: 800-749-0381 * Fax: 941-743-0534

www.bondedbuilders.com

BUILDERS EXPRESS LIMITED WARRANTY

Administered by: Bonded Builders Warranty Group
1500 Kings Highway, Port Charlotte, Florida 33980 Phone: 800-749-0381 * Fax: 941-743-0534

GENERAL WARRANTY PROVISIONS

These General Warranty Provisions apply to each warranty to which they are attached and identified on the Warranty Confirmation Page.

- A. DEFINITIONS
- B. EXCLUSIONS – Items Not Covered By The Warranty
- C. ARBITRATION PROVISION
- D. GENERAL CONDITIONS
 - 1. Access to Your Home
 - 2. Mortgage Clause
 - 3. Resale – Transfer of Warranty
 - 4. Delay
 - 5. Assignment of Insurance Proceeds
 - 6. Exclusive Remedy Agreement
 - 7. Waiver of Implied Warranty
 - 8. Independence
 - 9. Attorney's Fees and Costs Forbidden
 - 10. Severability
 - 11. Binding Nature
 - 12. Gender
 - 13. Choice of Law
 - 14. Cancellation

A. DEFINITIONS

Administrator – The Company (BBWG) responsible for administering the warranty terms and conditions. Administrator is not the warrantor under this warranty and does not provide coverage for any warranty defects covered under the Builder's Express Limited Warranty.

Aggregate Warranty Limit – the maximum amount the Builder is liable for under all warranties issued on the Home. The Aggregate Warranty Limit is shown on the Warranty Confirmation page.

Alternative Dispute Resolution – The Conciliation®, Claim Review Group and/or the Arbitration processes used by BBWG to resolve issues arising only from the terms and conditions of this warranty.

Arbitration – An Alternative Dispute Resolution process wherein the designated neutral third party conducts a hearing wherein the parties present live testimony and evidence to the arbitrator. The arbitrator shall render a decision as to the party's responsibility under the terms and conditions of the warranty and the applicable law.

BBWG – Bonded Builders Warranty Group, the third party administrator for this warranty program, or its assigned authorized representatives.

BBIC – Bonded Builders Insurance Company, a Risk Retention Group domiciled in Nevada. BBIC is the insurer of the Builder's Express Limited Warranty.

Builder – The person, corporation, partnership or other entity member of Bonded Builders Insurance Company, a Risk Retention Group who is providing this warranty on the Home. Builder is shown on the Warranty Confirmation page.

Claim Review Group – An Alternative Dispute Resolution process wherein a BBWG selected Conciliator, a qualified representative of You and a qualified representative of the Builder review the claim information and the terms and conditions of the warranty and shall issue, either by majority or unanimous vote, a claims decision, which shall be presented to You and the Builder with a copy to BBWG.

Complete Warranty Document – The entire warranty contract between You, Your Builder and BBWG consisting of the Warranty Coverage Application, the Warranty Confirmation page, any Warranty Amendments and the Warranty Document.

Conciliation® – An Alternative Dispute Resolution process conducted by BBWG to work with You and the Builder to amicably resolve any and all warranty disputes that may arise. The BBWG selected Conciliator shall render a non-binding opinion as to the rights and obligations of each party under the terms and conditions of the warranty.

Consequential Damage – Any property damage or bodily injury which follows as a result of structural damage or any other items covered under this warranty, including defects in plumbing, electrical, heating, cooling or ventilation systems. Consequential damage or resulting bodily injury or property damage are not covered under this warranty.

Home – A single or multi-family home, structure, dwelling or unit (herein called "Home") individually owned and covered by the warranty. The Home covered is shown on the Warranty Confirmation page under "Property Address Covered by the Warranty".

Warranty Confirmation Page – The page included as part of the Complete Warranty Document to identify the Home enrolled, the Warranty Limit, Aggregate Warranty Limit, Warranty Start Date, Warranty Expiration Date, any applicable Warranty Amendments, and other information specific to Your warranty.

Warranty Coverage Application – The required application form completed by Your Builder, and signed by You and Your Builder, to enroll Your Home.

Warranty Enrollment Fee – The fee paid for the warranty as indicated on the Warranty Confirmation page.

Warranty Expiration Date – The date the warranty ends as indicated on the Warranty Confirmation page or applicable Warranty Amendment.

Warranty Limit – The maximum amount payable under the terms of the warranty. The Warranty Limit is shown on the Warranty Confirmation page.

Warranty Period – The length of time Your Home is covered by the warranty for each type of coverage provided, beginning on the applicable Warranty Start Date and ending on the applicable Warranty Expiration Date.

Warranty Start Date – This is the date coverage under the warranty begins. The Warranty Start Date is shown on the Warranty Confirmation page.

You, Your, Yours – The Homeowner(s) who hold title to the Home covered by the warranty.

B. EXCLUSIONS – Items Not Covered By The Warranty

The following exclusions from warranty coverage apply to Workmanship, Materials, Systems and Major Structural Defect warranties. The Home is warranted as constructed by the Builder. The Builder does not warrant deficiencies or defects regardless of (a) the cause of the excluded event; or (b) other causes of loss; or (c) whether other causes acted concurrently or in any sequence with the excluded events to produce the deficiency or defect. The following are excluded from coverage under this warranty:

1. Deficiency or defects to any property, or part of the property, that was not included in the Closing Contract Price shown on the Warranty Confirmation page;
2. Off-site improvements or any improvements installed after the Warranty Start Date whether provided by the Builder or others;
3. Drainage deficiencies that do not affect the structural integrity of the Home;
4. Any and all landscaping (including sodding, seeding, shrubs, trees, and plantings) and landscaping irrigation systems including but not limited to sprinkler systems, sprinkler heads and/or sprinkler control systems;
5. Fences, boundary walls, retaining walls and bulkheads, except those retaining walls and bulkheads that contain structural or foundation walls at the Home and/or provide structural support to the Home;
6. Outbuildings, sheds, storage buildings, porches, cabanas or any other detached structures including but not limited to detached carports and detached garages (except those outbuildings which contain the plumbing, electrical, heating, cooling or ventilation systems built or installed with and serving the Home);
7. Patios, decks, balconies, sidewalks, walkways, driveways, swimming pools, hot tubs, spas, exterior steam rooms, covered screen enclosures, and/or other recreational facilities;
8. Any damage caused by soil movement, if compensation is provided by state legislation or covered by other insurance;
9. Any damage as a result of insufficient (or change in) load-bearing capacity of the soil, sub-soils or surfaces of the soil or sub-soils on a lot prepared by You;
10. Any damage caused or made worse by inadequate, excessive or uneven watering of soils within close proximity of foundations in areas with active soil; or damage by trees planted within 10 feet of foundations;
11. After the first year, concrete floors of basements and attached garages that are built separate from foundation floors or other structural elements of the Home;
12. Failure of the Builder to complete construction of the Home or any component part of the Home in conformity with construction plans or specifications or to complete agreed upon walk-through "punch-out" items;
13. Failure of the Builder, their employees, agents, or subcontractors to perform pre-closing cleanup of any kind or failure to remove any spillage, or debris from construction site;
14. Any defects or deficiency caused by materials, design, construction, or work supplied by other than the original Builder of the Home, or their employees, agents, or subcontractors;
15. Changes, alterations or additions made to the Home by anyone other than those performed under obligations of this warranty;
16. Changes of the grading of the site by anyone other than the Builder originally building the Home or their employees, agents, or subcontractors;
17. Deficiency or defects caused or made worse by owners, occupants, or guests;
18. Any deficiencies or defects in workmanship, materials or structural portions normally covered by another warranty or insurance policy whether or not paid by such warranty or insurance policy;

19. Deficiency or defects resulting from accidents, riot, civil commotion, terror attacks, war, or Acts of God; including but not limited to fire, explosion, smoke, water escape, windstorm, mudslide, erosion, hail, lightning, hurricanes, tsunamis, falling trees, aircraft, vehicles, flood, earthquakes, sink holes, underground springs, volcanic eruptions, saturated soils or change in the level of the under ground water table;
20. Deficiency or defects resulting from burn holes, buried debris, or organic materials;
21. Any contamination caused or created by natural or man-made chemicals, compounds, or substances, or breakdown or adverse effects of chemicals, compounds, or substances used in the construction of the Home or site. Such contamination is not covered even if the Home is rendered unlivable;
22. Insect damage including termites;
23. Water intrusion, including but not limited to roof leaks, window sealants, plumbing or failure of vapor barriers, except as provided in the Workmanship, Materials and Systems warranty;
24. Dampness or condensation due to Your failure to maintain adequate ventilation;
25. Any loss, damages or other condition which is not a deficiency or defect of construction;
26. Consequential Damage: Any property damage or bodily injury which follows as a result of structural damage, or other defects covered under this warranty including defects in plumbing, electrical, heating and cooling;
27. Normal wear and tear or normal deterioration;
28. Cost of transportation, food, storage, moving contents, shelter, or other incidental expenses related to Your relocating during repair;
29. Any loss or damage which may arise while the Home is not being used primarily for residential purposes;
30. Any loss or physically inflicted damage which is not a construction deficiency or defect, including but not limited to chips, scratches, and dents in materials, fixtures, appliances, or other types of equipment;
31. Failure by You to give notice to the Builder and/or BBWG of any deficiencies or defects within a reasonable time or as specified in this warranty;
32. Negligence and/or improper maintenance or improper operation of items warranted under this warranty;
33. Failure of You or anyone to comply with the warranty requirements of manufacturers of appliances, equipment or fixtures;
34. Any loss or damage which You have not taken reasonable timely actions to minimize;
35. Any dispute received by BBWG later than 30 days after the applicable Warranty Expiration Date for claimed items of deficiency or defect;
36. Any alleged deficiency or defect for which there is no evidence of deficiency or defects at the time of the claims investigation; or which has been repaired prior to a BBWG claims investigation unless such deficiency or defect is considered by BBWG to be an emergency repair which was repaired by You after the Builder failed to respond within a reasonable time. Emergency items will be determined by BBWG considering imminent danger of resulting damage to the Home. Emergency items will not include items of comfort to You such as but not limited to problems with air conditioners;
37. Any condition which does not result in actual physical damage to the covered Home;
38. Diminished market value of Your Home.

C. ARBITRATION PROVISION

In the event any Dispute under any Builder warranty, including without limitation, a claim of subrogation, negligent or intentional misrepresentation or nondisclosure in the inducement, breach of any alleged duty of good faith and fair dealing, and/or any dispute over the scope of this Arbitration Provision, cannot be resolved by one of the Alternative Dispute Resolution processes described herein, You, Your Builder and BBWG agree to submit the Dispute to binding arbitration. You will have the right to select the arbitration company from the list of approved arbitration companies BBWG will provide to You when arbitration is requested. The arbitration will be conducted under the arbitration company's rules in effect at the time of the arbitration.

The decision of the arbitrator shall be final and binding on all parties and may be entered as a judgment in any State or Federal court of competent jurisdiction. By accepting the warranty, You are agreeing to waive Your right to a trial by either Judge or jury in a court of law.

The initiation or participation by any party in any judicial proceeding shall not be deemed a waiver of the right to enforce this arbitration provision and notwithstanding any provision of law to the contrary, shall not be asserted or accepted as a reason to delay, to refuse to participate in, or to refuse to enforce this arbitration provision. Any party who shall commence a judicial proceeding concerning a dispute, which is arbitrable hereunder, shall also be deemed to be a party requesting arbitration within the meaning of this paragraph. Any party shall be entitled to recover reasonable attorney's fees and costs incurred in enforcing this arbitration provision, and the arbitrator shall have sole authority to award such fees and costs.

The arbitrator's compensation fee, administrative fee and all expenses charged by the arbitrator and/or the arbitration service shall be borne equally by the arbitrating parties. Each party shall pay their own attorney fees and expenses.

Additional fees may be assessed in accordance with the arbitration company rules and fees. The arbitrator shall have the discretion to reallocate such fees and expenses, save and except attorney's fees, in the interest of justice.

The parties agree that this arbitration provision involves and concerns interstate commerce and is governed by the Federal Arbitration Act (Title 9 of the United States Code), now in effect and as same may from time to time be amended, to the exclusion of any different or inconsistent state or local law, ordinance or judicial rule; and to the extent that any state or local law, ordinance or judicial rule shall be inconsistent with any provisions of the rules of the arbitration company under which the arbitration proceeding shall be conducted, the rules of the arbitration company shall govern the conduct of the proceeding. Any party who fails or refuses to submit to arbitration following a demand by any other party shall bear all costs and expenses incurred by such other party in compelling arbitration of any Dispute. Arbitration may be demanded at any time, but only after completion of all conditions precedent, and may be compelled by summary proceedings in Court. The institution and maintenance of any action for judicial relief or pursuit of a provisional or ancillary remedy shall not constitute a waiver of the right of any party, including the plaintiff, to submit the controversy of claim to arbitration if any other party contests such action for judicial relief.

The resolution of any Dispute shall not be consolidated with disputes of other Homeowners or included in any class proceeding. No arbitrator or other party to an arbitration proceeding may disclose the existence, content or results thereof, except for disclosures of information by a party required in the ordinary course of its business or by applicable law or regulation. If more than one agreement for arbitration by or between the parties potentially applies to a Dispute, the arbitration provision of this warranty shall apply to all warranty Disputes. This arbitration provision shall survive termination, amendment or expiration of any of the documents or any relationship between the parties.

BBWG shall have the right, in advance of the arbitration proceeding, to re-inspect any Home which is the subject of the arbitration proceeding if the request for arbitration is made more than 60 days following the last claim decision of BBWG concerning such Home. No arbitration proceeding shall involve more than one single-family detached Home or, single unit in a multi-family building. However, at BBWG's sole option, multi-family buildings, including but not limited to condominiums, could be heard together in the same proceeding.

If any provision of this arbitration agreement shall be determined to be unenforceable by the arbitrator or by the court, the remaining provisions shall be deemed to be severable there from and enforceable according to their terms.

D. GENERAL CONDITIONS

- 1. Access to Your Home** – In order for the Builder, BBIC or BBWG to fulfill their respective obligations under the terms and conditions of the warranty, access will be required to the Home. By having Your Home enrolled in the BBWG warranty program, You hereby grant access to Your Home during normal business hours for the purpose of allowing the Builder, BBIC, BBWG, their agents, contractors and/or inspectors to conduct inspections, assess claims, make repairs and to conduct tests as may be determined as necessary. **Refusal To Allow Access To Your Home Will Void The Warranty.**
- 2. Mortgage Clause** – Builder, BBIC and/or BBWG may, where applicable, make payment for any claim for \$1,000.00 or more to You and the Mortgagee as your respective interests may appear. The Mortgagee will be bound by the adjustment of any claim made with You.
- 3. Resale – Transfer of Warranty** – Each successor in title to the Home including, "Mortgagee in possession", is automatically entitled to coverage under this warranty up to the remaining amount of the Aggregate Warranty Limit for the unexpired Warranty Period. The transfer fee for this warranty shall not exceed \$40.00. There is no limit to the number of successions during the Warranty Period.
- 4. Delay** – If the Builder, BBIC's or BBWG's performance of any of its obligations is delayed by any event not resulting from their own conduct, they will be excused from performing until the effects of that event are remedied. Examples of such events are: Acts of God or common enemy, war, riot, civil commotion, sovereign conduct, or acts of persons who are not parties to this warranty.
- 5. Assignment of Insurance Proceeds** – In the event Your Builder or BBIC repairs or replaces, or pays the cost of any defect covered by the Warranty for which You are covered by other insurance or warranties, You must, upon request by Your Builder, BBIC or BBWG, assign the proceeds of such repair, replacement, payment and/or the right to pursue recovery for such payment to Your Builder or BBIC. This assignment includes but is not limited to Your homeowners insurance carrier, product manufacturer or any other entity or individual.

6. **Exclusive Remedy Agreement** – Except as provided herein, You have waived the right to seek damages or other legal or equitable remedies from the Builder, its principles, his subcontractors, agents, vendors suppliers, workers, material men, and/or design professionals under any and all causes of action whether statutory or at common law, including but not limited to negligence and/or strict liability. The agreement contained herein shall be enforceable to the fullest extent permissible by the law of the state in which the property is located and shall apply to any claim thereafter made against the Builder or any other person. Your sole remedy, in the event of a defect in Your Home or in the real property upon which it is situated, is as prescribed in the terms and conditions of the Builders Express Limited Warranty issued on the Home. Nothing in this paragraph shall effect or be applicable to any other express written warranty You may have received from any single vendor or manufacturer who has supplied any appliance or component for the Home.
7. **Waiver of Implied Warranties – (Habitability, Merchantability, Fitness for a Particular Purpose and/or Good and Workmanlike Construction)** – By receiving, accepting and/or agreeing to the BBWG Express Limited Warranty including but not limited to the terms and conditions contained herein, You hereby waive any and all other express or implied warranties, including but not limited to any oral or written representations or statements made by the Builder or any other implied warranty including but not limited to warranties of habitability, merchantability, fitness for a particular purpose and/or good and workmanlike construction. This waiver shall not apply to the extent not permitted by the law of the state in which the property is located.
8. **Independence** – This warranty is independent of the contract between You and Your Builder for the construction of the Home and/or its sale to You. Contract disputes, which are not warranty disputes, as covered under this warranty are not eligible for dispute resolution hereunder. Nothing contained in any other contract between You and Your Builder can restrict or override the provisions of this Warranty.
9. **Attorney's Fees and Costs Forbidden** – Each party shall bear its own costs of litigation and under no circumstances shall any party, prevailing or otherwise be entitled to an award and/or judgment which includes or provides for attorney's fees and/or court costs.
10. **Severability** – Should any provisions of this contract be deemed by a court of competent jurisdiction to be unenforceable, the remaining portions of this warranty shall be given full force and effect and the determination will not affect the enforceability of the remaining provisions.
11. **Binding Nature** – The Warranty is to be binding upon the Builder, You, Your heirs, executors, administrators, successors and assigns.
12. **Gender** – The use of one gender in the Warranty includes all other genders; and use of the plural includes the singular as may be appropriate.
13. **Choice of Law** – The warranty is to be construed in accordance with the laws of the state in which the Home is located.
14. **Cancellation** – You may return the warranty for cancellation within 30 days of Your receipt of it. If returned the warranty will be cancelled and the full Warranty Enrollment Fee will be refunded to the Builder. Cancellation of this warranty does not extend or alter the Builder's responsibilities.

BUILDERS EXPRESS LIMITED WARRANTY

Administered by: Bonded Builders Warranty Group
1500 Kings Highway, Port Charlotte, Florida 33980 Phone: 800-749-0381 * Fax: 941-743-0534

WORKMANSHIP, MATERIALS AND SYSTEMS WARRANTY

The Warranty Confirmation Page provides specific information on the Workmanship, Materials and Systems Warranty. Please review it carefully along with all the warranty provisions.

- A. Introduction
 - B. Coverage
 - C. Builder Responsibilities
 - D. BBWG Responsibilities
 - E. Your Responsibilities
 - F. How To Make A Claim
 - G. Alternative Dispute Resolution
 - H. Emergency Condition
- General Warranty Provisions
Construction Performance Standards

A. INTRODUCTION

THIS IS A WARRANTY AND NOT INSURANCE. THIS WARRANTY DOES NOT TAKE THE PLACE OF YOUR BUILDERS GENERAL LIABILITY INSURANCE OR YOUR HOMEOWNERS INSURANCE.

Your Builder's Express Limited Warranty is a contract between You and Your Builder. The Builder is the warrantor under this warranty. The Builder's warranty obligations set forth herein are insured by Bonded Builders Insurance Company ("BBIC"), a Risk Retention Group. BBIC is not a party to this Warranty Document, but has agreed to perform certain tasks and undertake certain obligations that are described in this Warranty Document. Bonded Builders Warranty Group ("BBWG") is the third party administrator for Your Builder's warranty and as such performs certain administrative and claim handling duties in relation to this warranty. BBWG does not provide coverage for any warranty defects nor accept responsibility for any of the obligations of Your Builder.

This warranty is on the Home. If the Home is sold, each successor in title to the Home, including a mortgagee in possession, is entitled to coverage under the warranty for its unexpired Warranty Period. There is no limit under this warranty to the number of successions during the Warranty Period.

B. WORKMANSHIP, MATERIALS and SYSTEMS WARRANTY COVERAGE

1. **Workmanship and Materials** – Commencing on the Warranty Start Date, Your Builder warrants Your Home will be free from defects in workmanship and materials as such defects are defined in the Construction Performance Standards set forth herein. The Workmanship and Materials Warranty ends on the Warranty Expiration Date shown on the Warranty Confirmation page.
2. **Electrical, Plumbing and Mechanical Systems** – Commencing on the Warranty Start Date, Your Builder warrants Your Home will be free from defects in the electrical, plumbing and mechanical systems of Your Home (referred herein collectively as "Systems") as such defect is defined in the Construction Performance Standards set forth herein, including the wiring, piping and ductwork portions of the Systems. The Systems Warranty ends on the Warranty Expiration Date shown on the Warranty Confirmation page.

Appliances, fixtures or pieces of equipment that are covered by a manufacturer's warranty ARE NOT covered by this warranty. Defects in any of the systems resulting from failures in an appliance, fixture or piece of equipment covered by a manufacturer's warranty ARE NOT covered by this warranty.

There are specific exclusions in this warranty for which coverage is not provided. Refer to the Exclusions Section in the General Warranty Provisions.

Condominium Provision – Common elements of condominiums as they pertain to this warranty will be warranted against workmanship, materials and systems defects as stated above. Common elements are defined as any portion of a primary condominium structure, which is provided for the common use of the residents of the structure. Coverage for common elements shall commence on the certificate of occupancy date of the primary structure, housing

individual units, as listed on the Warranty Coverage Application. Common elements claims are to be filed by the Condominium Association.

C. Builder Responsibilities Under the Workmanship, Materials and Systems Warranty

Your Builder has warranted Your Home to meet the Construction Performance Standards listed herein. The obligations under this Workmanship, Materials and Systems Warranty are the sole responsibility of Your Builder. If a defect occurs on an item during the applicable part of the Warranty Period and the item is covered by the Workmanship, Materials or Systems Warranty the Builder will repair or replace the defective item. The Builder's, and BBIC's total liability under this warranty for the repair or replacement of defective items is limited to the Warranty Limit shown on the Warranty Confirmation page, but in no case will the Builder's and BBIC's total liability for all warranties issued on the Home exceed the Aggregate Warranty Limit shown on the Warranty Confirmation page. Your Builder's, BBIC's and/or BBWG's costs of determining the existence and/or extent of a covered defect, costs of designing, making, and monitoring repairs (or payments to You or to another instead) are deducted from the Warranty Limit and Aggregate Warranty Limit.

Your Builder, BBIC or BBWG shall have the sole option to determine if the Builder shall repair, replace or pay You the reasonable cost of repair and/or replacement of any covered defect. The design, method and manner of such repair are within the sole discretion of the Builder, BBIC and/or BBWG. By accepting enrollment of Your Home into the Builder Warranty Program You agree to the method and manner of repair and/or replacement selected by the Builder, BBIC and/or BBWG. The repair shall bring the defective item in compliance with the applicable Construction Performance Standards listed herein. In no event shall the Builder be liable for discontinued items, changes in dye lots, colors or patterns, or items not included in the original construction.

No repair or replacement shall extend the Warranty Period or any applicable part thereof.

If BBWG, in its sole discretion and upon BBWG's receipt of sufficient proof, determines (1) the Builder is unable or unwilling to comply with the terms and conditions of the warranty and Construction Performance Standards as set forth herein; or (2) after all alternative dispute resolution procedures contained herein have been completed and an award has been rendered against the Builder and the Builder refuses or is unable to comply with the award, BBWG will forward the claim to BBIC for adjudication.

D. Your Responsibilities Under the Workmanship, Materials and Systems Warranty

You are responsible for any damage to any improvement, fixture or property not constructed, installed or provided by the Builder that may need to be removed to repair the covered defect or which may be damaged by the implantation of repairs to the covered defect. You shall be responsible to pay for the cost of repair of such improvement, fixture or property necessitated by the removal of the addition or repair of a covered defect. Before BBIC repairs or pays for the repair of a claim, You must assign to BBIC any rights You may have against any other person with respect to the claim including but not limited to the Builder and/or its subcontractors or suppliers.

E. How to Make a Claim Under the Workmanship, Materials and Systems Warranty

If You believe Your Home has a defect that may be covered under the warranty during the applicable part of the Warranty Period, You must contact Your Builder as soon as possible upon your detecting a defect and before the expiration of the applicable Warranty Period. The Builder shall make a determination as to the extent such defect is warranted under the terms and conditions herein. The option to repair, replace or pay You the reasonable cost of repair or replacement is solely that of the Builder, BBIC or BBWG. BBWG does not negotiate the scheduling of repairs and You must coordinate and cooperate with the Builder to provide access to the Home as provided in this warranty.

If you have notified Your Builder and are unable to resolve any warranty claim issues, You must completely fill out and transmit to BBWG the Builder Workmanship, Materials and Systems Claim Form. This Claim form should be transmitted as soon as possible upon your detecting a defect and before the expiration of the Warranty Period. Any and all claims must transpire and be discovered within the applicable Warranty Period. The Builder Claim form must be received by BBWG no later than 30 days after the Warranty Expiration Date or You will have waived a claim for the defect and any claim submitted will be rejected. Telephone calls to BBWG shall not constitute a claim. To the extent the applicable Warranty Period will expire before the above time frames are allowed to conclude, You must notify BBWG in writing before the expiration of the applicable Warranty Period. Notice to Your Builder within the applicable warranty period without separate written notice to BBWG shall result in Your claim being denied.

Upon receipt of the Builder Workmanship, Materials and Systems Claim Form, BBWG will contact the Builder and make attempts to get the Builder to comply with the terms and conditions of the applicable warranty Construction Performance Standard, or notify You if the claimed defect is not a warranted item.

F. Alternative Dispute Resolution For Workmanship, Materials and Systems Warranty

Any dispute, controversy, claim or matters in question regarding the Workmanship, Materials and Systems Warranty between Builder, BBIC, You and/or Your successors in interest, arising out of or relating to this Warranty including without limitation, a claim of subrogation, negligent or intentional misrepresentation or nondisclosure in the inducement, and breach of any alleged duty of good faith and fair dealing, (herein referred to collectively as a "Dispute"), shall be submitted to BBWG's Conciliation Process where the parties will endeavor to resolve the Dispute in an amicable manner. BBWG will arrange a conciliation meeting at the Home, with You, or Your representative, the Builder, or Builder's representative and a conciliator assigned by BBWG. There is no charge to You for this conciliation process. During Conciliation, evidence presented by both parties will be evaluated to determine the warranty obligation owed (if any). The conciliator will inform both parties in writing of the decision. If accepted in total, the Builder will comply with the conciliator's decision and correct the listed items.

In the event any Dispute cannot be resolved by BBWG's Conciliation Process, the Dispute shall be submitted to a Claim Review Group consisting of the conciliator, and qualified third party representatives for You and the Builder. The Claim Review Group will be held at the Home. There is no charge to You for the Claim Review Group. However, You must pay any costs for Your representative. In the event any Dispute cannot be resolved by the Claim Review Group, You must submit the Dispute to binding arbitration pursuant to the terms and conditions of the Arbitration Section of this warranty.

BBWG reserves the right to attend any applicable Alternative Dispute Resolution proceeding, on behalf of the Builder or BBIC, so as to allow for the enforcement of the terms and conditions of this warranty.

G. Emergency Condition For Workmanship, Materials and Systems Warranty

An Emergency Condition is one You cannot control that seriously affects Your ability to live in the Home or a condition that if not rectified will result in significant damage to the Home. In case of an Emergency Condition, You must notify the Builder immediately in order that further damages can be mitigated. If Your Builder has provided You with emergency numbers and/or procedures, You must comply with those procedures and/or exhaust those remedies prior to contacting BBWG. Failure to follow such procedures could, at BBWG's sole discretion, result in Your claim being denied.

You should take immediate action if circumstances dictate the need, but You agree that only those repairs necessary to eliminate the Emergency Condition or mitigate further damage shall be performed. You agree that any and all repairs performed beyond such measures will not be the responsibility of the Builder or BBWG, unless You first obtain the permission of Your Builder. Emergency Conditions occurring after normal business hours, over a weekend and/or on a holiday must be reported to the Builder on the next business day.

ANY UNAUTHORIZED REPAIRS MADE BY YOU OR SOMEONE UNDER YOUR DIRECTION, OTHER THAN THOSE PERMITTED ABOVE, WILL NOT BE REIMBURSED OR COMPENSATED. THE DECISION AND DETERMINATION AS TO THE EXTENT OF EXPENSES THAT ARE REIMBURSABLE UNDER THE WARRANTY FOR EMERGENCY CONDITIONS IS THE SOLE DISCRETION OF THE BUILDER AND/OR BBWG IF NECESSARY.

BUILDERS EXPRESS LIMITED WARRANTY

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MAJOR STRUCTURAL DEFECT WARRANTY

The Warranty Confirmation Page provides specific information on the Express Limited Major Structural Defect Warranty. Please review it carefully along with all the warranty provisions.

- A. Introduction
- B. Coverage
- C. BBWG Responsibilities
- D. Your Responsibilities
- E. How To Make A Claim
- F. Alternative Dispute Resolution
- General Warranty Provisions

A. INTRODUCTION

THIS IS A WARRANTY AND NOT INSURANCE. THIS WARRANTY DOES NOT TAKE THE PLACE OF YOUR BUILDERS GENERAL LIABILITY INSURANCE OR YOUR HOMEOWNERS INSURANCE.

Your Builder's Express Limited Warranty is a contract between You and Your Builder. The Builder is the warrantor under this warranty. The Builder's warranty obligations set forth herein are insured by Bonded Builders Insurance Company ("BBIC"), a Risk Retention Group. BBIC is not a party to this Warranty Document, but has agreed to perform certain tasks and undertake certain obligations that are described in this Warranty Document. Bonded Builders Warranty Group ("BBWG") is the third party administrator for Your Builder's warranty and as such performs certain administrative and claim handling duties in relation to this warranty. BBWG does not provide coverage for any warranty defects nor accept responsibility for any of the obligations of Your Builder.

This warranty is on the Home. If the Home is sold, each successor in title to the Home, including a mortgagee in possession, is entitled to coverage under the warranty for its unexpired Warranty Period. There is no limit under this warranty to the number of successions during the Warranty Period.

B. Coverage

Commencing on the Warranty Start Date, Builder warrants Your Home will be free from Major Structural Defects as such defects are defined herein. The Major Structural Defects warranty ends on the Structural Warranty Expiration Date shown on the Warranty Confirmation page.

A Major Structural Defect is:

1. Actual physical damage;
2. to the designated load-bearing portions of a Home;
3. caused by failure of such load-bearing portions that affects their load-bearing functions; and
4. to the extent that the Home becomes unsafe, unsanitary, or otherwise unlivable.

All four portions of the definition must be met to qualify the Home for Major Structural Defect Warranty coverage.

The load bearing portions of the Home are the framing members and other structural elements that transfer the load to the supporting ground. The covered load bearing portions of the Home are:

1. Load bearing foundation systems, piling, piers, stemwalls and footings;
2. Load bearing beams;
3. Load bearing girders;
4. Load bearing lintels;
5. Load bearing columns;
6. Load bearing walls and partitions;
7. Load bearing flooring sub systems; and
8. Load bearing roof framing systems, roof rafters and trusses.

Specific examples of non-load bearing elements of the Home include, but are not limited to:

1. Non-load bearing partitions and walls;
2. Wall tile or coverings;
3. Plaster, laths, or dry wall;
4. Flooring and sub-flooring material;
5. Brick, stucco, stone or veneer;
6. Any type of exterior siding;
7. Roof shingles, sheathing, flashing and tarpaper;
8. Heating, cooling, ventilating, plumbing, electric and mechanical systems;
9. Appliances, fixtures or items of equipment;
10. Doors, trim, cabinets, windows, hardware, insulation, paint, stains;
11. Basement, garage slabs and other interior concrete floor slabs.

There are specific exclusions in this warranty for which coverage is not provided. Refer to the Exclusions Section in the General Warranty Provisions.

C. Builder's Responsibilities Under the Major Structural Defect Warranty

Builder will repair or replace a covered Major Structural Defect or pay You the reasonable cost of such repair or replacement. The repair of a Major Structural Defect consists of, and is limited to:

1. Repair or replace the load-bearing portions of Your Home necessary to restore the load-bearing function to eliminate any unsafe, unsanitary or otherwise unliveable condition;
2. Repair of those non-load bearing portions and systems of the Home damaged by the Major Structural Defect and whose repair is necessary to make Your Home once again safe, sanitary or otherwise liveable, such as restoration of the functionality of damaged windows, exterior doors, and the electrical, plumbing, heating, cooling and ventilating systems; and
3. Removal and repair or replacement of only those surfaces, finishes and coverings, original with the Home damaged by the Major Structural Defect which require removal and replacement to repair the Major Structural Defect. Repair or replacement is limited to an attempt to match the condition of the affected area just prior to the Major Structural Defect as closely as practical, but not necessarily to a like new condition. In no event shall Builder be liable for discontinued items, changes in dye lots, colors or patterns, or items not included in the original construction.

The Builder's, and BBIC's total liability for the repair or replacement of Major Structural Defects is limited to the Warranty Limit shown on the Warranty Confirmation page, but in no case will Builder's and BBIC's total liability for all warranties issued on the Home exceed the Aggregate Warranty Limit shown on the Warranty Confirmation page. Your Builder's, BBIC's and/or BBWG's costs of determining the existence and/or extent of a covered defect, costs of designing, making, and monitoring repairs (or payments to You or to another instead) are deducted from the Warranty Limit and Aggregate Warranty Limit.

Your Builder, BBIC or BBWG shall have the sole option to determine if the Builder shall repair, replace or pay You the reasonable cost of repair and/or replacement of any Major Structural Defect. The design, method and manner of such repair are within the sole discretion of the Builder, BBIC and/or BBWG. By accepting enrollment of Your Home into the Builder Warranty Program You agree to the method and manner of repair and/or replacement selected by the Builder, BBIC and/or BBWG.

No repair or replacement shall extend the Warranty Period or any applicable part thereof.

D. Your Responsibilities Under the Express Limited Major Structural Defect Warranty

You are responsible for any damage to any improvement, fixture or property not constructed, installed or provided by the Builder, which is damaged by a covered Major Structural Defect, or is damaged during the repair of a covered Major Structural Defect, and You shall pay for the cost of repair of such improvement, fixture or property necessitated by the repair of a covered Major Structural Defect. Before BBIC repairs or pays for the repair of a claim, You must assign to BBIC any rights You may have against any other person with respect to the claim including the Builder and/or its subcontractors or suppliers.

E. How to Make a Claim Under the Major Structural Defect Warranty

If you believe Your Home has a Major Structural Defect that may be covered under the Express Limited Structural Warranty during the applicable part of the Warranty Period, You must completely fill out and transmit to BBWG the BBWG Structural Claim Form. This Claim form should be transmitted as soon as possible upon your detecting a defect and before the expiration of the Warranty Period. Any and all claims must transpire and be discovered within the Warranty Period. The BBWG Claim form must be received by BBWG no later than 30 days after the Warranty Expiration Date or You will have waived a claim for the defect and any claim submitted will be rejected. Any and all reports, estimates, diagrams and/or pictures that may exist regarding the nature and extent of the alleged defect should accompany the claim form. Telephone calls to BBWG shall not constitute a claim.

After BBWG receives the Structural Claim Form, You will be contacted to make arrangements to have the Home inspected either by a BBWG representative or other qualified construction professional. The inspection will be conducted to gather evidence regarding the alleged defects. You should cooperate in all respects with the BBWG representative or other qualified construction professional to ensure that all of the alleged defects are reviewed and/or discussed. If necessary, at the option of BBWG, additional inspections and/or testing may be called for to enable the claim to be thoroughly investigated and evaluated. After BBWG, at its sole discretion has completed its investigation, BBWG shall notify You in writing as to the warranty coverage, if any, of the claimed Major Structural Defects.

If it is determined that the Major Structural Defects are covered by this warranty, You must provide a full and unconditional release of all past rights and causes of action You may have with respect to all claimed Major Structural Defects determined to be covered under this warranty, including those rights and causes of action against the Builder, BBIC and BBWG before BBWG will pay a claim or make repairs. You shall return the signed release and/or assignment to BBWG within 60 days after receiving it from BBWG or BBWG will void it.

F. Alternative Dispute Resolution For Express Limited Major Structural Defect Warranty

Any dispute, controversy, claim or matters in question regarding the Major Structural Defect warranty between Builder, BBIC, You and/or Your successors in interest, arising out of or relating to this Warranty including without limitation, a claim of subrogation, negligent or intentional misrepresentation or nondisclosure in the inducement, and breach of any alleged duty of good faith and fair dealing, (herein referred to collectively as a "Dispute"), shall be submitted to BBWG's Conciliation Process where the parties will endeavor to resolve the Dispute in an amicable manner. BBWG will arrange a conciliation meeting at the Home, with You, or Your representative, the Builder, or Builder's representative and a conciliator assigned by BBWG. There is no charge to You for this conciliation process. During Conciliation, evidence presented by both parties will be evaluated to determine the warranty obligation owed (if any). The conciliator will inform both parties in writing of the decision. If accepted in total, the Builder will comply with the conciliator's decision and correct the listed items.

In the event any Dispute cannot be resolved by BBWG's Conciliation Process, the Dispute shall be submitted to a Claim Review Group consisting of the conciliator, and qualified third party representatives for You and the Builder. The Claim Review Group will be held at the Home. There is no charge to You for the Claim Review Group. However, You must pay any costs for Your representative. In the event any Dispute cannot be resolved by the Claim Review Group, You must submit the Dispute to binding arbitration pursuant to the terms and conditions of the Arbitration Section of this warranty.

BBWG reserves the right to attend any applicable Alternative Dispute Resolution proceeding, on behalf of the Builder or BBIC, so as to allow for the enforcement of the terms and conditions of this warranty.

BUILDERS EXPRESS LIMITED WARRANTY

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CONSTRUCTION PERFORMANCE STANDARDS

These Construction Performance Standards apply to the Workmanship, Materials and Systems warranty to which they are attached and identified on the Warranty Confirmation Page.

The following Construction Performance Standards are the official standards used by Your Builder, BBWG and BBWG in determining coverage under the Workmanship, Materials and/or Systems Warranty. This warranty does not warrant that the Home has been built in compliance with federal, state or local building standards or codes even though the Builder is required to comply with such standards or codes. Items covered by a manufacturing warranty ARE NOT warranted under this express limited warranty.

In no event shall Builder be liable for discontinued items, changes in dye lots, colors or patterns, or items not included in the original construction.

The Performance Standards set forth in the following pages are meant to be demonstrative of the most frequent deficiencies of concern. The validity of all claims not covered by these Performance Standards shall be determined on the basis of the National Home Builders Association Residential Performance Guidelines.

Important Notice: When determining responsibility under the Construction Performance Standards, only reports from BBWG approved construction consultants (inspection firms, contractors etc.) will be considered. Some firms and individuals feel it is their responsibility to locate possible problems rather than to resolve issues under consideration and they regularly address items not covered under the terms of the warranty.

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| 2. CONCRETE | 9. PLUMBING |
| 3. MASONRY | 10. HEATING |
| 4. WOOD AND PLASTIC | 11. COOLING |
| 5. THERMAL AND MOISTURE PROTECTION | 12. CONDENSATION LINES |
| 6. DOORS AND WINDOWS | 13. AIR DISTRIBUTION |
| 7. FINISHES | 14. ELECTRICAL |

Definitions:

POSSIBLE DEFICIENCY – a brief statement in simple terms of the problems to be considered.

PERFORMANCE STANDARD – a performance standard relating to a specific deficiency.

BUILDER RESPONSIBILITY – possible corrective action(s) suggested to the Builder to repair the defect.

YOUR RESPONSIBILITY – items expressly excluded from the warranty and which are considered part of the general maintenance of Homeownership.

1. SITE WORK

	POSSIBLE DEFICIENCY	PERFORMANCE STANDARD	BUILDER RESPONSIBILITY	YOUR RESPONSIBILITY
SITE GRADING	Settling of ground around foundation, utility trenches, or other areas.	Settling of ground around foundation, utility trenches or other filled areas shall not interfere with water drainage away from the Home.	Fill those areas where proper drainage has been affected. This shall be done one time only, during the first year of the Warranty Period. The Homeowner(s) shall be responsible for replacement of all grass, shrubs and landscaping in the affected area.	
SITE DRAINAGE	Improper drainage of the site.	Necessary grades and swales will be completed to insure proper drainage away from the Home. Standing or ponding water shall not remain for extended periods next to the Home after a rain (generally no more than 24 hours). The possibility of standing water after a heavy rainfall should be anticipated. Grading determination shall not be made while there is frost on the ground, or while the ground is saturated.	For initial establishment of proper grades and swales only.	Maintaining proper grades and swales once they have been properly completed. Damage caused by decks, pools, patios, planters, etc. You installed, which interfere with proper site drainage, are not covered. Erosion control is Your responsibility.

2. CONCRETE

	POSSIBLE DEFICIENCY	PERFORMANCE STANDARD	BUILDER RESPONSIBILITY	YOUR RESPONSIBILITY
RANDOM CONCRETE CRACKS	Random cracks in concrete.	Normal shrinkage due to the dehydration of the concrete can cause random cracking in concrete slabs.	None	
CAST-IN-PLACE CONCRETE	Basement or foundation wall cracks.	Shrinkage cracks greater than 1/8 inch in width will be repaired.	Repair cracks in excess of 1/8 inch in width.	
	Cracking of basement floor.	Minor cracks in concrete basement floors are normal. Cracks exceeding 1/4 inch in width or 3/16 inch in vertical displacement shall be repaired.	Repair cracks exceeding maximum tolerances by surface patching or other methods as required. Builder is not responsible for color variation.	
	Cracking of slab in attached garage.	Cracks in garage slabs in excess of 1/4 inch in width or 1/4 inch in vertical displacement will be repaired.	Repair cracks exceeding maximum tolerances by surface patching, or other methods as required. Builder is not responsible for color variation.	
	Uneven concrete floors/slabs.	Except for basement floors or where a floor, or portion of a floor, has been designed for specific drainage purposes, concrete floors in rooms designed for habitability shall not have pits, depressions or areas of unevenness exceeding 1/4 inch in 36 inches.	Correct or repair deficiencies exceeding maximum tolerances. Builder is not responsible for color variation.	
	Cracks in concrete slab-on-grade floors with finish flooring.	Cracks which rupture the finish flooring material shall be repaired.	Repair cracks, so they are not readily apparent.	
	Pitting, scaling or spalling of concrete work covered under this Limited Warranty.	Concrete surfaces shall not disintegrate to the extent that the aggregate is exposed and loosened under normal conditions of weathering and use.	Take corrective action to repair or replace defective concrete surfaces. Builder is not responsible for deterioration caused by salt, chemicals, mechanical implements and factors not under Builder's control. Unless otherwise specified, Builder is not responsible for roof water run-off onto patios, walkways or driveways.	Avoid damaging the surface by the use of salts and chemicals not specifically designed for use on these surfaces.
	Settling, heaving, or separating of stoops, steps or garage floors structurally attached to the Home.	Stoops, steps or garage floors should not settle, heave or separate in excess of 1 inch from the house structures.	Take whatever corrective action is required to meet the Performance Standard.	
	Standing water on stoops.	Water should drain from all outdoor stoops and steps. Minor water standing on stoops for a short period after rain is a possibility.	Provide proper drainage of steps and stoops. Builder is not responsible for color variation of repair.	

3. MASONRY (stucco see Finishes)

	POSSIBLE DEFICIENCY	PERFORMANCE STANDARD	BUILDER RESPONSIBILITY	YOUR RESPONSIBILITY
UNIT MASONRY	Non-structural foundation wall cracks.	Small cracks not affecting structural stability are not unusual in mortar joints of masonry foundation walls. Cracks greater than 1/8 inch in width will be repaired.	Repair cracks in excess of 1/8 inch by pointing or patching. These deficiencies shall be reported and repairs made during the first year of the Warranty Period. Builder is not responsible for color variation.	

	POSSIBLE DEFICIENCY	PERFORMANCE STANDARD	BUILDER RESPONSIBILITY	YOUR RESPONSIBILITY
	Cracks in masonry walls or veneer.	Small cracks due to shrinkage are common in mortar joints in masonry construction. Cracks greater than 3/8 inch in width will be repaired.	Repair cracks in excess of 3/8 inch by pointing or patching. These repairs shall be reported to the Builder, but made close to the end of the first year of the Warranty Period to allow expansion, contraction and normal settling. Builder is not responsible for color variation.	Periodic sealing of mortar joint cracks to preclude water intrusion.

4. WOOD AND PLASTIC

	POSSIBLE DEFICIENCY	PERFORMANCE STANDARD	BUILDER RESPONSIBILITY	YOUR RESPONSIBILITY
ROUGH CARPENTRY	Floors or stairs squeak or sub-floor seems loose.	A squeak-proof floor/stair cannot be guaranteed.	Correct the problem only if caused by an underlying construction defect.	
	Uneven wood floors.	Floors shall not be more than 1/4 inch out of level within any 32-inch horizontal measurement.	Correct or repair to meet Performance Standard.	
	Bowed walls or ceilings.	Walls and ceilings shall not be more than 1/2 inch out of level within any 32-inch horizontal measurement, not including drywall corner bead.	Repair to meet the Performance Standard.	
	Out of plumb walls.	Walls should not be more than 1/4 inch out of plumb for any 32-inch vertical measurement.	Repair to meet the Performance Standard.	
FINISH CARPENTRY (INTERIOR)	Poor quality of interior trim workmanship.	Joints in moldings or joints between moldings and adjacent surface shall not result in open joints exceeding 1/8 inch in width.	Repair defective joints as defined. Caulking is acceptable. Builder is not responsible for color variation.	Periodic caulking of seams between baseboard and finished floor.
FINISH CARPENTRY (EXTERIOR)	Exterior finish siding has open joints between pieces of trim.	Joints between exterior trim elements, including siding and masonry, shall not result in open joints in excess of 3/16 inch.	Repair only once during the first year of Warranty Period. Caulking is acceptable.	Maintain the exterior finish by periodic caulking and painting.
	Inadequate clearance of wood siding from finished grade.	There should be a 6-inch clearance between the wood siding and the finished grade at the time of closing or first occupancy, whichever comes first.	Builder will insure that there is a minimum 6-inch clearance between the wood siding and the finished grade at the time of closing or first occupancy, whichever comes first.	Maintain a 6 inch clearance between the siding and finished grade.
	Delamination of veneer, siding, or joint separation.	All siding shall be installed according to the manufacturer's and industry's accepted standards. Separations and delaminations shall be repaired or replaced.	Repair or replace affected siding, as needed, unless caused by manufacturer's defect or Homeowner(s) neglect to maintain siding properly. Manufacturing defects are not covered under this warranty and must be reported to that manufacturer. Repaired area may not match in color and/or texture. For surfaces requiring paint, Builder will paint only the new materials. The Homeowner(s) can expect that the newly painted surface may not match original surface in color.	

5. THERMAL AND MOISTURE PROTECTION

	POSSIBLE DEFICIENCY	PERFORMANCE STANDARD	BUILDER RESPONSIBILITY	YOUR RESPONSIBILITY
WATERPROOFING	Leaks in foundation and basement.	Leaks resulting in actual trickling of water shall be repaired. Leaks caused by improper landscaping or failure to maintain proper grades are not covered by this Limited Warranty. Dampness of the walls or floors may occur in new construction and is not considered a deficiency.	Take such action as necessary to correct covered leaks except where the cause is determined to result from Homeowner(s) action or negligence.	Maintain proper grades and drainage around the Home.
	Covered leaks in exterior wall not adequately sealed or caulked.	Joints and/or cracks in exterior walls and openings shall be sealed and/or caulked to prevent water penetration in accordance with industry standards.	Repair any deficiency once during the first year of the Warranty Period only. Builder is not responsible for color variation.	Maintain caulking and sealing in exterior walls.
	Mold, mildew or fungus.	Mold, mildew or fungus can form as a result of leaks or condensation. This is considered consequential damage.	None	Mold, mildew or fungus control is Your responsibility; see Homeowner Maintenance Manual available from BBWG.
INSULATION	Insufficient insulation.	Insulation will be installed in accordance with local applicable energy and building code requirements or, as applicable, FHA and VA requirements.	Insulate the Home as required to meet local energy and building code requirements. This will not make a room sound proof.	
LOUVERS AND VENTS	Leaks due to snow or rain driven into the attic through louvers or vents.	Attic vents/louvers must be provided for proper ventilation of the attic space of the structure.	None	
ROOFING	Ice build-up on roof.	During prolonged cold spells, ice build-up is likely to occur at the eaves of a roof. This condition occurs when snow and ice accumulate and gutters and downspouts freeze up.	None	Prevention of ice build-up on a roof is a Homeowner(s) maintenance item.
	Roof or flashing leaks.	Roofs or flashing shall not leak under normally anticipated conditions, except where cause is determined to result from ice build-up or Your action or negligence.	Repair any verified roof or flashing leaks not caused by ice build-up or by Your action or negligence.	Maintain the roof and periodically remove leaves, pine needles and other debris from the roof surface, valley gutters and down spouts.
	Standing water on flat roof	Water shall drain from a flat roof except for minor ponding immediately following a rainfall unless the roof is specifically designed for water retention.	Take corrective action to assure proper drainage of roof.	
SHEET METAL	Gutters and/or downspouts leak.	Gutters and downspouts shall not leak but gutters may overflow during heavy rain.	Repair leaks one time during the first year of the Warranty Period. Caulking is acceptable.	Keep leaves and debris out of gutters and downspouts to assure proper water flow.
	Water standing in gutters.	When gutters are unobstructed by debris, the water level shall not exceed one (1) inch.	Correct to meet Performance Standard. Small amounts of water may stand in certain sections of gutter immediately after a rain.	Keep leaves and debris out of gutters and downspouts to assure proper water flow.

6. DOORS AND WINDOWS

	POSSIBLE DEFICIENCY	PERFORMANCE STANDARD	BUILDER RESPONSIBILITY	YOUR RESPONSIBILITY
WOOD AND PLASTIC DOORS	Warping of exterior doors.	Exterior doors may warp to some degree due to temperature differential on inside and outside surfaces. However, they shall not warp to the extent that they become inoperable or cease to be weather resistant.	Correct or replace and refinish defective doors during the first year of the Warranty Period. Repairs or replacements may not match the original door, but will match as closely as possible.	If You paint or stain the outside doors, the surfaces must be properly prepared before applying paint or stain.

