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Homeowner Guide/Warranty

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Caring for Your Home

- Homeowner Use and Maintenance Guidelines—introduction to the maintenance information in this guide
- One Year Limited Warranty Guidelines/Warranty Program—an introduction to the criteria we use to screen one-year limited warranty items
- Warranty Service Requests—information about handling emergencies or appliance issues, standard warranty visits and interim items; inspection, repair, and access
- Warranty Repairs—decisions and scheduling, details about working in your home, completion times, and missed appointments
- Warranty Visit Details—we plan to visit your home on your behalf, to confirm that it is performing to the standards we promised
- Sample Warranty Visit Agenda—although each community is slightly different, the sample agenda illustrates the level of detail we will check in your home
- Warranty Clipboard—this form gives you a place to make notes of items, questions, and feedback you want to share about your home and our service
- Air Conditioning through Wood Trim—an alphabetical list of the items in your home, including maintenance hints, warranty criteria, and troubleshooting tips where applicable
- Home Care Supplies—create a shopping list of tools and supplies you will need to care for your home
- Maintenance Schedule—a place to make notes about routine maintenance tasks and plan your schedule
- Additional Warranty Coverage—in addition to the one year warranty, your home comes with other types of warranties
- Appliance Service—a worksheet where you can record serial and model numbers along with manufacturer service phone numbers

Caring for Your Home

We construct your home with carefully selected materials and the effort of experienced craftsmen and laborers under the supervision of our field personnel. Although this group works from detailed plans and specifications, because a home is one of the last hand-built products left in the world, each one is unique and over time, each behaves differently.

Similar to an automobile, your home requires care from the first day. Regular attention is essential to maintaining a quality home for a lifetime. This chapter of our guide was assembled in to assist you in that effort.

Use and Maintenance Guidelines

We are proud of the homes we build and the neighborhoods in which we build them. We strive to create lasting value. This is best achieved when you know and perform appropriate maintenance tasks. Periodic maintenance is necessary because of normal wear and tear, the inherent characteristics of the materials used in your home, and normal service required by the mechanical systems. Natural fluctuations in temperature and humidity also affect your home, resulting in maintenance items.

We recognize that it is impossible to anticipate and describe every attention needed for good home care. We focused on items that homeowners commonly ask about. The subjects are listed in alphabetical order to make finding answers to your questions convenient. Because we offer a variety of floor plans and optional features, this guide may discuss components that are not present in your home.

Checklists

You will find several checklists included in this guide. These cover fire prevention reminders, energy and water conservation tips, green home care ideas, suggestions for extended absences, appliance service information, home maintenance supplies list, and a maintenance schedule. Again we make no claim that we have included every detail. We do believe we have provided you with a good start and we've allowed space for you to add your own notes to our checklists.

Prompt Attention

Many times a minor maintenance attention provided immediately saves you a more serious, time-consuming, and sometimes costly repair later. **Note also that neglecting routine maintenance can impact applicable limited warranty coverage on all or part of your home.**

By caring for it attentively, you ensure uninterrupted warranty coverage as well as your enjoyment of your home for years. The attention provided by each homeowner also contributes significantly to the overall value of your home and of the community.

We make every effort to keep the information in this guide current. However, if any detail in our discussion conflicts with the manufacturer's recommendations, you should follow the manufacturer's recommendations.

Some manufacturer's warranties may extend beyond the first year and it is in your best interests to know about such coverage. **Remember to mail in any registration cards you receive with manufacturer materials.** Being in the manufacturer's system assures that in the event of a recall the company can contact you and arrange to provide the needed correction.

One Year Limited Warranty Guidelines

While we strive to build a flawless home, we are realistic enough to know that, with repeated use, an item in the home may fail to perform as it should. When this occurs, we will make necessary corrections so the item meets our warranty guidelines. In support of this commitment, we provide you with a one-year limited warranty. The guidelines described in the pages that follow apply to the one year time period unless otherwise stated.

If you sell your home during the warranty period, advise us and the ANHWP of the new owner's name and the date of closing. Please pass this guide along to the new owners or suggest that they contact us to request one.

See also Additional Warranty Coverage at the end of this chapter.

Warranty Service Requests

Providing warranty service for a new home is more complicated than for other products. When you purchased your home, you actually purchased hundreds of items and the work of 35 to 50 independent trade contractors. With so many details and people involved, a planned system is essential. Our system includes numerous types of service. If you are ever in doubt as to which applies to your situation, contact our warranty department for assistance.

- **Emergency service (the only service requests we accept by phone)**
- **Appliance service (direct from the manufacturer)**
- **Primary visit (typically 30 to 60 days after your possession depending on the community)**
- **Anniversary visit (typically 10-11 months after possession)**
- **Interim warranty service (for your protection between the two planned visits, put all non-emergency service requests in writing by sending warranty request forms online)**

Emergency Service

While emergency warranty situations are rare, when they occur, prompt response is essential. Begin by checking items you can check. TROUBLESHOOTING tips appear in this guide for several of your home's mechanical components: plumbing, heating, electrical, roofing, and water heater.

Please refer to the individual categories to review these hints. An action by you may solve the problem immediately or mitigate the situation until a technician arrives. If your efforts do not cure the problem, the information you gather will be useful to the service person you contact.

During business hours, call our warranty department. After hours, or on weekends or holidays, use the contact information provided on the emergency list you received during the possession meetings (new home orientation or welcome home celebration). Their phone numbers are also listed on the Certificate of Possession that you receive at your new home orientation. We suggest that you add that emergency contacts list to the front of this guide for quick reference.

Our trade contractors or local utility companies provide emergency responses to the following conditions:

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- Total loss of heat during winter months (October to May)
- Total loss of electricity
- Total loss of water
- Plumbing leak that requires the entire water supply to be shut off
- Gas leak (If you suspect a gas leak, leave the home immediately and call the gas company from another location to request emergency service.)

Note that if a service (gas, electricity, water) is out in an entire area, attention from the local utility company is needed. Trade contractors are unable to help with such outages.

If you have contacted one of the mechanical trades directly outside our normal business hours, please inform our warranty office on the next business day so that we can document the situation and follow up as appropriate.

Roof Leak

While we agree with homeowners that a roof leak is indeed an emergency, the reality is that repairs cannot safely or effectively be performed while the roof is wet. During business hours, contact our warranty office with the information, take all possible steps to mitigate damage, and we will follow up when conditions make repairs possible. (See *Roof* for more details.)

Other Emergencies

In addition to emergency situations covered by our limited warranty, be prepared for other kinds of emergencies. Post phone numbers for the fire department, police, paramedics, and poison control near phones in your home. Have companies in mind in the event you need a locksmith, water extraction, glass breakage repair, or sewer router service. If you are new to the area, neighbors may be able to recommend good service providers. Introduce your children to neighbors who might be available to help in an emergency if you are not home.

Appliance Warranty Service

The manufacturers of kitchen appliances have asked to work directly with you if any repairs are needed for their products. They may be able to resolve the issue by talking with you by phone and if they cannot, they prefer to set an appointment directly with you.

Customer service phone numbers are listed in the use and care materials for each appliance. Be prepared to provide the model and serial number of the item and the possession date on your home. A form is included at the end of this guide so you can record these details in one convenient location for future reference. You are welcome to alert us as well so that we can follow up with you and stay informed about the performance of appliances selected for your home.

Appliance warranties are generally for one year but can be longer. Refer to the literature provided by the manufacturer for complete information.

Primary Visit (typically between 30 and 60 days)

During this appointment we intend to accomplish three purposes:

- Review key maintenance points and answer any questions you have about the care and operation of your home's features.
- Inspect your home, using our checklist and warranty request form as a guide, to confirm all of the components are performing as we intend them to.
- Review any items you believe require warranty attention to determine appropriate action.

If you have questions or find warranty concerns in your home prior to this visit please make note of them on the warranty request form so we can get you needed information or material. **Please ensure that the person at home for the warranty visit is over the age of 18 and is familiar with any concerns or questions you have.**

Anniversary Visit (between 10 and 11 months)

We will offer to repeat this process near the end of your one-year limited warranty.

Set an appointment by the end of the eleventh month of your warranty, you should submit a year-end report if you have any items to report.

Our purposes and procedures are the same with the addition of potential year end or one-time repair items. Again please keep notes and then submit your warranty request for anything you wish us to review with you. This is also the time for you to request the “one time” repairs we offer as described in the next entry.

One-Time, Year End Repairs

If needed, we will provide several “one-time repairs. Please refer to individual headings indicated below for specific details on measurements that suggest repairs might be appropriate. In most cases, you will benefit by waiting until the anniversary warranty visit to request attention to items that include this service:

- Brick and Cultured Stone: masonry cracks
- Caulking: separations or cracks
- Ceramic Tile: grout cracks
- Concrete Flatwork: cracks
- Countertops: separation from wall or backsplash
- Drywall: separation and nail pops
- Framing: floor squeaks
- Grading and Drainage: settlement of soils under concrete
- Stairs: squeaks
- Wood Trim: exterior trim cracks

Interim Warranty Items

If you need to initiate non-emergency warranty service between the primary and anniversary visits, you are welcome to do so by sending in a warranty request form online at (www.steinerhomesltd.com) from the main page choose the “Warranty” section on the main page, then on the warranty page select “Warranty Service Request” on the left side menu bar.

Homeowners due for primary or anniversary visits receive priority scheduling. We schedule appointments for interim requests on a first come, first served basis. As a result, service on interim requests may take a bit longer to address and can be added to a planned upcoming visit.

Put It In Writing!

Written report of items provides you with the maximum protection by documenting each issue for your warranty file. This also allows us to operate efficiently, thereby providing faster service to all homeowners.

Inspection and Repair Hours

Many homeowners ask whether evening and weekend appointment times are available. We understand the desire for appointments outside normal business hours. In investigating how such appointments could be arranged, we discovered many factors that make extended service hours impractical.

- A significant portion of repairs require daylight for proper execution. This applies to drywall, paint, and exterior work of almost any type.
- We also found that most of the 35 to 50 independent trade contractors who helped us build your home—many of whom operate as small companies—were unable to work all week and also be available for extended hours. Therefore, the few repairs that could be performed in off-hours failed to eliminate the need for repair appointments during normal hours.
- Administrative staff and supervisors would need to be available to answer questions. Having some personnel work extended hours meant being short staffed during normal business hours.

Until we discover satisfactory solutions to these challenges, we appreciate your understanding and cooperation with the warranty hours listed as follows **Monday through Friday 7am to 3pm**

Access to Your Home

Whether for inspection or repair appointments, we refrain from accepting keys and entering your home in your absence—as do our trade contractors. While we recognize that this means that resolving warranty items may take longer, we believe your peace of mind and security should be our first concern.

We conduct warranty visits when an adult is available to accompany our representative and point out the items you have listed. Our in-house service technicians and those of our trades or suppliers will perform repairs only when an adult is available to admit them to your home. An adult is a person 18 or older who has your written authorization to admit service personnel and sign completed work orders

Renters

If you rent your home, a written authorization will permit us to work directly with your renter or property management company representative. You will receive copies of all correspondence and work orders. Without such authorization, we are able to accept requests for warranty service only directly from you. You can request an Alternative Representative Authorization form from your warranty office.

Warranty Repairs

Items listed on warranty requests fall into one of three categories:

- Trade contractor item
- In-house item
- Home maintenance item

If a trade contractor or an in-house employee is required to perform repairs, we issue a warranty work order describing the situation that needs to be addressed. If the item is a regular home maintenance task, we will review the maintenance steps with you and offer whatever informational assistance we can. Occasionally the inspection step is unnecessary. In that case, we issue the needed work orders and notify you that we have done so.

Warranty Decisions

In addition to the information contained in the limited warranty itself, this guide includes details about the criteria we will use to evaluate concerns you report. The purpose is to let you know what our warranty commitment is for the typical concerns that can come up in a new home. The guide describes the corrective action we will take in many common situations.

If a warranty question arises other than those discussed here, refer to the applicable warranty program Web site or literature for more information.

We Sometimes Break Our Own Rules—in Your Favor

Our criteria for qualifying warranty repairs meet or exceed established guidelines as defined by your warranty program's requirements and normal industry practices. Please note that we reserve the right, at our discretion, to exceed these guidelines if common sense or individual circumstances make that appropriate, without being obligated to exceed all guidelines to a similar degree or for other homeowners whose circumstances are different.

We Sometimes Say No

With a product as complex as a home, differences of opinion can occur regarding which tasks are homeowner maintenance responsibilities and which are our warranty responsibilities. If you request warranty service on a maintenance item, we will explain the steps you should take to care for the item. We are available to answer your home-care questions during and after your warranty period. Providing normal maintenance for your home is your job.

Trade Day Appointment

Depending on the number and nature of items that need attention, we may ask you to designate a Trade Day Appointment—a date a minimum of 15 days from the inspection date—for repairs to be made. This time frame allows us to notify appropriate trades people, order any needed materials or parts, and arrange for the majority of repairs to occur on the same day.

Although on occasion work must occur in sequence and more than one appointment may be needed, this system works well in the majority of situations.

Please be sure that you are available the entire time that the trades are working in your home. This creates an opportunity to have as many trades as possible attend your home to complete their warranty work. If a particular trade is unavailable or if the work needs to be completed in sequence, other arrangements will be made with you.

Exterior Items

Exterior items can usually be inspected or repaired without an adult present provided access is available (for instance, gate is unlocked and pets are restrained).

Children

Children are naturally curious about tools and work in progress on your home. However, to protect them from possible injury and to allow repair personnel an uninterrupted opportunity to work we ask that youngsters be cared for away from ongoing work. This policy is for the protection of your children and our employees and trades personnel. We have instructed all repair personnel to reschedule the appointment if children are in or around the work area.

Pets

We recognize that many homeowners count their pets as members of their households. To prevent the possibility of a pet becoming injured or lost, or giving in to its natural curiosity about tools and materials used for repairs we ask that you restrict all pets to a comfortable location during any warranty visit, whether for inspection or warranty work. This policy is also for the protection of our employees and trades personnel. Again, we have instructed all personnel to reschedule the appointment if pets have access to the work area.

Your Belongings

In all work that we perform we are concerned that your furniture, appliances, and personal items be protected. When warranty work is needed in your home, we will ask that you remove vulnerable items or items that might make performing the repair difficult. This includes furniture, appliances, or personal items in or near the work area. We will reschedule the repair appointment rather than risk damaging your belongings.

Surfaces

We expect all personnel who work in your home to arrive on time, park on the street, and have appropriate materials to cover the work area, protecting your home from damage and catching the dust or scraps from the work being performed. Similarly, all personnel should clean up the work area, removing whatever excess materials they brought in.

Prior to beginning any work, we require that repair personnel check the work area for any existing damage to surfaces. They will document any scratches, chips, or other cosmetic damage with you prior to beginning repairs to avoid any later disagreement about how and when such damage occurred.

Signatures on Work Orders

Signing a work order acknowledges that a technician worked in your home on the date shown and with regard to the items listed. Your signature on a work order does not negate any of your rights under the warranty nor does it release us from any confirmed warranty obligation. If you prefer not to sign the work order, the technician will note that, sign the work order and return it to us for our records.

If you have suggestions on how we can improve the service we provide we want to hear them. If you are dissatisfied with any service we provide, you can call the warranty department with your feedback. We are available to review your concerns and determine whether our requirements have been met.

And naturally if we exceeded your expectations, the service personnel of our company and the trades with whom we work sincerely appreciate your compliments on their efforts.

Completion Time

Regular review of outstanding work orders is part of our office routine. Checking with trades and homeowners alike, we strive to identify the cause for delays and get all warranty work completed within an appropriate and reasonable amount of time.

We intend to complete warranty work orders within 15 workdays of the inspection unless you are unavailable for access. If a back-ordered part or similar circumstance causes a delay, we will let you know. Likewise, when weather conditions prevent the timely completion of exterior items, we track those items and follow up to ensure that they are addressed when conditions are right. This can mean a wait of several months.

Missed Appointments

Good communication is one key to successful completion of warranty items. We strive to keep homeowners informed and to protect them from inconvenience. One of our challenges in this regard is when unexpected events sometimes result in missed appointments.

If an employee or a trade person will be late, he or she should contact you as soon as the delay is recognized, offering you a choice of a later time the same day or a completely different appointment.

If you must miss an appointment, we appreciate being alerted as soon as you realize your schedule has changed. We can put work orders on "hold" for 10 to 30 days and re-activate them when your schedule offers a better opportunity to arrange access to the home.

Warranty Visit Details

When	By appointment, between 7:00 a.m. and 3:00 p.m. Monday through Friday
Where	Your new home
Attendees	<ul style="list-style-type: none">• Homeowner(s)• Warranty Rep
Length	30 minutes to over an hour, depending on your items or questions
Purposes	<ul style="list-style-type: none">• Review warranty request• Discuss any home care questions you have
Preparation	<ul style="list-style-type: none">• Fill out and submit in warranty request form online

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[insert Company Sample Primary Visit agenda]

Air Conditioning

Homeowner Use and Maintenance Guidelines

Air conditioning can greatly enhance the comfort of your home, but if it is used improperly or inefficiently, wasted energy and frustration will result. These hints and suggestions are provided to help you maximize your air conditioning system.

Your air conditioning system is a whole-house system. The air conditioning unit is the mechanism that produces cooler air. The air conditioning system involves everything inside your home including, for example, drapes, blinds, and windows.

Your home air conditioning is a closed system, which means that the interior air is continually recycled and cooled until the desired air temperature is reached. Warm outside air disrupts the system and makes cooling impossible. Therefore, you should keep all windows closed. The heat from the sun shining through windows with open drapes is intense enough to overcome the cooling effect of the air conditioning unit. For best results, close the drapes on these windows.

Time is important in your expectations of an air conditioning system. Unlike a light bulb, which reacts instantly when you turn on a switch, the air conditioning unit only begins a process when you set the thermostat.

For example, if you come home at 6:00 pm when the temperature has reached 85 degrees set your thermostat to 65 degrees, the air conditioning unit will begin cooling, but will take much longer to reach the desired temperature. During the whole day, the sun has been heating not only the air in the house, but the walls, the carpet, and the furniture. At 6:00 pm the air conditioning unit starts cooling the air, but the walls, carpet, and furniture release heat and nullify this cooling. By the time the air conditioning unit has cooled the walls, carpet, and furniture, you may well have lost patience.

If evening cooling is your primary goal, set the thermostat at a moderate temperature in the morning while the house is cooler, allowing the system to maintain the cooler temperature. The temperature setting may then be lowered slightly when you arrive home, with better results. Once the system is operating, setting the thermostat at 15 degrees will *not* cool the home any faster and can result in the unit freezing up and not performing at all. Extended use under these conditions can damage the unit.

Adjust Vents

Maximize air flow to occupied parts of your home by adjusting the vents. Likewise, when the seasons change, readjust them for comfortable heating.

Compressor Level

Maintain the air conditioning compressor in a level position to prevent inefficient operation and damage to the equipment.

See also Grading and Drainage

Humidifier

If a humidifier is installed on the furnace system, turn it off when you use the air conditioning; otherwise, the additional moisture can cause a freeze-up of the cooling system. Cold air holds less moisture than warm air and there is ample ambient moisture in summer air. If your humidifier adds more, it can overwork the air conditioner and reduce its cooling effect.

Manufacturer's Instructions

The manufacturer's guide specifies maintenance for the condenser. Review and follow these points carefully. Since the air conditioning system is combined with the heating system, follow the maintenance instructions for your furnace as part of maintaining your air conditioning system.

Temperature Variations

Temperatures may vary from room to room by several degrees. This is due to such variables as floor plan, orientation of the home on the home site, type and use of window coverings, and traffic through the home.

