

INTRODUCTION

Congratulations! We are confident that you will enjoy your home for many years to come. This manual is your guide for taking care of your home. It covers the major components and systems of your home. They are presented in alphabetical order in the manual. Each section contains a general description of the component or system, a reasonable expectation for this part of your home, helpful instructions to keep your home in good repair, and troubleshooting tips. You will want to keep your manual in a handy place for future reference. We ask that you take the time to read and understand it. The more you know about taking care of your home, the better you can enjoy it and preserve its value.

Maintenance Checklists	Concrete	Hardwood Flooring	Plumbing
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Spring Checklist	Decks	Irrigation System	Septic System
Fall Checklist	Door	Landscaping	Shower
Air Conditioning and Heating	Drywall	Insulation System	Enclosure
Appliances	Electrical System	Landscaping	Termite Treatment
Brass Care	Exterior Finishes	Locks	Trim Carpentry
Cabinets	Fireplace	Marble, Slate and Granite	Vinyl Flooring
Carpet	Framing Carpentry	Mirrors and Glass	Wallpaper
Ceramic Tile	Grading	Paint	Water Heater
			Windows

1. MAINTENANCE CHECKLISTS

Your new John Wieland home is designed and built to provide many years of service. In order to keep your home, its equipment and all other components at peak performance, periodic maintenance is required by the homeowner. Regular preventive maintenance will help minimize problems and enhance the enjoyment and value of your home. In the southeast, the extreme temperatures that occur during both summer and winter will cause deterioration of certain building materials, paints, coatings and sealants. We recommend that you inspect your home after each of these seasons and repair any damage or deterioration you find. Included here are four maintenance checklists for your suggested use. They cover: Move-In, Spring and Fall. You will also want to refer to manufacturer's operating or maintenance instructions for the equipment and components in your home.

1. Move-In Checklist
2. Spring Checklist
3. Fall Checklist

Move-In Checklist

ELECTRIC

- Locate the main circuit breaker in the electrical panel and familiarize your family with the operation of the panel, circuit breakers and Ground Fault Circuit Interrupter (GFCI) receptacles.

EROSION

- After any heavy rain, check for erosion and fill eroded areas. Ensure that splashblocks are correctly positioned to divert rain away from the home. Thereafter, always be on the alert for erosion and take immediate action to fill eroded areas before they deepen and become more serious.

FIRE EXTINGUISHER

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

FIREPLACE

- Purchase wood grate or andirons and tools as necessary. The first few fires should be small to gradually season the fireplace brick interior.

FIRST AID KIT

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

FLOORING

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

LANDSCAPING

- Follow instructions in the Landscaping and Grading section of this manual for year-round landscaping care.

PAINT

- Store all touch-up paint in a safe place so that it will not be discarded or be susceptible to freezing or overheating. Oil-based paints should not be stored near a furnace or hot water heater.

PLUMBING

- Locate the labeled main water line shut-off and show all family members how to close it in case of a plumbing emergency.

Spring Checklist

AIR CONDITIONING SYSTEM

- You may want to have an HVAC Contractor perform a seasonal maintenance check-up for summer.
- Review Air Conditioning and Heating section of this manual for seasonal start-up instructions.
- Ensure air supply registers are not blocked by rugs, draperies or furniture.
- Homes closed during winter months may not have sufficient freon. Please contact your HVAC contractor for freon check and start-up when outside temperatures reach 70°.

ATTIC

- Check attic to ensure that soffit vents are not blocked with insulation and move insulation back to its original location if there are voids on the attic floor.

- Attic floor framing systems are not designed for extra heavy weight. Check to see that attic spaces are not loaded beyond what the framing is designed for.
- DECK
- Seal deck with preservative if needed.
- DRYER VENT
- Clean dryer vent duct to remove any lint or obstruction.
- EXTERIOR HOSE BIBBS
- Turn exterior faucets on by reversing the winterizing process described in the Plumbing section of this manual.
- FOUNDATION
- Inspect grades for proper drainage away from foundation and fill any areas that may have settled.
 - Open any closed foundation vents to allow proper ventilation of crawl spaces.
 - Check gutters and down spouts for proper operation and flow away from the home.
- ROOFING
- Hire a contractor to check and clean gutters and downspouts, inspect for ice or winter damage and repair gaps in flashing and soffits. At the same time, have the contractor inspect the roof for loose, warped, torn or missing shingles, unsealed vents or stacks and make any necessary repairs. Also, check skylights for loose flashing and gaps in caulking.
 - If your attic is equipped with power ventilators mounted on the roof, check for proper operation and make sure the thermostat is set at 100°F.
- SUMP PUMP
- Clean sump pump following manufacturer's instructions and the directions in the Plumbing section of this manual.

Fall Checklist

DOORS

- Check and repair or replace weatherstripping on exterior doors as necessary.
- Check and tighten door hardware and lubricate as necessary.
- Tighten all bolts on garage door(s).
- Use silicone lubricant on moving parts of garage door(s).

EXTERIOR HOSE BIBBS

- To prevent exterior pipe freezing, turn off cut-offs to each exterior hose bibb and drain remaining water.

FIREPLACE

- Have chimney professionally cleaned as necessary.
- Check firebox for cracks.

HEATING SYSTEM

- You may want to have an HVAC contractor perform a seasonal maintenance check-up and start-up for winter.
- Review Air Conditioning and Heating section of this manual for seasonal start-up instructions.

PLUMBING

- Clean out faucet aerators, spray nozzles and drains.

ROOFING

- Clean and check gutters for leakage.
- Check alignment of gutters, downspouts and splashblocks to ensure that water is properly diverted away from the home.

WINDOWS

- Check weatherstripping around windows and repair or replace as necessary.
- Check windows for smooth opening and closing operation. Clean tracks and lubricate as necessary.
- Inspect window screens and repair or replace as necessary.

SMOKE DETECTOR

- Test smoke detectors. Replace batteries if necessary.

Air Conditioning and Heating

Your heating, ventilation and air conditioning (HVAC) system is designed to provide you with year-round comfort. The system in your home is sized for the floor plan, total window area, solar orientation and local climate conditions of your area as specified in the ASHRAE Handbook. It meets the Model Energy Code standards. To maintain a fairly constant temperature in your home, all your operating windows should have window coverings.

Selecting a Heating and Air Conditioning Maintenance Provider

Your home's HVAC warranty is contingent upon the annual maintenance of your system(s) by a licensed HVAC contractor. Here are some items that should be included in your maintenance service.

- Check for refrigerant temperatures and pressures for proper level.
- Measure compressor amp draws to ensure your system is using the right amount of electricity.
- Test high voltage at your outdoor disconnect box to make sure the input voltage is adequate.
- Inspect and tighten high-voltage connections to help prevent failure of circuit protectors.
- Level and calibrate your thermostat to ensure accurate and optimal performance.
- Inspect refrigerant fittings to be sure you are not losing expensive refrigerant.
- Lubricate indoor and outdoor motors so your motor runs cooler and smoother.
- Check wiring at furnace for loose connections to protect electronic components from excess heat.
- Tighten blower bolts and inspect fan to make sure your system is blowing as much cold air as possible.
- Inspect and clean or replace air filters to improve performance and keep the air you breath clean.
- Inspect and adjust blower belt if applicable to help the belts last longer and perform more efficiently.
- Inspect condensation drain to ensure the drain is clear.

- Test temperature split between supplies and return ducts.
- Check clearances around condenser to protect it from plants and shrubs.
- Chemically clean the condenser coil for better performance and a longer life.
- Scrub condenser surfaces to prevent corrosion that can shorten condenser life.
- Tighten screws on condenser and check balance to help lower noise levels.
- Check compressor noise level.
Inspect breaker for condensing unit to avoid excessive heat and early system failures.
- Tighten refrigerant access fittings.
- Visually inspect inside ducting for dirt and mold so you can keep it out of your air supply.
- Inspect ducting and connections for air loss.

THE HEATING SYSTEM will maintain an inside temperature of 70 degrees Fahrenheit under normal winter weather conditions. When outside temperatures drop below 22 degrees for sustained periods of time, the temperature in your home may fall below 70 degrees.

THE COOLING SYSTEM will maintain an inside temperature of 78 degrees Fahrenheit under normal summer weather conditions. When outside temperatures rise above 95 degrees for sustained periods of time, the temperature in your home may rise above 78 degrees.

THERMOSTATS may be either programmable or manual. An energy saving programmable thermostat controls the primary system in the main living areas of the home. Manual thermostats control secondary systems. All two-story homes have a system to serve each floor. One-story homes may have 1 or 2 systems.

PROGRAMMABLE THERMOSTATS should be set and programmed according to the manufacturer's instructions.

CONDENSATE PUMPS remove moisture created by your HVAC system. The area where the pump discharges will always be damper than other areas. If your crawl space or basement is equipped with a condensate pump:

1. Leave the pump plugged in and level. Be sure it drains properly to the outside of the home.
2. Periodically add a capful of chlorine or bleach to the pump to prevent algae build-up and to help clean out the condensate line.
3. Check the pump regularly to prevent basement flooding.

MANUAL THERMOSTATS can be set to run on AUTO or ON. When set to run on AUTO, the fan provides circulation only when it is needed to maintain a constant temperature. When set to the ON position, the fan provides continuous air circulation.

SETTING A MANUAL THERMOSTAT

1. Set the selector switch to either COOL or HEAT.
2. Set the fan selector switch to AUTO or ON.
3. Set the thermostat for the desired temperature.
4. Follow the manufacturer's recommendations for temperature settings.

IN TWO-STORY HOMES, it is best to run the upstairs and downstairs systems no more than 5 degrees apart.

Turning your system off completely during the day or night for long periods of time is not recommended, as this increases the recovery time and cost of heating and cooling your home.

THE FILTERS in your HVAC system clean the air in your home of dust, lint particles, and molds. To keep the system running properly and efficiently, these filters should be inspected regularly and cleaned or replaced, if necessary.

Box Media Air Cleaner

Your home's HVAC system may include a Box Media Air Cleaner (BMAC). The BMAC is designed to accept a variety of replacement air filters. The replacement filter can be a 1", 3" or 5" filter based on your preference of maintenance. In general, the thinner the filter, the more often it will need to be replaced. Both the 3" and 5" filters capture smaller particles that slip past most conventional filters. The BMAC draws particles deep inside the filter, allowing maximum airflow and filtration efficiency.

PERMANENT FILTERS may be vacuumed or shaken to loosen dirt or lint, then washed with warm water and a mild detergent.

DISPOSABLE FILTERS should be replaced when dirty (as often as every 2 months and at least twice a year, in the spring and fall). Be sure to install filters correctly with the direction of air flow.

CAUTION!!!! Before opening the blower compartment to your furnace to

change or clean the filter, turn off the power to the blower motor either by setting the thermostat switch to OFF and the fan switch to AUTO, or by turning the power off at the furnace's electrical switch.

REGISTERS regulate the air flow in each room. To regulate air flow, open the register to the desired position. Neither furniture nor drapes should block registers as this can be a fire hazard.

PREVENTING AIR LOSS IN YOUR HOME

Garage doors and other openings, such as windows and exterior doors in your home, contribute to the efficiency of your HVAC system. Keep garage doors closed whenever possible to prevent heat loss in the winter and heat intrusion in the summer. And make sure the weatherstripping on all exterior doors and windows is in place. Also, be sure that the caulking in your home is in good repair. Following these simple steps will reduce the amount of work your system will have to do to maintain the temperature in your home, and will save you money on heating and cooling bills. For more information on making your home more energy efficient, refer to your HVAC system Service Manual attached to the side of the HVAC unit.

HUMIDIFIERS are installed in some homes to control the level of moisture inside the home. If your home is equipped with a humidifier, inspect it regularly. Check its settings and make sure it is not leaking. The humidistat (located on the ductwork beside the furnace or near the humidifier) should be set at 45% relative humidity for maximum comfort.

OVERSIZING YOUR AIR CONDITIONING equipment is not recommended. Your system is designed specifically for your heating and cooling needs based on the size of your home.

SEASONAL TIPS

Your HVAC system will perform better and last longer if you perform a few simple check-ups each spring and fall. Please refer to the checklists at the end of this section for performing seasonal maintenance on your heating and cooling systems.

Seasonal Checklists:

Heating and Cooling Systems

SPRING--We recommend that you check your air conditioning system before May 1st. Turn the system on and check for cool air blowing out of the registers. If the system will not start, try the following:

1. Set the thermostat to COOL and check the temperature setting.
2. Check the breakers at the electrical panel, one for the furnace (air handler) and one for the 220 volt unit (condenser), making sure they are switched on.
3. Make sure the front panel on the unit is secure. If it is not tight, the safety switch will not allow the blower fan to start up.
4. Check the power switch beside the furnace to make sure it is on (it looks like a light switch).
5. If the compressor will not start, turn the thermostat to OFF and then back ON again. This will reset the overload protector.
6. If the system still does not start or if it trips off again, you should call a HVAC trade contractor for service.