	POSSIBLE DEFICIENCY	PERFORMANCE STANDARD	BUILDER RESPONSIBILITY	YOUR RESPONSIBILITY
	Warping of interior passage end closet doors.	Interior doors (full openings) shall not warp to the extent that the door becomes inoperable.	Correct or replace and refinish defective doors to match existing doors as nearly as possible during the first year of the Warranty Period.	
	Shrinkage of insert panels reveal raw or unpainted wood edges.	Panels will naturally shrink and expand and may expose unpainted surface(s).	None	
	Split in door panel.	Split panels shall not allow visible light or weather intrusion through the door.	If light is visible, fill split and match paint or stain as closely as possible, one time in first year of the Warranty Period.	
	Malfunction of door locks and hardware.	Door locks and hardware shall operate as designed.	Correction of any defect shall be agreed upon prior to acceptance of the Home.	
GLASS	Glass broken or scratched.	If reported prior to first occupancy, glass or mirror surfaces shall not have scratches visible from 10 feet under normal lighting conditions.	Defective glass reported to the Builder prior to closing.	
SLIDING DOORS	Sliding doors do not operate properly.	The Builder will assure that sliding doors are installed according to manufacturer's specifications. It is acceptable for small amounts of water to stand in the bottom of the track for a period of time after a rain.	Adjust or repair inoperative sliding doors, one time only, during the first year of the Warranty Period.	Maintain the sliding doors per manufacturer's specifications. The slide tracks must be kept clean and free of debris, the rollers lubricated and adjusted.
GARAGE DOORS ON ATTACHED GARAGES	Garage doors fail to operate properly under normal use.	Garage doors shall operate properly.	Correct or adjust garage doors as required, except where the cause is determined to result from Your negligence. If You install a garage door opener, the Builder will no longer be responsible for the operation of the garage door.	Lubricate all moveable parts as mentioned in the operating manual.
	Garage doors allow intrusion of water or snow.	Garage doors will be installed as recommended by the manufacturer. Some intrusion of the elements can be expected under abnormal conditions.	Adjust or correct garage doors one time only, unless caused by Your negligence.	
WOOD, PLASTIC, AND METAL WINDOWS	Malfunction of windows.	Windows will operate with reasonable ease, as designed.	Correct as required.	Keep tracks and rollers cleaned, lubricated and adjusted.
	Condensation and/or frost on windows.	Windows will collect condensation on interior surfaces when extreme temperature difference and high humidity levels are present. Condensation is usually the result of climatic/humidity conditions, sometimes created by the Homeowner(s) comfort preference.	Unless attributed to faulty installation, window condensation is a result of conditions beyond the Builder's control. No corrective action required.	If a humidifier is installed, You will follow the manufacturer's recommendations for proper setting of the humidistat.
WEATHER-STRIPPING AND SEALS	Interior water seepage.	Caulking in areas where water is supplied, such as sinks, tubs, showers and hose bibs, is required to prevent water intrusion.	Once during the first year repair any area deemed to be deficient to meet the performance standard. Builder is not responsible for color variation.	Caulking is an on-going responsibility of Yours.
	Air and/or water infiltration around doors and windows.	Infiltration is normally noticeable around doors and windows, especially during high winds. Poorly fitted weather-stripping shall be adjusted or replaced.	Adjust or correct improperly fitted doors, windows and weather stripping one time in the first year of the Warranty Period.	To have storm doors and windows installed to provide satisfactory solutions in high wind areas.

7. FINISHES

	POSSIBLE DEFICIENCY	PERFORMANCE STANDARD	BUILDER RESPONSIBILITY	YOUR RESPONSIBILITY
LATH AND PLASTER	Cracks in interior wall and ceiling surfaces.	Hairline cracks are not unusual in interior wall and ceiling surfaces. Cracks greater than 1/8 inch in width are considered excessive.	Repair cracks exceeding 1/8 inch in width as required, one time only, during the first year of the Warranty Period. Builder is not responsible for color variation.	
GYPSUM WALLBOARD (DRYWALL)	Defects, which appear during the first year of the Limited Warranty such as, nail pops, blisters in tape, or other blemishes.	Slight blemishes such as nail pops, seam lines and cracks not exceeding 1/8 inch in width are common in gypsum wallboard installations and are considered acceptable.	Repair only cracks exceeding 1/8 inch in width, one time only, during the first year of the Warranty Period. Builder is not responsible for color variations in the paint or differences in finished texture.	
CERAMIC OR MARBLE TILE	Ceramic or marble tile cracks or becomes loose or hollow sounding.	Ceramic or marble tile cracks or becomes loose as a result of expansion or contraction of the surface upon which it is placed. The Builder responsibility in this event should be discussed prior to closing (contract Homes) to avoid misunderstandings. Unless otherwise agreed, the following Builder responsibility applies.	Replace cracked tiles and resecure loose tiles only once during the first year of Warranty Period, unless the defects were caused by Your action or negligence. Builder will not be responsible for discontinued patterns or color variations in ceramic tile or grout. Hollow sounding tile is not considered a defect.	RegROUT cracks after initial repairs have been made.
	Cracks appearing in grouting of ceramic or tile joints.	Cracks in grouting of ceramic tile joints are commonly due to normal shrinkage conditions. Homeowner(s) is responsible for maintenance of grouted areas.	Repair grouting if necessary, one time only, during the first year of the Warranty Period. Builder will not be responsible for discontinued tile patterns, color variations, or discontinued colored grout. RegROUTing of cracks is a maintenance responsibility of the Homeowner(s) within the life of the Home.	RegROUT cracks after initial repairs have been made.
	Lippage of adjoining ceramic or marble tile.	Lippage (vertical displacement) in excess of 1/4 inch will be repaired, except where the materials are designed with an irregular height (such as hand-made tiles).	Repair to meet the accepted tolerance. Builder will not be responsible for discontinued tile patterns, color variations, or discontinued colored grout.	
FINISHED WOOD FLOORING	Wood flooring does not adhere.	Wood flooring shall not lift or become unglued.	Repair or replace, at Builder's sole option, the affected wood flooring as required. Builder shall not be responsible for color variation of wood flooring or for problems caused by Your neglect or abuse.	
	Cracks developing between floor boards.	Cracks in excess of 1/8 inch in width shall be corrected.	Repair cracks in excess of 1/8 inch within the first year of the Warranty Period by filling or replacing, at Builder's option.	
RESILIENT FLOORING	Nail pops appearing on the surface of resilient flooring.	Readily apparent nail pops will be repaired.	Correct nail pops, which are above the surface. Repair or replace, at Builder's sole option, resilient floor covering in the affected area with similar material. Builder will not be responsible for discontinued patterns or color variations in the floor covering.	
	Depressions or ridges appear in the resilient flooring due to sub-floor irregularities.	Readily apparent depressions or ridges exceeding 1/4 inch in 36 inches shall be repaired. Visible cracks in the underlying slab are unavoidable and are considered acceptable unless the cracks rupture the resilient flooring.	Take necessary corrective action to bring the defect within acceptable tolerance so that the affected area is not readily visible. Builder shall not be responsible for discontinued patterns or color variations in floor covering.	

	POSSIBLE DEFICIENCY	PERFORMANCE STANDARD	BUILDER RESPONSIBILITY	YOUR RESPONSIBILITY
	Cuts and gouges appear in the surface of the resilient flooring.	The Builder will assure that the surface of the flooring does not have any observable cuts and gouges.	Repair cuts and gouges reported in writing prior to closing or first occupancy, whichever occurs first.	Protect the resilient floor surface by having chair and furniture protective devices installed and/or maintained.
	Resilient flooring does not adhere.	Resilient flooring shall not lift, bubble or become unglued.	Repair or replace, at Builder's sole option, the affected resilient flooring as required. Builder shall not be responsible for discontinued patterns or color variation of floor covering, or for problems caused by Your neglect or abuse.	
	Seams or shrinkage gaps show at resilient flooring joints.	Gaps shall not exceed 1/16 inch in width in resilient floor covering joints. Where dissimilar materials abut, a gap not to exceed 1/8 inch is permissible.	Repair or replace, at Builder's option, the affected resilient flooring as required. Builder shall not be responsible for discontinued patterns or color variation of floor covering, or for problems caused by Your neglect or abuse.	
PAINTING	Exterior paint or stain peels, deteriorates or fades.	Exterior paints or stains should not fall during the first year of the Warranty Period. Fading is normal and the degree is dependent on climactic conditions.	Prepare and refinish affected areas, if paint or stain is defective, matching color as close as practicable. Where finish deterioration affects the majority of a wall area, the whole area will be refinished.	Maintain the exterior surfaces per the manufacturer's specifications.
	Additional painting required due to other repair work that is the Builder's responsibility.	Painting repair required under this Warranty shall be finished to match surrounding areas as closely as practicable.	Refinish repair area as indicated.	
	Deterioration of varnish or lacquer finishes.	Natural finishes on interior woodwork shall not deteriorate during the first year of the Warranty Period. Varnish type finishes used on the exterior will deteriorate rapidly and are not covered by this Warranty.	Retouch affected areas of natural finish interior woodwork, attempting to match the color as closely as practicable.	Maintain these surfaces per the manufacturer's specifications.
	Mildew or fungus on painted surfaces.	Mildew or fungus may form on a painted surface if the structure is subject to abnormal exposures or weather conditions.	None. Mildew or fungus is a condition the Builder cannot control.	Mildew control is Your responsibility. You are responsible for cleaning and maintaining surfaces in order to minimize the presence of mildew and fungus. See Homeowner's Maintenance Manual (available from BBWG) for additional information.
WALL COVERING	Peeling of any wall covering.	Peeling of wall covering shall not occur.	Repair or replace defective wall covering applications	
	Edge mismatching in pattern of wall covering.	Not a construction defect, and should be called to Builders attention prior to closing.	None	
CARPETING	Open carpet seams or stretching occurs.	Wall to wall carpeting, when stretched, shall not come loose from the point of attachment. Carpet seams may show but no separation at seam should occur.	Correct if original installation was at direction of the Builder.	
	Spots on carpet, minor fading.	Exposure to light can cause spots on carpet and/or minor fading.	None	
	Edge mismatching in pattern of wall covering and/or other floor coverings.	Not a construction defect, and should be discussed with the Builder prior to closing.	None	

	POSSIBLE DEFICIENCY	PERFORMANCE STANDARD	BUILDER RESPONSIBILITY	YOUR RESPONSIBILITY
STUCCO	Cracking occurs in exterior stucco wall surfaces.	Cracks are not unusual in exterior stucco wall surfaces. Cracks greater than 1/8 inch in width shall be repaired.	Surface repair cracks exceeding 1/8 inch in width, one time only, during the first year of the Warranty Period. Builder is not responsible for color variation.	Maintain normal expansion/contraction cracking in stucco to preclude water intrusion.
ROOF TILE	Broken roof tile.	Not a construction defect, and should be called to Builder's attention prior to closing.	Improper treatment can cause roof tile to crack. Broken roof tile not reported to the Builder prior to closing is Your responsibility.	
ROOF SHINGLES	Sheathing nails have loosened from framing and raised asphalt shingles.	Nails shall not loosen from roof sheathing to raise asphalt shingles from surface.	Repair all areas as necessary to meet the Performance Standard.	

8. SPECIALTIES

	POSSIBLE DEFICIENCY	PERFORMANCE STANDARD	BUILDER RESPONSIBILITY	YOUR RESPONSIBILITY
LOUVERS AND VENTS	Inadequate ventilation of attics and crawl spaces.	Attic/crawl spaces shall have a ventilation area as required by the approved building code.	Provide for adequate ventilation under code. Builder is not responsible for any alterations to the system.	
FIREPLACES	Fireplace or chimney does not draw properly.	Properly designed and constructed fireplaces and chimneys will function properly. It is normal to expect that high winds can cause temporary negative draft situations. Similar negative draft situations can also be caused by obstructions such as large branches of trees too close to the chimney. Some Homes may need to have a window opened slightly to create an effective draft when the Home has been insulated and weatherproofed to meet energy conservation criteria. Any existing manufacturing warranty will exclude coverage from this warranty.	Where there is a fireplace or chimney malfunction, the Builder will determine the cause and correct it, if the problem is one of construction.	
	Chimney separation from structure to which it is attached.	Newly built fireplaces will often incur slight amounts of separation. Separation shall not exceed 3/8 inch from the main structure in an 8-foot vertical measurement.	Determine the cause of separation and correct if standard is not met (one time only). Caulking is acceptable.	
	Firebox paint discolored by fire or heat.	None	None. Heat from fires will alter finish.	
	Cracked firebrick and mortar joints.	None	None. Heat and flames from "roaring" fires will cause cracking.	
CABINETS & COUNTERTOPS	Surface cracks, delamination and chips in high pressure laminate on vanity/kitchen cabinet countertop.	Countertops fabricated with high-pressure laminate coverings shall not delaminate.	Replace delaminated coverings to meet specific criteria. Builder will not be responsible for chips and cracks unless noted prior to closing.	Maintain these surfaces according to manufacturer's specifications. Joints in a laminate surface should be caulked to maintain a proper moisture barrier to assure proper performance of the covering. See Homeowner's Maintenance Manual (available from BBWG) for additional information.
	Kitchen cabinet door and/or drawer malfunctions.	Warpage not to exceed 1/4 inch as measured from face frame to furthest point of warpage with door or drawer front in closed position.	Correct or replace doors or drawer fronts. Builder is not responsible for color variation.	

	POSSIBLE DEFICIENCY	PERFORMANCE STANDARD	BUILDER RESPONSIBILITY	YOUR RESPONSIBILITY
	Gaps between cabinets, ceiling or wells.	Acceptable tolerance shall not exceed 1/4 inch in width.	Correct to meet Performance Standard. Caulking is acceptable. Builder is not responsible for color variation.	

9. PLUMBING

	POSSIBLE DEFICIENCY	PERFORMANCE STANDARD	BUILDER RESPONSIBILITY	YOUR RESPONSIBILITY
PLUMBING-WATER SUPPLY SYSTEM	Plumbing pipes freeze and burst.	Drain, waste/vent and water pipes shall be adequately protected, as required by code, during normally anticipated cold weather, and as defined in accordance with ASHRAE design temperatures to prevent freezing.	Correct to meet the code.	Drain or otherwise protect lines and exterior faucets exposed to freezing temperatures.
	Water supply system fails to deliver water.	All connections to municipal water main and private water supply (except equipment, pumps, motors, valves, switches and related items) shall be the Builders responsibility. Private systems shall meet applicable codes at time of construction.	Private systems shall be designed and installed in accordance with approved building, plumbing and health codes. Builder will repair if failure is the result of defective workmanship or materials. Builder has no responsibility for elimination of the sources of supply when the problem is beyond Builders control. The Builder is not responsible for water quality.	
	Leakage from piping.	No leaks of any kind shall exist in any soil, waste, vent, or water pipe. Condensation does not constitute leakage.	Make repairs to eliminate leakage.	
	Stopped up sewers, fixtures and drains.	Sewers, fixtures and drains will operate properly.	Where defective construction is shown to be the cause, Builder will assume the cost of the repair. Builder shall not be responsible for sewers, sewer systems, fixtures and drains, which are clogged through Your negligence.	If a problem occurs, consult Your Builder for a proper course of action. Where Your negligence is shown to be the cause, You shall assume all repair costs.
	Leak in faucet or valve.	Valves or faucets shall not leak due to defects.	Repair or replace leaking faucets or valves when due to defects in workmanship or material. You are responsible for maintenance. Fixtures covered by a manufacturing warranty are not covered by this warranty.	
	Noisy water pipes.	There will be some noise emitting from the water pipe system due to the flow of water.	Eliminate "water hammer" or excessive noise only if due to improper installation. Builder cannot remove all water flow noises and pipe expansion.	

	POSSIBLE DEFICIENCY	PERFORMANCE STANDARD	BUILDER RESPONSIBILITY	YOUR RESPONSIBILITY
	Septic system fails to operate properly.	Septic system shall be designed and installed to comply with applicable, approved code requirements. Septic system shall function adequately and handle properly designed flow of household effluent specified by the governing health and building department regulations in effect at the time of construction and during all seasons, under normal local climactic conditions. Approval of the governing regulatory authority at the time of construction shall evidence Builder's compliance with this standard.	Repair or correct malfunctioning or non-operating systems, if failure is caused by inadequate design, faulty installation, or other cause relating to actions of the Builder or Builder's contractors, or subcontractors. Builder will not be responsible for system malfunction or damage, which is caused by Your negligence, lack of system maintenance, or other causes attributable to actions of You or Your contractors, not under the control of the Builder. These include, but are not necessarily limited to the addition of fixtures, items of equipment, appliances, pumps, motors, valves or switches, or other sources of waste or water to the plumbing system served by the septic system and damage, or changes to the septic system installation or surrounding soil conditions that may be critical to the system's functioning.	Properly maintain the system by maintaining proper grades, landscaping, gutters and protecting the area from heavy vehicular traffic, which could cause soil compaction. Septic tanks may need to be pumped during periods of excessive use or extended rainfall. Seek a reliable septic tank contractor for this service. In case of dispute, if Builder has obtained approved permits from the governing health authority, You must provide proof system was installed improperly.
	Cracking or chipping of porcelain or fiberglass.	Chips and cracks on surfaces of bathtubs/sinks can occur when hit by sharp or heavy objects.	Builder will not be responsible for repairs unless damage has been reported to Builder prior to closing and/or listed on the original "walk-through/punch list".	

10. HEATING

	POSSIBLE DEFICIENCY	PERFORMANCE STANDARD	BUILDER RESPONSIBILITY	YOUR RESPONSIBILITY
	Inadequate heating.	Heating system shall be capable of producing an inside temperature of 70 degrees F, as measured in the center of each room at a height of 5 feet above the floor. Federal, state or local energy codes shall supersede this standard where such codes have been locally adopted.	Correct heating system to provide the required temperatures.	Maintain the heating system and assure that air filters are cleaned/changed per manufacturer's recommendations. Balance the dampers and registers to assure proper air distribution. See Homeowner's Maintenance Manual available from BBWG for additional information.

11. COOLING

	POSSIBLE DEFICIENCY	PERFORMANCE STANDARD	BUILDER RESPONSIBILITY	YOUR RESPONSIBILITY
	Inadequate cooling.	Where air-conditioning is provided, the cooling system shall be capable of maintaining summer design conditions as specified in ASHRAE handbook. In the case of outside temperatures exceeding 95 degrees F, a differential of 15 degrees F is acceptable. Federal, state, or local energy codes shall supersede this standard where such codes have been locally adopted.	Builder shall correct cooling system to meet temperature conditions in accordance with specifications.	The Homeowner(s) will maintain the cooling system and assure that air filters are cleaned/changed per manufacturer's recommendations. Balance the dampers and registers to assure proper air distribution. See Homeowner's Maintenance Manual available from BBWG for additional information.
	Cooling lines leak.	Cooling lines shall not develop leaks during normal operation.	Repair lines leaking refrigerant and re-charge unit, unless damage has been caused by the events or occurrences caused by You.	

12. CONDENSATION LINES

	POSSIBLE DEFICIENCY	PERFORMANCE STANDARD	BUILDER RESPONSIBILITY	YOUR RESPONSIBILITY
	Clogging of condensation lines.	None. Condensation lines will clog eventually under normal use.	Provide unobstructed condensation lines at time of first occupancy.	Maintenance is required. See Homeowner's Maintenance Manual (available from BBWG) for additional information.

13. AIR DISTRIBUTION

	POSSIBLE DEFICIENCY	PERFORMANCE STANDARD	BUILDER RESPONSIBILITY	YOUR RESPONSIBILITY
	Noisy ductwork.	When metal is heated it expands and when it cools it contracts. The result is a cracking sound, which is generally to be expected.	None	
	Ductwork separates or becomes unattached.	Ductwork should remain intact and securely fastened.	Re-attach and re-secure all separated or unattached ductwork.	

14. ELECTRICAL

	POSSIBLE DEFICIENCY	PERFORMANCE STANDARD	BUILDER RESPONSIBILITY	YOUR RESPONSIBILITY
ELECTRICAL CONDUCTORS, FUSES AND CIRCUIT BREAKERS	Failure of wiring to carry its designed load to the electrical box.	Wiring should be capable of carrying the designed load to the electrical box under normal residential use.	Check wiring for conformity with local, state, or approved national electrical code requirements. Builder shall repair wiring not conforming to code specifications.	
	Fuses blow or circuit breakers "kick out" (excluding ground fault interrupters).	Fuses and circuit breakers shall not activate under normal usage.	Check wiring circuits for conformity with local, state, or approved national electrical code requirements. Builder shall correct wiring not conforming to code specifications.	
OUTLETS, SWITCHES AND FIXTURES	Drafts from electrical outlets.	Electrical junction boxes on exterior walls may produce a flow whereby the cold air can be drawn through the outlet into a room. The problem is normal in new Home construction.	None	
	Defective wiring to electrical outlets, switches or fixtures.	Wiring to electrical outlets, switches and fixtures should operate as intended.	Check wiring and connections and repair. Builder is not responsible for defective or malfunctioning pieces of equipment.	
SERVICE AND DISTRIBUTION	Ground fault interrupter trips frequently.	Ground fault interrupters are sensitive safety devices installed into the electrical system to provide protection against electrical shock. These sensitive devices can be tripped very easily.	Install ground fault interrupter in accordance with approved electrical code. Tripping is to be expected and is not covered unless due to faulty installation.	

BUILDERS EXPRESS LIMITED WARRANTY

Administered by: Bonded Builders Warranty Group
1500 Kings Highway, Port Charlotte, Florida 33980 Phone: 800-749-0381 * Fax: 941-743-0534

WARRANTY AMENDMENT

The warranty to which this Amendment is attached is modified as follows:

This Express Limited Warranty is designed to meet the criteria for acceptability of Insured 10 year Protection Plans as set by the Department of Housing and Urban Development (HUD) published in the Federal Register Volume 55 No. 194, and the Department of Veterans Affairs (VA).

If the Home has a FHA, VA or Rural Development financed mortgage:

1. **Workmanship, Materials and Systems Warranty - Section F Alternative Dispute Resolution:**
 - a. The requirement to submit a Dispute to the Claim Review Group is deleted. After unsuccessful Conciliation You may seek judicial remedies or submit the Dispute to arbitration according to the Arbitration Provision of this warranty. If the Dispute is submitted to arbitration, the arbitration will be binding and judicial remedies are waived.
2. **Major Structural Defect Warranty - Section F Alternative Dispute Resolution:**
 - a. The requirement to submit a Dispute to Claim Review Group is deleted. After unsuccessful Conciliation You may seek judicial remedies or submit the Dispute to arbitration according to the Arbitration Provision of this warranty. If the Dispute is submitted to arbitration, the arbitration will be binding and judicial remedies are waived.
3. **General Provisions**
 - a. Section A Definitions is modified by addition of the following:
 - i. Actual Physical Damage – a visually observable, adverse condition evidenced by distortion, denting, bowing, buckling, protrusion, cracking, or crushing in a portion of the Home.
 - b. Section C Arbitration Provision is modified by addition of the following:
 - i. You may seek judicial remedies before submitting the Dispute to arbitration if the applicable Alternative Dispute Resolution process in the warranty is unsuccessful. However, if the Dispute is submitted to arbitration, the arbitration will be binding and judicial remedies are waived.
 - c. Section D General Conditions, paragraph 14 is modified as follows:
 - i. In the event of FHA, VA or Rural Development financing this warranty cannot be canceled.
4. In the case of cash payments under the warranty, Builder and BBWG are required to make such payments to You and Your mortgagee. You must provide the name and address of Your mortgagee, the FHA, VA or Rural Development case number and the loan number when You file a claim.

All other terms and conditions of the Warranty Document remain unchanged.

One-Year Plan Performance Guidelines

ONE-YEAR PLAN PERFORMANCE GUIDELINES

These guidelines are provided to describe normal characteristics and occasional problems that occur in a home and its yard areas and what the Homeowner should expect as to the performance of items during the One-Year Plan Period. These guidelines also provide the criteria by which the items listed would or would not be addressed by the One-Year Plan and what action will be taken by the Seller on the addressed items.

Where specific performance guidelines are not listed, the applicable performance guideline for the item under the One-Year Plan will be the Residential Construction Performance Guidelines published by the National Association of Home Builders in effect at the time of closing on the home shall apply, and if not addressed by such guidelines, then the performance guideline shall be the practice for workmanship and materials accepted in the residential home building industry for the geographic area in which the home was built at the time of the home's original close of escrow.

The performance guidelines and corrective action described herein apply only to the term of the One-Year Plan, and are not applicable to the "Home Builder's Limited Warranty." Seller is not responsible for repairs by anyone not directly employed or contracted by the Seller or the costs associated with them.

The term "Seller's Representative" in this document may include an employee of the home's builder / general contractor, which has agreed to provide service work for the home. "Seller's Representative" shall not include any subcontractor or employee of a subcontractor.

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CABINETS

This section refers to all of the cabinetry installed in the home. It describes the attributes and occasional problems associated with cabinets and the One-Year Plan Performance Guidelines that apply to them. (Also see "Manufactured Products" section.)

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE-YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

SELLER'S ACTION WITHIN ONE-YEAR PLAN PERIOD

Alignment

The outer edges of cabinet doors and drawer fronts should be aligned horizontally and vertically in relation to the adjacent doors/drawer fronts. Seller is not responsible for misuse by Homeowner such as overloading drawers, hanging or leaning on doors, etc.

...Misalignment of outer edges of cabinet doors or drawer fronts exceeds 1/8" horizontally or vertically in relation to the adjacent doors/drawer fronts.

Adjust as needed, on a one-time basis.

...Cabinet face frames or boxes exceed 1/8" horizontally or vertically out of alignment where they meet.

Adjust as needed, on a one-time basis.

Chips, Gouges, Scratches

Chips, gouges, and/or scratches on the exterior surfaces of cabinets or shelving can occur during the construction process, the Homeowner move-in, or during the Plan period after move-in. Seller is not responsible for chips, gouges or scratches occurring after the new home orientation. Damage that is documented with the Seller at the new home orientation will be repaired.

...Not applicable. Damage should be identified at time of the new home orientation. Exceptions apply if damage is obviously due to improper installation or defective materials used.

No action will be taken unless exceptions apply for which Seller will repair or replace the specific affected cabinet component, i.e., door, drawer, skin, box, molding, etc. Reasonable efforts will be made to match the original surface texture and finish color as closely as practical and possible, but Seller does not guarantee an exact match. Proper and acceptable completion of the repair finish will be determined by the Seller representative's inspection.

Color or Grain Variation

When cabinets are made with wood, a natural product, color and grain patterns (even wood from the same tree), can vary noticeably. Colors will also change over time depending on varying exposures to natural sunlight. Other variations can be due to the way the stains and sealing finishes are accepted. These variations are normal and acceptable.

...Not applicable. Such variations are a normal characteristic of cabinetry.

No action will be taken.

Cracks in Door or Drawer Panels

Cracking should not occur in doors, drawer panels, or face frames unless caused by excessive drying due to lack of periodic oiling.

Cracking occurs in a door, drawer panel, or face frame that is not the result of excessive drying caused by the lack of periodic oiling.

Replace cracked panel. Reasonable efforts will be made to match the original surface texture and finish color as closely as practical and possible, but Seller does not guarantee an exact match. Proper and acceptable completion of the repair finish will be determined by the Seller representative's inspection.

CABINETS (Continued)

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Finish Wearing Off

The cabinet finishes are not waterproof and if exposed to moisture repeatedly will be damaged. This is especially true with cabinets in wet areas (by sinks, tubs, etc.). Homeowners should dry cabinets whenever they get wet. The use of solvents or other harmful chemical agents should be avoided as they will damage cabinet finishes. The use of contact paper applied to shelving or drawer bottoms may also cause finish problems or delamination. Homeowner may elect to refinish areas or replace parts subject to moisture and wear. It is recommended to contact original cabinet Manufacturer. These are routine Homeowner maintenance costs and the responsibility of the Homeowner. Note: If Homeowners elect to refinish a portion of the cabinet surfaces, care should be taken to match the finish sheen, i.e., a high-gloss lacquer will look different than semi-gloss, etc. Seller is not responsible for cabinet finish problems caused by Homeowner lack of or improper maintenance or alterations to original finish or finish surfaces.

... Not applicable. Homeowner can minimize damage to finish with regular and proper cabinet maintenance.

No action will be taken unless an exception applies. Exceptions apply if the problem is due to defective materials, or an incorrect method of installation.

Installation

Cabinets are properly secured and/or anchored to solid backing.

... Cabinets pull loose or become unstable.

Reinstall as necessary to meet guideline.

Joints Separating or Displaced

Cabinet corners, attached moldings, or other joints should have minimal separation or displacement. Seller is not responsible for separation or displacement of joints due to Homeowner's lack of, or improper, maintenance.

... Cabinet corners, attached moldings, or other joints exceed 1/16" (.06") separation or displacement.

Adjust as needed or fill with matching filler material.

Knots

Small surface knots are a normal characteristic of wood cabinetry and moldings.

No action will be taken.

CABINETS (Continued)
ONE-YEAR PLAN
PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE-
YEAR PLAN PERIOD--CORRECTIVE
ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN
ONE-YEAR PLAN PERIOD

Malfunctioning

All operating parts of the cabinetry shall function properly, such as drawer guides, hinges, etc. Seller is not responsible for misuse by Homeowner such as overloading drawers, hanging or leaning on doors.

... Any operating part does not properly function as a result of improper design, defective materials, or an incorrect method of installation.

Repair or replace operating parts as required.

Manufacturer's Defects

Please see "Manufactured Products" section.

... Please see "Manufactured Products" section.

Please see "Manufactured Products" section.

Nail Holes Visible

All exterior nails will be set and filled flush with putty. Putty should resemble the cabinet color but will still be visible. Seller does not guarantee an exact match. Interior nails and/or screws will be set but will not be filled or puttied.

... Exterior nails are not set or have not been puttied flush with surrounding material.

Set nails and/or install putty as required. Putty should resemble the cabinet color but will still be visible. Seller does not guarantee an exact match.

Shelves Inadequately Supported

Adjustable shelves must be adequately supported by proper fit and supporting hardware.

... Length of shelf is not within 1/4" of the inside dimension of the cabinet.

Replace shelf or shelves with those that meet guideline. Action will not be taken for shelves that have been overloaded.

Visible Gaps

Minor gaps between cabinet components and between cabinets and ceilings/walls will occur due to sight variations of those surfaces, or movement, i.e., caused by shrinkage of the wall, but should not be excessive. Gaps between doors should be uniform and parallel with only minor variation.

... Gaps between ceilings and walls exceed 1/4", provided installation of the cabinets is secure.

... Gaps between matched door edges exceed parallel alignment by more than 1/8" in 3 feet or the uniformity of any door edge gap in comparison to any other exceeds 1/8".

Reposition, reinstall, or repair as needed to close or make gap less visible to meet guideline. This includes filling with matching filler, adjusting, or adding scribe moldings.

Warpage

Slight warpage of cabinet doors and drawer faces can be expected due to the expansion or contraction of the cabinet wood from moisture variation. It should not be excessive. Seller is not responsible for warpage caused by Homeowner misuse or lack of regular maintenance.

... Warpage exceeds 1/4" over any size door as measured from the face of the frame of the point or furthestmost warpage, with the door or drawer in the closed position.

Correct or replace door or drawer face. Reasonable efforts will be made to match the original surface texture and finish color as closely as practical and possible, but Seller does not guarantee an exact match. Proper and acceptable completion of the repair finish will be determined by the Seller representative's inspection.

CARPETING

This section addresses typical characteristics and problems that might arise with the carpeting in the home and the corresponding One-Year Plan Performance Guidelines that apply. (Also see "Manufactured Products" section.)

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Color Fading

All carpets will slowly lose some color due to natural and artificial forces in the environment.

... Not applicable unless cause is determined to be due to Manufacturer's defect (see section below).

Please see "Manufactured Products" section.

Color Variation

The color of the actual carpet installed may not exactly match the sample used to select the carpet of the same selection. This is due to normal dye lot variations that occur between each mill run of carpet in the manufacturing process.

... Not applicable unless it is determined by Manufacturer's representative that carpet installed is a different selection than what was selected.

No action unless determined that the wrong selection was installed, in which case replacement will be warranted.

Fibers Detaching at Junctions with Other Types of Flooring

Carpet edging should be sealed and securely fastened by transition strips or tack strips where it meets other types of flooring to prevent fibers from coming loose from normal use. It is normal for loose fibers throughout the carpeting to be found or vacuumed up during the first few months or use after a new installation. Note: Type and finish of transition strips will be determined by Seller and may vary from house to house.

... fibers at carpet edge junctions with other types of flooring come up such that the backing becomes visible or becomes detached due to lack of sealant or secure fastening.

Repair as needed to meet performance guideline.

Loose or Buckling Carpet

Wall-to-wall carpeting when stretched at installation and secured properly should not come up, become loose, or buckle excessively between its points of attachment. It is normal for carpet to loosen slightly as a result of use and moisture changes in the atmosphere.

... Carpeting becomes loose to the point it no longer returns to its original position when pulled up vertically or if buckles or humps become visible. Seller is not responsible for Homeowner misuse or neglect, such as excessive shampooing or improper steam cleaning.

Re-stretch and secure carpeting as needed. After one-year Plan period, Manufacturer's or Installer's warranty may apply.

CARPETING (Continued)

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Manufacturer's Defects

Please see "Manufactured Products" section. Issues related to the performance of the carpeting, such as premature or excessive wear, ineffective or insufficient stain protection (if applicable), backing delamination, etc., are the responsibility of the Manufacturer. Please see "Manufactured Products" section. Whether or not a Manufacturer's defect exists will be determined by the respective carpet mill representative or, if applicable, by an independent certified carpeting inspector.

... Please see "Manufactured Products" section

Please see "Manufactured Products" section

Protruding Nails or Tack Strip Tacks

All nails and tack strip tacks should be completely set. They should not protrude in any way that would allow them to be felt through the carpet fibers in normal use.

... Nails or tack strip tacks are found protruding.

Reset or remove as needed.

Roll Crush Marks

Occasionally crush marks from storage of the carpet in its roll will show as visible parallel lines extending the full width of the carpet. This in no way represents a defective condition or affects the integrity of the carpet.

... Roll crush marks are visibly apparent.

Seller will have the affected areas professionally steamed to reduce the visibility of crush marks.

Seams – Number and Location

The carpet installer determines exact number and location of seams at the time of installation. Layouts may vary from model home or like floor plans. Seller will determine appropriateness of number and locations of seams.

... Location and/or number of seams does not meet approval of Seller.

Affected areas and/or rooms will be relaid at Seller's direction. If carpet cannot be relaid, it will be replaced. In case of replacement, Seller cannot guarantee color match due to regular manufacturer dye lot changes. For this reason, replacement will be extended to the nearest door opening or other suitable termination point, at Seller's discretion.

CARPETING (Continued)

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Seam Visibility or Separation

All properly installed carpet seams are visible to some degree depending on the type, color, location, light exposure and installation of the carpet. Seams that have gaps or excessive separation do not meet the performance guideline

... There are readily visible gaps between the two edges of the carpet backing forming the seam, the spacing between the first row of fibers on either side of the seam is wider than the normal spacing of the carpet's fiber rows, or the backing of one side of the seam overlaps the other.

Repair as necessary to correct condition to meet performance guideline. May include re-doing seam or trimming (manicuring) seam.

Shading from Contrasting Grain Directions

Carpet may appear slightly shaded as a result of the grain directions of two pieces of carpet being installed perpendicular to each other. This is not acceptable unless the seam occurs at a doorway and not within a single room

... Directions of two carpet grains are installed perpendicular to each other in other than door openings.

Re-lay carpet to bring the grains parallel or replace if amount of material is not adequate. In case of replacement, Seller cannot guarantee color match due to regular manufacturer dye lot changes. For this reason, replacement will be extended to the nearest door opening or other suitable termination point, at Seller's discretion.

Shading at seams

Carpet may appear slightly shaded at a seam due to irregular application of dye throughout a roll of carpet.

Shading of seam occurs as determined by independent inspection by manufacturer's representative.

Dye blend seam per manufacturer's specifications.

Spots on Carpet (paint, dirt, etc.)

All carpeting should be spot-free at the new home orientation. Seller is not responsible for spots in carpets occurring after the new home orientation. Spots that are documented with the Seller no later than the new home orientation will be cleaned.

... Not applicable. Spots must be documented at time of new home orientation.

No action will be taken unless documented on the new home orientation.

CONCRETE – EXTERIOR

This section addresses the exterior concrete areas of the home. These areas are the driveway, patios, porches, steps, stoops and walks. (For interior concrete areas of the home and garage, see "Concrete-Foundation" section.) It describes the One-Year Plan Performance Guidelines for typical characteristics and occasional problems associated with these concrete areas.

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Color Variation

This occurs naturally in concrete; and when concrete is repaired, the new concrete will vary somewhat from the originally installed concrete. In most cases, color variations will blend in or fade out, but it may take anywhere from one to five years to do so. Color variation is normal and within the performance guideline. Additionally, curing compounds and compounds applied for frost protection may also discolor concrete.

... Not applicable.

No action will be taken. Seller is not responsible for color variation, which is a normal characteristic for both originally installed and repaired concrete.

Corners Chipped or Broken

Any exterior concrete slab corners that are chipped or broken should be properly patched or replaced at Seller's discretion prior to the new home orientation or documented if found at the time of new home orientation for correction by the Seller. Seller is not responsible for damage caused during installation of landscaping, swimming pool or other Homeowner improvements.

... Not applicable.

No action will be taken. A chipped or broken corner should be documented at the new home orientation and properly repaired or replaced at the Seller's discretion. Methods may include using American Concrete Institute-approved concrete repair methods and materials.

Community Improvements

Some items related to each lot, such as public sidewalks, curb and gutter, and driveway approaches will be inspected and may require repair by the city, county, or the applicable homeowners association.

... Corrective action will be taken in the manner and time required by the applicable accepting organization.

... Corrective action will be taken in the manner and time required by the applicable accepting organization.

CONCRETE-EXTERIOR (Continued)

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Cracks

Cracking is a normal characteristic of concrete and is typically caused by shrinkage during curing (drying), temperature changes (expansion from heat and contraction from cold), normal moisture variations in the surrounding soils or atmosphere, or normal movement due to settlement. Homeowner should exercise proper care and use to avoid overwatering of surrounding soils, use of heavy equipment such as concrete trucks, large recreational vehicles, or moving vans on the concrete (it is not designed for such heavy loads), etc., as they are not covered by this performance guideline.

... Cracks in porches, stoops, or steps exceed 1/4" in average width or perpendicular displacement.

Repair or replacement as determined by Seller. Methods may include using American Concrete Institute-approved concrete repair methods and materials.

... Cracks in patios or stemwalls exceed 1/4" in average width or perpendicular displacement.

Repair or replacement as determined by Seller. Methods may include using American Concrete Institute-approved concrete repair methods and materials.

... Cracks in driveways or walks exceed 1/4" in average width or perpendicular displacement unless caused by excessive heavy equipment loading in which case cracking is not covered by this guideline.

Repair or replace immediate section involved, as determined by Seller. Methods may include using American Concrete Institute-approved concrete repair methods and materials.

... Minor cracks in concrete basement floors are common. Cracks exceeding 1/4" in width or 1/4" in vertical displacement are actionable.

Repair cracks exceeding maximum tolerance by surface patching or other methods, at Seller's option. Methods may include using American Concrete Institute-approved concrete repair methods and materials.

Control Joints, Saw Cuts

Control joints are placed in sidewalks, driveways and some larger porches and patios in order to "control" the randomness of concrete cracking. Joints are usually spaced 4 feet-8 feet apart but may be as much as 20 feet apart.

... Cracks within the control joint exceed 1/4" in average width or perpendicular displacement unless caused by Homeowner's excessive heavy equipment loading or over watering in which case cracking is not covered by this guideline.

Repair, which may include using American Concrete Institute-approved concrete repair methods and materials or replace necessary section(s) involved as determined by inspecting Seller's representative.

CONCRETE-EXTERIOR (Continued)

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Efflorescence

Occasionally, a white, powdery, crystalline buildup called efflorescence will appear on concrete that is caused by salts in the soil being carried by moisture passing through the porosity of concrete. This is most prevalent in areas where soils have high salt content. Depending on the soils in the area, the occurrence of efflorescence can be minimized, not avoided, with regular cleaning by Homeowner. Seller is not responsible for efflorescence since it is caused by naturally occurring elements in the soils and moisture from natural or Homeowner sources.

... Not applicable

No action will be taken.

Exterior Surfaces Too Smooth

Exterior concrete surfaces should be finished with a "broomed" or non-skid finish in order to roughen the surface and reduce slipping where the surface is wet.

... Concrete surfaces are left in smooth or trowel finished state. This only applies when there is no evidence of "broomed" or non-skid surface finishing. The degree of broomed finish applied may vary from light to heavy.

Resurface using American Concrete Institute-approved concrete repair methods and materials.

Mildew, Mold, Fungus, Etc.

These types of growth may cause discoloration if not regularly and properly cleaned and/or treated by Homeowner when they appear. They occur naturally due to environmental conditions which are beyond the control of the Seller.

... Not applicable

No action will be taken.

Out of Plumb

The vertical surfaces and edges of concrete walls, columns, and piers can vary slightly from plumb (vertical straightness). Those variations should be minimal.

... Variance to plumb exceeds 3/8" in any 10-foot measurement or 1-1/2" over the total height of the structure.

Repair using American Concrete Institute-approved concrete repair methods and materials.

Overspill

Overspill of concrete footings, stem-walls, or slabs will occur due to the various methods of forming before placement, but should be controlled to minimize excess.

... When it visibly protrudes from the correct finish grade level or exceeds the design dimensions by more than 3".

Remove the excess overspill and restore the finish grade and items affected by the removal to their original condition

CONCRETE-EXTERIOR (Continued)

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Protruding Objects

Fastening and reinforcing components, such as nails, rebar, and wire mesh, are interior components of concrete and should not protrude from any exposed surface of the concrete.

... Interior component protrudes from exposed surface of concrete or interferes with proper installation of other materials adjacent to the concrete. This does not include framing hardware that is designed to be embedded in the concrete and protrude to fasten to the framing.

Remove protrusion and repair using American Concrete Institute-approved concrete repair methods and materials.

Salt or Other External Agent Reactions

Homeowners should protect exterior concrete areas from salts (such as alkali in soils), chemicals (from cleaners), water from sprinkler systems, or any other external agents that can react and deteriorate concrete which can result in spalling, chalking, pitting, etc. These causes are beyond the control of the Seller and not covered by these One-Year Plan Performance Guidelines. (Also see "Efflorescence" in this section.)

... Not applicable

No action will be taken.

Separation at Joints

This occurs at joints; between two separate concrete slabs (expansion joints) or where joints have been installed in slabs to control cracking (control joints). These joints are designed to allow separation and movement as will often occur with seasonal changes. The performance guideline is that minor separation and/or perpendicular displacement should occur at these joints.

... An expansion joint or a control joint settles, heaves, or separates more than 1/4" not including the installed spacer or expansion joint if applicable.

Repair using American Concrete Institute-approved concrete repair methods and materials or replace immediate section involved as determined by inspecting Seller representative.

Separation of Stoops and Steps

Some minor movement of the stoops or steps from the house structure may occur over time. Stoops or steps should not settle, heave, or separate in excess of 1" from the house structure.

... Stoop or step settles, heaves, or separates from the house structure in excess of 1".

Repair or replacement of stoop or step at Seller discretion

CONCRETE-EXTERIOR (Continued)

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Slopes of Walkways, Stoops, or Landings

Walkways, stoops; or landings should have a slope (or a drain or grate on a negative slope) that carries water away from the building and prevents ponding of water on the surface.

... Slope of surface (or grate or drain on a negative slope driveway) does not carry water away from the building, allows ponding to occur on the walkway, is less than 1/4" per 1 foot in slope.

Remove and replace section(s) of walkway (or grate or drain) necessary as determined by Seller's representative in order to meet guideline. Seller is not responsible for color variation which is a normal characteristic for both originally installed and repaired concrete.

Stair Dimensions and Steepness

Stair dimensions (i.e., tread widths, riser heights, landing sizes, stairway widths, etc.) and/or steepness will meet the applicable building code requirements in effect at the time the building permit was issued for construction of the home in question.

... Stairs dimension and/or steepness do not comply with the applicable building code.

Stairs will be brought into compliance with applicable building code using American Concrete Institute-approved concrete repair methods and materials

Uneven Concrete Slabs

Except where the slab or portion of the slab has been designed for specific drainage purposes, concrete slabs shall not have excessive pits, depressions, or areas of unevenness.

... Areas of unevenness exceed 3/8" in any direction below a 32-inch long straight edge.

Repair or replace as determined by Seller. Methods may include using American Concrete Institute-approved concrete repair methods and materials.

CONCRETE – FOUNDATION

This section addresses the foundation of the home and describes the One-Year Plan Performance Guidelines for typical characteristics and occasional problems associated with the foundation concrete. If the foundation has wooden components, those portions are covered in the "Framing" section. Depending on community location and applicable conditions, the foundation is one of three types: conventional slab-on-grade (typically with rebar and wire mesh type reinforcement), post tension slab-on-grade (utilizing tensioning cables for reinforcement), or raised floor (concrete stem walls supporting elevated flooring).

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

FOR ALL FOUNDATION TYPES:

Cracks

Cracking is a normal characteristic of concrete and is typically caused by shrinkage during curing (drying), temperature changes (expansion from heat and contraction from cold), or normal movement due to settlement. Minor cracks are considered normal unless they are the result of a structural problem (see "Structural integrity" this section). Cracks should not, however, telegraph through the flooring in guideline non-carpet areas.

... A crack in the floor is visible through the flooring material. This only applies to guideline non-carpet flooring areas.

... Crack exceeds 1/4" in average width or perpendicular displacement in guideline carpet flooring areas.

... Crack exceeds 1/4" in average width or perpendicular displacement in garage floor.

Repair or replace, at Seller's discretion, using American concrete Institute-approved concrete repair methods and materials.

Out of Plumb (applies to basement foundation walls only)

The vertical surfaces and edges of concrete walls, columns, and piers can vary slightly from plumb (vertical straightness). Those variations should be minimal.

... Variance to plumb exceeds 3/8" in any 10-foot measurement or 1-1/2" over the total height of the structure.

Repair using American concrete Institute-approved concrete repair methods and materials.

Structural Integrity

Any components that support a structure must maintain the integrity of the use it was designed and constructed for.

... Condition indicates a structural problem, or the home becomes unsafe or uninhabitable.

Perform necessary repairs or replacement to structural elements and related damage per recommendations of a structural engineer.

FOR SLAB-ON-GRADE FOUNDATIONS:

Uneven Living Area Floor Slabs

Except where a floor or portion of floor has been designed for specific drainage purposes, concrete floor slabs shall not have excessive pits, depressions or areas of unevenness.

... Areas of unevenness exceed 3/8" in any direction below a 32-inch long straight edge.

Repair using American concrete Institute-approved concrete repair methods and materials.

CONCRETE - FOUNDATION (Continued)

**ONE-YEAR PLAN
PERFORMANCE GUIDELINE**

**OBSERVATION DURING THE ONE-
YEAR PLAN PERIOD--CORRECTIVE
ACTION WILL BE TAKEN WHEN:**

**ACTION BY SELLER WITHIN
ONE-YEAR PLAN PERIOD**

FOR RAISED FLOOR FOUNDATIONS:

Moisture Under Foundation

Some accumulation of moisture or dampness under raised floor areas is normal, especially during the winter and spring seasons. Homeowner should open crawl space vents in the summer and close them in the winter. The Plan performance guideline does not cover improper use of crawl space vents, standing water caused by improper landscaping and/or irrigation installed by the Homeowner, failure of Homeowner or neighboring Homeowners to preserve the drainage pattern of the yard grading, or any other Homeowner originated causes.

... Excessive standing water is detected under raised floor areas that is directly attributable to improper design, defective materials, or an incorrect method of installation.

Perform necessary corrective action. Seller will not take action if cause is determined to be the result of Homeowner's actions. If wood components of the foundation have been moistened, open all vents to allow to dry. Replacement is not required unless there is evidence of rotting.

Uneven Garage Floor Slabs

Concrete floor slabs, such as in the garage, shall not have excessive pits, depressions, or areas of unevenness.

... Areas of unevenness exceed 3/8" in 3 feet as measured from center of hump or depression.

Grind or fill with American Concrete Institute-approved concrete repair compounds.

COUNTERTOPS

This section addresses the various countertops of the home, including granite, Corian, Formica, cultured marble, and ceramic tile. It describes the One-Year Plan Performance Guidelines as they relate to the typical characteristics and occasional problems associated with all countertop types or specifically with laminate and ceramic tile countertops.

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

FOR ALL COUNTERTOP TYPES:

Countertop or Backsplash is Loose

Countertop and backsplash should be properly secured and adhered to cabinets and/or walls.

... A countertop or backsplash becomes loose or loses adherence due to improper design, defective materials, or an incorrect method of installation.

Resecure as necessary.

Joint Separation

Joints between the countertop surface and the backsplash and/or sidesplash surface and between backsplash panels will be visible, and some minor separation may occur due to normal shrinkage conditions.

... Joints separate or displace enough to crack or break joint filler material or grout filling joint, and the separation is in excess of 1/8".

Recaulk, regrout, or repair one time during the one-year plan period. In the case of tile countertops, Seller is not responsible for color variations in replacement tile and grout. Reasonable efforts will be made to match the tile and grout colors as closely as practical, but because of dye lot differences, Seller does not guarantee an exact match. In the event the tile selection/pattern is discontinued, Homeowner will need to make a new tile selection. In this case, Seller will determine replacement area. **Seller does not endorse or apply any grout sealer.** This is the Homeowner's responsibility, even if the grout was previously sealed by Homeowner before repair.

Level

Countertops should be basically level.

... Tops are out of level more than 1/4" in any 5-foot measurement.

Repair and/or replace to meet guideline. In the case of tile countertops, Seller is not responsible for color variations in replacement tile and grout. Reasonable efforts will be made to match the tile and grout colors as closely as practical, but because of dye lot differences, Seller does not guarantee an exact match. In the event the tile selection/pattern is discontinued, Homeowner will need to make a new tile selection. In this case, Seller will determine replacement area. **Seller does not endorse or apply any grout sealer.** This is the Homeowners responsibility, even if grout was previously sealed by Homeowner before repair.

COUNTERTOPS (Continued)

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN DURING THE PLAN PERIOD:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Surface or Edge Damage

Chips, scratches, and/or gouges in countertop surfaces may occur during construction, during Homeowner move-in, or from use after move-in. They should be documented at time of Homeowner new home orientation. Seller is not responsible for surface damage occurring after the new home orientation. Chips, scratches or other damages that are documented with the Seller no later than the new home orientation will be repaired or replaced.

... Not applicable after Homeowner new home orientation.

No action will be taken.

FOR LAMINATE COUNTERTOPS

Delamination of Laminate Surfaces

Delamination is the separation of the finish surface veneer from the substrate material (in the case of laminates such as formica, the substrate is usually high-density particle board). Delamination should not occur. Seller, however, is not responsible for Homeowner misuse or damage.

... Laminate surface separates from the substrate due to improper design, defective materials, or an incorrect method of installation.

Reglue or replace as necessary.

Seam Separation

Seams will be visible, and some minor separation may occur over time.

... Seams separate or displace more than 1/16"

Repair as necessary; in the case of separation, filling seam with appropriate seam filler.

COUNTERTOPS (Continued)

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN DURING THE PLAN PERIOD:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

FOR TILE COUNTERTOPS

Broken or Loose Tile

Tile should not crack or loosen. Care should be taken not to drop large heavy objects on the tile that can break or dislodge tile pieces. Performance guideline does not cover damage caused by Homeowners' actions or neglect.

... A tile is found cracked or loosened and is not the result of Homeowner damage or neglect.

Resecure or replace each piece of tile affected. Seller is not responsible for color variations in replacement tile and grout. Reasonable efforts will be made to match the tile and grout colors as closely as practical, but because of dye lot differences, Seller does not guarantee an exact match. In the event the tile selection/pattern is discontinued, Homeowner will need to make a new tile selection. In this case, Seller will determine replacement area. Seller does not endorse or apply any grout sealer. This is the Homeowner's responsibility, even if grout was previously sealed by Homeowner before repair.

Chips on Edge Cuts

The use of proper blades to cut tile minimize the tile's tendency to chip. Small chips acceptable to the performance guideline may still be noticeable upon close inspection of any edges that have been cut.

... Chips extend beyond 1/16" from the edge of the tile.

Replace as necessary. Seller is not responsible for color variations in replacement tile and grout. Reasonable efforts will be made to match the tile and grout colors as closely as practical, but because of dye lot differences, Seller does not guarantee an exact match. In the event the tile selection/pattern is discontinued, Homeowner will need to make a new tile selection. In this case, Seller will determine replacement area. Seller does not endorse or apply any grout sealer. This is the Homeowner's responsibility, even if grout was previously sealed by Homeowner before repair.

COUNTERTOPS (Continued)

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Cracking or Deteriorating Grout

Grout is the cementitious or expandable filler between the tile joints or at junctions with other materials such as bathtubs, shower pans, baseboards, or thresholds. Cracking is a normal characteristic that will occur periodically throughout the life of the home as a result of drying, shrinkage, movement, or everyday use. This is a regular Homeowner maintenance responsibility. This applies unless the cracking or deterioration is caused by a detectable problem with the product or subsurface it is adhered to known as the "substrate."

... Not applicable. Unless caused by defective materials or a detectable problem with the substrate, cracks in grout area common characteristic of the material and is a regular Homeowner maintenance responsibility.