Trial Run

Have a trial run early in the spring to test the air conditioning. (The same applies to heating in the fall.) If service is needed, it is much better to discover that before the cooling season is underway and service personnel become extremely busy.

TROUBLESHOOTING TIPS: NO AIR CONDITIONING

Before calling for service, check to confirm that the

- Thermostat is set to "cool" and the temperature is set below the room temperature.
- Blower panel cover is installed correctly for the furnace blower (fan) to operate. Similar to the way a clothes dryer door operates, this panel pushes in a button that lets the fan motor know it is safe to come on. If that button is not pushed in, the furnace will not operate.
- Air conditioner and furnace breakers on the main electrical panel are on. (Remember if a breaker trips you must turn it from the tripped position to the off position before you can turn it back on.)
- Switch on the side of the furnace is on.
- Fuse in the furnace is good. (See manufacturer literature for size and location.)
- Filter is clean to allow airflow.
- Vents in individual rooms are open.
- Air returns are unobstructed.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

One Year Limited Warranty Guidelines

The air conditioning system should maintain a temperature of 75 degrees Fahrenheit or a differential of 15 degrees from the outside temperature, measured in the center of each room at a height of 5 feet above the floor. Lower temperature settings are often possible, but neither we nor the manufacturer guarantee this.

Compressor

The air conditioning compressor must be in a level position to operate correctly. If it settles during the warranty period, we will correct this.

Coolant

The outside temperature must be 70 **degrees** or higher for the contractor to add coolant to the system. If your home was completed during winter months, this charging of the system is unlikely to be complete and will need to be performed in the spring. Although we check and document this at your new home orientation, your call to remind us is welcome in the spring.

Non-Emergency

Lack of air conditioning is not an emergency. Air conditioning contractors in our region respond to air conditioning service requests during normal business hours and in the order received.

Alarm System

Homeowner Use and Maintenance Guidelines

If your home selections included an alarm system, you will arrange for the final connection and activation after you move in. The alarm company will demonstrate the system, instruct you in its use, and provide identification codes for your family. We recommend that you test the system according to their instructions.

One Year Limited Warranty Guidelines

We will correct wiring that does not perform as intended for the alarm system. We make no representation that the alarm system will provide the protection for which it is installed or intended.

Appliances

Homeowner Use and Maintenance Guidelines

Please read and follow the manufacturer instructions for the use and care of your appliances. The Appliance Service sheet at the end of this chapter offers a convenient location for details about appliances whether they are part of your original home purchase or you have them delivered subsequent to possession. By gathering these details as part of getting settled into your new home you will have them readily available in the event you need to call a manufacturer for service.

One Year Limited Warranty Guidelines

As applicable, we confirm that all appliance surfaces are in acceptable condition during your new home orientation. We assign all appliance warranties to you, effective on the date of closing. The appliance manufacturers warrant their products directly to you according to the terms and conditions of these written warranties.

Attic

Homeowner Use and Maintenance Guidelines

The attic space is an unheated space and is neither designed nor intended for storage.

Attic Access

We provide access to this area for maintenance of mechanical services that may traverse the attic space. When you perform needed tasks in the attic, use caution and avoid stepping off wood members onto the drywall. This can result in personal injury or damage to the ceiling below. Your limited warranty coverage excludes such injury or damage.

Frozen Attic Condensation

Frozen condensation is a condition that can develop in an attic space. In spite of superior construction techniques, homes can be subject to attic condensation if the weather patterns are right.

A condition that can add to the condensation level in the attic is air infiltration from the warm finished areas of the home. This can occur due to small openings in the air barrier through which required equipment must penetrate to the attic (such as attic access weather stripping, plumbing stacks, and electrical wiring). These openings are sealed at construction but no home is 100 percent air tight.

During extended periods of extremely cold temperatures moisture in the attic air can freeze on the roof sheathing and/or roof trusses and may continue to accumulate during extended periods of unusually cold weather. The result can be a substantial amount of frost or ice (sometimes referred to as attic frosting).

Normally the spring temperatures gradually melt the frost allowing the moisture to evaporate. However, because our climate can have drastic temperature increases, if the temperature rises to above zero very rapidly, this frost or ice may melt so quickly that water collects in your attic.

When this occurs, moisture or water can infiltrate into the interior of your home. Evidence of this can show up as staining on the ceiling or walls, or actual water dripping from the bath fan or a light fixture.

This natural phenomenon is outside the control of any builder and therefore is excluded from warranty coverage. If you observe any of these conditions, follow the trouble shooting tips below.

TROUBLESHOOTING TIPS: FROZEN ATTIC CONDENSATION

- If you notice water in a light fixture, do NOT turn the light on. Turn off the breaker to the light and call for service.
- Wipe up water off of floors, carpet, and furniture.
- Run your bathroom exhaust fans, ventilation fans, and range hood fans to help remove extra moisture.
- Turn down your humidifier.
- Allow for adequate air movement in your attic by ensuring that roof vents are clear of ice, snow, or debris.
- Keep your attic hatch closed. When open it allows warm moist air to escape from your home into the attic.
- Take steps to mitigate damage to your home and furnishings.
- If damage occurs, contact your homeowner's insurance company.

See also Condensation, Roof, and Ventilation

One Year Limited Warranty Guidelines

The construction department inspects the attic before your possession to confirm insulation is correct.

Frozen Attic Condensation

If a construction defect allows excessive warm moist air from the home to enter the attic, we will correct it.

Brick and Cultured Stone

Homeowner Use and Maintenance Guidelines

Brick and stone are among the most durable and lowest maintenance finishes for a home's exterior. A record of your brick or stone color is included in your selection sheets.

Efflorescence

The white, powdery substance that sometimes accumulates on masonry surfaces is called efflorescence. This is a natural phenomenon and cannot be prevented. In some cases, you can remove it by scrubbing with a stiff brush and vinegar. Consult your home center or hardware store for commercial products to remove efflorescence. Scrubbing cultured stone can affect coloration; check manufacturer instructions for cleaning directions.

Tuck-Pointing

After several years, face brick may require tuck-pointing (repairing the mortar between the bricks). Otherwise, no regular maintenance is required.

Weep Holes

You may notice small holes in the mortar along the lower row of bricks. These holes allow moisture that has accumulated behind the brick to escape. Do not fill these weep holes or permit landscaping materials to cover them.

One Year Limited Warranty Guidelines

We check the brickwork during the new home orientation to confirm correct installation of designated materials.

Cracks: One-Time Repair

One time during the warranty period, we repair masonry cracks that exceed 1/8 inch.

Cabinets

Homeowner Use and Maintenance Guidelines

Your selection sheets are your record of the brand, style, and color of cabinets in your home. If you selected wood or wood veneer cabinets, expect differences in grain and color between and within the cabinet components due to natural variations in wood and the way each piece takes stain.

Cleaning

Consult your manufacturer's recommendations for care and maintenance.

Hinges

If hinges catch or drawer glides become sluggish, a small amount of silicone lubricant will improve their performance.

Moisture

Damage to cabinet surfaces and warping can result from operating appliances that generate large amounts of moisture (such as a crockpot) too near the cabinet. When operating such appliances, place them in a location that is not directly under a cabinet.

One Year Limited Warranty Guidelines

During the new home orientation, we will confirm that all cabinet parts are installed and that their surfaces are in acceptable condition.

Alignment

Doors, drawer fronts, and handles should appear level and even when viewed from a normal position.

Operation

Cabinets should operate properly under normal use.

Separations

We will correct gaps between cabinets and the ceiling or cabinets and the walls by caulking or other means if the gap exceeds 1/8 inch. Locations behind appliances are exempt from this repair.

Warping

If doors or drawer fronts warp in excess of 1/8 inch against the cabinet face we will correct this by adjustment or replacement. Replacements may have noticeable variations in wood grain and color.

Wood Grain

Readily noticeable variations in wood grain and color are normal in all wood or wood veneer selections. Replacements are not made due to such variations.

Carbon Monoxide Detectors

Home Owner Use and Maintenance Guidelines

Read the manufacturer's manual for detailed information on the care of your carbon monoxide detectors and when they should be replaced.

Cleaning

For your safety, clean each carbon monoxide detector monthly to prevent a false alarm or lack of response in a fire. After cleaning, push the test button to confirm the alarm is working.

One Year Limited Warranty Guidelines

We will test carbon monoxide detectors during the orientation to confirm that they are working and to familiarize you with the alarm. Steiner Homes, Ltd does not represent that the carbon monoxide detectors will provide the protection for which they are installed or intended.

Carpet

Homeowner Use and Maintenance Guidelines

Your selection sheets provide a record of the brand, style, and color of floor coverings in your home. Please retain this information for future reference. Refer to the your manufacturer's recommendations for additional information on the care of your carpet.

Burns

Take care of any kind of burn immediately. First, snip off the darkened fibers, then use a soapless cleaner and sponge with water. If the burn is extensive, talk with a professional about replacing the damaged area.

Cleaning

You can add years to the life of your carpet with regular care. Carpet wears out because of foot traffic and dirt particles that get trampled deep into the pile beyond the suction of the vacuum. The dirt particles wear down the fibers like sandpaper and dull the carpet. The most important thing you can do to protect your carpet is to vacuum it frequently.

Vacuum twice each week lightly and once a week thoroughly. Heavy traffic areas may require more frequent cleaning. A light vacuuming is three passes; a thorough job may need seven passes. Vacuuming high-traffic areas daily helps keep them clean and maintains the upright position of the nap. A vacuum cleaner with a beater-bar agitates the pile and is more effective in bringing dirt to the surface for easy removal. Although the beater bar will cause more wear, so does the dirt trapped in the carpet. This actually acts like sandpaper and breaks down the fibres of the carpet causing premature wear.

Please note however, that beater bar vacuum attachments should not be used on any type of berber carpeting. This may result in permanent damage to the carpet and voids the warranty.

Wipe spills and clean stains immediately. For best results, blot or dab any spill or stain; avoid rubbing.

Have your carpet professionally cleaned regularly, usually after 18 months in your home and then once a year after that.

See also Stains

Crushing

Furniture and traffic may crush a carpet's pile fibers. Frequent vacuuming in high-traffic areas and glides or cups under heavy pieces of furniture can help prevent this. Rotating your furniture to change the traffic pattern in a room promotes more even wear. Some carpets resist matting and crushing because of their level of fiber, but this does not imply or guarantee that no matting or crushing will occur. Heavy traffic areas such as halls and stairways are more susceptible to wear and crushing. This is considered normal wear.

Fading

Science has yet to develop a color that will not fade with time. All carpets will slowly lose some color due to natural and artificial forces in the environment. You can delay this process by frequently removing soil with vacuuming, regularly changing air filters in heating and air conditioning systems, keeping humidity and room temperature from getting too high, and reducing sunlight exposure with window coverings.

Filtration

If interior doors are kept closed while the air conditioning or furnace is operating, air circulation from the closed room flows through the small space at the bottom of the door or in the area of the return air vent.

This forces the air over the carpet fibers, which in turn act as a filter, catching particulate pollution. Over time, a noticeable stain develops at the threshold or vicinity of the return air vent.

See also Ghosting

Fuzzing

In loop carpets, fibers may break. Simply clip the excess fibers. If it continues, call a professional.

Pilling

Pilling or small balls of fiber can appear on your carpet, depending on the type of carpet fiber and the type of traffic. If this occurs, clip off the pills. If they cover a large area, seek professional advice.

Rippling

With wall-to-wall carpeting, high humidity may cause rippling. If the carpet remains rippled after the humidity has left, have a professional re-stretch the carpeting using a power stretcher, not a knee-kicker.

Seams

Carpet usually comes in 12-foot widths, making seams necessary in many rooms. Visible seams are not a defect unless they have been improperly made or unless the material has a defect, making the seam appear more pronounced than normal. The more dense and uniform the carpet texture, the more visible the seams will be.

Carpet styles with low, tight naps result in the most visible seams. Seams are never more visible than when the carpet is first installed. Usually with time, use, and vacuuming the seams become less visible. You can see examples in the show homes of how carpet seams diminish after they have been vacuumed repeatedly and have experienced traffic.

Shading

Shading is an inherent quality of fine-cut pile carpets. Household traffic causes pile fibers to assume different angles; as a result, the carpet appears darker or lighter in these areas. A good vacuuming, which makes the pile all go in the same direction, provides a temporary remedy.

Shedding

New carpeting, especially pile, sheds bits of fiber for a period of time. Eventually these loose fibers are removed by vacuuming. Shedding usually occurs more with wool carpeting than with nylon or other synthetics.

Snags

Sharp-edged objects can grab or snag the carpet fiber. When this occurs, cut off the snag. If the snag is especially large, call a professional.

Sprouting

Occasionally you may find small tufts of fiber sprouting above carpet surface. Simply use scissors to cut off the sprout. Do not attempt to pull it because other fibers will come out in the process.

Stains

No carpet is stain-proof. Although your carpet manufacturer designates your carpet as stain-resistant, some substances may still cause permanent staining. These include hair dyes, shoe polish, paints, and India ink. Some substances destroy or change the color of carpets, including bleaches, acne medications, drain cleaners, plant food, insecticides, and food or beverages with strongly colored natural dyes as found in some brands of mustard and herbal tea.

Refer to your manufacturer's Web site for recommended cleaning procedures for your particular fiber. Pretest any spot-removal solution in an inconspicuous area before using it in a large area. Apply several

drops of the solution, hold a white tissue on the area, and count to ten. Examine both tissue and carpet for dye transfer and check for carpet damage.

Static

Cooler temperatures outside and resulting dry air often contribute to static electricity inside. Confirm that your humidifier is set appropriately to help control static build-up.

One Year Limited Warranty Guidelines

During your new home orientation, we will confirm that your carpet is in acceptable condition. We will correct stains or spots noted at this time by cleaning, patching, or replacement. We are not responsible for dye lot variations if replacements are made. Concerns resulting from lack of cleaning and maintenance are excluded from warranty coverage. The use of beater bar type of vacuum attachments on berber type carpet will void warranty coverage.

Edges

Edges of carpet along moldings and edges of stairs should be held firmly in place. In some areas, metal or other edging material may be used where carpet meets another floor covering.

Seams

Carpet seams will be visible. We will repair any gaps or fraying within the one year warranty period.

Caulking

Homeowner Use and Maintenance Guidelines

Time and weather will shrink and dry caulking so that it no longer provides a good seal. As part of your routine maintenance, check the caulking and make needed repairs. Caulking compounds and dispenser guns are available at hardware stores. Read the manufacturer's instructions carefully to be certain that you select an appropriate caulk for the intended purpose.

Colored Caulk

Colored caulking is available where larger selections are provided. As with any colored material, dye lots can vary.

Latex Caulk

Latex caulking is appropriate for an area that requires painting, such as along the stair stringer or where wood trim meets the wall.

Silicone Caulk

Caulking that contains silicone will not accept paint and works best where water is present, for example, where tub meets tile or a sink meets a countertop.

One Year Limited Warranty Guidelines

During the new home orientation we confirm that appropriate areas are adequately caulked.

Separations: One-Time Repair

We will touch up caulking one time during your materials and workmanship period. We suggest that this be performed with your anniversary warranty service.

See also Countertops, Expansion and Contraction, Stairs, and Wood Trim

Ceramic Tile

Homeowner Use and Maintenance Guidelines

Your selection sheets include the brand and color of your ceramic tile.

Cleaning

Ceramic tile is one of the easiest floor coverings to maintain. Simply vacuum when needed. Occasionally, a wet mopping with warm water may be appropriate. Avoid adding detergent to the water. If you feel a cleaning agent is required, use a mild solution of warm water and dishwasher crystals (they will not result in a heavy, difficult-to-remove lather on the grout). Rinse thoroughly.

The ceramic tile installed on walls or countertops in your home may be washed with any nonabrasive soap, detergent, or tile cleaner. Abrasive cleaners will dull the finish.

Grout Discoloration

Use a brush, cleanser, and water to clean any grout surface that becomes yellowed or stained cleanser and water. Grout cleansers and whiteners are available at most hardware stores.

Sealing Grout

Sealing grout is your decision and responsibility. Once grout has been sealed, ongoing maintenance of that seal is necessary and limited warranty coverage is void.

Separations

Expect slight separations to occur in the grout between tiles. Cracks in the grout can be filled using premixed grout purchased from flooring or hardware stores. Follow package directions.

Tile around bathtubs or countertops may appear to be pulling up after a time. This is caused by normal shrinkage of grout or caulk and shrinkage of wood members as they dry out. If this occurs, the best remedy is to purchase tub caulk or premixed grout from a hardware store. Follow directions on the container. This maintenance is important to protect the underlying surface from water damage.

One Year Limited Warranty Guidelines

During the new home orientation we confirm that tile and grout areas are in acceptable condition. We will repair or replace cracked, badly chipped, or loose tiles noted at that time. We are not responsible for variations in color or discontinued patterns. New grout may vary in color from the original.

Grout Cracks: One-Time Repair

Cracks appearing in grouting of ceramic tiles at joints or junctions with other materials are commonly due to shrinkage. We will repair cracks in grout joints in excess of 1/16 inch one time during the first year. Cracks in grout are evaluated under normal viewing and lighting conditions. We are not responsible for color variations in grout or discontinued colored grout. Any grouting or caulking that is needed after that time is your responsibility. If you adjusted or replaced any of the original grout, the warranty becomes void.

Concrete Flatwork

Homeowner Use and Maintenance Guidelines

Freeze/thaw cycles in our climate are responsible for the majority of the homeowner concerns with concrete. The constant expansion and contraction of the soil under the concrete and the concrete itself causes shifting and movement that can result in cracks. By maintaining good drainage, you protect your home's foundation and the concrete flatwork: the basement floor, veranda, patio, driveway, garage floor, and sidewalks.

Soil composition affects the sub-base on which concrete is placed. Homes built on one side of a street may experience more movement and hence cracking, than those across from them. Concrete cracking is not in itself an indication of a serious problem.

Reinforcing concrete using wire mesh or reinforcing bar does not eliminate cracking. The reinforcing is for structural purposes and helps control the cracking that will naturally occur.

Cleaning

Avoid washing exterior concrete slabs with cold water from an outside faucet when temperatures are high and the sun has been shining on the concrete. The abrupt change in temperature can damage the surface bond of the concrete. We recommend sweeping for keeping exterior concrete clean. If washing is necessary, do this when temperatures are moderate. Repeated cleaning of the garage floor by hosing can increase soil movement by allowing water to penetrate any existing cracks. We recommend sweeping to clean the garage floor.

Avoid using soap on an unpainted basement floor. Because of the porous nature of concrete, soap (or any cleaner that lathers) is extremely difficult to rinse off. Instead, use plain water and washing soda or, if necessary, a scouring powder.

Control Joints

Control joints are grooves tooled or sawed into concrete flatwork in an effort to keep cracks in those locations rather than having them occur randomly.

Cracks

Because concrete is a water based product, shrinkage and cracking will occur. For example, a typical concrete slab 10 feet across can shrink approximately 5/8 inch as it cures. Some of this shrinkage shows up as cracks. Cracking of concrete flatwork also results from temperature changes that cause expansion and contraction.

Soil and climate conditions in our area can cause frost heave, which may cause concrete movement and may result in concrete cracks. During the summer, moisture finds its way under the concrete along the edges or through cracks in the surface. In winter, this moisture forms frost that can lift the concrete, increasing the cracking. Maintaining drainage away from all concrete slabs will minimize cracking from this cause.

As cracks occur, seal them with a waterproof concrete caulk (available at hardware or home improvement stores) to prevent more moisture from penetrating to the soil beneath.

Expansion (Isolation) Joints

We sometimes install expansion joints to isolate a concrete slab from other parts of the home such as foundation walls, garage floor, and so on. They permit movement of the slab in response to soil expansion and can help reduce cracking. However, as the concrete shrinks during the curing process, moisture can

penetrate under the concrete and cause separation or displacement. When this occurs, fill the resulting gap with a gray silicone sealant which you can purchase at most hardware stores.