FALL--We recommend that you check your heating system before October 1st. Turn the system on and check for warm air blowing out of the registers. If the system will not start, try the following:

1. Set the thermostat to HEAT and check the temperature setting.
2. Check the breaker at the electrical panel.
3. If your furnace has a pilot light, check it. If the pilot light is not on, refer to your manual for lighting instructions. You may also check with your gas company about getting your pilot light lit. Some companies do it at no charge.
4. Make sure the front panel on the unit is secure.
5. Check the power switch beside the furnace to make sure it is on.
6. If the furnace will not start, turn the thermostat to OFF and then back ON again. If your unit operates with an electronic ignition, this resets the ignition.
7. The foundation vents of the crawl space should be kept fully open to provide proper ventilation and assist in the evaporation of soil moisture under your home. It is recommended that you close your vents only during periods of extremely cold temperatures.
8. If the system still does not start or if it trips off again, you should call a HVAC trade contractor for service.

THE TEMPERATURE DIFFERENTIAL

A TEMPERATURE DIFFERENCE, (called the temperature differential) can be expected from room to room. The characteristics of a room which create this variance include:

1. The size of each room.

2. Ceiling height.
3. Orientation to the sun.
4. Changing outside weather conditions.
5. Heat's tendency to rise.
6. The system responding to the centrally located thermostat.

Temperature differences should not be drastic. However, if there is always a noticeable variance in your home, for instance, one room is always hotter or colder than the rest of the home, your HVAC system may need to be balanced. After a system is balanced, air flow can be regulated by adjusting the registers in each room.

Appliances

CHECKING THE POWER TO YOUR APPLIANCES

1. Make sure the appliance is firmly plugged in.
2. If the power receptacle is on a wall switch, make sure the switch is on.
3. Check the appliances circuit breaker in the panel box to be sure it is in the ON position. Please refer to the additional information about circuit breakers in the Electrical Systems section of this manual.
4. Some appliances have a built-in fuse or circuit breaker. Please refer to the appliance manual for the location and setting of the fuse or breaker and make sure it has not been blown or cut off.

Your appliance manuals can be found in one of your kitchen drawers. We suggest that you refer to these manuals for the manufacturer's instructions regarding the correct use and care of your appliances. Use the toll free numbers in these books to contact the manufacturer if you have any further questions about your appliances.

Please fill out the Manufacturer's warranty cards and return them as soon as possible. Failure to return the cards in a timely manner may void the manufacturer's warranty.

If you supply your own appliances, exact measurements of the appliance openings will be needed to ensure that these appliances will fit properly in your new home. Some modification of the cabinets may be necessary and this may require an additional installation charge. Also, check to make sure the doorway widths allow enough clearance for your appliances to be moved in.

During your Orientation, you will check your appliances to ensure they work properly and that they are free of imperfections. Cosmetic imperfections on appliances are not covered by the warranty after the home is occupied, therefore, we recommend that you check them thoroughly at Orientation.

THE DISHWASHER and the sink in your kitchen share the same hot water supply line. In order for your dishwasher to run with hot water from the beginning of its cycle, you must run the tap water until it gets hot before turning the dishwasher on. To clean your dishwasher, wipe the exterior with a soft, damp cloth or sponge with a mild detergent solution. Use a sponge and a paste made of powdered dishwasher detergent and water to clean the interior.

ELECTRIC COIL COOKTOPS can be a fire or electrical hazard if they are not cared for and cleaned properly. To avoid electric shock, do not line drip pans with aluminum foil and clean them regularly to prevent grease build-up. To clean the drip pans, unplug and remove them from the cooktop. Scrub them gently with a 3M Scotch Brite pad. Rinse, but do not immerse them in water. When cooking, use flat-bottomed pans that are no more than 2" larger in diameter than the elements.

ELECTRIC SOLID ELEMENT COOKTOPS should be allowed to burn on "HI" for 5 minutes when they are used for the first time. The elements will smoke, but this is due to the factory-applied protective coating bonding to the surface. After this, your cooktop is ready to use. For best results, never cook with pans that are more than 2" larger in diameter than the element.

Before cleaning elements, make sure they are cool. Scrub them gently with a soft, damp cloth and soapy water. After cleaning, apply a thin coat of salt-free oil and heat for 3 to 5 minutes to dry.

STAINLESS STEEL COOKTOPS must be cleaned with non-abrasive cleaners to protect their finish. For light spills, clean with a soft cloth and soapy water, rubbing with the grain to avoid streaking.

PORCELAINIZED STEEL COOKTOPS are very delicate and must be cleaned with non-abrasive cleaners. Wash them with warm soapy water and rinse lightly.

Wiping a warm or hot porcelain enamel surface with a damp cloth can cause the porcelain to crack, so we recommend your taking care not to do this. To keep them looking their best, polish porcelainized steel cooktops with a dry cloth.

GAS OR ELECTRIC GRILL/ RANGE COOKTOPS should be allowed to preheat on "HI" for 5 minutes the first time they are used. For your own safety, use non-metallic utensils when cooking on a gas or electric cooktop. Grill grates can be washed either in hot soapy water or in your dishwasher. Do not use abrasive cleaners. After washing, season them with vegetable oil. Never immerse hot grates in cold water

SELF-CLEANING ELECTRIC OVENS do not require the use of oven cleaners. To clean the interior, follow the instructions in the manufacturer's manual carefully.

Clean exterior surfaces with a warm soapy sponge. Use a glass cleaner to clean the glass door. Oven racks and broiler pans may be cleaned with steel wool pads and warm soapy water.

MICROWAVE OVENS should never be operated when empty. If your microwave has a turntable, do not operate it unless the turntable and support are in place. Clean your microwave with a warm soapy sponge. Stubborn stains can be softened by boiling a cup of water inside the oven for 2 to 3 minutes.

AIR FILTERS above your stovetop can be removed for cleaning. These should be washed in warm soapy water and reinstalled with the direction of the air flow.

IF YOU INSTALL AN ICEMAKER, we recommend you flush the water line by running the water for a few minutes before hooking it up.

Brass Care

Your brass lighting fixtures and brass door hardware will darken with age as the external layer oxidizes. Brass fixtures have a protective coating which preserves their finish. However, to keep your brass fixtures looking like new, we recommend you give special attention to their care.

WIPE BRASS FIXTURES regularly with a soft dry cloth to keep dust from collecting on them.

WASH brass fixtures with a mixture of mild dishwashing soap and water. Rinse fixtures well and then wipe them dry, making sure to remove water and soap from the brass surface.

CHROME PLATED OR PAINTED fixtures may be found in your home. Clean and care for them in much the same way. Never use anything abrasive on any fixture.

APPLY FURNITURE POLISH to brass surfaces after cleaning to prevent dust from collecting on them.

NEVER USE BRASS CLEANER OR POLISH on your brass fixtures. These products will strip the protective coating and accelerate the oxidation process.

EXTERIOR BRASS FIXTURES will wear and oxidize faster than interior fixtures. For

regular cleaning, care for exterior fixtures the same way you would for interior fixtures.

RE-LACQUER exterior fixtures once a year with spray lacquer. This can be purchased at your hardware store. Follow the application instructions on the can for best results.

Cabinets

CHARACTERISTICS OF WOOD

1. Wood is a natural product.
2. Wood textures, graining & colors may vary.
3. All wood finishes exhibit change over time.
4. Wood is affected by seasonal change.
5. A constant temperature protects wood best.

Your wood cabinets will exhibit all of these characteristics. The wood of which they are made will contract and expand with changes in the environment. Caulking and regular adjustments to your cabinets will lessen the impact of the environment on these fixtures.

During your Orientation, you will check your cabinets to ensure they work properly, and you will have the opportunity to verify that they are free of damage. Take the time to examine your cabinets thoroughly at Orientation, as cosmetic problems with your cabinets are not covered by the warranty after the home is occupied.

Your cabinets are made of wood or wood composite products. For this reason, cabinets require the same care you would give your fine furniture.

CLEAN stained cabinets regularly with a product like Old English Lemon Oil. To rejuvenate the finish on stained cabinets, apply a coat of silicone-free paste wax to them occasionally. Clean white painted cabinets by wiping them with a damp cloth. For stubborn stains, use a mild soap solution. Products like 409 can dull the finish over time, and Pledge or similar products can leave a silicone residue. We recommend you do not use those products on your cabinets.

COFFEE MAKERS should not be mounted under wall cabinets because rising steam from these appliances may stain, fade or delaminate your cabinets.

BE CAREFUL NOT TO OVERLOAD cabinet shelves or Lazy Susans. Keep canned goods, flour, sugar, and heavier products on the bottom shelves of the base cabinets.

ADJUST your cabinets regularly to keep them in their best working order. Check the hinges at least once a year for alignment and tightness, and adjust with a screwdriver when necessary. Also, check the working action of your drawers. Apply silicone spray to keep their action smooth.

Carpet

High quality carpeting is installed throughout your home. Although the greatest care is taken to make carpets appear seamless, no carpeting is seamless. It is impossible to make every carpet seam invisible; and some carpets, like Berber, show seams more than others.

FURNITURE should be picked up and carried rather than dragged as this may pull the carpet loose at the perimeter of the room, cause seams to separate and/or stretch it. Loose or stretched carpet may be restretched by a carpet contractor.

VACUUM often and on a regular basis using a good quality vacuum. Heavy traffic areas should be vacuumed 3 to 4 times per month. These areas will not only get dirty more easily, they will pack down more quickly than other areas.

DEEP CLEANING every 12 to 18 months by a professional cleaning service is recommended. If you choose to clean your carpets yourself, review the manufacturer's recommendations carefully and follow its guidelines so as not to void the warranty.

Be sure the rooms to be cleaned are well ventilated during and immediately after the cleaning process. It is also essential to fully extract all soil, moisture and cleaning agents from the carpet when deep cleaning.

Cleaning may remove the stain guard originally applied to your carpet, so it must be re-applied after you clean. You may have the cleaning service do this or you can use an over-the-counter product (such as Scotch Guard). Follow the manufacturer's directions on the label for proper application.

CLEANING CARPETS

1. **ACT IMMEDIATELY**--Most carpet spills can be removed if they are treated immediately. The longer a stain remains on a carpet, the more difficult removal becomes.
2. **PRETEST**--Always pretest the cleaning solution you will be using before applying it to a stain. Apply a small amount of the solution in an inconspicuous area such as a closet. Press a white tissue on the area for at least 10 seconds, and then examine the tissue for carpet dye transfer. Examine the carpet. If there is any evidence of either dye transfer or of damage to the carpet, **DO NOT** use the product.
3. **CLEAN**--Once you've tested and found a product that will clean your spill without damaging your carpet, blot the spill area with a white towel or tissue until the area comes clean. **DO NOT RUB** the area and keep mechanical action to a minimum.
4. **DRY**--After applying the cleaning solution according to the manufacturer's directions, always absorb as much of the solution as possible from the carpet by blotting it with a white towel. Then blow air over the spot until it is dry. After the area is dry, brush the pile with your fingers to restore the carpet's texture.

If a stain remains, repeat the steps above or contact a carpet cleaning professional.

SPOT AND STAIN REMOVAL TIPS

Your carpet has been treated with a stain guard. Most spills can be cleaned up easily without staining, however, no carpet is stain-proof. Many different products including medicines, beverages, pesticides and condiments can permanently stain carpets. Take precautions to keep these products off your carpeting.

SEMI-SOLIDS--Gently scrape them up with a rounded spoon or dull knife. Blot liquids with clean white towels or tissues. Do not rub the area. Squeeze as much moisture as possible from the spill area after it is cleaned.

BUTTER, GREASE, TAR & WAX STAINS--Use a non-flammable dry cleaning fluid. Do not allow this to get on the carpet backing.

COFFEE, TEA & FOOD STAINS--Use a detergent solution (1/4 teaspoon of a non-bleaching powder laundry detergent in a cup of lukewarm water).

ACID & FRUIT JUICE STAINS--Use an ammonia-detergent solution. Add 1/4 teaspoon of a non-bleaching powder laundry detergent to a cup of lukewarm water and a teaspoon of ammonia; clean as directed.

URINE & DYE stains may be removed with a white vinegar solution. Mix 1 part white vinegar with 1 part water.

EXTRA PIECES OF CARPET from the original installation may be left in the home. Keep these pieces in the event you ever need to patch the carpet.

Ceramic Tile

CLEANING PRODUCTS FOR TILE

DAP--for filling in cracks and gaps in grout joints

X-14--for cleaning tile and keeping it free of germs, mold, mildews and soap scum

GROUT & TILE CLEANER--made by Custom Building Products and used to clean stains in grout and on tiles

Ceramic tile has a very hard surface that wears well and is highly resistant to scratching. The finish on floor tiles is designed to help prevent slipping so they are not as glossy or smooth as wall tiles. There will be some color variation in tiles even though they are selected and installed to minimize this difference. Normally, these variations are not noticeable.