Seller will repair one time during the one-year Plan period to demonstrate regular maintenance procedures for the Homeowner. If the cracking is due to a problem with defective materials or the substrate, Seller will repair as needed. Seller is not responsible for color variations in replacement grout. Reasonable efforts will be made to match the grout color as closely as practical, but Seller does not guarantee an exact match. Seller does not endorse or apply any grout sealer. This is the Homeowner's responsibility, even if grout was previously sealed by Homeowner before repair.

Layout of Tile and Grout Lines

Exact tile layouts and grout joint widths are determined by the tile setter at the time of installation and are governed by the actual size and shape of the tile and the exact dimensions of the countertop and backsplash areas to be covered. Layouts, therefore, may vary from model or like floorplan installations.

... Not applicable.

No action will be taken.

Shade Changes or Discoloration in Grout

Grout shade variations or discolorations may occur due to exposure to soaps, detergents, everyday grime and dirt, and many other commonly occurring substances. In some areas, common tap water may contain sufficient concentrations of various particulates that will affect grout shading and coloration. Additionally, shading will vary depending on moisture content which changes based on frequency of water use in the tile area and the subsequent drying conditions of the room.

... Not applicable. Significant shade variations or discoloration should be documented at time of new home orientation. Exceptions apply if it is determined that a problem is caused by improper mixing or installation of the grout or by defective grout material.

No action will be taken. Significant shade variations or discoloration should be documented at time of new home orientation. If exception applies, the grout will be replaced in the affected areas only. Seller is not responsible for color variations in replacement grout. Reasonable efforts will be made to match the grout color as closely as practical, but Seller does not guarantee an exact match. Seller does not endorse or apply any grout sealer. This is the Homeowner's responsibility, even if grout was previously sealed by Homeowner before repair.

COUNTERTOPS (Continued)

**ONE-YEAR PLAN
PERFORMANCE GUIDELINE**

**OBSERVATION DURING THE ONE-
YEAR PLAN PERIOD--CORRECTIVE
ACTION WILL BE TAKEN WHEN:**

**ACTION BY SELLER WITHIN
ONE-YEAR PLAN PERIOD**

Surface Imperfections

Surface imperfections, such as carbon spots (blue dots), dimples, or inconsistencies in the surface glazing of tile, occasionally occur. These imperfections do not affect the integrity or intended performance of the tile and are strictly cosmetic in nature.

... Normal imperfections per industry guidelines are not actionable.

Seller will replace tiles as necessary to meet guideline. Seller is not responsible for color variations in replacement tile and grout. Reasonable efforts will be made to match the tile and grout colors as closely as practical, but because of dye lot differences, Seller does not guarantee an exact match. In the event the tile selection/pattern is discontinued, Homeowner will need to make a new tile selection. In this case, Seller will determine replacement area. Seller does not endorse or apply any grout sealer. This is the Homeowner's responsibility, even if grout was previously sealed by Homeowner before repair.

DOORS & WINDOWS

This section refers to all exterior doors, interior doors, and the windows of the home. It describes their normal characteristics, occasional problems that occur, and the One-Year Plan Performance Guidelines that apply to each. (Also see "Manufactured Products" section.)

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Air, Dust, or Moisture Infiltration

Most doors and windows are designed to be operable (i.e., open, close, and have moving parts) and weep moisture (allow condensation or minor penetration by the elements to drain outside). Accordingly, some infiltration of air, dust, or moisture will occur, especially in high wind conditions. This is normal. Homeowners should keep weepholes free of dirt buildup and debris, thereby allowing water to properly drain. Periodic adjustment of components, such as weather-stripping and thresholds, may be required and is normal Homeowner maintenance.

... Infiltration of air, dust, or moisture is due to a component(s) of the door or window not functioning properly.

Correct as needed by adjusting, repairing, or replacing component(s) causing problem. Seller is not responsible for normal Homeowner maintenance.

Condensation Between Panes or Other Product Defects

Condensation between panes occurs when the window seal fails. Other product defects, such as debris or silicone between panes or flawed operating parts, are not acceptable. **Note:** Tinted window films or coatings (including, but not limited to, aluminum or tin foils) applied by the Homeowner may void our obligation under the Plan. **Seller is not responsible for problems caused by Homeowner additions, misuse, or neglect.**

... Condensation is detected between panes or other product defects are noted.

Repair or replace as needed to correct condition within the one-year Plan period. After the Plan period, the Manufacturer's warranty, if available, may apply.

Condensation or Frost Build-up

Condensation or frost on interior window surfaces normally occurs when there are gross differences in temperature from inside the home to outside and/or there are high levels of humidity inside the home. While these occurrences cannot be avoided, Homeowners can minimize them by operating fan vents, opening windows, or using dehumidifiers when humidity levels are highest. **Note:** Regular maintenance is required when condensation occurs to prevent damage to walls and sills surrounding windows.

... Not applicable. This is a naturally occurring condition beyond the control of the Seller.

No action will be taken.

DOORS & WINDOWS (Continued)

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Delamination of Door Parts

Delamination occurs when an applied surface or other laminated component separates or loses adhesion. Seller is not responsible for problems caused by Homeowner misuse or neglect.

... Delamination is detected, unless caused by Homeowner lack of maintenance or misuse.

Repair or replace as needed. After the Plan period, the Manufacturer's warranty, if applicable, may apply.

Dents in Metal Doors

Dents are a result of impacts to the door surface occurring during the construction process, move in or from use after move in. Seller is not responsible for dents occurring after the new home orientation. Dents that are documented with the Seller no later than the new home orientation will be repaired. (Doors that cannot be properly repaired will be replaced at the sole discretion of the Seller.)

... Not applicable, any door dents should be documented at the time of the new home orientation.

No action will be taken.

Door Hinge Residue

Door hinges need to be lubricated periodically, using a silicone spray or petroleum jelly. The lack of lubrication will cause friction and wear which can be visually identified by a black residue (mostly iron metal fragments) that will accumulate at the friction points and possibly fall to the floor. It is the responsibility of the Homeowner to maintain the door hinges.

... Not applicable. Door hinge residue is the result of friction caused by lack of lubrication which is a maintenance responsibility of the Homeowner.

No action will be taken.

Glass Breakage

Breakage occurs from impact to the glass. Seller is not responsible for breakage occurring after move-in unless it is attributable to improper installation or a product defect.

... Not applicable. Any glass breakage should be documented at the new home orientation. Breakage is not warranted after the new home orientation unless it is attributable to improper installation or a product defect.

Reglaze broken window if documented at new home orientation; otherwise no action will be taken unless it is attributable to improper installation or a product defect.

Loose or Rattling Fit at Latches

Doors and windows should latch tightly and not be loose or rattle. Seller is not responsible for Homeowner misuse or damage.

... Latches are loose or rattle.

Adjust as needed.

DOORS & WINDOWS (Continued)

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Malfunctioning Doors or Windows

Doors and windows should open and close with reasonable pressure. Homeowners should keep door and window tracks clean, lubricated and free of dust, dirt and debris for proper operation.

... Doors or windows do not function or require unreasonable pressure to open and close, unless caused by Homeowner's lack of adequate maintenance in the problem area.

Adjust as necessary to meet guideline.

Operation of Rollers, Hinges, Other Moving Parts

Operating and moving parts of doors and windows should function and operate freely and smoothly as intended, with no excessive binding, catching, slippage, etc. Regular maintenance is required by Homeowner to keep parts operating correctly. Seller is not responsible for Homeowner misuse or neglect.

... Operating or moving parts of doors or windows do not function as designed and intended.

Parts will be adjusted or replaced as necessary in order to function as designed and intended.

"Popping" of Acrylic Block Windows

Acrylic block may make a "popping" sound when they heat up in the summer sun. This is a natural expansion of materials and not of itself a cause for concern.

... Not applicable.

No action will be taken.

Raw Wood or Metal Exposed

Occasionally, unpainted or unstained surfaces will become exposed at the edges of inset panels on exterior doors. This is due to expansion and contraction caused by temperature and moisture changes, which is a normal characteristic of doors. Depending on the type of material the door is made of, frequency of Homeowner maintenance will vary but will be needed. Seller is not responsible for problems due to Homeowner neglect.

... Not applicable. This is a normal occurring condition, unless it is determined that the door was not painted or stained in accordance with the Manufacturer's recommendations.

No action will be taken.

Scratched Window Glass

Minor scratches are common in window glass occurring from the manufacturing, shipping, or construction process as well as from normal Homeowner cleaning and maintenance activity.

... Scratches in window glass can be seen from further than 8 feet away in natural light, as documented at time of new home orientation.

Replace with glass that meets the performance guideline.

DOORS & WINDOWS (Continued)

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Screens Not Fitting, Torn, or Damaged

Screen panels should fit their designated openings properly. Homeowners should use caution when removing, cleaning, and reinstalling screens as they easily tear, especially with pets and small children. Seller is not responsible for tears or other damage to screens occurring after the new home orientation. Tears or other damaged items that are documented with the Seller no later than the new home orientation will be corrected.

... Screens have gaps exceeding ¼" or do not fit as intended by the Manufacturer. No action will be taken on tears or other damage not documented at the new home orientation.

Repair or replace as needed.

Separation Between Weather Stripping and Door

Even with properly installed weather stripping, some movement of the door, when closed, may be expected. Homeowner maintenance is required for minor alterations to adjustable thresholds and other parts of the door.

... Daylight is visible or if entrance of elements occurs under normal conditions.

Correct as needed.

Sliding Patio Door or Screen Will Not Stay on Track

Sliding patio doors and screens should slide properly on their tracks at the time of new home orientation. The cleaning and maintenance necessary to preserve proper operation are a homeowner responsibility.

... Sliding door or screen does not stay on track and cause is due to product or installation problems.

Adjust as necessary, if cause is due to product or installation problems; otherwise no action.

Spacing Between Door Bottoms and Flooring

Adequate spacing is required to allow for unobstructed flow of air between rooms when a door is in the closed position. The resulting spacing between the door bottom and any flooring type, however, should not be excessive. This does not include garage service doors.

... Door bottom to flooring spacing exceeds 1¼".

Make correction as necessary to meet guideline.

DOORS & WINDOWS (Continued)

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Split in Door Panel (wooden doors)

Some splitting is normal and should be expected. Splits in panels should not allow light to be visible through the door however. Certain types of doors require periodic Homeowner maintenance. Seller is not responsible for splits caused by Homeowners lack of maintenance or neglect.

... Split in door panel is allowing visible light through the door. Other Manufacturer's warranties may apply.

Fill the split and match paint or stain finish as closely as is practical and possible. An exact match is not guaranteed. The door panel may be replaced at the sole discretion of the Seller's representative.

Swelling

For doors exposed to weather, swelling can occur. This is caused by the normal absorption and release of moisture of the wood components of a door. The resulting expansion and contraction may cause noticeable variations in the fit and operation of the door. This is a normal characteristic of doors with wooden components. Doors, however, should be installed with adequate reveals to allow for these variations, so that the operation of the door is not impaired from normal use.

... Door swells to the point it binds or may be damaged by continued use.

Correct by making adjustments as needed to meet guideline.

Warpage of Doors

Minor warping, cupping, bowing, or twisting of doors, especially exterior doors, will occur due to temperature differentials on inside vs. outside surfaces. Doors should not warp to the extent that they become inoperable or cease to function properly.

... Door becomes inoperable, ceases to be weather resistant, or exceeds ¼" measured vertically, horizontally, or diagonally from corner to corner.

Correct or replace and refinish to match existing doors as near and as close as practical. An exact match is not guaranteed.

DRYWALL

This section addresses all of the drywall areas of the home. Drywall is also known as sheetrock and gypsum board. This section describes the One-Year Plan Performance Guidelines for typical characteristics and occasional problems associated with drywall.

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Bowed, Uneven, or Wavy Surfaces

All drywall surfaces have slight variations due to the drywall's flexibility, the material it is fastened to, other components installed in the wall behind the drywall, such as plumbing pipes or framing hardware, or the type and amount of joint compounds and tapes used. Humps and/or dips can be visible from different angles or in various types of light but are considered normal if not greater than the tolerance specified.

... Areas of unevenness exceed 1/8" within any 36-inch horizontal measurement (determined by centering a 6-foot straight edge at the center of the bow), or 1/2" within any 8-foot vertical measurement.

Repair as needed to bring the variance to within the guideline. Reasonable efforts will be made to match the original surface texture and finish color as closely as practical and possible, but Seller does not guarantee an exact match. Proper and acceptable completion of the repair finish will be determined by the Seller's representative's inspection.

Cracking

Cracks in drywall are a common characteristic and are typically caused by normal shrinkage of lumber to which the drywall is attached, settlement of the home or temperature variations from the changes of the seasons or the home's heating and cooling system. They will typically occur at framing or drywall joints, corner bead locations, or other areas prone to movement. Minor cracking is to be expected and is considered to be normal Homeowner maintenance.

... Cracks exceed 1/8" in separation, unless caused by Homeowner damage or neglect.

Crack will be filled and surface patched using industry guideline methods. Only the affected area will be repainted. Reasonable efforts will be made to match the original surface texture and finish color as closely as practical and possible, but Seller does not guarantee an exact match. Proper and acceptable completion of the repair finish will be determined by the Seller representative's inspection.

Crowning or Shadowing

Crowning is when a drywall joint is excessively higher than the plane of the drywall board on each side. All joints should be finished in such a manner that the center of the joint is only slightly higher than the plane of the drywall board surface using the proper amount of joint compound and finished with a wide flat edge. (Also see "Bowed, uneven, or wavy surfaces" in this section.)

... Crowning of joint exceeds 1/8" as measured with a 12" broad knife placed over the center of the joint.

Repair as necessary to comply with guideline. Reasonable efforts will be made to match the original surface texture and finish color as closely as practical and possible, but Seller does not guarantee an exact match. Proper and acceptable completion of the repair finish will be determined by the Seller representative's inspection.

DRYWALL (Continued)

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Nail Pop

This occurs when the head of a nail or screw pops through the drywall's finished surface due to the contraction and expansion of the lumber the drywall is nailed to. It is a normal characteristic of drywall and the Homeowners responsibility to repair as needed. Numerous nail or screw pops in close proximity are not acceptable and require repair by the Seller.

... Four (4) or more nail or screw pops occur in close proximity. For nail or screw pops that are within the guideline, a one-time only courtesy repair (during the Plan period) will be performed to demonstrate the repair method for future Homeowner maintenance.

Repair as needed. Reasonable efforts will be made to match the original surface texture and finish color as closely as practical and possible, but Seller does not guarantee an exact match. Proper and acceptable completion of the repair finish will be determined by the Seller representative's inspection. If Homeowner has repainted with custom color or added wallpaper, Homeowner is responsible for repainting and/or rewallpapering.

Out of Level, Plumb, or Square

Wall surface edges at openings, corners, sills, shelves, etc., will be found to vary slightly from level (horizontal), plumb (vertical), or square (perpendicular or at a 90° angle). These variations should be minimal.

... Variance to level, plumb, or square exceeds ¼" in any 6-foot measurement.

Repair as needed to bring the variance within the guideline. Reasonable efforts will be made to match the original surface texture and finish color as closely as practical and possible, but Seller does not guarantee an exact match. Proper and acceptable completion of the repair finish will be determined by the Seller representative's inspection.

DRYWALL (Continued)

ONE-YEAR PLAN PERFORMANCE GUIDELINE

Ridging or Beading

"Ridges" that are visible along drywall joints should not occur. Drywall, as with other building materials, grows or shrinks in response to changes in temperature and humidity. Since drywall panels in a partition or ceiling are confined to a specific space, they are put under stress, by either compression or tension depending on the temperature or humidity conditions. These stresses are relieved when the panel bends outward in the region of the joint. Once this bending takes place, it becomes progressively worse with each change of temperature or humidity until the system takes a "set" and never returns to normal. This progressive deformation appears as a uniform continuous ridge, approximately 2" wide along the length of the joint. Note: Ridging should not be mistaken for typical uneven or wavy surfaces that under certain lighting conditions can be detected but are within the performance guideline (see "Bowed, uneven, or wavy surfaces" in this section).

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

... Determine from inspection by Seller's representative concludes that "ridging" has developed.

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Repair as required to eliminate ridging. Adequate "set" time to allow a ridging condition to develop fully before undertaking repairs is one full annual cycle of the four seasons, it is, therefore, at the sole discretion of the Seller's representative to determine the proper time for the repair. Repairs will be timed for warm and dry weather conditions. Reasonable efforts will be made to match the original surface texture and finish color as closely as practical and possible, but Seller does not guarantee an exact match. Proper and acceptable completion of the repair finish will be determined by the Seller representative's inspection.

DRYWALL (Continued)

**ONE-YEAR PLAN
PERFORMANCE GUIDELINE**

**OBSERVATION DURING THE ONE-
YEAR PLAN PERIOD--CORRECTIVE
ACTION WILL BE TAKEN WHEN:**

**ACTION BY SELLER WITHIN
ONE-YEAR PLAN PERIOD**

Surface Imperfections

In addition to the drywall itself, nails, corner bead, drywall compound, tape, and texture also make up the materials that comprise what is visible as "finished" drywall. Slight imperfections, such as, but not limited to, nail head dimples, blisters in tape, seam lines, trowel marks, and variations in texture as a result do occur and are considered acceptable variations.

... Imperfections can be readily observed by visual inspection from no less than 3 feet away without resorting to artificial light placement.

... Seams are not taped and covered by one coat of drywall compound or nail heads are visible in areas, such as garages, that are drywalled but not "room finished."

Repair/patch problem as needed. Reasonable efforts will be made to match the original surface texture and finish color as closely as practical and possible, but Seller does not guarantee an exact match. Proper and acceptable completion of the repair finish will be determined by the Seller representative's inspection.

Repair/patch problem as needed. Reasonable efforts will be made to match the original surface texture and finish color as closely as practical and possible, but Seller does not guarantee an exact match. Proper and acceptable completion of the repair finish will be determined by the Seller representative's inspection.

ELECTRICAL SYSTEMS & FIXTURES

This section refers to the electrical system and the light fixtures of the home. Normal characteristics, occasional problems, and One-Year Plan Performance Guidelines that apply to them are listed and defined. (Also see "Manufactured Products" section.)

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Air Infiltration Around Electrical Outlets

Electrical outlet boxes are backed by the exterior wall of the home, which may allow some air infiltration to occur. This is normal and not considered to be a defect.

... Not applicable.

None.

Bulbs Burned Out

Seller cannot guarantee the life of light bulbs. The home should be furnished with functioning light bulbs at the time of new home orientation. Seller is not responsible for burned out light bulbs after the new home orientation. Those light bulbs provided by the Seller that are documented as burned out no later than the new home orientation will be replaced.

... Not applicable. Exceptions apply if fixture is found to be defective.

No action will be taken. If exception applies, repair or replace fixture as needed and provide new bulbs.

Circuit Breakers Tripping, Fuses Blowing

Circuit breakers and fuses are designed to trip ("pop" or "kick off") or blow to protect the home from power surges, overloading of the circuits, shorts, etc. They should not activate under normal usage. Repeated occurrences may indicate a malfunction or other problem. Homeowners should use caution not to improperly use or overload circuits.

... Breakers kick off excessively or fuses blow as a result of improper workmanship and/or materials used, and not due to homeowner-caused circuit overload. Criteria is based on the applicable local, state and approved National Fire Protection Association's electrical codes, or problem is directly attributable to improper design, defective materials, or an incorrect method of installation.

Correct as needed to meet code requirements.

Ground Fault Interrupter (GFI) Trips

GFI's are sensitive safety circuit breakers designed to protect against electrical shock. This is why they are typically installed in the areas of the home that are exposed to water during normal use and are very easy to trip. Freezers, refrigerators, or other appliances requiring constant electrical flow should not be plugged into GFI circuits.

... GFI breaker does not meet applicable local, state and approved National Fire Protection Association's electrical codes, or problem is directly attributable to improper design, defective materials, or an incorrect method of installation. Please see information in Homeowner Handbook.

Correct as needed to meet code requirements

ELECTRICAL SYSTEM & FIXTURES (Continued)

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Installation

All fixtures, electrical boxes and trim plates will be installed securely, plumb and level and reasonably tight to wall or ceiling surface. Any items not meeting the guideline should be documented at the time of new home orientation. Homeowner should exercise proper care and use. Examples are avoiding improper tugging or hanging on fixtures, and retightening plate screws as they may become loose with normal use.

... No action will be taken unless the problem is directly attributable to improper design, defective materials, or an incorrect method of installation.

Level or secure as necessary to meet guideline, if applicable.

Lights Dimming

Occasionally, a momentary dimming of lights or other signs of power drains on an electrical circuit can be detected. These occur typically when an appliance is turned on, an air conditioning unit starts up, or some other instantaneous draw of electrical current is required. This is a normal characteristic of the electrical circuits and does not indicate a defective condition. Attention and caution should be used by Homeowners not to overload circuits beyond their capacity.

... Not applicable. Dimming lights or other noticeable momentary power drains are normal and characteristic when appliances or other equipment on the circuit start up. Circuitry should meet the applicable local, state, and approved National Fire Protection Association's electrical codes for installation and material requirements. Seller will only be responsible for problems directly attributable to improper design, defective materials, or an incorrect method of installation.

Correct as needed to meet code requirements.

Lights Flickering

Lights should not flicker with normal use. Homeowner should exercise proper care and use to avoid overloading circuits and fixtures. For example, this usually occurs when more appliances than the design circuit load are plugged into a circuit, or oversized light bulbs are used.

... Flickering occurs due to a problem directly attributable to defective materials or an incorrect method of installation.

Correct as needed.

Manufacturer's Defects

Please see "Manufactured Products" section.

... Please see "Manufactured Products" section.

Please see "Manufactured Products" section.

Noisy Exhaust Fans

Fans should operate as intended, without excessive vibration or rattling. On occasion, wind may cause a slight vibration of vent flaps which is a normal occurrence.

... Fan blade hits the casing, is impeded by obstructions that cause unintended noise or vibration, or is directly attributable to improper design, defective materials, or an incorrect method of installation.

Repair or replace as needed.

ELECTRICAL SYSTEM & FIXTURES (Continued)

**ONE-YEAR PLAN
PERFORMANCE GUIDELINE**

**OBSERVATION DURING THE ONE-
YEAR PLAN PERIOD--CORRECTIVE
ACTION WILL BE TAKEN WHEN:**

**ACTION BY SELLER WITHIN
ONE-YEAR PLAN PERIOD**

**Outlets, Switches, Doorbell, or
Fixtures Malfunction**

Each serve the function they were designed for.

... Malfunction occurs of outlet, switch, doorbell or fixture.

Repair as needed.

**Scratched/Damaged Fixtures
or Coverplates**

Seller is not responsible for scratches or other damage to fixtures occurring after the new home orientation. Scratched or damaged fixtures that are documented with the Seller no later than the new home orientation will be repaired or replaced.

... Not applicable. Any scratches or damaged fixtures should be documented at the new home orientation.

No action will be taken.

Smoke Detectors

Smoke detectors should not fail. Seller warrants against problems related to improper installation or defective parts. Smoke detectors do, however, require regular Homeowner maintenance such as replacing batteries and cleaning regularly in order to function properly. If not properly and routinely maintained, smoke detectors may intermittently "beep," fail to operate, or false alarms may occur that are not the result of faulty components. Seller is not responsible for Homeowner lack of maintenance or neglect.

... Problem is attributable to improper installation or defective parts per the manufacturer's limited warranty.

Replace defective unit.

Tarnished Fixtures (exterior)

All exterior fixtures are exposed to the sun and weather conditions that not within the Seller's control.

... Not applicable.

...Not applicable.

Tarnished Fixtures (interior)

Finish of fixtures may tarnish with normal use. Some cleansers may cause fixture finish to tarnish more rapidly than with normal use. Seller is not responsible for Homeowners improper cleaning or neglect.

... Tarnishing is determined to be caused by defective surface or subsurface finish by Seller's representative.

Replace if determined to be defective finish. No action will be taken if problem is related to Homeowner's improper cleaning or neglect.

Television and Cable TV

See "Utility Hook-Ups" section.

... See "Utility Hook-Ups" section.

See "Utility Hook-Ups" section.

ELECTRICAL SYSTEM & FIXTURES (Continued)

**ONE-YEAR PLAN
PERFORMANCE GUIDELINE**

**OBSERVATION DURING THE ONE-
YEAR PLAN PERIOD--CORRECTIVE
ACTION WILL BE TAKEN WHEN:**

**ACTION BY SELLER WITHIN
ONE-YEAR PLAN PERIOD**

**Wiring Not Carrying Designated
Load**

All wiring in the home is rated to carry a design load specified by the Manufacturer. It should perform to this guideline under normal residential use.

... Wiring does not carry design load as determined by applicable local, state, and approved National Fire Protection Association's electrical codes, or problem is directly attributable to improper design, defective materials, or an incorrect method of installation.

Correct as needed to meet code requirements.

FENCING & WALLS

This section refers to the fencing and wall structures installed by the Seller within the Homeowner's property boundaries. This section describes the attributes and occasional problems associated with fencing and walls and the One-Year Plan Performance Guidelines that apply to them. This section covers two types of fences and/or walls: wooden and masonry.

**ONE-YEAR PLAN
PERFORMANCE GUIDELINE**

**OBSERVATION DURING THE ONE-
YEAR PLAN PERIOD--CORRECTIVE
ACTION WILL BE TAKEN WHEN:**

**ACTION BY SELLER WITHIN
ONE-YEAR PLAN PERIOD**

FOR ALL FENCING TYPES:

**Excessive Rusting or Deteriorating
Metal Parts**

Metal parts exposed to the elements should not exhibit rust or other deterioration during the Plan period. Seller is not responsible for Homeowner misuse or neglect, i.e., sprinkler water directed at metal, chipping or scratching of the protective finish, etc.

... Excessive rust occurs during the Plan period due to failure of the protective finish on the metal or problem is directly attributable to improper design, defective materials, or an incorrect method of installation.

Repair as necessary.

Location of Stepdowns

Grade elevation variations between lots may necessitate fencing level stepdowns. Seller attempts to accomplish stepdowns in a gradual, aesthetically pleasing manner, but cannot guarantee locations will fall at property lines, or as otherwise that may be desired aesthetically.

... Not applicable

No action will be taken.

Mildew, Mold, Fungus, Etc.

These types of growth may cause discoloration if not regularly and properly cleaned and/or treated by Homeowner when they appear. They occur naturally due to environmental conditions that are beyond the control of the Seller.

... Not applicable

No action will be taken.

FENCING & WALLS (Continued)

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

FOR WOODEN FENCING:

Damage, Breakage to Fencing

Fences should be installed per the Seller's specifications, the community approved plans, and/or the approved building permit plans, whichever are applicable. Fences are not designed or engineered to meet any guideline regarding forces of nature, such as wind, rain, snow, seismic, etc., nor to withstand Homeowner misuse or neglect, such as improper landscape loading, climbing, or erosion around posts and/or footings. Seller is not responsible for damage or breakage to fencing unless directly attributable to improper installation or defective materials as defined by the Seller's specifications, the community approved plans, and/or the approved building permit plans, whichever are applicable.

... Not applicable. Exceptions apply if fencing is not installed per the Seller's specifications, the community approved plans, and/or the approved building permit plans, whichever are applicable.

No action will be taken unless exceptions apply; then repair or replace as needed.

Heights of Fencing

Fences should be installed per the Seller's specifications, the community approved plans, and/or the approved building permit plans, whichever are applicable. Due to varying finish grade levels next to fencing, fence heights from finish grade levels may vary from the actual height of the fence members. Fencing may not meet requirements for property with a swimming pool. Fencing height requirements for a swimming pool are not Seller's responsibility.

... Not applicable. Exceptions apply if fencing is not installed per the Seller's specifications, the community approved plans, and/or the approved building permit plans, whichever are applicable.

No action will be taken unless exceptions apply; then repair or replace as needed.

FENCING & WALLS (Continued)

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

FOR MASONRY FENCING:

Broken or Loose Blocks or Loose Walls

Concrete Masonry Unit (CMU) blocks should not be broken or be loose. Block walls should be examined at time of new home orientation for looseness of damage. Seller is not responsible for damage or settlement caused by Homeowner misuse, such as improper loading of landscape fills, overwatering, children playing on walls, impact by landscaping machinery, etc.

... No action will be taken after new home orientation. Exceptions may apply if problem is directly attributable to improper design, defective materials, or an incorrect method of installation.

Repair or replace as necessary.

Cracked Mortar or Cracked Blocks (CMU)

Mortar and concrete masonry units (CMU) are cementitious products and subject to cracking from causes such as wall movement or expansion and contraction. Seller is not responsible for cracking or settlement caused by Homeowner misuse, such as improper loading of landscape fills, overwatering, children playing on walls, impact by landscaping machinery, etc.

... Mortar deteriorates or falls out of joint(s) or cracks exceed an average width of 1/8". Cracks in individual concrete masonry units exceed an average width of 1/16".

Cracks will be pointed with mortar. Note: new mortar may be different in color from existing mortar.

Decorative Wall Finishes

Stucco finishes on block wall surfaces will crack as a result of wall movement and/or settlement.

... Stucco cracks exceed an average width of 1/8".

Repair as necessary using approved materials for stucco repair. Reasonable efforts will be made to match the original surface texture and finish color as closely as practical. However, Seller does not guarantee an exact match.

FENCING & WALLS (Continued)

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Efflorescence

Occasionally a white, powdery, crystalline buildup called efflorescence will appear on fences or masonry walls that is caused by salts in the soil being carried by moisture passing through the porosity of concrete. Retaining walls are especially susceptible because of their contact with the soil. This is most prevalent in areas where soils have high salt content. Depending on the soils in the area, the occurrence of efflorescence can be minimized, not avoided, with regular cleaning by Homeowner. Seller is not responsible for efflorescence since it is caused by naturally occurring elements in the soils and moisture from natural or Homeowner sources.

... Not applicable.

No action will be taken.

Footing Overspill

Block wall footings are wider than the width of wall blocks and therefore will extend beyond the wall surface. The footing should be covered with a minimum of 3" of final grade material.

... Footing is not covered with a minimum of 3" of final grade material.

Install necessary final grade material to meet guideline.

Heights of Wall

Walls should be installed per requirements of the Seller's specifications, the community approved plans and/or the approved building permit plans, whichever are applicable. Due to varying finish grade levels next to walls, wall heights from finish grade levels may vary from actual height of wall courses.

... Wall heights are not per the Seller's specifications, the community approved plans, and/or the approved building permit plans, whichever are applicable.

Repair as needed.

Mildew, Mold, Fungus, Etc.

These types of growth may cause discoloration if not regularly and properly cleaned and/or treated by Homeowner when they appear. They occur naturally due to environmental conditions, which are beyond the control of the Seller.

... Not applicable.

No action will be taken.

FENCING & WALLS (Continued)

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Moisture Seepage Through Walls

Moisture seepage is caused by rain, irrigation water, offsite drainage, or underground sources percolating through the soils and passing through the porosity of the masonry block and grout. Seepage is a normal characteristic of masonry walls and cannot be completely prevented. Soil exposed sides of retaining walls should be properly treated with an approved water-resistant (not waterproof) coating. Where retaining walls are installed, weepholes should be placed in the lowest course to allow seepage to pass through and thereby prevent water from building up behind the wall. Homeowner should avoid blocking weepholes which prevents them from functioning properly. Seller is not responsible for seepage.

... Not applicable. Exceptions apply if problem is directly attributable to improper design, defective materials, or an incorrect method of installation.

No action will be taken unless exception applies which will be corrected as needed.

Shading Variations

There will be some shade variations with Concrete Masonry Unit (CMU) blocks due to varying mixtures and curing conditions. Shading variations should not substantially detract from the aesthetic appearance of the wall.

... Seller's representative determines shade variation does not meet appearance guideline.

Replace blocks as necessary.

Size Variation of CMU

CMU blocks will vary in size (height, width and depth) to a small degree. Sunlight shining across the plane of the wall will accentuate the block size variances at certain times of day.

... Variance between any abutting blocks exceeds 1/4".

Replace blocks as necessary.

FIREPLACES & DECORATIVE GAS APPLIANCES

This section refers to any fireplaces or decorative gas appliances (DGAs) that may be installed in the home. To differentiate, a fireplace will be defined as any unit designed and equipped to burn combustibles (wood, paper, etc.) in addition to gas. A decorative gas appliance (DGA) will be defined as those units that aesthetically resemble fireplaces but are designed exclusively to burn gas only. This section describes the attributes and the One-Year Plan Performance Guidelines that apply to them. (Also see "Manufactured Products" section.)

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Cracks in Refractory Panels

Panels should not crack or separate with normal use of product. Homeowner should exercise proper care and use by avoiding the use of synthetic logs or other materials not approved by the Manufacturer that will cause excessive heat and refractory panel cracking.

... Does not meet Manufacturer's warranty guidelines. Please refer to "Manufactured Products" section.

Please refer to "Manufactured Products" section.

Fireplace Door(s) Operation

Fireplace doors should operate freely and smoothly without binding. Doors should meet evenly and align with each other. Seller is not responsible for Homeowner misuse.

... Doors stick or bind excessively or doors are misaligned more than 1/8" in any direction.

Repair or replace as necessary.

Gas Leaks

Gas leaks should not occur. Homeowner should shut off appliance and/or gas source, open windows, and contact local gas utility immediately.

... Gas leak is detected.

Repair or replace as necessary.

Gas Log Positioning

In sealed units the logs are preplaced by the Manufacturer and should not be repositioned. On unsealed units the logs should be placed in a manner that allow the flame to flow through the logs. The position should be checked at the time of the new home orientation.

... Does not meet Manufacturer's warranty guidelines. Please refer to "Manufactured Products" section.

Please refer to "Manufactured Products" section.

Malfunction of Decorative Gas Appliances

Decorative gas appliances should function as represented and intended by the Manufacturer. Homeowner should exercise proper care and use to avoid making any alterations that deviate from the Manufacturer's recommendations.

... Does not meet Manufacturer's warranty guidelines. Please refer to "Manufactured Products" section.

Please refer to "Manufactured Products" section.

Manufacturer's Defects

Please refer to "Manufactured Products" section.

... Please refer to "Manufactured Products" section.

Please refer to "Manufactured Products" section.

FRAMING

This section addresses the framing or rough carpentry components of the home. These predominantly include materials made of rough lumber products like beams, joists, posts, rafters, studs, and trusses and do not include interior finish wood products like castings or trim. It covers the typical characteristics and problems that arise from time to time and the One-Year Plan Performance Guidelines that apply to them.

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE-YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Bowed, Uneven or Wavy Surfaces

All interior and exterior framing surfaces have slight variations. These can be caused by variations in the natural materials used, methods of installation, or components inside the wall, such as plumbing, piping, or framing hardware. Minor bows, uneven or wavy surfaces are normal and to be expected if not greater than the tolerance specified.

... Areas of unevenness exceed 1/8" within any 36-inch horizontal measurement (determined by centering a 6-foot straight edge at the center of the bow), or 1/8" within any 8-foot vertical measurement.

Repair as needed to bring the variance to within the guideline.

Checking and Warping

All wood beams and posts (interior and exterior) are subject to checking (splitting) and warping (twisting, bowing, or cupping) as they dry out. As the wood increases in thickness, the tendency to check or warp also increases. These characteristics are normal within the performance guideline tolerance unless they affect the structural integrity of the framing member or interfere with the purpose for which it was installed (see "Structural integrity" in this section.)

... Cracks affect structural integrity.

Repair and/or replace as needed.

Floor Squeaks/Subfloor Loose

All wooden floors produce slight noises like faint creaking or squeaking. This is understandable given the large number of separate elements that are fit and fastened together and the amount of movement (flexing) the structure is designed to accommodate. Seasonal changes in temperate and/or humidity can also cause creaking or squeaking. No floor is squeak proof. Slight floor noises are considered normal and not covered by the guideline.

... Squeaking sound is directly attributable to loose subflooring, defective materials, or an incorrect method of installation.

On a one-time basis during the One-Year Plan Period, refasten any loose subflooring or repair as needed to minimize or eliminate the noise to the extent possible within reasonable repair capability. NOTE: Carpeting may have to be cut at a seam in order to effect subfloor repairs. Cut seams will be redone to original installation specification.

FRAMING (Continued)

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE-YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Out of Level or Plumb

Walls and surface edges at openings, corners, sills, shelves, etc. can vary slightly from level (horizontal) or plumb (vertical). These variations should be minimal.

... Variance to level or plumb exceeds 3/4" in any 8-foot measurement. Wall out of square is not actionable.

Repair as needed to bring the variance within the guideline. Reasonable efforts will be made to match the original surface texture and color as closely as practical and possible, but Seller does not guarantee an exact match. Proper and acceptable completion of the repair finish will be determined by the Seller representative's inspection.

Stair Dimensions and Steepness

Stair dimensions and/or steepness will meet the applicable building code requirements in effect at the time the building permit was issued for construction of the home.

... Stairs dimension and/or steepness do not comply with the applicable building code in effect at the time the building permit was issued for construction of the home.

Stairs will be brought into compliance with applicable building code.

Structural Integrity

Any structural framing members, those that directly or indirectly support the frame structure, must maintain the integrity of the use it was designed and constructed for. The specifications of the structural lumber used in the home designate sizes and lengths necessary to carry the loads for which they were intended.

... Condition indicates a current or potential problem that may compromise the structural integrity of the home.

Perform necessary repairs or replacement to structural elements and related damage.

Uneven Ceiling

Variation in ceiling joists and trusses.

... Due to design and loading of the roof structure, some variances will occur. Excessive if over 1/4" in 32".

Repair by shimming, planing or floating affected area.

Uneven or Unlevel Wood Floors/ Subfloors

Wooden flooring areas shall not have excessive humps, ridges, depressions.

... Floor slopes 1/8" in 10 feet in any direction, or within any room exceeds 0.4% of the room width.

Repair by using floor leveling compound, planing or shimming, or by replacing the immediate section of affected flooring as needed to bring variance to within guideline.

GARAGE DOORS

This section refers to the garage doors in the drive-through openings of the garage. (See "Doors & Windows" section for other regular doors.) It describes the normal characteristics, occasional problems that occur, and the One-Year Plan Performance Guidelines that apply to each. (Also see "Manufactured Products" section.)

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Dents in Metal Doors

Dents are a result of impacts to the door surface occurring during the construction process, move in, or from use after move in. Seller is not responsible for dents occurring after the new home orientation. Dents that are documented with the Seller no later than the new home orientation will be repaired. Doors that cannot be properly repaired will be replaced at the sole discretion of the Seller.

... Not applicable, any door dents should be documented at the time of the new home orientation.

No action will be taken.

Garage Door Opener Adjustments

Garage door openers (if installed by Seller) will be demonstrated at the new home orientation. It is the Homeowner's responsibility to maintain tracks, rollers, chains, sensors, etc. to insure smooth operation. Seller is not responsible for adjustments occurring after the new home orientation. Needed adjustments that are documented with the Seller no later than the new home orientation will be made.

... Not applicable. Seller will not adjust garage door opener after the new home orientation demonstration. Exceptions apply if problem is attributable to improper installation or defective parts used.

No action, unless exceptions apply; then adjust or replace as necessary.

Garage Door or Garage Door Opener Malfunctions

Garage doors and garage openers should operate as intended with normal use. If Seller installs garage door opener, Manufacturer warranties apply. Note: new obstruction sensor devices (if applicable) should not be blocked or bumped. Seller cannot be responsible for Homeowner misuse or problems caused by garage door openers or other devices installed by Homeowner. Read Manufacturer's warranty. Homeowner's installation of certain devices (i.e., openers) may void Manufacturer's warranty.

... Garage door fails to operate correctly unless problem is caused by a garage door opener, or other device installed by Homeowner, misuse, or other actions by Homeowner.

Adjust or repair as needed.

GARAGE DOORS (Continued)

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Leakage at Garage Door

A garage door that is properly installed per Manufacturer's specification will provide weather protection but not weather proofing. Minor leakage of rain, snow, dust, or wind is common and to be expected, especially under unusual or significant weather condition.

... Gaps around garage door exceed 3/4", or it is determined that the door does not meet the Manufacturer Installation recommendations. Seller is not responsible for Homeowner misuse or problems caused by garage door openers or other devices installed by Homeowner.

Repair as needed.

Manufacturer's Defects

Please refer to "Manufactured Products" section.

... Please refer to "Manufactured Products" section.

Please refer to "Manufactured Products" section.

Springs of Garage Door Not Operating Properly

Garage door springs should not lose tension, break prematurely or be undersized. Seller is not responsible for Homeowner misuse or neglect.

... Springs loose tension, break, and cause is determined not to be due to Homeowner misuse or neglect.

Replace as necessary.

Dents in Metal Doors

If garage doors become damaged due to high winds, damage is warranted only to the extent of the manufacturer's warranty.

... Determination is made that damage is covered by the Manufacturer's warranty.

Repair or replace as necessary.

Finish of Wood Garage Doors

The wood of garage doors must be regularly maintained by the homeowner. Painting and treating on a yearly or more frequent basis may be required to protect the door from weather conditions.

... Determination is made that finish is not per the manufacturer's specifications.

Repair as needed.

HARDWARE

This section refers to all hardware items in the home such as doorknobs, latches, hinges, locks, door bumpers, etc. It addresses typical characteristics and occasional problems associated with hardware and the One-Year Plan Performance Guidelines that apply to them. (Also see "Manufactured Products" section.)

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Door Hinge Residue

Door hinges need to be lubricated periodically. The lack of lubrication (liquid lubrication should be used) will cause friction and wear, which can be visually identified by a black residue (mostly iron metal fragments) that will accumulate at the friction points and possibly fall to the floor. It is the responsibility of the Homeowner to maintain the door hinges.

... Not applicable. Door hinge residue is the result of friction caused by lack of lubrication, which is a maintenance responsibility of the Homeowner.

No action will be taken.

Finish Deterioration

Finish should not deteriorate during Plan period. Some cleaning chemicals may cause damage to the finish of doors, handles, faceplates and other items. Seller not responsible for deterioration caused by chemicals used by Homeowner in cleaning.

... Finish deteriorates due to material defect(s).

Replace as necessary.

Manufacturer's Defects

Please refer to "Manufactured Products" section.

... Please refer to "Manufactured Products" section.

Please refer to "Manufactured Products" section.

Operation of Door Knobs/Locks/ Catches

All hardware will perform smoothly, easily and as intended, without catching, binding or requiring excessive force to operate.

... Hardware does not function as intended.

Repair or replace as necessary.

Scratches, Dings

Scratches or dings may occur during the construction period, move-in, or after move in from Homeowner use. Seller is not responsible for scratches, dings, or other damage occurring after the new home orientation. Damage that is documented with the Seller no later than the new home orientation will be corrected by repairing or replacing affected item(s).

... Not applicable.

No action.

HEATING & COOLING

This section addresses the heating and cooling systems(s) of the home, as applicable. (Some areas do not have cooling systems installed as guideline.) This system(s) is also known as the air conditioning or HVAC (heating, ventilation, and air conditioning) system. (Also see "Manufactured Products" section.)

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Appliance Venting (kitchen hood, dryer)

Vents should provide for unobstructed release of air. No screens or attachment screws should impede air flow or catch debris (lint, grease). Back draft dampers should be installed and function as intended. Vents should meet Manufacturer's and UBC code requirements on size, diameter, length, elbows, etc., whichever apply. If both apply, the Manufacturer's requirements take priority.

... Venting does not meet Manufacturer's or code requirements.

Repair as necessary to meet requirements.

Compressor Failure

Compressor should not fail within the One-Year Plan Period. Compressor failure beyond the One-Year Plan Period may be covered by the warranty from the Manufacturer. Please read the warranty information provided by the Seller for exact conditions and terms of this extended warranty.

... Compressor fails during one-year Plan period.

Repair/replace as necessary.

Condensation Lines Clogged Up

The cooling system produces condensation and must be drained off through condensation drain lines. On occasion, over the life of the home, debris from the attic (where unit is installed in the attic) or from the system itself may clog the condensation lines. Condensate line blockages not caused by construction debris are the responsibility of the Homeowner.

... Condensation line blockage is due to construction debris or other original construction-related cause.

Clear line to re-establish unobstructed condensation flow.

HEATING & COOLING (Continued)

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Cooling is Inadequate

The cooling system should maintain a comfortable temperature in the home but, in cases of grossly different heat, can only maintain a constant differential from the outside temperatures, which can be higher than the optimum inside temperature desired by the Homeowner. Some minor adjustments and maintenance, such as balancing dampers and registers and replacing filters, are the responsibility of the Homeowner.

... The cooling system cannot maintain a temperature of 78° F. as measured 5 feet above the center of the floor of any room. When outdoor temperatures exceed 95° F., a difference of 17 degrees cannot be maintained. Slight variations in temperature from this guideline of up to 4°F difference are acceptable between rooms.

Correct the system as needed to meet the Plan performance guideline.

Equipment Laterally Secured

Equipment will be secured per Manufacturer's recommendations and instructions.

... Equipment is improperly secured per Manufacturer's recommendations and instructions.

Resecure as necessary to meet Manufacturer's recommendations.

Heating is Inadequate

The heating system should maintain a comfortable temperature in the home. Some minor adjustments and maintenance, such as balancing dampers and registers and replacing filters, are the responsibility of the Homeowner.

... The heating system cannot maintain a temperature of 70° as measured 3 feet above the center of the floor of any room. Slight variations in temperature from this guideline of up to 4°F difference are acceptable between rooms.

Correct the system as needed to meet the Plan performance guideline.

Repair as necessary to meet requirements.

Leak in Refrigerant Lines

One of the key elements that enables the cooling system of the home to cool is refrigerant. It should be completely contained within the system and not leak. From time to time, refrigerant will require refilling even though no leak has occurred.

... System loses ability to cool as a result of loss of refrigerant, and cause of leak is not due to Homeowner misuse or neglect.

Repair cause of leakage, restore refrigerant to required levels, and restart cooling system to insure proper operation.

Manufacturer's Defects

Please refer to "Manufactured Products" section.

... Please refer to "Manufactured Products" section.

Please refer to "Manufactured Products" section.

Noises from Ductwork

Noises occur in the heating and cooling system due to the flow of air, its velocity, and from the heating and cooling of the ductwork. This often can be heard as a "ticking" or "cracking" sound and is a normal characteristic of the system, and may not be completely eliminated.

... A loud popping noise (also known as "oil canning") occurs.

Repair as needed to minimize or eliminate noise.

HEATING & COOLING (Continued)

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Protection of Exterior Refrigerant Lines

Exterior refrigerant lines will be securely insulated per Manufacturer's recommendations and/or local codes.

... Insulation does not fully encase refrigerant line. Note: Warrantable only if lack of insulation is not due to Homeowner neglect or misuse.

Repair as necessary.

Settling of Exterior Compressor Unit (yard installations only)

The exterior compressor unit for the home's cooling system should be set on a stable foundation pad that supports the unit in as close to a level position as possible. Normal settlement may occur and should be checked periodically for adjustment by the Homeowner. Seller will correct on a one-time basis during the one-year Plan period.

... Settlement occurs in excess of 1" out of level.

Correct as needed to level.

Thermostat Calibration Off

Depending on the make and model of the thermostat, slight temperature variations (actual temperature compared to temperature indicated on thermostat readout) are common and acceptable if not excessive.

... Temperature differential between thermostat and actual room temperatures exceeds 4°F.

Repair or replace as necessary to meet performance guideline.

Vents, Grills, and Registers Operation

Vents, grills, and registers should operate easily and smoothly without requiring excessive pressure when adjusting.

... Adjustment levers are stiff and require excessive pressure to accomplish adjustments.

Lubricate, repair, replace as necessary.

INSECTS & OTHER PEST CONTROL

This section addresses issues related to insects and other pests such as rodents or pigeons.

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Insects, Rodents, or Vermin

Seller does not spray or treat the home or site for prevention or eradication of any insects. Exceptions may apply where treatment is provided for subterranean termites in certain communities (see "Termites" this section), rodents or vermin. Homeowner should have the appropriate pest control measure applied to control ants, silverfish, wasps, mice, rats, etc., as necessary. The presence of insects, rodents, or vermin or any disease, contamination, or other consequential conditions related to them is not the responsibility of the Seller.

... Not applicable. Exceptions apply if it is determined that cause of the insect or rodent infestation was directly attributable to improper design, defective materials, or an incorrect method of installation.

No action will be taken unless exception applies to which Seller will have professional pest control measures applied.

Pigeons or Other Birds

In certain areas, pigeons or other birds will often seek refuge under eave overhangs and, if access is possible, into attics. Seller takes precautionary steps to prevent or deter pigeon and other bird habitation, but does not guarantee it. Homeowner should periodically inspect perimeter of home and attic to determine if infestation has occurred and take the appropriate corrective measures.

... Seller is not responsible for pigeons or other birds roosting at the home unless access to occupied areas is directly attributable to improper design, defective materials, or an incorrect method of installation. Examples would be where "bird stops" are not installed in eave returns and truss blocks or roof vents have openings or voids that allow entry.

Correct condition as needed.

Termites

The foundation subgrade may be chemically treated to prevent subterranean termite infestation. The chemical(s) used in the treatment, its concentration, rate, method and location should comply in every respect with the current guidelines of the Department of Housing and Urban Development (HUD) as they pertain to single-family housing.

... Subterranean termite infestation occurs within five years of treatment, and infestation was not the result of additions or alterations made by the Homeowner which effect the structure or the soil near the structure and create new termite hazards, or interfere with the existing chemical protective barrier (including water near the structure of the home) applied by the original treatment subcontractor.

The Seller will retreat the soil using either the guidelines of HUD in effect at the time of original treatment or at the Seller's option the guidelines in effect at the time of retreatment.

INSULATION

This section refers to all exterior wall and ceiling insulation as well as any insulation installed within interior wall cavities for the purpose of sound attenuation.

ONE-YEAR PLAN PERFORMANCE GUIDELINE

Installation Coverage

Insulation will be installed in accordance with approved building plans, specifications and in accordance with all applicable energy and/or building codes. If the Homeowner suspects inadequate insulation and inspection shows this is not the case, the cost of the inspection and any consequential repairs will be the homeowner's responsibility. Plumbing drain lines on two-story homes will be insulated, not plumbing walls.

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

... Insulation coverages do not meet requirements or conditions of approved building plans, specifications, and applicable energy and/or building codes.

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Install insulation as required to meet guidelines. Make all necessary consequential repairs to drywall and paint.

IRONWORK

This section covers all exterior ironwork, including iron gates, decorative elevation ironwork, balcony/porch railings, and fencing iron.

ONE-YEAR PLAN PERFORMANCE GUIDELINE

Exterior Ironwork Rusts

Ironwork exposed to the elements should not exhibit rust or other deterioration during the Plan period. Seller is not responsible for Homeowner misuse or neglect, i.e., sprinkler water directed at iron, chipping or scratching of the protective finish, etc.

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

... Excessive rust occurs during the Plan period due to failure of the protective finish on the iron, or problem is directly attributable to defective materials or an incorrect method of installation.

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Repair as necessary.

IRRIGATION & LANDSCAPING

This section refers to the irrigations systems and landscaping of the home, if installed by the Seller. It addresses the typical characteristics and occasional problems associated with them, as well as the applicable One-Year Plan Performance Guidelines. Unless expressly noted below, Homeowner is responsible for all matters regarding irrigation and landscaping after the Close of Escrow.

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Broken, Clogged or Malfunctioning Sprinkler Heads

Heads should spray cleanly and evenly in intended pattern (i.e., 90°, 180°, 360°, etc.). Homeowners should regularly check, maintain, and repair irrigation system components. Seller is not responsible for broken, clogged, or malfunctioning sprinkler heads after close of escrow. Problems attributable to installation that are documented at the new home orientation will be corrected.

... Not applicable. Exceptions apply if the problem is directly attributable to improper installation or defective parts used.

No action will be taken unless exception applies to which problem will be repaired or replaced.

Coverage of Sprinklers

Coverage should be complete and thorough, supplying full coverage of intended area without encroaching on neighboring property. Homeowners should regularly check, maintain, and repair irrigation system components. Seller is not responsible for problems with sprinkler coverage occurring after the new home orientation.