Heavy Vehicles

Prohibit commercial or other extremely heavy vehicles such as moving vans and other large delivery trucks from pulling onto your driveway. We design and install concrete drives for conventional residential vehicle use only: family cars, vans, light trucks, bicycles, and so on.

Ice, Snow, and Chemicals

Driving or parking on snow creates ice on the drive which magnifies the effects of snow on the concrete surface. Remove ice and snow from concrete slabs as promptly as possible after snowstorms. Protect concrete from abuse by chemical agents such as pet urine, fertilizers, radiator overflow, repeated hosing, or de-icing agents such as road salt that can drip from vehicles. All of these items can cause spalling (chipping of the surface) of concrete.

Caution: The use of de-icers or salt on your concrete may damage the surface and will void our warranty as well as that of your warranty program and the concrete finishers.

Sealer

A concrete sealer, available at paint stores, will help you keep concrete flatwork clean and protected from moisture. Sealant should be applied once a year according to the sealant manufacturer's directions.

Spalling (Surface Chips)

Causes of spalling include repeated hosing of concrete for cleaning, animal urine, radiator overflow, fertilizer, uncleared snow and ice, ice-melting agents, and road salts from vehicles. Repair of spalling is a home maintenance task unless it results from faulty material or workmanship.

One Year Limited Warranty Guidelines

Basement concrete slabs are floating—they are not attached to the home's foundation walls. These are not a structural (load-bearing) element of the home and are covered by the one-year material and workmanship warranty. Garage slabs and sidewalks are attached to the foundation.

Color

Concrete slabs vary in color. We provide no correction for this condition.

Separation

We will correct separation of concrete slabs from the foundation wall if separation exceeds one inch.

Spalling (Surface Chips)

Causes of spalling include repeated hosing of concrete for cleaning, animal urine, radiator overflow, fertilizer, uncleared snow and ice, ice-melting agents, and road salts from vehicles. Spalling is excluded from warranty coverage unless it results from faulty material or workmanship. Where this applies, we will repair the concrete surface if exposed aggregate exceeds 10 percent of the total area.

BASEMENT FLOOR

Basement Floor Cracks: One-time repair

Random cracks resulting from normal shrinkage are normal and expected. Cracks in excess of 1/8 inch in width or vertical displacement are considered excessive and we will repair them one time during the warranty year. Subsequently, concrete slab maintenance is your responsibility.

Level

Within the general surface of the floor, a line represented by a 4 foot straight edge centered over the defect and 3/8 inch off the floor surface at the far end requires repair. However, floor sloped for the purpose of drainage needs no correction.

GARAGE FLOOR

Garage Floor Cracks

We will repair cracks in garage floors in excess of 1/8 inch in width. When repairs are necessary the color and texture of the repair materials will vary from the original concrete.

Settling or Heaving

We will repair slabs that settle or heave if this movement causes water to drain towards the home.

DRIVEWAY

Driveway Cracks: One-time repair

We will repair cracks one-time in the driveway in excess of 1/4 inch, excluding chips, in width or vertical displacement. As mentioned above, repaired areas will vary in color from the original concrete.

Settling or Heaving

We will repair differential movement between surfaces in excess of one inch.

Condensation

Homeowner Use and Maintenance Guidelines

Condensation occurs when warmer moist air comes in contact with a colder surface. Outside you see this as dew; inside you may see it as a layer of moisture on a glass containing a cold beverage, on windows and glass doors. This condensation comes from high humidity within the home combined with low outside temperatures and inadequate ventilation. Family lifestyle significantly influences two out of three of these conditions.

During cold weather in particular, ensure that warm air from the heat registers located near windows can flow unobstructed. This helps minimize condensation. Also ensure that window coverings are open at least slightly for the same reason.

Daily Habits

Your daily habits can help keep your home well-ventilated:

- Do not cover or interfere in any way with the fresh air supply to your home's systems.
- Follow manufacturer recommendations for the use of your heat recovery ventilator (HRV).
- Develop the habit of running the hood fan while you are cooking.
- Run your bath fans for a minimum of 30 minutes after bathing or showering.
- Air your house by opening windows for a time when weather permits.

Frozen Attic Condensation

Frozen condensation is a condition that can develop in an attic space. In spite of superior construction techniques, homes can be subject to attic condensation if the weather patterns are right.

A condition that can add to the condensation level in the attic is air infiltration from the warm finished areas of the home. This can occur due to small openings in the air barrier through which required

equipment must penetrate to the attic (such as attic access weather stripping, plumbing stacks, and electrical wiring). These openings are sealed at construction but no home is 100 percent air tight.

During extended periods of extremely cold temperatures moisture in the attic air can freeze on the roof sheathing and/or roof trusses and may continue to accumulate during extended periods of unusually cold weather. The result can be a substantial amount of frost or ice (sometimes referred to as attic frosting).

Normally the spring temperatures gradually melt the frost allowing the moisture to evaporate. However, because our climate can have drastic temperature increases, if the temperature rises to above zero very rapidly, this frost or ice may melt so quickly that water collects in your attic.

When this occurs, moisture or water can infiltrate into the interior of your home. Evidence of this can show up as staining on the ceiling or walls, or actual water dripping from the bath fan or a light fixture.

This natural phenomenon is outside the control of any builder and therefore is excluded from warranty coverage. If you observe any of these conditions, follow the trouble shooting tips below.

TROUBLESHOOTING TIPS: FROZEN ATTIC CONDENSATION

- If you notice water in a light fixture, do NOT turn the light on. Turn off the breaker to the light and call for service.
- Wipe up water off of floors, carpet, and furniture.
- Run your bathroom exhaust fans, ventilation and range hood fans to help remove extra moisture.
- Turn down your humidifier.
- Allow for adequate air movement in your attic by ensuring that roof vents are clear of ice, snow, or debris.
- Keep your attic hatch closed. When open it allows warm moist air to escape from your home into the attic.
- Take steps to mitigate damage to your home and furnishings.
- If damage occurs, contact your homeowner's insurance company.

See also Attic, Roof, and Ventilation

Humidifier Operation

If your home includes a humidifier, closely observe manufacturer's directions for its use. Instructions to turn the humidifier off during air conditioning season are typical. Moderate settings in winter can maintain desired comfort levels without contributing too much moisture to your home. You may need to experiment to find the correct level for your family's lifestyle.

New Construction

Some experts have estimated that a typical new home contains 50 gallons of water. Water is part of lumber, concrete, drywall texture, paint, caulk, and other materials used in building. Wet weather during construction adds more. This moisture evaporates into the air as you live in your home—adding to the moisture generated by normal living activities. Over time, this source of moisture will diminish.

Normal Activities

As you live in your home, your daily lifestyle contributes to the moisture in the air also. Cooking, laundry, baths and showers, aquariums, plants, and so on all add water to the air in your home. Likewise, your daily routine can mitigate the amount of moisture in your home and reduce condensation on interior surfaces.

Temperature

Avoid setting your thermostat at extreme temperatures. Heating your home will cause the materials to dry out faster, generating more moisture into the air; drying the materials out too fast also increases shrinkage cracks and separations.

Ventilation

The best way to assure adequate moisture ventilation after a shower is to run exhaust fans in bathrooms, leaving the bath fan running for a minimum of 30 minutes after bathing or showering. Use your range hood fan when using the stove. When weather conditions permit, open windows so fresh air can circulate through your home. Keep the dryer exhaust hose clean and securely connected.

See also Ventilation

One Year Limited Warranty Guidelines

Condensation results from weather conditions and a family's lifestyle. We have no control over these factors. The limited warranty coverage excludes condensation.

Frozen Attic Condensation

If a construction defect allows excessive warm moist air from the home to enter the attic, we will correct it.

Countertops

Homeowner Use and Maintenance Guidelines

Caulking

The caulking between the countertop and the wall, along the joint at the backsplash (the section of counter that extends a few inches up the wall along the counter area), and around the sink may shrink, leaving a slight gap. Maintaining a good seal in these locations is important to keep moisture from reaching the wood under the laminates or granite and to prevent warping.

Cleaning

Mix a small amount of mild detergent in clean water and use a clean cloth. Dry with a soft clean cloth. Do not allow water to sit on the surface, especially on the seams. Avoid abrasive cleaners or scouring pads that will damage the luster of the surface.

LAMINATE

Laminate countertops are made from many layers of paper materials combined with resins that are then bonded to a wood base.

Cutting

Use a cutting board to protect your counters when you cut or chop.

Heat

Protect the counter from heat and from extremely hot pans. To prevent possible damage, use a protective pad under the item. If you cannot put your hand on it, do not put it on the counter. Do not use countertops as ironing boards and do not set lighted cigarettes on the edge of the counter.

Moisture

Coffee pots, electric fry pans, slow cookers, and so on are the major cause of swelling problems. Rubber drain mats can trap moisture beneath them, causing the laminated plastic to warp and blister. Dry the surface as needed.

GRANITE

Granite is a term used to refer to a family of natural quarried stone products that come from various parts of the world. No two pieces of granite will have the same pattern or exactly the same color. The granite installed in your home will vary in color and pattern from the sample you selected.

Acids

Remember that acid from citrus fruit or pop can etch some natural stone surfaces.

Sealer

Granite is highly resistant to chips and scratches, but it is porous. The granite surface should be treated every 6 months with a sealer to help prevent staining. If droplets of water dripped on the countertop bead up the sealer is still doing its job. If not, the sealer should be applied.

See also Ceramic Tile

One Year Limited Warranty Guidelines

During your new home orientation we confirm that all countertops are in acceptable condition. We repair noticeable surface damage such as chips, cracks, and scratches noted on the new home orientation list. Repair of surface damage noted subsequent to this is one of your home maintenance responsibilities.

Separation from Wall: One-time repair

Separation of countertops from walls, backsplash, and around sinks results from normal shrinkage of materials. Separation can also be caused on exterior walls by temperature differences between the exterior and the interior of the home.

If needed, we will re-caulk these areas one time during the materials and workmanship warranty. Subsequently caulking will be one of your home maintenance responsibility.

LAMINATE

Laminated countertops may have one or more discernible seams. We confirm seams to be tight and uniform at the new home orientation. Following that, seams in laminate countertops are excluded from warranty coverage.

GRANITE

Edges should be smooth and even. Where backsplash joints occur at corners, the top edges should be even.

Dampproofing

Homeowner Use and Maintenance Guidelines

We spray your foundation walls with a dampproofing material. Although we make every effort to assure a dry basement, during times of excessive moisture, you may notice some dampness. Over time, natural compaction of soils in the backfill areas will usually eliminate this condition. Careful maintenance of positive drainage will also protect your basement from this condition.

One Year Limited Warranty Guidelines

We will correct conditions that allow actual water to enter the basement unless the cause is improper installation of landscaping or failure to adequately maintain drainage.

Decks

Homeowner Use and Maintenance Guidelines

Wood decks add to the style and function of your home and are a high maintenance part of your home's exterior.

Effects of Exposure

Wood decks are subject to shrinkage, cracking, splitting, cupping, and twisting. Nails or screws may work loose and will need routine maintenance. Plan to inspect your decks regularly—a minimum of once each year—and provide needed attention promptly to maintain an attractive appearance and forestall costly repairs. We recommend that you treat or re-stain your decks annually to keep them looking their best.

Foot Traffic

As you use your decks, abrasives and grit on shoes can scratch or dent the wood surface. Regular sweeping and mats can mitigate this but will not completely prevent it.

Outdoor Furniture

Moving grills, furniture, or other items can damage the surface of the decking. Use caution when moving such items to prevent scratches, gouges, and so on.

Sealing or Water Repellent

To prolong the life and beauty of your deck, treat it periodically with a water repellent or wood preservative. Local home centers or hardware stores offer several products to consider for this purpose. Always follow manufacturer directions carefully.

Snow and Ice

Heavy snow or ice that remains on the deck over long periods increases wear and tear on the deck. Prompt removal can reduce adverse effects. Use caution in shoveling to avoid needless scratching of the deck boards.

Stain

Exposed wood decks that have been stained will show readily noticeable variation in color. Each board takes the same stain differently at installation and over time, with exposure to weather and use, further variations in color will occur.

One Year Limited Warranty Guidelines

Exposed wood decks are constructed to meet structural and functional design. During the new home orientation, we will confirm that the wood decks are in satisfactory condition.

Your deck has a one-year limited warranty from the time of possession or the building of the deck (which ever is the later).

Color Variation

Color variations are a natural result of the way in which wood accepts stain and are excluded from limited warranty coverage.

Replacement Boards or Rails

Shrinkage, cracking, splitting, cupping, and twisting are natural occurrences in wood decks and are excluded from limited warranty coverage. In extreme situations where personal safety is involved, if we provide replacement of boards or rails, the new material will vary in color from pieces that have been exposed to elements and use. Corrections needed for concerns that result from lack of normal maintenance are your responsibility.

Doors and Locks

Homeowner Use and Maintenance Guidelines

Doors installed in your home are made of a variety of materials and in several styles. Minor maintenance is sometimes needed and with just routine care they will serve you well for many years.

Bi-Fold Doors

Interior bi-fold doors sometimes stick or warp because of weather conditions. Apply a silicone lubricant to the tracks to minimize this inconvenience. These doors can easily lose alignment if something as minor as a coat sleeve is caught between the two doors as they close. A misaligned bi-fold door can be re-adjusted to its proper position. This is part of the routine homeowner maintenance.

Exterior Paint Finish

Your exterior doors will be painted according to the exterior color chart and the manufacturer's recommendations. The frequency of maintenance needed for painted finishes on exterior doors will be influenced by your home's exposure to sun or orientation on the home site.

Hinges

You can remedy a squeaky door hinge by removing the hinge pin and applying a silicone lubricant to it. Avoid using oil, as it can gum up or attract dirt. Graphite works well as a lubricant but can create a gray smudge on the door or floor covering beneath the hinge if too much is applied.

Locks

If required, lubricate exterior door locks with graphite or other waterproof lubricant. Avoid oil, as it will gum up.

Slamming

Slamming doors can damage both doors and jambs and can even cause cracking in walls. Teach children not to hang on the doorknob and swing back and forth; this works loose the hardware and causes the door to sag.

Sticking

The most common cause of a sticking door is the natural expansion of lumber caused by changes in humidity. When swelling occurs during a damp season it may cause sticking. Do not plane the door unless it continues to stick after the weather changes.

Before planing a door because of sticking, try two other steps: first, apply either a paste wax, light coat of paraffin, or candle wax to the sticking surface; or second, tighten the screws that hold the door jamb or door frame. If planing is necessary even after these measures, use sandpaper to smooth the door and paint the sanded area to seal against moisture.

Warping

Some minor warping of interior doors is normal due to natural fluctuations in humidity caused by forced air furnaces, showers, dishwashers, and so on. Interior doors may occasionally require minor adjustments. If a door warps slightly, keeping it closed as much as possible often returns it to normal.

The exterior doors installed in your home are made of either metal or fiberglass materials with interior wood frames. These products can also be subject to shrinkage and warping due to temperature differential between inside and outside surfaces.

Weather Stripping

Weather stripping wears out over time. We recommend that each fall you inspect the weather stripping, striker plates, and swipes around the perimeter of the entry doors. Adjust or replace as necessary. Exterior door thresholds occasionally require adjustment or replacement.

One Year Limited Warranty Guidelines

During the new home orientation we confirm that all doors are in acceptable condition and correctly adjusted. We will repair construction damage to doors noted on the new home orientation documents.

Adjustments

Because of normal settling of the home, doors may require adjustment for proper fit. We will make such adjustments during the one year warranty period.

Failure to Latch

If a door will not latch because of minor settling during the first year of occupancy, please notify the warranty office.

Warping

Doors should operate with relative ease to engage and release the latch. We will repair doors that warp in excess of 1/4 inch beyond the doorjamb when the door is closed. In the case of double doors, if either side permanently warps more than 1/4 inch beyond the face of the adjacent door, we will repair it.

Drywall

Homeowner Use and Maintenance Guidelines

Slight cracking, nail pops, or seams may become visible in walls and ceilings. These are caused by the shrinkage of the wood and normal deflection of framing members to which the drywall is attached.

Repairs

With the exception of the one-time repair service that we provide, care of drywall is one of your maintenance responsibilities. Most drywall repairs can be easily made. This work is best done when you redecorate the room. We recommend that you wait through one complete seasonal cycle to do so.

Repair hairline cracks with a coat of paint. You can repair slightly larger cracks with spackle. To correct a nail pop, reset the nail with a hammer and punch. Cover it with spackle, which is available at paint and hardware stores. Apply two or three thin coats. When dry, sand the surface with fine-grain sandpaper, and then paint. You can fill indentations caused by sharp objects in the same manner.

Textured Ceilings

Generally the care and maintenance of a textured ceiling is minimal. Care should be taken that the ceiling is not scraped or damaged. Periodic dusting will remove dust or cobwebs.

One Year Limited Warranty Guidelines

During the new home orientation, we confirm that drywall surfaces are in acceptable condition.

Lighting Conditions

We do not repair drywall flaws that are only visible under particular lighting conditions.

Related Warranty Repairs

If a drywall repair is needed as a result of poor workmanship (such as blisters in tape) or other warranty-based repair (such as a plumbing leak), we complete the repair by touching up the repaired area with the same paint that was on the surface when the home was delivered. If more than one-third of the wall is involved, we will repaint the wall corner to corner.

You are responsible for custom paint colors or wallpaper that has been applied subsequent to closing. The effects of time on paint and wallpaper, as well as possible dye lot variations, mean touch-up can vary from the surrounding area.

Separation and Nail Pop Repairs: One-Time Repair

One time during the materials and workmanship warranty, generally as part of your anniversary visit, we will repair drywall shrinkage cracks and nail pops. The repaired area will appear white and will need to be painted. This touch up painting will be your responsibility. Remember that touch-ups may be visible.

Repainting the entire wall or the entire room to correct this is your choice and responsibility. You are also responsible for custom paint colors or wallpaper that has been applied subsequent to possession. Due to the effects of time on paint and wallpaper, as well as possible dye lot variations, touch-ups are unlikely to match the surrounding area.

Truss Uplift

Truss uplift can occur when outside temperatures are significantly colder than inside temperatures. The result appears as a minor crack along the joint of the ceiling and wall. We will repair separations in excess of 3/16 inch.

Easements

Homeowner Use and Maintenance Guidelines

Easements are areas where such things as utility supply lines can pass through your property. They permit service to your lot and adjacent lots, now and in the future. Your lot will also include drainage easements: the runoff from adjacent lots may pass across your property. Likewise, water from your property may run across a neighboring lot. Easements are recorded and are permanent.

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Trees, shrubs, gardens, play equipment, storage sheds, fences, or other items which you install in or across these easements may be disturbed if service entities—such as the gas, electric, or phone companies—need access to lines for repairs or to connect service to nearby properties.

Utility companies and others have the right to install equipment in easements. These might include streetlights, mailboxes, or junction boxes to name a few. Neither you as the homeowner, nor we as your builder have the authority to prevent, interfere with, or alter these installations. Plans for the location of such items are subject to change by the various entities involved. Because they have no obligation to keep us informed of such changes, we are unable to predict which sites that will include such equipment.

See also Grading and Drainage, and Property Boundaries

Gutters and Downspouts

Homeowner Use and Maintenance Guidelines

Check Gutters periodically and remove leaves or other debris. Materials that accumulate in gutters can slow water drainage from the roof, cause overflows, and clog the downspouts. The accumulation of natural debris (pine needles or leaves) or gravel from the roofing materials is a home maintenance concern. Removing such material is your responsibility.

Surface drainage is far more efficient than weeping tile at keeping water away from your basement. Rainwater should be directed away from the perimeter of the home to reduce the opportunity for water to enter the home along basement walls.