Tile and grout are not flexible materials and they do not give with movement. Therefore, some cracking in grout joints is normal due to the expansion and contraction of adjacent building materials. This is not a defect. Small separation cracks may also occur in areas where the tile abuts other materials such as tubs, countertops, wood trim, and shower bases.

GROUT JOINTS should be caulked regularly to prevent water damage and/or leaks in your home.

GROUT is easily stained, especially by dirt and moisture. Sweep or vacuum your tile floors often to prevent dirt build-up. Always wash new rugs before placing them on your tile flooring. Rugs can bleed and stain the grout.

TILE AND GROUT should be cleaned on a regular basis with household cleaners such as GROUT & TILE CLEANER using a sponge or non-scratching pad. Stained or mildewed grout may be cleaned with a bleach type tile or grout cleaner such as X-14.

FURNITURE should be placed on pads or glides to protect tile floors from being scratched and chipped. To protect tile from scratches, always pick up furniture to move it (rather than dragging it).

Concrete

FOUNDATION WALLS

Basement and foundation walls are built with concrete block or poured concrete. Basement walls are coated with a waterproofing material, but no foundation is completely waterproof.

Concrete is a porous material that expands and contracts with temperature changes. Shrinkage is part of the normal curing process which may take several months to complete. During this time, hairline cracks may develop. Such cracks are normal and do not affect the structural integrity or performance of the foundation. They are not defects.

THE GRADES established around your home by the Builder must be maintained to keep water from draining toward your foundation. Especially during the first year, you will need to check for signs of settlement near the foundation walls and promptly fill any slumped areas to re-establish the grade.

SHRUBBERY must not be planted too close to the foundation as it may trap water against the foundation walls. If you remove any plants near the foundation, fill in the hole created and pack it with dirt. Also be careful that flower bed edging material does not trap water close to a wall.

FOUNDATION DRAINS should be kept open and sloped away from the home. Clogged and crushed drains are major causes of foundation leaks.

HOSE BIBS outside the home (faucets) should be checked regularly for leakage. Replace worn washers in your hose bibs as needed.

CRAWL SPACE VENTS should always be open for proper ventilation and evaporation of moisture. The only time crawl space vents should be closed is during extremely cold temperatures to help prevent frozen pipes.

CLEANING CONCRETE

For cleaning concrete, use a solution of 5 tablespoons of baking soda to 1 gallon of water. Before using the solution, wet the area to be cleaned and loosen dirt with a brush or scraping blade. Be careful not to scrub too hard as this may cause damage to the concrete. Allow the area to dry.

After the concrete has been cleaned and dried, a concrete sealer may be applied. Follow the manufacturer's directions. Sealing concrete may help reduce dust and may make it easier to clean. Note that you should wait at least 6 months after concrete has been poured before sealing it as this will ensure it has properly cured.

CONCRETE SLABS

Basement slabs, garage slabs and slabs on grade carry the weight of your home. Grade beams are sections of the slab designed to carry the additional loads of the home and they are thickened and/or reinforced. Basement slabs and slabs on grade that serve as the subfloor of the home will have floor coverings applied directly to the concrete.

EXTERIOR CONCRETE surfaces are exposed to greater extremes in weather conditions. Freezing and thawing contribute to concrete cracking. Therefore, cracking will occur in most exterior concrete and **SCALING** of exposed surfaces may occur resulting in exposed aggregate. This does not affect the integrity of the concrete, does not require repair and is not a defect.

EXCESSIVE WEIGHT should not be placed on your driveway. Moving vans and large vehicles will crack the drive.

SURROUNDING GRADES must be maintained to prevent water from undermining the concrete which may cause severe damage.

SILICONE SPRAY OR LATEX CONCRETE PATCHING MATERIAL should be used to seal concrete cracks. Open cracks allow water penetration. During wet and freezing weather, water expands causing more severe cracking.

Counter Tops

During your Orientation, you will have the opportunity to verify that your countertops are installed correctly and are free of imperfections. Take the time to thoroughly inspect them, as cosmetic imperfections on countertops are not covered by the warranty after your home is occupied.

Although each type of countertop has special care instructions, some basic care guidelines apply to all types.

NEITHER ABRASIVE NOR ACIDIC CLEANERS, such as Lime-A-Way, Soft Scrub and Tilex should ever be used on these surfaces.

NEVER SCRUB COUNTERTOPS WITH STEEL WOOL or cleaning pads that contain steel wool. Both heavy cleaners and steel wool cleaning pads can cause permanent damage to your countertops.

ALWAYS USE A CUTTING BOARD. Permanent damage to countertops can be caused by cutting directly on their surfaces.

NEVER ALLOW BURNING OR EXTREMELY HOT ITEMS to come into contact with countertops. Always use trivets or lined pads.

LAMINATED COUNTERTOPS

CLEANING LAMINATE COUNTERTOPS

REGULAR CLEANING--Use a soft cloth and wash with a mild dishwashing liquid or powdered detergent and warm water.

TOUGH STAINS--Use all purpose cleaners, such as DOW Bathroom Cleanser, Fantastik, Formula 409, Mr. Clean, Windex or Glass Plus.

STUBBORN STAINS--Make a paste with baking soda and water and rub the stained area gently with a soft cloth or a bristle brush. Rinse the area and dry it with a soft cloth.

IMPOSSIBLE STAINS--Use straight Clorox bleach. Allow the Clorox to stand on the stain for no more than 1-1/2 minutes. After cleaning the area, rinse it thoroughly with water and dry.

Laminated countertops are easy to clean and highly durable. In addition, they are heat resistant (but not heat proof). They will last for years with minimal maintenance.

SPILLS should be wiped up immediately and water should be prevented from penetrating caulked joints and countertop seams. Standing water left on seams and joints will cause tops to swell.

STEAM from your dishwasher will damage laminated countertops. Take care not to dry dishes by leaving the dishwasher open.

RE-CAULK countertop seams whenever necessary. Check these seams each month to make sure they are well caulked.

SUNLIGHT will discolor or fade your laminated tops over time. Color changes are gradual and not readily noticeable. This is not a defect.

CULTURED (OR SYNTHETIC) MARBLE VANITY TOPS

Vanity tops are made of a mixture of crushed marble and high strength polyester resins which have been molded and polished to form a strong durable finish. These materials are temperature sensitive and running straight hot water may cause crazing or cracking around the drain over a period of time. When using your vanity sink, always mix hot and cold water and never put water in excess of 150 degrees F in the bowl.

CLEANING CULTURED MARBLE COUNTERTOPS

REGULAR CLEANING--Use a soft sponge and a mild non-abrasive household cleaner.

TOUGH STAINS--Use mineral spirits, bleach or lacquer thinner, but never leave these products on the stain for very long. Wipe the product on with a cloth and immediately remove it from the surface.

DULL FINISH--To revitalize your cultured marble countertops and to restore their shine, use a good automotive wax following the manufacturer's directions for applying the wax.

SOLID SURFACE COUNTERTOPS

Solid surface countertops require minimal care to maintain their original beauty.

CLEANING SOLID SURFACE COUNTERTOPS

REGULAR CLEANING--Use a soft cloth and wash with a mild dishwashing liquid and warm water.

TOUGH STAINS--Use a white Scotch Brite pad and rub the stained area.

MINOR CUTS AND SCRATCHES--Follow the directions provided in the video included with your Homeowner's Kit.

SEVERE CUTS AND SCRATCHES--Contact a solid surface professional for repair of deep cuts, scratches, gouges, cigarette

SOLID SURFACE COUNTERTOPS WITHSTAND HEAT BETTER than most other countertop surfaces. However, hot pans directly from the cooktop or oven, as well as some heat generating appliances like frying pans and crockpots, can damage the surface.

ALWAYS USE A HOT PAD OR TRIVET with rubber feet to protect from hot pans and electrical appliances.

THE FOLLOWING SUBSTANCES CAN STAIN: paint removers, brush cleaners, metal cleaners, oven cleaners, cleaners containing methylene chloride, nail polish remover and acid drain cleaner. If any of these substances come into contact with your countertop, flush the surface immediately with plenty of soapy water.

SOLID SURFACE COUNTERTOPS ARE HIGHLY IMPACT RESISTANT, but you should avoid allowing heavy or pointed objects to strike its surface. Do not cut directly on the surface. Always use a cutting board.

Decks

Your deck is made of pressure treated lumber which resists decay and termite infestation. It is bolted to the main structure of your home. It is normal for pressure treated lumber to split or twist as it cures and dries. This is not considered a defect.

EXCESSIVE WEIGHT may cause structural damage to your deck and be potentially dangerous as well. Do not put children's pools or hot tubs on your deck.

WOOD PRESERVATIVE will help protect the wood from moisture damage and will prolong the life of the deck boards. It may be necessary to wait before treating new decks with wood preservative as this allows them to dry properly. It is best to seal your deck in early spring.

CLEANING YOUR DECK

- Keeping your deck surface free of dirt and debris will help to prolong the life of the sealant used.
- Oxygen bleach based deck cleaning products can remove mold, mildew and reduce graying of wood left unsealed for a prolonged period.

- Avoid using a pressure washer to clean the deck surface. If the psi is too high, it can permanently damage the wood and cause premature failure of the deck

REGULAR MAINTENANCE

- Redrive any nails or screws that have loosened
- Inspect for cracked or splintered boards and replace as needed
- Clean with an oxygen-based deck cleaner per the manufacturer's specifications
- Apply a fresh coat of water repellent preservative with fungicide or mildewcide per the manufacturer's specifications

Doors

Your home contains several types of doors depending on their location and purpose. Interior doors may be made of wood or wood composite materials. Wood doors may have a stained finish, while composite doors are always painted. Exterior doors are steel composite, except for the front door, which is solid wood. Metal doors are painted and wood doors may be stained or painted.

INTERIOR DOORS will expand and contract with time and are susceptible to some bowing due to changes in temperature and humidity. This is normal and minor adjustments will be necessary. However, bowing should not occur to the extent that a door becomes inoperable.

HINGES, BIFOLD DOOR TRACKS & POCKET DOOR HARDWARE may need periodic lubricating for continued smooth operation.

BIFOLD DOORS have a spring action and pivot which allows you to take them off their tracks. The pivot can be adjusted to ensure smooth operation.

DOUBLE DOORS should be left open or one of the pair should be bolted shut to prevent excessive wear.

TO PROTECT POCKET DOORS from scratches and gouges, never hang pictures on the wall in which they are recessed.

EXTERIOR DOORS may also exhibit some bowing. This is normal and is caused by temperature differences between the inside and outside surfaces. Bowing should not make a door inoperable or non-weather resistant.

GLASS PANES IN WOOD DOORS may show some movement in the panes over time. This is normal. Any gaps should be caulked as necessary.

STAINED exterior doors are exposed to very harsh elements including sun, wind and rain. The greater the degree of exposure to these elements, the more frequently additional finish protection will be required. Maintaining the finish of a stained door is solely the responsibility of the homeowner.

WEATHERSTRIPPING is applied to all four edges of exterior doors. Check the weatherstripping regularly to make sure it is in place and working properly.

THE FINISH on exterior doors should be closely monitored to protect them from exposure to weather. If a door begins to feel rough to the touch, or if it is flaking or peeling, moisture is penetrating the wood and recoating is necessary. Re-coat your doors as often as necessary with the appropriate paint or stain. Follow the directions on the can for best results.

GARAGE DOORS are steel and require very little maintenance beyond minor adjustments and periodic lubrication of the roller guides and tracks. They are prewired for electric door openers and sensors. Please read your warranty booklet for information about the installation of electric garage door openers.

Drywall

Drywall (or sheetrock) covers all interior ceilings and walls and should form a continuous, relatively smooth surface. However, some drywall imperfections are normal and unavoidable. Nail pops, minor shrinkage cracks and corner bead separations are easily repairable as a part of regular homeowner maintenance.

REPAIRING DRYWALL

1. Fill the hole, dent or nick with joint compound or spackling.
2. Sand the area smooth.
3. Touch up the area with the correct paint.

MINOR DENTS, NICKS , DEPRESSIONS OR HOLES should be filled with joint compound or spackling, sanded smooth and touched up with paint. Larger repairs may require cutting out the damaged area and replacing it with a new piece of drywall. For such repairs, we recommend that you use a drywall professional.

MOISTURE may cause drywall joints to separate. Prevent excessive amounts of

moisture from coming in contact with drywall. Leaks should be dealt with immediately.

TO REPAIR moisture damaged drywall, it must be completely dry. Re-nail any areas that have loosened. Finally, repair the area as described in the sidebar above.

Electrical System

The electrical system in your home is designed for normal residential use. Each circuit is equipped with a breaker which trips in the case of a power surge or overload to prevent damage to the electrical system. The main power line to your home also has a breaker, called the disconnect, which will turn the power off to the entire home.