... Not applicable. Exceptions apply if the problem is directly attributable to improper installation or defective parts used.

No action will be taken unless exception applies to which problem will be repaired or replaced.

Dead Trees or Plants

After the new home orientation, the growth and stability of trees and plants is beyond the Seller's control. Seller will not warrant landscaping beyond close of escrow or move-in, whichever occurs first.

... Not applicable, unless Seller representative determines plants and/or trees have been delivered to Homeowner in an unhealthy or diseased condition.

No action will be taken unless Seller representative determines replacement is justified

Depth / Coverage of Landscape Rocks

Depth and coverage of landscaping rocks should be documented at the time of the new home orientation. Coverage should be complete and full to a depth of 2". Over time, due to exposure to wind and rain, landscape rocks will settle into the soil. Homeowner will have to add rocks to maintain appearance of landscaping.

... No action after the new home orientation.

Not applicable.

IRRIGATION & LANDSCAPING (Continued)

**ONE-YEAR PLAN
PERFORMANCE GUIDELINE**

**OBSERVATION DURING THE ONE-
YEAR PLAN PERIOD--CORRECTIVE
ACTION WILL BE TAKEN WHEN:**

**ACTION BY SELLER WITHIN
ONE-YEAR PLAN PERIOD**

Freeze Damage

Homeowner is responsible to take precautionary measures to prevent freeze damage. Seller is not responsible for damage due to freezing.

... Not applicable.

No action will be taken.

Leaks in the System

Seller does not warrant sprinkler system after the close of escrow, unless defective materials or parts are determined to have caused the leak.

... Not applicable. Exceptions apply if the problem is directly attributable to improper installation or defective parts used.

No action will be taken unless exception applies to which problem will be repaired or replaced.

**Operation of System Clock/
Controller(s)**

If provided by Seller, clocks/controller(s) will be checked for proper setting prior to the new home orientation. Instructions should be included with the clock/controller(s) and explained at the new home orientation. Clocks and controller(s) should function as intended and represented by the Manufacturer.

Clocks/controller(s) does not function as intended or represented by the Manufacturer.

Repair or replace clock/controller(s) as required to meet guideline. Homeowner should closely monitor conditions of sod, plants and trees to avoid the unnecessary replacement of dead or dying material(s) due to clock/controller(s) failure. Seller is not responsible for dead landscaping material(s) that is the result of clock/controller(s) failure.

Plant and Tree Spacing

Because of various landscape area sizes and configurations, as well as directional orientations of the homes on the lots, plant and tree spacing will substantially vary. Seller cannot guarantee uniform or consistent spacing. Seller will install per landscape prints and, if applicable, the master-planned community guidelines.

... Not applicable.

No action will be taken.

Rock Efflorescence or Deterioration

Landscape rock is a natural substance and subject to deterioration. Some rock types break down faster than others. The rate of deterioration can be affected by the mineral content of the soil and water. Soils that have high salt (alkali) content can further accelerate the deterioration of the rock. As such, Seller does not warrant effects of efflorescence or deterioration.

... Not applicable.

No action will be taken.

IRRIGATION & LANDSCAPING (Continued)

**ONE-YEAR PLAN
PERFORMANCE GUIDELINE**

**OBSERVATION DURING THE ONE-
YEAR PLAN PERIOD--CORRECTIVE
ACTION WILL BE TAKEN WHEN:**

**ACTION BY SELLER WITHIN
ONE-YEAR PLAN PERIOD**

Selection of Plants and Materials

Seller attempts to vary the type of plants and trees planted in the community. The selection is often time based on what is available. Seller attempts to select and group plants that are compatible in appearance and water usage, but no guarantee is given as to specific type or species to be installed.

... Not applicable.

No action will be taken.

Trees Snapping or Uprooting

Trees should not snap or become uprooted if properly planted and staked. Seller is not responsible for extreme weather conditions such as high winds.

... Trees snap or uproot due to improper planting or staking.

Replant or replace as required.

MANUFACTURED PRODUCTS

This section refers to the manufactured product in the home that have applicable Manufacturer's warranties and/or Manufacturer's specifications for installation, maintenance, use, and performance that provide the basis for interpretation of Seller's warrantability and action to be taken. Accordingly, warranty service may be provided directly by the Manufacturer, Manufacturer's representative, the Seller, or the Seller's Installer depending on the product, the type of problem, and when the problem is addressed.

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE-YEAR PLAN PERIOD-- CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Defects

Manufacturer-related defects attributable to the materials used, the manufacturing process, or failure to perform as defined by the Manufacturer's warranty are the responsibility of the Manufacturer. Specific coverage is determined by the Manufacturer's warranty. Seller does not warrant in any manner those items covered by their respective Manufacturer's warranty.

... Does not meet Manufacturer's warranty guidelines.

Action will be taken by Manufacturer or Manufacturer's representative. No action will be taken by the Seller. Manufacturer defects are the responsibility of the Manufacturer and not the Seller. Certain Manufacturer's warranties apply after the one-year Plan period to which the Homeowner is entitled. Careful review of these warranties for terms and periods of coverage is advised.

Lack of Response or Service

Manufacturer or Manufacturer's representative should respond in a reasonable amount of time and provide competent service.

... Manufacturer or representative does not respond reasonably or provide competent service.

Seller will assist Homeowner and act as liaison to expedite warrantable service requests. Any action by Seller to assist Homeowner is done strictly as a courtesy. Seller does not warrant in any manner or assume any responsibility by assisting Homeowner for those items covered by their respective manufacturer's warranty.

MASONRY

This section refers to all nonstructural block walls, also known as Concrete Masonry Unit (CMU), walls, exterior masonry veneer such as brick, stone, or other materials set with mortar or similar concrete adhesive mixtures. (Also see "Fencing & Walls" section.)

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Broken or Loose Blocks, Bricks, or Other Masonry Units

Concrete Masonry Unit (CMU) blocks, bricks, or other masonry units should not be broken or be loose. Block walls should be examined at time of the new home orientation for looseness or damage. Seller is not responsible for damage reported after the new home orientation.

... No action will be taken after the new home orientation. Exceptions apply if problem is directly attributable to improper design, defective materials, or an incorrect method of installation.

Repair or replace as necessary.

Color, Shading, Size and Shape Variation

Masonry blocks and bricks will have slight variations in color, size and shape. Some materials vary more than others. Certain variations are often intentional to add to the character of the material.

... In the determination of the Seller's representative, block or brick size, shape or color variations detract from the intended finish appearance of the wall or veneer.

Repair as needed.

Efflorescence

Occasionally, a white, powdery, crystalline buildup called efflorescence will appear on fences or masonry walls that is caused by water-soluble salts in the soil being carried by moisture passing through the porosity of concrete. Retaining walls are especially susceptible because of their contact with the soil. This is most prevalent in areas where soils have high salt content. Depending on the soils in the area, the occurrence of efflorescence can be minimized, not avoided, with regular cleaning by Homeowner. Seller is not responsible for efflorescence since it is caused by naturally occurring elements in the soils and moisture from natural or Homeowner sources.

... Not applicable

No action will be taken.

MASONRY (Continued)

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Moisture Penetration

Moisture seepage is caused by rain, irrigation water, offsite drainage, or underground sources percolating through the soils and passing through the porosity of the masonry block and grout. Seepage is a normal characteristic of masonry walls and cannot be completely prevented. Soil exposed sides of retaining walls should be properly treated with an approved water resistant (not water proof) coating. Where retaining walls are installed, weepholes should be placed in the lowest course to allow seepage to pass through and thereby prevent water from building up behind the wall. Homeowner should avoid blocking weepholes which prevents them from functioning properly. Seller is not responsible for seepage.

... Not applicable. Exceptions apply if Seller representative determines that wall was improperly installed or defective materials were used.

No action will be taken unless exception applies which will be corrected as needed.

Moisture Seeping Through Walls

Moisture seepage is caused by rain, irrigation water, offsite drainage, or underground sources percolating through the soils and passing through the porosity of the masonry block and grout. Seepage is a normal characteristic of masonry walls and cannot be completely prevented. Soil exposed sides of retaining walls should be properly treated with an approved water resistant (not water proof) coating. Where retaining walls are installed, weepholes should be placed in the lowest course to allow seepage to pass through and thereby prevent water from building up behind the wall. Homeowner should avoid blocking weepholes, which prevents them from functioning properly. Seller is not responsible for seepage.

... Not applicable. Exceptions apply if problem is directly attributable to improper design, defective materials, or an incorrect method of installation.

No action will be taken unless exception applies which will be corrected as needed.

Size Variation of CMU

CMU blocks will vary in size (height, width and depth) to a small degree. Sunlight shining across the plane of the wall will accentuate the block size variances at certain times of day.

... Variance between any abutting blocks exceeds 3/16".

Replace blocks as necessary.

MASONRY (Continued)

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Walls Out of Plumb or Tilting

Walls should not tilt or be out of plumb (vertically straight). Seller is not responsible for walls damaged by Homeowner or contractors hired by a Homeowner.

... Wall tilts or is out of plumb more than 5/8" in 6 feet.

Repair or replace affected area as needed.

MIRRORS & SHOWER DOORS

This section refers to all wall mirrors, shower doors, and tub enclosures in the home. Care and use issues as well as occasional problems are described along with their applicable One-Year Plan Performance Guidelines.

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Installation

Mirrors should not become loose or lose adherence to the wall surface. Clips should not fail or become loose. Shower door components (towel bars, door handles) should be secure.

... Problem is directly attributable to improper design, defective materials, or an incorrect method of installation such as mirrors lose adherence to the wall or clips become loose.

Repair as needed.

Scratches, Chips or Other Damage

Scratches, chips or other damage may occur during the manufacturing, shipping, installation or construction process. Seller is not responsible for scratches, chips, or other damage occurring after the new home orientation. Damage that is documented with the Seller no later than the new home orientation will be repaired or glass and/or parts replaced.

... Not applicable.

No action will be taken.

Shower Door Leaks

Shower doors should be installed and sealed so as not to leak. Homeowner is responsible to maintain the door as required.

... Shower door leaks.

Repair or replace as needed.

PAINING & STAINS

This section covers all of the interior and exterior paint, stain, and caulking of the home. Normal characteristics, maintenance issues, and occasional problems are described along with their applicable One-Year Plan Performance Guidelines. (Also see "Manufactured Products" section.)

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Caulking Deterioration or Cracking

Caulking is commonly used throughout the interior and exterior of the home as a sealant or cosmetic filler. The Seller has a responsibility to provide properly installed caulking where it is required and customary for these purposes. Even properly installed caulking will deteriorate, shrink, and crack with normal exposure, wear, aging, or from the movement of the materials it is adhered to. It therefore, must be maintained as needed by the Homeowner over the life of the home.

... Not applicable unless caulking was originally installed or applied improperly. Caulking must be regularly maintained by the Homeowner since it deteriorates and cracks with normal exposure, wear, and aging.

No action will be taken unless caulking was originally installed or applied improperly.

Color, Shading, and Sheen

Variations

In the event that touch up painting is needed, the sheen (luster) of the finish may vary from the sheen of the other areas of the walls. This is normal during the time that the touch up coat is curing to its final sheen. Homeowner should exercise proper care and use to avoid using incorrect paint or improperly storing or applying touch-up paint.

... Paint manufacturer determines paint product was defective or installed improperly (per Manufacturer's guidelines.)

Repaint affected area, to include squaring up wall from corner to corner.

Color Variations in Stained Wood Work

With natural wood products, color and grain patterns can vary noticeably. Colors will also change over time depending on varying exposures to sunlight. Other variations can be due to the way the stains and sealing finishes are accepted. These variations are normal and acceptable.

... Not applicable. Such variations are a normal characteristic of natural wood.

No action will be taken.

Coverage

Paint should cover the underlying surface.

The surface being painted shall not show through new paint when viewed from a distance of six feet under normal lighting conditions.

Reapply paint as necessary to meet the guideline and match surrounding areas as closely as practical.

PAINTING & STAINS (Continued)

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Deterioration of Exterior Paint

The exterior wood areas (fascia, casings, trim) have been finished with an exterior paint or stain. Due to environmental factors, such as cold, heat, moisture, wind, and sun exposure, painted or stained materials expand, contract, weather, and age at varying rates. This may cause these surfaces to fade, peel, or crack. This is a normal occurrence and requires periodic Homeowner's maintenance, unless it can be determined that the problem is related to the preparation of the surfaces, method of application, or the materials used.

... Problem is related to preparation, application or material used and not to normal aging.

Prep and reapply as needed to correct.

Flaking, Scaling, Peeling

Paint products should perform as intended and represented by the Manufacturer. Flaking, scaling, or peeling should not occur with proper installation of paint products during the Plan period.

... Problem is determined to be a result of original preparation, application or materials used.

Determine if cause is due to improper installation of product failure and correct as needed.

Manufacturer's Defects

Please refer to "Manufactured Products" section.

... Please refer to "Manufactured Products" section.

Please refer to "Manufactured Products" section.

Paint Overspray

Paint overspray should not be on any surfaces for which it was not intended such as adjacent walls, window glass, cabinets, flooring, tubs, etc.

... Paint overspray was the result of Seller application.

Paint over or clean as necessary.

Washability, Scrubability

Paint products should perform as intended and represented by the Manufacturer. Washability and scrubability will vary among paint products. Flat paints are typically applied at non-wet areas and enamel paints typically at high impact areas or areas prone to wetness.

... Paint products do not perform as intended or represented by the Manufacturer.

Paint will be reapplied as necessary to meet Manufacturer's specifications for washability and/or scrubability.

PLUMBING

This section refers to the plumbing system of the home including piping, fittings, valves, and fixtures. Typical characteristics and occasional problems are described along with the One-Year Plan Performance Guidelines that apply to each. (Also see "Manufactured Products" section.)

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Chips, Cracks, or Scratches of Fixture Surfaces

These will occur when surfaces are impacted by sharp or heavy objects. Care should be taken to protect these surfaces and use caution when doing anything over them. Chips, cracks or scratches are not covered under any performance guideline unless condition indicates a manufacturing defect and documented at the New Home Orientation (see "Manufacturer's defects" in this section).

... Not applicable. Any Seller responsibility damage should have been detected and documented on or before the new home orientation. In these cases, patches are acceptable.

No action will be taken unless condition indicates a manufacturing defect. Any Seller responsibility damage should have been documented during the new home orientation. Repairs/refinishing in accordance with industry and/or Manufacture guidelines are acceptable in these cases.

Clogged or Stopped Up Sewers, Drains, or Fixtures

Occasionally, the drainage of toilets, lavatories, garbage disposals, sinks washing machine drains, bathtubs, or showers will get clogged or stopped up. This can occur when the plumbing system is new due to debris that gets into the lines during construction of the home. Homeowners can cause stoppages by overloading the drainage capacity or by putting improper objects or materials in the lines.

... Stoppage occurs within the first 30 days from move-in or close of escrow whichever occurred first, and is directly attributable to defective materials or an incorrect method of installation. (30 days allows ample time for any stoppages to occur that are caused by installation or construction debris in the line.)

Repair as needed.

Clogged Toilets

Clogged toilets may be the result of 1) too much toilet paper and/or solid waste being flushed concurrently, 2) unflushable items (Q-tips, napkins, toys, etc.) being introduced to the toilet, or 3) construction related debris. Homeowner should use a plunger whenever stoppage occurs.

... Stoppage occurs within the first 30 days from move-in or close of escrow whichever occurred first, and is directly attributable to defective materials or an incorrect method of installation. (30 days allows ample time for any stoppages to occur that are caused by installation or construction debris in the line.)

Repair as needed.

Continuously Running Toilets

Toilets should not run continuously.

... Problem is directly attributable to improper design, defective materials, or an incorrect method of installation.

Adjust as necessary

Corrosion of Fixture Fasteners

Corrosion should not occur with normal use.

... Problem is directly attributable to defective materials or an incorrect method of installation.

Replace if applicable.

PLUMBING (Continued)

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Cracking Tubs or Shower Pans

Tubs and shower pans should not crack with normal use and care by the Homeowner. Cracks that are the result of move-in damage or Homeowner misuse are not part of this Plan. In order to avoid water damage, a cracked tub or shower pan should not be used until properly repaired or replaced.

... Crack is identified and determined to be the result of a defect in material or installation. Determination may require a Manufacturer representative's inspection.

Repair or replace tub/shower pan at discretion of Seller's representative. If it is necessary to replace tile, Seller will make reasonable efforts to match tile and grout colors as closely as practical, but because of dye lot differences, Seller does not guarantee an exact match.

Corrosion of Fixture Fasteners

Corrosion should not occur with normal use.

... Problem is directly attributable to improper design, defective materials, or an incorrect method of installation.

Replace if applicable.

Dripping Faucets

This problem can be caused by debris in the water lines that prevent washers and other types of seals in the faucets to work properly allowing minor seepage. It will also occur from regular use over time as the seals wear out. Homeowners will periodically have to replace worn out washers and seals as required as regular and expected maintenance.

... Drips occur within the first 30 days from move-in or close of escrow, whichever occurred first. This allows ample time for any drips to occur that are caused by debris in the lines from construction.

Clean or replace washer or seal as needed.

Flow Restriction or Hot Water Delays

Flow restriction or delays in the amount of time it takes for hot water to arrive at a fixture are a function of the existing water pressure of the system, the water conserving flow restricting features at the outlets, and how far away the water heater is. Mandated flow restrictors at shower heads and aerators, for example, now cause hot water to take longer than it did before water conservation measures were required by law.

... Not applicable unless the delay is caused by a problem with the installation method or materials used.

No action will be taken, as this is a normal characteristic of the system as described unless the delay is caused by a problem with the installation method or materials used.

Freezing Pipes

Seller makes reasonable efforts to protect water pipes from freezing. Homeowner is responsible to take prudent precautions to avoid freezing of pipes in extended periods of below freezing temperatures. In such conditions, hoses should be removed from hose bibs.

... Freezing pipes are attributed to product malfunction or incorrect installation and protection methods.

Repair as necessary.

PLUMBING (Continued)

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Leaks

The components of the plumbing system should completely contain and/or transport water, waste and gases as designed without leaking.

... Leak is detected and not caused by Homeowner misuse or neglect. Leaks must be reported in a timely manner, or additional damage may occur. Seller is not responsible for consequential damage

Repair as needed.

Low or High Water Pressure

Water pressure at the home will meet the minimum pounds of pressure and not exceed the maximum pounds of pressure mandated by the local water district or authority. Seller is not responsible for temporary pressure surges beyond the control of Seller. Seller is also not responsible for the effect of any change in water pressure due to adjusting of pressure regulators by others.

... Water pressure at the house does not meet the minimum or exceeds the maximum pounds of pressure mandated by the local water district or authority.

Adjust pressure to acceptable range.

Manufacturer's Defects

Please refer to "Manufactured Products" section.

... Please refer to "Manufactured Products" section.

Please refer to "Manufactured Products" section.

Noisy Water Pipes and/or Waste Pipes

Due to the velocity of the flow of water, its weight, waste debris it may be carrying, and its varying temperatures that cause pipes to expand and contract, the water and waste pipe systems will emit audible noises. Loud clunking or banging noises known as "water hammer" should not occur with normal use of the system. A "ticking" sound in drain line pipes is common due to expansion or contraction of the pipe as warmer or cooler water is run through it.

... Normal use of the plumbing system produces a sharp, clearly audible clunk, or bang, known as "water hammer." Seller is not responsible for sounds caused by Homeowner's installation of new fixtures, sprinkler systems, or other plumbing system devices.

Correct as needed. Correction may include adjustment of pressure regulator or the use of arrestor devices.

Sewer Gas Smell Inside House

Should not occur with normal use of the plumbing system. With prolonged non-use of the plumbing system, for example, if the home is not lived in for part of the year, it is possible for water in the plumbing drain line traps to evaporate, possibly allowing sewer gas to pass up the line to an open fixture. Seller is not responsible for Homeowner neglect.

... Sewer gas is detected and cause is not due to Homeowner neglect.

Repair as necessary.

PLUMBING (Continued)

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Soft Water Pre-plumbing

Soft water systems will be pre-plumbed only if included as a guideline amenity or available and purchased as an option. Pre-determined locations will be plumbed to receive soft water once a system is installed. Soft water will not be plumbed to any drinking fixture.

... Locations are incorrectly pre-plumbed or a problem occurs that is directly attributable to improper design, defective materials, or an incorrect method of installation. For example, Seller is not responsible for leaks that are a result of Homeowner installation of soft water equipment.

Repair as necessary.

Squeaking Tubs or Shower Pans

Tubs and shower pans should be sufficiently supported to prevent excess deflection and movement. Minor deflection and/or movement is normal but should not result in continuous, repetitive squeaking.

... Normal use of tub or shower causes movement or deflection that results in continuous, repetitive squeaking or excessive grout/caulk separation.

Repair or replace as necessary at Seller's discretion to eliminate squeak or excessive cracking. If it is necessary to replace tile, Seller will make reasonable efforts to match tile and grout colors as closely as practical, but because of dye lot differences, Seller does not guarantee an exact match.

Tarnished or Blemished Finishes

Plumbing fixture finishes can be of solid or coated brass, chrome, or specialty colors (i.e., painted or nickel finishes) and are typically protected by a light surface coating such as lacquer. In each case the Manufacturer provides recommendations for the cleaning, care and use of these finishes which are provided to the Homeowner. Many elements that are beyond the Manufacturer's or the Seller's control such as use of abrasive pads or cleaners, harsh chemicals in cleaners, alcohol or other organic solvents, urine, etc., can rapidly deteriorate the fixture finishes and cause discoloration and/or tarnishing.

... Not applicable. It is the Homeowner's responsibility to properly care for fixture finishes as recommended by the Manufacturers, and is beyond the Seller's control.

No action will be taken.

Temperature Balance

Seller cannot guarantee that fluctuations between hot and cold water will not occur. Homeowner is responsible to maintain correct water heater temperature.

... Imbalance is due to a problem that is directly attributable to improper design, defective materials, or method of installation.

Repair a necessary.

PLUMBING (Continued)

<u>ONE-YEAR PLAN PERFORMANCE GUIDELINE</u>	<u>OBSERVATION DURING THE ONE-YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:</u>	<u>ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD</u>
<u>Unsecured Tub or Shower Valves, Shower Heads, and Tub Spouts</u> Valves and showerheads should be properly secured. Some movement of the showerhead is normal. Homeowner should exercise proper care and use to avoid excessive pulling or tugging on the showerhead, tub spout, or valve.	... Showerhead or valves are determined to be loose due to improper design, defective materials, or method of installation.	Repair as necessary.
<u>Vent Operation</u> Vents should operate as intended.	... Vents fail to operate as intended.	Repair, replace as necessary.
<u>Water Heaters Laterally Secured</u> Water heaters will be installed per Manufacturer's recommendations and instructions.	... Not installed or secured per Manufacturer's recommendations	Resecure as necessary to meet requirements of Manufacturer.

PREWIRES – INTERCOM / SECURITY SYSTEMS

This section refers to the installation of wiring for intercom systems, security systems, and surround stereo systems. It describes occasional problems associated with prewires and the One-Year Plan Performance Guidelines that apply to them.

<u>ONE-YEAR PLAN PERFORMANCE GUIDELINE</u>	<u>OBSERVATION DURING THE ONE-YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:</u>	<u>ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD</u>
<u>System Prewire</u> The contractor-specified type and size of wiring will be run to all areas and/or locations specified by Seller. Wiring will not be exposed; it will be run in wall cavities and be covered by drywall.	... Type and size of wiring is incorrect or wiring is not run to specified areas/locations or wiring is damaged by original installation process.	Seller will make reasonable attempts to correct prewire installation problems. If reasonable efforts do not allow the system to operate as intended, Seller will refund the cost of the prewire installation to the Homeowner.

ROOFING

This section refers to the components that make up the home's roofing system including shingles or tiles, fasteners, underlayment membranes, flashing, attic vents, gutters and downspouts, etc. Normal characteristics and occasional problems are described along with the One-Year Plan Performance Guidelines that apply to each. (Also see "Manufactured Products" section.)

<u>ONE-YEAR PLAN PERFORMANCE GUIDELINE</u>	<u>OBSERVATION DURING THE ONE-YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:</u>	<u>ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD</u>
<u>Color or Shading Pattern Variations</u> Variations in color or shading patterns of shingles or tile roofing are normal characteristics of roofing materials.	... Not applicable since color and shading variations are normal for roofing materials.	No action will be taken.
<u>Crack/Chipped Roof Tile</u> Cracked or chipped roof tile should be documented at the time of the new home orientation. Seller does not warrant damaged tile caused after move-in by walking on the tile while cleaning windows, servicing equipment, mounting antennas, installing solar heaters, etc.	... Not applicable after new home orientation.	No action.
<u>Cracked or Curling Shingles</u> Shingles should not crack or curl during the Plan period.	... Shingles crack, curl or in anyway fail to perform as intended.	Replace as necessary. Repair any condition-causing problem. Beyond the one-year Plan period, shingles are warranted by Manufacturer. See Homeowner Manual for length and terms of Manufacturer's warranty.
<u>Flashing is Missing, Protruding or Too Short</u> Flashing will be installed to prevent the intrusion of water into the building. Some concern will be given to the aesthetic appearance of flashing if it extends beyond the building roofline.	... Flashing does not run far enough to fully prevent water penetration, or flashing extends more than 3" beyond the building roof line.	Repair or replace flashing to meet guideline.
<u>Leakage Through Vents</u> Leakage through properly installed attic gable vents, attic louvers, ridge and soffit vents, or other installed attic openings may occur during wind driven rain and snow conditions and does not constitute a defective or improper condition. Leaks caused by improper installation or materials will be corrected.	... Leakage is due to a problem with original installation or materials used and not the result of wind-driven weather condition.	Repair or replace cause of leak as needed.

ROOFING (Continued)

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE-YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Leaking Gutters or Downspouts

Gutters and downspouts should not leak nor retain excessive standing water if properly maintained. During heavy rains, however, overflow may occur and is normal. Homeowner is responsible for keeping all gutters and downspouts open and free from debris or other obstruction. Seller is not responsible for leaks due to ice damming.

... Leak is detected or gutters do not properly drain, unless caused by overflow from heavy rains or debris in guttering caused by Homeowner's lack of maintenance. Standing water up to 1" in an unobstructed gutter is allowable.

Repair as needed.

Leaks

The roof system should not incur any roof or flashing leaks under normal weather conditions. Hurricanes, tornadoes, or other such gross differences in weather are not considered normal and therefore not covered by this One-Year Plan Performance Guideline. Leaks due to build-up of debris, such as leaves, bird nests, or bird droppings are not the responsibility of the Seller. Periodic maintenance by Homeowner is required if these conditions exist. Leaks that are caused by the buildup of snow and ice are not covered. Prevention of snow and ice buildup is the Homeowner's responsibility. Homeowner actions that caused or contributed to the leak problem are also not covered by this One-Year Plan Performance Guideline.

... Leak is detected unless caused by a gross difference in weather or Homeowner actions that are both beyond the control of the Seller. Determinations regarding normal versus gross differences in weather conditions will be based on the Manufacturer's recommendations.

Repair as needed to prevent leak from reoccurring. No action will be taken if the cause of the leak was beyond the Seller's control such as gross differences in weather, lack of maintenance or other actions on the part of the Homeowner.

Manufacturer's Defects

Please refer to "Manufactured Products" section.

... Please refer to "Manufactured Products" section.

Please refer to "Manufactured Products" section.

Shingles or Tiles Blow Off Roof

Shingles should not blow off in winds less than the manufacturer's guidelines/specifications.

... Shingles or tiles blow off roof, unless caused by excessive wind velocities in excess of the manufacturer's guidelines/specifications.

If not caused by excessive wind velocities, repair or replace as needed in Seller's discretion.

ROOFING (Continued)

**ONE-YEAR PLAN
PERFORMANCE GUIDELINE**

**OBSERVATION DURING THE ONE-
YEAR PLAN PERIOD--CORRECTIVE
ACTION WILL BE TAKEN WHEN:**

**ACTION BY SELLER WITHIN
ONE-YEAR PLAN PERIOD**

Skylights

Skylights will be installed and perform as recommended and intended by the Manufacturer. Skylights may make a "popping" sound when they heat up in the summer sun. This is a natural expansion of materials and of itself is not a cause for concern.

... Skylights fail to perform as intended by the Manufacturer, i.e., leakage, excessive noise, etc.

Repair or replace as necessary.

STUCCO

This section reviews the stuccoed exterior areas of the home, if installed, also known as lath and plaster. It describes those issues that are characteristic for stucco veneer, the occasional problems associated with it, and what the applicable One-Year Plan Performance Guidelines are that address these items.

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Bowed, Uneven, or Wavy Surfaces

All stucco surfaces have slight variations due to the surface textures, the substrates they are applied to, or other components installed in the wall, such as plumbing pipes, plywood sheer panels, or framing hardware. Humps and/or dips can be visible from different angles or in various types of light.

... Areas of unevenness exceed an average, given surface texture variations, of 3/8" in any direction under a 6-foot long straight edge.

Repair to meet guideline. Seller does not guarantee paint color match. Proper and acceptable completion of the repair finish will be determined by the Seller representative's inspection.

Cracking

As with all cementitious products, stucco undergoes a curing process which subjects it to shrinkage cracking as it dries and, once cured, is strong but brittle, which subjects it to minor cracking due to movement in the framing structure to which it is fastened. Hairline cracking within the performance guideline tolerance is normal and to be expected. Cracking caused by Homeowner additions or devices attached to the stucco surface are not covered by this guideline (i.e., patio covers, awnings, hose racks, etc.)

... Cracking exceeds 1/8" in width or is directly attributable to improper design, defective materials, or an incorrect method of installation.

Repair as needed using approved materials for stucco repair. Reasonable efforts will be made to match the original surface texture and finish color as closely as practical and possible, but Seller does not guarantee an exact match. Proper and acceptable completion of the repair finish will be determined by the Seller representative's inspection.

Deterioration

Excessive contact with water will cause stucco to deteriorate rapidly. For example, care should be taken to divert sprinklers from spraying onto stucco surfaces. The One-Year Plan Performance Guideline does not cover deterioration caused by Homeowner neglect. Deterioration should not occur as a result of improper mixture ratios or method of batching and/or application

... Deterioration is diagnosed as the result of improper mixture ratios or method of batching and/or application. This does not include deterioration caused by Homeowner neglect.

Remove loosened stucco at areas of deterioration and patch with approved stucco repair compounds. Reasonable efforts will be made to match the original surface texture and finish color as closely as practical and possible, but Seller does not guarantee an exact match. Proper and acceptable completion of the repair finish will be determined by the Seller representative's inspection.

STUCCO (Continued)

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Dirt, Stains, or Debris on Stucco

Stucco should be free of dirt, stains, or debris and inspected at the new home orientation. Seller is not responsible for dirt, stains, or debris on stucco occurring after the new home orientation. Items that are documented with the Seller no later than the new home orientation will be corrected.

... Not applicable.

No action will be taken.

Exposed Lathe

Lathe is the fastening and reinforcing wire the stucco is applied to that fastens it to the wall and reinforces its strength. (It resembles what is known as "chicken wire.") No lathe should be exposed or void of stucco material on any finish surface.

... Lathe is visibly exposed or protruding through the stucco surface.

Patch as necessary with appropriate compounds. Reasonable efforts will be made to match the original surface texture and color as closely as practical and possible, but Seller does not guarantee an exact match. Proper and acceptable completion of the repair finish will be determined by the Seller representative's inspection.

Gaps

Gaps will occur where stucco or the stucco system components meet other materials such as where fascia meets stucco or the stucco screed meets the sill plate. These gaps cannot be prevented and are considered normal Homeowner maintenance.

... Gaps exceed 1/4" in width or interfere with the intended function and purpose of the materials creating the gap.

Correct as necessary to comply with the guideline. Where applicable caulking and/or stucco patch materials are acceptable repair materials.

Homeowner Additions or Improvements

Additions or other improvements added on to the home, such as attached overhangs, patio covers, or trellis structures, may compromise the integrity of the stucco where they are attached. Homeowner should retain only qualified licensed professional for such additions or improvements. Seller is not responsible for problems caused by such Homeowner changes to the original stucco construction.

... Not applicable. Seller is not responsible for damage or failures of the stucco due to Homeowner additions. Additions may also void the One-Year Plan stucco obligation in the areas installed.

No action will be taken.

STUCCO (Continued)

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Leaks at Stucco Areas

Leaks caused by problems with the installation and/or materials used to waterproof the home beneath the stucco surfaces should not occur. Stucco itself, however, is not waterproof, but porous, and, given adequate saturation, will allow water penetration. Seller is not responsible for leaks caused by Homeowner additions that penetrate and breach the waterproofing membranes beneath stucco surfaces.

... Leak is detected that is related to the waterproofing system installation and/or materials beneath the stucco areas.

Repair as needed at Seller's sole discretion (i.e., patching, use of elastomeric, individual wall or all walls, etc.) Reasonable efforts will be made to match the original surface texture and color as closely as practical and possible, but Seller does not guarantee an exact match. Proper and acceptable completion of the repair finish will be determined by the Seller representative's inspection.

Mildew, Mold, Fungus, Etc.

These types of growth may cause discoloration if not regularly and properly cleaned and/or treated by Homeowner when they appear. They occur naturally due to environmental conditions that are beyond the control of the Seller.

... Not applicable.

No action will be taken.

Obstruction of Openings

Applications of stucco should not be excessive to the point that it obstructs functional openings such as but not limited to, vents, weepholes, or plumbing cleanouts.

... Obstruction is detected

Remove obstruction and reestablish functional operation of opening. Perform patch repairs as needed. Reasonable efforts will be made to match the original surface texture and color as closely as practical and possible, but Seller does not guarantee an exact match. Proper and acceptable completion of the repair finish will be determined by the Seller representative's inspection.

Out of Level, Plumb, or Square

Wall and surface edges at openings, corners, sills, shelves, etc., will be found to vary slightly from level (horizontal), plumb (vertical), or square (90° or perpendicular). These variations should be minimal and not exceed the stated performance guideline.

... Variance to level, plumb, or square exceeds an average, given surface texture variations, of 3/8" in any 6-foot measurement.

Repair as needed to bring the variance to within the guideline. Reasonable efforts will be made to match the original surface texture and color as closely as practical and possible, but Seller does not guarantee an exact match. Proper and acceptable completion of the repair finish will be determined by the Seller representative's inspection.

STUCCO (Continued)

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE-YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Screed Clearance Over Grade of Landings

Stucco screeds (the metal strip that terminates the stucco surface bottom) should maintain adequate clearance above grades or landings to allow for proper drainage of screeds.

... Screeds are less than 4" above any soil or landscaped surface and a minimum of 2" above any concreted area.

Repair as necessary, unless caused by a change made by Homeowner.

Stucco Peeling Off Foundation

Stucco "scrub" or texture coat should not peel off the foundation during the Plan period. Seller is not responsible for peeling of stucco resulting from lack of Homeowner maintenance such as sprinkler water hitting the building, or Homeowner design changes or additions such as grade changes, concrete additions, etc.

... Stucco peeling off foundation is detected and is directly attributable to improper design, defective materials, or an incorrect method of installation.

Repair as necessary.

Surface Inconsistencies or Imperfections

Because of the various rough texture finished of stucco, texture inconsistencies are normal, but should not disrupt the overall visual uniformity of the finished texture pattern. Minor surface imperfections such as, but not limited to, chipping, flaking, irregular graininess, or air bubble are characteristic of the product, but should not be excessive or indicate a problem with the mixture ratio or method of application. Problems caused by Homeowner damage or neglect are not covered by this performance guideline.

... Surface imperfections are due to a problem directly attributable to improper design, defective materials, or an incorrect method of installation.

Repair as needed with approved stucco patching compounds. Reasonable efforts will be made to match the original surface texture and color as closely as practical and possible, but **Seller does not guarantee an exact match.** Proper and acceptable completion of the repair finish will be determined by the Seller representative's inspection.

voids at Joints, Beams, or Columns

There should not be voids or absence of material unless by design at joints, beams, or columns.

... Void is detected

Fill with approved stucco-patching compounds. Reasonable efforts will be made to match the original surface texture and color as closely as practical and possible, but **Seller does not guarantee an exact match.** Proper and acceptable completion of the repair finish will be determined by the Seller representative's inspection.

TILE & MARBLE

This section refers to all tile and marble flooring, shower and tub enclosures, and windowsills, where applicable. (For ceramic tile countertops, please see "Countertops" section.) It addresses typical characteristics and occasional problems associated with ceramic tile and marble and the One-Year Plan Performance Guidelines that apply to them.

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Broken or Loose Tile

Tile should not crack or loosen. Care should be taken not to drop large heavy objects on the tile that can break or dislodge tile pieces. Seller is not responsible for damage caused by Homeowner's actions or neglect.

... A tile is found cracked or loosened and is not the result of Homeowner damage or neglect.

Resecure or replace each piece of tile affected. Seller is not responsible for color variations in replacement tile and grout. Reasonable efforts will be made to match the tile and grout colors as closely as practical, but because of dye lot differences, Seller does not guarantee an exact match. In the event the tile selection/pattern is discontinued, Homeowner will need to make a new tile selection. In this case, Seller will determine replacement area. Seller does not endorse or apply any grout sealer. This is the Homeowner's responsibility, even if grout was previously sealed by Homeowner before repair.

Chips on Edge Cuts

Small chips acceptable to the performance guideline may still be noticeable upon close inspection of any edges that have been cut.

... Chips extend beyond 1/16" from the edge of the tile.

Replace as necessary. Seller is not responsible for color variations in replacement tile and grout. Reasonable efforts will be made to match the tile and grout colors as closely as practical, but because of dye lot differences, Seller does not guarantee an exact match. In the event the tile selection/pattern is discontinued, Homeowner will need to make a new tile selection. In this case, Seller will determine replacement area. Seller does not endorse or apply any grout sealer. This is the Homeowner's responsibility, even if grout was previously sealed by Homeowner before repair.

TILE & MARBLE (Continued)

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Color Variations Between Trim and Field Tile

Because "field" tile (all tiles within the perimeter of a tile application) and trim tile (the perimeter tile) are often made at different times and different manufacturing facilities, their colors may vary slightly.

... Not applicable. Seller does not guarantee an exact match of trim and field tile.

No action will be taken unless Seller's representative determines that severity of color mismatch is grossly different, in which case Seller will replace affected trim tiles. Seller is not responsible for color variations in replacement tile and grout. Reasonable efforts will be made to match the tile and grout colors as closely as practical, but because of dye lot differences, Seller does not guarantee an exact match. In the event the tile selection/pattern is discontinued, Homeowner will need to make a new tile selection. In this case, Seller will determine replacement area. Seller does not endorse or apply any grout sealer. This is the Homeowner's responsibility, even if grout was previously sealed by Homeowner before repair.

Cracking or Deteriorating Grout

Grout is the filler between the tile joints or at junctions with other materials such as bathtubs, shower pans, baseboards, or thresholds. Cracking is a normal characteristic that will occur periodically throughout the life of the home as a result of shrinkage, movement, or everyday use. This is a regular Homeowner maintenance responsibility. This applies unless the cracking is caused by a detectable problem with the surface it is adhered to (also known as the "substrate").

... Not applicable. Unless caused by a detectable problem with the substrate, cracks in grout are a common characteristic of the material and is a regular Homeowner maintenance responsibility.

Seller will repair one time during the one-year Plan period to demonstrate regular maintenance procedures for the Homeowner. If the cracking is due to a problem with the substrate, Seller will repair as needed. Seller is not responsible for color variations in replacement tile and grout. Reasonable efforts will be made to match the tile and grout colors, as closely as practical, but because of dye lot differences, Seller does not guarantee an exact match. In the event the tile selection/pattern is discontinued, Homeowner will need to make a new tile selection. In this case, Seller will determine replacement area. Seller does not endorse or apply any grout sealer. This is the Homeowner's responsibility, even if grout was previously sealed by Homeowner before repair.

TILE & MARBLE (Continued)

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Leaks in Shower or Other Tile/Marble Surface Areas

Showers and other tile/marble areas should not leak. Leaks due to lack of Homeowner maintenance are not the responsibility of the Seller. Homeowner is responsible to maintain caulking at joints, tile to pan intersections and other areas where voids and/or cracks will occur and should be regularly maintained by Homeowner.

... Leak occurs that is due to incorrect installation or materials used and is not attributable to the lack of Homeowner's maintenance.

Repair as necessary. Seller is not responsible for color variations in replacement tile and grout. Reasonable efforts will be made to match the tile and grout colors as closely as practical, but because of dye lot differences, Seller does not guarantee an exact match. In the event the tile selection/pattern is discontinued, Homeowner will need to make a new tile selection. In this case, Seller will determine replacement area. Seller does not endorse or apply any grout sealer. This is the Homeowner's responsibility, even if grout was previously sealed by Homeowner before repair.

Shade Changes or Discoloration in Grout

Grout shade variations or discolorations may occur due to exposure to soaps and detergents, liquids, and foods. In some areas common tap water may contain sufficient concentrations of various particulates that will affect grout shading and coloration. Additionally, shading will vary depending on moisture content, which changes based on frequency of water use in the area and the subsequent drying conditions of the room.

... Not applicable. Significant shade variations or discoloration should be documented at time of the new home orientation. Exceptions apply if it is determined that a problem is caused by improper mixing or installation of the grout or by defective grout material.

No action will be taken. Significant shade variations or discoloration should be documented at time of the new home orientation. If exception applies, the grout will be replaced in the affected areas only. Seller is not responsible for color variations in replacement tile and grout. Reasonable efforts will be made to match the tile and grout colors as closely as practical, but because of dye lot differences, Seller does not guarantee an exact match. In the event the tile selection/pattern is discontinued, Homeowner will need to make a new tile selection. In this case, Seller will determine replacement area. Seller does not endorse or apply any grout sealer. This is the Homeowner's responsibility, even if grout was previously sealed by Homeowner before repair.

TILE & MARBLE (Continued)

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Size Variation Between Tiles or Marble Pieces

Normal variation in thickness or dimensions of pieces of tile and/or marble will occur in the manufacturing process.

... Variation between any two adjacent tiles or marble pieces exceeds 1/8" in thickness or dimension. This also applies to perpendicular displacement exceeding 1/8" from the surface of any piece.

Seller will replace necessary number of tiles to eliminate surface variation between adjoining tiles. Reasonable efforts will be made to match the tile and grout colors as closely as practical, but Seller does not guarantee an exact match.

Surface Imperfections

Surface imperfections, such as carbon spots (blue dots), dimples, or inconsistencies in the surface glazing of tile, occasionally occur. These imperfections do not affect the integrity or intended performance of the tile and are strictly cosmetic in nature.

... Imperfection(s) in surface(s) of floor tile is visible from 3 feet above surface in natural lighting. Imperfection(s) in non-floor tile surface(s) is visible from 2 feet away in any lighting.

Seller will replace tiles as necessary to meet guideline. Seller is not responsible for color variations in replacement tile and grout. Reasonable efforts will be made to match the tile and grout colors as closely as practical, but because of dye lot differences, Seller does not guarantee an exact match. In the event the tile selection/pattern is discontinued, Homeowner will need to make a new tile selection. In this case, Seller will determine replacement area. Seller does not endorse or apply any grout sealer. This is the Homeowner's responsibility, even if grout was previously sealed by Homeowner before repair.

Unfinished Edges of Tile

Edges of floor tiles and fireplace facings will often have unfinished or partially finished glazing. This is a normal characteristic of tile.

... No action will be taken.

No action will be taken.

TRIM - EXTERIOR

This section addresses all of the exterior finish carpentry materials on the home. It describes the typical characteristics and occasional problems associated with exterior trim carpentry and how they are addressed by the One-Year Plan Performance Guidelines.

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Alignment of Siding

All siding should be installed at equal spacing, parallel and in proper alignment

... Any piece of horizontal siding exceeds 1/2" off parallel with the bottom course or 1/4" off parallel with adjacent courses.

Reinstall and/or replace as necessary to meet the Plan performance guideline.

Gaps or Bows in Siding

Movement of the material that the siding is nailed to from shrinkage and temperature change is normal. This can cause slight gaps to develop at the siding end joints and cause minor waviness or bowing of the siding. Additionally, structural hardware under the siding can cause some bowing. Gaps and bows in siding should be minimal as defined in the performance guideline tolerance.

... Siding end joints gaps exceed 1/8" wide and/or bowing exceeds 1/4" out of line in 2 feet measured in the direction the siding is run.

Repair or replace as needed to bring the variance to within the guideline. For end gaps that exceed the performance guideline, joint covers or caulking will be used for repair. Reasonable efforts will be made to match the paint color, but an exact match is not guaranteed, and Seller will not paint the entire wall to achieve color matching.

Knots

Knots are a common characteristic of exterior wood trim material.

... Knots are loose, fall out or penetrate the entire thickness of the member.

Repair or replace as necessary. Note: Filling and sanding the knot area smooth is an acceptable repair.

Mildew, Mold, Fungus, Etc.

These types of growth may cause discoloration if not regularly and properly cleaned and/or treated by Homeowner when they appear. They occur naturally due to environmental conditions, which are beyond the control of the Seller.

... Not applicable.

No action will be taken.

Protruding Nails

Nails that missed the intended nailer and are left exposed or that completely penetrate finished surfaces and are exposed on the other side (known as "shiners" at soffit areas) should be removed. This does not include roofing nails that are required to penetrate roof-sheathing material.

... Nails are left exposed because they missed or penetrated material of lesser thickness than the length of the nail.

Remove.

TRIM - EXTERIOR (Continued)

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE-YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Separation at Joints

Minor separation or cracking of trim joints or at joints between trim and adjacent surfaces will occur due to movement from shrinkage, temperature changes, and the normal settling of the home. The performance guideline tolerance allows only minor normal separation. In all cases, the materials must perform the function for which they were installed such as providing protection from elements.

... Separation exceeds 1/4" in width.

Repair and/or replace as needed to meet the Plan performance guideline. Caulking and/or the use of metal fasteners are acceptable at the Seller's discretion.

Warping, Cupping, Cracking, and Splitting of Exterior Trim or Eave Blocks

Exterior trim is a natural product and, as such, is susceptible to warping, cupping cracking and splitting as it is continuously exposed to the environment.

... Exterior wood is not properly prepared with primer and top coat of paint; or if properly prepared, warping exceeds 1/2" in 8 feet, cupping exceeds 1/4" in 6 feet, and/or cracks or splits exceed an average of 1/4" width.

Repair or replace as necessary to eliminate condition. Note: Caulking of cracks and splits is an acceptable repair.

TRIM - INTERIOR

This section refers to interior trim work in the home. It covers items such as, but not limited to: aprons, baseboards, casings around openings, closet shelving and rods, interior doors, moldings, partition wall caps, window sills, etc. It describes how the typical characteristics and occasional problems for interior trim work are addressed by the Plan performance guideline.

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Closet Shelving/Poles (dowel rods)

Should be properly supported and function as intended. Rods should be cut within 1/8" of the distance between the end supportters (rosettes) and shall be supported by stud-mounted metal brackets not more than 4' apart. Excessive loading of heavy clothing can cause the pole and/or rosettes to fail. Seller is not responsible if failure is due to overloading by Homeowner. Closet shelving (wire) should be properly supported and function as intended. Shelves should be cut 1/2" to a maximum 1-3/8" shorter than actual wall measurements and be supported by support brackets placed a maximum of 36" apart.

... Poles, shelving, and/or rosettes are not installed to guideline.

Repair as needed.

Door Reveals

Door reveals should be uniform, consistent, and even on all sides.

... Clearance between door and either side of header or jamb exceeds 1/4" or variation between sides and/or header exceeds 1/8".

Adjust as necessary.

Nails Set and Filled

Trim nails should be set just below the finish surface to allow enough of a cavity to hold filler before painting. They should blend with the finish and not be readily visible or apparent.

... Nail sets or filler is readily visible from distance of 6 feet away under normal lighting conditions.

Repair as needed to meet the performance guideline.

Operation of Doors

Doors should operate as intended, easily and smoothly opening and closing. Although during periods of heavy moisture or humidity, doors may swell enough to bind slightly, as moisture diminishes operation should return to normal. Doors should not "ghost" (slowly close when left opened).

... Doors bind (not attributable to temporary swelling) or "ghost."

Adjust, repair or replace as necessary.

TRIM - INTERIOR (Continued)

**ONE-YEAR PLAN
PERFORMANCE GUIDELINE**

**OBSERVATION DURING THE ONE-
YEAR PLAN PERIOD--CORRECTIVE
ACTION WILL BE TAKEN WHEN:**

**ACTION BY SELLER WITHIN
ONE-YEAR PLAN PERIOD**

Separation at Joints

Minor separation or cracking of trim joints or at joints between trim and adjacent surfaces will occur due to movement from shrinkage, temperature changes, and the normal settling of the home. The performance guideline tolerance allows only minor normal separation. Homeowner maintenance periodically should be performed.

... Separation exceeds 1/8" in width.

Repair as needed. Caulking is an acceptable repair method.

Stair Railings-Installation

Stair railings should be secure and meet all requirements of height, handrail width and length, and spacing between spindles of the UBC enforced at the time of installation.

... Seller's representative determines stair railings exhibit excessive movement or fail to meet applicable UBC requirements.

Repair as needed.

Surface Damage

Surface damage, such as scratches, chips, dents, gouges, etc., should be documented at time of the new home orientation. Seller cannot be responsible for damage occurring during or after move in.

... Not applicable.

No action.

UTILITY HOOK-UPS

This section covers all utility hook-ups to the home. It describes both common characteristics and problems that can occur and how the One-Year Plan Performance Guidelines address each one.

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Seller vs. Utility Provider

Responsibilities

Seller warrants all utility conveyances (electric wiring, gas piping, cable TV, telephone wiring, etc.) installed inside the home or beyond any metering device will function as intended. Problems with utility conveyances up to the house or meters are the responsibility of the affected utility.

... Utility conveyances inside the home or on the house side of the meter do not function as intended.

Repair or replace conveyances or section of conveyance as necessary to restore service.

Location of Utilities

Transformers, gas and water meters, cable TV, sewer cleanouts, street lights, mailboxes, etc. are located per local utility company requirements, code requirements, approved building plans, and/or improvement plans. Locations are also typically inspected and accepted by local utilities and agencies.

... Not applicable, unless not acceptable to local utility company.

Relocate, only if required by local utility or agency.

VINYL FLOORING

This section covers all vinyl flooring areas of the home (also known as "resilient flooring"). It describes both common characteristics and problems that can occur and how the One-Year Plan Performance Guidelines address each one. (Also see "Manufactured Products" section.)

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Alignment of Patterns

Vinyl with lined patterns should be installed square to the most visible wall area.

... Vinyl pattern lines are off more than ¼" in a 6-foot run.

Repair or replace as necessary.

Bubbling, Loss of Adhesion

Vinyl flooring should adhere uniformly to the subsurface. It should not lift, bubble, or become detached in any way.

... Loss of adhesion is detected.

Re-affix as needed to meet performance guideline. Adhesive can be injected and flooring reapplied without lifting at the edges.

Depressions or Ridges in Vinyl

Depressions, ridges, or other variations should not be readily visible in vinyl flooring.

... Variations exceed ¼" below a 5-foot long straight edge.

Repair as needed to meet performance guideline. Area may be patched or replaced at Seller's discretion.

Discoloration

Discoloration is usually caused by moisture under the vinyl as a result of plumbing leaks or bad toilet seals and should not occur. Moisture under vinyl due to water spillage from baths and/or showers, or other factors caused by Homeowner misuse or lack of maintenance is beyond the control of the Seller and not covered. Other Homeowner-related causes, such as rubber backing on floor mats, are not the responsibility of the Seller. (Also see "Manufacturer's defects" this section.)

... Source of moisture causing discoloration is due to plumbing system leak or other original construction defect or failure. Discoloration due to Manufacturer's defect is the responsibility of the Manufacturer (see "Manufacturer's defects" this section).

Repair as needed to correct condition.

Gouges, Cuts or Tears

These may occur during the installation of the flooring or after installation during construction. All gouges, cuts, and/or tears should be repaired prior to the new home orientation. Careful inspection at the new home orientation subsequently insures detection and correction prior to the commencement of the Plan period. Accordingly, there is no One-Year Plan performance guideline.