Downspout Extensions or Splash Pads

Extensions should discharge outside of rock or bark beds so that water is not dammed behind the edging materials that might be used. The downspouts that end on sod should have an extension or splash pad along the ground to move water away from the perimeter of the home. The extensions must be in place and in their lowered position to move water away from the foundation. Always return downspout extensions to their lowered position after mowing lawns.

Ladders

Use caution when leaning ladders against gutters as this may cause dents.

Leaks

If gutters seams leak, use a commercial eavestrough caulking compound available at hardware stores to caulk the inside joint.

Snow and Ice

Clear excess snow from downspouts as soon as possible to allow the gutter to drain and to prevent damage. Severe ice or snow build-up can damage gutter and/or cause ice damming and potential water leakage.

See also Roof/Ice Damming

One Year Limited Warranty Guidelines

gutters over 10 m (3 feet) long are installed with a slight slope so that roof water will flow to the downspouts.

Leaks

We correct leaks that occur during the warranty period.

Overflow

gutters may overflow during periods of excessively heavy rain. This is expected and requires no repair.

Standing Water

Small amounts of water (up to one inch) will stand for short periods of time in gutters immediately after rain. No correction is required for this condition.

Electrical System

Homeowner Use and Maintenance Guidelines

Know the location of the breaker panel; it includes a main shut-off that controls all the electrical power to your home. Individual breakers control the separate circuits. Each breaker is marked to help you identify which breaker is connected to which major appliances, outlets, or other service. Should a failure occur in any part of your home, always check the breakers in the main panel box.

ARC Fault Circuit Interrupter (AFCI)

Designed as a safety feature, ARC fault circuit interrupters are required for all bedroom outlets. They protect you from injury or damage due to appliances with damaged cords, loose connections, or nicked or pinched wires inside the walls. If an AFCI breaker trips, check any cords used in the effected outlet first before re-setting the AFCI break at the breaker panel. Turn the breaker “off” then to “on” to reset it.

If you find no explanation with an item you had plugged in, call for service.

Breakers

Circuit breakers have three positions: on, off, and tripped. When a circuit breaker trips, it must first be turned off before it can be turned on. Switching the breaker directly from tripped to on will not restore service.

Breakers Tripping

Breakers trip because of overloads caused by plugging too many appliances into the circuit, a worn cord or defective appliance, or operating an appliance with too high a voltage requirement (such as a power tool) for the circuit. The starting of an electric motor can also trip a breaker.

If any circuit trips repeatedly, unplug all items connected to it and reset the breaker. If it trips when nothing is connected to it, you need an electrician. If the circuit remains on, one of the items you unplugged is defective and will require repair or replacement.

Buzzing

Fluorescent fixtures use transformer action to operate. This action sometimes causes a buzzing which is normal.

Dimmable Fixtures/Dimmers with CFL Bulbs

Dimmers have changed a lot in recent years. The old dimmers were a buzzing heat source that didn't save any power at all. Today's dimmers are much improved and actually save power. Dimmers can come with a rotary knob or a slider (either is effectively the same) and are used to control some of our larger light sources. Please note that if you are using compact florescent lights (CFLs) for lighting, use dimmable bulbs. A little buzzing with CFLs is normal.

Fixture Location

We install light fixtures as near as possible to the locations indicated on the plans. Structural elements (framing) sometimes require location changes. Moving fixtures to accommodate specific furniture arrangements or room use is your responsibility.

GFCI (Ground-Fault Circuit Interrupters)

GFCI receptacles have a built-in element that senses fluctuations in power. Quite simply, the GFCI is a circuit breaker that offers personal protection against electric shock. Building codes require installation of these receptacles in bathrooms, the kitchen, and outside (areas where an individual can come into contact

with water while holding an electric appliance or tool). Heavy appliances such as freezers or power tools will trip the GFCI breaker.

Caution: Never plug a refrigerator or food freezer into a GFCI-controlled outlet. The likelihood of the contents being ruined is high and the limited warranty excludes such damage.

Each GFCI receptacle has a test and reset button. Once each month, press the test button. This will trip the circuit. To return service, press the reset button. If a GFCI breaker trips during normal use, it may indicate a faulty appliance and you will need to investigate the problem. One GFCI breaker can control multiple outlets.

Grounded System

Your electrical system is a three-wire grounded system. Never remove the bare ground wire that connects to the box or device.

Light Bulbs

You are responsible for replacing burned-out bulbs other than those noted during your new home orientation.

Modifications

If you wish to make any modifications, contact the electrician listed on the Emergency Phone Numbers you receive at the new home orientation. Having another electrician modify your electrical system during the warranty period will void that portion of your limited warranty.

Motion Switches (if applicable)

One of the energy saving devices in your home is the motion sensor. There are 3 set points on the switch: off, sensor, & on. When in the “on” position the light will remain illuminated until you turn it off. When in “sensor” position, this device senses your presence and turns on the light while you are in the space. After you leave, the light will automatically turn off. If you are using a CFL bulb with this device, ensure you use a dimmable bulb as a regular CFL performs poorly in conjunction with motion switches.

Outlets

If an outlet fails to work, check first to see if it is controlled by a wall switch or GFCI. Next, check the breaker.

If you have small children in your home, install safety plugs to cover unused outlets. Education of children to electrical safety is important—they need to know how to use electrical outlets, sockets, or fixtures. This also minimizes the air infiltration that sometimes occurs with these outlets.

TROUBLESHOOTING TIPS: NO ELECTRICAL SERVICE

No Electrical Service Anywhere in the Home

Before calling warranty or the electrician, check to confirm that the

- Service is not out in the entire area. If so, contact the utility company.
- Main breaker and individual breakers are all in the on position.

No Electrical Service to One or More Outlets

Before calling warranty or the electrician, check to confirm that the

- Main breaker and individual breakers are all in the on position.
- Applicable wall switch is on
- GFCI is set (see details on GFCIs, earlier in this entry)
- Item you want to use is plugged in

- Item you want to use works in other outlets
- Bulb in the lamp is good

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

Underground Cables

Before digging, check the location of buried service leads by contacting utility locators. Maintain positive drainage around the foundation to protect electrical service connections.

Under- or Over-Cabinet Lights

The selection of optional under- or over-cabinet lighting provides either task lighting or atmosphere to your kitchen. We suggest you note the size and type of bulbs in these fixtures and keep replacements on hand.

One Year Limited Warranty Guidelines

During the new home orientation, we confirm that light fixtures are in acceptable condition and that all bulbs are working. **Our limited warranty excludes any fixture you supplied.**

Designed Load

We will repair any electrical wiring that fails to carry its designed load to meet specifications. If electrical outlets, switches, or fixtures do not function as intended, we will repair or replace them.

GFCI (Ground-Fault Interrupters)

We are not responsible for food spoilage that results from your plugging refrigerators or freezers into a GFCI outlet.

Power Surge

Power surges are the result of local conditions beyond our control and are excluded from limited warranty coverage. They can cause burned-out bulbs or damage to sensitive electronic equipment such as TVs, alarm systems, and computers. Damage resulting from lightning strikes is also excluded from limited warranty coverage.

Energy and Water Conservation

A home built with respect for our environment is even more effective in achieve that goal when your daily use of features and products is well informed. In the process of conserving, you also save money as an additional benefit. Keep these hints in mind as you use your home's features.

Heating and Cooling

- ◆ Maintain your home's heating and cooling systems in clean and good working order to prevent inconvenience and maximize efficiency. Arrange for a professional to service heat and air conditioning systems a minimum of once every two years.
- ◆ Keep filters clean or replace them regularly.
- ◆ Learn how to use your programmable thermostat for comfort and efficient energy use.
- ◆ If you have a zoned system (more than one furnace and separate controls) think through operating schedules and temperature settings to maximize comfort and minimize energy consumption.

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- ◆ Plan landscaping elements that support efficient energy use:
 - Deciduous trees provide shade during the summer and permit solar warming in winter.
 - Evergreen trees and shrubs can create a windbreak and reduce heating costs.
 - Position trees to shade the roof and still allow good air flow around the home.
 - Plant shrubs/trees to shade the air conditioner without obstructing air flow around it.
- ◆ Keep the garage overhead doors closed.
- ◆ If you expect a house full of dinner guests, you can turn the heat down a few degrees as body heat will make up the difference.

WINTER

- ◆ During cold days, open window coverings to allow the sun to warm your home. Close them when the sun begins to set.
- ◆ Where applicable, limit use of a wood burning fireplace in extremely cold or windy weather when the chimney draft will draw room air out at an extreme rate.
- ◆ During the winter, humidifying the air in your home allows the air to retain more heat and is a general health benefit. Note: If condensation develops on your windows, you have taken a good thing too far and need to lower the setting on the humidifier. The setting requirements change with the outside temperature; your manufacturer owner's manual contains a table defining these.
- ◆ Avoid use of the humidifier when you are using your air conditioner.

SUMMER

- ◆ If you include them in your home, ceiling fans use only one tenth as much electricity as air conditioners and the moving air allows you to feel comfortable at temperatures several degrees higher.
- ◆ On hot days, close all windows and the window coverings on windows facing the sun to minimize solar heating.

Water and Water Heater

- ◆ If you have a traditional tank style water heater, set it at "normal" or 120 degrees Fahrenheit if your dishwasher has a water booster heater. If not, set the water heater at 140 degrees Fahrenheit.
- ◆ Follow the steps outlined in the manufacturer's directions for draining water from your water heater in order to remove accumulated hard-water scale that builds up inside the tank. Timing will depend on the nature of your water supply.
- ◆ If you have a tankless or heat pump water heater, follow manufacturer instructions for the timing and steps to clean the unit.
- ◆ Correct plumbing leaks, running toilets, or dripping faucets as soon as possible.
- ◆ Keep aerators clean.
- ◆ Use the dual flush feature on low flush toilets whenever possible.

- ◆ Front loading washing machines require less than half the water of top-loaders. They also cause less wear and tear on clothing and because they wring more water out in the spin cycle, laundry dries faster.

www.H2ouse.org/tour/index.cfm

This site offers tips for saving water in every area of your home, reports on how much each type of water using device consumes in typical homes, and includes basic directions for minor home repairs involving water using items.

Appliances

- ◆ In selecting your home's appliances, compare the information on the (black and white) *EnerGuide* sticker. Sometimes spending a bit more up front can reduce operating costs over the life of the appliance, conserving energy at the same time.
- ◆ Use cold water when operating your disposal. This not only saves hot water you pay to heat, it preserves the disposal motor.
- ◆ When baking, preheat your oven just five minutes before you use it. When possible, bake several items at the same time or at least consecutively. Turn the oven off a few minutes before baking time is done.
- ◆ If your oven includes a convection setting, use it regularly—it can save both time and energy, allowing you to set the temperature 25 degrees lower for most recipes.
- ◆ If you will be running the dishwasher immediately, scrape rather than rinse the dishes.
- ◆ Run the dishwasher when it has a full load and allow the dishes to air-dry. A full dishwasher uses one half of the energy and one sixth the water of washing dishes by hand.
- ◆ Avoid regular use of the rinse and hold cycle.
- ◆ Use a phosphate free detergent.
- ◆ Select an appropriate size for your needs; two small refrigerators use more energy than one large one.
- ◆ Refrigerators with the freezer on top generally use significantly less energy than side-by-side models. Bottom freezer models are the most energy efficient models available.
- ◆ Refrigerator shelves are warmer near the door and the coolest parts are near the bottom and toward the back. If possible, keep your meats and dairy products in those cooler places.
- ◆ A fuller refrigerator works less to keep cool but do not pack it too tightly—good air circulation is important to efficient operation. Likewise, keep your freezer full.
- ◆ Avoid putting containers of hot food into the refrigerator; allow them to cool a bit first.
- ◆ Regularly check refrigerator seals to ensure they are working correctly: if a dollar bill slides out without a tug, you may need to replace them.
- ◆ Keep dust off of the condenser by cleaning every three months or as needed.

Electrical

- ◆ Use compact fluorescent bulbs (CFL) or fluorescent tubes where possible. At this time, incandescent bulbs are the least efficient source of light. Keep your light fixtures and bulbs clean to get maximum light they produce.
- ◆ **Caution: Compact fluorescent bulbs contain small amounts of mercury. If you break one, ventilate the area and clean up wearing gloves. Disposed bulbs should be delivered to a facility designed to manage them. Always dispose of CFLs or fluorescent bulbs properly rather than putting them in your regular trash. Contact your local waste management program for instructions.**
- ◆ Light emitting diode (LED) bulbs, while expensive, last for 50,000 hours (5 times longer than CFL and 65 times longer than incandescent bulbs) and they do not contain mercury. They work best for task lighting such as desk lamps and under counter lights.
- ◆ Unplug small appliances when they are not in use. Small items such as hair dryers and MP3 players draw electricity even when they are not in use. Unplug them or plug them into power strips that you can conveniently turn off when they are not in use.

Your Additional Reminders and Notes

Extended Absences

Whether for a vacation, business travel, or other reasons, nearly all of us occasionally leave our homes for days or weeks at a time. With some preparation, such absences can be managed uneventfully. Keep these guidelines in mind and add additional reminders that are appropriate to your situation.

Plan in Advance

- ◆ Ask a neighbor to keep an eye on the property. If possible, provide them with a way to reach you while you are away.
- ◆ If you will be gone an especially long time (over two weeks) consider arranging for a house sitter.
- ◆ If applicable, arrange for someone to mow the lawn or shovel snow.
- ◆ Notify local security personnel or police of the dates you will be away.
- ◆ Stop mail, newspapers, and other deliveries.
- ◆ Consider the use of lighting timers (available at hardware stores for \$10 to \$20).

- ◆ Confirm that all insurance policies that cover your property and belongings are current and provide sufficient coverage.
- ◆ Some insurance policies stipulate how often your home should be checked when you are away; contact your insurance carrier to make certain you understand and comply with these requirements.
- ◆ Mark valuable items with identifying information. Consider whether you have irreplaceable items that should be stored in a bank vault or security box.

As You Leave

- ◆ Forward phone calls to a relative or close friend.
- ◆ Unplug computers and other electronic devices that might be harmed in an electric storm.
- ◆ Leave window coverings in their most typical positions.
- ◆ Confirm that all doors and windows are locked and the deadbolts are engaged.
- ◆ Shut off the main water supply and drain your water lines. See *Plumbing/Extended Absence for additional details*.
- ◆ Set the thermostat on the water heater to "vacation" to save energy or shut off the water heater. Check manufacturer's directions for instructions on the steps involved in this process.
- ◆ Store items such as your lawn mower, bicycles, or ladders in the garage.
- ◆ Disengage the garage door opener (pull on the rope that hangs from the mechanism).
- ◆ Some manufacturers suggest snapping a vise grip on to the track above the roller when you will be absent for an extended period of time. Upon your return, remove the vise grip then re-engage the motor (simply push the button to operate the opener and it will reconnect) to restore normal operation.
- ◆ Leave a second car in the drive.
- ◆ Be energy conscious—change the settings on your thermostat for both summer and winter usage. Leaving the temperature in the home at a minimum 55 degrees in cold weather and 75 in warm weather will help to eliminate any problems in the home. In winter months leave room doors open and also open doors on cabinets that contain plumbing allowing heat to circulate.
- ◆ Arm your security system, if applicable.

Your Additional Reminders and Notes

Expansion and Contraction

Homeowner Use and Maintenance Guidelines

Changes in temperature and humidity cause all building materials to expand and contract. Dissimilar materials expand or contract at different rates. This movement results in separation between materials, particularly dissimilar ones. You will see the effects in small cracks in drywall and in paint, especially where moldings meet drywall, at mitered corners, and where tile grout meets a tub or sink. While this can alarm an uninformed homeowner, it is normal.

Shrinkage of the wood members of your home is inevitable and occurs in every new home. Although this is most noticeable during the first year, it may continue beyond that time. In most cases, caulk and paint are all that you need to conceal this minor evidence of a natural phenomenon. Even though properly installed, caulking shrinks and cracks. Maintenance of caulking is your responsibility.

One Year Limited Warranty Guidelines

We provide one-time repairs to many of the effects of expansion and contraction. See individual categories such as drywall and caulk for details.

Fencing

Homeowner Use and Maintenance Guidelines

All though we rarely provide fencing depending on the community in which your home is located, fencing may be provided by us, it may be an optional item you select, the developer may provide it, or fencing may be an item you consider adding after your possession. When we install fencing as our responsibility we install it in conjunction with the landscaping. All types of fencing require some routine attention.

Drainage

Fencing should be installed only after the final grade has been established and approved. In planning, installing, and maintaining fencing, ensure that existing drainage patterns function unimpeded. When installing a fence, use caution in distributing the soil you removed to set posts to avoid blocking drainage swales. Plan enough space under the bottom of a wood fence for water to pass through.

Developer/Homeowner Association Architectural Guidelines

If you choose to add fencing after moving into your new home, keep in mind the architectural requirements of your subdivision may dictate the type and style of fence allowed.

Specific requirements about style, height, and position on your home site are described in the current architectural guidelines, which you receive as part of your purchase documents or can obtain from the association or developer's office. Type, style, color of fencing are addressed in these guidelines.

Special requirements apply to homes on corner lots where drivers must have adequate visibility. Additionally, in some communities, zoning laws may impact private fencing. Your responsibilities include checking on such details.

We recommend that you engage the services of professionals to install your fence. Be certain to inform any fence installer of your architectural requirements.

See also Property Boundaries

Variation

Height and location of installed fences will vary with lot size, topography, and shape.

Weather Damage

Damage to fencing caused by severe weather should be referred to your homeowner insurance company and is specifically excluded from warranty coverage.

Wood Fences

The lumber used to construct wood fences is All Weather Wood, or rough cedar or spruce. Over time it will crack, warp, and split. Unless extreme, these conditions require no action on your part. As the wood ages and shrinks, nails may come loose and require attention. Also check the posts and any gates twice a year and tighten hardware or make needed adjustments.

Wrought Iron Fencing

Wrought iron is subject to rusting unless regular maintenance is provided. Use touch-up paint on any scratches or chips. Inspect the fence twice a year and touch-up as needed, then plan to repaint the entire fence every one to two years to keep it looking its best.

As with wood fencing, prevent sprinklers from spraying your wrought iron fence or rails. Check monthly to confirm that water does not stand around the fence posts. Make corrections to drainage as needed to prevent this.

See also Utility Locates

One Year Limited Warranty Guidelines

If fencing is part of your home purchase, we will confirm the acceptable condition of the fence during your new home orientation. Although developer-installed fencing falls outside our limited warranty we may be able to assist in communicating any concerns you have and obtaining a response. If we installed your fence, we will correct fence posts that become loose during the warranty period.

Fireplace

Homeowner Use and Maintenance Guidelines

See also Fire Prevention.

Most of us feel a fireplace is an excellent way to create a warm, cozy atmosphere. However, without sufficient information, your use of the fireplace can result in heat (and dollars) being wasted. To help prevent that, consider the following points.

WOOD BURNING FIREPLACE

Look upon burning a wood fire as a luxury that adds much to the atmosphere but just a little to the heat in a home. About 10 percent of the heat produced by a fire is radiated into the house. In many older homes, the air used by the fireplace for combustion is replaced with cold outside air drawn in through cracks around

doors and windows. However, your home is constructed so tightly that this does not happen. We install a fresh air vent to supply the fireplace with combustion air and reduce the amount of heated air the fire draws from your house.

Close the damper when the fireplace is not in use. Leaving this open is equivalent to having an open window in the house. If the fire is still burning, but you are finished enjoying it, use glass doors to prevent heated air from being drawn up the chimney until your damper can be closed.