BATHROOM ELECTRICAL CIRCUITS

Bath outlets can overload if two heat generating appliances, such as a curling iron and a hair dryer, are used at the same time. To prevent an electrical overload

OUTLETS IN WET AREAS, such as in bathrooms and around kitchen sinks, are equipped with GFCI's (ground fault circuit interrupters). These are safety devices that prevent electrical shock. GFCI's are often connected in a series, so a circuit may control more than one outlet.

NOTE: Plugging refrigerators or freezers into garage or basement GFCI outlets is not recommended.

POWER SURGES are unpredictable and unavoidable. If you own sensitive equipment, such as a computer or a high end stereo system, be sure to plug them into surge protectors.

AN ELECTRIC METER has been installed outside your home by the local utility company to record your power usage. Questions about your power usage or billing should be addressed directly to your power company.

TELEPHONE AND CABLE TV WIRING are prewired to your home. To connect these devices, please contact your local provider. John Wieland Homes and Neighborhoods DOES NOT bury these cables. Contact your utility company for information about buried lines.

Exterior Finishes

The exterior of your home is finished with some combination of fiber cement siding, brick or stone veneer, vinyl siding or hardcoat stucco. The exterior trim is a combination of wood, plywood and composite materials.

ABOUT MILDEW

Mildew commonly grows in humid climates and on surfaces, like siding, that are exposed to moisture. Mildew is a fungus that can be removed by scrubbing with a clean, soft bristle brush using a solution of bleach and water.

CARING FOR YOUR SIDING

BRICK OR STONE VENEER--Masonry may be cleaned with a soap and water solution if necessary. Stiff brushes and acids may damage the sand texture of woodmold bricks. If a stronger solution is needed, use SureKleen 60. Efflorescence may be removed with Prosoco.

HARDCOAT STUCCO--Hardcoat stucco may be cleaned with a solution of TSP (trisodium phosphate) and water. Follow the manufacturer's directions for use. Mildew may be removed with a solution of bleach and water.

HARDIPLANK SIDING--Before painting Hardiplank siding, take care to remove dirt or mildew from the surface. Dirt should be removed with a soap and water or TSP and water solution. Cleaning the siding ensures a clean surface to which the paint can adhere. Mildew should be removed with a bleach and water solution. Before painting, killing mildew is absolutely essential, as any mildew left on the surface will eventually grow through the new coat of paint. For best results when repainting, you should also use a mildew resistant paint.

VINYL SIDING--Vinyl siding can be cleaned with either hot soapy water or TSP. Mildew may be removed with a solution of bleach and water.

HARDIPLANK SIDING is extremely durable and stands up to the elements well. It is painted with a high quality exterior paint. If the siding incurs dents, chips or cracks, patch these with a cementitious patching compound and then touch up the area with paint.

TO CLEAN painted surfaces use a mild detergent and spray gently with a hose.

LOOSE BOARDS should be re-nailed with a galvanized, corrosion-resistant nail. When re-caulking, remove old caulking by scraping it off gently. Then apply the new caulk.

VINYL SIDING gives the look of wood with less maintenance. It is installed to allow for the expansion and contraction of your home that occurs with changing temperatures. For this reason, some deflection of the vinyl siding can be expected.

BRICK AND STONE also expand and contract. Therefore, minor chipping and cracking are normal in the brick, stone and mortar joints and should not cause concern. Since no two bricks or stones are exactly alike, variations in size, color and placement are to be expected.

A WHITE POWDERY SUBSTANCE may appear on masonry. This is known as efflorescence and is caused by alkali salts bleeding out of the brick or block. This is a normal occurrence. Efflorescence can be removed with proper chemicals and a soft brush.

HARDCOAT STUCCO will weather well. While it will fade in the sunlight, it usually fades in a uniform manner. Hairline cracks are normal. Large cracks should be repaired by a stucco contractor.

NOTE: It is absolutely necessary to maintain the caulk joints between the exterior finishes and the trim around your windows, doors and other openings exposed to the elements. Areas that are not caulked or that are improperly caulked allow water to penetrate into the walls of your home causing leaks. Seasonally, and before washing any siding surface, inspect the caulking and re-seal all areas that show signs of separation and/or wear. Separation and cracking of caulking is entirely normal, and maintenance of these areas is solely the responsibility of the homeowner.

CEDAR SHINGLES should be treated every 1 to 2 years with Thompson's Water Seal. This will protect them from water damage which could cause them to rot or mildew. If restaining is needed, please consult a qualified paint contractor.

Fireplace

Your fireplace is either a pre-manufactured unit that will burn gas and wood logs or a direct vent, gas-only unit which includes a gas starter line and a fresh air vent. If you use gas logs, be sure to purchase the "vented" type, not the "ventless."

You will need to purchase a fireplace grate and tools. The grate should not exceed

16" in depth, and it should be pushed to the back of the fireplace to allow at least 3 inches of space between the front of the grate and the fireplace opening.

The first 5 fires in your fireplace should be small, slow burning fires. This will cure the ceramic tile refractory and help prevent it from fracturing.

STARTING A FIRE

1. Open the flue damper fully and check for any obstructions in the chimney.
2. Open the fresh air vent located on the left side of the fireplace.
3. Place firewood on the grate leaving some air spaces between the logs.
4. Light a long fireplace match and hold it between the starter unit and the grate containing the firewood.
5. Turn the key for the log lighter in a counter-clockwise direction until the starter lights and produces a flame high enough to reach the firewood.
6. Leave the gas on in order for the logs to become completely lit.
7. Once the firewood has begun to burn, turn the gas log lighter off by turning the log lighter key in a clockwise direction.
8. Leave the fireplace damper open when burning and do not close it until the fireplace has cooled down.

SOME HAIRLINE CRACKS may develop in the refractory as a result of the varying temperatures that the panels are exposed to. These cracks are unavoidable and will not expose the metal parts behind or beneath the panels or impair the use or performance of your fireplace.

AIR INFILTRATION via the chimney is normal because the damper does not form an air tight seal. If air infiltration is a problem, you may consider adding glass doors to your hearth. However, glass doors will not stop air infiltration in a direct vent unit.

Note: Double-sided fireplaces may require glass door enclosures on both sides to ensure proper draw.

Make sure the fireplace and chimney are clean and free of obstructions to ensure their safe operation. Have a fireplace cleaning company inspect the fireplace and chimney annually to eliminate soot or debris build-up.

FOR YOUR OWN SAFETY, NEVER USE gasoline, kerosene, lighter fluid or other chemicals to start or freshen a fire. Use only seasoned hardwood for fuel. In addition, using charcoal, plywood or pressure treated wood as fuel for your fire is

unsafe. When these materials burn, they produce corrosive and harmful gases that could pose health risks and/or damage your flue.

CLOSE THE DAMPER when operating the whole house fan to prevent ashes from being drawn into the house.

TO DISPOSE OF ASHES, place them in a metal container with a tight-fitting lid. Place the container on a non-combustible floor or ground, pending final disposal. Once the ashes have cooled entirely, they may be buried in soil or disposed of otherwise.

Framing Carpentry

The structural frame of your home is wood, a natural product. Your home is built outdoors in an uncontrolled environment. When finished, it becomes a controlled environment. There are extreme differences between these two environments, especially in terms of moisture.

The wood dries out in your finished home. As it dries it shrinks and contracts. However, the air in your home is subject to outside air conditions and so the wood in your home will always be expanding and contracting with changes in the outside temperatures and humidity.

The drywall in your home does not expand and shrink in proportion to the structure. This causes cracks and minor gaps to develop. Normal symptoms are described in the box to the left. Minor cracks and gaps in drywall, interior and exterior surface finishes and trim pieces are not considered a structural defect of your home.

TYPICAL SYMPTOMS OF EXPANSION AND CONTRACTION

1. Cracks at the corners of door openings.
2. Small cracks in the drywall at the corner beads.
3. Tight or sticking doors.
4. Small gaps in the joints of trim pieces.
5. Slight bulges in the drywall along the floor line at two story or vaulted areas.
6. Floor beams, joists and subfloors squeaking or popping.

All of these conditions are due to the natural expansion and contraction of the wood structure of your home and should not be cause for alarm.

EXTERIOR FINISHES must be maintained to protect the structural members of your home. Roofing, siding, caulking, painting and weatherstripping must all be kept in good repair to prevent damage to the wood structural members.

ROOFING, ROOF STACKS, VENTS AND FLASHING should be inspected twice yearly and resealed if necessary to prevent leaks and subsequent damage to framing members.

STORAGE of items in attic spaces should be kept to a minimum. Attic flooring does not have the load bearing capacity of the floors in your living areas.

Grading

Each homesite is graded to provide positive drainage away from the house. Some standing water should be anticipated after a heavy rain and it may take longer for the water to dissipate if the ground is saturated or frozen.

Where native trees are to remain on the homesite, original grades in the area of these trees must remain unaltered. Site conditions, house placement and elevation are factors when determining whether it is practical to save certain trees.

Over time, some settling of the filled areas around the house is to be expected. This should be corrected by spreading soil in the settled areas to prevent water from accumulating around the foundation. Attention to proper drainage is a homeowner responsibility.

GRADES should not be altered once they are established. Landscaping should not impede the proper flow of water away from the home. Keep splash blocks in position. Set sprinklers carefully to keep water off the walls and away from the foundation.

FOUNDATION DRAINS should not be buried or crushed. They should be kept open draining downhill. Failure to maintain this drain may result in flooding of foundation areas or basements.

Hardwood Flooring

The hardwood floor installed in your home will either be finished on-site or prefinished. Although durable, hardwood floors should be cared for properly and should be protected from moisture changes, abrasions and uneven exposure to sunlight.

FLOORS COMPLETED ON-SITE are finished after they are installed. This process includes the floor being sanded smooth, stained and coated with polyurethane. This durable finish highlights the natural beauty of the wood. Gaps caused by moisture changes in the wood are often noticeable in floors that are finished on-site.

PRE-FINISHED FLOORS have their finish applied by the manufacturer in a controlled environment. These floors are somewhat more durable than those finished on-site. In the event that a pre-finished floor is ever damaged, it is also easier to repair.

COLOR AND SHEEN VARIATIONS are noticeable in oak flooring. It will have some knots, worm holes and variations in tone, grain and color; and, the grain patterns on individual boards may affect their sheen. These differences may become more noticeable as the floor ages. Variations like these are normal and do not denote defects in either the wood or the wood's finish.

SWELLING AND SHRINKING of your hardwood floor will occur because the moisture content of the wood flooring is directly related to the temperature and humidity outside and inside the home. When the moisture content is low, the planks will shrink and the edge joints will become more prominent. When the moisture content is high, the planks will swell.

MOISTURE is the main cause of damage to hardwood floors. Water or liquids left standing on the flooring will cause staining or bowing.

WET AREAS such as powder rooms, the kitchen sink and dishwasher areas, as well as around entry doors require special care. Wipe up spills immediately with a dry cloth or paper towel. Use a slightly dampened (not wet) cloth for sticky spills.

RAIN must be kept off your hardwood flooring. Maintain exterior caulking, weather stripping and door thresholds in good repair.

GROUND WATER under your home can also cause problems. Maintain the proper grading, ventilation and drainage around the foundation. The crawl space vapor barrier should be maintained as installed by the Builder. This prevents excessive moisture from being absorbed into the flooring from underneath.

RUBBER-BACKED MATS will trap moisture on hardwood floors. Use vinyl-backed mats instead.

CARING FOR YOUR HARDWOOD FLOORS

DIRT, GRIT AND SAND--Vacuum regularly. Dust and mop. Place mats outside all exterior doors to keep floors free of dirt, grit and sand. Do not use household dust treatments (Endust, Pledge, Murphy's Oil, etc.). We recommend cleaning your floors with a slightly damp mop. For heavier cleaning, use Bona Chemi cleaner.

FURNITURE LEGS--Use fabric-faced furniture glides and clean the glides regularly since grit can become embedded in them. Casters should be grey, non-marking rubber. Do not use plastic or ball type casters on hardwoods.

SHOES--To reduce wear on your flooring, keep shoe heels, particularly high heeled shoes, in good repair.

SUNLIGHT--Chemicals in the wood oxidize with sunlight exposure and the color of the floor will change as it ages. To avoid uneven color appearances in the wood, you will need to move area rugs occasionally. Drape or shade large west-facing windows.

WAXING--Do not wax your hardwood floors. Wax is less durable than polyurethane and it makes your floors dangerously slick.

Insulation

Wall sheathing, wall and floor insulation, blown attic insulation and insulated glass help to create an envelope around your home that improve its energy efficiency. Expandable foam or caulking is used to seal off air infiltration through small openings in the home.

ATTICS AND CRAWL SPACES should be inspected seasonally to ensure that the insulation is in place with no bare areas.

DETERIORATED OR SEPARATED CAULKING should be repaired seasonally. Siding, trim, windows and doors should be re-caulked regularly to prevent air infiltration.

WEATHERSTRIPPING on interior and exterior doors should be maintained and monitored to ensure that a continuous weather seal is always in place.