... Not applicable. Gouges, cuts, or tears in vinyl flooring should be documented and repaired as part of the new home orientation procedure. Seller is not responsible for damage from Homeowner use or error.

No action will be taken. If action is taken on an item documented during the new home orientation, gouges, cuts, or tears can be repaired by patching and carry the same One-Year Plan as the rest of the floor. Decision to repair or replace is at the sole discretion of the Seller.

Manufacturer's Defects

Please refer to "Manufactured Products" section.

... Please refer to "Manufactured Products" section.

Please refer to "Manufactured Products" section.

VINYL FLOORING (Continued)

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Particles, Debris or Nail Pops Visible

The flooring surface should be properly prepared before vinyl flooring installation to prevent particles, debris, subfloor seams, or nail/screw heads from visibly showing through the finished surface.

... Particles, debris, subfloor seams, or nail/screw heads can be visibly detected through the surface of the vinyl.

Repair as needed. Area may be patched or replaced at Seller's discretion.

Ruptures from Subflooring

No condition in the subfloor should cause a rupture of the vinyl flooring.

... Rupture through surface of vinyl flooring is detected.

Repair as needed. Area may be patched or replaced at Seller's discretion.

Seams Separating

Depending on the dimensions of the room and the vinyl chosen, each room will typically have one or more vinyl seams. Seams should not separate.

... Separation of a seam is detected.

Repair as needed to reseal seam.

Seams Visible

Vinyl seams are sealed with a Manufacturer's-recommended product. Seams, even though tight and without separation, may be visible in low level lighting.

... Not applicable, in no separation.

No action.

Vinyl on Concrete Slab

Cracks in concrete may be visible in vinyl. Cracks may occur due to change of temperature and moisture content of the concrete slab.

... No action required unless crack is displaced more than 1/4" vertically.

Repair concrete if needed. Vinyl may be patched or replaced at Seller's discretion.

YARD GRADING

This section addresses all of the exterior areas of the property surrounding the home. It describes the typical characteristics and occasional problems associated with yard grading and the applicable One-Year Plan Performance Guidelines.

ONE-YEAR PLAN PERFORMANCE GUIDELINE

OBSERVATION DURING THE ONE- YEAR PLAN PERIOD--CORRECTIVE ACTION WILL BE TAKEN WHEN:

ACTION BY SELLER WITHIN ONE-YEAR PLAN PERIOD

Final Grade Soil

The final grade soils will be either native soil from the site, or imported soils. Homeowner should exercise care to avoid altering the depth of the final grade.

... Final grade soils are less than 3 inches in depth, or problem is directly attributable to improper design, defective materials, or an incorrect method of installation. This does not apply to cases where final grade is established without removal or replacement of native soils.

Correct as needed to establish final grade to depth of 3 inches.

Improper Drainage

The drainage design of the yard areas is approved by the local jurisdictional agency. It is the Seller's responsibility to grade the yard areas so that it meets this criteria at the time of your new home orientation. After the close of escrow or move-in, whichever occurs first, it is the responsibility of the Homeowner to preserve the drainage design pattern and protect the grading contours from erosion, blockage, over saturation, or any other changes that adversely affect the intent of the drainage design. Accordingly, because these Homeowner responsibilities begin as the Plan period commences, there is no One-Year Plan performance guideline covering this item. The Seller is only responsible to provide finish yard grading that meets the drainage design criteria at the time of the new home orientation.

... Not applicable since there is no One-Year Plan performance guideline. It is the sole responsibility of the Homeowner to preserve, maintain, and protect the drainage design criteria after the new home orientation. This applies unless it is determined that the design, installation, and/or materials used were defective. NOTE: After heavy rains, some water may remain for up to 24 hours (or even 48 hours in drainage swales). This is typical and not considered a grading defect.

No action will be taken. Deliberate attention should be given by the Homeowners to prevent erosion, maintain the grading contours, avoid blocking the drainage patterns, and incorporate the original drainage design pattern and contours (slopes and swales) into any improvements the Homeowner may add to the yard areas.

Settling or Sink Holes

Certain components of your home are installed below the finish grade level of your yard areas such as footings, utility lines, and piping. After installation the area excavated to install them should be backfilled with enough compaction (density) to prevent any settling or sinking in the future. Minor settling is acceptable.

... Settling or sinking around underground installations or other filled areas interferes with the drainage design patterns of the lot or exceeds a vertical depth of 2".

Fill affected area as necessary and contour to meet applicable drainage design pattern. This will be done one time only during the Plan period.

PART TWO

Overview of Limited Warranty and One-Year Plan

OVERVIEW

Because every new home has thousands of components, the possibility always exists that there will be items which will require correction after you move in to your new home. Our commitment to our customers is to promptly and professionally correct any "CONSTRUCTION DEFECT" in accordance with the terms and conditions of the HOME BUILDER'S LIMITED WARRANTY ("Limited Warranty"). A sample copy of the Limited Warranty is included in Part Five of this manual.

The remainder of this manual is comprised of the following: 1) an explanation of the Woodside One-Year Plan; 2) our Performance Guidelines for the One-Year Plan; 3) the Homeowner's Maintenance Guide; 4) a sample copy of the HOME BUILDER'S LIMITED WARRANTY (on the PWC Form); and 5) copies of a Resale Information Form, to allow you to notify us if you sell your home to someone else.

1) Woodside Homes One-Year Plan

Our One-Year Plan provides both regularly scheduled appointments and additional service assistance during the first year that you own your home. Under the One-Year Plan, we will evaluate and, where appropriate, repair minor corrective items in your home that might not rise to the level of a CONSTRUCTION DEFECT under the LIMITED WARRANTY. The One-Year Plan is not a warranty. The only warranty on your home is the HOME BUILDER'S LIMITED WARRANTY provided in Part Five of this Manual.

2) One-Year Plan Performance Guidelines

Our One-Year Plan Performance Guidelines are set forth in Part Three of this manual. They describe the guidelines for workmanship and materials for your new home that will be utilized to determine the corrective items we will perform during the One-Year Plan Period. These guidelines are designed to help you, the homeowner, and Woodside determine the validity of any request for service under the One-Year Plan Period described below. Please note that these Performance Guidelines specifically relate only to the One-Year Plan, not to the entire coverage period for the HOME BUILDER'S LIMITED WARRANTY.

It is not possible to list every component of your home in these guidelines, so only the most common areas of concern are addressed in the One-Year Plan Performance Guidelines. Where a guideline is not provided in our documents, we will utilize the terms of the Residential Construction Performance Guidelines published by the National Association of Home Builders in effect at the time of the original closing on the home, and if not addressed by such standards, then the performance guideline shall be the practice for workmanship and materials accepted in the residential home building industry for the geographic area in which the home was built at the time of the home's original close of escrow.

For convenience and ease of understanding, the One-Year Plan Performance Guidelines have been expressed in terms of acceptable tolerances for each area of concern. Non-compliance with the Performance Guidelines beyond the acceptable tolerances should be brought to our attention for inspection and, if deemed by management to be caused by deficiencies in workmanship and/or materials, they will be corrected.

Keep in mind that every new home goes through a period of settlement and movement as it reaches equilibrium. During this period, the home may experience some minor material shrinkage, cracking and other events, which are unavoidable. As the homeowner you must also be aware that you are responsible for proper home maintenance, such as preserving drainage around the house, recaulking showers, and grout maintenance. Damage caused as a result of neglect, improper maintenance or changes, alterations or additions performed by anyone other than our representatives, employees, or subcontractors is excluded from the One-Year Plan and from the LIMITED WARRANTY. Please refer to Part Four of this manual for maintenance tips and to Section IV of the LIMITED WARRANTY, which is found in Part Five of this manual, relative to homeowner maintenance obligations.

3) Homeowner Maintenance Obligations

Routine maintenance of the home is the homeowner's responsibility. This responsibility includes being aware of and applying the recommended procedures for using and maintaining all components of your home. Information included in Part Four of this manual, "Homeowner Maintenance Obligations," is provided as a tool for our customers to deal with commonly-asked questions. While it is not intended as a comprehensive discussion of all maintenance that is required to properly care for your new home, it does define some basic obligations that you have to maintain your home. You will need to inspect the features of your home on a regular basis to determine what maintenance should be performed.

Under the terms of the LIMITED WARRANTY, neglect of normal maintenance items may deprive you of warranty coverage on the item(s) involved. Damage to the home which is a result of homeowner negligence, abuse, misuse, or inaction must be repaired by the homeowner at his or her own expense.

4) Home Builder's Limited Warranty (the "LIMITED WARRANTY")

The LIMITED WARRANTY covers your home against CONSTRUCTION DEFECTS, as that term is defined in the LIMITED WARRANTY document, for the term identified on the cover of the original LIMITED WARRANTY issued for the home. The LIMITED WARRANTY also covers the "fit and finish" of cabinets, mirrors, flooring, interior and exterior walls, countertops, paint finishes, and trim for the first year of the LIMITED WARRANTY period.

With your sales contract you received a sample copy of the LIMITED WARRANTY, acknowledged receipt and agreed to be bound by its terms. The LIMITED WARRANTY is included at the end of this manual for your ease of reference.

To comply with the terms of the LIMITED WARRANTY, and to ensure that we have an accurate list of reported items, all non-emergency items for which you request service must be submitted in writing as described below.

"Warranty Service Request" forms have been provided for your convenience. In order to assure quality service, we do not accept non-emergency warranty service requests over the phone.

5) Resale Information Form

In your sales contract for the purchase of your home, you agreed to notify us if you sell the home to anyone else. Part Six of this Manual provides the "Resale Information Form" that you agreed to complete and send to us when you sell your home. Please send the completed form to the warranty service department before you close escrow on the sale of your home. Please also provide the new owners with a copy of this manual, and the LIMITED WARRANTY.

ONE-YEAR PLAN

For a period of one year from the close of escrow or BUYER's occupancy of the home, whichever occurs first (the "Plan Period"), Woodside or its agents, during normal business hours and at its own expense, will evaluate and, where appropriate, repair or replace, at our option, minor corrective items in your home that might not rise to the level of a CONSTRUCTION DEFECT under the LIMITED WARRANTY. The One-Year Plan is an accommodation to our customers and is not a warranty. The only warranty on your home is the HOME BUILDER'S LIMITED WARRANTY provided in Part Five of this Manual. If the requirements of the State Registrar of Contractors where the home is located are more strict regarding a specific item, then under the One-Year Plan the item will be corrected in a manner consistent with the State Registrar of Contractors' standard.

Exclusions. In addition to the information provided in the One-Year Plan Performance Guidelines, we are not obligated under the One-Year Plan for any of the following categories of items:

1. Visible deficiencies occurring after the close of escrow, including but not limited to surface damages to floor tile, painted surfaces, doors, cabinets, stucco, drywall, concrete, asphalt surfaces, appliances, plumbing fixtures, counter tops and pullman tops, floor coverings and missing items such as light fixtures, bulbs, window screens, window glass and mirrors. Any visible surface deficiencies must be documented on your new home orientation form.
2. Deficiencies in appliances and other manufactured items that are covered by manufacturer's warranties. We have assigned the manufacturers' warranties to you and you should follow the procedures in these warranties, including the completion of the manufacturers' registration cards.
3. Damage due to ordinary wear and tear, unreasonable or abusive use, lack of proper or timely homeowner maintenance or failure to take protective or corrective action. Such items include but are not limited to: warping, deflection, shrinkage, expansion, checking or surface splitting of wood, including wood moldings; the appearance of pitch on wood, fading or checking of paint due to sunlight, cracks due to drying or curing of concrete, stucco, plaster, masonry or caulking and similar materials; and in expansion or contraction of materials in walls, floors, ceilings, doors and windows.
4. Deficiencies in items installed by you or anyone other than Woodside or subcontractors contracted by Woodside.
5. Damage, loss or injury due to acts of God, elements, or other natural occurrences beyond our control. Examples include wind storms, hail, heavy rain, earthquake and other acts of God.
6. Landscaping and your automatic sprinkler system are not generally covered by the One-Year Plan. You are responsible for maintaining your landscaping and automatic sprinkler system from the date of the close of escrow.
7. Conditions arising from condensation on, expansion or contraction of materials.
8. Drywall flaws that are only visible under certain lighting conditions are not considered a defect and will not be repaired.

WARRANTY SERVICE POLICY

The Warranty Service Department strives to respond to all requests under the Limited Warranty and under the One-Year Plan as quickly and efficiently as possible. Requests for

repairs or replacements that are documented during your new home orientation will be scheduled for completion within thirty days after you move in.

Subsequent repairs and replacements will be scheduled for completion within thirty days of our receipt of your warranty claim. Occasionally, due to circumstances beyond our control, corrective items may take more than thirty days. Delays can be caused by shortage of materials, back ordered parts from manufacturers, labor problems, scheduling problems with customers, or weather.

Some service calls are scheduled according to the tasks that are to be performed. Therefore some of your service requests may require more than one visit to your home. For example, drywall repairs might be done at one time and repairs to a door at another time.

SERVICE REQUESTS

If you have a request that should be addressed under the One-Year Plan or is covered by the Limited Warranty, we suggest that you review the Performance Guidelines for the One-Year Plan and the terms of the Limited Warranty before you request service. This will help you determine if the claim is covered or is considered to be your responsibility.

If you believe you have an emergency requiring immediate attention, please refer to the "Emergencies" section on the following page. If your situation is not an emergency, please follow the steps below for requesting service.

As previously noted, the One-Year Plan expires at the end of the first year. After that time, all service provided by us will be in accordance with the terms, conditions and limitations of the HOME BUILDER'S LIMITED WARRANTY.

Please include the following when submitting a request for service:

1. Name, address, and phone numbers where you can be reached during business hours;
2. The time of day that is most convenient for the work to be scheduled between 8:00 am and 4:00 pm, Monday through Friday.
3. The name of the Woodside community you live in and the lot number of your home;
4. A complete description of the concern. For example, "Guest bath – sink faucet drips," rather than "plumbing problem in bathroom."

Mail or fax your written request for service to the attention of the Warranty Service Department. Our complete address is:

**Woodside Homes
Attn: Warranty Service Department
111 Woodmere Drive, Suite 250
Folsom, CA 95630**

Fax: (916) 608-9940

You may also submit a request for service via e-mail to cnwarr@woodside-homes.com. When submitting by the website, please be sure to include your name, phone number and lot number.

In our experience we have found that written requests for service provide the most efficient handling of our customers' needs. Therefore, we do not accept telephone calls for requests for service. Our field representatives, both construction and sales personnel, are not authorized to accept your service request. Submitting your written request to our office at the above address will allow your request to be tracked in our system, and will avoid miscommunication. Only those claims for warranty service that are submitted to our main office in writing will be considered for service.

Upon receipt of a request, a Warranty Service representative will contact you for an appointment where an inspection or service is deemed appropriate.

1. Appointments are available Monday through Friday, 8:00 a.m. to 4:00 p.m. We require at least one adult resident to be present for every service inspection.
2. The items listed in your written request will be inspected to determine appropriate action.

When we receive your request for service, we will make a determination if the item is our obligation under the One-Year Plan or if it is covered under the Limited Warranty. We will strive to repair or replace items that are our obligation within a reasonably timely manner. Occasionally, the work may be delayed by scheduling issues, weather, shortage of materials, or labor problems. In any case, you will be notified of the scheduled date and approximate time. All repairs and replacements will be done by Woodside or by subcontractors that we select.

Our subcontractors are responsible for correcting deficiencies in their original work. Therefore, Woodside will not be responsible for expenses that you incur for work that you choose to have others perform unless the work is authorized in writing by our Warranty

Service Department. Our Warranty Service Representatives in the field do not have permission to authorize repair work by others.

We seek subcontractors who take pride in the quality of their workmanship and service. If you are dissatisfied with the quality of work displayed by one of our subcontractors, please contact our office immediately. Your comments help us maintain the high level of service that both of us expect.

► CONSUMER APPLIANCE WARRANTIES

The manufacturers of your kitchen and other appliances will work directly with you if any repairs are needed for these products. Manufacturers' customer service telephone numbers are listed in the materials for the individual appliances provided to you at the close of escrow. Be prepared to provide the model and serial number of the item and the closing date on your home. Appliance warranties are generally for one year; refer to the literature provided by the specific manufacturer involved for complete warranty information. **Appliances, items of equipment and other "consumer products" are excluded from the LIMITED WARRANTY.**

EMERGENCIES

"Emergencies" are defined as problems that require immediate attention to protect you and your family from harm, and to avoid damage to your property, home or lot. These problems include:

1. **A total stoppage of the plumbing drain system.** If your plumbing system ceases to work, then none of your sinks, tubs, or toilets will function properly. Partial stoppages or loss of functions are not considered emergencies.

If stoppage of a particular toilet or drain is caused by construction debris, or arises because of the work of Woodside or one of our subcontractors, Woodside will agree to clear any drain line for a period of 30 days after closing provided that the cause of the stoppage is construction debris. Beyond the initial 30 days, it will be the responsibility of the homeowner to schedule the plumber to research any drainage or main-line backup problem.

2. **A water leak which requires that the water supply in your home be shut off to avoid serious water damage.** A leak which can be isolated by the shutoff valves under the cabinet or plumbing fixture is not an emergency. If you have a water leak which cannot be isolated you should immediately shut off the main supply line to the home. The water main is usually located in a vault below ground level near the front curb of your home. We will not be responsible for any consequential damages as a result of your failure to take immediate protective or corrective action.

3. **A total electrical failure.** Partial electrical failures are not considered an emergency. Community power outages are not Woodside's responsibility.
4. **Loss of heating or air conditioning during extreme weather conditions.** Many homes have "dual-zone" heating and cooling. Loss of operation of only one of the heating and cooling units is not considered an emergency.
5. **A natural gas leak.**
6. **Major roof and basement leaks.**
7. **Any situation that endangers the occupants of the home.**

In case of emergency, your first step should be to protect yourself and others in the home from harm. Once you are sure of their safety, and if your safety will not be jeopardized, you should take steps to correct or lessen the effects of the emergency.

Do not delay in reporting an emergency. You are responsible for protecting your real and personal property in the event of an emergency. Woodside will not be responsible for any consequential damages caused by a homeowner's failure to protect his or her personal property.

**In the event of an emergency, call the
Warranty Service Department immediately at the
Main office number of:**

(916) 608-9600

**After business hours, call the same number and then listen for
the emergency option on the phone menu.**

After 5 p.m. and on weekends and holidays, the phone will be answered by a 24-hour emergency answering service. They will request your name, address, telephone number, lot number and community name, and a brief description of the emergency. Please be advised that true emergencies are a rare occurrence. Woodside maintains Warranty Service personnel on-call at all times. In the event of an emergency, they will telephone you as quickly as possible and offer immediate assistance. The Woodside Homes representative will provide detailed instructions on alleviating possible damage while a service call can be arranged. The representative will decide whether to assign the call to a subcontractor or to handle the

request personally. **This answering service is for emergencies only.** All other requests must be submitted in writing.

Do not delay in reporting an emergency. Subsequent damage caused by a delay in reporting an emergency will not be the responsibility of Woodside Homes.

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

HOMEOWNER MAINTENANCE

A new home requires proper and regular homeowner maintenance. The maintenance of your home is your responsibility. A review of your homeowner maintenance responsibilities and specific homeowner maintenance tips are provided in Part Four of this Homeowner's Manual. You should read and fully understand these maintenance obligations. The information provided in Part Four is not intended to be all-inclusive. It should not be considered a complete summary of responsibilities and information on any given topic, or of all topics. The information is a brief summary. Additional information is available in your homeowner documents and from other sources in your community.

Our Warranty Service Department does not provide maintenance services. Neither the Limited Warranty nor the One-Year Plan covers claims that are deemed to be homeowner maintenance obligations.

CUSTOMER FEEDBACK

We seek field personnel and subcontractors who take pride in the quality of their workmanship and level of service. If you are dissatisfied with the quality of work displayed by our field representatives or subcontractors, please contact our office immediately. Your comments will help us maintain quality service standards.

Interior Maintenance

We want you to enjoy your new home and get the most out of your time in it. Familiarity with the basic practices needed for good home management and maintenance is essential. Minutes spent on minor care, repairs, and adjustments can eliminate many future problems. For easy reference, we have assembled helpful tips and information that you need to know to keep the interior of your new home functioning smoothly.



Manufactured products are items built entirely off-site. These include your appliances, plumbing fixtures, lighting, etc. The maintenance requirements for these are found in the manufacturer's documentation that came with your new home, and are available on the dwellingLIVE website. Always refer to the manufacturer's information and if there is a conflict with this guide, follow the manufacturer's recommendations.

Appliances

Before operating any of the appliances in your new home, be sure to read the manufacturer's documentation for proper operating instructions and maintenance tips. When cleaning any appliance, be careful *not* to use abrasive, caustic or other strong cleaners that may harm the stainless or enamel finishes and wear away the surface lettering on controls. Regularly inspect appliances that use water for leaks. Make repairs immediately.

Recommended Maintenance	Frequency
Inspect all appliances with water lines for leaks. Repair leaks immediately.	Quarterly

Effects of Deferred Maintenance

Failure to regularly examine these appliances may result in water damage if leaks go undetected.

BEVERAGE CENTER & WINE REFRIGERATOR

Your beverage center and wine refrigerator provide just the right temperature and environment for your wine and other beverages. Regular cleaning is needed to keep them looking and operating at their best.

Cleaning Tips

Exterior

Use mild soap and water to clean the cabinet; rinse thoroughly. Do not use abrasive scouring powders or scrubbers. Use glass cleaner or mild soap and water to clean the glass door. Wipe the controls with a damp cloth and dry thoroughly. Do not use cleaning sprays, large amounts of water, or abrasives on the panel, as these may damage it. Clean stainless steel areas with a manufacturer-recommended stainless steel cleaner.

Interior

Clean the vinyl door gasket with mild soap and water; rinse thoroughly. Apply a thin layer of paraffin wax or petroleum jelly to the clean door gasket on the hinge side to keep the door from sticking. Use a damp cloth when cleaning around switches, lights, or controls. Wipe down the interior of the refrigerator with warm water and baking soda per the manufacturer's recommendations to clean and neutralize odors. Rinse and dry thoroughly. Do not use hot water to clean glass shelving.



Caution: Unplug the units before cleaning or replacing the light bulb.

Recommended Maintenance	Frequency
Clean the inside and outside of the units.	Regularly
Check the drain hole and channel for debris and clean as necessary to prevent drain blockages.	Periodically
Replace the light bulb.	As needed

Effects of Deferred Maintenance

Failure to maintain the units may result in deterioration of the door gaskets, and build-up of dirt and odors. Improper drainage from a blocked drain hole may result in water damage should the unit not be allowed to drain properly.

COOKTOP

Your cooktop requires cleaning and maintenance to keep it in top condition.



Cooktop

Recommended Maintenance	Frequency
Use mild soap to clean the cooktop surfaces and cooking areas.	Regularly, after each use

Effects of Deferred Maintenance

Failure to clean your cooktop will lead to a buildup of residue that becomes increasingly difficult to remove.

DISHWASHER

Refer to your dishwasher owner’s manual for instructions on the proper placement of dishes and the recommended water temperature for optimal cleaning. Use only detergents made specifically for use in automatic dishwashers. Never use any soap product or foaming detergents for commercial dishwashers as they may damage your machine. Water conditions vary widely from area to area, so you may need to experiment with different detergents until you find the one that works best for you. Use one brand for at least a week to allow it to “condition” your dishes.



Dishwasher

Important Information

- **Protect Your Cabinets from Steam.** Do not open the dishwasher while it is still steaming. Over time, this can damage the finish on your cabinets.
- **Ensure the Garbage Disposal is Empty.** Your dishwasher and garbage disposal use the same drain. Always empty the garbage disposal before operating the dishwasher to prevent overflowing the kitchen sink.
- **Selecting a Replacement.** Your current dishwasher model is Energy Star rated. If you need to replace it, consider selecting another Energy Star rated model that is energy-efficient and water-efficient.

Recommended Maintenance	Frequency
Inspect dishwasher for water leaks. Make repairs immediately.	Quarterly

Effects of Deferred Maintenance

Failure to regularly inspect the dishwasher may result in water damage if leaks go undetected.

GARBAGE DISPOSAL

Garbage disposals are permanently lubricated and self-cleaning. Use a steady flow of cold water and allow the unit to run long enough to do a thorough job of pulverizing the waste and flushing it through.



Garbage Disposal Under Kitchen Sink

Important Information

- **Use Cold Water.** Do not use hot water to flush waste, especially grease, down the garbage disposal. Hot water melts the grease, which later cools and solidifies, coating your drainpipe with grease.
- **Inspect for Leaks.** Regularly look under the sink for leaks or dampness. If there is a leak, use a pan to catch water drips until it can be repaired. Make repairs as soon as possible to prevent water damage.
- **Hand-Tighten Pipes.** Hand-tighten pipes only—do not use tools.

Quick Tip: Restarting a Stopped Disposal

1. Turn the disposal off and unplug the unit.
2. Remove all accessible waste from the disposal.
3. Wait one minute before pushing the red reset button located on or near the bottom of the disposal. Refer to the manufacturer's documentation for location of the reset button.
4. Check the circuit breaker and reset, if necessary.

5. Plug the unit back in and turn the disposal switch to ON. If you hear a humming noise but the blades are not turning, turn off the switch and unplug the unit.
6. Use the hex key that came with the garbage disposal to free the blades from obstructions. The key fits into a slot in the bottom center of the disposal. Insert the key in the slot and turn it back and forth.
7. Plug the unit back in. Turn on the disposal switch. If the disposal fails to operate, call a qualified plumber for service. A jammed disposal is not covered under your Fit and Finish Warranty.

Recommended Maintenance	Frequency
Inspect garbage disposal for water leaks. Make repairs immediately.	Quarterly

Effects of Deferred Maintenance

Failure to regularly inspect the garbage disposal may result in water damage if leaks go undetected.

MICROWAVE OVEN

Your built-in microwave wall oven requires periodic cleaning and maintenance to keep it in top condition. Refer to the microwave owner's manual for specific care, use, safety, and troubleshooting information.

Important Information

- **Cleaners.** Do not use abrasive cleansers on the oven walls.
- **Stainless Steel.** Do not use steel wool or abrasives on stainless steel, as they will scratch the surface.



Note: Make sure the microwave power is off before cleaning.

Recommended Maintenance	Frequency
Clean the walls, floor, inside window, metal and plastic parts, and shelves, and outside case with mild soap and water. Clean the underside of the unit often to prevent grease build-up on the microwave and fan filter.	Regularly, with routine cleaning
Thoroughly wipe down the interior of the microwave with a solution of baking soda and water. Wash the turntable in warm, sudsy water or in a dishwasher.	Periodically
Clean the control panel and door with a damp cloth. Dry thoroughly. (Do not use cleaning sprays or abrasives on the control panel.)	Periodically
Replace burned out bulbs.	As needed

Effects of Deferred Maintenance

Failure to maintain the microwave may result in a build-up of dirt and grime that is difficult to remove.

OVEN

Your built-in oven requires cleaning and maintenance to keep it in top condition. If your oven is self-cleaning or continuous-cleaning, please follow the manufacturer's instructions for cleaning.



Oven



Caution: Always allow your oven to cool before cleaning! Also, please note that the self-cleaning process heats the oven to very high temperatures to burn off all food and oil residues, and this can cause the oven to emit noxious fumes. It is best to open windows for ventilation and to stay out of the kitchen during and immediately after using the self-cleaning feature.

Important Information

- **Self-Cleaning Feature.** When using the self-cleaning feature on the oven, please remember that chrome discolors in this cycle. Remove the broiler pan and chrome racks from the oven prior to cleaning.
- **Vents.** Do not block the vents on your oven, as they are important for proper combustion and operation.
- **Broiler Pans.** Do not clean broiler pans in the self-cleaning cycle of the oven (if applicable).



Note: Refer to the manufacturer's documentation and warranty for more detailed maintenance and use information. Always refer to the manufacturer's information and if there is a conflict with this guide, follow the manufacturer's recommendations.

Recommended Maintenance	Frequency
Use soap and water to clean the oven surfaces. Include the interior and exterior surfaces in your routine cleaning, as well as the control panel.	Regularly, after each use
Replace light bulb(s).	As needed

Effects of Deferred Maintenance

Failure to clean your oven will lead to a buildup of residue that becomes increasingly difficult to remove.

Cabinets

Cabinets are installed in your kitchen and bath areas. Like the fine furniture in your home, cabinets require cleaning as well as periodic adjustment of door hinges and drawer assemblies.



Laminate Cabinets

Important Information

- **Adjust Cabinet Hardware.** Adjust the cabinet hardware to help prevent damage to the cabinets from misalignment or degradation from loose fasteners. Tighten loose screws, and keep hinges or drawer guides clean and lubricated. Certain hinge types and drawer guides incorporate adjustment screws that may need tightening or repositioning over time. Lubricate cabinet hinges with an oil-based lubricant when there is squeaking or the door does not move freely. Remove excess oil with a dry paper towel.
- **Protect from Moisture and Heat.** Do not leave damp cloths, sponges, or wet containers on surfaces or shelves. Avoid placing heat and steam-producing appliances in locations where they affect nearby cabinet surfaces. Do not open the dishwasher when still steaming. Do not use electric coffee makers and teapots directly under upper cabinets.
- **Protect Breadboards.** If your kitchen counters include a natural wood breadboard, it has most likely not been treated. Protect with light mineral oil and reapply as needed.

- **Do Not Overload Shelves.** Be careful not to overload upper cabinet shelves. They have been designed to hold a reasonable number of dishes, but should not be loaded to the top.

Cleaning Tips

Do not use a dish cloth to wipe the cabinet exterior, since it may contain remnants of grease or detergents which may damage the finish. Clean spills immediately. Give special attention to areas around the sink and dishwasher. Avoid draping damp or wet dish towels over the door of the sink base cabinet. Over time, this moisture can cause permanent water damage to the door.

Laminate

Laminate cabinets feature a durable thermofused laminate on all exposed surfaces. While highly durable, they should be protected from prolonged exposure to water and steam, as this may result in delamination of the surface. Use a clean cloth dampened with clear water when cleaning normal household spills. After wiping thoroughly, immediately dry the surface with a lint-free cotton cloth. Never use abrasive cleaners, scouring pads, detergents or powdered cleansers. In the case of grime build-up, a soft cloth and mild soapy warm water may be used on the laminate surfaces if immediately rinsed and dried thoroughly.

Recommended Maintenance	Frequency
Dust and clean cabinet surfaces.	Regularly
Tighten hardware, adjust drawer guides, and check alignment.	Twice per year or as needed

Effects of Deferred Maintenance

Failure to properly maintain cabinets may result in shortened life and a loss of appeal.

Caulking

Caulking refers to the materials used to seal gaps, holes, and joints between surfaces, trim, and fixtures inside your home. They will deteriorate over time from exposure, use and movement, so regular inspection and restoration of the caulking is important to maintain water- and air-tightness.

Cracks in the caulking joints between tile and tub, in the shower stall corners, and at the floor, are caused by the high degree of moisture present in every bathroom, as well as from the normal shrinkage of caulking material. Separation between the tub and wall tile is caused by home settlement and by the weight of the water-filled tub.

Maintaining caulked areas is extremely important to the proper maintenance of your home. Over time, and especially in hot or humid weather, caulking will dry and shrink, no longer providing a good seal against moisture and air. Caulking and sealant are addressed here and elsewhere in your guide as they protect several important parts of your home. They are specifically covered in the pages that cover tubs, showers, and fixtures. The maintenance of windows, doors, trim, and siding on the exterior are also covered in this guide.

Types of Caulking

Silicone sealant is best for joints between smooth, nonporous materials such as tile, glass, stainless steel, and enameled fixtures.

Latex or Butyl sealant is less expensive and a lower grade (often referred to as “painter’s caulk”), and is more appropriate for interior and exterior non-critical “hole-filling” before painting.

These sealants are available in different colors to help match adjoining finishes. Follow the sealant manufacturers’ recommendations on the package, remembering that cleaning and preparing joints and adjoining surfaces per the instructions is critical for an effective caulk joint.

Important Information

- **When to Replace Caulking.** Caulking should not be cracked, split, or incompletely adhered. If any of these conditions are identified, remove and replace the caulking.
- **Follow Instructions.** Always read and follow the manufacturer’s instructions on the caulking package for proper use and storage. Use the appropriate caulking for the application.

- **What Not to Caulk.** Do not caulk window sill drains as these are intended to remain clear for drainage. Take note of what was or was not caulked as part of the original construction. Areas typically sealed include: interior joints formed by dissimilar materials such as sheetrock to wood trim, tile or plastic laminate, or the interior edge of window frames or door frames. Also seal between fixtures or electrical devices and walls, counters, or floors.
- **Proper Preparation.** As with repainting, caulking is only as effective as its preparation. Existing caulking should be removed completely and the surface cleaned per the manufacturer's recommendations.

Recommended Maintenance	Frequency
Inspect the caulk joints around fixtures, tub and shower areas, ceramic tile, and doors or windows on the interior where caulking was installed. Remove and replace as needed when it is split or coming off.	Monthly

Effects of Deferred Maintenance

The consequences of faulty caulking depend on the location of the caulking. Faulty water seals may result in damage to surrounding materials, structural damage, discoloration, and mold/fungus growth.

Countertops and Backsplash: Overview

Countertops and backsplash have been incorporated into your kitchen, bath, or utility areas to provide durable and attractive surfaces for your cooking, bathing, and other activities. All of the materials used in counters and backsplashes share certain use and care recommendations, as well as additional cautions that are described in the material-specific sections of this guide.

General Guidelines

- **Follow Manufacturer’s Recommendations**

Review the manufacturer’s specific care and use guidance for countertops that are manufactured products, such as synthetic solid surfaces or laminates. There may be specific information on harmful household substances beyond those mentioned here that should be avoided.

- **Caulking Maintenance is Important**

Maintain caulking at backs, ends, or other joints with the appropriate caulking as discussed in the “Caulking” section of this guide. Generally, these joints are best sealed with a mildew-resistant silicone caulk.

- **Protect Your Counters from Hot Items**

Do not set hot pans or items directly on counters. Use trivets or other protection.

- **Clean Surfaces Regularly**

Quickly clean-up liquids or other substances from countertop surfaces. Clean with a damp, nonabrasive cloth; use other cleansers only as appropriate to the surface and as required for more stubborn cleaning. If you have a stain that will not come up simply with water, consult with a home improvement expert about products that will work on the stain.

- **Don’t Sit on Counters!**

Do not sit on the countertops; excessive weight can cause countertops to warp or pull away from the wall.

- **Use Cutting Boards—Don’t Cut on Surfaces**

Avoid cutting and chopping directly on the surface; use a cutting board.

NATURAL STONE COUNTERTOPS

Natural stone countertops feature a great deal of color and veining variation and are never exactly alike. Lack of consistency of the stone and the resin is not considered a flaw, but part of its natural beauty. These countertops are highly durable but may be scratched, chipped, and stained with misuse.



Natural Stone Countertop

Important Information

- **Seal the Stone.** Sealing the stone is strongly recommended in order to prevent staining. Tile and stone stores carry specific cleaning agents and sealers.
- **Acidic Liquids.** Some types of natural stone are vulnerable to damage from acidic liquids, such as citrus juices, tomato juice, and vinegar. Sealers will help protect the surfaces.
- **Consult a Professional for Repairs.** Repair chips, scratches, burns, and stains using the manufacturer-recommended techniques, or consult a professional.

Cleaning Tips

Clean with neutral cleaner or stone soap and warm water. Avoid cleansers that are abrasive or products that contain lemon, vinegar or other acids. Do not use steel wool or polish. Blot up spills immediately.

Recommended Maintenance	Frequency
Dust the surface.	Regularly

Recommended Maintenance	Frequency
Clean the stone with a few drops of neutral cleaner or stone soap and warm water.	Regularly, after each use, when practical
Repair chips, scratches, burns, and stains using the manufacturer recommended techniques, or consult a professional.	As needed
Reseal the stone.	Every 1–2 years or as needed

Effects of Deferred Maintenance

Improper or neglected maintenance and care of your countertop may result in premature deterioration, loss of visual appeal, higher replacement or repair costs, water intrusion, and possible voiding of your Fit and Finish Warranty.

Electrical Systems and Safety: Overview

Your home has a master control panel to protect the wiring and electrical equipment in your home. The control panel includes a main shutoff that controls all incoming electrical power; it also contains circuit breakers that control separate circuits. The circuit breakers interrupt the flow of electricity in overload conditions and protect the wiring from overheating and causing fire.



Note: Before digging in your yard, check the location of buried service leads by calling the local utility service. In most cases, wires run in a straight line from the service panel to the nearest public utility pad.

ARC FAULT CIRCUIT INTERRUPTER (AFCI)

AFCIs are sensitive circuit breakers that monitor the electrical outlets in the bedrooms for unwanted arcing conditions caused by erratic current flows. They are a safety feature that could protect against fires caused by, but not limited to, wiring in the walls that are punctured from nails when hanging pictures or when electrical cords are crimped by furniture and doors. AFCI circuit breakers are located in the panel box containing the conventional circuit breakers. Refer to the manufacturer's documentation for the model installed in your home. In the event that the recommendations in this guide conflict with the manufacturer, the manufacturer's recommendations prevail.

Important Information

- **Do Not Automatically Reset a Tripped AFCI.** AFCIs function by rapidly switching off the current when a potentially fire-causing arc is detected. When an AFCI is tripped, the source of the fault must be located and repaired before restoring service.
- **Test Your AFCIs.** Test the AFCI at least once a month. Refer to the manufacturer's documentation for the testing procedures for the model installed in your home. Should the AFCI fail the test, immediately consult a qualified electrician to replace the AFCI.

Recommended Maintenance	Frequency
Test all AFCIs.	Monthly

Effects of Deferred Maintenance

An AFCI that fails to switch off electrical current in the event of an unwanted arcing condition can result in a fire.

CIRCUIT BREAKERS AND PANELS

Circuit breakers are a safety feature designed to trip if there is an excessive load on a given circuit. Electrical failures are usually caused by overloading a circuit when using too many appliances at one time, a defective cord, or starting a large electric motor. Your circuit breaker box usually has a circuit directory installed on the inside cover of the box to show which appliances, outlets, or other services are connected to each breaker. If electricity fails in any part of your home, first determine if circuit breakers in the master control panel have tripped.



Interior Circuit Breaker Panel

Important Information

- **Use Professionals and Get Permits.** Never let anyone other than a licensed electrician repair or alter the wiring or electrical system in your home. Some changes may require a permit.
- **Keep Access to Panels Clear.** Do not block access to the panel, and be careful when concealing interior panels with wall hangings or pictures. The panel should always be easily accessible in the event power is lost to your home. Proper working clearances are required around and in front of electrical switches and circuit breakers.
- **Keep the Panel Cover Closed.** In order to maintain the waterproof protection of exterior control panels, keep the cover closed.
- **Check the Amperage Before Replacing.** Never install a circuit breaker with a greater amperage rating than the one being replaced.

- **Learn About Fire Prevention.** Obtain fire prevention guidelines from your local fire department and take precautions necessary to prevent electrical fires.

Quick Tip: Restoring a Tripped Circuit Breaker

1. Before you restore the current, attempt to locate the cause of the failure. After locating the cause, disconnect it from the electrical source prior to resetting the breaker. If you cannot locate the cause of the failure, call a state-licensed electrician or Woodside Homes of Northern CA. L.P.
2. Reset the circuit breaker. First flip the breaker switch to the OFF position and then to the ON position.
3. In the event of a total loss of electrical power, contact your neighbors to determine if the problem is limited to your home. If other homes are without power, contact the electric company.

Effects of Deferred Maintenance

A circuit breaker panel that is not used properly and protected from water may fail prematurely, resulting in electrical failure in your home.

ELECTRIC VEHICLE SUPPLY EQUIPMENT (EVSE)

Your home may include electric vehicle supply equipment that supplies energy to electric vehicles. In some cases, there may only be pre-wiring provided for the future installment of electric vehicle supply equipment. Become familiar with the manufacturer's documentation for troubleshooting, operation and other important information that is specific to the model installed.



Note: Before using the electric vehicle supply equipment, read the manufacturer's operating instructions thoroughly.

Important Information

- **Repair or Service.** Any servicing to the device should be done by a certified professional. Refer to the manufacturer's instructions for customer support.
- **Charge Cord and Mounting Hardware.** The supply equipment should remain mounted to its surface. Do not modify or remove the device. The charge cord should be positioned appropriately so it is not stepped on, tripped over or subjected to damage or stress. **The supply equipment should always be stored in the designated place after each use.**



Caution: Do not operate if damage is detected on the unit or charging cord. Contact the manufacturer's customer support service immediately.



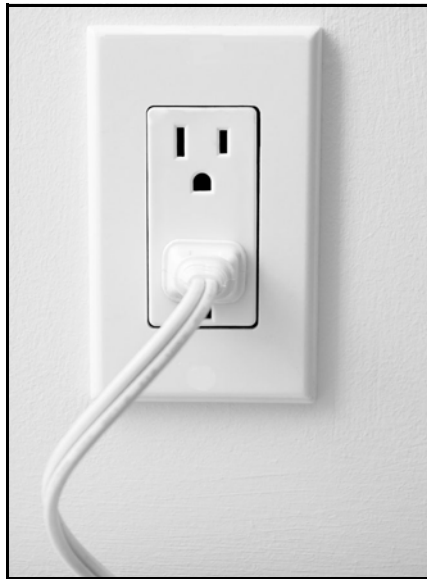
Note: For more information on Electric Vehicle Supply Equipment (EVSE) and plug-in hybrid electric vehicles (PHEVs) visit <https://www.energystar.gov/products/other/evse> and <https://energy.gov/eere/electricvehicles/charging-home>.

Effects of Deferred Maintenance

Failure to follow the manufacturer's instructions and precautions may result in premature failure or damage to the device and may void your warranty.

ELECTRICAL OUTLETS AND SWITCHES

Electrical outlets are located in each room and around the exterior of your home for your convenience. Switches are installed to control the permanently-installed lighting in your home. Switches are also installed to control at least one electrical outlet in each room; the switched outlet is installed upside down to help you quickly identify it.



Electrical Outlet

Important Information

- **Unplug Small Appliances.** Do not leave small appliances plugged in when they are not in use.
- **Plug In Completely.** Insert plugs all the way into outlets. Partially plugged in electrical cords can cause overheating of the outlet, sparks, and fire.
- **Replace Damaged or Deteriorating Outlets.** The U.S. Consumer Product Safety Commission Document #524 advises homeowners to have a qualified electrician replace receptacles that are damaged or feel hot, emit smoke or sparks, have loose fitting plugs, or those where plugged-in lamps flicker or fail to light.
- **Outlet Capacity Limits.** Do not exceed the capacity of the outlets by plugging in adaptors that add more than two receptacles per outlet. Overloading the circuit, including the use of multiple extension cords, can cause a fire.
- **Proper Use of Extension Cords.** Do not run extension cords in concealed spaces such as under rugs or furniture.

- **Selecting Decorative Outlet Coverplates.** Whenever possible, avoid decorating the outlet coverplates with paint or wallpaper. Purchase decorative coverplates for a designer look instead. If the coverplates must be painted or wallpapered, do not interfere with the system wiring.



Note: For additional information on electrical outlet safety, visit the U.S. Consumer Product Safety Commission website at www.cpsc.gov.

Recommended Maintenance	Frequency
Inspect plugged in items to ensure they are completely plugged in.	Regularly
Check interior outlets to ensure they are not damaged or deteriorating. Replace damaged outlets immediately.	Twice per year

Effects of Deferred Maintenance

Faulty electrical outlets can result in overheating, sparks, fire, or electrical shock.

GROUND FAULT CIRCUIT INTERRUPTER (GFCI)

GFCIs are very sensitive circuit breakers that are installed in the bathrooms, kitchen, garage and patio. They are a safety feature that could protect against electrical shock in case of ground fault conditions or an electrical overload; GFCIs function by rapidly switching off the current. If the power fails in one of these areas, it will usually be the GFCI that has tripped.



Interior GFCI

Important Information

- **Test Your GFCI.** To test the GFCIs, press the Test Button briefly until the Reset Button “pops” (breaks the circuit). If the Reset Button does not respond to the testing, press the Reset Button and start the test over. If the GFCI is working properly, the Reset Button should “pop” each time the Test Button is pressed. After the testing procedure has been completed, be sure to depress the Reset Button and leave it in this position.
- **Not for Major Appliances.** *Do not* use GFCI receptacles for major appliances such as refrigerators and air conditioners. These appliances create electrical surges that trip the GFCI and break the circuits.
- **Use for Power Tools.** The U.S. Consumer Product Safety Commission (CPSC) recommends the use of a GFCI with every power tool to protect against electrical shock hazards.
- **Resetting a Tripped GFCI.** Push the Reset button on the GFCI outlet to restore power. If power is not restored, determine if there is a tripped circuit breaker.

Recommended Maintenance	Frequency
Test the GFCIs.	Monthly

Effects of Deferred Maintenance

A GFCI that fails to switch off electrical current in the event of an electrical overload or ground current condition can result in serious injury from electrical shock.

LIGHTING

Lighting fixtures are installed throughout the interior of your home, as well as outside exterior entrances, such as your patio, or front door. When replacing light bulbs, make sure to select bulbs with the correct size and wattage for the fixture.



Interior Light Fixture



Note: A lighting schedule of all interior light fixtures and lamps permanently installed in your home are available on your dwellingLIVE account.

Recommended Maintenance	Frequency
Check for and replace burned out bulbs.	Monthly
Clean the encasement of light fixtures so light can shine at full illumination. Ensure that mounting screws and plates are tight and wall plate is fully against the exterior wall or soffit.	Quarterly

Effects of Deferred Maintenance

Failure to maintain the lighting in your home will result in a diminished appearance as well as inconvenience.

SOLAR

Your home has a solar energy system installed, which includes solar panels located on your roof, as well as an inverter. The inverter displays system data during daylight hours. The panels are essentially maintenance-free, per the manufacturer, however, a few precautions are listed below.



Note: Refer to the manufacturer's documentation for the inverter and modules for information on safety, operations, troubleshooting, repairs, and maintenance. Read your CC&Rs to understand who is responsible for solar maintenance and repair. In some cases, it is partially the responsibility of the Association.

Important Information

- **Prevent Shading of the Panels.** Ensure that your panels are kept free from shade caused by trees, plants, or other obstructions. The panels should never be shaded during the daylight hours. Notify your HOA if you notice shading caused by Association maintained trees.
- **Cleaning the Panels.** You should not need to clean your panels, but if you do, hire a qualified professional.
- **Inverter Operation.** During normal operation, the unit should remain turned on. It is not necessary to turn the unit off and on each day. You can verify that your inverter is on by looking at its front panel. On the LCD screen, the green LED should be lit during daylight hours. If it is not, follow the two steps below to start the machine.
 1. Switch the solar breaker in your service panel (breaker box) to the On position.
 2. Turn the switch on the base of the inverter into the On position.
- **Cleaning the Inverter.** Under very dusty conditions, it may be necessary to clean the inverter's air intake filter.



Caution: Do not attempt to access the roof for module cleaning or inspection. Only authorized and trained personnel should have access to the modules. Additionally, check your CC&Rs for any restrictions regarding solar.

Recommended Maintenance	Frequency
Have the system inspected by the installer or another qualified professional. Address any defects immediately.	Periodically

Effects of Deferred Maintenance

Failure to follow the manufacturer's instructions and precautions may result in premature failure or damage to the system.

USB CHARGER AND TAMPER RESISTANT OUTLET

USB chargers and tamper resistant outlets are installed in your home. The two USB outlets are designed to charge two devices at the same time. However, the outlets will shut down if the combined power requirements of the devices exceed the power capacity of the USB outlets. If this occurs, charge each device by itself.

The charger and outlet are optimized for use with specific devices and may not charge all models or brands. If a device will not charge using the USB outlet, use a 15A-125V outlet and the device's AC adapter for charging.

Generally no maintenance is required for this component. Refer to the manufacturer's documentation for additional use and care instructions.



Caution: The Class 2 ports are not intended for use with appliances and supporting products. Always consult the manufacturer's documentation for use and installation. Improper use may void your warranty.

Compatible with USB powered devices such as Tablets, iPad®, Galaxy Tab™, EReaders, Nook®, Kindle®, Smartphones, iPhone®, Blackberry®, MP3 Players, iPod®, Digital Cameras, Bluetooth® Headsets and more.

Flooring: Overview

The flooring in your new home is made of materials selected for their beauty and functionality. Proper care and regular maintenance are key in maintaining the appearance and maximizing the useful life of your flooring. Common sense guidelines apply to all flooring types, some of which are listed below. Additional recommendations are explained for each flooring type in the pages that follow.

General Guidelines

- **Use Doormats**

Place doormats outside all exterior doors, as dirt and other substances tracked in from outside are the primary sources of wear.

- **Clean Up Spills Immediately**

Blot up liquid with a clean, absorbent, white cloth or sponge. Remove solids with a blunt knife or scraper.

- **Protect Your Floor**

Use protective pads or pieces of plywood under heavy appliances when moving them across flooring. If appliances such as refrigerators are mounted on casters, be sure the casters are large enough to adequately spread the weight to avoid distressing the flooring.

- **Refer to the Manufacturer's Guidelines**

Please note that the following maintenance recommendations do not attempt to address all possible maintenance needs. Consult specific flooring manufacturers for guidelines regarding recommended floor care products and comprehensive stain removal instructions.

CERAMIC TILE FLOORS

Ceramic tile floors are an attractive, functional, and long-lasting choice for your home.

Cleaning Tips

Clean regularly with a vacuum, broom, or wet mop. Remove dirt daily to prevent build-up and the potential for staining. Neutral pH cleaners are recommended and available from tile supply stores. Do not use harsh abrasive cleaners, metal scrubbers, acids or acid based cleaners, as these can deteriorate the grout and finish.



Note: Tile grout is not typically sealed as part of the new construction, as it is necessary for grout to cure (at least a month is recommended) before sealing. Surface sealers protect against everyday wear and tear. Once the tile has cured, a professional should seal the grout joints. Sealers and waxes can save on routine cleaning.

Recommended Maintenance	Frequency
Sweep or vacuum on a regular basis to reduce grit, which can scratch and dull the floor's finish.	Daily in areas of heavy use
Clean flooring with a damp mop or a mild detergent. Wax or sealers are not necessary. Buff floors lightly to improve the shine to a high gloss.	Weekly
Inspect and, if necessary, regrout, or caulk the area between the tiles and the baseboard. Check around door thresholds, tubs, and toilets. Sealing these areas are important to prevent the water intrusion.	Annually
Seal the tile. If needed, re-finish with non-skid wax.	Annually
Examine the perimeter and high traffic areas for hollow-sounding or loose tiles, as well as cracking.	Annually

Effects of Deferred Maintenance

Poor appearance of the flooring, degradation of grout or joints, and even water intrusion and damage can result from deferred maintenance.

HARDWOOD FLOORING

There are many types of hardwood products available today. All add beauty to your home and require careful use and cleaning in order to preserve the finish.

Important Information

- **Wax Sparingly.** Do not wax the floor unless recommended for the particular product, and even then wax sparingly. Never use wax or wax-based products over surface finishes. Avoid using water-based waxes.
- **Characteristics of a Natural Product.** Wood (parquet or planks) is a natural product, and may vary slightly in grain and color. Also, during normal seasonal cycles, changes in humidity may result in expansion and contraction of the materials. This may result in small separations between planks or parquet during dryer seasons, and is to be expected.
- **Protect from Moisture.** Promptly remove water and other liquids from the surface to prevent water from penetrating and harming the flooring. Never wet mop your wood floor.
- **Professional Service.** Contact a local flooring distributor to remove heavy stains or for refinishing.
- **Minimize Wear.** Use area rugs in areas of heavy traffic to prevent excessive wear. Avoid using rubber-backed rugs - your wood flooring needs to breathe. Do not drag furniture or other heavy objects across the floor without a pad. Place protector pads under all furniture legs.