One caution on the use of glass doors: do not close them over a roaring fire, especially if you are burning hard woods (such as oak or hickory) because this could break the glass. Also, when closing the doors over a burning fire, open the mesh screens first. This prevents excessive heat build-up on the mesh, which might result in warping or discoloration.

Your objective in building a fire should be a clean, steady, slow-burning fire. Begin with a small fire to allow the components of the fireplace to heat up slowly. Failure to do so may damage the fireplace and can void the warranty. Start the fire by burning kindling and newspaper under the grate; two to three layers of logs stacked with air space between, largest logs to the rear, works best. One sheet of paper burned on top of the stack will help the chimney start to draw. Any logs 6 inches in diameter or larger should be split.

Caution: Do not burn trash in the fireplace and never use any type of liquid fire starter.

Remove old ashes and coals from under the grate when completely cool. A light layer is desirable as an insulator and will help to reflect heat.

Chimney Cleaning

Creosote and other wood-burning by-products accumulate inside the flue over a period of time. This build-up can be a fire hazard. The way you use your fireplace and the type of wood you burn determine the frequency of your chimney cleanings. For instance, burning soft woods or improperly seasoned woods necessitates more frequent cleaning. Hire a qualified chimney sweep for this cleaning.

If the spark arrester becomes clogged, the diminished airflow will affect the performance of the fireplace and may be a fire hazard. Have the arrester cleaned professionally when needed.

GAS FIREPLACE

We offer direct-vent gas fireplaces. If you ordered this type of fireplace, we demonstrate it during the new home orientation.

Read and follow all of your fireplace manufacturer's directions.

A slight delay between turning the switch on and flame ignition is normal. The flames should ignite gently and silently. If you notice any deviation from this and any gas smell, immediately shut off the switch and report it to the gas company.

Materials found on the exterior surfaces of either wood or gas fireplaces (paints, sealants, lubricating oils and gasket adhesives) can produce odors and small amounts of carbon monoxide for the first few times the fireplace is used. This is called curing or burning in. It may take as much as 24 hours of use before the fireplace is cured. The fireplace should be burned for periods no less than 5 to 6 hours at a time with a high flame. If the fireplace system is equipped with a fan, do not run it during the curing period.

Caution: The exterior vent cover for a direct-vent gas fireplace becomes extremely hot when the fireplace is operating.

One Year Limited Warranty Guidelines

Fireplaces are not intended to be the sole heat source in the home. The fireplace should function properly when the manufacturer's directions are followed.

Discoloration

Discoloration of the firebox or brick is a normal result of use and requires no corrective action. Mortar-style fireplaces may develop cracks due to temperature changes and other factors.

Downdraft

Although extremely high winds can result in a downdraft, this condition should be temporary and occasional. We will determine and correct continuous malfunction if caused by a construction or design defect.

Glass Doors

During the new home orientation we confirm that glass fireplace doors, when included with the home, are in acceptable condition. Use the cleaning product recommended by the manufacturer to clean these doors; cleaning fireplace doors with glass cleaner will damage the glass; this damage is excluded from warranty coverage.

Water Infiltration

In unusually heavy or prolonged precipitation, especially when accompanied by high winds, some water can enter the home through the vent. The limited warranty excludes this occurrence.

Fire Prevention

All family members should practice fire safety. Awareness of potential dangers and preventive actions are preferable to even the fastest response. Keep these hints in mind and add your own reminders in the space provided on the next page. For additional tips, contact your local fire department.

Train Family Members

- Ensure that all family members know what escape routes exist in your home.
- Conduct a fire drill with family members.
- Test the smoke detectors to confirm that they function and so that everyone recognizes the sound.
- Follow the manufacturer's directions for cleaning and servicing all of your smoke detectors.
- As soon as possible, teach young children how and why to dial 911.
- Have a general use fire extinguisher and instruct all family members in its location and use.
- Teach children the safe use of appliances such as irons and toasters.
- If you smell gas, leave and call for help from another location. Do not use a phone or cell phone and do not turn on any lights.

Practice Prevention

- Store matches away from children and heat sources.

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- Avoid smoking in bed and always use a fire safe receptacle to extinguish smoking materials. Keep lighters and matches out of reach of children.
- Avoid leaving small children home alone, even for a short time.
- Maintain appliances in clean and safe working condition.
- Avoid overloading electrical outlets.
- Ensure that all electrical cords are in good repair.
- Avoid having any flammable objects or materials near the stove or leaving anything that you are cooking unattended.
- Keep the range hood filter clean to prevent a build up of grease.
- Allow space for cooling around electrical equipment. Maintain a clear space of at least three feet around furnaces.
- Unplug the iron when it is not in use. Do not leave an iron that is on unattended.
- Use electric blankets with care, following manufacturer directions.
- Use the correct wattage of bulbs in all light fixtures.
- Use candles safely. Never leave a burning candle unattended. Keep them out of reach of children and pets. Wicks should be cut to 1/4 inch.
- Store volatile materials (paint, gasoline for the lawn mower, and so on) in appropriate containers, away from flames (such as pilot lights) or heat sources. Many trash collection services offer a means for you to dispose of hazardous items. Check with your service provider for details.
- Gas Grills: Keep the barbeque clean and soap test the lines of a gas grill for leaks regularly. A quarter to a half turn provides enough propane; do not turn the valve on all the way. When lighting your barbeque, have the match or lighter already burning with the lid open before you turn on the gas.
- Charcoal Grill: Wait for at least a full minute before lighting fluid soaked coals. Before you light the coals, move the lighter fluid a safe distance away. Never use gasoline to start a charcoal barbeque and never spray more fluid on hot coals. When you are finished barbequing, wear an oven mitt and tongs to submerge spent coals in a metal pail of water.
- All Grills: Use the barbeque outdoors, at least 10 feet from the house. Grilling in the garage with the door open does not allow enough ventilation and could result in carbon monoxide poisoning. Never leave a lit barbeque unattended. Keep children and pets away from all grills.
- If your home includes a gas fireplace follow all directions and do not leave the fireplace unattended when it is on. If you have a wood burning fireplace:
 - Arrange for professional cleaning of the chimney at appropriate intervals.
 - Maintain the spark arrester on the chimney.
 - Never use liquid fire starters (such as for a charcoal barbeque) in an indoor fireplace.
 - Use a screen or glass doors when a fire is burning.
 - Confirm the fire is out before closing the flue.
 - Do not leave the fireplace unattended while a fire is burning.

- During holidays, ensure that all cords and connections are in good condition and of appropriate capacity for electrical decorations.
- If you decide to remodel, finish the basement, or add onto your home, obtain a building permit and work with professionals. Ensure that all building department inspections occur and that the work complies with all applicable codes. This also applies to installing a gas line for an outdoor barbeque, a gas fireplace, clothes dryer, and so on.
- Do not leave any house lights on for long periods of time. If you are leaving for an extended period, you may want to use a timer to simulate occupancy.

Your Additional Reminders and Notes

Fixtures

Homeowner Use and Maintenance Guidelines

Manufacturers typically treat fixtures with a clear protective coating, electrostatically applied, to provide beauty and durability. Even this coating will show wear and tear. Atmospheric conditions, sunlight, caustic agents such as paints, and scratches from sharp objects can cause the protective coating to crack or peel, exposing the brass and resulting in spotting and discoloration.

Cleaning

Initial care of these products requires only periodic cleaning with a mild, nonabrasive soap and buffing with a soft cloth.

Corrosion

Water having a high mineral content can be corrosive to fixtures.

Polish

When peeling, spotting, or discoloration occurs, you can sometimes restore the beauty of the metal by completely removing the remaining coating and hand polishing the item with a suitable polish. Applying a light coat of wax and buffing with a soft cloth helps maintain the gloss.

One Year Limited Warranty Guidelines

During the new home orientation we will confirm that fixtures are in acceptable condition. Corrosion damage to the external surfaces or internal workings of plumbing fixtures is excluded from warranty coverage.

Foundation

Homeowner Use and Maintenance Guidelines

We install the foundation of your home according to the recommendations of our consulting engineer. The walls of the foundation are poured concrete with steel reinforcing rods or pre-cast concrete. To protect your home's foundation, follow guidelines for installation and maintenance of landscaping and drainage in this guide.

Cracks

Surface cracks can develop in foundation walls. Surface cracks are not detrimental to the structural integrity of your home. If a crack develops in a foundation wall that allows water to come through, follow the procedures for submitting a warranty request.

Dampness

Due to the amount of water in concrete, basements may be damp.

Future Construction in Basement

If you decide to perform additional construction in the basement, obtain guidelines from a licensed engineer, obtain a building permit, and comply with all codes and safety requirements. We do not warrant that you will be able to obtain such a permit because of the possibility that building codes may change.

Radiant Floor Heating

Your basement floor may contain hydronic heating lines that can be damaged by drilling or nailing into the concrete. These lines may be for future use or may be operational at possession as part of the home building contract.

These lines are to be used as an in-floor comfort system. In the floor heating is quiet and clean. However, changing the temperature takes more time than with other types of heating systems.

Please check with us before proceeding with any work involving the basement floor. If you hire a contractor for basement development, ensure that he/she is aware of your in floor heating system so that the work can be planned and performed without causing harm to your system.

One Year Limited Warranty Guidelines

The foundation walls are a structural element of your home and therefore they carry an additional limited structural warranty which is described at the end of this chapter.

Cosmetic Imperfections

Slight cosmetic imperfections in the foundation walls, such as a visible seam where two pours meet or slight visible aggregate (known as honeycombing), are possible and require no repair unless they permit water to enter.

Cracks

Shrinkage or surface cracks are common in foundation walls, especially at the corners of basement windows. We will seal cracks that exceed 1/8 inch in width.

Leaks

We will correct conditions that permit water to enter the basement provided you have complied with the drainage, landscaping, and maintenance guidelines.

Framing

One Year Limited Warranty Guidelines

Floor Deflection

Floors will deflect (bend) when walked on. This will be more noticeable next to hutches, bookcases, pianos, chairs, and other heavy furniture. This is not a structural deficiency and we will take no action for this occurrence.

Floor Level

Within a room, the floor should appear level when seen from a normal viewing position. Where a floor is sloped, a maximum ratio of one inch over 10 feet applies when measured between the opposite walls or defined limits of the room area.

Party Wall Items

In attached home or condominium communities, you may have a common shared wall (party wall) with your neighbor on one or both sides of your home. You may also have a shared ceiling/floor assembly with your neighbor. These walls and ceiling/floors are built to meet or exceed noise and fire protection requirements.

Care should be taken to avoid any damage or changes to these building components as this will increase possible noise transmission and reduce the fire resistance. When you have a common wall, floor, or ceiling, some sound transmission will still be evident. Loud music or high impact noise is quite common and is excluded from warranty.

Plumb Walls

We will correct walls that are out of plumb more than one inch in an 8 foot distance of the wall. The variation of a bowed wall may not be more or less than 3/4 inch over the length of the wall.

Squeaks: One-time repair

Some floor and stair squeaks are unavoidable. Although we do not warrant against floor squeaks, we will make a reasonable effort to correct them one time during your warranty period.

Garage Overhead Door

Homeowner Use and Maintenance Guidelines

Because the garage door is a large, moving object, periodic maintenance is necessary.

Keyless Entry

Each brand has a different method for programming so please refer to your manufacturers guide for reprogramming instructions.

Light Visible

Garage overhead doors cannot be airtight. Some light will be visible around the edges and across the top of the door. Weather conditions may result in some precipitation entering around the door. Likewise, dust may enter especially until most homes in the community have landscaping installed. When freezing temperatures occur, the rubber may not seal along the bottom of the door; this unavoidable condition is a natural result of weather conditions and is excluded from warranty coverage.

Lubrication

Steiner Homes, Ltd
Homeowner Guide

Regularly apply a lubricant such as silicone spray to all moving metal parts: rollers, hinges, pulleys, bearings, moveable lock parts, and springs. Lubrication is not required on plastic/neoprene rollers and plastic idler bearings. Refer to the door manufacturer's manual or Web site for recommendation. Avoid over lubricating to prevent drips on vehicles or the concrete floor. Also, ensure that all fasteners are tight on the hardware and the overhead door is operating as intended, without binding or scraping.

Opener

To prevent damage to a garage door opener, be sure the door is completely unlocked and the rope-pull has been removed before operating the opener.

Caution: Operating an opener when the manufacturer's lock is engaged in the track could cause the opener to fail. In fact, garage door companies recommend against even leaving a lock installed once an opener has been added. Side locks can stick or get caught in the track and cause the cables to come off which creates a major inconvenience and repair. If a manual lock is required due to power outage or leaving for an extended period of time, we suggest snapping a vise grip on to the track above a roller. Either way, upon your return, unlock the garage door first or remove the vise grip, then re-engage the motor (simply push the button to operate the opener and it will reconnect) to restore normal operation.

If you have an opener installed on your home after possession, we suggest that you order it from the company that provided and installed the garage door to assure uninterrupted warranty coverage. Be familiar with the steps for manual operation of the door in the event of a power failure.

If we installed a door opener as one of your selections, during new home orientation we demonstrate the electric eye that provides a safety stop in the event someone crosses through the opening while the overhead door is in motion. Use care not to place tools or other stored items where they interfere with the function of the electric eye.

Expect to replace the battery in the garage opener remote controls about once a year. The battery is usually a 9-volt battery, however check your manufacturer's manual for correct battery size and other maintenance needs of your remote controls.

Painting

Garage doors are insulated metal. The trim installed on some homes is likely to need painting maintenance on a more frequent basis.

Repaint the garage door when you repaint your home or more often if needed to maintain a satisfactory appearance. The color of your overhead garage door may be a requirement of the architectural controls in your area. Therefore the color of the door may be pre-determined and can not be changed. Please refer to your exterior color selections or area manager for further information regarding your architectural controls.

Safety

Follow the manufacturer's instructions for safe and reliable operation. Do not allow anyone except the operator near the door when it is in motion. Keep hands and fingers away from all parts of the door except the handle. Do not allow children to play with or around the door.

For your safety, after the expiration of the one-year warranty, have any needed adjustments made by a qualified specialist. Garage door springs are under a considerable amount of tension and require special tools and knowledge for accurate and safe servicing. Have the door inspected by a professional garage door technician after any significant impact to the door.

Sag

The garage door may sag slightly due to its weight and span. This is a normal condition and does not require attention.

One Year Limited Warranty Guidelines

The garage door should operate smoothly and with reasonable ease. The door can become misaligned and require adjustment, which we will provide unless the problem is caused by the installation of a garage door opener subsequent to possession of the home.

Gas Shut-Offs

Homeowner Use and Maintenance Guidelines

You will find shut-offs on gas lines near their connection to each item that operates on gas. In addition, there is a main shut-off at the meter. We point these out during the new home orientation.

Gas Leak

If you suspect a gas leak, leave the home immediately and call the gas company for emergency service from another location.

One Year Limited Warranty Guidelines

The gas company is responsible for leaks up to the meter. We correct leaks from the meter into the home.

Ghosting

Homeowner Use and Maintenance Guidelines

Recent feedback from homeowners (in both old and new homes) regarding black sooty stains which develop on surfaces in homes (on carpet, walls, ceilings, appliances, mirrors, and around area rugs—to list a few examples) have caused much investigation and research.

The conclusion of the research and laboratory tests has been that the majority of this staining or "ghosting" (also known as "carbon black") results from pollution of the air in the home caused by burning scented candles. Incomplete combustion of hydrocarbons as these candles burn contributes a considerable amount of soot to the air. This sooty substance then settles or accumulates on surfaces of the home. The sooty deposits are extremely difficult to remove; on some surfaces (light-colored carpet, for instance), they are impossible to clean completely away.

The popularity of scented candles has increased many-fold in recent years. If this is an activity that is part of your lifestyle, we caution you about the potential damage to your home. When this condition results from burning candles or other lifestyle choices, the resulting damage is excluded from our limited warranty coverage.

See also Carpet/Filtration

Grading and Drainage

Early in land development, general drainage patterns are established in principle with municipal and other authorities. You and your neighbors share an overall drainage plan for the community. Grading occurs in three stages:

- **Pre-grading**—regularly performed grading directs water away from your foundation and maintains safety standards during construction.
- **Rough Grading**—this grading is to ensure water is directed away from your foundation and to define the drainage swales and catch basins. In most cases, drainage swales do not follow property boundaries.
- **Final Grading**—topsoil is spread to follow the same contours of the rough grade; do not allow any disturbance to the topsoil as this may affect the drainage of the lot

Depending on the purchase agreement, we are either responsible for completion of rough grade or final grade and for obtaining approval from the municipality where required. Once our contractual commitment is met, you are responsible for maintaining the rough or final grade, as applicable. If you alter the drainage pattern later or if changes in drainage occur due to lack of maintenance, the limited structural warranty will be impacted.

Homeowner Use and Maintenance Guidelines

You share in an overall drainage plan for the community that was predetermined before the homes were built. The rough and final grades around your home have been inspected and approved for proper drainage of your lot. Where required by municipal regulations, our surveyor completes a grading certification and then the local municipality inspects the site for approval. Yards drain from one to another. Yards may drain from front to back, back to front, or have split drainage. Use caution when installing landscaping, fencing, or additions to your home to prevent causing water problems on adjacent lots.

Backfill Settlement

The area we excavated for your home's foundation was larger than the home to allow room to work. In addition, some trenching is necessary for installation of utility lines. Although we replaced the soil, it does not return to its original density. Some settling will occur, especially after prolonged or heavy rainfall or melting of large amounts of snow. Settling can continue for several years. Inspect the perimeter of your home regularly for signs of settling and fill settled areas as needed to maintain positive drainage.

CC (Curb Cock) Valve (Main Water Line)

The main water line to your new home is typically located in the front yard and encased in a PVC pipe (in some cases according to subdivision design it may be located in the back yard). Governing municipalities require that this be visible.

Drainage

The grade around your home should slope away from the house. Drainage swales may or may not follow property boundaries. Maintain the slopes around your home to permit the water to drain away from the home as rapidly as possible. This is essential to protect your foundation. Failure to do so can result in major structural damage and will void your warranty.

Easements

Most lots have an easement, which is a section of land in front, on the sides, and/or in the back of your lot where public utilities are installed. In some areas, an easement or right-of-way is required for grass or concrete drainage swales. Easements are shown on the approved plot plan.

Erosion

Until your yard is established and stable, erosion will be a potential concern. Heavy rains or roof runoff can erode soil. The sooner you restore the grade to its original condition, the less damage will occur.

Erosion is of special concern in drainage swales. If swales become filled with soil runoff, they may not drain the rest of the yard, causing further problems. Correcting erosion is your responsibility.

Roof Water

Downspout extensions are installed and sloped so the water drains away from your home quickly. They should be in the down position during spring, summer, and fall. During the winter months they can be put into the up position to minimize damage.

Ensure that downspout extensions are not directed along side the driveway/sidewalk slabs as this could erode the soil under the concrete and result in unwarrantable settlement.

Rainwater leaders or storm water connections are lot specific, predetermined, and should remain unchanged. Maintain any caps or connections of these products.

Rototilling

Rototilling can significantly change drainage swales. You can minimize this by rototilling parallel to the swales rather than across them.

Subsurface Drains

Occasionally the developer will install a subsurface drain to ensure that surface water drains from a yard adequately. Keep this area and especially the drain cover clear of debris so that the drain can function as intended.

Swales

Drainage swales are shallow-sided, sloped ditches designed to convey surface run-off away from your home toward the nearest street, land, dry pond, or storm water management lake. These swales are usually located along common property lines and sometimes at the back of a lot. After heavy rain or snow, water may stand in swales up to 48 hours.

See also Landscaping and Utility Locates

One Year Limited Warranty Guidelines

We established the rough or final grade to ensure adequate drainage away from the home. Once we have met our commitment as described in your purchase agreement documents, maintaining this drainage is your responsibility. If you alter the drainage pattern after grade approval or if changes in drainage occur due to lack of maintenance, the limited structural warranty may be impacted.