CRAWL SPACE VENTS must be kept open except during periods of extreme cold.

Irrigation System

Your irrigation system will require a check-up in the spring to ensure it works properly. In winter, you will need to shut down and drain your system to prevent the possibility of frozen or burst pipes.

YOUR IRRIGATION SYSTEM

Your irrigation system was designed for the size and shape of your lawn. Its main components are:

CONTROLLER--(automatic timer). To program the controller, please follow the instructions inside the door panel. The controller is already programmed for normal summer operations. Run through the program following the instructions to confirm that the desired time and day are properly programmed. If your lawn is divided into zones, check to make sure each zone is properly set.

CUT-OFF VALVE--For emergencies and repairs, the stop valve allows you to stop the water flow to your irrigation system without affecting the water supply to your home. In most cases, the cut-off valve is located next to the water meter.

PREPARING FOR WINTER

1. Turn the cut-off valve to the OFF position.
2. Manually run through the water cycle for each zone. This will open each electric valve and allow water in the lines to drain out through the lowest head. Allow each zone to stay on long enough to allow all water to escape from the lowest head. Make sure to drain all zones in your lawn.
3. Unplug the Controller.

STARTING UP IN SPRING

1. Turn the cut-off valve to the ON position allowing the system to pressurize. Once pressurized, check your water meter to see that it is not turning (all sinks, showers, etc. must be off). If the water meter is turning, there is a leak

- in the main line (the line between the meter and electric valves). This must be repaired prior to operating the system.
2. Plug in the controller.
 3. Check the controller to ensure the system is set for the desired times, days and durations of operation. If your system has a back-up battery, replace it each spring.

Landscaping

Your lawn may be either seeded fescue or Bermuda sod. Seeded lawns should germinate and grow well provided they are maintained and watered properly. Sod lawns may be dormant at the time of installation. With proper care and watering, they should break dormancy in the first spring after their initial installation. Your lawn is also landscaped with trees and shrubs. The beauty of your landscaping will depend on the care and attention you provide it.

CARING FOR GRASS

Although Bermuda and Fescue lawns need different care, both have similar weeding and liming requirements.

WEEDS can be controlled or prevented by using both pre-emergent and post-emergent herbicides. These products are available at most lawn and garden stores; if you use herbicides on your lawn, please follow the instructions on the package.

PRE-EMERGENT HERBICIDES should generally be applied in late winter and should never be used on fescue in the first 4 months after seeding, as this will prevent grass growth. In addition, do not use pre-emergents on Bermuda sod that is coming out of dormancy, as this will damage and possibly kill it.

LIME should be applied to your lawn to reduce the acidity of the soil (acidity is a common problem in almost all southeastern soils). It may be applied at any time during the year. An average application is 50 lbs. per 1000 sq. ft., but the best way to determine your lawn's needs is to have the soil tested by your county's Cooperative Extension Service (see the info box "About Soil Tests" on this page).

ABOUT SOIL TESTS

For testing your soil, collect 10 to 15 samples of the top 6 inches of soil in different areas of your lawn. Mix the samples thoroughly, and measure 1 cup of soil from the mix. Deliver the mixed sample to the County Cooperative Extension Office and

indicate on the sample what type of grass is planted in your yard. Your sample will be analyzed at no charge to you. The results will be returned to you within 2 to 3 weeks with the proper lawn care information for the type of soil in your yard.

FESCUE GRASS

WATER seeded lawns often to prevent the seeds from drying out. When you water, soak the root zone to a depth of 4 to 5 inches; this is equivalent to about 1 inch of rainfall and can be accomplished in approximately 45 minutes of uninterrupted sprinkling.

CUT fescue regularly to maintain it at a height of 2-1/2 to 3 inches. For best results when mowing, adjust the cutting blade so that no more than the top 1/3 of the grass blade is removed.

OVERSEED fescue annually to maintain a full stand of grass. During the first year you are in your home, you will need to overseed in March and September. After the initial year, overseeding in September is adequate.

FERTILIZE fescue throughout the year to ensure good growth. To avoid burning your lawn, follow the manufacturer's instructions on the package. Always remember to water your lawn after fertilizing.

FOR BEST RESULTS: OVERSEEDING YOUR FESCUE

To prepare your lawn for overseeding, rake any bare spots with a hard tine rake or power rake it to break the soil surface. Spread the seed evenly at a rate of 5 lbs./ 1000 sq. ft. (completely bare areas should be seeded at 10 lbs./ 1000 sq. ft.). After overseeding, always apply a good fertilizer to your entire lawn. Cover overseeded areas with wheat straw to protect them from erosion.

BERMUDA GRASS

WATER Bermuda sod throughout the year, even in winter when it is dormant

(although never water it during extremely cold temperatures as freezing could result). Soak the root zone to a depth of 4 to 5 inches, which equals approximately 1 inch of rainfall or 45 minutes of continuous sprinkling.

CUT Bermuda grass to a height of 3/4 to 1-1/2 inches, adjusting the cutting blade of your mower so that no more than the top 1/3 of the grass is cut.

SCALP Bermuda lawns in the spring. (Scalping is the removal of the dead leaf material left on your lawn from the previous growing season.) This prevents fungal growth which could kill your grass. If your lawn is not scalped, the dead material will show through the grass as the new lawn grows. To scalp your lawn, mow it with a sharp blade, gradually lowering the blade to its lowest setting. After mowing all areas in your lawn as low as possible, rake and dispose of the clippings.

TREES AND SHRUBS

Trees and shrubs complete the landscaping of your home. Native trees are left in areas where the natural grades can be left relatively unaltered and where the trees are not threatened by construction activity. Native trees, transplanted trees and shrubs all require proper care and maintenance by the homeowner.

WATER SHRUBS every 3 to 4 days. If the ground around your shrubs is dry, water thoroughly to saturate the area. Water in the morning rather than in the evening. Evening watering can promote fungal growth. During summer months, do not water in the heat of the day as most water will evaporate before it can penetrate the roots of your shrubs.

PRUNING shrubs will help them maintain their fullness and shape. During the first year in your home, most shrubs will not require pruning. In early spring, prune shrubs heavily, maintaining them with light pruning during summer months. Never prune after September, as this will leave plants susceptible to cold, causing them to freeze.

IRON DEFICIENCY, or iron chlorosis, is due to local soil conditions. Plants with an iron deficiency will have leaves with yellow areas in between green veins. To correct this problem, add an iron solution.

WATER TREES twice a week during the spring, summer and fall. Make sure you soak the root ball heavily allowing a hose to slowly run at the base of a mature tree for up to 2 hours. During the winter, water your trees at least twice a month.

FERTILIZE your trees once in the spring and once in the fall with 1 cup of 10-10-10 fertilizer per inch of trunk diameter.

PINE STRAW placed at the base of trees should always remain intact to a depth of 4 to 6 inches to protect your trees' root systems.

STAKES AND WIRES help keep a tree's growth straight, and they should remain intact for 1 year. Check the wire regularly during the first year and tighten it as needed if it appears loose. After the first year, be sure to remove the stakes and wires so your trees can grow naturally.

Locks

Your doors are equipped with Schlage locks. All exterior door locks and deadbolts are keyed alike. It is important to know that the interior door knob will still turn even when the exterior is locked. Remember to unlock the inside knob before exiting to avoid accidentally locking yourself out of the house.

OPERABLE WINDOWS are equipped with a thumb turn type of sash lock. Simply turn the lock to the right to open the window, and to the left to lock it.

ALL LOCKS AND HARDWARE should operate smoothly, although expansion and contraction may move strike plates or keepers for doors out of alignment. Also door and cabinet handles will loosen with use. Periodic adjustment is necessary and can be done with a screwdriver.

For information on cleaning the brass-plated locks and hardware in your home, refer to the Brass Care section at the beginning of this manual.

Marble, Slate and Granite

Marble, stone and granite are some of the most ancient and beautiful natural resources. The veining and fissures in these stones were created by the forces of nature. Like all natural materials, their imperfections define their natural beauty.

PRODUCTS THAT WILL DAMAGE STONE SURFACES

Juices & Soda

Coffee & Tea
Alcoholic Beverages
Mustard & Ketchup
Vinegar
Acids & Alkalis
Shaving Cream
Perfume & Cologne
Nail Polish Remover
Shampoo
Toothpaste
Hair Dyes
Common Household Cleaners
Dishwashing Soap
Bath Soap with EDTA
Toilet Bowl Cleaners
Drain Openers
Rock Salt & Sand

STONE is very hard and durable but it can be chipped, broken or stained.

GROUT is not as hard as stone and can be cracked and stained. In fact, some cracking and loosening of the grout is normal due to expansion and contraction as the temperature and humidity changes with the seasons.

SEALING stone will help protect its surface and maintain its original appearance for years to come. Stone and grout should be sealed annually with a product such as Stoneguard. Before sealing, make sure these surfaces are completely clean and dry. Apply the sealer with a clean terry cloth towel, let it soak in for a few minutes, and then wipe off any excess sealer. Keep the surface from getting wet for at least 24 hours after sealing.

MARBLE is made of calcium just like your teeth. Coffee, tea, soft drinks, juices and

alcohol will all harm its finish. Marble can be cleaned with a product such as SCI-M Marble Powder. This will remove glass rings, minor scratches and dull spots. Mix a very small amount of this powder with water and buff the surface with medium pressure in a circular motion for about 30 seconds to create a slurry that will polish the marble. Remove the slurry with a product such as Marbamist. After cleaning, apply a marble polish such as International Stone Polish. For your own safety, never polish marble floors. Polishing makes the surface extremely slick and unsafe.

SLATE AND GRANITE should also be polished regularly. International Stone Polish is a good polish. Apply it with a clean, dry cloth. Let it dry to a haze and then wipe it off. For best results, do not place anything on the surface for 30 minutes after polishing. For daily cleaning, spray the surface with Marbamist and wipe clean.

SEPARATION will occur in places where the stone and grout meet other materials such as the floor or mantel. This separation is normal, and you will need to re-caulk these areas periodically. A silicone caulk works best.

GROUT will stain easily especially if it is exposed to dirt and moisture. When cleaning grout, be sure the cleaning agent you choose is compatible with the stone material. Stone may react chemically to cleaners that are not intended for use with them.

PROTECTING YOUR STONE ACCESSORIES

1. Use coasters under drink glasses.
2. Sweep stone floors at least once a week.
3. Use door mats.
4. When mopping your stone floors change the solution often. A dirty solution can actually stain your floor.
5. Place furniture on protective glides.
6. Never drag anything, especially furniture, across a stone floor.

Mirrors and Glass

The mirrors in your home should be free of scratches and desilvering, which looks like black spots.

CLEAN your mirrors with a spray-on window-cleaning product taking care that the cleaner does not get behind the mirror glass. Do not use ammonia based cleansers as they may cause desilvering.

Do not use abrasive cleaners to clean mirrors as they will permanently scratch mirror surfaces.

Paint

Your home has been painted with high quality paint. Both interior and exterior paint will fade over time. The degree of fading depends on weather and sunlight exposure. For this reason, it becomes more difficult over time to match colors.

CAULKING is an important seal against moisture. If it is not maintained, moisture penetration may affect your paint performance. Caulking needs to be inspected seasonally.

PERIODIC TOUCH-UPS to both interior and exterior walls are recommended to maintain the appearance and durability of the paint coating. Touch-up paint is provided in your Homeowner Kit. When making touch-ups to flat wall surfaces use a slightly thinned paint. Apply it by feathering the tip of the paint brush on the wall to match the original roller pattern.

CLEAN painted interior walls with a clean, damp sponge. If something stronger is needed, use a mild, non-abrasive detergent solution.

COVER all exposed wood edges on your home's exterior with paint and/or caulking so that no water penetration is allowed. To maintain this vapor barrier, routine painting and caulking is recommended at least every 3 to 5 years. Between routine painting and caulking, joints should be inspected seasonally to insure that any cracked or separated caulking is repaired.

MILDEW on exterior painted surfaces can be cleaned with a mixture of bleach and water. After cleaning, dry thoroughly, then touch up the surface with fresh paint as needed. Never paint over mildew, as the mildew will merely grow back through the new coat of paint.

A NOTE ON EXTERIOR PAINT FINISHES

The exterior paint surfaces around your home will perform differently depending on their exposure to the sun and weather. The paint on walls in full sunlight will not perform as well as on walls in shaded areas. Mildew is common on north-facing walls. Wet seasons may promote mildew growth affecting the performance of paint.

Plumbing

Your plumbing system should require minimal maintenance. However, there are a few things you need to know about it.

COLD WEATHER TIPS

In extremely cold weather, there is a much greater possibility of pipes bursting. To prevent damage to pipes during cold weather, follow these tips.

1. DO NOT turn the heating thermostat OFF or set it at a minimum heat for extended periods of time.
2. Let the hot AND cold faucets drip.
3. Close the vents and access doors to your crawl space.
4. Keep your garage doors closed.
5. Open the kitchen and bathroom cabinet doors to expose pipes to heated air.
6. Shut off the water supply to outside lines and drain them.
7. Disconnect garden hoses from spigots.