Cleaning Tips

In general, cleaning is limited to sweeping with a soft bristle broom, cleaning with a vacuum cleaner soft floor attachment, and periodically cleaning with specialized wood floor cleaning products. Different products are available for surface finished floors and for floors with a penetrating finish; only use products that are appropriate for the finish used on your wood floor. Non-toxic wood floor cleaning products are available. Remove dirt at joints, between boards, and at doorway thresholds or transitions to other flooring materials. Do not use ammonia, oil soaps, vinyl or tile floor care products, or dust cleaner products on wood flooring. Wipe up spills immediately!

Hardwood flooring should not be wet-mopped. It is especially susceptible to damage from water from long-term sources such as leaks and exterior doors with poor weather protection.

Acrylic Impregnated Non-Urethane Finished Floors

Consult the manufacturer for special care recommendations. Clean per the general maintenance instructions above. Follow with a low-speed buffing, using cleaning products and pads as recommended by the manufacturer. Never use wax or wax based products over surface finishes.

Varnish, Urethane, and Polyurethane Finished Floors

Consult the manufacturer for special care recommendations. Clean per the general maintenance instructions above. Clean stubborn stains using manufacturer recommended cleaning products and a soft cloth. Never use wax or wax based products over surface finishes. If, over time, the finish loses its luster, professional screening and recoating may be necessary.

Sealed and Wax Finished Floors

Consult the manufacturer for special care recommendations. Clean per the general maintenance instructions above. Never use wax or wax based products over surface finishes.



Note: Always consult the manufacturer's recommendations or a wood flooring supplier/installer to determine the appropriate floor care products. Improper maintenance may void your warranty.

Recommended Maintenance	Frequency
Sweep or vacuum to remove loose dirt. Remove stains as needed.	Daily to weekly, depending on use
Clean with professional wood floor cleaning products. Re-wax and buff dulled or scratched waxed finishes.	Per manufacturer's recommendations

Effects of Deferred Maintenance

Incomplete maintenance can result in damage or stains, reducing the value these floors add to the home.

Heating, Ventilation, & Air Conditioning

Heating and cooling systems are designed to fit the demands of the local climate. Your heating, ventilation and air conditioning (HVAC) system should be checked periodically and cleaned by a professional service company. Perform a trial run of your HVAC system well before the season when you will use it most.

Air Conditioning System

A residential air conditioning systems is comprised of an outdoor condensing unit and an indoor air handler, and is referred to as a “split-system.” (A condensing unit only cools, it does not heat.) Your annual professional service call will include service on both the condensing unit and the air handler.

Heating System

A furnace is a system that only provides heat. Furnaces are typically gas fired, although electric, hydronic, and hybrid models are also on the market. In cold climates, a furnace may be paired with a heat pump or air conditioning system to provide more efficient heating. Also referred to as forced air heating, a furnace is usually located in an interior space of your home.

Important Information

- **Be Practical.** Practical approaches, such as using window coverings, are an important part of your home’s heating and cooling system. For example, on hot days close drapes, blinds, or shutters to block sunlight. On sunny, cold days, opening your window coverings may help heat your home. Also, do not leave doors and windows open for significant periods of time when the HVAC system is operating.
- **Test Your System.** It is a good idea to run your system at least once before the periods of heaviest use, as it is not good for the system to be out of operation for long periods of time. Your heating system can be run at any time; however, your air conditioning system should not be run when it is very cold outdoors. Refer to your manufacturer’s maintenance instructions to verify the lowest outdoor temperature at which your system can be run without damage.
- **Use Vacation Settings While Away.** If you will be away from your home for more than a couple of days, do not completely shut off the HVAC system. The potential change in temperature and lack of airflow may cause condensation that may damage the home.

- **Freeze-up Condition Remedy.** Under some high humidity conditions, cooling coils may ice up, stopping the circulation of air through the system. Switch from the “cool” setting to “fan” until the ice melts; the air conditioning should function normally when turned back on.
- **Trim Landscaping Around the Unit.** Keep landscaping trimmed well away from the outside unit and condensate lines.
- **Increase Humidity As Needed.** Low humidity within your home can cause some occupants to be uncomfortable. Unless equipped with a separate humidifier, the HVAC system in your home is not designed to control humidity. If the humidity level is not comfortable, consider purchasing a room humidifier or have a qualified contractor install a humidifier in your home’s HVAC system. Increasing humidity to above 60% in the building is not recommended.
- **Regularly Service Humidifiers.** Have any added humidification equipment serviced on a regular schedule to assure proper operation. Improperly maintained humidifiers can result in water spills and damage, and can accumulate contaminants that need to be removed so as not to affect indoor air quality. Humidity above 60% in your home is not recommended. Limit and control any supplemental humidification to this upper limit.
- **Humidity Control.** Set the A/C system thermostat to the “fan-auto” setting to allow the system to perform the best dehumidification.



Caution: Never close more than 30% of the registers in your home at one time. Reduced airflow will not only place strain on the HVAC fan unit, but can result in condensation and water damage in higher humidity rooms.



Warning: If you notice a gas odor, call your gas company immediately.

Recommended Maintenance	Frequency
Change/clean the air filter, typically monthly during high use seasons. For reusable filters, vacuum and wash with detergent and water; allow filter to air dry before replacing it.	Monthly or per manufacturer’s recommendations
Clean the registers to keep them free of dust and debris.	Monthly
Check the condensate drain lines to ensure that water is flowing freely.	Seasonally

Recommended Maintenance	Frequency
Examine the condensate drain pan float switch to ensure it is mounted on the pan properly and that it turns off the A/C unit when the pan accumulates a significant amount of water.	Seasonally
Contact a professional service company to service your system.	Annually or per manufacturer's recommendations

Effects of Deferred Maintenance

Failure to properly maintain and properly use your HVAC system may result in malfunction or premature failure. The air conditioning system cools and, to some degree, dehumidifies the air. Malfunction of the system may result in poor dehumidification and increased moisture in the home, resulting in moisture damage to your home or its contents.

AIR CONDITIONING CONDENSATE PIPES

The air conditioning condensate discharge pipes drain condensed water away from the A/C system. It must be checked periodically for clear flow to keep your system operating at maximum efficiency. Serious water damage to your home and its contents may occur as a direct result of an obstruction to the condensate line.

Know the locations of the primary and secondary condensate discharge pipes. They are usually white plastic pipes protruding through exterior walls. Secondary condensate lines are generally installed above a window or door so that leaking of the secondary line is noticeable. Water actively discharging from a secondary condensate pipe is an indication that the primary pipe is clogged. Have the primary line cleaned right away. The clogged pipe may cause water leakage, resulting in damage to other building components. An overflow switch may be installed on the secondary condensate discharge line to shut down the unit when water overflows into the secondary line. You may want to consider using algaecide tablets to inhibit biological growth which can lead to blocked drains and premature pan deterioration.

AIR FILTER

Learn the location of the air filter in your heating and cooling system. The most common air filters are wall or ceiling units. Many air handling units have slots to insert filters into the air flow. Although it takes less than a minute to change the filter, this is one of the most commonly overlooked details. Clean filters provide an even flow of clean air within your home and reduce system operating costs. Clogged air filters can result in reduced airflow and colder supply temperature which may cause condensing units to automatically shut off, causing units to cycle excessively and reduce heating efficiency. Dirty filters can also cause streaking on the walls near vents.



Example of an Air Filter Location

Your system's filter probably has a Minimum Efficiency Reporting Value (MERV) of at least 8. (Some systems are equipped to use even better filters, with a MERV of 10, 13, or even higher.) Some filters are so tightly meshed that they actually starve the system of air. Ensure that the new filter is properly fitted so air is properly filtered and does not bypass the system. Consult the manufacturer's documentation for the type and location of the air filter used in the system.

BATHROOM EXHAUST FANS

Exhaust fans play significant role in your home’s ventilation, and are installed in your bathrooms. The exhaust fans may have filters that need to be cleaned or replaced periodically. Refer to the manufacturer’s documentation for information on the fans installed in your home.



Bathroom Exhaust Fan

Important Information

- **Use Fan While Showering.** Moisture and mildew problems can occur in any room where water vapor is present. In bathrooms, use the exhaust fan while showering in order to control indoor humidity. Proper use of the exhaust fans to control steam can help reduce the potential for mold growth in your shower and bathroom.
- **Disconnect the Power Before Servicing.** When filters or filter screening is part of your exhaust fan assembly, disconnect the power before servicing.

Quick Tip: Fixing a Noisy Fan

If fans become noticeably noisier over time and have otherwise been properly maintained, have them serviced by a professional.

Recommended Maintenance	Frequency
Clean reusable filters and screens with soap and water to remove dust or lint that may have accumulated.	Quarterly

Recommended Maintenance	Frequency
Replace filters.	Per manufacturer's recommendations
If your fans have exterior exhaust vents, inspect and clean the exterior hood or vent. Ensure that the back draft damper (flap) is clear and free moving.	Annually

Effects of Deferred Maintenance

Failure to maintain exhaust fans may result in decreased efficiency and performance, a shortened useful life, and decreased air quality in your home.

REGISTERS

Registers (or air vents) distribute conditioned air throughout your home. Room air returns to the heater and A/C through the return vents. For efficient airflow, keep furniture, drapes and other objects away from registers. The registers can be adjusted to provide the desired temperature for each room.



Adjustable Register

THERMOSTAT

Your thermostat controls the HVAC system, and allows you to set the temperature at which you want your home cooled or heated to. Set your thermostat to a setting comfortable for you and your family. To maximize energy efficiency, leave your thermostat at a constant setting to avoid energy-wasting fluctuations. Due to the demands of energy conservation, thermostats have become quite complex; familiarize yourself with the manufacturer's instructions.

Your thermostat has an integrated time delay feature that prevents manually starting the system repeatedly and protects the compressor from damage. When switching the thermostat to "ON", there is normally a delay of up to 15 minutes before the compressor will switch on.

Keep your home at an even temperature, especially in the first year, to minimize the expansion and contraction of the building materials. Minor cracking is inevitable but can be minimized by maintaining a temperature between 68°F–78°F.



Thermostat



Note: Overheating, especially in the first year, can cause excessive shrinkage in framing lumber and can materially damage your home.

Plumbing System

Your plumbing system is comprised of several different components, including pipes, shut-off valves, sinks, toilets, showers, tubs, and fixtures. All require periodic inspections and routine cleaning and maintenance.

Shut-Off Valves

We recommend that you become familiar with the system as soon as you move in. To prepare yourself for a potential plumbing emergency, you should locate the following shut-offs in your home:

- The main water shut-off at your house and at the water meter
- The gas service meter shut-off
- The hot and cold water shut-offs beneath each sink and behind the toilets
- The water shut-off for the water heater

In any emergency, your first step should be to turn off the water. Main shut-off valves are usually located where pipes enter the house. If you suspect a leak within the walls of your home, immediately turn the main shut-off valve to the OFF position and call Woodside Homes of Northern CA. L.P.' customer service department or a plumber. A leak between the walls can severely damage the walls and the flooring. All fixtures except tubs and showers have separate shut-off valves. Know how to use these shut-off valves in case of leaks or other problems. In the event of a hot water leak, the valve on top of the water heater should be turned off. This will stop the flow of hot water in your home and will prevent possible damage to your home and its contents. Make sure you know where all water shut-off valves are located and that the hot and cold shut-off valves are marked.



Caution: Immediately shut-off the water at the appropriate location when leaks are discovered. Remedy all water leaks from any source immediately, as they can allow mold growth and cause structural damage. These conditions are often not covered under Woodside Homes of Northern CA. L.P.' warranty or typical homeowners insurance policies.

Important Information

- **Water Barrier.** Maintain a water barrier between your home and the sewer line by occasionally running water in sinks or showers that are used infrequently to fill the drain trap.

Recommended Maintenance	Frequency
Inspect for leaks around toilets, sinks, showers, tubs and the water heater. Listen for running water to help locate unseen leaks.	Monthly
Test the shut-off valves and replace valves as needed.	Annually

Effects of Deferred Maintenance

Failure to maintain the plumbing system can damage your home, costing you both time and money.

SHOWERS, TUBS, AND SURROUNDS

Shower and tub surrounds are designed to provide clean, bright, durable and watertight bathing areas. The variety of finishes and fixtures incorporated in these assemblies need specific care and maintenance to maintain their finish and watertight condition.

Maintenance of the sealant at corners, junctures, and around fixture piping or enclosures is critical to the overall watertightness of the bathing area. Maintain sealant with mildew-resistant silicone sealant that is designated for bathroom use. Take care to avoid sealing joints or openings that are intended to be free to “weep” or drain (such as at the bottom of the shower valve plate or shower door sills and rims designed to drain back into the shower.) Take note of what was or was not sealed as part of the original construction. Refer to the “Caulking, Sealants, and Adhesives” section of this chapter for more information on caulking and sealants.



Tub with Fiberglass Surround



Tile Surround and Glass Shower Door

Important Information

- **Keep Water Confined.** Take care to confine water and wet items to the surfaces designed for wet use. Take care when using your tub and shower to prevent water from escaping the shower or tub enclosure.
- **Clean Regularly.** Avoid soap accumulation on walls and enclosure glass.
- **Keep the Tub and Shower Ledges Clear.** Avoid an excessive accumulation of bathing accessories and shampoo bottles on tub and shower ledges; these can contribute to water and soap accumulation.
- **Close the Shower Curtain or Door.** Keep the shower door or curtain closed until water is sufficiently drained.
- **Do Not Let Water Stand.** Mop up any excess water that might accumulate where exiting the shower; standing water can cause staining and/or damage to flooring.

Cleaning Tips

Use non-abrasive bathroom cleaners for fiberglass tubs, shower pans, one-piece enclosures, and fixtures. Use a neutral pH tile cleaner for stone or ceramic tile areas.

Clean acrylic tubs with a soft cloth, sponge or soft brush and warm water. To remove mineral deposits or heavier stains, sprinkle baking soda on the area and spray with a solution of vinegar and water. Allow the mixture to bubble for several minutes. Gently wipe and thoroughly rinse the surface with warm water after cleansing.



Note: When cleaning, note any dampness or staining that might be evident on the floors or walls adjoining the shower or tub, and make repairs as needed. Use another bathing area, if possible, until repairs are made. Failure to remedy leaking may result in mold growth and damage to finishes and framing.

Recommended Maintenance	Frequency
Clean chrome bathroom fixtures with warm water and a mild detergent. Avoid scouring pads, abrasive cleansers, and anything that might scratch the chrome finish. Dry completely after cleaning.	Regularly, with routine cleaning
Clean and monitor the condition of tub and shower surfaces as part of your regular housecleaning.	Weekly and as needed
Inspect shower door seals and adjust if necessary to keep water from leaking out of the enclosure.	Monthly
Clean acrylic tub surfaces and grout with a manufacturer recommended cleaner and brush or sponge. Thoroughly clean ceramic tile and natural stone surfaces and grout with tile cleaner and a brush. Check the condition of sealant and grout; repair as needed.	As needed (Typically monthly to quarterly)
Reseal joints at wall, tub, and receptor junctures as described above. Fill any grout joints that may have developed gaps.	Every 1–2 years and as needed

Effects of Deferred Maintenance

Failure to maintain your tub and showers may result in costly damage to adjacent finishes, deterioration of structural framing, and mold growth.

SINKS AND FIXTURES

Your home may have one or more types of sinks installed throughout the kitchen and bath areas. Be sure to maintain these surfaces according to the manufacturer's recommendations for your particular sinks. Some general maintenance recommendations are listed in the table below.



Bathroom Sink



Stainless Steel Kitchen Sink



Note: To prolong the life of the faucet fixtures, do not use excessive force when turning off the faucet.

Quick Tip: Resolving Common Issues

Aerator Blockage

If you experience restricted flow in a faucet, it is likely that the problem is a blocked aerator. Unscrew the aerator, remove the screen and rinse away the gritty sediment that is causing the blockage, then replace the aerator screen.

Chipped Porcelain Sinks

For chipped porcelain, a bottle of liquid porcelain from your local hardware store is a simple, inexpensive remedy. Follow the product directions carefully. To fill a deep chip, a second coat may be necessary.

Leaking Faucet

A leaking faucet can waste water as well as be annoying. Call a plumber to make the repairs, or, if you can, make the repair yourself. Visit a local hardware store or home improvement center for parts and helpful advice. Shut off the water below the sink, remove the faucet stem, and replace the washer with the appropriate part. Reinstall the faucet stem and turn the water back on.

Slow Drainage

Bathtub, shower, and sink drains can become clogged by grease, hair, lint, or soap. We recommend that you call a plumber if you are experiencing slow drainage in your bathtub, shower, or sink drains.

Clogged Traps

Clogged drain traps can be easily cleared with a plunger or similar device. We do not recommend the use of harsh chemicals to unclog stopped up drains, as they may be harmful to the environment.



Note: If you are selecting/replacing any sink faucets, look for faucets that have low-flow or ultra-low-flow fixtures, to save water.

Recommended Maintenance	Frequency
Clean sinks and fixtures regularly, as part of your routine cleaning schedule.	Regularly

Effects of Deferred Maintenance

Deferred maintenance will detract from the appearance and cleanliness of your sinks.

TOILETS

Toilets are made of a tough vitreous material; however, they require occasional maintenance and proper cleaning.



Standard Toilet



Note: Always change wax rings when replacing the toilet or flooring. Additionally, if odors, leaks, or “rocking” is noticed, the wax ring may need replacing.

Helpful Precautions

- If your toilet blocks up, try using a plunger to discharge the waste. If not call a professional plumber.
- Do not use toilet bowl cleaners and/or disinfectants inside your tank. These may damage the interior parts.
- Do not use drain cleaners or colored tank cleaners in toilets. The harsh chemicals in these products can damage toilet seals and cause leaks.
- Do not flush bulky items down the toilet.

Quick Tip: Stopping a Running Toilet

1. Inspect the shut-off ball float or clip inside the tank. The ball float or clip is probably not being lifted high enough in the tank by the water level to shut off the valve completely.

2. Bend the float ball rod down gently or lift the clip until the float stops water at the proper level. Be sure the float is free and not rubbing on the sides of the tank or other parts.
3. Check the flap at the bottom of the tank and replace it if worn.
4. Examine the flush handle mechanism. Too tight a chain between the flush handle lever and the flap will cause a leak. Sometimes leaks result around the outlet at the base of the tank under the rubber plunger.
5. If none of these adjustments correct the trouble, consult a plumber or Woodside Homes of Northern CA. L.P.' customer service department.

Recommended Maintenance	Frequency
Regularly clean toilets using a toilet bowl cleaner and brush or cloth.	Weekly

Effects of Deferred Maintenance

Deferred maintenance to your toilet can result in decreased toilet life, clogged toilets, unpleasant odors, higher water bills, and damage to your bathroom floor.

WATER HEATER

Tankless water heaters heat your water as you need it, instead of continuously heating a large tank of water, resulting in energy savings. Some models heat the water by using gas to fuel the burner (with an electrical connection for the solid-state circuitry) while other models heat the water using just electrical power. Be sure to read the manufacturer's instructions for the tankless water heater installed in your home to ensure you follow the safest, most economical use.



Tankless Water Heater

Important Information

- **Disconnect Gas or Power Before Servicing the Unit.** Before performing any service on the water heater, turn off the gas, electricity, and water to the unit.
- **Flammable Materials Can be Dangerous.** Do not store any combustible materials, gasoline, or any flammable liquids and vapors near the water heater.
- **Water Heater Settings.** Refer to the manufacturer's recommendation for the proper temperature setting.
- **Remedy for Noisy Pipes.** If you hear noises in the pipes when hot water is running, the temperature may be set too high, which may cause steam in the pipes. Remedy by lowering the temperature setting.
- **Flush the Heat Exchanger.** Annual flushing and maintenance of the tankless water heater is recommended to remove the buildup of scale deposits and cleaning of the inlet water filter screen to reduce the amount of the debris entering the water heater. If your home is subject to hard water, more frequent maintenance is recommended. Become familiar with the manufacturer's recommendations.

- **Annual Professional Inspection and Service.** The manufacturer recommends having the unit checked once a year or as necessary by a licensed technician. If repairs are needed, they should be done by a licensed technician.

Recommended Maintenance	Frequency
Check the hot water heater connections for leaks or dampness, and make sure all openings for combustion and ventilation air are not blocked. Check that the exhaust vent is not blocked.	Regularly
Professionally inspect and service the water heater to include checking the venting system, burner, and heat exchanger, and also manually operate the pressure relief valve and clean the water filter.	Annually or per manufacturer’s recommendations
Have a licensed professional flush and maintain the water heater, especially in areas of hard water quality. Please refer to the manufacturer’s warranty manual and/or consult with a professional contractor.	Annually

Effects of Deferred Maintenance

Lack of proper recommended maintenance will void the warranty and result in a shortened water heater life.

WATER PRESSURE REGULATOR

A water pressure regulator is installed on homes when required by the Uniform Building Code. It is usually installed where the water supply pipe enters the structure, typically in the front yard or garage. It is designed to automatically reduce the high incoming water pressure to a lower, more functional pressure. Water pressure can vary as much as 30%, increasing at nighttime and decreasing during the day.

Normal operating pressure is usually 50 to 60 psi (pounds per square inch). Pressure over 60 psi is considered excessive. Pressure that is too high may damage pipes and fixtures and also result in greater water usage. High pressure may also damage appliances such as the water heater and may cause water hammering.



Note: The Uniform Building Code requires water pressure regulators be placed at the inlet side when the mainline pressure is 80 psi or greater.

Recommended Maintenance	Frequency
Inspect for proper functioning by reading the pressure with a gauge on a faucet, downstream of the regulator. Replace regulators that cannot be adjusted using the adjustment screw.	Annually

Effects of Deferred Maintenance

Failure to provide the maintenance required may result in problems and increased repair expenses.

Safety

Your home has safety features installed to alert you in the event of a fire or gas emergency. Pay close attention to the maintenance and use guidelines for these features.



Note: Consult the manufacturer’s documentation for guidelines specific to the system and model installed in your home. In the event that the recommendations in this guide conflict with those of the manufacturer, the manufacturer’s recommendations prevail.

CO/SMOKE DETECTOR COMBO

Your combo carbon monoxide/smoke detectors are designed to alert you to the possible presence of smoke or carbon monoxide in your home. The average life of the lamp in a detector is six years. Your detectors are hard-wired (connected to an electricity source), with a battery backup.

What is Carbon Monoxide?

The Environmental Protection Agency (EPA) defines carbon monoxide (CO) as “a colorless, practically odorless, and tasteless gas.” It results from incomplete oxidation of carbon in combustion in gas appliances and fireplaces, and can be a serious health hazard. Regular inspection and maintenance of your gas appliances can help minimize the risks of carbon monoxide poisoning. Carbon monoxide detectors alert you if carbon monoxide in your home reaches unsafe levels. Regular inspections and maintenance are important in ensuring that your CO detector works properly at all times.



CO/Smoke Detector

Important Information

- **Batteries and Lamp Replacement.** In battery-operated models, an automatic pulsing alarm is a “trouble call” that indicates the need for a lamp or battery replacement. Lamps and batteries are available at local hardware stores and home centers.
- **Test Your Detectors.** Test your detector regularly by pressing the test button on the outer cover. The alarm will sound if the detector is working properly.
- **Check with the Manufacturer.** Consult the manufacturer’s documentation for guidelines specific to the system and model installed in your home. In the event that the recommendations in this guide conflict with those of the manufacturer, the manufacturer’s recommendations prevail.
- **Do Not Move or Disable Detectors.** Your CO/smoke detectors are installed in specific locations to meet local and state building code requirements and should not be moved or painted. Never disconnect or remove the batteries from your detectors or leave them disabled in any way.

Recommended Maintenance	Frequency
Replace the batteries in your carbon monoxide detector. Refer to your owner’s manual for the correct battery type; an incorrect battery may have a detrimental effect on the alarm.	Twice per year
Clean the detectors per the manufacturer’s recommendations.	Periodically

Effects of Deferred Maintenance

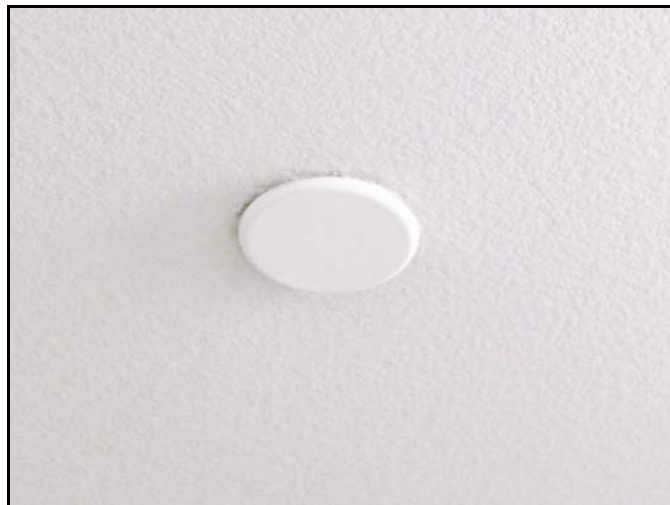
Deferred maintenance to your carbon monoxide detector could lead to serious health hazards in the event your family is not alerted to a potential danger.

FIRE SPRINKLERS

Your home contains an automatic fire sprinkler system—installed in accordance with National and Local Fire Codes (NFPA 13D)—and it is your responsibility to maintain the system. In the event that the recommendations in this guide conflict with federal, state, or municipal codes, those codes prevail.



Exposed Fire Sprinkler Head



Recessed Fire Sprinkler Head



Note: The system should be tested and serviced only by a qualified service company. You may elect to have this system under contract with a local company for regular inspections and service.

Important Information

- **Testing the System.** Test the system by opening the Inspector's Test Valve or the main drain valve - the alarm bell should sound within 60 seconds. Once the alarm sounds, immediately close all test valves. If the alarm does not sound, have the system professionally checked.
- **Tampering.** Fire suppression equipment should never be tampered with. If a component breaks or leaks, take action to correct the condition immediately, as the safety of all occupants depends on this system.
- **Maintain Records.** Keep records of inspections, tests, and maintenance of the system and its components.
- **Do Not Impact the Sprinkler Heads.** Exercise extreme caution with activities, such as moving furniture or repainting the ceilings, that may impact the fire sprinkler heads in the common areas and units. The sprinkler heads are under constant high pressure, and physical impact would result in a high-pressure flow of water and potentially serious water damage.
- **Cleaning, Painting, or Replacement.** Never attempt to clean up or paint over the sprinkler heads (including recessed ceiling head covers). Sprinkler heads have factory applied protective wax or coating, so any cleaning or painting will change the sprinkler heads' sensitivity to heat/fire. Contract a properly certified firm to replace corroded, dirty, or painted sprinkler heads.
- **Storage.** All stored items must be 18 inches below the level of the fire sprinklers and deflectors.
- **Check with the Manufacturer.** Refer to the manufacturer's documentation as the primary information source for maintaining the automatic fire sprinkler system. In the event that the recommendations in this guide conflict with the manufacturer, the manufacturer's recommendations prevail.

Recommended Maintenance	Frequency
Visually inspect the sprinkler system. Ensure that the sprinkler heads are not obstructed.	Monthly
Test your system to ensure it is working properly.	Periodically
Test the main drain and anti-freeze solution. Perform manufacturer recommended maintenance on the valves and gauges.	Annually or per manufacturer's recommendations

Effects of Deferred Maintenance

Failure to provide required maintenance to the fire protection system could lead to loss of life and property.

SMOKE DETECTORS

Your smoke detectors are designed to alert you to the possible presence of smoke in your home. The average life of the lamp in a smoke detector is six years. Your smoke detectors are hard-wired (connected to an electricity source), with a battery backup.



Smoke Detector

Important Information

- **Test Your Detectors.** Test your smoke detectors by pressing the test button on the outer cover. The alarm will sound if the detector is working properly.
- **Batteries and Lamp Replacement.** An automatic pulsing alarm is a “trouble call” that indicates the need for a lamp or battery replacement (in battery-operated models). Lamps and batteries are available at local hardware stores and home centers.
- **Refer to the Manufacturer’s Documentation.** Some smoke detectors are hard-wired to your electrical system, while others are battery-operated. Refer to the manufacturer’s information to determine which type is installed in your home, and what maintenance is necessary.
- **Do Not Move or Disable Smoke Detectors.** Smoke detectors are installed in specific locations to meet local and state building code requirements and should not be moved or painted. Never disconnect or remove the batteries from your smoke detector or leave it disabled in any way.

Recommended Maintenance	Frequency
Test all smoke detectors in your home.	Twice per year

Recommended Maintenance	Frequency
Replace the batteries (if applicable).	As needed

Effects of Deferred Maintenance

Deferred maintenance to your smoke detector could lead to serious damage to your home, and injury or death in the event your family is not alerted to a potential danger.

Trim and Finishes

INTERIOR DOORS

Interior doors add to the overall beauty of your home. Most interior doors are painted or stained; periodic cleaning and touch up will keep them looking their best.



Interior Door



Sliding Closet Doors

Important Information

- **Sliding and Pocket Doors.** Keep closely joined surfaces and moving parts, such as rollers, lubricated, and free of dirt.
- **Avoid Slamming Doors.** Slamming doors can damage the door, door jambs, and even crack the walls. Likewise, do not allow children to hang from or swing on doors as this loosens the door hardware and causes the door to sag.
- **Hollow Doors.** Many doors are “hollow core” construction. Do not attach additional hooks or other items to the face of the door, as the hooks may pull out under excessive weight.
- **Cracks.** If cracks appear in painted door joints during the dry season, fill them with putty or caulking and refinish if needed.
- **Hinge Screws.** Heavy use of a door results in hinge screws being loosened, allowing the door to sag. Tighten the screws as necessary. If they fail to tighten, the door or jamb wood is probably cracked or stripped at the hinge screw, requiring additional filling or screw modification.

Quick Tip:

The most common cause of a sticking door is the natural expansion and contraction of the lumber in the building. This sticking is due to expansion during a damp season. Avoid planing the door. When the dry season returns, the door shrinks back to normal size. Make sure that all edges of the doors are sealed and painted.

Recommended Maintenance	Frequency
Remove smudges with warm water and a mild detergent.	Regularly, with routine cleaning
Coat stained doors with lemon oil to prevent cracking. Use touch-up varnish on nicks and scratches.	Monthly
Lubricate door hinges. Remove the hinge pin and rub it with a graphite tube or pencil lead. Avoid oil; it gathers dust. Lubricate door locks with a graphite lubricant. Wipe up excess with a dry paper towel.	As needed
Lubricate and clean rollers, moving parts, and faying surfaces (those closely joined) on pocket or sliding doors.	As needed
Repaint or restain doors.	As needed

Effects of Deferred Maintenance

Deferred maintenance can result in premature failure of your doors and potentially higher replacement costs.

MIRRORS

Wall mirrors retain their beauty longer with proper care. They are attached with hardware or bonded to the wall with special mastics.



Wall Mirror in Bathroom



Note: Moisture is the number one enemy of mirrors. If a wet cleaner is sprayed into the joints, it can puddle and invade the protective coating, resulting in deterioration of the reflective silver beneath. When cleaning, be careful not to allow the edges of the mirror to get or remain wet.

Cleaning Tips

Clean with warm water and a soft cloth. Standard glass and mirror cleaners that do not contain ammonia or vinegar are also safe choices. Never spray cleaner directly onto a mirror—apply the cleaner to a soft cloth and wipe the mirror.

Remove surface marks or stubborn dirt with oil-free steel wool. Do not use solvents, as they may damage the edges and backing.

Recommended Maintenance	Frequency
Clean with warm water or glass and mirror cleaner and a soft cloth. Dry thoroughly. Remove stains as needed.	Regularly, with routine cleaning

Effects of Deferred Maintenance

Inadequate cleaning diminishes the visual appeal of the mirror and may increase the potential for premature deterioration.

PAINTED SURFACES

The painted areas of your home, such as walls, ceilings, baseboards, and other trim, will retain their beauty longer if you care for them properly.



Painted Walls and Molding



Painted Baseboard

Important Information

- **Bathrooms and Kitchens.** Bathrooms and kitchens are exposed to steam and condensation; consider repainting these areas more frequently.
- **Treating Mildew.** Mildew can grow in areas that are dark and moist, with limited air movement. Consult professionals to treat mildew.

- **Newly Painted Surfaces.** Do not wash newly painted surfaces for at least three months to allow the paint to dry and set. Mild, soapy water is generally the best choice. Do not use strong cleaners or abrasives as they may permanently damage the paint. Before using any cleanser, test it on a small, inconspicuous area.
- **Shrinkage and Cracking is Normal.** Normal shrinkage of the wood in any new building sometimes causes the joints in the woodwork to open, doors to stick, and slight cracks to appear, especially around door openings. Cracking is inevitable, but it can be minimized by keeping the temperature between 68°F –78°F during the first year to create a uniform drying process. Minor cracks can be easily filled with drywall patching compounds, primed, and painted to match. If cracks continue to open after the house has had an opportunity to settle and adjust to interior conditions, there may be other issues to consider, such as humidity changes or cracked sealants on the exterior of the home.
- **Flat Paint.** Remember that the flat paint typical of living area rooms does not withstand as much scrubbing as the smoother enamel paint used on doors, trim, and bath areas.

Quick Tip: Repainting

All paints change color as they age. While paint touch up is possible, it is hard to achieve a perfect color match. It is usually advisable to repaint at least the entire area that requires touch-up.

Preparation may be even more important than the paint and its application. Following are some tips for preparing your surfaces prior to painting:

1. Clean and dry the surface before applying paint.
2. If patching was necessary or if other unpainted materials are incorporated into the work, make sure they are primed with the appropriate primer. Consult knowledgeable paint store staff about this and other questions regarding appropriate paint, application methods, tools, and protective sheeting for the area as well as the type of surface you are painting.

Recommended Maintenance	Frequency
Dust and remove cobwebs from ceilings and walls.	Monthly
Clean painted surfaces with water and a mild cleanser like dish soap.	As needed
Repaint ceilings and walls as routine maintenance to enhance the look of your home. Fill minor cracks with caulking or wood filler.	As needed

Effects of Deferred Maintenance

Inadequate paint maintenance will add to overall maintenance costs and diminish the visual appeal of your home.

STAINED WOODWORK

Stained woodwork adds to the beauty and warmth of your home. Woodwork can be found in the way of baseboards, windowsills, and in built-in shelving.



Stained Windowsill



Note: Refer to the manufacturer or installers documentation for additional recommendations to keep the wood looking its best.

Recommended Maintenance	Frequency
Clean and polish the wood surfaces to keep them looking their best.	Weekly or as needed
Repair and restain the wood as routine maintenance to enhance the look of the rooms. Fill minor cracks with caulking or wood filler.	As needed

Effects of Deferred Maintenance

Inadequate maintenance will add to overall maintenance costs and diminish the visual appeal of your home.

STAIRS, BANISTERS AND RAILINGS

The stairs in your home have banisters or railings to provide support as you ascend and descend the staircase. They may be attached to the floor or to the wall. Maintain the surfaces as you care for any other painted or stained surface in your home.

Maintain the surfaces as you care for any other painted surface in your home. (Refer to the “Painted Surfaces” section in this guide for more information.) Additionally, inspect the banisters and railings to ensure they are securely attached.

Stained Stair Banister



Painted Stair Banister Metal Stair Banister



Recommended Maintenance	Frequency
Check the entire length of banisters and railings to ensure they are secure; railings should not be loose or wobbly. Examine the hardware attachments to the walls and/or floors, as applicable. Secure as needed.	Quarterly
Clean surfaces with water and a mild cleanser like dish soap.	As needed
Repaint or restain railings and banisters as routine maintenance to enhance the look of your home.	As needed

Effects of Deferred Maintenance

Failure to maintain the banisters and railings in your home may result in loose or wobbly railings that no longer provide the safety and support they are designed for.

Exterior Maintenance

Your home's exterior maintenance needs may feel overwhelming. But with a little bit of knowledge and a plan, you'll find that it's very manageable. And the reward of having a home that still looks like new, maintains its value, and has plenty of curb appeal makes it all worth it. Extreme heat, low humidity, and windy conditions can significantly increase the maintenance needed to keep your home in good condition. Painted and sealed components may crack or deteriorate more rapidly at certain times of the year; windows, doors, and other openings such as vents must be kept well-sealed to maximize energy efficiency.

This chapter describes how to maintain the exterior of your home and provides recommendations for your exterior home inspections. If you belong to a Homeowner's Association, refer to your CC&Rs for exterior finish restrictions when repainting, refinishing, or making additions to the exterior of your home.



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Exterior Walls: Overview

This section discusses the preventive maintenance tasks that are necessary to keep the exterior surfaces of your home weathertight and looking their best.

General Guidelines

- **Trim Trees and Plants**

Keep trees and other plantings trimmed to prevent them from impacting or brushing the wall finish during windy periods, as well as to allow proper ventilation and drying of walls near plantings.

- **Maintain Proper Drainage**

Make sure gutters and downspouts are clear and ground surfaces are properly sloped to keep water moving away from the base of the foundation. Prevent splashing from roof runoff that can stain and deteriorate wall finishes. Soil buildup or erosion around the house can affect the drainage characteristics and contribute to deterioration of the walls.

- **Keep the Walls Clean**

Keep walls and ledges clear of dust and debris build-up, which can stain exterior finishes. Particularly on consistently shaded surfaces, dirt and moisture can cause mildew growth and harm the finish.

- **Keep an Eye on Water**

Your home has been designed and built to withstand normal weather; however, keep concentrated water such as roof-edge drainage from dripping or flowing onto walls and ledges. This will help prevent leaks, finish deterioration, and staining from dirt that is carried down with roof runoff. Take care to prevent irrigation overspray from spraying onto your home.

- **Do Not Puncture the Surfaces**

Avoid any added penetrations of the exterior walls (attaching new wiring, shade covers, etc.) unless absolutely necessary. You cannot hold Woodside Homes of Northern CA. L.P. responsible for damages resulting from after-market changes to walls. Additions should be made by a qualified professional and sealed in a manner consistent with the exterior construction of the building.

STONE VENEERS

Portions of the exterior walls on your home are covered with stone veneer. Stone veneers are bound together with cement mortar.



Stone Veneer

Important Information

- **Weep Screed.** Weep screeds are installed in thin, masonry veneer, not full-dimension brick veneer. Always keep the weep screed holes open so the wall system can properly drain.
- **Applying Paint or Other Coatings.** If you choose to apply a paint or coating to your brick, first consult with a professional to determine if your surfaces are paintable and what type of product is appropriate for your application. Always select a product that will properly adhere to the surface, as well as allow water vapor in the veneer to escape. Painting or sealing surfaces with a waterproofing product may result in early failure of the coating and deterioration of the veneer due to a buildup of vapor pressure at the surface.
- **Trees and Plants.** Brick veneer walls are typically founded on a continuous concrete footing below the ground surface. The root systems of mature plants and trees can severely damage the footings and crack the veneer walls. Ensure that trees and plants are planted sufficiently far enough from exterior wall footings to prevent root damage of the footings and walls.

- **Cracking and Spalling.** If cracking or spalling appears in brick or mortar, first identify the cause. Some cracking is simply a character feature of the type of brick, and others should be further investigated and repaired. The replacement of cracked or spalled brick involves removing the mortar around the brick, removal of the brick itself, and thorough cleaning of the cavity prior to the installation of a new brick. Brick replacement and repointing is best performed by a professional mason.

Cleaning Tips

Dirt and Grime

Begin with the least aggressive approach. Loose dirt can usually be removed with a hose or mild detergent and a stiff bristle brush. Other cleaning solutions are available for different types of dirt and grime. Consult a brick manufacturer for recommended cleaning products and methods for the particular situation.

Mildew and Algae

Use a soft brush to apply a mixture of bleach and water to brick that has been thoroughly soaked with water. Rinse thoroughly.

Efflorescence

Efflorescence is a deposit of water-soluble salts that can sometimes form on the surface of brick. Some cases are a result of the construction process and can usually be washed away with a hose. Persistent efflorescence can be cleaned with a chemical cleaner such as a mild solution of muriatic acid (one part muriatic acid to 12 parts water). Wet the brick first, and rinse thoroughly after cleaning. *Do not use this method of cleaning where brick is applied over acid-soluble waterproofing systems.* If efflorescence persists after cleaning, it may be wise to have it inspected by a professional to determine if water has penetrated the wall cavity.

Recommended Maintenance	Frequency
Inspect to ensure that weep holes are kept clear for proper drainage.	Regularly
Check the walls for cracks and spalled areas. Reapply mortar to affected areas.	Annually in the Spring
Replace cracked bricks. Hire a professional mason for these repairs.	Annually in the Spring
Repoint surface mortar as conditions indicate.	Periodically
Clean brick with soap and water.	As needed

Effects of Deferred Maintenance

Failure to maintain your stone veneer may lead to premature deterioration, possible water intrusion if cracks are not repaired, and water damage if water is not allowed to drain from the weep holes.

STUCCO

Exterior stucco is a rigid, durable, low-maintenance finish. It is usually comprised of a high-performance “one-coat” application over a solid substrate such as foam (for added insulation). It requires regular inspection and maintenance to keep it performing its best and to prevent the possibility of water intrusion.



Stucco Siding

Important Information

- **Protect the Stucco.** As with all exterior walls, prevent water from dripping onto the stucco and from splashing up from gutter downspouts. Cracking is Normal. Stucco is a cement product, and has the same properties as concrete. Occasional hairline cracks can be expected, due to expansion and settling and may not be a defect in workmanship. Cracks in stucco are generally cosmetic in nature, and should be patched to avoid the collection of dirt and debris. Clean cracks to remove dirt that may have collected, and seal with an acrylic stucco patch and color match.
- **Hints for Patching.** Should your stucco finish require minor patching, there are stucco patch products available at home improvement stores. One-coat systems should be patched using an acrylic-modified stucco material, preferably one recommended by the manufacturer. Stucco patching, especially at cracks, can be tricky and difficult to achieve permanence and an acceptable appearance. Significant patches are best performed by a qualified professional who can match and blend texture and color, incorporating a fog coat to the area.
- **Discoloration.** If it is an integrally color coated stucco finish, do not be alarmed by wet “blotches” after rain. This is normally occurring surface absorption. However, repeated roof runoff or sprinkler overspray can cause discoloration of the stucco.

- **Keep the Foundation Clear.** Keep a minimum of four inches of clearance between the bottom of the stucco termination and the grade or landscaping (check local codes; some experts recommend six to eight inches). Keep a minimum of two inches (4-6" preferred) clearance between the screed and the top of any walking or hard surfaces.
- **Integral Color Coats.** If your stucco has an integral color coat, it should not be necessary to refof it for many years. If refofing becomes necessary, be sure you properly clean and prepare surfaces, seal where needed, and prime and paint with products recommended by a recognized paint manufacturer or store.

Cleaning Tips

Always begin with the most mild cleaning methods, and use stronger cleaners only when necessary. Try clean water and a soft brush first, and add mild soap if water is not strong enough. For tougher dirt or stains, use low-pressure water or appropriate chemical cleansers that are designed to remove dirt, grime, rust and other stains without harming the stucco surface. Consult the manufacturer's or installer's documentation prior to performing any maintenance tasks.

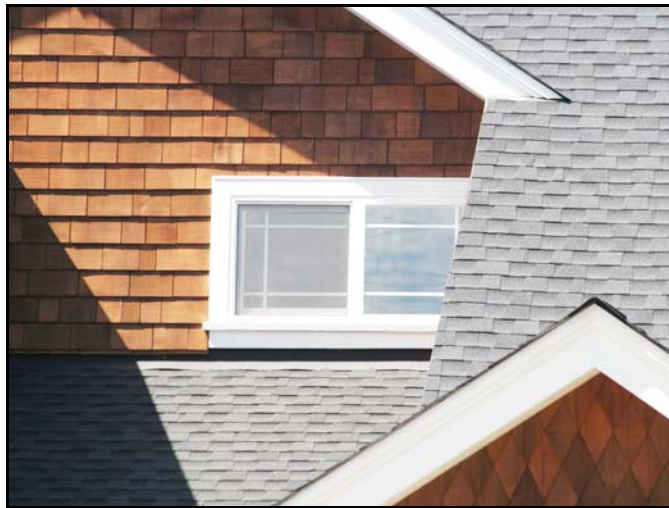
Recommended Maintenance	Frequency
Inspect surfaces for chipping or cracking. Repair chipped or cracked stucco with a stucco repair product.	Annually
Clean surfaces with a light pressure wash. Be careful around doors and windows where pressurized spray can actually seep around flashing and into wall framing.	Annually
Repaint or refof the stucco as weathering and exposure indicate.	Every 3–5 years and as needed

Effects of Deferred Maintenance

Failure to keep water off the stucco can cause discoloration which would require the application of a new fog coat to the stucco. Water penetrating chipped or cracked stucco can damage walls.

WOOD SIDING

Wood siding includes pieces with natural imperfections that may result in some warping or twisting, requiring localized refastening and caulking. The siding on your home is installed over building paper. Wood siding may be in the form of planks, plywood panels, or shingles. The trim at corners, openings, or other features may incorporate a similar material or solid wood. Determine which of these materials was used in the construction of your home; if it is a manufactured composite, follow the manufacturer's recommendations regarding its use and maintenance.



Wood Siding

Important Information

- **Maintain the Sealant and Paint.** Sealing and painting is key to the prevention of moisture damage to siding. All exposed surfaces and edges should be painted or treated. If the wood shows any signs of rot, replace the affected portions before painting. Polyurethane sealants are generally the best for this type of application. When repainting is necessary, consult the siding manufacturer's recommendations or a paint store regarding preparation and paint products. Always confirm that siding is paintable before applying paint. Refer to the "Sealants" section in this guide for in-depth information regarding choosing and applying the appropriate sealant.

- **Protect from Water Intrusion and Damage.** The siding on your home is the first defense against water penetration through walls. The weather resistance, performance, and appearance of your home will depend on the maintenance and care you provide for the siding. Water should not be allowed to pond or stand against the siding or trim of your home. Properly maintain flashing in order to properly shed water away from the wood. Similarly, all holes through walls should be sealed to prevent water from entering and to prevent air infiltration. Prevent water from dripping onto the siding and from splashing up from gutter downspouts.

Recommended Maintenance	Frequency
Inspect wood siding for loose siding boards and trim, signs of deterioration, rot, insect damage and/or infestation. Replace rotted or deteriorating boards; refasten loose siding or trim. Seal around all new and repaired fasteners.	Annually
Check the sealant and flashing joints of wood siding. Examine paint and boards to ensure that it is not peeling or bowing. Repair nails that have pulled out from expansion of the wood. Repair or repaint as needed.	Annually
Remove paint, prepare surfaces, and repaint.	Every 5–6 years or as conditions indicate

Effects of Deferred Maintenance

Failure to keep water off the siding can cause staining and result in unnecessary expense to clean the siding. Lack of timely painting will result in reduced curb appeal and premature deterioration of the siding material.

Foundations

Maintaining the area around your home's foundation is critical to the long-term maintenance of your home. Moisture may originate from rain water, underground water, etc. Dry soil may be the result of a variety of conditions such as overly dry weather conditions or trees that are in close proximity to the slab. Learn about the ground water table in your area to determine if groundwater is a serious concern worthy of close monitoring. Proper drainage related to irrigation, storm water accumulation, and water draining from your roof and gutter system is very important to protecting the foundation. This section addresses the type of foundation specific to your home.



BASEMENTS

Basement foundations are constructed by excavating below the existing grade or into a hillside and building footings and walls. The basement walls hold the weight of the house and resist the lateral force of the soil pushing against the wall. Basement walls are usually constructed of reinforced concrete or reinforced concrete block and generally have the exterior faces below grade coated with a waterproofing membrane.



Interior of a Finished Basement

Important Information

- **Sump Pumps.** Make sure pipe penetrations are sealed and water is not allowed to enter the basement. Many basements are equipped with a sump pump to remove water that migrates into the basement space. If your basement is equipped with a sump pump, refer to the manufacturer's recommendations for use and maintenance.
- **Prevent Heavy Loads Near the Foundation.** Do not park vehicles or allow very heavy objects such as concrete trucks and service vehicles near basement foundation walls, within a distance equal to the height of the basement, except at driveways.
- **Proper Drainage.** Ensure proper drainage away from foundation walls. Some basement foundations systems, especially in hillsides, are equipped with partial perimeter drains that remove water from the soil around the wall and relieve the wall of lateral water pressure.

- **Bracing.** The floor framing is sometimes counted on for bracing the top of the wall. Before making any alterations to floor framing that is supported by the basement wall, contact a licensed contractor or engineer for evaluation and recommendations.
- **Inspect for Cracking.** Inspect the interior of the basement walls for cracking. If cracking is encountered, contact a professional engineer immediately for evaluation and repair.

Recommended Maintenance	Frequency
Check the grade around your house, including flower and landscape beds, to ensure there is no standing water within five feet of the foundation. Water should always flow away from the basement wall.	Monthly in dry seasons/Weekly in wet seasons
Examine the gutter and downspout system during a rain to ensure that water is drained sufficiently away from the foundation.	Monthly in dry seasons/Weekly in wet seasons
Inspect any drain outlets to ensure they are clear and groundwater can flow away from foundation.	Monthly in dry seasons/Weekly in wet seasons
Check the interior surfaces of the basement walls for cracks and water intrusion.	Monthly in dry seasons/Weekly in wet seasons
Test and service the sump pump (if installed) per the manufacturer's recommendations.	Annually

Effects of Deferred Maintenance

Failure to perform the recommended maintenance may result in deterioration to your basement foundation, causing movement and damage to the walls. Additionally, water intrusion or damage can occur.

WEEP SCREED

The area at the base of the exterior wall finish is terminated with a weep screed, and deserves special attention and preventive maintenance to protect your home from both water and pest damage. A weep screed is a metal edge strip that allows the wall system to drain moisture. Avoid covering or sealing over the weep screed, as it is intended to allow the stucco and underlayment wall to “weep” (drain) any accumulated moisture in the wall finish.

Stucco and siding products are terminated above the ground; however, some brick facades are terminated at or below the ground. Maintain a sufficient separation of 4 inches (but preferably 6–8 inches) between the base of the wall and the ground surface, and 2 inches (but preferably 3 inches) between the base of the wall and adjacent paving or hardscapes.



Base of Exterior Wall Finish



Note: Refer to the “Foundations” and “Drainage and Irrigation” sections in this guide for additional guidance.

Important Information

- **Additions.** Do not add patios or hardscape that can block the weep screed. Observe all recommended clearances at all times.
- **Keep Soil and Wood Chips Away.** Soil, wood chips, and other debris can add to the risk of deterioration, fungus growth, and insect infestation. Do not stack wood against the side of the house.

- **Drainage.** Avoid irrigation or roof-edge splash that will wet the weep or base of siding. It is vital to maintain the drainage away from the house.

Recommended Maintenance	Frequency
Inspect the base of wall area to ensure it is clear of debris and is open to drain properly. In areas subject to termite infestation, check the base of the wall for termite “tubes” between the grade and the base of wood framing. Contact a qualified pest control service if necessary.	Annually

Effects of Deferred Maintenance

Failure to perform recommended maintenance may result in deterioration to your foundation and water intrusion or damage.

Lighting

The area lights around your home are for safety and aesthetics. They may be controlled by photo cells mounted on the side of your house or on the light unit itself. Your lighting may also be controlled by wall switches located in your home.



Exterior Light Fixture

Important Information

- **Use the Correct Bulbs.** Do not exceed the bulb wattage recommended for the fixture. The heat from confined high wattage bulbs can damage the fixture encasement. Use exterior light bulbs for exterior fixtures and wet location light bulbs appropriately.
- **Keep an Eye on Water.** Keep water off the unit as much as possible. Ensure that roof drainage does not occur on or around the fixtures.

Recommended Maintenance	Frequency
Look for and replace burned out bulbs.	Monthly and as needed
Clean the encasement so light can shine at full illumination.	Quarterly
Ensure that mounting screws and plates are tight and wall plate is fully against the exterior wall or soffit. Inspect sealant at joints between light fixtures and walls. Repair or replace the sealant as needed.	Quarterly

Effects of Deferred Maintenance

Failure to provide the maintenance required may cause danger if proper illumination is not maintained. Water and lack of cleaning will diminish the attractiveness and function of this feature.