Backfill Settlement

Backfilled or excavated areas around the foundation and at utility trenches should not interfere with the drainage away from your home. If these areas settle more than 6 inches around the perimeter of the home during the first year after grade completion approval, we will provide you with fill dirt to maintain positive drainage. Placing this material will be your responsibility.

New Landscaping

New landscaping and the extra watering that accompanies it can cause temporary drainage problems, as can unusually severe weather conditions. If sod, trees, or shrubs are part of your purchase agreement proper watering and care of these items are your responsibility.

Recommendations

In order for us to complete grading after possession (when that is necessary), concrete must be poured and the ground must be dry and free of frost. Your property must be clear of personal property or structures (for example, dog runs, swing sets, vehicles). Please refer to our entry on *Seasonal Items* in chapter 5, *Closing on Your Home*, for further details.

Swales

We do not alter drainage patterns to suit individual landscape plans. Typically, a home site receives water from neighboring home sites and passes water on to other home sites, so changes in grade often affect

adjacent or nearby lots. We advise against making such changes. After heavy rain or snow, water may stand in swales up to 48 hours.

Under Concrete: One-time repair

We will fill visible sunken areas under concrete as we complete your grading and one time during your first year warranty. Following that, any further settlement is your responsibility to correct.

Winter Grading

Due to weather conditions, especially during winter and early spring, the grade may not have been established at the time of possession. We document the status of your grading at the time of delivery. When conditions permit, grading work will continue. Confirm that we have completed your grading before continuing with additional yard construction such as fencing.

Green Home Care

In addition to saving water and energy, numerous lifestyle details can have a significant impact on the environment. The suggestions that follow will get you started and you will find many more ideas by consulting the sources listed in individual entries or under “Additional Information” at the end of this list.

Cleaning

- ◆ Look for products whose manufacturers spell out all ingredients. A long list of ingredients you cannot pronounce is usually an indication that the product contains chemicals you and the environment are better off without.
- ◆ You might also want to consider replacing expensive chemically laden products with an all purpose cleaner you mix yourself. Frequently used ingredients include baking soda, white vinegar, salt, corn starch, cream of tarter, and borax all of which are safer for the environment than many of the chemicals found in commercial cleaning products. Experiment to see which recipes work best for your needs.
- ◆ For products you purchase, look for concentrated formulas in containers made from recycled materials; powders contain fewer chemicals and use less energy to transport.
- ◆ Whichever cleaner you are using, use just the amount you need to complete the job and not one drop more.
- ◆ Micro-fiber cleaning cloths are effective for almost all cleaning tasks, replacing paper towels. Just wash and reuse.
- ◆ Mineral deposits around faucets can be removed with vinegar. Simply spray and let the vinegar sit 10-15 minutes then scrub with an old toothbrush.

For more information visit—

www.turi.com

Toxics Use Reduction Institute comes from the University of Massachusetts Lowell. It includes a library of over 14,000 environmental abstracts with links to full text on the Web. Equally interesting, it provides safety details on ingredients used in do it yourself cleaning products, recipes, and test results on a variety of those recipes.

Gardening

- ◆ Buy natural fertilizers with ingredients such as bone meal, kelp meal, alfalfa meal, or vermiculture castings (worm poop). These break down slowly which is beneficial to plants. Look for certified organic products and use sparingly to avoid run-off.
- ◆ Start a compost pile. Local nurseries or hardware stores carry compost bins. (Need directions for composting? Visit www.wikipedia.org and enter composting in the search window. You will find an article with pictures that makes the process clear and contains many links to additional information.)
- ◆ If your lawn is relatively small and flat, consider a push mower to eliminate emissions from a gas powered model and give yourself some exercise at the same time. (Visit www.reelmowerguide.com for information about mowing with reel mowers and product reviews.)

Laundry

- ◆ Use the recommended amount of detergent for your washing machine. Using too much will leave a residue on clothing; using too little will fail to clean your clothes adequately.
- ◆ A quarter cup of baking soda mixed in with your detergent boosts cleaning power and reduces static cling. (Residue from fabric softener reduces the ability of towels to absorb water; residue from dryer sheets can build up on lint screens, reducing efficiency of your dryer.)
- ◆ Skip hot water unless the load of wash is especially soiled. Warm water should be sufficient for washing; use cold water for the rinse cycle.
- ◆ A half cup of vinegar added to the last rinse will soften your clothes, reduce lint, and control static cling. For delicate items, add one or two tablespoons to the last rinse. For blankets, two cups of vinegar added to the final rinse will help remove soap scum from laundry.

Additional Information

www.greenerchoices.org

This address takes you to consumer reports with a focus on home energy use, product test results, and of special interest, labeling and certification search capabilities.

www.thegreenguide.com

One of the best sources of information about green living, this site comes from National Geographic. Content is well-researched, timely and relevant.

www.ewg.org

The Environmental Working Group offers comprehensive environmental news. Register for a free monthly newsletter or customize your profile to receive updates on the topics of greatest interest to you. The site also includes a feature title “Skin Deep” that lists and ranks the chemical ingredients in over 40,000 personal care products, resulting in an overall rating number that can guide your purchases.

www.greenhome.com

An environmental products store Web site, this source includes an “information” tab that gets you to useful articles, newsletters and Living Magazine archives (issue 001 includes “Which Eco Cleaners Work?” which reports actual results on products ranging from dishwasher liquid through toilet bowl cleaners).

Your Additional Reminders and Notes

Hardware

Homeowner Use and Maintenance Guidelines

Doorknobs and locks should operate correctly with little attention. Over time they may need slight adjustments due to normal shrinkage of the framing. Occasionally, you may need to tighten screws or provide lubrication.

One Year Limited Warranty Guidelines

We confirm that all hardware is in acceptable condition during new home orientation. The limited warranty excludes repairs for cosmetic damage subsequent to the new home orientation.

We will repair hardware items that fail to function as intended.

Hardwood Floors

Homeowner Use and Maintenance Guidelines

In daily care of hardwood floor, preventive maintenance is the primary goal. Please see your flooring manufacturer's instructions or for more information refer to your warranty program's literature or Web site.

Appliances

Delivery, installation, and moving appliances for cleaning purposes may damage the hardwood floor surface. Use extreme caution when moving appliances; repair of such damage is your responsibility.

Cleaning

Sweep on a daily basis or as needed. Never wet-mop a hardwood floor. Excessive water causes wood to expand and can possibly damage the floor. When damp-mopping, remove all excess water from the mop. Check with the hardwood company if your floor has a water-based finish.

Dimples

Placing heavy furniture or dropping heavy or sharp objects on hardwood floors can result in dimples.

Filmy Appearance

A white, filmy appearance can result from moisture, often from wet shoes or boots or from wet mopping.

Furniture Legs

Install proper floor protectors on furniture placed on hardwood floors. Protectors will allow chairs to move easily over the floor without scuffing. Regularly clean the protectors to remove any grit that may have accumulated.

Humidity

Wood floors respond noticeably to changes in humidity in your home. Especially during winter months the individual planks or pieces expand and contract (sometimes causing gaps) as water content changes. A humidifier helps but does not eliminate this reaction. The first two years are especially critical for fine woods in a home to normalize to climatic conditions.

Mats and Area Rugs

Use protective mats at the exterior doors to help prevent sand and grit from getting on the floor, however if sand and grit are left to accumulate under these mats further damage to the flooring surface may occur. Gritty sand is wood flooring's worst enemy. However, be aware that rubber backing on area rugs or mats can cause yellowing and warping of the floor surface.

Separation

Expect some shrinkage around heat vents, any heat-producing appliances, or during seasonal weather changes.

See also Warping

Shoes

Stiletto shoes can focus the weight of a 125 pound person to more than 2000 pounds per square inch—that is enough weight to damage hardened concrete; it will mark your wood floor.

Spills

Clean up food spills immediately with a dry cloth.

Splinters

When floors are new, small splinters of wood can appear.

Sun Exposure

Exposure to direct sunlight can cause irreparable damage to hardwood floors. To preserve the beauty of your hardwood floors, install and use window coverings in these areas.

Traffic Paths

A dulling of the finish in heavy traffic areas is likely.

Warping

Warping will occur if the floor repeatedly becomes wet or is thoroughly soaked even once. Slight warping in the area of heat vents or heat-producing appliances is also typical.

Wax

Waxing and the use of products like oil soap are neither necessary nor recommended.

One Year Limited Warranty Guidelines

During the new home orientation we will confirm that hardwood floors are in acceptable condition. We will correct any readily noticeable cosmetic defects listed during the new home orientation found under normal lighting situation and circumstances.

Separations

Shrinkage will result in separation between the members of hardwood floors. Gaps that exceed 1/16 inch over the length of the board in normal moisture conditions will be repaired. You are responsible for removing excess filler that appears on the surface if the boards expand due to subsequent changes in humidity and expel the filler.

Heating System: Gas Forced Air

Homeowner Use and Maintenance Guidelines

Good maintenance of your furnace can save energy dollars and prolong the life of the furnace. Carefully read and follow the manufacturer's literature on use and maintenance. The guidelines here include general information only.

Adjust Vents

Experiment with the adjustable registers in your home to establish the best heat flow for your lifestyle. Generally, you can reduce the heat in seldom-used or interior rooms. This is an individual matter and you will need to balance the system for your own family's needs.

During cold weather in particular, ensure that warm air from the heat registers located near windows can flow unobstructed. This helps minimize condensation. Also ensure that window coverings are open at least slightly for the same reason.

Avoid Overheating

Do not overheat your new home. Overheating can cause excessive shrinkage of framing lumber and may materially damage the home. In the beginning, use as little heat as possible to be comfortable and increase it gradually.

Combustion and Fresh Air Ducts

Furnaces we install include combustion and fresh air ducts. The outside end of these duct are covered with a screen to minimize insects or animals entering the duct. Cold air coming in through these ducts means they are functioning as they should.

Caution: Never block exhaust, combustion, or fresh air vents. In periods of heavy snow, regularly check to ensure the exterior vent is free of snow in order to draw combustion air in so that the furnace can function. If this vent is covered and air cannot circulate, the system will shut down.

Duct Cleaning

The furnace ducts in your home were cleaned prior to possession. We recommend that you have your home's ducts cleaned every two to three years. Yearly cleaning is only necessary if health issues are a factor.

Ductwork Noise

Some popping, pinging or rubbing sounds are the natural result of ductwork heating and cooling in response to airflow as the system operates. Noises may also be the result of the location of the heat ducts in relation to plumbing lines.

Electronic Ignition

Your furnace does not have a standing pilot light to waste gas. Instead, the manufacturer has installed a silicon nitride hot surface igniter. This igniter will glow when heating up to allow ignition of the natural gas and is designed for many years of use. There are no maintenance requirements for this item. Should replacement be required, contact a professional.

Filter

A clean filter will help to keep your home clean and reduce dusting chores. Remember to change or clean the filter monthly during the heating season (year-round if you also have air conditioning). A clogged filter can slow airflow and cause cold spots in your home. Although it takes less than one minute to change the filter, this is one of the most frequently overlooked details of normal furnace care.

Buy filters in large quantity for the sake of convenience. You will find the size and type printed along the edge of the filter that is in your furnace.

If you have a permanent, washable, removable filter, you need to clean this monthly. Use water only to clean the filter, tap to dry or air dry, and leave the furnace off for a brief period. Do not use soaps or detergents on the filter.

Furnace Fan Cover

You need to position the blower panel cover correctly for the furnace blower (fan) to operate. This panel compresses a button that tells the blower it is safe to operate. Similar to the way a clothes dryer door operates, this panel pushes in a button that lets the fan motor know it is safe to come on. If that button is not pushed in, the furnace will not operate. The furnace blower will typically cycle on and off more frequently and for shorter periods during severe cold spells.

Furnished Home

The heating system was designed with a furnished home in mind. If you move in during the cooler part of the year and have not yet acquired all of your draperies and furnishings, the home may seem cooler than you would expect.

Gas Odor

If you smell gas, leave the home immediately and call the gas company from another location.

Odor

A new heating system may emit an odor for a few moments when you first turn it on. An established system may emit an odor after being unused for an extended time (such as after the summer months if you do not use air conditioning). This is caused by dust that has settled in the ducts and should pass quickly.

On-Off Switch

The furnace has an on-off blower switch. This switch looks like a regular light switch. When turned off, this switch overrides all furnace commands and shuts down the blower. This is usually done only when maintenance service is being performed, although young children have been known to turn the furnace off using this switch

Programmable Thermostat

A programmable thermostat is a great way to save energy dollars. Your thermostat can be programmed to keep temperatures lower while you're away and increase them in anticipation of your return. You can program the thermostat for up to a seven day cycle. Instructions are attached to your thermostat.

Registers

Heat register covers are removable and adjustable. Keeping registers open improves comfort and moisture management, especially during winter months. You have the choice of adjusting the dampers in these covers to regulate the heat flow within your home. Registers in the rooms farther away from the furnace will usually need to be opened wider. Educate your children that these registers are not playthings—they should not be removed; neither toys nor debris should be thrown into them.

Return Air Vents

For maximum comfort and efficient energy use, arrange furniture and draperies to allow unobstructed airflow from registers and to cold air returns. If cold air is unable to return to the furnace, the flow of heated air to that area of your home becomes restricted.

Temperature

Depending on such details as the style of home, room orientation, number and size of windows, type and use of window coverings, whether doors are open or closed, the temperature can normally vary from floor to floor, especially on extremely cold days. Room temperatures can also be affected by whether a room is situated over an unheated area of the home. Continuous operation of the furnace fan will improve comfort and moisture management, especially during winter months.

Thermostat

The furnace will come on automatically when the temperature at the thermostat registers below the setting you have selected. Once the furnace is on, setting the thermostat to a higher temperature will not heat the home faster. Thermostats are calibrated to within plus or minus 2 degrees Fahrenheit.

Trial Run

Have a trial run early in the fall to test the furnace. (The same applies to air-conditioning in the spring.) If service is needed, it is much better to discover that before the heating season is underway and service personnel become extremely busy.

TROUBLESHOOTING TIPS: NO HEAT

Before calling for service, check to confirm that the

- Thermostat is set to "heat" and the temperature is set above the room temperature.
- Furnace fan cover is installed correctly for the furnace fan to operate. This panel compresses a button that tells the blower it is safe to operate. Similar to the way a clothes dryer door operates, this panel pushes in a button that lets the fan motor know it is safe to come on. If that button is not pushed in, the furnace will not operate.
- Breaker on the main electrical panel is on. (Remember, if a breaker trips you must turn it from the tripped position to the off position before you can turn it back on.)
- Furnace switch is on.
- Gas line is open at the main meter and at the side of the furnace.
- Filter is clean to allow airflow.
- Vents in individual rooms are open.
- Air returns are unobstructed.
- Exhaust vent is not blocked by snow or ice.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

One Year Limited Warranty Guidelines

We will install heating systems according to national and local building codes, as well as to designs of the particular home. Building codes specify that heating systems should be capable of maintaining an indoor

air temperature of 72 degrees in all living spaces and 64 degrees in unfinished basements when the outside temperature is minus 22.

Duct Placement

The exact placement of heat ducts may vary from those positions shown in similar floor plans.

Ductwork

Although the heat system is not a sealed system, the ductwork should remain attached and securely fastened. If it becomes unattached, we will repair as needed.

Furnace Sounds

Expansion or contraction of metal ductwork results in ticking or popping sounds. While eliminating all these sounds is impossible, we will correct oil canning. (Oil canning occurs when a large area of sheet metal like those found in air ducts makes a loud noise as it moves up and down in response to temperature changes.)

Thermostat

Thermostats are calibrated to plus or minus 2 degrees.

Humidifier

Homeowner Use and Maintenance Guidelines

Operate a humidifier only with the furnace, not with the air conditioner. If you notice condensation on windows, the humidifier should be adjusted to a lower setting. Clean the moisture dispenser according to the manufacturer's instructions and suggested timetable.

One Year Limited Warranty Guidelines

Refer to the manufacturer's limited warranty for information regarding coverage of the humidifier.

Insulation

Homeowner Use and Maintenance Guidelines

The effectiveness of blown insulation is diminished if it is uneven. As the last step in any work you do in your attic (for example, the installation of speaker wire), you should confirm that the insulation lays smooth and even. Do not step on drywall ceilings, because this can result in personal injury or damage to the drywall.

Attic insulation will settle over time; this natural occurrence is taken into account in planning the amount of insulation originally installed.

Electrical outlets may emit detectable amounts of cold air when outside temperatures are low. This will happen due to convection in the wall. There are polyhats on the boxes to minimize this.

One Year Limited Warranty Guidelines

We will install insulation to meet or exceed the building codes applicable at the time of construction and outlined as part of your purchase agreement.

Landscaping

Providing complete details on landscape design is beyond the scope of this guide. Many excellent books, videos, and computer software programs are available that offer you this information. Local nurseries and landscape professionals can also assist you. These entries will provide many of the most common points.

In planning your landscaping, think of proportion, texture, color, mature size, maintenance needs, soft and hard surfaces, lighting, fencing, edging, and water requirements. A beautiful yard requires considerable planning and regular attention. Most homeowners take years to achieve the yard they want. Planning to install items in stages can spread the cost and work over several seasons.

Plan to install the basic components of your landscaping as soon after possession as weather permits. In addition to meeting your homeowner association requirements to landscape in a timely manner, well-designed landscaping prevents erosion and protects the foundation of your home.

Homeowner Use and Maintenance Guidelines

Architectural Requirements

Where landscaping is included with a home, the sod, shrub beds, shrubbery, and trees are chosen to adhere to the architectural requirements set by the developer for your community and the local building authority. Where applicable, when you sign your purchase agreement, you agree to maintain the landscaping according to these requirements. Where applicable, your area manager will provide additional developer specific information.

Additions

Before installing patio additions or other permanent improvements, consider soil conditions in the design and engineering of your addition.

Backfill Settlement

We construct the foundation of your home beginning with an excavation into the earth. When the foundation walls are complete, the area surrounding them is backfilled. Soil in this area is not as compact as undisturbed ground. Water can penetrate through the backfill area to the lower areas of your foundation. This can cause potentially severe problems such as wet basements, cracks in foundation walls, and floor slab movement. Avoid this through proper installation of landscaping and good maintenance of drainage.

Backfill areas will settle and require prompt attention to avoid damage to your home and voiding of the structural warranty. Keep downspout extensions in the down position to channel roof runoff away from the foundation area of your home. Routine inspection of downspouts, backfill areas, and other drainage components is an excellent maintenance habit.

See also Grading and Drainage

Bark or Rock Beds

Do not allow edging around decorative rock or bark beds to dam the free flow of water away from the home. You can use a non-woven landscape fabric between the soil and rock or bark to restrict weed growth

while still permitting normal evaporation of ground moisture. Ensure that you leave a hole in the fabric large enough to provide good aeration around the base of trees or shrubs.

CC (Curb Cock) Valve (Main Water Line)

The main water line to your new home is typically located in the front yard and encased in a PVC pipe. Governing municipalities require that this be visible.

Erosion

Until your yard is established and stable, erosion will be a potential concern. Heavy rains or roof runoff can erode soil. The sooner you restore the grade to its original condition, the less damage will occur.

Erosion is of special concern in drainage swales. If swales become filled with soil runoff, they may not drain the rest of the yard, causing further problems. Correcting erosion is your responsibility. You may need to protect newly planted seed with erosion matting or reseed to establish grass in swales. It can take several years to fully establish your lawn in such challenging areas.

Hired Contractors

You are responsible for changes to the drainage pattern made by any landscape, concrete, deck, or pool contractor. Discuss drainage with any company you hire to do an installation in your yard. Do not permit them to tie into existing drainage pipes without approval from the municipality.