ABOUT CUT-OFF VALVES

If you have a leak in your plumbing, please shut the water off at the nearest cut-off valve. The valves for toilets and sinks are located underneath the fixture. the valve for the dishwasher is under the kitchen sink next to the hot and cold water cut-offs. The valve for the entire house is marked with a blue tag, which reads "MAIN WATER CUT-OFF" and is typically located on the front side of your house at the water supply line which comes in from the street. There are no separate cut-offs for showers and tubs. These fixtures must be shut off by the main water cut-off.

If you need to shut off the main house valve, be sure that your water heater is turned down to the pilot setting to prevent overheating. The water supply line from the street can be turned off at the water meter at the street if you have a leak outside your home.

Please contact your local water authority or your plumber if you need assistance in cutting off these valves.

DRAIN, WASTE, VENT AND WATER PIPES are protected to prevent freezing during normal cold weather conditions. During extremely cold weather conditions you will need to take extra precaution in order to protect your pipes from freezing.

CONDENSATION occurs on pipes due to temperature differences between the pipe and the surrounding air and should not be a cause for concern. Condensation is not a plumbing leak.

SOME NOISE from your pipes is normal, and is caused by water flowing through the pipes or the expansion and contraction of the pipes themselves. Noise from expansion sounds very similar to water dripping.

TOILETS are 1.6 gallon flush units as required by law. If you are moving from an older home or apartment, you will notice that there is a much reduced flow rate. These toilets do not flush as well as older models.

THE FOLLOWING ITEMS WILL CLOG your toilets: sanitary napkins, tampons, hair, baby wipes, grease and paper towels. Take care not to flush these items.

CLEAN YOUR TOILETS with any good store-bought cleaner, but be careful not to mix the cleaners you use. Do not use any type of drop-in cleaner in your toilet as it may cause unwanted deposits in the system.

SHOWERHEADS AND FAUCETS are designed for water conservation as required by law. The showerhead, for example, will have a flow of 2 gallons per minute which may seem gentle if you are used to an older model showerhead. Faucets and valves should not leak due to defects in material or workmanship. Leakage may be caused by worn washers or seals and changing out worn washers and seals are regular homeowner maintenance items.

FAUCETS are durable fixtures and usually require only minimal care. They have a protective coating over the finish. To maintain this finish and the "like-new" appearance of your faucets, clean them only with a soft, damp cloth. To remove dry water spots use warm water. Do not use alcohol, organic solvents or cleaners which contain abrasives or harsh chemical to clean faucets. These types of cleaners will damage the finish and void your faucet's warranty. To make routine cleaning easier, apply a high quality wax polish to faucets regularly.

AERATORS are installed on all your faucets. Aerators must be cleaned occasionally to prevent the build-up of deposits. To clean them, simply unscrew them from the faucet, rinse and replace.

PORCELAIN KITCHEN AND BATHROOM SINKS must be cleaned with a non-abrasive household cleaner, warm water and a sponge. These surfaces are easily chipped, scratched and stained. Take care not to leave anything containing harmful acids, such as tea bags, in the sink. Be aware that cigarettes will permanently burn and scar the surface of these fixtures.

BATHROOM SINK PLUNGERS should be adjusted periodically with a small wrench to keep them operating properly. The plunger action is located under the sink.

STAINLESS STEEL KITCHEN SINKS have brushed finishes. To maintain their appearance, clean these surfaces with a sponge, warm water and a non-abrasive household cleaner. To restore the luster to stainless steel sinks, apply a small amount of mineral oil with a soft cloth and then wipe dry. For best results, do not clean them with steel wool or metal brushes as these will scratch the steel surface. In addition, you will want to avoid placing rubber mats in the sink as they trap water and cause permanent discoloration of the steel.

CLOGGED DRAINS may be cleared with a rubber plunger to dislodge a minor blockage. If a blocked drain leads from a double sink, make sure the other drain is closed before plunging.

WHEN YOU USE COMMERCIAL DRAIN CLEANERS, be sure to follow the manufacturer's directions and take care to protect your eyes, hands and clothes. To protect your sink's finish, apply the drain cleaner with a funnel. Never use a plunger after applying chemicals.

GREASE AND SCUM BUILD-UP can be controlled in your kitchen sink drain with the regular application of a few tablespoons of sodium carbonate. After applying the soda to your drain, flush twice with hot water.

HAIR ACCUMULATION can be prevented in the bathroom sink by periodically removing the stopper and cleaning it.

BATH TUBS have enameled surfaces which are tough, but they can be chipped or stained. To remove minor scratches, use a white polishing compound, which is available at auto supply and hardware stores, and follow the manufacturer's directions.

YOUR WHIRLPOOL TUB should be purged approximately every 3 to 4 months to eliminate any build-up in its air flow system. To purge the system, fill the bath with hot water, 3 inches above the outlets, and add 2 teaspoons of a low-foam dishwasher detergent. For best results, boil the detergent in water before applying it to the tub. Run the whirlpool for 10 to 15 minutes, and drain the tub. Fill the tub with cool, clear water and run for five minutes; then drain the tub. Finally, clean the surface with a spray foam cleaner. Never use abrasive cleaners or cleaners such as Soft Scrub, as these will scratch the surface.

OPERATING YOUR WHIRLPOOL TUB

1. Do not block any of the whirlpool jet outlets.
2. The water level should be at least 3 inches above the top of the outlets. If the outlets are not completely immersed in water, their seals will burn and the tub will leak.
3. Whirlpool jets operate individually. If you wish to reduce the water flow from a particular jet, turn it clockwise. You can also change the direction of the water flow.
4. The air control valves control the "bubbling" action.
5. There is a GFCI on your tub. Electrical shorts and power surges can cause this breaker to trip. If your tub does not operate, check the breaker first. Reset the breaker by turning it all the way off and then on again. This switch can also be used as a safety cut-off.
6. The small grill in the tub is the water return. Keep this grill open at all times when using the whirlpool.

HOSE BIBS (OR SPIGOTS) are located outside your home in the front and back of the house. Spigots on the front of your home run on street pressure, so their flow is stronger than that on inside faucets. Backyard spigots will have a lighter flow because they run on house pressure. Note: Water source should be shut off to outside spigots during freezing periods.

BACKFLOW PREVENTERS are installed on all outside spigots to prevent chemicals and other substances from contaminating your water line.

Roofing

The roofing system on your home includes the roofing felt, flashing, shingles, roof vents, gutters and downspouts. Rolled roofing may be used on roof areas that have very little slope. In addition, galvanized metal or copper roofing is sometimes used on porches and bays. Your home is also equipped with roof ventilating systems which may allow some rain in during heavy rains and winds.

SHINGLES may not lie down immediately if applied in cool weather. The mastic, located on the underside of each shingle, must be warmed by the sun in order to seal the layers of shingles together. Severe winds may lift up shingles, but they lie down in warm weather. After severe weather, check the roof for torn and missing shingles. Damage to shingles from winds in excess of 54 miles an hour are not covered by the warranty.

ROOF FLASHING is aluminum or galvanized metal which prevents water penetration where shingles meet the vertical surfaces of another material. It is normal for flashing to be visible from outside your home. Flashing includes caulking

which requires regular maintenance. METAL TOPS above bays and porches are installed with a sealant. Keeping this sealant in good repair helps prevent leaks and is the responsibility of the homeowner.

THE GUTTER SYSTEM carries water away from your roof. Gutters should not leak, but may overflow during heavy rains. Clean them seasonally to remove leaves, pine straw and other debris. **MESH GUTTER GUARDS** will minimize the amount of debris in your gutters, but will not keep gutters entirely clean. Stopped up gutters may cause leaks, and gutter overflow will wear your paint unnecessarily. Keeping gutters clean is solely the responsibility of the homeowner.

Septic System

HOW YOUR SEPTIC SYSTEM WORKS

Your septic system consists of a tank and an absorption field.* The tank is the collection point of all waste generated by the home's plumbing system. The absorption field, which is a trench 3 to 4 feet deep and 2 to 3 feet wide, runs several hundred feet through your yard and is the place where liquids are disposed of by your system. As you use your plumbing system, waste is dumped into the tank where solids will remain until they decompose into a liquid. The liquids then spill out of a hole in the upper portion of the tank and into the absorption field where they are absorbed and filtered by the soil. Eventually they evaporate to the surface of the ground.

* As septic systems do vary, you will want to check with your Builder to verify the type of system installed on your property.

The type, size and location of your septic system is determined by a series of soil evaluations by a qualified professional. The local County Environmental Health Department reviews this information and issues a permit for it. A copy of this permit is included with your closing papers.

Your septic system is designed to handle the normal waste generated by your home. Following the precautions described in this section will help you maintain a well-functioning system. **Abuse of your system will cause either partial or total failure of an otherwise functioning system and will void your warranty.**

USE WATER SPARINGLY. Saturation of absorption field lines is the leading cause of septic failure and is usually due to overuse of water. To prevent such problems, do not remove the water conserving devices installed on all your faucets, showers and toilets. The average monthly usage of water for a normal household is 8,000 gallons. Check your monthly bill against this average.

AVOID RUNNING WATER continuously through the system for extended periods of

time as this will cause the absorption field to become saturated. Taking showers, washing clothes and using the dishwasher consecutively will overload the system. Allow some time to elapse between functions that generate large amounts of waste water. Allow at least 2 hours between large water usages.

ONLY NORMAL HOUSEHOLD WASTE and toilet tissue should be disposed of into the septic system. Never put cooking grease, oil, chemicals or any foreign material that will not rapidly decompose into the system. This will clog the absorption field lines. Such clogs will kill the bacteria that naturally break down the solids in the tank. The use of septic tank additives will not correct this problem.

ADDING OTHER WATER FIXTURES will require you to enlarge the absorption field lines and possibly even the tank. Check with your county's Environmental Health Department before adding extra fixtures, such as a bathroom or a garbage disposal, to your home. Adding such fixtures without local or county government approval will void the warranty and may be a violation of local ordinances.

PUMPING to clean out your septic system should be done on a regular basis. The length of time between pumpings will vary depending on the number of family members in your home, the size of the tank and whether you have a garbage disposal. The surest method of determining if the tank needs to be pumped is to have it inspected by a septic tank service company every 2 to 3 years.

A SEWAGE CLEAN-OUT is usually located outside within 5 feet of your home. This PVC pipe must be protected from damage, should never be covered and must always be accessible.

Shower Enclosure

RECOMMENDED FOR CLEANING YOUR SHOWER

Glass Plus (without ammonia)

Comet Non-Abrasive Bathroom Cleaner

NOT RECOMMENDED FOR CLEANING YOUR SHOWER

Vinegar

Vinegar-based products

Steel pads

Teflon pads

Your glass stick stall shower enclosure is framed with anodized aluminum in either a brass or chrome finish. The glass is tempered for safety.

CLEAR SILICONE CAULK seals the enclosure to help prevent water leakage. You will need to re-caulk these areas periodically to maintain their seal. Please note that the back corners of the shower stall at the bottom of the tile just above the pan should be left open as weep holes.

THE DOORS on your stick stall shower provide easy entry and exit. They should operate smoothly. Should these doors become hard to open, lubricate them with silicone spray (which is provided in your Homeowner's Kit).

A NON-ABRASIVE CLEANER with a pH of 7 to 8 is recommended for the cleaning of your shower enclosure. The simplest and best method for cleaning it is to wash it with clean water and dry it with a soft cloth.

WHEN USING THE SHOWER, direct the spray away from the shower doors to prevent water seepage.

Termite Treatment

TREATING YOUR HOME FOR TERMITES

Your home has been treated with termiticide to prevent infestation. This treatment is done in two stages:

The first stage, the Pre-treatment, is done prior to pouring the basement or garage slabs, before framing begins over crawl spaces or before pouring slabs on grade.

The second stage, the Final Treatment, is done as the landscaping is completed.

Your home is treated with a termiticide by a professional pest control firm. An inspection is performed and an Official Inspection Report is completed in accordance with local and state codes. This report reveals findings of any actual or previous infestation of subterranean termites, powder pest beetles, wood boring beetles, dry wood termites or wood decay fungus. This report also notes any earth to wood

contact, faulty grades, insufficient ventilation or conditions conducive to infestation from wood destroying organisms on your property.

THE WARRANTY (OR TERMITE BOND) from the pest control company can be extended by paying an annual renewal fee. Renewing your bond is strongly recommended.

The original bond covers physical repairs to the home should there be an infestation while the bond is in place. If you are changing vendors, please be aware that not all companies offer this coverage. It is the responsibility of the homeowner to ensure that the termite bond is renewed.

Trim Carpentry

Your home includes trim moldings made of MDF, wood composites, finger jointed wood, fiberglass and solid wood.