Openings

This section details the maintenance needed to keep the openings on your home such as doors, windows, and vents, weathertight and looking their best. Exterior doors and windows located in dry, desert climates require regular inspections and timely maintenance, as extreme heat, low humidity, and windy conditions can cause paint, weatherstripping and sealants to crack or deteriorate more quickly than in cooler, milder climates.

EXTERIOR DOORS

The exterior doors in your home may include a variety of door types, materials, and finishes to complement your home's entry, openings to the yard or balconies, and utility areas. Regularly inspect the condition and operation of the doors, hardware, frames, and weatherstripping to ensure that the building interior is well-protected and secure.



Interior View of Front Door

Important Information

- **Refinishing.** When door refinishing or repainting is necessary, do not overlook the door edges.
- **Additions.** If you choose to add alarms or additional security devices, do not compromise the weathertightness of the door and frame.

- **Protect from Water.** Prolonged moisture is a major enemy of exterior doors, and hosing down doors is not advised. Direct sprinklers away from doors and/or use drip irrigation in these areas.
- **Clean Gently.** Use mild household cleaners on your doors and *never* use abrasive chemicals on the doors or hardware. Consult a professional for specific products and applications to help extend the life of your door.
- **Inspect Regularly.** Check doors during major storms or windy conditions to gauge the performance and condition of weatherstripping, thresholds, and adjoining sealants. Make adjustments or repairs as necessary. Annually examine the sealants located between the door frame and wall finishes and repair or replace when needed.
- **Thresholds.** Door thresholds are located at the bottom of the door, and are designed to close the gap between the bottom of the door and the floor construction. Inspect regularly for water intrusion and ensure that the threshold is continuous and securely attached.

Recommended Maintenance	Frequency
Dust and clean doors as part of routine cleaning. Do not use water; consult the manufacturer for recommended cleaning products.	Regularly
When needed, apply a low sheen cleaner and finish protectant to composite doors to remove surface contaminants and protect the finish.	Regularly
When vacuuming, run the nozzle along the tracks of all sliding doors. This will help remove debris and help prevent damage to rollers. This will also allow for proper drainage during rains.	Monthly
Inspect weatherstripping to ensure it forms a tight seal against the door surface when the door is shut.	Quarterly and in hot and cold seasons
Remove the snap-in closure over a portion of the sill track to clear dirt accumulated there.	Twice per year
Check door finishes. Touch-up and reseal as needed.	Twice per year
Use a spray silicone lubricant to keep your sliding door hardware functioning smoothly and reduce possible friction that might cause excessive wear.	Twice per year

Recommended Maintenance	Frequency
Clean and adjust the hardware if door latches, locks, and rollers are difficult to operate or if the door is not sliding properly.	Twice per year
Examine the sealants located between the door frame and wall finish and repair or replace when needed.	Annually
Refinish exterior of wood faced doors.	Every 2–3 years or as needed

Effects of Deferred Maintenance

Failure to maintain the doors will result in improper functioning and shorter life.

GARAGE DOORS

Garage doors are important for the security of your home, so keep them in good working condition. Metal garage doors are typically constructed of aluminum with a low maintenance, baked-on enamel or painted finish. As with all of the products installed in your home, become familiar with the manufacturer's recommendations for using and caring for the door and opener.



Garage Door

Important Information

- **Metal Surface Touch-Up.** Metal doors with a manufactured coating do not require repainting. However, should the door become pitted or blemished from wind-blown dirt or debris, touch-up the finish with a matching auto paint to prevent the aluminum base from being exposed to the elements.
- **Close Doors During Inclement Weather.** Large amounts of heat can be lost, even when the garage is unheated and lightly insulated. Also, rain may saturate and distort wood overhead garage doors and frames.
- **Prevent Obstructions.** Take care to avoid any interior storage that might obstruct or damage the tracks and guide. Do not block the light beam at the base of the door or place items in line with the door base that can interrupt closing of door. If the garage door will not close, inspect the safety light beam and remove any obstruction. Realign if necessary.



Note: In the event of a power failure use the manual release cord to open the door.



Warning: If rust or deterioration of the door springs is discovered, repair or replacement should only be done by a professional service person, as these springs are typically under tension.

Recommended Maintenance	Frequency
Clean the light beam assembly at the base of the garage door.	Monthly
Examine for any loose track or spring mounting bolts or screws, as these can affect the door alignment and operation.	Quarterly
Lubricate the moving parts of the doors.	Twice per year
Check and tighten the door hardware. Inspect for rust, deterioration, and distortion of door counterbalance springs. A water-displacement spray will help control rust.	Annually
Check surface for pitting or blemishes. Touch-up as needed.	Annually and as needed
Examine the finish on wood doors. Touch-up or repaint as needed. Repaint painted doors as conditions indicate.	Annually
Clean with a hose and spray nozzle to remove dust and dirt from the garage door. Use a mild detergent to remove stubborn grime from the door if needed.	As needed

Effects of Deferred Maintenance

Deferred maintenance of your garage doors will detract from the appearance of your home, wear out the working parts and surfaces of your doors, and increase energy bills.

VENTS

There are several types of vents found in various locations on the exterior of your home: attic ventilation, kitchen and bathroom exhausts, etc. All are important for the proper ventilation of your home. Many vents have a “flapper” under the hood to prevent pest entry and cold or hot outside air “back draft.”



Attic Vent

Important Information

- **Prevent Obstructions.** Take care not to obstruct vents with shrubs or anything left leaning against the side of the house.
- **Do Not Paint Vent Screening.** When painting, do not paint the attic or crawl space vent screening.

Recommended Maintenance	Frequency
Lubricate the flapper hinge with a product such as WD-40 or equivalent.	Every 2 years and as needed
Have vent pipes cleaned professionally.	Every 3 years and as needed

Effects of Deferred Maintenance

Failure to maintain may result in the vents rusting. A permanently open vent can allow birds or rats to nest.

WINDOWS

Windows are an important component in your home's energy efficiency, beauty, and security. Your windows and their frames will last longer with regular inspection and care.



Window

Important Information

- **Do Not Seal Weep Holes.** Window frames are designed to collect water during a rainstorm and drain it out at the bottom through weep holes. It is normal to find some water within the inside track during heavy, windblown rain. *Do not caulk the weep holes when caulking around the window!*
- **Clean Gently.** Do not use hydrocarbon cleaners such as gasoline, kerosene, or oil to clean vinyl windows and frames. Avoid using abrasive cleansers and scrubbers.
- **Tint Cautiously.** Refer to the window manufacturer's documentation before tinting any windows. Some window warranties may be voided by aftermarket tinting.

Cleaning Tips

Always begin with the most mild solution and test the cleaning method in a non-conspicuous location. Keep cleaning solutions away from the adjacent walls, as wall finishes can be harmed by some cleansers. During routine cleaning, inspect the interior for stains that may indicate water intrusion. Pull back the carpeting at thresholds to observe the tack strip or floor sheathing for staining.

Aluminum Frames

Clean with warm soapy water. Clean stubborn stains with mineral spirits as recommended by the manufacturer. Solvents and abrasives can destroy sealants, gaskets, and finishes. Aluminum surfaces that have become dull can usually be restored with a quality car cleaner and wax.

Glass and Glazing

Wash with a mild window washing solution. Clean interior glass with a premixed vinegar-based cleaning solution (1 part white vinegar to 1 part water) and a soft towel. Rinse with clear water. Avoid using ammonia or alcohol-based cleaners, as they attract moisture and dirt. Do not clean in direct sunlight. Avoid power-washing, as it can damage seals and weatherstripping and result in leaks to the interior.

Remove grease, oil, tape, and paint with non-abrasive cleansers. Apply cleanser with a soft cloth or towel and rub the area, taking care not to allow the cleanser or solvents to come in contact with the adjacent framing. Do not use razor blades, as they can scratch the glass and cause it to break.

Hardware

Most finishes can be cleaned with water and mild soap. Apply a thin layer of dry lubricant (such as paraffin, silicone, or graphite finish, as recommended by the hardware manufacturer) to the clean, dry surface. Avoid using oily lubricants, as they attract dust and grime. Use graphite on locks, keyways, and hinges. *Note:* Vinegars, citrus-based cleaners, and paint removers can damage hardware finishes.

Recommended Maintenance	Frequency
Clean windows and frames as part of routine cleaning.	Regularly
Clean window tracks of any debris to keep the weep holes free of blockage to prevent water from leaking into your home. Always inspect before the rainy season.	Regularly, with routine cleaning
Lubricate window tracks with silicone or paraffin sprays. Avoid oil, as it attracts dust and lint.	Twice per year and as needed
Check the sealants between the window frame and wall finish, and repair or replace when needed.	Annually, before the rainy season
Examine double or triple glazed windows to ensure that the seal has not deteriorated or been damaged. Replace panel when the seal is compromised.	Annually

Effects of Deferred Maintenance

Deferred maintenance will result in diminished appearance, more difficult opening and closing of windows, and possible water damage.

Roof Systems

ROOFS

Since your roof is overhead, not easily accessible and tends to be “out of sight, out of mind,” it is particularly necessary to develop and follow a strategy and program for its inspection and related maintenance.

The roof is the most exposed part of your house, so roofing materials have been carefully selected that are not only attractive but durable. Extreme exposure to sun, rain, wind and accumulated wind-blown dust and debris constantly impacts your home’s roof and can significantly shorten its life and result in costly damages to your home if you do not monitor and maintain it properly.



Inspections

Nothing is more critical to the long-term performance of your roof than following a program of regular inspections and proper maintenance. The longevity of your roof is also dependent on the type of roofing material installed, as well as the local climate. While general roof maintenance applies to most types, some require additional maintenance inspections and tasks. Follow the recommendations in this chapter.

Roofing manufacturers strongly advise homeowners to **stay off the roof**, especially tile roofs. When access to the roof is necessary, proper use of ladders and roof safety measures must be applied. If your home’s design incorporates a particularly steep roof pitch, it may limit your access by any normal method. Consequently, it is advisable that you develop an alternative method to inspect your roof, using binoculars or careful ladder access to check the roof from the edges.

You may wisely choose to use professional services for at least a portion of your roof inspection needs, as well as for repair and maintenance tasks. Repairs to the roofing assembly should always be done by a licensed, qualified roofer. Nothing is more critical to the long-term performance of your roof than following a program of regular inspections and proper maintenance.

One critical area to inspect regularly is flashing. Flashing includes the assemblies, usually sheet metal, that terminate the roof against walls, chimneys and parapets, and provides collars and transitions around pipes, vents, or other roof penetrations. It typically has laps and junctures that need to remain closed to weather, and may include sealant as part of the assembly.



Example of Roof Penetration Flashing



Caution: Damaged flashing contributes to three-fourths of all roofing problems. Pay special attention to this important component especially at patios, chimneys, above and below windows, and at corners.



Note: Maintaining seals around pipe and vent flashing collars is often the most consistently needed roofing “tune-up.”

Recommended Maintenance	Frequency
Check the interior ceiling and attic for roof leaks and repair leaks immediately.	Twice per year and after storms
Examine the general appearance for debris, drainage, and general condition.	Twice per year and after storms

Recommended Maintenance	Frequency
Inspect the attic for proper ventilation. Install additional vents or mechanical venting if high levels of heat occur. Ensure that vents are not blocked.	Twice per year
Check sheathing and rafters or beams for condensation, mold, or other signs of inadequate ventilation.	Twice per year
Ensure gable end, ridge, and eaves vents (if present), are clear and unobstructed. Ensure that mechanical vents and thermostat controls are operable.	Twice per year
Professionally examine for any damage, slipping, or lifting of the roofing and related flashing. Inspect flashing at edges and around pipe collars to ensure laps and seals are in place and unbroken. Repair as needed.	Annually and after storms
Check sealant joints to ensure they are not cracking, split, or incompletely adhered. Repair or replace as needed. (Refer to the “Sealants” section in this chapter for additional information on this topic.)	Annually
Trim nearby trees to prevent branches from impacting the roof during windy conditions. Keep branches from spreading over roof areas, as frost can cause branches to break off and damage roofing.	Annually

Effects of Deferred Maintenance

Failure to provide the maintenance required may result in greater repair expenses and potential damage if water penetrates the membrane.

GUTTERS AND DOWNSPOUTS

The gutters and downspouts are designed to collect water from the roof and direct it to a safe drainage pathway at the ground or to a subsurface drain. It may be helpful to observe your gutters during a heavy rain to ensure they are effectively handling the roof runoff. Do not place ladders against the gutters, as this may dent the gutters.



Gutter and Downspout

Important Information

- **Underground Drainage.** Downspouts may continue below grade and drain at a lower level, away from the house. Seasonally inspect for the proper functioning of buried drains by flushing the drains and observing for the proper exiting of water at the exposed end of the drain.
- **Check for Runoff.** While the roof and gutter system is designed to substantially collect all runoff directly into the gutters and downspouts, concentrated or confined areas of roof runoff (such as at the ends of gutters and roof valleys) may overrun the gutter. Adding an additional diverter made from aluminum may aid in collecting this water and avoiding staining to the walls and fascia.
- **Trees.** Debris such as leaves, twigs, other vegetation, and bird's nests can accumulate in gutters and clog downspouts, especially where trees grow near the home. Installing leaf guards over the gutters can help reduce this problem in areas with heavy vegetation.
- **Downspouts.** Downspouts should drain water *away* from the house. If necessary, add three to five foot extensions to the downspouts to ensure proper drainage. Water should *never* pond near the base of your walls.

- **Splash Pans.** Splash pans may be installed at the drainage end of the downspouts. The splash pans may be heavy and settle over time; the heavy weight at the back of the pan can result in the splash pan tilting towards the foundation. It may need periodic lifting by adding soil or gravel beneath it.



Downspout and Splash Pan



Caution: Added diverters should in no way block the drainage at the roof edge, which would create an additional problem rather than a solution.

Recommended Maintenance	Frequency
Examine and clear gutters of all debris. Where adjacent trees or windy conditions have caused the build up of leaves, flush gutters and downspouts with a hose jet as necessary.	Seasonally and as needed
Clear dirt and roofing surface granules that may build up in the bottom of the gutter, as they can slow or impede the downspout drainage.	Seasonally and as needed
Inspect the fascia boards and adjacent walls for stains indicating leaks or incomplete roof-to-gutter laps. Repair as needed.	Seasonally
Flush underground drainage pipes to remove debris buildup and ensure proper drainage from the downspouts.	Seasonally
Check any seams or joints in the gutter and downspout system to determine if resealing is necessary.	Annually

Recommended Maintenance	Frequency
Re-paint painted gutters and downspouts.	As needed, typically every 3–5 years

Effects of Deferred Maintenance

Failure to provide the maintenance required may result in broken and leaking gutters, from which water damage and staining can result.

Sealants

Sealants are important in constructing and maintaining watertight and airtight building envelopes. Sealant is an elastic compound used to fill the small crevices, holes, separations, and joints between similar and different building components or materials. They are used to seal joints, terminations of waterproofing membranes, around windows and doors, and at flashings. These openings typically cannot be sealed by any other means to prevent the passage or penetration of wind, rain, water and dust.

There is a distinction between caulking and sealants. Caulking refers to products that are manufactured for interior use, and are often used by painting contractors. They are lower-grade materials that are used as a filler between dissimilar materials.

Sealants are higher-grade materials than interior caulking, usually applied to exterior building components, and exposed to the elements.

Polyurethane and *Silicone* sealants are the best choice for components such as stucco, trim, rough concrete and wood siding joints. Polyurethane is paintable, but silicone is not. It is sometimes referred to as a sash and trim sealant. These come in different grades with different extension and compression capabilities and strengths.

Latex or *Butyl* sealants are latex or oil-based, less expensive, lower grade (often referred to as “painter’s caulk”), and are more appropriate for non-critical “hole-filling” before painting.

Important Information

- **Proper Preparation.** As with repainting, caulking and sealing is only as effective as its preparation. Follow directions for surface preparation as an improperly prepared surface may lead to early loss of adhesion.
- **Expansion Joints.** Do not seal expansion joints as these are used to accommodate natural shifting and settling in your house. Take note of what was or was not caulked or sealed as part of the original construction, or ask Woodside Homes of Northern CA. L.P.’ customer service department. In addition to expansion and contraction joints, keep areas such as window sill weep holes and exterior wall base screeds clear for movement or drainage.
- **Inspect the Surfaces.** No amount of sealant will correct deteriorated surfaces. If there is already rust or rot present, repair affected areas prior to applying sealant.
- **Follow Instructions.** Always read and follow the manufacturer’s instructions on the sealant package and for the component itself. Use the appropriate sealant for the application.

- **Inspection and Replacement.** Check sealants regularly. Sealants should be elastic (recover after deformation). Remove and replace sealants that are cracked, split, or incompletely adhered.



Note: Use a primer or cleaner where required as recommended by sealant manufacturer when resealing.

Recommended Maintenance	Frequency
Examine for cracking or incompletely adhered caulking and sealant, and repair or reapply as needed. Common areas for this maintenance are around wood trim, light fixtures, and windows.	Annually

Effects of Deferred Maintenance

Failure to provide the maintenance required will result in water intrusion and possible damage.

Trim and Accents

Wood and/or metal trim are used on your home for both beauty and function. They finish and protect your roof edges, and may be used as railings and to accent your windows, doors, or decks. Surfaces should be well-sealed and painted at all times.



Accent

Important Information

- **Protect Wood Trim.** Prime all wood surfaces and inspect annually for signs of insect attack or not. Annually treat wood that is in contact with the ground with an approved preservative.
- **Proper Roof Maintenance.** Proper roof maintenance is important for maintaining the life of your wood trim. Maintain flashings, proper roof drainage, and avoid excessive debris accumulation on the roof.
- **Metal Trim.** Exposed steel will rust. While galvanizing provides some protection, the zinc coating is a sacrificial layer with a limited lifetime. Repairs should be made using similar metals to avoid bi-metallic corrosion.
- **Protection from Water.** Water is the biggest danger to these components. Be sure to follow the maintenance requirements in the gutters and irrigation system sections.

Recommended Maintenance	Frequency
Check for chipping, peeling, or other signs of finish failure. Pay attention to gaps, separation of trim, and staining or rotting resulting from moisture intrusion. Replace trim that is damaged or rotting.	Annually
Examine to ensure that railings are secure.	Annually
Inspect for gaps and caulk where needed.	Annually
Check to ensure that the shutters and accents are secured to the side of the house.	Annually
Treat wood surfaces that come in contact with the ground with an approved preservative.	Annually
Prep and paint the surfaces as exposure and weathering indicate.	Every 2–3 years in the sun or every 4–5 years in the shade

Effects of Deferred Maintenance

If the paint fails, water may gain access to the surfaces, resulting in damage and higher replacement costs.

Landscape and Irrigation

The landscape and irrigation around your home plays an important role in the overall beauty of your property, as well as helps to preserve proper water drainage and prevent erosion. Well-maintained landscaping and hardscapes will help increase the value of your property. Landscape maintenance is divided into four main categories: Drainage and Irrigation, Hardscape, Plants, and Walls and Fencing.



Proper maintenance of your landscaping components has important consequences for the long-term protection of not only your home and property, but your neighbor's property as well. Neglected or improper maintenance may result in moisture intrusion or erosion.

Refer to your CC&Rs to determine what maintenance responsibilities or limitations may apply to your property and areas where your property borders the common area. Planting regulations and hardscape addition rules may be in effect.

General Guidelines

- **Underground Utilities**

Your home has underground utility services such as sanitary sewer and water. There may be other utilities brought underground into your residence such as gas, electrical power, and telephone. These underground utilities occupy trenches under the surface of landscape. Prior to digging holes for planting trees, installing any new trenches for irrigation systems, cable, etc., learn where the existing underground trenches are, how deep they are, and what utilities are in them. Many states require that a utility locator service survey the area to be excavated. Contact your local power or telephone company to determine local requirements before digging.

- **Subterranean Termites**

Do not install landscaping within 16 inches of building foundations, and install irrigation only *outside* of that plant line. Do not install fence posts, trellises, or any other wood decoration that touches both the ground and your home.

- **Drainage and Foundations**

Keep plants that require heavy watering away from your home's foundation. Where possible, pave two feet immediately adjacent to the foundation.

- **Report Common Area Problems**

Report any common area landscaping or irrigation problems to your HOA representative immediately.

- **Preserve Drainage Design**

Landscape or hardscape additions that change slopes or grades can affect drainage. Keep water moving *away* from your house. Many communities are built so that water drains from yard to yard. If you install landscaping or hardscape (patios, walkways, or walls) that interfere with this flow, you may create a significant problem and be liable for damage. Always consult an expert when work affects drainage.

Drainage and Irrigation

BACKFLOW PREVENTER

A backflow preventer permanently separates the domestic (potable or drinkable) water supply from the irrigation system. The backflow unit is a “Reduced Pressure” type and is located near the points of connection (water meters).



Backflow Preventer



Caution: Periodic discharge of water from the relief valve is part of the backflow preventer’s intended function. However, if there is a noticeable water bill increase or excessive leaking, have the unit professionally inspected and repaired as needed.

Recommended Maintenance	Frequency
Inspect for leaks and vandalism.	Twice per year
Schedule a licensed inspector to check for leaks.	Annually or per local codes

Effects of Deferred Maintenance

Failure to examine and repair backflow units may result in malfunction and affect nearby grass, trees, and other plant life. Ineffective backflow prevention can also result in contamination of the domestic water supply.

DRAINAGE AND GRADING

Maintain proper drainage and grading to best protect your landscaping, home, and property from water damage. Your lot has been graded to facilitate drainage of water to the street or other approved drainage structures. It is essential that you maintain proper grading and drainage to prevent pooling that could affect your foundation slab. Furthermore, you could be liable for any damage from water diverted to your neighbor's property.



Caution: Water is the #1 potential hazard to your home!

Be sure to keep the adjacent grade sloped away from your home to allow water to drain properly.

Important Information

- **Maintain the Grade.** Be sure to keep the grade sloped away from your foundation per local codes (typically a slope of 2% to 5%). Check local codes to see what is required for the city or county your home is located in.

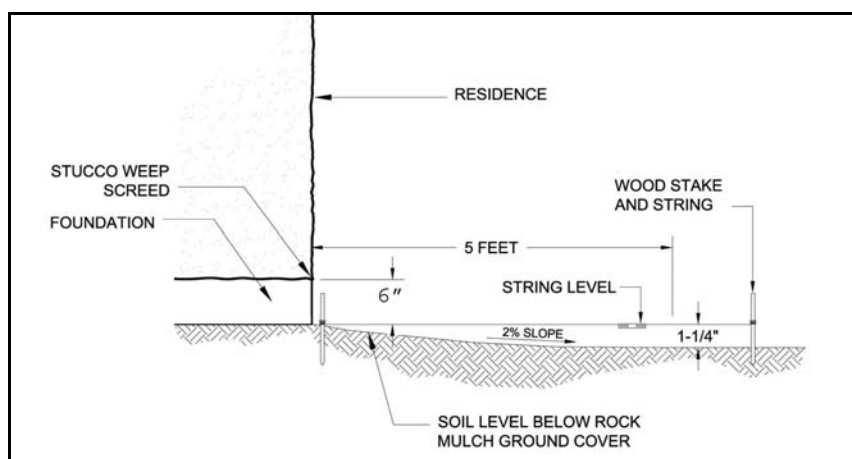


Diagram of 2% Grade Sloping

- **Keep Area Drains Clear.** Drains may be a part of your drainage system, and are often installed around your home to remove excess surface water from the landscape. Keep drains free from blockage in order to prevent clogging and flooding. Wood chips may float up and block drains; consider using landscaping stones for 2–3' around drains if wood chips are used in a landscaped area.
- **Drainage Outlets.** Provide outlets at drainage flow lines where fences or walls cross them. Use sufficiently sized outlets for the flow line on each lot. Provide drainage-to-drainage flow lines at planters and planter areas.



Area Drain

Recommended Maintenance	Frequency
Inspect drains, inlets, and catch basins for blockages. Check downspouts carrying water from roof gutters to ensure the drainage is directed to appropriate drains.	Monthly in dry seasons/Weekly in wet seasons
Examine surface swales to ensure that they are draining freely to catch basins and/or drain inlets with no blockage or ponding. Maintain a grade of a minimum of 2%. Repair conditions that limit surface drainage immediately.	Monthly
Trim groundcover. Remove debris around drain inlets and swales.	Quarterly and as needed
Flush inlets, catch basins, and drainage lines to keep them free of debris.	Twice per year
Inspect to ensure that the grade slopes away from your home's foundation to prevent water accumulation. Reslope the grade as needed.	Annually
Ensure that the grade is kept below the level of the stucco weep screeds, masonry wall flashings, etc., to prevent water infiltration into your home. Remove soil as needed.	Annually

Effects of Deferred Maintenance

Landscape drain blockages may lead to flooding in lower ground areas, surrounding lawns, or plants. Severe flooding may also affect nearby hardscape or structures, as well as contribute to soil erosion.

DRIP SYSTEM

Drip emitters disperse water from the irrigation system to the plants. Every attempt has been made to provide efficient coverage for all areas irrigated by the drip emitters. However, because every area is a unique shape, with varying sun, wind, and soil conditions, dry (or wet) spots may develop.



Drip System Emitter

Important Information

- **Monitor for Oversaturation.** The drip irrigation system is extremely efficient at delivering water to the plants' root system. As the plants mature, they typically require less water from the drip emitters. Inspect the plants for signs of oversaturation, and adjust the drip irrigation system as needed.

Recommended Maintenance	Frequency
After any irrigation repair, flush piping and re-test for proper function.	As needed
Check for broken or clogged emitters.	Monthly
Operate the air and flush valves.	Quarterly

Effects of Deferred Maintenance

Failure to examine, replace, and adjust irrigation system components may result in inadequate or surplus water supply, affecting nearby grass, trees, and other plant life. Over watering will eventually lead to soil erosion, and could harm nearby structures and/or hardscape surfaces.

HOSE BIBS

Hose bibs are located at various points on the exterior of your home. Hose bibs require very little maintenance, but should be regularly inspected to ensure they are not leaking and that the valve is working properly. If a leaking or damaged hose bib is discovered, repair it *immediately* to prevent water damage to adjacent surfaces and components.

Some hose bibs are equipped with anti-siphon valves, which is in essence a small backflow preventer. These devices prevent non-potable water from flowing back into the water system, and are most often found in hose bibs used for irrigation.



Hose Bib

Recommended Maintenance	Frequency
Inspect the hose bibs to ensure they are not leaking.	Regularly
Test the valves to ensure they are working properly and close tightly. Repair or replace parts as needed.	Quarterly

Effects of Deferred Maintenance

Failure to inspect and maintain the component may result in higher repair or replacement costs and damage to adjacent components and systems.

IRRIGATION SYSTEM AND CONTROLLER

A comprehensive maintenance program will help ensure the reliability of the irrigation system. The irrigation system includes all of the components necessary for distributing water to your landscaping. When installing additional irrigation equipment, make sure the new equipment is compatible with the system that is already installed.



Irrigation Controller

How the System Works

The irrigation controller is the master control that regulates the irrigation process. It maintains the time of day and controls how often the irrigation system disperses water. It turns the irrigation valves on and off according to a programmed watering schedule. The controller has a battery backup, which should be inspected after power outages to verify that the timing schedule has not been lost if the battery is not fresh.

Only water when plants and weather conditions require. Watering is typically best done in the early morning when wind and temperatures are low. Evening watering may encourage plant diseases such as fungus when foliage is wet all night. Also, once plants are established, watering tends to be more effective when done less often and deeper, if weather and soil conditions allow.

Changing short-term weather conditions and seasonal changes will require fine-tuning the program for proper watering. During wet seasons or extended rainy periods, shut down the controller until additional water is needed in the landscaped areas. Controllers that utilize rain sensors are advisable. The goal is to apply only as much water as the plants need for healthy growth.

Because plant growth and weather vary by month, inspect water application amounts on a monthly and seasonal basis and adjust as needed to allow for site-specific

conditions. Exposure, weather, soil variables, and other factors which cannot be predicted will affect the amounts of water needed and irrigation schedules should be adjusted accordingly.

Water Conservation

Following are some suggestions for conserving water with your irrigation system:

- Water your grass and landscaping during the coolest and least windy part of the day (usually early morning) to reduce water loss through evaporation.
- Make sure the irrigation system is not watering the yard on rainy days, or immediately before or after it has rained. Even on dry days, make sure the system is not over-watering the plants or over-saturating the soil. Re-program the system seasonally and as necessary to adjust to weather conditions.
- Make sure that the irrigation spray is not water paved surfaces. Sweep your driveway and pathways, rather than hosing them down.
- If adding or replacing an irrigation system, select a high-efficiency system with a timer and a moisture sensor controller or rain delay controller. Drip irrigation is much more efficient than spray/sprinkler irrigation.
- Put an automatic shut-off/trigger nozzle on your garden hose(s) in order to prevent water waste.

Some homes have a built-in rainwater harvesting system or a gray water system that captures rainwater from the roof or gray water from faucets and the washing machine for landscape irrigation use or indoor water use. If your home does not have a built-in rainwater or gray water system, you could consider setting up a simple rainwater catchment barrel in your yard; you can use the rainwater you capture to water some of your plants. (More elaborate rainwater and gray water capture systems are subject to local codes and may require special permits.)



Note: Apply water only in amounts necessary to meet plant needs, without excess. Unusual increases in water bills can be indications of leaks in the irrigation system.



Caution: Check the system after electrical storms, as lightning strike may affect the system.

Mainline and Lateral Pipes

The mainline and lateral pipes carry water from the water source to, and between, the disbursement points (sprinkler heads). Mainline (supply) pipes are “hot” (always pressurized) and connect the valves to the water source. Lateral pipes are filled with water only when a remote control valve is opened to serve a group of sprinkler heads.



Caution: Repair plastic (PVC) irrigation supply and lateral pipes immediately if leaking is detected. As with the other components of the irrigation system, repairs that are not attended to immediately could result in long-term damage to plant life and cause soil erosion in the affected areas.

Recommended Maintenance	Frequency
Examine controller for moisture damage and corrosion. Inspect for dead backup batteries, loose connections, deteriorated weatherproofing or damaged hardware.	Monthly
Check the controller to ensure the scheduled program is working properly, and adjust for proper watering.	Monthly
Adjust each irrigation station run time in response to changing weather conditions and plant needs. Record changes to irrigation settings.	Monthly and as needed
Reset the controller schedule for Daylight Saving Time (where applicable) and after any power failures. Keep a fresh battery in the controller to minimize the need for resetting.	Twice per year and as needed
Replace the backup battery.	Annually
Replace the controller(s) as they fail.	Every 4–5 years and as needed

Effects of Deferred Maintenance

Failure to examine the controllers may result in inadequate or overwatering which, even for a short period of time, may be disastrous to surrounding landscaping. Overwatering may cause water accumulation that may lead to plant death, pavement failures, slippery pavements, and surface waterproofing problems.

SPRINKLER HEADS

Irrigation sprinklers disperse water from the irrigation system to the plants. Irrigation systems are designed to provide double-coverage for all areas irrigated by the sprinkler system. However, because every area has a unique shape with varying sun, wind, and soil conditions, dry (or wet) spots may develop.



Irrigation Sprinkler Head

Important Information

- **Risers.** As shrubs and groundcovers grow, it may be necessary to add risers to some sprinkler heads or trim shrubbery so spray patterns are not blocked. It may be necessary to stake irrigation heads for risers 12" or taller to maintain performance. Heads can start to tilt or sway if tall risers are not secured.
- **Prevent Overspray.** While the sprinkler patterns have been chosen to keep overspray to a minimum, windy conditions, plant growth, and other factors will sometimes result in isolated overspray or underspray problems. Regular inspections will identify such areas. Make necessary adjustments immediately. Use the manual run function of your sprinkler system to inspect the coverage and flow of your sprinkler heads.
- **Flush the System After Repairs.** Flush and re-test the piping after repairs to the irrigation system to ensure the sprinklers are functioning properly and providing adequate coverage.



Caution: Keep water off structures and hardscape to prevent damage and slipping hazards.

Recommended Maintenance	Frequency
Check the amount of water being applied and adjust, if necessary.	Weekly
Examine for broken or improperly adjusted sprinkler heads, clogged or worn nozzles and gear drives, grit in seals or moving parts, mower or other physical damage, and broken sprinkler lines.	Monthly and as needed
Inspect for appropriate sprinkler coverage. Check for proper spray pattern, and ensure that structure walls are not in the spray pattern. Adjust the riser height of sprinklers as needed.	Monthly
Compare and analyze the site and plant conditions to determine if the water amounts are appropriate. Make adjustments if necessary.	Annually

Effects of Deferred Maintenance

Failure to examine, replace, and adjust sprinkler system components may result in inadequate or surplus water supply, affecting nearby plant life. Overwatering will eventually lead to soil erosion, and could harm your house and/or hardscape surfaces.

VALVES

Valves are the remotely controlled irrigation valves that, in conjunction with the irrigation controller, regulate the flow of water throughout the system.



Valve Boxes



Note: The water pressure supplied to the valve should be at least 50 psi, not to exceed 60 psi. Test the system upstream of the valve connection and adjust/ install a pressure regulator as needed.

Recommended Maintenance	Frequency
Manually operate and visually inspect the valves to ensure they are operating properly. Check quick coupling valves, and ball or gate valves.	Monthly
Schedule a thorough inspection for diaphragm or seat wear, sticking solenoids or diaphragm, corrosion of wire connections, clogged screens and orifices, and debris or stones lodged under the valve.	Annually

Effects of Deferred Maintenance

Because the remote control valves control the disbursement of water, repairs that are not attended to could result in long term damage to landscaping in the affected areas.

Hardscape

The hardscape around your home may include walkways, patios, and other concrete surfaces. Patios and walkways, if installed by Woodside Homes of Northern CA. L.P., have been designed to meet the soil conditions and drainage patterns of your lot. If you add a patio or walkway as an improvement there are several very important things to remember.

General Guidelines

- **Weep Screed Line**

Do not pour a patio slab higher than 2–3 inches below the house foundation (weep screed line).

- **Proper Drainage**

Provide a drainpipe or other means of drainage when patios or walks cross flow lines. Do not allow water to collect against your house or behind walks or planters.

- **Underground Utilities**

Confirm the location of underground utilities *prior* to the planning and excavation of any hardscape features.

- **Maintain a Slope**

Always slope concrete away from house (2% slope: 1/4 inch drop for every 12 inches of length) to a drain or swale.

- **Expansion Joints**

Concrete surfaces such as driveways, sidewalks, and patios generally have expansion joints to reduce cracking. There should also be an expansion joint between the edge of these surfaces and the face of the foundation of the house. These joints are sometimes filled with 1" x 4" treated lumber that is set between the adjacent concrete. The joints can also be formed with a variety of sealants and or expansion joint filler.

- **Hire Professionals**

Contract a licensed contractor and professional engineer who is knowledgeable about the building code requirements and soil conditions for your area. There may be structural reinforcements necessary for your improvements. Note that most municipalities require designs to be signed off by a licensed, professional

engineer. Sidewalk and driveway construction details may be mandated by your municipality.

- **Get Necessary Approvals**

Obtain necessary approvals and permits from appropriate governmental agencies and your HOA's appropriate committee (if your community is governed by an HOA).

- **Permeable Paving Materials**

Consider using permeable paving materials, such as pavers or porous concrete, which allow water to seep into the ground rather than run off into storm sewers or pond on the pavement. Avoid using asphalt (a petroleum product) or other dark paving materials, especially in regions with hot summers. Dark materials absorb heat from the sun; on hot days this can contribute to a "heat island" effect around your home, which can increase the need for air conditioning. If adding concrete, consider using a white or gray concrete, to help reduce the summer heat island effect.

CONCRETE SURFACES

The concrete surfaces include your driveway, garage, walkways, and patios. Walkways are the concrete sidewalks leading to your front door and backyard. Promptly repair walkways with hazards such as lifting and ponding of water. Tripping hazards should be promptly corrected.



Expansion Joint in Concrete Walkway

Important Information

- **Stain Removal.** Remove grease/oil spots from driveways with concrete cleaners from your hardware store.
- **Prevent Heavy Loads.** Do not permit heavy equipment, such as concrete trucks or moving vans, to drive on your concrete, as it was not designed for heavy loads.
- **Joint Fillers.** The joint filler in the expansion joints will deteriorate over time. The life of the filler may be dependent on environmental conditions such as the amount of rain or ultra violet radiation, or the amount of movement. Failure to replace these deteriorated joints will allow excessive water intrusion to enter the joints, eventually undermining the soils under the slab, and will cause these sections of concrete to shift vertically.
- **Expansion and Settling.** Concrete is a very hard type of material. However, small cracks due to expansion and settling are common. Seal cracks to prevent water penetration that can worsen the crack. Another element of concrete is spalling. Spalling occurs when the top layer of concrete begins to flake or wear away.



Caution: If chipping, lifting, separating, and cracking is discovered, determine if the cause of this condition may be related to roots that should be controlled or removed, or a drainage-related concern. Resolve the contributing factors to prevent future problems.

Recommended Maintenance	Frequency
Hose off walks. Schedule to coincide with mowing or other maintenance.	Quarterly
Inspect concrete for chipping, lifting, separating, and cracking, which can create a safety hazard that may result in homeowner liability.	Annually
Check the walkways adjacent to exterior walls for settling that may change the slope away from the house.	Annually
Examine the expansion joints in patios and walkways and replace the joint filler as needed. Ensure that the joint filler adheres to both faces of the concrete, and is not sagging, crumbling, or cracking.	Annually

Effects of Deferred Maintenance

Failure to adequately maintain the concrete around your home may create safety hazards. Serious cracks or fissures in walkways that remain unrepaired are a potential liability to you as the homeowner.

Plants

Plants, if installed by Woodside Homes of Northern CA. L.P., have been selected for their compatibility with each other, with architectural, site, and soil conditions. They grow at varying rates depending on climatic conditions, maintenance, and a host of other factors. The important thing to keep in mind is that the landscaping is a dynamic, living system and proper care is critical for it to mature successfully. When installing additional plants, always choose plants that are compatible with existing plants.

General Guidelines

- **Sustainable Landscaping**

Sustainable landscaping and yard care involves the selection of regionally appropriate and drought-tolerant plants, as well as the use of efficient irrigation practices, low-polluting equipment, and natural alternatives to chemical pesticides, herbicides, and fertilizers. When adding plants to your yard, select native plants or plants that are suited to your climate and that require little, if any, irrigation. Native plants are also adapted to local insect species, so they can minimize or eliminate the need to use pesticides.

- **Avoid Planting Invasive Species**

Be sure not to introduce any plants into your yard that have been deemed to be “invasive” species in your region. For a list of regional resources on invasive species, visit: www.invasivespeciesinfo.gov/unitedstates/state.shtml.

- **Tips for Choosing and Maintains Plants**

If yours is a hillside lot, or if it has significant steep banks, selection and maintenance of plants and watering may have important consequences for drainage and erosion control. Keep plants from overgrowing drainage swales. When adding additional plants, consult with a local landscape architect or nursery regarding plants that are appropriate to local soil and other conditions.

- **Less Grass = Less Water**

Grass typically requires much more water than groundcover or shrubs, so the less grass area you have in your yard, the less irrigating you will need to do. If adding grass seed or turf, select a drought-tolerant variety.

- **Adjust Your Maintenance Schedules**

The maintenance needs of your plants may change over time with the seasons and plant growth. Apply these changes to your long-term maintenance plan.



Warning: Always closely follow the manufacturer’s recommendations for any insecticides, garden chemicals, and fertilizers that you use on your property. Some may be toxic, and should be stored away from children and pets. Try minimal, natural controls first, if possible.

GRASS AND GROUNDCOVER

As with the other plants on your property, regular fertilization of grass and groundcover is a must. Consult with a local landscape expert to determine the optimal fertilization schedule. Inspect periodically to evaluate the response to the prescribed fertilization schedule and make adjustments as necessary.

Weeds are common, more so during the early stages before plantings become fully established, and to a lesser degree thereafter. Maintain all areas weed-free.



Grass

Important Information

- **Pest Control.** Control animal burrowing.
- **Ensure Proper Drainage.** Do not allow water to flow over slopes, as this will cause soil erosion.

Recommended Maintenance	Frequency
Mow grass areas. Gather and dispose of leaves and trash from planting areas. Remove grass as needed, by hand or spraying, from within 12 inches of tree trunks to eliminate potential damage from mowers and string trimmers.	Weekly
Edge grass areas.	Twice per month
Cut back excess groundcover to prevent “choking” of adjacent trees and shrubs.	Quarterly and as needed

Recommended Maintenance	Frequency
Apply fertilizers to replenish soil nutrients required for healthy grass and plant growth. Fertilization is usually best done in March, May, July, and September.	Four times per year or per landscaper recommendations
Remove weeds. Periodically apply appropriate herbicides to control unwanted weeds and grasses.	Twice per year and as needed
Aerate and vertically mow grass areas to relieve soil compaction and thatch buildup, allowing air and water to reach the root system.	Annually

Effects of Deferred Maintenance

Failure to provide adequate maintenance may result in the deterioration of grass and groundcover, as well as a poor appearance. Soil erosion may develop in areas where groundcover and other plant life have deteriorated.

SHRUBS

Consult with a local landscape expert to determine the optimal fertilization schedule for the shrubs on your property. Periodically assess the shrubs' response to the recommended fertilization program and make adjustments as necessary.



Shrubs

Important Information

- **Monitor Plant Health.** Monitor shrubs for signs of nutrient deficiency and treat as necessary. Treat fungal, bacterial, and viral infestations as symptoms appear.
- **Freezing Weather.** Mulch during freezing weather to protect the root system.
- **Monitor for Pest Problems.** Apply insecticides to control infestations (such as aphids or white fly). Apply snail bait to prevent snails from damaging shrubs and plants.

Recommended Maintenance	Frequency
Apply fertilizer to shrubs. Fertilizing is typically best done in March, May, July, and September.	Four times per year or per landscaper recommendations
Prune shrubs and plants to prevent them from becoming "rangy" and to contain their size. Prune with care not to "poodle" shrubs.	Annually and as needed

Effects of Deferred Maintenance

Neglect may result in the deterioration of the shrubs around your home, eventually requiring removal, replacement, drastic pruning, or result in a poor appearance.

TREES

The trees on your property will grow at varying rates depending upon climatic conditions, maintenance, and a host of other factors. Like the other plants, regular fertilizing of the trees is a must. Consult with a local landscape expert to determine the optimal fertilization schedule.

When choosing new trees, consider the size of the tree at maturity to ensure that it is appropriate for the intended location. Avoid planting trees in locations where roots or limbs may impact the foundation, paving, walls, etc. Do not plant trees with shallow (yet spread out) root systems within 20' of foundations and/or site walls. Also, consider the potential impact of trees on neighboring property.



Maturing Tree

Important Information

- **Root Pruning.** A proportional amount of foliage should be removed at the same time as roots are pruned. **Note:** Never root prune more than 25% of a tree's surface roots in any one year.
- **Monitor Tree Health.** Monitor trees for signs of nutrient deficiency and treat as necessary. Treat fungal, bacterial, and viral infestations as symptoms appear. Palm trees, if present, require palm-specific products for fertilizing and treatment of infestations. Consult a local landscaper or nursery for the application that is best for your trees.



Note: Do not allow your tree branches to overhang the roof of your home or your neighbor's home.

Recommended Maintenance	Frequency
Inspect water or breather tubes that may be installed at the tree base to ensure proper drainage. Remove standing water from breather tubes.	Monthly
Check trees to determine whether staking should be added, removed, or adjusted to promote growth in the appropriate direction and protect from wind.	Quarterly
Apply fertilizers within the drip line to promote healthy growth. Fertilizing is typically best done in March and September, or as appropriate for the tree species.	Twice per year or per landscaper recommendations
Examine tree trunk diameters. Replace trees planted in areas less than five feet wide when the trunk diameter exceeds six inches.	Annually and as needed
Thin or lace trees while dormant. Prune to remove dead, diseased, or weakened limbs and promote the healthy and symmetric growth of the tree. Remove limbs that may impact buildings under windy conditions.	Annually and as needed
Prune roots to prevent the potential cracking of sidewalks or driveways. Do not begin pruning roots until three years after the initial planting.	Annually

Effects of Deferred Maintenance

Failure to properly care for the trees may lead to the deterioration of their health and appearance. Improper staking or root pruning may result in long-term damage to the adjacent hardscape or structures.

Walls and Fencing

There are several different types of walls and fencing found on residential properties. Each type requires different maintenance tasks and frequencies. However, no matter what kind of walls and fencing you have there are some common guidelines.



Caution: As much as possible, *keep sprinklers directed away from the walls and fencing.* Prevent water from ponding near walls and fencing. Water, especially reclaimed water, can cause premature deterioration of the wall and fencing materials.

Important Information

- **Water Accumulation.** Water damage from improper drainage and ponding on the top and at the back of the wall can weaken the integrity of the wall and is the biggest threat to a retaining wall. Check the wall regularly until surrounding landscape is fully developed, to ensure that water is draining properly. Drains located at the base of walls relieve water pressure in the wall. Blocking the drains may result in damage to the wall.
- **Trim Landscaping.** Keep landscaping trimmed away from walls and fencing.
- **Do Not Change the Grade.** The grade of the ground next to a wall or fence has been designed by an engineer. Changes may cause tilting and cracking, or cause wood fencing that comes in contact with soil to rot.
- **Efflorescence.** Efflorescence is a deposit of water-soluble salts that sometimes forms on the surface of masonry. Some cases are a result of the construction process and can usually be washed away with a hose. Persistent efflorescence can be cleaned with a chemical cleaner such as a mild solution of muriatic acid (one part muriatic acid to 12 parts water). If efflorescence persists after cleaning, it may be wise to have it inspected by a professional to determine if water has penetrated the wall cavity.
- **Cracking and Spalling.** If cracking or spalling (cracking or flaking particles from the surface) appears in the block, identify the cause. Some cracking is simply a character feature of these components, and others should be further investigated and repaired. If mortared, replacing cracked or spalled blocks involves the removal of the mortar around the component, removal of the component itself, and thorough cleaning of the cavity prior to installing the replacement component. If preconstructed sheets or an interlocking design, replacement and wall repair should be performed by a professional mason.

Recommended Maintenance	Frequency
Inspect walls for structural movement or failure and signs of damage resulting from subsurface water drainage. Make repairs as needed.	Periodically
Inspect masonry walls for structural integrity, tilting, and cracking. Repair as needed. Check the top of the wall for bowing, cracking, and non-sloped surfaces that may retain water, and repair as necessary.	Annually and as needed
Clean masonry walls or wood fencing with a light pressure wash.	Annually and as needed
Ensure that any drains or weeps in the base of walls are clear of debris and free to drain.	Annually and as needed
Treat wood fencing with fungicide. Follow the instructions on the product.	Annually and as needed
Check wood boards and supports for structure integrity, tilting, bowing, or shifting. Repair as needed.	Annually and as needed
Inspect the length of the metal fencing for scratches, blisters, or peeling paint. Check the post bases (down to the top of the concrete footings) to ensure they are not below the soil surface and subject to rust.	Annually
Restain or repaint wood fencing. Repaint or repair metal fencing finish. Touch-up as necessary.	Annually

Effects of Deferred Maintenance

Failure to maintain or lack of control of unnecessary water, soil buildup, and adjacent plantings, may result in premature deterioration of fencing materials, as well as a poor appearance.

BLOCK RETAINING WALL

Block retaining walls are constructed of masonry block and backfill to prevent erosion through the wall. The wall may be constructed of individual mortared or interlocking blocks, or through larger sets of pre-constructed block.

Important Information

- **Water Accumulation.** Water damage from improper drainage and ponding on the top and at the back of the wall can weaken the integrity of the wall and is the biggest threat to a retaining wall. Check the wall regularly until surrounding landscape is fully developed, to ensure that water is draining properly.
- **Efflorescence.** Efflorescence is a deposit of water-soluble salts that sometimes forms on the surface of masonry. Some cases are a result of the construction process and can usually be washed away with a hose. Persistent efflorescence can be cleaned with a chemical cleaner such as a mild solution of muriatic acid (one part muriatic acid to 12 parts water). If efflorescence persists after cleaning, it may be wise to have it inspected by a professional to determine if water has penetrated the wall cavity.
- **Cracking and Spalling.** If cracking or spalling (cracking or flaking particles from the surface) appears in the block, identify the cause. Some cracking is simply a character feature of these components, and others should be further investigated and repaired. If mortared, replacing cracked or spalled blocks involves the removal of the mortar around the component, removal of the component itself, and thorough cleaning of the cavity prior to installing the replacement component. If preconstructed sheets or an interlocking design, replacement and wall repair should be performed by a professional mason.

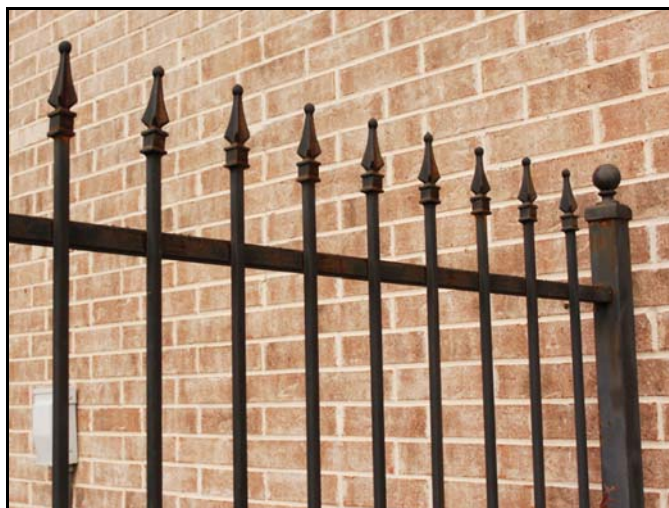
Recommended Maintenance	Frequency
Inspect walls for structural movement or failure and signs of damage resulting from subsurface water drainage. Make repairs as needed.	Periodically

Effects of Deferred Maintenance

Failure to check retaining walls and make repairs when necessary may result in premature failure of the wall, drainage problems, soil erosion, and damage to the landscaping.

METAL FENCING

Metal fencing is generally constructed of tubular steel or wrought iron. Maintenance is necessary to prevent rusting where the surface coating or paint is deteriorating, or where water or damp soil is allowed to accumulate around the support post bases.



Metal Fencing



Note: When repainting your fence, be sure to clean the fencing, wire brush away any loose paint or rust, and use a rust-inhibiting primer *the same day*. Paint with high quality exterior “industrial” enamel.



Caution: As much as possible, *keep sprinklers directed away from the fencing*. Prevent water from ponding near fencing. Water, especially reclaimed water, can cause premature deterioration of the fencing materials.

Recommended Maintenance	Frequency
Inspect the length of the metal fencing for scratches, blisters, or peeling paint.	Annually
Check the post bases (down to the top of the concrete footings) to ensure they are not below the soil surface and subject to rust.	Annually
Repaint or repair finish. Touch-up as necessary.	Every 3–5 years and as needed

Effects of Deferred Maintenance

Failure to maintain or lack of control of unnecessary water, soil buildup, and adjacent plantings, may result in premature deterioration of fencing materials, as well as a poor appearance.

Special Considerations

This chapter contains information and recommendations for special topics that are important for you to be aware of. We encourage you to take a few minutes to read through this chapter.



Energy Efficiency

Reducing your household energy use reduces your gas and electricity bills. It also reduces power plant emissions, which in turn reduces air and water pollution and helps protect public health. The following are some basic tips for saving energy:

Lights

- Turn off the lights when you are leaving a room or leaving the house, or when there is ample daylight and you do not need artificial lighting.
- Purchase energy-efficient light bulbs, such as compact fluorescent or LED (light-emitting diode) bulbs. (See the Lighting section of the Interior Maintenance chapter for more information.)
- When purchasing a lamp, select a lamp that can take compact fluorescent or LED bulbs. Avoid using halogen lamps, as they waste energy and can pose a fire hazard. (See the Lighting section for more information.)

- For any motion sensor lights: Make sure the fixtures are working properly and are on the proper settings, i.e., are not allowing lights to stay on when they should be off.