Natural Areas

During construction, we take care to prevent construction debris from accumulating in natural areas. Removing dead wood, tree limbs, fallen trees, or other natural items is your responsibility.

Planning

Locate plants and irrigation heads out of the way of pedestrian or bicycle traffic and car bumpers. Space groves of trees or single trees to allow for efficient mowing and healthy growth. Group plants with similar water, sun, and space requirements together.

Plant Selection

Plant with regard to your local climate. Favor native over exotic species. Consider ultimate size, shape, and growth habit of the species.

See also Property Boundaries.

Requirements

In addition to complying with applicable developer requirements, check with your local building department and homeowners association before designing, installing, or changing landscaping for any regulations that they require you to follow.

Sod

Sod is laid after the final grade elevations have been established. Lawn care is one of your responsibilities and therefore sod is excluded from warranty coverage. Keep the following points in mind regarding watering:

- The first 12 hours after new sod has been laid down is when it is most vulnerable to drying out. If gaps start to appear between rows of new sod, this is an indication your sod is drying out. Sod installed against your foundation, especially along the south and west sides, is subject to drying out.
- Stay off of your new sod as much as possible except to water it.
- Be prepared by having enough hose to reach all corners of your yard.

- A good sprinkler is also necessary to ensure proper watering of the entire yard. Avoid watering by hand as doing so distributes water unevenly.
- Water on grass acts like a magnifying glass and will burn your new sod. Therefore, early morning or late evening is best. Avoid watering after 8:00 am or before 6:00 pm.
- New sod should be watered to the point that the soil is soft when you step on it.
- Water every day for 7 days then cut back to once every other day. If temperatures are hot and dry, water more often; if precipitation occurs, water less.
- Keep in mind that you can't over water sod, but you can under water sod.

Be aware that new sod and the extra watering it requires can sometimes create drainage concerns (in your yard or your neighbor's) that will disappear when the yard is established and requires normal watering.

Stones

The soil in your area may have stones and rocks. Removing these naturally occurring elements is a maintenance activity. If we install seed or sod, large rocks will be picked up and surface raking performed. You will need to provide continued attention to this condition as you care for your yard.

Trees and Shrubs

We respect and value trees as one of the features that make up an attractive community and add value to the homes we build. We take steps to protect and preserve existing trees in the area of your home. In spite of our efforts, existing trees located on construction sites can suffer damage from construction activities, which manifest months after the completion of construction.

Damage to existing trees can be caused by such things as compaction of soil in the root zone, changing patterns of water flow on the lot, disturbing the root system, and removing other trees to make room for the home. The newly exposed tree may react to conditions it is unaccustomed to. Caring for existing trees, including pruning dead branches or removing these trees altogether is your responsibility.

Trees and other plant materials that exist on the home site when construction begins are excluded from warranty coverage.

Trees are planted in conjunction with the sod placement and are warranted for the growing season for which they are planted. As with sod, watering newly planted trees and shrubs is crucial.

- Trees and shrubs should begin on the same watering schedule as the sod. However, unlike sod, trees and shrubs can be over watered. Therefore, attention is needed through the landscape season to determine how much and when to water.
- The leaves on trees and shrubs will turn yellow from over watering; they will turn brown if watering is insufficient.
- Landscape fabric holds moisture in the ground and can cause root rot. Avoid installing landscape fabric and rock around trees and shrubs unless you leave a hole in the fabric large enough to provide good aeration around base of tree or shrub.
- Avoid piling excess soil around the base of your trees and shrubs because this can also cause root rot.
- Avoid tilling or planting flowerbeds around trees. This is especially important while trees are recovering from the construction process.

- To encourage budding in the spring, water your trees and shrubs thoroughly in the late fall.
- If the weather turns warm during the winter, we recommend watering your trees and shrubs to help premature thawing.
- Freeze and thaw may result in vertical tearing of tree bark; this usually repairs itself over time. This damage is excluded from warranty coverage.
- Trees and shrubs require regular inspection for insect infestation. Early detection and prompt treatment may prevent further damage. Insect damage is excluded from warranty coverage.

Utility Lines

A slight depression may develop in the front lawn along the line of the utility trench. To correct this, roll back the sod, spread topsoil underneath to level the area, and then relay the sod. Before any significant digging, check the location of buried service leads by contacting utility locators.

See also Easements and Utility Locates

Waiting to Landscape

If you leave ground unlandscaped, it erodes. Correcting erosion that occurs after grading is approved is your responsibility.

Weeds

Weeds will appear in your new lawn whether seed or sod is used. Left unlandscaped, your yard will quickly begin to show weeds. When soil is disturbed, dormant seeds come to the surface and germinate. The best control is a healthy lawn, achieved through regular care and attention.

One Year Limited Warranty Guidelines

With the exception of seed or sod, both of which are excluded from warranty coverage, landscape materials we install are warranted for one growing season. We will confirm the healthy condition of all plant materials during the new home orientation. Maintaining landscaping is your responsibility.

The developer plans for the placement of trees and shrubs on the boulevards and common areas within a community. Developer installed trees are also excluded from our warranty coverage.

See also Seasonal in Chapter 5

Mildew

Homeowner Use and Maintenance Guidelines

Mildew is a fungus that spreads through the air in microscopic spores. They love moisture and feed on surfaces or dirt. On siding, they look like a layer of dirt.

Cleaning mildew from your home is your responsibility. Solutions that remove mildew are available from local paint or home improvement stores. Wear protective eyewear and rubber gloves for this task; the chemicals that remove mildew are unfriendly to humans.

One Year Limited Warranty Guidelines

We will remove any mildew noted during the new home orientation. Our warranty excludes mildew.

Mirrors

Homeowner Use and Maintenance Guidelines

To clean your mirrors, use any reliable liquid glass cleaner or polisher available at most hardware or grocery stores. Avoid acidic cleaners and splashing water under the mirror; either can cause the silvering to deteriorate. Acidic cleaners are usually those that contain ammonia or vinegar. Avoid getting glass cleaners on plumbing fixtures as some formulas can deteriorate the finish.

One Year Limited Warranty Guidelines

We will confirm that all mirrors are in acceptable condition during the new home orientation. We will correct scratches, chips, or other damage to mirrors noted during the new home orientation.

Mold Prevention

Homeowner Use and Maintenance Guidelines

Mold is a type of fungus that spreads through the air in microscopic spores. Mold occurs naturally and is found everywhere that life can be supported—over 100,000 kinds exist in the world and 1000 of these are found in the North America.

In order to grow, mold requires food, air, water, and a temperature between 40 and 100 degrees Fahrenheit. While not all molds are harmful, growth of mold within a home is inappropriate and may have side effects for the occupants, such as allergic reactions and infections, in addition to damaging the material on which it grows. Experts are studying whether more serious side effects are possible. At this point, no agency has been able to set guidelines on how much exposure is harmful because each of us reacts to mold differently.

Designing or building homes that exclude mold spores is impossible. If conditions are right, mold will grow in your home. Items commonly found in all homes such as wood, carpet, drywall, fabric, and insulations to name a few, can supply a food source. Likewise, air and temperature in most homes supply the needs of mold spores. If moisture is present and remains on a mold food source, mold can develop within 24 to 48 hours.

Moisture is the only mold growth factor that can be controlled in a home. By minimizing moisture, you reduce or eliminate mold growth.

Moisture in your home comes from many sources. Spills, leaks, overflows, condensation, and high humidity are examples. Good housekeeping and maintenance are essential in your effort to prevent or eliminate mold growth.

Caulking

Maintain all caulking around such areas as windows, doors, sinks, and tubs

Cleaning

Mold grows well on dust and dirt. Therefore, vacuum and dust regularly. Clean or replace filters minimally in accordance to the manufacturer's recommendations. Keep weep holes for brick and on windows clear.

Most bath tile cleaning products contain chemicals that remove and help protect against mold growth.

Check the refrigerator pan, air conditioning condensate line, coils and condenser pan for signs of mold growth. Wipe up any spills immediately.

Condensation

Condensation on surfaces in side your home is a sign of high humidity. If you notice condensation, wipe it up and take steps to reduce the humidity level in your home.

See also Condensation and Ventilation

Humidifier

If your home includes a humidifier, operate it in accordance with the manufacturer's instructions and clean it as recommended in the manufacturer's literature. If condensation develops, turn the humidifier down or off.

See also Condensation and Ventilation

Inspections

Check your home regularly for signs of water intrusion. These might include a musty odor, staining, or actual standing moisture. Remember to check inside cabinets under all sinks and behind toilets as well as in seldom used closets. Confirm that your sump pump functions correctly, check weather stripping, caulking, grout, weep holes, and so on around doors, windows, and pipe or vent penetrations.

Landscaping and Drainage

Maintain positive drainage around your home. Avoid changes to the grade or exterior additions that interfere with drainage away from the home; this includes edging or borders that dam water near the home.

Regularly inspect any sprinkler system for correct function. Adjust heads to avoid their spraying the home and correct any leaks immediately.

Keep splashblocks or downspout extensions in place to channel roof water away from your home. Clean eavestroughs as needed to prevent overflow.

Leaks

Immediately report any leak to the warranty department. This includes roof, window, or plumbing leaks. Failure to report leaks promptly increases your risk and responsibility for repairs that might otherwise have been addressed by warranty.

Purchases or Stored Items

Carefully inspect items you bring into your home such as boxes that have been in storage or new house plants for any sign of mold, including musty odors.

Tile Grout

Another vulnerable area is tile grout around showers and tubs. Inspect and maintain grout as a seal to keep moisture from reaching the wall behind the tile.

Valves

Be familiar with the shut off valves for all water supply lines in your home. In the event of a leak, immediately shut off the water at the appropriate valve to minimize the amount of water that is released. Clean up the water immediately.

Vehicle Run-Off

Water, ice, and moisture can accumulate from vehicles parked in the garage. This can increase humidity and potential for mold in garages.

Ventilation

Your daily habits can help keep your home well ventilated:

- Do not cover or interfere in any way with the fresh air supply to your furnace.
- Develop the habit of running the hood fan when you are cooking.
- Also run bath fans when bathrooms are in use.
- Connect your clothes dryer exhaust to the vent pipe. Clean the exhaust tube as needed to keep it clear and functioning efficiently.
- Air your house by opening windows for a time when weather permits.

Weather Stripping

Weather stripping on doors may need occasional adjustment to prevent moisture from getting in around the door as well as to reduce air infiltration.

See also Plumbing, Ventilation, and Condensation

One Year Limited Warranty Guidelines

We will respond to any leaks reported as described under individual categories such as plumbing and roof.

Paint and Stain

Homeowner Use and Maintenance Guidelines

Because of changes in the formulas for paint (such as the elimination of lead to make paints safer), painted surfaces must be washed gently using mild soap and as little water as possible. Avoid abrasive cleaners, scouring pads, or scrub brushes. Flat paints show washing marks more easily than gloss paints do. Often better results come from touching up rather than washing a painted surface.

Colors

Your selection sheets are your record of the paint and stain color names or numbers in your home.

Exterior

Regular attention will preserve the beauty and value of your home. Check the painted and stained surfaces of your home's exterior annually. Repaint before much chipping or wearing away of the original finish occurs; this will save the cost of extensive surface preparation.

As it ages, exterior wood trim will develop minor cracks and raised grain. Much of this will occur during the first year. Raised grain permits moisture to get under the paint and can result in peeling. This is a natural occurrence rather than a defect in materials or workmanship. Paint maintenance of wood trim and eavestroughs is your responsibility.

Plan on refinishing any painted exterior surface of your home approximately every two to three years or as often as your paint manufacturer suggests for your area and climate. Climatic conditions control the chemical structure of the paint used on the exterior. Over time, this finish will fade and dull a bit. Depending on the exposure to weather of each surface, the paint on some parts of your home may begin to show signs of deterioration sooner than others.

When you repaint the exterior of your home, begin by resetting popped nails. Remove blistered or peeling portions of paint with a wire brush or putty knife. Sand, spot with primer, and then paint the entire area. Use a quality exterior paint formulated for local climate conditions.

Avoid having sprinklers spray water on the exterior walls of your home. This will cause blistering, peeling, splintering, and other damage to the home.

Severe Weather

Hail and wind can cause a great deal of damage in a severe storm, so inspect your home after such weather. Promptly report damage caused by severe weather to your insurance company. Repair of storm damage falls outside the warranty coverage and is either your responsibility or that of your insurer.

Stain

For minor interior stain touch-ups, a furniture-polish-and-stain treatment is inexpensive, easy to use, and will blend in with the wood grain. Follow directions on the bottle.

Touch-Up

When doing paint touch-ups, use a small brush, applying paint only to the damaged spot. The appearance and color will vary from the surrounding area even if the same paint mix is used. When it is time to repaint a room, prepare the wall surfaces first by cleaning with a mild soap and water mixture or a reliable cleaning product.

If applicable, we leave any paint that is left when your home is finished. Store these with the lids tightly in place and in a location where they are not subjected to extreme temperatures.

Wall Cracks

We suggest that you wait until after the first heating season to repair drywall cracks or other separations due to shrinkage.

See also Drywall

One Year Limited Warranty Guidelines

During your new home orientation we will confirm that all painted or stained surfaces are in acceptable condition. We will touch up paint as indicated on the new home orientation list. You are responsible for all subsequent touch-up, except painting we perform as part of another warranty repair.

Fading

Expect fading of exterior paint or stain caused by the effects of sun and weather. Our limited warranty excludes this occurrence.

Touch-Up Visible

Paint touch-up is visible under certain lighting conditions.

Wood Grain

Because of wood characteristics, color variations will result when stain is applied to wood. This is natural and requires no repair. Today's water-base paints often make wood grain visible on painted trim. We do not provide corrections for this condition.

Pests and Wildlife

Homeowner Use and Maintenance Guidelines

Insects such as ants, spiders, wasps, and bees, and animal life such as woodpeckers, squirrels, mice, and so on, may fail to recognize that your home belongs to you. Addressing concerns involving these pests and wildlife goes with being a homeowner. Informational resources include, among others, animal control authorities, the Bylaw Service (consult your local directory service for the number of the nearest office), pest control professionals, the Internet, and the public library.

Plumbing

Homeowner Use and Maintenance Guidelines

Your plumbing system has many parts, most of which require little maintenance. Proper cleaning, occasional minor attention, and preventive care will assure many years of good service from this system.

Aerators

In most cases the plumbing lines are a closed system and should have a minimal amount of dirt or construction debris in them. However foreign matter and small amounts of minerals may enter the lines. Aerators on the faucets strain much of this from your water. Minerals caught in these aerators may cause distortion in the stream of water from the faucets; this is a sign that the aerator needs to be cleaned.

See also Dripping Faucet

Basement Construction

If you perform any construction in your basement, to prevent freezing of plumbing lines, ensure that they are not isolated from the heating source without insulation being added.

Cleaning

Follow manufacturer's directions for cleaning fixtures. Avoid abrasive cleansers. They remove the shiny finish and leave behind a porous surface that is difficult to keep clean. Clean plumbing fixtures with a soft sponge and soapy water (a nonabrasive cleaner or a liquid detergent is usually recommended by manufacturers). Then polish the fixtures with a dry cloth to prevent water spots. Care for brass fixtures with a good-quality brass cleaner, available at most hardware stores.

Clogs

The main causes of toilet clogs are domestic items such as disposable diapers, excessive amounts of toilet paper, sanitary supplies, Q-tips, dental floss, and children's toys. You can usually clear clogged traps with a plunger. If you use chemical agents, follow directions carefully to avoid personal injury or damage to the fixtures.

Improper garbage disposal use also causes many plumbing clogs. Always use plenty of cold water when running the disposal. This recommendation also applies to grease; supplied with a steady flow of cold water, the grease congeals and is cut up by the blades. If you use hot water, the grease remains a liquid, then cools and solidifies in the sewer line. Cold water also cools the ball bearings which helps the motor last longer. Allow the water to run 10 to 15 seconds after shutting off the disposal.

Clean a plugged drain stopper—usually found in bathroom sinks—by loosening the nut under the sink at the back, pulling out the rod attached to the plunger, and lifting the stopper. Clean and return the mechanism to its original position.

Dripping Faucet

Your faucets include ceramic disc valves. If the style is a single handle, lift the handle after pushing the spout to one side. Use an Allen wrench to remove the set screw and decorative cap. You will see two screws, loosen these to lift out the disc assemble.

You will see three inlet seals. Replace all of these and line up the holes with the faucet base. If this does not solve the problem you will need to replace the cartridge that holds the discs. Kits are available at home repair stores.

If you have double handles, you will need to replace the O-ring or stem unit assembly if the leak is at the handle. If the leak is at the spout, pull the spring and seal out with long-nose pliers.

Extended Absence

If you will be away for an extended period, you should drain your water supply lines. To do this, shut off the main supply line and open the faucets to relieve pressure in the lines.

You may also wish to shut off the water heater. Do this by turning off the cold water supply valve on top and the gas control at the bottom. Drain the tank by running a hose from the spigot on the bottom to the basement floor drain. If you prefer to leave the tank full, set the temperature to its lowest or "vacation" setting. Check manufacturer's directions for additional hints and instructions.

See also Extended Absence Checklist

Fiberglass Fixtures

For normal cleaning use a nonabrasive bathroom cleanser and sponge or nylon-cleaning pad. Avoid steel wool, scrapers, and scouring pads.

Freezing Pipes

Provided the home is heated at a normal level, pipes should not freeze. Keep garage doors closed to protect plumbing lines running through this area from freezing temperatures. Set the **heat at a minimum of 55 degrees if you are away during winter months.**

In unusually frigid weather or if you will be gone more than a day or two, open cabinet doors to allow warm air to circulate around pipes. Use an ordinary hair dryer to thaw pipes that are frozen. Never use an open flame.

Jetted Tubs

If your home includes a jetted tub follow manufacturer directions for its use and care. Never operate the jets unless the water level is at least one inch above the jets. Be cautious about using the tub if you are pregnant or have heart disease or high blood pressure; discuss the use of the tub with your doctor. Tie back or pin up long hair to keep it away from the jets where it might become tangled—a potentially dangerous event.

Clean and disinfect the system every one to two months, depending on usage. To do this, fill the tub with lukewarm water and add one cup of liquid chlorine bleach. Run the jets for 10 to 15 minutes, drain and fill again. Run the tub jets for 10 minutes with plain water and then drain.

Avoid abrasive cleansers which will damage the surface and make keeping it clean difficult.

Leaks

If a plumbing leak occurs, the first step is to turn off the supply of water to the area involved and minimize damage to your home and personal property. This may mean shutting off the water to the entire home. Then contact the warranty department or, if the leak occurs after hours, the appropriate trade contractor's emergency number.

Low Pressure

Occasional cleaning of the aerators on your faucets (normally every three to four months) will allow proper flow of water. The city or municipality water department controls the overall water pressure.

Outside Faucets

Outside faucets (hosebibs) are freeze-proof, but in order for this feature to be effective, **you must remove hoses during cold weather, even if the faucet is located in your garage.** If a hose is left attached, the water that remains in the hose can freeze and expand back into the pipe, causing a break in the line. Repair of a broken line that feeds an exterior faucet is a maintenance item. Damage caused by freezing is excluded from warranty coverage. We recommend that you get in the habit of always removing any hose you use from any exterior or garage faucet.

Porcelain

You can damage porcelain enamel with a sharp blow from a heavy object or by scratching. Do not stand in the bathtub wearing shoes unless you have placed a protective layer of newspaper over the bottom of the tub. If you splatter paint onto the porcelain enamel surfaces during redecorating, wipe it up immediately. If a spot dries before you notice it, use a recommended solvent.