PAINTED WOODWORK may be cleaned with a slightly damp cloth.

STAINED WOODWORK should be cleaned and treated periodically with lemon oil, Old English or a similar type polish to prevent it from drying out.

MOLDINGS should be allowed to go through at least one regular heating season before they are re-painted or re-caulked. Separations at the corners of molding seams and corners can be caulked or patched with a wood filler and then stained or painted to match the existing molding.

MINOR SEPARATION of trim elements is normal due to shrinkage and expansion caused by changes in temperature and humidity.

Vinyl Flooring

The vinyl flooring in your home is a "no-wax" vinyl. It should not rip, tear or gouge with normal household activity. Be careful when moving major appliances, such as a refrigerator, so as not to tear the floor. We suggest that you lay plywood on the floor and walk the appliance across the plywood into position.

PREVENTING DAMAGE TO VINYL FLOORS

The following items can damage your vinyl flooring.

1. Foam, plastic and rubber backed mats may cause discoloration of your floor. We suggest using mats made of natural fabrics.
2. High heeled shoes can cause indentations in the floor. Keep heels in good repair to reduce problems they might cause.
3. Rolling casters may rip the floor. Do not use carts with single rolling casters. Casters should have double rolling wheels as these minimize the pressure put on your floor by the load they carry.

Just as a precaution, remember that the heavier the item is that you put on your vinyl floors, the larger your floor protectors should be.

REGULAR CLEANING can be done by mopping and vacuuming. When mopping, you will want to avoid using soap-based detergents, abrasive cleaners or “mop and shine” products as they may either remove the finish or leave a dull film on the floor’s surface. If you use an upright vacuum to clean your floor, use the wand attachment. The beater bar inside the vacuum can cause visible damage to the floors.

REPAIR CUT OR GOUGED FLOORS immediately to prevent the holes from growing larger. Some large gouges can be repaired by a flooring professional.

Wallpaper

Wallpaper is installed so that **SEAMS** are as inconspicuous as possible, but no wallpaper is seamless. Typically, dark wallpapers will show seams more than lighter wall coverings.

Occasionally wallpaper **SEAMS WILL LOOSEN OR CURL**. These areas can be re-glued with a wallpaper adhesive and rolled to re-seal the paper. We recommend clear Elmer’s Glue for this type of repair. Be sure to clean any excess glue from the paper with a clean, damp sponge.

CORNERS in high traffic areas may be rubbed loose from wear. Clear plastic edge treatments in these areas help prevent damage, however, they are not to everyone’s taste.

Water Heater

CARING FOR YOUR WATER HEATER

SEDIMENT may collect and settle at the bottom of your water heater tank causing it to rust over time. To remove these deposits, you will need to drain it periodically. For gas heaters, drain approximately 1 gallon of water. If you live in a hard water region, adding a water softener will reduce the frequency of the need to drain the heater.

Your water heater is either gas or electric and holds 50 gallons. An information pamphlet attached to the side of the heater contains details on recommended temperature settings, relighting the pilot light, energy saving tips, as well as cleaning and draining instructions.

THE PRESET TEMPERATURES of your heater range between 125 and 145 degrees Fahrenheit. If you adjust the setting, keep in mind your dishwasher will not operate properly at settings below 125 degrees.

HOT WATER TEMPERATURES should not be set too high, especially if children or elderly live in your home, as scalding can result.

A SAFETY VALVE which monitors pressure build-up is installed on your heater. If the pressure rises to unsafe levels, the valve opens allowing the pressure to ease. If this occurs, we recommend you have a plumber check your system.

COMBUSTIBLE ITEMS such as oily rags, clothing, chemicals, brooms and dust mops should never be stored near your water heater. These items are potential fire hazards.

Windows

The windows in your home are a combination of insulated, uninsulated and tempered glass. Insulated windows may have an extended guarantee offered by the sash manufacturer against failure of the thermopane seal. Check your window warranty documents for extended warranty information. Before opening your windows, be sure that the sash lock is flush with the window to avoid damaging the sash frame. Open the window by grasping the recessed hand-lift groove on the sash.

WOOD WINDOWS are either operable sash or fixed sash. Some have vinyl grid inserts that are easily removed for cleaning.

ALUMINUM WINDOWS are standard in some neighborhoods. Most aluminum windows have insulated glass with weatherstripping on operable sashes and a self-locking latch. Removable screens are included with the operating sashes.

CONDENSATION occurs on windows as a result of humidity and is not a defect of the windows. Condensation usually occurs during the winter months when the indoor air is warmer than outside air due to the heating and is not a defect of the windows.

WEATHERSTRIPPING is applied at the top and bottom of your windows to help improve your home's energy efficiency. Some air infiltration will be noticeable around windows especially during high winds.

SCREENS are provided on operable windows to keep insects out. They are not intended to provide security.

THE SPRINGS inside each window track may lose some tension over time resulting in the top sash sliding down when the window is unlocked. To correct the tension, remove the sash and tighten the adjustment screw by turning it clockwise.

WINDOWS THAT HAVE TILT-OUT SASHES may be tilted in to the house for cleaning.

IF YOU CHOOSE TO TINT your windows, the tinting film should be applied to the outside of the glass. Tinting film applied from inside the home reflects heat back through the glass onto the window sash, causing it to heat to temperatures that can cause glass failure. In addition, applying window tinting inside the window will void your warranty.

OPENING STUCK WINDOWS

The expansion of your home due to the effects of heating and cooling may make windows difficult to open. Never try to force a window open. Work it gently with a putty knife taking care not to damage the window casing. If your windows are not sliding easily, lubricate the tracks with either silicone spray or a light coat of beeswax.

Solutions to Common Problems

Although we hope you never have problems in your new home, we understand that some problems may arise which will need to be taken care of. Many such problems are easily remedied and can be fixed by the homeowner. We encourage you to fix problems whenever and wherever you can, as this will save you the time and reduce repair costs.

This section presents some common problems you may experience during the life of your home. Problems are addressed under their specific category. For instance, if your paint is peeling on the outside of your home, you will want to refer to the "Exterior Finish" section for ways to remedy and prevent peeling paints.

For further assistance with any of these issues, or if you experience problems which are not listed in this section, don't hesitate to contact our Customer Service Department. Our representatives will be happy to help you in any way they can. For general questions, you can contact them by calling the Customer Service number for your area which is listed in the front of the warranty document in this handbook.

If you ever have a critical problem, call Customer Service at one of the numbers in the warranty document. A Quality Manager will be dispatched to your home as soon as possible.

AIR CONDITIONING AND HEATING

A/C OR FURNACE DOES NOT START UP.

LIKELY CAUSE: No power to unit or furnace cover is open.

SOLUTION: Check the switch and power supply. Replace the cover on the furnace.

UNEVEN TEMPERATURES IN THE HOME.

LIKELY CAUSE: Unbalanced air flow.

SOLUTION: Adjust the registers in each room to increase or decrease the air flow as needed.

A/C SYSTEM BLOWS WARM AIR.

LIKELY CAUSE: Compressor may not be sufficiently charged or it may have a freon leak.

SOLUTION: Have the compressor recharged and checked for leaks.

SYSTEM DOES NOT HEAT OR COOL ADEQUATELY.

LIKELY CAUSE: Dirty filter.

SOLUTION: Clean or change the air filter.

APPLIANCES

CLOTHES DO NOT DRY.

LIKELY CAUSE: Dryer vent may be blocked.

SOLUTION: Make sure the dryer line is not kinked or clogged with lint.

FOOD DISPOSAL WILL NOT OPERATE.

LIKELY CAUSE: Reset button is tripped or the blade is obstructed.

SOLUTION: Press the reset button on the underside of the unit. For units which require a wrench, insert the tool and rotate the blades from the underside. (Make sure the power switch is OFF when making adjustments to your disposal.)

APPLIANCE WILL NOT OPERATE.

LIKELY CAUSE: No power to the appliance.

SOLUTION: Make sure the appliance is plugged in and the power outlet is on. Make sure that the circuit breaker has not tripped.

DISHWASHER OR WASHER WILL NOT OPERATE.

LIKELY CAUSE: No power or water to the appliance.

SOLUTION: Make sure the appliance is plugged in and that the water to the appliance is turned on and working properly.

CABINETS

DOOR OR DRAWER DOES NOT CLOSE.

LIKELY CAUSE: Hinge or guide is out of alignment.

SOLUTION: Adjust the hinge or guide with a screwdriver.

DRAWER DOES NOT SLIDE SMOOTHLY.

LIKELY CAUSE: Guide is misaligned or needs lubricant.

SOLUTION: Adjust the guide and/or lubricate it with silicone.

LOOSE KNOB.

LIKELY CAUSE: Screw has loosened.

SOLUTION: Tighten screw.

CARPET

SOME CARPET SEAMS ARE MORE VISIBLE THAN NORMAL.

LIKELY CAUSE: Fibers are separating from the effects of vacuuming and normal traffic.

SOLUTION: Vacuum the carpet in the same direction as the seams.

CARPET IS FADED AT DOORS AND WINDOWS.

LIKELY CAUSE: Excessive sunlight.

SOLUTION: Cover the window with window coverings to reduce the effects of the sun.

CARPET IS MATTED ON STAIRS AND AT HIGH TRAFFIC AREAS.

LIKELY CAUSE: High traffic soiling the carpet.

SOLUTION: Vacuum high traffic areas more regularly than other areas. Have the carpet cleaned by a professional.

CERAMIC TILE

CRACKED OR LOOSENED TILE.

LIKELY CAUSE: Improper adhesion.

SOLUTION: Repair, replace and/or re-secure the tile.

LOOSENED OR MISSING GROUT.

LIKELY CAUSE: Shrinkage, expansion, contraction or settling of your home.

SOLUTION: Re-grout or re-caulk the disturbed areas.

MOLD OR MILDEW ON GROUT.

LIKELY CAUSE: Excessive humidity or steam.

SOLUTION: Clean tile with X-14 or a solution of household bleach and water.

CONCRETE FINISHWORK

MINOR CRACKS IN CONCRETE.

LIKELY CAUSE: Shrinkage or settlement.

SOLUTION: Fill cracks with silicone caulk or latex concrete.

WATER SEEPAGE.

LIKELY CAUSE: Grading change or negative slope at foundation.

SOLUTION: Restore the proper grades to landscaping.

MILDEW IN BASEMENT.

LIKELY CAUSE: Normal dampness.

SOLUTION: Add a dehumidifier.

DAMP CRAWL SPACE.

LIKELY CAUSE: Foundation vents not open or negative drainage to the foundation which allows water to leak into the crawl space.

SOLUTION: Open all foundation vents and make sure the grade runs away

from the home.

CONCRETE IS DUSTING.

LIKELY CAUSE: Normal wear.

SOLUTION: Seal the concrete to prevent dusting. It must have cured for at least 6 months before sealing.

COUNTERTOPS

LAMINATE TOP MITER JOINT HAS SEPARATED.

LIKELY CAUSE: Shrinkage or minor settlement of your home.

SOLUTION: Re-caulk the miter joint.

BACKSPLASH HAS SEPARATED.

LIKELY CAUSE: Shrinkage or minor settlement.

SOLUTION: Re-caulk the miter joint.

DECKS

LOOSE BOARDS ON DECK.

LIKELY CAUSE: Wood shrinkage.

SOLUTION: Re-nail the boards.

NAILS RAISED ON BOARDS.

LIKELY CAUSE: Wood shrinkage.

SOLUTION: Re-set the nails.

CRACKS, SPLITS OR WOOD DECAY.

LIKELY CAUSE: Water damage.

SOLUTION: Periodically apply sealer or wood preservative to the wood.

DARK DISCOLORATION OF WOOD.

LIKELY CAUSE: Mildew.

SOLUTION: Periodically use deck cleaner or bleach to kill mildew.

DOORS

DOOR WILL NOT STAY OPEN.

LIKELY CAUSE: Settlement.

SOLUTION: Adjust the hinge pin.

DOOR WILL NOT LATCH.

LIKELY CAUSE: Settlement.

SOLUTION: Adjust the keeper.

KEY NOT OPERATING SMOOTHLY.

LIKELY CAUSE: Normal usage.

SOLUTION: Spray white graphite into the key hole.

DOOR KNOB IS LOOSE.

LIKELY CAUSE: Normal usage.

SOLUTION: Tighten the screws on the outer edge of the knobbase.

STAINED DOOR SHOWS WEAR & WEATHERING.

LIKELY CAUSE: Normal wear and tear.

SOLUTION: Sand lightly and re-apply varnish.

EXTERIOR DOOR OR PANEL WARPING.

LIKELY CAUSE: Moisture penetration.

SOLUTION: Be sure all edges of the door or paneling are sealed and that there is good paint or varnish coverage on the surface.

DRYWALL

NAILS POPPING THROUGH DRYWALL SURFACE.

LIKELY CAUSE: Woodframe member which is drying out is causing the drywall to pull away from the nail.