Heating and Air Conditioning

- Program your thermostat for a night-time temperature “setback” to lower the heating temperature (or to raise the cooling temperature, when running the air conditioner) while you are sleeping, and a day-time setback for hours when the house is unoccupied (e.g., when everyone is at work or school). When you go out of town, turn the heating/cooling system off if the outdoor temperatures and humidity levels are moderate.
- Turn the heater/air conditioner off when leaving windows or doors open for more than a couple of minutes.
- Keep furniture and other objects away from heating and cooling outlets (registers or vents), so that conditioned air can flow freely into the room.
- In warm weather, if fans can provide adequate cooling, use fans rather than turning on the air conditioning system.
- Replace the heating system’s air filter at the intervals specified by the manufacturer. (Or if the system has a reusable filter, follow the manufacturer’s filter cleaning and maintenance instructions.)

Appliances and Electronic Equipment

- Clean the dust off of the refrigerator toe grille at least twice per year, and vacuum the refrigerator’s condenser coils at least once per year.
- Clean out lint from the dryer’s lint filter after each use, to help the machine run more efficiently and to prevent the lint from becoming a fire hazard. Inspect the outside exhaust vent periodically to make sure that it opens properly when the dryer is running and it closes tightly when the dryer is not in use; remove any accumulated lint from the vent.
- When using your dishwasher or washing machine, only run fairly full loads and select the most efficient setting. Select the cold-water setting for washing clothes whenever possible.
- Turn off computers and other electronic equipment when you are leaving the house or when the equipment is not being used. Choose energy efficiency settings for computers’ sleep and shut-down modes.
- When purchasing appliances or electronic equipment, select Energy Star qualified products.

Humidity Management

Managing the humidity in your home is essential in the proper ventilation of your home, as well as in preventing moisture damage and mold. ASHRAE (American Society of Heating, Refrigerating, and Air-Conditioning Engineers) recommends that you keep your home at a relative humidity level between 30% and 60%. Most people are more comfortable when relative humidity levels are in this range. High humidity levels can encourage growth of molds and bacteria, as well as cause deterioration of building materials. Low humidity levels can not only be uncomfortable for occupants, but cause minor cracking in portions of your home. You can purchase a hygrometer to measure the humidity levels in your home.

Monitor Humidity in Your Home

If dehumidifiers are not part of your home's standard features, it is your responsibility as the homeowner to monitor the humidity levels in your home and purchase and install a dehumidifier if necessary.

Inexpensive humidity meters can be purchased at your local hardware store. If the humidity rises above 60% relative humidity, reduce activities that generate or introduce moisture in the house, such as boiling foods. If you cannot curtail such activities, consider purchasing a dehumidifier to supplement the air conditioning.

Low Humidity Conditions

Humidifiers are available for climates that experience low humidity conditions throughout the year.

Use Your Air Conditioning and/or House Fans

Run your fans and/or air conditioning system during hot and humid conditions. In addition to cooling the home, the A/C system also removes some of the excess humidity. During lower summer outdoor temperatures and coincident high humidity periods, pay particular attention to reducing the introduction of humidity into the house. Understand, however, that while your air conditioning system will remove some humidity when running, it alone does not control humidity. Outdoor conditions and indoor activities can and will affect the indoor humidity. Do not run the air conditioning with the fan set to run continuously. The fan should cycle on and off with the outdoor (condensing) unit. Continuous fan operation re-evaporates moisture from the cooling coil back into the house, raising the indoor humidity.

Keep Your House Closed Up

During high humidity conditions, keep the frequency and duration of open doors to a minimum. Keep windows closed during high humidity conditions. Do not open windows at night, even if the temperatures are cooler. Opening the windows may saturate the indoor air with an excessive level of humidity.

Exhaust Fans

Always run your bathroom exhaust system while bathing. Turn the fan off when you are not bathing. Leaving the fan on when not needed will pull hot humid air into the home from the outdoors or attic spaces. Likewise, always run your kitchen exhaust system while cooking. Turn the fan off when you are not cooking. Leaving the fan on when it is not needed may pull hot humid air into the home from the outdoors or attic spaces.

Mold

Molds are part of the natural environment. Outdoors, molds play a part in nature by breaking down dead organic matter such as fallen leaves and dead trees, but indoors, mold growth should be prevented.

Molds reproduce by means of tiny spores; the spores are invisible to the naked eye and float through outdoor and indoor air. Mold may begin growing indoors when mold spores land on surfaces that are wet and have the necessary organic material (either in the finish material or dust and dirt on the surface) to “feed” them. There are many types of mold, and none of them will grow without water or moisture.

Moisture and Mold Prevention and Control Tips

This guide addresses many areas of maintenance related to cleaning and moisture monitoring and control inside and outside the home, all of which are part of the effort to reduce interior mold concerns.

The tips and techniques presented in this section will help you focus on how to both prevent and clean up minor mold problems. In the event of a major, sustained source of moisture intrusion and mold growth, professional cleaning and remediation services may be necessary, and will employ methods not in the scope of this guide.

Moisture Control is the Key to Mold Control

When water leaks or spills occur indoors—*act quickly*. If wet or damp materials or areas are dried 24–48 hours after a leak or spill happens, in most cases mold will not grow.

Control Exterior Water Sources

Perform preventive maintenance to avoid moisture buildup and intrusion:

1. Control debris and maintain unobstructed drainage on the roof, gutters, and in the yard surrounding your home.
2. Maintain the weathertightness of the exterior surfaces and openings of the home.

Control Interior Water Sources

Perform preventive maintenance on interior water sources, cleaning, and heating and air conditioning units:

1. Keep air conditioning drip pans clean, and the drain lines unobstructed and flowing properly.
2. Monitor and maintain plumbing fixtures, tubs, showers, and related tile areas for leaks. Inspect caulking and repair or replace as necessary.

Prevent High Indoor Humidity

The following are suggestions to help control indoor moisture and condensation:

1. If possible, keep indoor relative humidity below 60 percent, ideally between 30 and 50 percent. Relative humidity can be measured with a moisture or humidity meter, which is a small, inexpensive instrument available at many hardware stores.
2. Run the bathroom fan or open the window when showering. Use exhaust fans or open windows whenever cooking, running the dishwasher or dishwashing.
3. If you see condensation or moisture collecting on windows, walls or pipes, *act quickly* to dry the wet surface. Find the humidity or moisture source while increasing exhaust, ventilation, or the supply of heated or conditioned air, if possible.
4. Cover cold surfaces, such as cold water pipes, with insulation.

Clean Regularly

Keep interior surfaces, such as window ledges, clean to prevent aiding any moisture buildup from supporting mold growth. Scrub mold off hard surfaces with detergent and water, and dry completely.



Caution: Please note that mold may cause staining and cosmetic damage. It may not be possible to clean an item so that its original appearance is restored; in this case the item should be discarded. If the damages to the home interior finishes or articles are significant, consult with a specialist in water damage restoration and remediation services. Be sure to ask for and check references. Look for specialists who are affiliated with professional organizations.

This information includes guidance from the U.S. Environmental Protection Agency publication titled “A Brief Guide to Mold, Moisture and Your Home” and can be accessed at www.epa.gov/mold/brief-guide-mold-moisture-and-your-home or by contacting them directly at (800) 438-4318.

Pest Control

Proper pest control is an essential part of maintaining an adequate level of indoor hygiene. Rodents and insects can carry disease into the house, and their preclusion is necessary for health reasons. Regular pest control treatment by the homeowner or a professional is recommended to achieve these goals.

Animals

Native creatures, including but not limited to raccoons, rabbits, gophers, skunks, and coyotes can be a general hazard to both property and individuals. Gophers can slowly undermine a foundation and destroy a well-kept lawn.

Household waste containing food scraps can be an attraction to the local animal population. Depending upon where you live, you may wish to invest in animal-resistant trash receptacles designed for your particular area to deter or discourage animals from venturing near, into, or under your home. If animals become a problem, call your local Animal Control Center. Keep your property and home secure and well-maintained; take necessary measures to ensure your family's safety and prevent animals from damaging your property.

Termites

Wood-destroying termites are especially challenging pests. They are essential in nature to help get rid of dead wood and cellulose debris but they also do costly damage to wood structures. They are more common in warm areas but may be a problem anywhere. The possibility of termite infestation will be reduced by preventing moisture problems in your house. Small roof, window, or plumbing leaks may cause enough wet wood to encourage termites to invade your house. Also, keep wood piles and other debris away from your house.

Homeowners usually discover subterranean termites in the spring when winged "swarmers" come out after a rain and fly around to find mates and start new colonies. You should also look for "mud tubes" going up the side of your house or running under carpet, or small holes chewed through the sheetrock where swarmers emerge. A few "drywood" species of termites may infest wood that is not wet. These species do not reproduce as quickly as subterranean termites and do not damage wood as quickly.

Whenever soft wood is observed, such as when painting baseboards or exterior wood trim, the homeowner should employ a professional to evaluate the condition. Inspection is beyond the capability of the homeowner and only licensed exterminators are legally allowed to apply effective chemicals. The homeowner is cautioned to never bring wood that has been buried in the ground into the home.

Important Information

- **Trim Trees.** Trim overhanging branches away from your home to help keep rodents away from your roof.
- **Call a Professional.** Have a professional service company inspect regularly and treat the condition as necessary.
- **Repair Water Leaks Immediately.** Water attracts many pests, as well as causes deterioration of your surfaces.
- **Clean Regularly.** Clean up spills immediately, and keep foods and liquids in sealed containers. Food and liquid can attract pests such as ants.
- **Pay Attention.** Do not allow wood or soil to build up around your home. Observe the maintenance recommendations in this guide for the exterior of your home to reduce the potential of pest problems.
- **Handle Pesticides Carefully.** All pesticides are toxic to some extent. There are no completely “safe” pesticides. They should always be used according to label directions and handled with proper protective equipment listed on the label. They should always be kept out of reach of pets and children.
- **Keep Your House Sealed.** Regular maintenance of your home will go a long way in preventing pests from accessing your house. Keep appropriate areas caulked and sealed, keep doors closed and window and vent screens in good repair.

Protecting Your Home While Away

Your new home was designed for occupancy and this guide was prepared to present maintenance procedures for a long service life from your home as occupied. However, when you are going to be away from your home for an extended period of time, there are additional preventive measures you will want to take.

Water and Plumbing

- Close the water supply valve to the house and irrigation system. Ensure water supply to fire protection systems as applicable. If water supply is desired to be continued while the house is not occupied, have the plumbing system checked by a reputable, licensed plumber. Include faucets and hoses to dishwashers, refrigerators, icemakers, water filters, and clothes washers.
- Plan to have the home checked weekly for odors, plumbing and roof leaks. This walk-through inspection can be done by neighbors or hired companies that perform such services.
- Seal toilets with kitchen-type plastic wrap. Place covers over all drains.
- Engage a professional for recommendations that would maintain the humidity in the home at desirable levels.

Appliances and Electricity

- Maintain electric power to the house.
- Refrigerators and freezers: Remove all contents, properly defrost, wipe down excess moisture, unplug the unit, and leave the doors secured in the open position.

Pest Control

- Plan for continued pest control services. Secure the building perimeter from penetration by animals, rodents and insects.

Security

- Consider purchasing a monitored security system that includes the smoke/fire detection system. Maintain telephone service as required for the security system. Close and lock all doors and windows.
- For security purposes, consider installing timed lighting in multiple rooms.

Public Transit and Carpool Options

Public Transit

Mountain House Public Transportation

www.mountainhouse.net/commercial/pages/transportation.php

San Joaquin Commuter Bus (RTD)

Phone: (209) 943-1111

www.sanjoaquinrtd.com

Bay Area Rapid Transit (BART) - Dublin/Pleasanton Station

Phone: (510) 465-2278

www.bart.gov

Amtrak - ACE Vasco Road Station

Phone: (800) 872-7245

www.amtrak.com

Altamont Commuter Express (ACE)

Phone: (800) 411-7245

www.acerail.com

Greyhound - Tracy Transit Center

50 E 6th St

Tracy, CA 95376

Phone: (209) 832-3016

www.greyhound.com

Carpool Networking Websites

www.erideshare.com

www.carpoolworld.com

carpool.511.org

Park & Ride

CalTrans - District 10

www.dot.ca.gov/trafficops/tm/docs/d10_prkride.pdf

Tracy Park & Ride

400 N Central Ave

Tracy, CA 95376

Radon

General Information

Radon is a radioactive gas. It comes from the natural decay of uranium that is found in nearly all soils. It typically moves up through the ground to the air above and into your home through cracks and other holes in the foundation. Your home traps radon inside, where it can build up. Any home may have a radon problem. This means new and old homes, well-sealed and drafty homes, and homes with or without basements.

How does radon enter my home?

1. Cracks in solid floors
2. Construction joints
3. Cracks in walls
4. Gaps in suspended floors
5. Gaps around service pipes
6. Cavities inside walls
7. Water supply

Why is it important to know about radon?

Radon is classified as a human carcinogen by the Environmental Protection Agency. However, any cancer resulting from inhaling radon is not likely to become apparent for at least 20–30 years after initial exposure. The level of radon exposure, duration of exposure, and use of tobacco (smoking) are factors in determining the risk of developing lung cancer. Exposure to radon does not result in acute respiratory symptoms such as colds, asthma, or allergies.

A standard unit of measurement for radon is picadores per liter of air (pCi/L). In the United States, the average level of radon found indoors is 1.3 pCi/L, but can range from 0.25 to over 3,000 pCi/L. There is insufficient data to define a “safe” or harmless level of radon, though it is accepted that the greater the level of exposure and the longer duration of exposure, the greater the health risk. The EPA guideline states that radon levels should not exceed 4 pCi/L indoors. If the radon levels in your home measures above 4pCi/L, the you should consider a radon mitigation system.

Generally, living areas that are closest to the soil will have the highest levels of radon, as compared to living areas or rooms on second stories. Radon can also be present in tap water, as it can be absorbed into the ground water from soil containing radon. Radon present in water can be released when showering, washing dishes, or washing clothes. Radon can also be present in water when the water source is a well that is exposed to uranium and radium rock strata; radon is more of a concern when it comes from this type of source.

Mitigation of radon is not required by laws, neither state nor federal. Homeowners may decide to reduce the level of radon in the home at their own discretion. Testing is the only way to know if you and your family are at risk from radon. Testing is inexpensive and easy—it should only take a few minutes of your time.

This information includes guidance from the U.S. Environmental Protection Agency (EPA). For more information, view the EPA's website at www.epa.gov or contact them directly at (800) 438-4318.

Solar Energy Incentives

The State of California offers incentives and rebates for homeowners who install solar electric systems or solar water heating systems in their homes. Called the "California Solar Initiative" (or CSI), this program offers cash back incentives for installing a qualified system. The CSI programs are available to customers of Pacific Gas & Electric (PG&E), Southern California Edison, and San Diego Gas & Electric (SDG&E). For more information, go to www.gosolarcalifornia.ca.gov.

If you're not a customer of one of these companies, your local utility company may also offer their own incentive program. www.dsireusa.org provides a list of programs available throughout the state.

Storm Water Pollution Prevention

As a homeowner it is your responsibility to properly dispose of contaminants that may harm the quality of the ocean, rivers, lakes, and water supplies.

The following information is excerpted from the Environmental Protection Agency publication titled “10 Things You Can Do to Prevent Stormwater Runoff Pollution.”

Ways to Prevent Water Pollution

- Wash automobiles at a car wash instead of in the driveway.
- Avoid pesticides; learn about Integrated Pest Management (IPM).
- Vegetate bare spots in your yard.
- Compost your yard waste.
- Use fertilizers sparingly and sweep up driveways, sidewalks, and roads.
- Direct downspouts away from paved surfaces.
- Pick up after your pets.
- Have your septic tank pumped and system inspected (if applicable) regularly.
- Never dump anything down storm drains.
- Inspect for automobile leaks and recycle motor oil.

Additional Information

Contact the local Regional Water Quality Board and ask to speak with someone about storm water pollution control programs. Go to the Environmental Protection Agency’s website for additional information and resources at www.epa.gov.

Waste Reduction and Recycling

Waste prevention is based on the three R's: Reduce, Reuse, and Recycle. In addition to reducing the amount of land needed for landfills, waste reduction helps conserve renewable and nonrenewable resources, and helps conserve energy and reduce pollution associated with the production, transportation, and disposal of materials. The following sections include some general waste prevention tips:

Reduction and Reuse

- Select products that have recycled content. (In particular, look for a high percentage of post-consumer recycled content.)
- Select and request items with minimal (or no) packaging and/or recycled-content packaging, or purchase items in bulk quantities (or in concentrated form) to minimize packaging. Avoid products that are over-packaged (such as individually wrapped items that have packaging within packaging), whenever possible.
- Avoid purchasing disposable products when reusable options are available. For example, use long-life rechargeable batteries rather than disposable batteries, and reusable cloths rather than paper towels.
- When purchasing disposable products, try to select products that are recyclable and that have recyclable packaging.
- Purchase durable items, rather than items that have to be thrown out or replaced frequently.
- Practice preventive maintenance to maximize the useful life of all materials and equipment in your home, so that they do not need to be replaced prematurely.

Recycling

Familiarize yourself with your local recycling program and its rules: e.g., which types of materials can and cannot be recycled, and how/whether different types of materials must be separated. Make sure you have the appropriate recycling bins for local collection. (Some municipalities also provide compost bins for curbside pickup of yard trimmings and/or food waste.) To find information about your local recycling program, contact your city government.

Set up recycling receptacles in your kitchen and anywhere else in your house where recyclable waste is generated (e.g., home office), to make it easy to keep recyclables separate from the trash. Post an information sheet/brochure that lists recyclable materials on or near your recycling bins for easy reference.

Local Recycling Locations

Go Green Recycling

45 Grant Line Rd
Tracy, CA 95376
Phone: (209) 879-9025

Tracy Recycling Buyback Center

590 10th St
Tracy, CA 95376
Phone: (209) 832-1024
www.tdswm.com/recycling-buyback-center.shtml

Hazardous Materials

Hazardous materials may not be thrown in the garbage. You also may not dump them into a storm drain, the street, your yard, or into a creek; pour them down your toilet or sink drain; or burn them. These disposal methods are illegal, and they endanger your health, the health of others, and the environment. Hazardous materials must be taken to your local hazardous waste recycling facility for safe processing so that they do not contaminate your community's air, water, or soil.

In most communities, materials that are considered hazardous waste include:

- Chemical cleaning supplies;
- Batteries (all types);
- Fluorescent light bulbs;
- Paint, paint thinners, stains, and other coatings;
- Solvent-based sealants and glues;
- Pesticides, herbicides, and chemical fertilizers;
- Computers, TVs, cell phones, and other electronic equipment;
- Printer ink/toner;
- Used motor oil;
- Medical/biohazard waste;
- Compressed gases.

In some communities, certain hardware stores or fire stations will collect some of these materials for recycling. Go to the website listed on the following page, or contact your HOA or city to find out about your local hazardous waste recycling requirements and services.

If you are getting rid of building materials as part of a home remodeling project, determine whether any of the materials can be taken to a local salvage yard. Salvage yards often accept doors and windows, flooring, light fixtures, and furniture, among other types of materials. Within California, you can also post items to donate through the California Materials Exchange (CalMAX): www.calrecycle.ca.gov/calmax/.

Water Conservation

Minimizing your household water use will reduce your water bills. It also helps to prevent water shortages, and it reduces the strain on municipal water systems and infrastructure (e.g., sewer, water treatment and supply), thereby reducing the energy and maintenance (and the associated taxes) needed to run and expand those systems. The following are some basic strategies for conserving water:

- Do not let faucets run longer than is necessary. Also, when you turn a faucet off, make sure that it is turned all the way off.
- If a faucet is dripping or leaking or a toilet is running, have it fixed right away as a dripping faucet or a leaking toilet or showerhead can waste gallons of water per week. See the "Plumbing Systems" and "Sinks and Fixtures" sections in this guide for more information about fixing leaks.
- When using your dishwasher or clothes washer, only run fairly full loads and select the most efficient setting.
- When purchasing a new toilet, faucet, showerhead, or irrigation system, look for low-flow models with the WaterSense label. (Use of low-flow faucet fixtures not only saves water, but it reduces the demand for hot water, resulting in lower energy use for water heating.)
- Water your lawn and landscaping during the coolest and least windy part of the day (usually early morning) to reduce water loss through evaporation. Do not over-water.
- Make sure that you are not watering pathways or other paved surfaces. Sweep your driveway and pathways, rather than hosing them down.
- Put an automatic shut-off/trigger nozzle on your garden hose(s) in order to prevent water waste.
- When adding plants to your yard, select plants that are suited to your climate and that require little, if any, irrigation.
- Read your water meter monthly, and compare the readings to the same month of the previous year, to help identify leaks and to monitor the results of your conservation efforts.

Water Intrusion

Water intrusion is a common and damaging result of poor or neglected maintenance. As a homeowner, it is your responsibility to properly maintain all of the components inside and outside of your home, including your landscaping. Regular preventive maintenance, most specifically on components which are part of the “building envelope” or directly exposed to moisture, will reduce the risk of water damage to your home.

Preventing water intrusion into your home goes beyond maintaining the plumbing or checking the sprinkler system. A number of components used in the construction of your home may be damaged by water if caulking or sealants deteriorate, leaving areas unprotected from the elements. If not properly maintained, unsealed doors, windows, and exterior walls are unable to do the job they were designed for—keeping your home efficient and protected from the outdoors. Maintaining proper roof and landscaping drainage is also a critical aspect of protecting your home from water intrusion.

We strongly recommend that you thoroughly read this guide and note the required tasks that are related to water or moisture prevention. Use proper maintenance methods and, when and where necessary, products designed for your home’s particular needs. If moisture or water intrusion is discovered, take immediate action to prevent damage from occurring and follow this guide’s guidelines to prevent the problem from recurring.

Home Maintenance Summary

As a new homeowner, a scheduled maintenance program is the best way to ensure you will maximize the value and enjoyment of your home. For easy reference, this chapter contains the primary maintenance recommendations outlined in the Recommended Maintenance tables throughout this guide. The tasks are organized by the frequency that the tasks needs to be done, starting with the most frequent.



Note: The tasks listed on the following pages are grouped alphabetically by how often the work should be done. Refer to the corresponding sections in this guide for more detailed information, additional recommendations, and precautions.

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Category	Component	Task
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Monthly

Caulking	Caulking - General Recommendations	Inspect the caulk joints around fixtures, tub and shower areas, ceramic tile, and doors or windows on the interior where caulking was installed. Remove and replace as needed when it is split or coming off.
Drainage and Irrigation	Drainage and Irrigation - General Recommendations	Examine surface swales to ensure that they are draining freely to catch basins and/or drain inlets with no blockage or ponding. Maintain a grade of a minimum of 2%. Repair conditions that limit surface drainage immediately.
Drainage and Irrigation	Drainage and Irrigation - General Recommendations	Inspect drains, inlets, and catch basins for blockages. Check downspouts carrying water from roof gutters to ensure the drainage is directed to appropriate drains.
Drainage and Irrigation	Drainage and Irrigation - General Recommendations	Check for broken or clogged emitters.
Drainage and Irrigation	Drainage and Irrigation - General Recommendations	Examine controller for moisture damage and corrosion. Inspect for dead backup batteries, loose connections, deteriorated weatherproofing or damaged hardware.
Drainage and Irrigation	Drainage and Irrigation - General Recommendations	Check the controller to ensure the scheduled program is working properly, and adjust for proper watering.
Drainage and Irrigation	Drainage and Irrigation - General Recommendations	Adjust each irrigation station run time in response to changing weather conditions and plant needs. Record changes to irrigation settings.

Category	Component	Task
Drainage and Irrigation	Drainage and Irrigation - General Recommendations	Examine for broken or improperly adjusted sprinkler heads, clogged or worn nozzles and gear drives, grit in seals or moving parts, mower or other physical damage, and broken sprinkler lines.
Drainage and Irrigation	Drainage and Irrigation - General Recommendations	Inspect for appropriate sprinkler coverage. Check for proper spray pattern, and ensure that structure walls are not in the spray pattern. Adjust the riser height of sprinklers as needed.
Drainage and Irrigation	Drainage and Irrigation - General Recommendations	Manually operate and visually inspect the valves to ensure they are operating properly. Check quick coupling valves, and ball or gate valves.
Electrical Systems and Safety: Overview	Electrical Systems and Safety: Overview - General Recommendations	Test the GFCIs.
Electrical Systems and Safety: Overview	Electrical Systems and Safety: Overview - General Recommendations	Test all AFCIs.
Electrical Systems and Safety: Overview	Electrical Systems and Safety: Overview - General Recommendations	Check for and replace burned out bulbs.
Foundations	Foundations - General Recommendations	Check the interior surfaces of the basement walls for cracks and water intrusion.

Category	Component	Task
Foundations	Foundations - General Recommendations	Check the grade around your house, including flower and landscape beds, to ensure there is no standing water within five feet of the foundation. Water should always flow away from the basement wall.
Foundations	Foundations - General Recommendations	Examine the gutter and downspout system during a rain to ensure that water is drained sufficiently away from the foundation.
Foundations	Foundations - General Recommendations	Inspect any drain outlets to ensure they are clear and groundwater can flow away from foundation.
Heating, Ventilation, & Air Conditioning	Heating, Ventilation, & Air Conditioning - General Recommendations	Clean the registers to keep them free of dust and debris.
Heating, Ventilation, & Air Conditioning	Heating, Ventilation, & Air Conditioning - General Recommendations	Change/clean the air filter, typically monthly during high use seasons. For reusable filters, vacuum and wash with detergent and water; allow filter to air dry before replacing it.
Lighting	Lighting - General Recommendations	Look for and replace burned out bulbs.
Openings	Openings - General Recommendations	When vacuuming, run the nozzle along the tracks of all sliding doors. This will help remove debris and help prevent damage to rollers. This will also allow for proper drainage during rains.

Category	Component	Task
Openings	Openings - General Recommendations	Clean the light beam assembly at the base of the garage door.
Plants	Plants - General Recommendations	Inspect water or breather tubes that may be installed at the tree base to ensure proper drainage. Remove standing water from breather tubes.
Plumbing System	Plumbing System - General Recommendations	Inspect for leaks around toilets, sinks, showers, tubs and the water heater. Listen for running water to help locate unseen leaks.
Plumbing System	Plumbing System - General Recommendations	Inspect shower door seals and adjust if necessary to keep water from leaking out of the enclosure.
Safety	Safety - General Recommendations	Visually inspect the sprinkler system. Ensure that the sprinkler heads are not obstructed.
Trim and Finishes	Trim and Finishes - General Recommendations	Coat stained doors with lemon oil to prevent cracking. Use touch-up varnish on nicks and scratches.
Trim and Finishes	Trim and Finishes - General Recommendations	Dust and remove cobwebs from ceilings and walls.

Quarterly

Category	Component	Task
Appliances	Appliances - General Recommendations	Inspect garbage disposal for water leaks. Make repairs immediately.
Appliances	Appliances - General Recommendations	Inspect dishwasher for water leaks. Make repairs immediately.
Appliances	Appliances - General Recommendations	Inspect all appliances with water lines for leaks. Repair leaks immediately.
Drainage and Irrigation	Drainage and Irrigation - General Recommendations	Trim groundcover. Remove debris around drain inlets and swales.
Drainage and Irrigation	Drainage and Irrigation - General Recommendations	Test the valves to ensure they are working properly and close tightly. Repair or replace parts as needed.
Drainage and Irrigation	Drainage and Irrigation - General Recommendations	Operate the air and flush valves.
Electrical Systems and Safety: Overview	Electrical Systems and Safety: Overview - General Recommendations	Clean the encasement of light fixtures so light can shine at full illumination. Ensure that mounting screws and plates are tight and wall plate is fully against the exterior wall or soffit.

Category	Component	Task
Hardscape	Hardscape - General Recommendations	Hose off walks. Schedule to coincide with mowing or other maintenance.
Heating, Ventilation, & Air Conditioning	Heating, Ventilation, & Air Conditioning - General Recommendations	Clean reusable filters and screens with soap and water to remove dust or lint that may have accumulated.
Lighting	Lighting - General Recommendations	Clean the encasement so light can shine at full illumination.
Lighting	Lighting - General Recommendations	Ensure that mounting screws and plates are tight and wall plate is fully against the exterior wall or soffit. Inspect sealant at joints between light fixtures and walls. Repair or replace the sealant as needed.
Openings	Openings - General Recommendations	Examine for any loose track or spring mounting bolts or screws, as these can affect the door alignment and operation.
Openings	Openings - General Recommendations	Inspect weatherstripping to ensure it forms a tight seal against the door surface when the door is shut.
Plants	Plants - General Recommendations	Check trees to determine whether staking should be added, removed, or adjusted to promote growth in the appropriate direction and protect from wind.

Category	Component	Task
Plants	Plants - General Recommendations	Apply fertilizer to shrubs. Fertilizing is typically best done in March, May, July, and September.
Plants	Plants - General Recommendations	Cut back excess groundcover to prevent “choking” of adjacent trees and shrubs.
Plants	Plants - General Recommendations	Apply fertilizers to replenish soil nutrients required for healthy grass and plant growth. Fertilization is usually best done in March, May, July, and September.
Trim and Finishes	Trim and Finishes - General Recommendations	Check the entire length of banisters and railings to ensure they are secure; railings should not be loose or wobbly. Examine the hardware attachments to the walls and/or floors, as applicable. Secure as needed.

Twice Per Year

Cabinets	Cabinets - General Recommendations	Tighten hardware, adjust drawer guides, and check alignment.
Drainage and Irrigation	Drainage and Irrigation - General Recommendations	Inspect for leaks and vandalism.
Drainage and Irrigation	Drainage and Irrigation - General Recommendations	Flush inlets, catch basins, and drainage lines to keep them free of debris.

Category	Component	Task
Drainage and Irrigation	Drainage and Irrigation - General Recommendations	Reset the controller schedule for Daylight Saving Time (where applicable) and after any power failures. Keep a fresh battery in the controller to minimize the need for resetting.
Electrical Systems and Safety: Overview	Electrical Systems and Safety: Overview - General Recommendations	Check interior outlets to ensure they are not damaged or deteriorating. Replace damaged outlets immediately.
Openings	Openings - General Recommendations	Lubricate window tracks with silicone or paraffin sprays. Avoid oil, as it attracts dust and lint.
Openings	Openings - General Recommendations	Clean and adjust the hardware if door latches, locks, and rollers are difficult to operate or if the door is not sliding properly.
Openings	Openings - General Recommendations	Use a spray silicone lubricant to keep your sliding door hardware functioning smoothly and reduce possible friction that might cause excessive wear.
Openings	Openings - General Recommendations	Check door finishes. Touch-up and reseal as needed.
Openings	Openings - General Recommendations	Remove the snap-in closure over a portion of the sill track to clear dirt accumulated there.

Category	Component	Task
Openings	Openings - General Recommendations	Lubricate the moving parts of the doors.
Plants	Plants - General Recommendations	Apply fertilizers within the drip line to promote healthy growth. Fertilizing is typically best done in March and September, or as appropriate for the tree species.
Plants	Plants - General Recommendations	Remove weeds. Periodically apply appropriate herbicides to control unwanted weeds and grasses.
Roof Systems	Roof Systems - General Recommendations	Ensure gable end, ridge, and eaves vents (if present), are clear and unobstructed. Ensure that mechanical vents and thermostat controls are operable.
Roof Systems	Roof Systems - General Recommendations	Check the interior ceiling and attic for roof leaks and repair leaks immediately.
Roof Systems	Roof Systems - General Recommendations	Examine the general appearance for debris, drainage, and general condition.
Roof Systems	Roof Systems - General Recommendations	Check sheathing and rafters or beams for condensation, mold, or other signs of inadequate ventilation.

Category	Component	Task
Roof Systems	Roof Systems - General Recommendations	Inspect the attic for proper ventilation. Install additional vents or mechanical venting if high levels of heat occur. Ensure that vents are not blocked.
Safety	Safety - General Recommendations	Test all smoke detectors in your home.
Safety	Safety - General Recommendations	Replace the batteries in your carbon monoxide detector. Refer to your owner’s manual for the correct battery type; an incorrect battery may have a detrimental effect on the alarm.

Annually

Countertops and Backsplash: Overview	Countertops and Backsplash: Overview - General Recommendations	Reseal the stone.
Drainage and Irrigation	Drainage and Irrigation - General Recommendations	Replace the backup battery.
Drainage and Irrigation	Drainage and Irrigation - General Recommendations	Schedule a licensed inspector to check for leaks.
Drainage and Irrigation	Drainage and Irrigation - General Recommendations	Ensure that the grade is kept below the level of the stucco weep screeds, masonry wall flashings, etc., to prevent water infiltration into your home. Remove soil as needed.

Category	Component	Task
Drainage and Irrigation	Drainage and Irrigation - General Recommendations	Inspect to ensure that the grade slopes away from your home’s foundation to prevent water accumulation. Reslope the grade as needed.
Drainage and Irrigation	Drainage and Irrigation - General Recommendations	Schedule a thorough inspection for diaphragm or seat wear, sticking solenoids or diaphragm, corrosion of wire connections, clogged screens and orifices, and debris or stones lodged under the valve.
Drainage and Irrigation	Drainage and Irrigation - General Recommendations	Compare and analyze the site and plant conditions to determine if the water amounts are appropriate. Make adjustments if necessary.
Exterior Walls: Overview	Exterior Walls: Overview - General Recommendations	Check the sealant and flashing joints of wood siding. Examine paint and boards to ensure that it is not peeling or bowing. Repair nails that have pulled out from expansion of the wood. Repair or repaint as needed.
Exterior Walls: Overview	Exterior Walls: Overview - General Recommendations	Inspect wood siding for loose siding boards and trim, signs of deterioration, rot, insect damage and/or infestation. Replace rotted or deteriorating boards; refasten loose siding or trim. Seal around all new and repaired fasteners.
Exterior Walls: Overview	Exterior Walls: Overview - General Recommendations	Inspect surfaces for chipping or cracking. Repair chipped or cracked stucco with a stucco repair product.
Exterior Walls: Overview	Exterior Walls: Overview - General Recommendations	Replace cracked bricks. Hire a professional mason for these repairs.

Category	Component	Task
Exterior Walls: Overview	Exterior Walls: Overview - General Recommendations	Check the walls for cracks and spalled areas. Reapply mortar to affected areas.
Exterior Walls: Overview	Exterior Walls: Overview - General Recommendations	Clean surfaces with a light pressure wash. Be careful around doors and windows where pressurized spray can actually seep around flashing and into wall framing.
Flooring: Overview	Flooring: Overview - General Recommendations	Examine the perimeter and high traffic areas for hollow-sounding or loose tiles, as well as cracking.
Flooring: Overview	Flooring: Overview - General Recommendations	Seal the tile. If needed, re-finish with non-skid wax.
Flooring: Overview	Flooring: Overview - General Recommendations	Inspect and, if necessary, regrout, or caulk the area between the tiles and the baseboard. Check around door thresholds, tubs, and toilets. Sealing these areas are important to prevent the water intrusion.
Foundations	Foundations - General Recommendations	Test and service the sump pump (if installed) per the manufacturer's recommendations.
Foundations	Foundations - General Recommendations	Inspect the base of wall area to ensure it is clear of debris and is open to drain properly. In areas subject to termite infestation, check the base of the wall for termite "tubes" between the grade and the base of wood framing. Contact a qualified pest control service if necessary.

Category	Component	Task
Hardscape	Hardscape - General Recommendations	Inspect concrete for chipping, lifting, separating, and cracking, which can create a safety hazard that may result in homeowner liability.
Hardscape	Hardscape - General Recommendations	Check the walkways adjacent to exterior walls for settling that may change the slope away from the house.
Hardscape	Hardscape - General Recommendations	Examine the expansion joints in patios and walkways and replace the joint filler as needed. Ensure that the joint filler adheres to both faces of the concrete, and is not sagging, crumbling, or cracking.
Heating, Ventilation, & Air Conditioning	Heating, Ventilation, & Air Conditioning - General Recommendations	Contact a professional service company to service your system.
Heating, Ventilation, & Air Conditioning	Heating, Ventilation, & Air Conditioning - General Recommendations	If your fans have exterior exhaust vents, inspect and clean the exterior hood or vent. Ensure that the back draft damper (flap) is clear and free moving.
Openings	Openings - General Recommendations	Check the sealants between the window frame and wall finish, and repair or replace when needed.
Openings	Openings - General Recommendations	Examine the sealants located between the door frame and wall finish and repair or replace when needed.

Category	Component	Task
Openings	Openings - General Recommendations	Check and tighten the door hardware. Inspect for rust, deterioration, and distortion of door counterbalance springs. A water-displacement spray will help control rust.
Openings	Openings - General Recommendations	Examine double or triple glazed windows to ensure that the seal has not deteriorated or been damaged. Replace panel when the seal is compromised.
Openings	Openings - General Recommendations	Check surface for pitting or blemishes. Touch-up as needed.
Openings	Openings - General Recommendations	Examine the finish on wood doors. Touch-up or repaint as needed. Repaint painted doors as conditions indicate.
Plants	Plants - General Recommendations	Prune shrubs and plants to prevent them from becoming “rangy” and to contain their size. Prune with care not to “poodle” shrubs.
Plants	Plants - General Recommendations	Examine tree trunk diameters. Replace trees planted in areas less than five feet wide when the trunk diameter exceeds six inches.
Plants	Plants - General Recommendations	Thin or lace trees while dormant. Prune to remove dead, diseased, or weakened limbs and promote the healthy and symmetric growth of the tree. Remove limbs that may impact buildings under windy conditions.

Category	Component	Task
Plants	Plants - General Recommendations	Prune roots to prevent the potential cracking of sidewalks or driveways. Do not begin pruning roots until three years after the initial planting.
Plants	Plants - General Recommendations	Aerate and vertically mow grass areas to relieve soil compaction and thatch buildup, allowing air and water to reach the root system.
Plumbing System	Plumbing System - General Recommendations	Reseal joints at wall, tub, and receptor junctures as described above. Fill any grout joints that may have developed gaps.
Plumbing System	Plumbing System - General Recommendations	Inspect for proper functioning by reading the pressure with a gauge on a faucet, downstream of the regulator. Replace regulators that cannot be adjusted using the adjustment screw.
Plumbing System	Plumbing System - General Recommendations	Test the shut-off valves and replace valves as needed.
Plumbing System	Plumbing System - General Recommendations	Professionally inspect and service the water heater to include checking the venting system, burner, and heat exchanger, and also manually operate the pressure relief valve and clean the water filter.
Plumbing System	Plumbing System - General Recommendations	Have a licensed professional flush and maintain the water heater, especially in areas of hard water quality. Please refer to the manufacturer's warranty manual and/or consult with a professional contractor.

Category	Component	Task
Roof Systems	Roof Systems - General Recommendations	Check any seams or joints in the gutter and downspout system to determine if resealing is necessary.
Roof Systems	Roof Systems - General Recommendations	Trim nearby trees to prevent branches from impacting the roof during windy conditions. Keep branches from spreading over roof areas, as frost can cause branches to break off and damage roofing.
Roof Systems	Roof Systems - General Recommendations	Check sealant joints to ensure they are not cracking, split, or incompletely adhered. Repair or replace as needed. (Refer to the “Sealants” section in this chapter for additional information on this topic.)
Roof Systems	Roof Systems - General Recommendations	Professionally examine for any damage, slipping, or lifting of the roofing and related flashing. Inspect flashing at edges and around pipe collars to ensure laps and seals are in place and unbroken. Repair as needed.
Safety	Safety - General Recommendations	Test the main drain and anti-freeze solution. Perform manufacturer recommended maintenance on the valves and gauges.
Sealants	Sealants - General Recommendations	Examine for cracking or incompletely adhered caulking and sealant, and repair or reapply as needed. Common areas for this maintenance are around wood trim, light fixtures, and windows.
Trim and Accents	Trim and Accents - General Recommendations	Inspect for gaps and caulk where needed.

Category	Component	Task
Trim and Accents	Trim and Accents - General Recommendations	Examine to ensure that railings are secure.
Trim and Accents	Trim and Accents - General Recommendations	Check to ensure that the shutters and accents are secured to the side of the house.
Trim and Accents	Trim and Accents - General Recommendations	Treat wood surfaces that come in contact with the ground with an approved preservative.
Trim and Accents	Trim and Accents - General Recommendations	Check for chipping, peeling, or other signs of finish failure. Pay attention to gaps, separation of trim, and staining or rotting resulting from moisture intrusion. Replace trim that is damaged or rotting.
Walls and Fencing	Walls and Fencing - General Recommendations	Ensure that any drains or weeps in the base of walls are clear of debris and free to drain.
Walls and Fencing	Walls and Fencing - General Recommendations	Clean masonry walls or wood fencing with a light pressure wash.
Walls and Fencing	Walls and Fencing - General Recommendations	Inspect masonry walls for structural integrity, tilting, and cracking. Repair as needed. Check the top of the wall for bowing, cracking, and non-sloped surfaces that may retain water, and repair as necessary.

Category	Component	Task
Walls and Fencing	Walls and Fencing - General Recommendations	Inspect the length of the metal fencing for scratches, blisters, or peeling paint. Check the post bases (down to the top of the concrete footings) to ensure they are not below the soil surface and subject to rust.
Walls and Fencing	Walls and Fencing - General Recommendations	Treat wood fencing with fungicide. Follow the instructions on the product.
Walls and Fencing	Walls and Fencing - General Recommendations	Restain or repaint wood fencing. Repaint or repair metal fencing finish. Touch-up as necessary.
Walls and Fencing	Walls and Fencing - General Recommendations	Check wood boards and supports for structure integrity, tilting, bowing, or shifting. Repair as needed.
Walls and Fencing	Walls and Fencing - General Recommendations	Inspect the length of the metal fencing for scratches, blisters, or peeling paint.
Walls and Fencing	Walls and Fencing - General Recommendations	Check the post bases (down to the top of the concrete footings) to ensure they are not below the soil surface and subject to rust.

Every 2 Years

Openings	Openings - General Recommendations	Refinish exterior of wood faced doors.
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Category	Component	Task
Openings	Openings - General Recommendations	Lubricate the flapper hinge with a product such as WD-40 or equivalent.
Trim and Accents	Trim and Accents - General Recommendations	Prep and paint the surfaces as exposure and weathering indicate.

Every 3 Years

Exterior Walls: Overview	Exterior Walls: Overview - General Recommendations	Repaint or refog the stucco as weathering and exposure indicate.
Openings	Openings - General Recommendations	Have vent pipes cleaned professionally.
Walls and Fencing	Walls and Fencing - General Recommendations	Repaint or repair finish. Touch-up as necessary.

Every 4 Years

Drainage and Irrigation	Drainage and Irrigation - General Recommendations	Replace the controller(s) as they fail.
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Category	Component	Task
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Every 5+ Years

Exterior Walls: Overview	Exterior Walls: Overview - General Recommendations	Remove paint, prepare surfaces, and repaint.
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References

Technical Advisors

The following experts were consulted in the writing of this guide.

Structure, Site Maintenance, and Interior

Building Analysts, a division of Salerno/Livingston Architects, San Diego, CA.

Builders Engineering Corporation, Columbia, SC.

James Cohen Consulting, Pennington, NJ.

MAC Associates Construction Consultants, Los Angeles, CA and Portland, OR.

Rimkus Consulting Group, Ft. Lauderdale, FL and Houston, TX.

Electrical

Builders Engineering Corporation, Columbia, SC.

MacDonald Engineers, San Diego, CA.

Mechanical

Builders Engineering Corporation, Columbia, SC.

MAC Associates Construction Consultants, Los Angeles, CA and Portland, OR.

Rimkus Consulting Group, Ft. Lauderdale, FL and Houston, TX.

Fire Protection

Mr. Lamont Landis, Fire Protection Consultant, Temecula, CA.

Pistorino & Alam Consulting Engineers, Miami, FL.

Landscaping and Irrigation

Marriotti Landscape Architecture, Las Vegas, NV.

Editorial Consultant

Ms. Janae Long, freelance paralegal. Extensive experience in due diligence and construction defect litigation, San Diego, CA.

Additional Resources

Electrical Safety

U.S. Consumer Product Safety Commission: www.cpsc.gov

Fire Protection

National Fire Protection Agency: www.nfpa.org

Roofing

National Roofing Contractors Association: www.nrca.net

Glossary

Following are helpful terms and definitions you will want to know:

Aerator – Located at the end of the kitchen and bathroom faucets. It mixes air with the water in order to provide a smooth, splash-free flow of water.

AFCI – Abbreviation for Arc Fault Circuit Interrupter. Similar to a circuit breaker in that it is designed to interrupt the flow of electricity. AFCIs are usually located in the bedrooms. In the event of an erratic current flow which can be caused, for example, by crimping electrical cords by furniture or doors, the AFCI may break the electrical circuit immediately and prevent a fire. They are typically located in the panel box containing the conventional circuit breakers.

Amperage rating – The amount of electric current (measured in amps) that a circuit breaker or other electrical device or connected equipment is designed or rated to carry, and its limitation.

Ball float/float ball – This is the float device found in the toilet tank that controls the automatic filling of the tank after flushing, and turns it off when refilled. It may actually be a ball-like float at the end of a lever to the filler valve, or it may be a float integrated with the valve assembly.

Base/Baseboard – The strip of molding or trim at the bottom of walls. The baseboard adds an attractive finish and protects the wall from scuffs and damage from furniture or vacuum cleaners.

Catch basin – Refers to a concrete or molded plastic drainage collector box, usually connected to an underground drainage line. It may serve as an area drain at the low point of the yard, the termination point of a drainage swale, and/or may be a collector for other local drainage lines such as those from downspouts.

Caulking – A material used as a sealant around sinks, tubs and showers. Other applications for caulking include sealing window and door frames; also referred to as sealant.

CC&Rs – The covenants, conditions, and restrictions that govern a subdivision.

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

Circuit breakers – Prevent electrical overload or shorting. The circuit breaker opens the circuit when an overload or short occurs, thereby breaking the flow of electricity.

Common areas – Many neighborhoods have areas that are common property and owned by a homeowners association. These areas may include streets, parking areas, walkways, slopes and recreational areas and are maintained and governed by the Homeowners Association (HOA).

Condensation – The moisture droplets that form on cool surfaces when warmer humid air (such as from baths, cooking) comes in contact with cooler surfaces, such as windows or occasionally interior wall surfaces.

Condenser – The heating and air conditioning system unit that is located outside the home.

Damper (fireplace) – An operable valve at the top of the fireplace firebox that can be set to open or close the chimney flue.

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

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

Erosion – The wearing away of dirt or soil from the surface. It may be caused by rain or the flow of water from irrigation systems, and can change the drainage of the yard.

Expansion – The increase in dimension, usually length or volume, that is typical of solid, liquid, and gaseous materials when their temperature increases.

Expansion joints – Joints or intentional breaks in materials, such as paving, stucco, or metal assemblies, which allow adjoining material to expand without deforming or cracking.

Faucet stem – The piece of the faucet, usually vertical and rod-like, to which the faucet handle connects. The other end typically connects to the faucet's internal valve parts (cartridge, valve seat, etc.).

Flap, flapper (toilet) – The rubber flapper at the bottom of the toilet tank that is typically linked to the flush handle so that it opens to allow water into the toilet bowl when flushed.

Flashing – Usually composed of sheet metal (or occasionally another waterproof material) that is formed and installed to tie building assemblies together in a waterproof manner. They are common elements found in roofs, balconies, and wall penetrations.

Flue (fireplace) – The pipe or chimney that carries products of combustion from furnaces, fireplaces, or other heating appliances.

Fluorescent – Lighting type that is typically in the form of a long, tubular light bulb. It provides even, soft illumination in kitchens, bathrooms, and other areas of the home.

Fuses – In contemporary homes, fuses have been replaced by circuit breakers; however, some fuses are still used to protect the air conditioning condenser. They are usually a pair of cylindrical devices located in a metal weatherproof enclosure on an exterior wall near the condensing unit. Their purpose is to break the circuit in the event of an overload.

GFCI – Abbreviation for Ground Fault Circuit Interrupter. Similar to a circuit breaker in that it is designed to interrupt the flow of electricity. GFCIs are usually located in the garage, kitchen or the bathrooms. In the event of a short circuit, such as dropping an appliance into a filled tub or sink, the GFCI may break the electrical circuit immediately and prevent a serious electrical shock.

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

Grout – The cement-like material visible between squares of ceramic tile.

Hardware – The hinges, locks, handles and other metal attachments to doors, cabinets, and drawers are commonly referred to as hardware.

Homeowner maintenance – Tasks required of a homeowner to maintain the various features of a home. Some of these maintenance items have been indicated in the Homebuilder's Warranty section of this guide. This continuing maintenance is the responsibility of the owner.

Homeowners Association (HOA) – In some areas, neighborhoods are governed by a small group of homeowners who represent the interests of all nearby homeowners. The association is usually formed by the builder and is turned over to the homeowners when the majority of the homes are sold. The association collects dues that are to be used for proper maintenance of the common areas and to communicate with the members.

Hose Bib – A water faucet that is outside the home and is intended for use with a garden hose.

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

Laminate – A thin, solid surface finish bonded to a backing panel to provide a durable, stiff, aesthetic surface; often refers to plastic laminate such as Formica, or may refer to a veneer such as wood.

Manufacturer's Warranty – The appliances and certain other components of a new home are covered by warranties that are supplied by original manufacturers. These

warranties are passed on to you. They include components of the plumbing and electrical systems, heating and air conditioning system, water heater, and other manufactured items.

Masonry – The concrete, block and brickwork in a home. Often used to construct exterior landscape walls.

Neutral base or neutral pH cleanser – A cleaning product that is neither acidic or base (alkali) chemically; often refers to tile and grout cleaners.

Polyurethane – This refers to a wide variety of synthetic polymer materials, but for home maintenance refers mostly to durable synthetic rubber sealants (caulking) or coatings used for exterior caulk, or as part of waterproof coatings for balconies and retaining walls.

Porcelain enamel – Your tubs and sinks may be constructed of porcelain-glass enamel. Made of a silicate paint which is fired onto steel at high temperatures, it forms a durable smooth and shiny surface much like glass.

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

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.

Scupper – This is a channel or box-like drain collector, usually sheet-metal, that collects water from the roof or balcony surface and carries it through the surrounding wall or parapet to drain to a downspout or the ground below. The scupper may be the primary drain for the roof or balcony, or may be a slightly raised overflow drain.

Shower receptor (shower pan) – This is the waterproof floor and curb assembly that incorporates the shower drain at the base of the shower walls or glass enclosure. It may be built on-site of ceramic tile over waterproofing and framing, or it may be a molded or cast one-piece waterproof fixture made of fiberglass or a synthetic solid composite, incorporating the drain.

Shut-off valves – Shuts off water or gas supply. Water shut-off valves (also known as angle valves), are located at the toilets and sinks. The main water supply shut-off to the house is usually located in a hand box at the sidewalk. The natural gas shut-off is usually located at the gas meter.

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

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

Spalling – Cracking, chipping, or flaking of brick or masonry wall materials.

Stucco – The mortar-like material that covers the exterior of many homes. It provides excellent durability, insulation, and beauty to the home. Stucco is relatively brittle so you should avoid sharp blows to the walls.

Swale – Sloped surface drainage channels or paths, which may be simply turf and soil, or may be concrete or other paving material. They may serve to collect local yard surface drainage or may also include collected drainage from adjacent banks and properties, and generally carry drainage to a catch basin, street, or other established drainage inlet.

Tack strips – The devices between the sub-flooring and carpeting that are used to hold carpeting in place.

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

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

Water pressure regulator – An adjustable plumbing device used to control the amount of water pressure going into the home. It is usually located near the water shut-off valve where the water pipe enters the house or garage.

Wax ring (toilet) – A donut-shaped wax seal that is installed between the base of the toilet and the plumbing sewer pipe floor flange. The wax accommodates any slight variations in level or thickness of the flooring under the toilet, which has “coupling” bolts that attach the base of the fixture to the pipe flange.

Weep holes – Small holes in door and window frames that allow water to drain away are called weep holes.

Weep screed – A flashing device at the base of a stucco wall that allows moisture to drain (“weep”) from the wall system.