SOLUTION: Reset the protruding nail into the drywall or remove it entirely. Place another drywall nail approximately 2 inches below or above the original nail, and gently hammer it slightly below the drywall surface. Repair the drywall as directed in the Drywall section.

MINOR CRACKING OF THE DRYWALL SURFACE.

LIKELY CAUSE: Settlement or variations of temperature and moisture causing drywall to dry out.

SOLUTION: Press a small "V" shaped indentation using the back of the putty knife along the length of the crack about 1/8" deep and 1/8" side. Fill with spackling compound and smooth or sand lightly. Then touch up with matching paint.

DRYWALL CRACKS LARGER THAN 1/4".

LIKELY CAUSE: Settlement or variations of temperature and moisture causing the drywall to dry out.

SOLUTION: Apply compound in the crack and cover it with a strip of drywall tape. Add another layer of spackling over the tape, feather the edges well and allow to dry. Sand until you have a smooth finish, and repaint the area.

DEEP SCRAPES OR INDENTATIONS.

LIKELY CAUSE: Damage by furniture or heavy objects.

SOLUTION: Apply spackling compound to the damaged area. Depending on the depth of the damage, 2 or 3 applications may be necessary to allow for the spackling to shrink as it dries. Sand after each layer and paint after the final application.

ELECTRICAL SYSTEM

LIGHT FIXTURE NOT WORKING.

LIKELY CAUSE: Bulb may not be tightened or the light may not be receiving power.

SOLUTION: Tighten the bulb and check to make sure the fixture is plugged in. If the light still does not turn on, check the circuit breaker to make sure it has not tripped.

GFCI OUTLET OR SWITCH NOT OPERATING.

LIKELY CAUSE: GFCI outlet has tripped.

SOLUTION: Reset the circuit breaker.

NO POWER AT RECEPTACLE OR FIXTURE.

LIKELY CAUSE: Circuit breaker has tripped.

SOLUTION: Reset the circuit breaker.

COMPLETE POWER FAILURE.

LIKELY CAUSE: Interruption in electrical service to the house.

SOLUTION: Contact your power company.

EXTERIOR FINISHES

MILDEW ON EXTERIOR FINISH.

LIKELY CAUSE: Wet weather and/or lack of sunlight.

SOLUTION: Clean affected areas with bleach and water solution.

CRACKING OR PEELING OF PAINTED SURFACES.

LIKELY CAUSE: Normal aging of paint, especially on sides of the home receiving more intense sunlight.

SOLUTION: Clean, scrape and sand the surface; then prime and repaint with the appropriate color.

GAPS AT TRIM JOINTS OR BETWEEN FINISHES.

LIKELY CAUSE: Normal caulk or filler shrinkage.

SOLUTION: Re-caulk or refill areas where there are gaps.

FIREPLACE

WHITE POWDERY SUBSTANCE APPEARING ON BRICK.

LIKELY CAUSE: Efflorescence or soluble salts.

SOLUTION: Wash the surface with Prosoco and rinse clean with water. Do not use a stiff brush.

SMOKE BACKS UP INTO ROOM.

LIKELY CAUSE: Damper not open or chimney flue is blocked.

SOLUTION: Open the damper and/or clean the chimney.

SMOKE SMELL IN HOUSE WHEN FIRE ISN'T BURNING.

LIKELY CAUSE: Dirty flue, ashes left in the firebox or the whole house fan is pulling air down the chimney.

SOLUTION: Clean the flue, clean out any cold ashes and/or close the damper.

CRACKS IN THE REFRACTORY.

LIKELY CAUSE: Burning fires that are too large or too hot.

SOLUTION: Repair the refractory and burn smaller fires.

EXCESSIVE BLACK SOOT INSIDE FIREPLACE.

LIKELY CAUSE: Burning poor quality wood or burning items other than wood.

SOLUTION: Clean the chimney. Burn only dry, seasoned hardwoods.

STRONG DRAFTS COMING FROM FIREPLACE.

LIKELY CAUSE: Damper left open after using the fireplace.

SOLUTION: Close the damper whenever the fireplace is not in use. You may also want to consider adding glass doors to your hearth to prevent drafts.

FRAMING

FLOOR SQUEAKS OR POPS.

LIKELY CAUSE: Shrinkage or minor deflection in the flooring system.

SOLUTION: This is often a temporary condition. However, if the floor squeaks or pops are severe you may want to nail the subfloor area the remedy the noise. Contact a general contractor to do this for you as it may involve removing your carpet.

HARDWOOD

GAPS BETWEEN WOOD PLANKS APPEARING IN HEATING SEASON.

LIKELY CAUSE: Dry air is causing the wood to dry and contract.

SOLUTION: This condition will most likely correct itself after the heating season. If the gaps are severe, you may want to consider adding a humidifier to your home which will prevent hardwoods from drying out. Before adding any such system contact an HVAC contractor.

CUPPING OF HARDWOOD PLANKS.

LIKELY CAUSE: Air is too moist.

SOLUTION: Check the foundation for standing water, and eliminate any excesses by making sure the proper landscaping grades are in place. If you do not have a foundation related water problem, you may want to add a dehumidifier to your home to correct this problem.

DISCOLORED OR SOFTENED AREAS OF FLOOR.

LIKELY CAUSE: Moisture penetration or water leaks.

SOLUTION: Check the surrounding areas for leaks and correct them immediately.

INSULATION

AIR INFILTRATION AT WINDOWS OR DOORS.

LIKELY CAUSE: Poorly fitted or missing weatherstripping.

SOLUTION: Replace or repair weatherstripping. Caulk if necessary.

LANDSCAPING

WEEDS IN BED AREAS.

LIKELY CAUSE: Thin mulch. No herbicide.

SOLUTION: Add mulch to a depth of 1-1/2" to 2". Apply pre-emergent herbicide per directions on the box and after referring to the "Landscaping" section in this manual.

WEEDS IN GRASS.

LIKELY CAUSE: Thin grass. No herbicide.

SOLUTION: Overseed your lawn if you have Fescue grass and then fertilize. Apply either pre-emergent or post-emergent herbicides as necessary per the directions after referring to the "Landscaping" section in this manual.

YELLOWED LAWN.

LIKELY CAUSE: Low fertility.

SOLUTION: Apply fertilizer to your lawn per the manufacturer's directions on the package.

WILTED TREES OR SHRUBS.

LIKELY CAUSE: Low fertility, iron deficiency or not enough water.

SOLUTION: Apply fertilizer per the directions on the package. Apply liquid iron per the directions on the container. Water your lawn with more frequency and for longer periods of time.

EROSION IN LAWN.

LIKELY CAUSE: Poorly established grass.

SOLUTION: Fill eroded areas, overseed, fertilize, mulch with wheat straw and water regularly to promote grass growth.

LOCKS

HINGES ON DOOR SQUEAK.

LIKELY CAUSE: Friction on hinge pin.

SOLUTION: Apply wax to the hinge pin.

DOOR KEY DOES NOT OPERATE.

LIKELY CAUSE: Normal usage.

SOLUTION: Tighten screws and/or lubricate with white graphite.

DOOR KNOB IS LOOSE OR RATTLES.

LIKELY CAUSE: Normal usage.

SOLUTION: Tighten the screws on the knob base.

PAINTING

BLEMISHES OR MARKS ON INTERIOR WALLS.

LIKELY CAUSE: Bumping into walls with furniture, toys, etc.

SOLUTION: Clean the spots with a damp sponge and a mild detergent. Use a slightly thinned paint to touch up the area.

For other tips on caring for painted interior walls, please refer to the "Drywall" section.

PLUMBING

WATER LEAKING FROM UNDER THE SINK.

LIKELY CAUSE: Loose plumbing fittings.

SOLUTION: Hand tighten the coupling on the drain pipes.

WATER RUSHING NOISES ORIGINATING AT WALLS.

LIKELY CAUSE: Water draining through the pipes.

SOLUTION: This is a normal sound and does not indicate a leak in the system.

REDUCED WATER FLOW AT THE FAUCET.

LIKELY CAUSE: Aerator is clogged.

SOLUTION: Unscrew the aerator, rinse it well and replace it on the faucet.

WHIRLPOOL TUB DOES NOT OPERATE.

LIKELY CAUSE: GFCI circuit breaker has been tripped.

SOLUTION: Reset the GFCI circuit breaker.

WHIRLPOOL TUB DOES NOT FILL ADEQUATELY WITH HOT WATER.

LIKELY CAUSE: Tub capacity is greater than that of the water heater.

SOLUTION: Fill the tub with hot water only at first. Then add cold water to adjust the temperature. The water heater should recover quickly enough to add more hot water.

WATER STAINS ON THE CEILING OF A ROOM.

LIKELY CAUSE: Water leaking at caulking or grout.

SOLUTION: Repair the caulking or grout at the shower or tub above the leak. If the leak is not at the shower or tub, turn off the water and call a plumber.

SATURATED CARPET OUTSIDE SHOWER AFTER USE.

LIKELY CAUSE: Door is not closed completely when shower is in use or the seal at the door is leaking.

SOLUTION: Be sure to close the door securely and check the seal. If the seal is leaking, contact JW Installations for a replacement.

NO HOT WATER FROM THE WATER HEATER.

LIKELY CAUSE: Temperature setting is too low or the pilot light is out.

SOLUTION: Adjust the temperature setting or re-light the pilot light. It is best to call a gas company representative to come to your home to re-light the pilot light.

TOILET MAKES LOUD NOISE WHEN IT IS FLUSHED.

LIKELY CAUSE: The ball cock (the balloon which floats in the toilet tank) is not working properly.

SOLUTION: Replace the ball cock and/or toilet mechanism.

ROOFING

ROOF LEAKS DURING HEAVY DRIVING RAINS, BUT NOT DURING REGULAR RAINS.

LIKELY CAUSE: Leaks at attic vents or louvers.

SOLUTION: Dry wet areas after rains or place a bucket under the leak during storms to collect water. Such leaks are rare and usually do not recur.

WATER OVERFLOWING GUTTERS DURING RAIN.

LIKELY CAUSE: Leaves or debris in gutters or the downspout is blocked.

SOLUTION: Clean gutters and/or downspout.

WATER OVERFLOWS GUTTERS IN HEAVY RAINS.

LIKELY CAUSE: Heavy rain is too much for the gutter system to handle.

SOLUTION: In such cases, there is no course of action to take as this is typical during excessively heavy rains. It is not likely this will recur during normal rains.

WATER LEAKS AT THE PERIMETER OF THE ROOF.

LIKELY CAUSE: Gutters are clogged with leaves or debris.

SOLUTION: During a storm, keep the area as dry as possible. After the storm, be sure to clean the gutters as soon as possible.

ROOF LEAKS DURING SNOW OR ICE STORMS.

LIKELY CAUSE: Ice or snow build-up on shingles.

SOLUTION: Keep the area as dry as possible during the storm. This is a normal occurrence during heavy winter storms and will only occur rarely, if at all. If this is a problem during normal rains, contact Customer Service.

SHOWER ENCLOSURE

SHOWER DOOR WILL NOT STAY SHUT.

LIKELY CAUSE: Roller hangers are out of alignment.

SOLUTION: Adjust roller hangers.

SHOWER DOOR OUT OF SQUARE.

LIKELY CAUSE: Roller hangers are out of alignment.

SOLUTION: Adjust roller hangers.

DOORS DON'T SLIDE EASILY.

LIKELY CAUSE: Lack of lubrication or rollers have come off their tracks.

SOLUTION: Clean the track and spray the rollers with silicone lubricant.

TRIM

MINOR SEPARATION OF INTERIOR TRIM.

LIKELY CAUSE: Shrinkage or settlement of your home.

SOLUTION: Caulk or patch and paint or stain the area(s) as necessary.

TRIM IS DULLED IN CERTAIN AREAS.

LIKELY CAUSE: Variations in grain or texture which are causing an uneven absorption of the finish.

SOLUTION: This is a natural occurrence. No action necessary.

LOOSE TRIM.

LIKELY CAUSE: Shrinkage due to contraction of your home.

SOLUTION: Re-nail the trim into proper position and touch up as needed.

VINYL FLOORS

VINYL FLOOR FINISH LOOKS DULL.

LIKELY CAUSE: High traffic or furniture movement causing dullness.

SOLUTION: Follow the manufacturer's instructions for restoring the surface finish.

NAILS OR STAPLES POP UP UNDER VINYL FLOOR.

LIKELY CAUSE: Movement in framing and/or underlayment.

SOLUTION: Gently reset the nails or staples.

WALLPAPER

WALLPAPER PEELING.

LIKELY CAUSE: Humidity.

SOLUTION: Glue paper into place with a clear glue.

WALLPAPER SEAMS ARE VISIBLE.

LIKELY CAUSE: The seams of some wallpapers are more visible than those of other papers however, some seams may appear due to the house settling.

SOLUTION: Use a touch-up product in a tint closely matched to the wallpaper. Touch up the area per the instructions on the kit. This process is known as watercoloring.