Running Toilet

To stop running water, check the shut-off float in the tank. You will most likely find it has lifted too high in the tank, preventing the valve from shutting off completely. In this case, gently bend the float rod down until it stops the water at the correct level. The float should be free and not rub the side of the tank or any other parts. Also check the chain on the flush handle. If it is too tight, it will prevent the rubber stopper at the bottom of the tank from sealing, resulting in running water.

Shut-Offs

In single family homes the water supply can be shut-off entirely in two locations. The first is at the street and the second is at the meter. In condominiums the shut off is usually in the laundry room or the entry closet. Use the shut off at the meter for major water emergencies such as a water line break or when you install a sprinkler system. Each toilet has a shut-off on the water line under the tank. Depending on your specifications, hot and cold shut-offs for each sink may be included on the water lines under the sink.

Stainless Steel

Clean stainless steel sinks with soap and water to preserve their luster. Avoid using abrasive cleaners or steel wool pads; these will damage the finish. Prevent bleach from coming into prolonged contact with the sink as it can pit the surface. An occasional cleaning with a good stainless steel cleaner will enhance the finish. Rub in the direction of the polish or grain lines and dry the sink to prevent water spots.

Avoid leaving produce on a stainless steel surface. Prolonged contact with produce can stain the finish. Also avoid using the sink as a cutting board; sharp knives will gouge the finish.

Local water conditions affect the appearance of stainless steel. A white film can develop on the sink if you have over-softened water or water with a high concentration of minerals. In hard water areas, a brown surface stain can form appearing like rust.

Temperature Variation

Expect temperatures to vary if water is used in more than one location in the home at the same time.

Toilet Tank Care

Avoid exposing the toilet to blows from sharp or heavy objects, which can cause chipping or cracking. Avoid abnormal pressures against the sides of the tank. It is possible to crack the tank at the points where it is attached to the bowl.

TROUBLESHOOTING TIPS: PLUMBING

No Water Anywhere in the Home

Before calling for service, check to confirm that the

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- Main shut off on the meter inside your home is open.
- Main shut off at the street is open.
- Individual item shut-off is open.

No Hot Water: See Water Heater

Leak Involving One Sink, Tub, or Toilet

Before calling for service, check to confirm that the

- Caulking and grout are in good condition.
- Shower door or tub enclosure was properly closed.

If these items do not resolve the issue, turn the water supply off to the item. Use other facilities in your home and report problem on the next business day.

If a leak involves a main line, turn water off at the meter in your home and call the emergency number for service.

Back Up at One Toilet

If only one toilet is affected, corrections occur during normal business hours.

- Shut off the water supply to the toilet involved.
- Use a plunger to clear the blockage.
- Use a snake to clear the blockage.

Sewer Back Up Affecting Entire Home

- Contact the plumber listed on your Emergency Phone Numbers sheet and notify our warranty department.
- Remove personal belongings to a safe location. If items are soiled, contact your homeowner insurance company.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

One Year Limited Warranty Guidelines

During the new home orientation we will confirm that all plumbing fixtures are in acceptable condition, are functioning properly, and that all faucets and drains operate freely.

Clogged Drain

We will correct clogged drains that occur during the first year of possession if caused by construction debris. However, if a household item is removed from a clogged drain, we will bill you for the drain service.

Cosmetic Damage

We will correct any fixture damage noted on the new home orientation documentation. Repairing chips, scratches, or other surface damage noted subsequent to the new home orientation is your responsibility.

Outside Faucets

We will repair leaks at exterior faucets (hosebibs) noted on the new home orientation list. Subsequent to new home orientation, repair of a broken line to an exterior faucet is your responsibility. Refer to *Outside Faucets* above for more information.

Freezing Pipes

Provided the home is heated at a normal level, pipes should not freeze.

Leaks

We will repair leaks in the plumbing system. If a plumbing leak caused by a warranted item results in drywall or floor covering damage, we will repair or replace items that were part of the home as originally purchased. Please note that payments or adjustments for secondary damages (for example, damage to wallpaper, drapes, and personal belongings) may be covered by your homeowner insurance but are excluded from warranty coverage.

Noise

Changes in temperature or the flow of the water itself will cause some noise in the pipes. This is normal and requires no repair. We will repair persistent water hammer (a thump or bang that can be heard throughout the home, resulting from the rapid closing of a valve, high water pressure, or missing strap).

Supply

We will correct construction conditions that disrupt the supply of water to your home if they involve service from the main water supply to your home, provided that no action of yours has caused the problem. Disruption of service due to failure of the water department system is the responsibility of the municipality to correct.

Property Boundaries

Homeowner Use and Maintenance Guidelines

At possession you will receive a copy of your *Real Property Report* that shows your home site and the location of your home on it.

To construct the home we established the property boundaries and corners. However, during construction, some of the property line markers may be affected or covered up by grading, excavation, installation of utility lines, and other typical construction activities. Therefore if you wish to install a fence, swimming pool, a deck or patio to your home, or otherwise establish a permanent structure, you are responsible for retaining professional surveyors to locate and mark property boundaries to be certain they are accurate and that you have found all corners.

See also Easement

Railings

Homeowner Use and Maintenance Guidelines

Stained or wrought iron railings in your home require little maintenance beyond occasional dusting or polishing. Protect railings from sharp objects or moisture. Cover them during move-in to avoid dents or scratches.

Stained railings will show variation in the way the wood grain absorbed the stain. Some designs show seams where pieces of wood came together to form the railing.

One Year Limited Warranty Guidelines

During the new home orientation we will confirm that all railings are in good condition. We install railings in positions and locations to comply with applicable building codes. Railings should remain securely attached with normal use.

Resilient (Vinyl) Flooring

Homeowner Use and Maintenance Guidelines

Although resilient floors are designed for minimum care, they do have maintenance needs. Follow any manufacturer's specific recommendations for care and cleaning.

Color and Pattern

Your color selection sheets provide a record of the brand, style, and color of floor coverings in your home. Please retain this information for future reference.

Limit Water

Wipe up spills and vacuum crumbs instead of washing resilient floors frequently with water. Avoid getting large amounts of water on the floor from baths and showers. Limit mopping or washing with water; excessive amounts of water on resilient floors can penetrate seams and get under edges, causing the material to lift and curl.

Moving Furniture

Moving appliances across resilient floor covering can result in tears and wrinkles. Install coasters on furniture legs to prevent damage. If you damage the resilient floor, you can have it successfully patched by professionals. If any remnants remain when installation of your floor covering is complete, we leave them in the hope that having the matching dye lot will make such repairs less apparent.

No-Wax Flooring

The resilient flooring installed in your home is the no-wax type. No wax means a clear, tough coating that provides both a shiny appearance and a durable surface. However, even this surface will scuff or mark. Follow the manufacturer's recommendations for maintaining the finish.

Seams

Any brand or type of resilient flooring may separate slightly due to shrinkage. Seams can lift or curl if excessive moisture is allowed to penetrate them. You can use a special caulking at tub or floor joints to seal seams at those locations.

One Year Limited Warranty Guidelines

We will confirm that resilient floor covering is in acceptable condition during your new home orientation. Our limited warranty excludes damage to resilient floors caused by moving furniture or appliances into the home. We can assist you in contacting professionals who can repair such damage if it occurs in your home. We are not responsible for discontinued selections.

Adhesion

Resilient floor covering should adhere. We will repair lifting or bubbling and nail pops that appear on the surface.

Ridges

We have sanded and filled the joints of underlayment to minimize the possibility of ridges showing through resilient floor coverings. Ridging is measured by centering a 6-inch straight edge perpendicular to the ridge with one end tight to the floor. If the opposite end of the straight edge is 1/16 inch or more from the floor, we will repair this condition.

Seams

Seams will occur and are sealed at the time of installation. We will correct gaps in excess of 1/32 inch when viewed under normal lighting conditions and from a normal viewing position. Note that strong sun light can cause a shadow and call attention to a seam.

Roof

Homeowner Use and Maintenance Guidelines

The shingles on your roof do not require any treatment or sealer. The less activity your roof experiences, the less likely it is that problems will occur.

Frozen Attic Condensation

Frozen condensation is a condition that can develop in an attic space. In spite of superior construction techniques, homes can be subject to attic condensation if the weather patterns are right.

A condition that can add to the condensation level in the attic is air infiltration from the warm finished areas of the home. This can occur due to small openings in the air barrier through which required equipment must penetrate to the attic (such as attic access weather stripping, plumbing stacks, and electrical wiring). These openings are sealed at construction but no home is 100 percent air tight.

During extended periods of extremely cold temperatures moisture in the attic air can freeze on the roof sheathing and/or roof trusses and may continue to accumulate during extended periods of unusually cold weather. The result can be a substantial amount of frost or ice (sometimes referred to as attic frosting).

Normally the spring temperatures gradually melt the frost allowing the moisture to evaporate. However, because our climate can have drastic temperature increases, if the temperature rises to above zero very rapidly, this frost or ice may melt so quickly that water collects in your attic.

When this occurs, moisture or water can infiltrate into the interior of your home. Evidence of this can show up as staining on the ceiling or walls, or actual water dripping from the bath fan or a light fixture.

This natural phenomenon is outside the control of any builder and therefore is excluded from warranty coverage. If you observe any of these conditions, follow the trouble shooting tips below.

TROUBLESHOOTING TIPS: FROZEN ATTIC CONDENSATION

- If you notice water in a light fixture, do NOT turn the light on. Turn off the breaker to the light and call for service.
- Wipe up water off of floors, carpet, and furniture.
- Run your bathroom exhaust fans, ventilation fans and range hood fans to help remove extra moisture.

- Turn down your humidifier.
- Allow for adequate air movement in your attic by ensuring that roof vents are clear of ice, snow, or debris.
- Keep your attic hatch closed. When open it allows warm moist air to escape from your home into the attic.
- Take steps to mitigate damage to your home and furnishings.
- If damage occurs, contact your homeowner's insurance company.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

See also Attic, Condensation, and Ventilation

Clean Gutters

Maintain the gutters and downspouts so that they are free of debris and able to quickly drain precipitation runoff from the roof.

Ice Damming

On occasion, depending on your home's orientation and surroundings, as rising heat from inside your home melts snow on the roof, the water runs down and when it reaches the cold eaves, it may freeze. An accumulation of this type of ice dams the subsequent runoff and the water begins to back up, sometimes working its way up and under shingles, ultimately leading into your home through windows or ceilings. Ice damming is a weather related condition and therefore is excluded from warranty coverage.

Leaks

If a leak occurs, try to detect the exact location. This will greatly simplify finding the area that requires repair when the roof is dry.

See also Frozen Attic Condensation

Limit Walking

Limit walking on your roof. Your weight and movement can loosen the roofing material and in turn result in leaks. Never walk on the roof of your home when the shingles are wet—they are slippery. Please refer to local safety codes regarding walking or completing repairs to your roof. You will find detailed information at the Occupational Health and Safety Web site: www.ohs.csa.ca

Severe Weather

After severe storms, do a visual inspection of the roof for damages. When extremely windy conditions occur, if you find pieces of shingle in the yard or shingle edges are lifted on the roof, notify your insurance company. However, be aware that repairs are often less than the deductible.

See also Tabbing below

TROUBLESHOOTING TIPS: ROOF LEAK

Please keep in mind that roof leaks cannot be repaired while the roof is wet. However, you should report the condition immediately so repairs can be made as soon as conditions dry out, so do call in your roof leak.

- Confirm the source of the water is the roof rather than from a

- Plumbing leak
 - Open window on a higher floor
 - Ice damming
 - Attic condensation
 - Clogged gutter or downspout
 - Blowing rain or snow coming in through (code required) roof vents
 - Gap in caulking
- Where practical, place a container under dripping water.
 - If a ceiling is involved, use a screwdriver to poke a small hole in the drywall to release the water.
 - Remove personal belongings to prevent damage to them. If damage occurs to your personal belongings, contact your homeowner insurance company to submit a claim.
 - Report the leak to us during first available business hours.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

One Year Limited Warranty Guidelines

We will repair roof leaks other than those caused by severe weather, such as hail damage, or some action you have taken, such as walking on the roof. Roof repairs are made only when the roof is dry.

Frozen Attic Condensation

If a construction defect allows excessive warm moist air from the home to enter the attic, we will correct it.

Ice Damming

We will repair damage from ice damming if it results from a demonstrated defect in work or materials we supplied. However, most of the time ice damming occurs naturally, is excluded from warranty, and damage that results may be covered by your homeowner insurance.

Inclement Weather

Storm damage is excluded from warranty coverage. Notify your homeowner insurance company if storm damage is discovered.

Tabbing

Tabbing (or sealing) of your shingles occurs during the first extended warm period after installation. Heat from the sun shining on the roof causes the glue on shingle tabs to adhere to the surface below, forming a bond. Until this has occurred, high winds can more easily lift the edges of the shingles and may cause some shingles to blow off. If this occurs and your home was shingled during fall or winter (or if you do not know when your roof was shingled), contact the warranty department and request a review of your circumstances.

Shower Doors or Tub Enclosures

Homeowner Use and Maintenance Guidelines

Shower doors and tub enclosures require minimal care. We recommend Gel Coat for shower enclosures and commercially available cleaners (non abrasive) for the shower door.

Caulk

Check caulking and touch-up as needed.

Cleaning

Use cleaning products suggested by the manufacturer to avoid any damage to the trim and hardware. Using a squeegee to remove water after a bath or shower will keep mineral residue and soap film to a minimum.

Towels

Avoid hanging wet towels on corners of doors; the weight can pull the door out of alignment and cause it to leak.

One Year Limited Warranty Guidelines

During your new home orientation we will confirm the good condition of all shower doors and tub enclosures. We warranty that shower doors and tub enclosures will function according to manufacturer specifications.

Siding

Homeowner Use and Maintenance Guidelines

Siding expands and contracts in response to changes in weather. Slight waves are visible in siding under moist weather conditions; shrinkage and separations will be more noticeable under hot or dry conditions. Typically the south and west sides of a home show more weathering and dark or intense colors may fade more rapidly than lighter colors. These behaviors cannot be eliminated. Avoid excessive overspray from sprinklers on any type of siding.

Cement Based Products

Cement based siding may require repainting and caulking just as wood products do.

Hardboard

Use non abrasive household cleaners. Test the cleaner if in doubt on a small area prior to large scale use. Rinse surface thoroughly after cleaning. If power washers are used be certain that the pressure is on a low setting.

Touch up paint is sold through most manufacturers. Paint touch up is best applied only to the direct area with a small artist brush or q-tip. Hardboard siding can be re painted a different color but the surface must be cleaned and prepped with primer.

Vinyl

Vinyl siding expands in hot weather and contracts in cold weather; a popping noise can occur along with these changes. Vinyl siding will occasionally require cleaning. Start at the top to avoid streaking and use a brush such as you would use on a car and a cleaning product recommended by your siding manufacturer. Follow directions carefully. Do not use a power-washer on vinyl siding as this can result in water leaking into the wall.

One Year Limited Warranty Guidelines

We will confirm the good condition of the siding during your new home orientation. Repair of subsequent damage to the siding will be your responsibility to repair.

Joints

We will correct any separation at joints or where siding meets another material if the separation allows water to enter the home.

Loose Siding

If siding becomes detached from the home due to installation error we will correct it.

Smoke Detectors

Homeowner Use and Maintenance Guidelines

Read the manufacturer's manual for detailed information on the care of your smoke detectors.

Cleaning

For your safety, clean each smoke detector monthly to prevent a false alarm or lack of response in a fire. After cleaning, push the test button to confirm the alarm is working.

Insurance

You are responsible for obtaining fire insurance.

Locations

Smoke detectors are installed in accordance with building codes, which dictate locations. Building codes prohibit our omitting any smoke detector, nor should you remove or disable any smoke detector.

One Year Limited Warranty Guidelines

We do not represent that the smoke detectors will provide the protection for which they are installed or intended. We will test smoke detectors during the new home orientation to confirm that they are working and to familiarize you with the alarm.

Stairs

Homeowner Use and Maintenance Guidelines

No known method of installation prevents all vibration or squeaks in a staircase. Where wood trim is included, a shrinkage separation can develop where the stairs meet the wall. When this occurs, apply a thin bead of latex caulk and, when dry, touch up with paint.

One Year Limited Warranty Guidelines

Squeaks: One-time repair Stair vibration or squeaks are excluded from warranty coverage. However, one time during the warranty period we will make a reasonable effort to correct them.

Stucco

Homeowner Use and Maintenance Guidelines

Stucco is a brittle cement product that is subject to expansion and contraction. Minor hairline cracks will develop in the outer layer of stucco. This is normal and does not reduce the function of the stucco in any way.

The elastomeric coating used in some homes requires no real maintenance. The coating is waterproof so cleaning with a hose is permitted. However ***do not use high pressure as this can peel the coating.*** If damage occurs, the affected area can be patched & coating reapplied.

Drainage

To ensure proper drainage, keep dirt and concrete flatwork a minimum of 6 inches below the stucco screed (mesh underneath final coat of stucco). Do not pour concrete or masonry over the stucco screed or right up to the foundation.

Efflorescence

The white, powdery substance that sometimes accumulates on stucco surfaces is called efflorescence. This is a natural phenomenon and cannot be prevented. In some cases, you can remove it by scrubbing with a stiff brush and vinegar. Consult your home center or hardware store for commercial products to remove efflorescence.

Sprinklers

Since stucco is not waterproof, avoid spraying water from irrigation or watering systems on stucco surfaces to avoid possible leaks. Check the spray from the lawn and plant irrigation system frequently to make certain that water is not spraying or accumulating on stucco surfaces.

See also Parging

One Year Limited Warranty Guidelines

We will confirm that stucco is in acceptable condition during the new home orientation.

Cracks: One-time repair

One time during the warranty period, we will repair stucco cracks that exceed 1/16 inch. The appearance of the repair will vary from the surrounding area due to natural fading and dye lot differences.

Sump Pump

Homeowner Use and Maintenance Guidelines

The foundation design may include weeping tile and/or a sump pump. The weeping tile runs around the foundation to gather water and channel it to the sump pit or storm sewer. When the water reaches a certain level, the pump comes on and pumps the water out of your home.

Continuous Operation

The pump may run often or even continuously during a heavy storm or long periods of rain. This is normal under such conditions.

Discharge

Know where the discharge for your sump pump system is located and keep the end of this drain clear of debris so that water can flow out easily. In order to avoid re-circulating water through this system, maintain the distance of the discharge pipe as originally installed.

The sump pump is part of the building's foundation drainage system and has been a requirement since 1988. The sump pump discharges groundwater from the weeping tile to the ground surface or directly to the storm or foundation sewer service.

Beginning in 2006, all new developments involving single detached, semi-detached or duplex homes must provide "foundation drain discharge collection systems". These properties must connect the sump discharge outlet to the foundation service.

Power Supply

The sump pump runs on electricity. If power goes off, the pump cannot operate. Storm water (not sewage) could then enter your basement. You may wish to install a back-up system to guard against this possibility. Homeowner insurance usually excludes damage to your property from this source; you may want to obtain a rider to cover this.

Roof Water

Ensure that roof water drains quickly away from the home to avoid circulating it through your sump pump. Keep downspout extensions or splash blocks in place to channel water away from your home.

Routine Check

Periodically check to confirm the pump is plugged in, the circuit breaker is on, and that the pump operates. To check the operation of your sump pump, pour five gallons of water into the sump pump crock (hole). The pump should come on and pump the water out. Follow this procedure once a year.

Trees and Shrubs

Avoid planting trees or shrubs with aggressive root growth patterns near your home's foundation. The roots can make their way into the perimeter drain and eventually clog the system.

One Year Limited Warranty Guidelines

During your new home orientation we will discuss the sump pump and confirm that it is operational.

Telephone and Cable Outlets

Homeowner Use and Maintenance Guidelines

Your home is equipped with telephone and cable connections as shown on the blueprints and selection sheets. Initiating phone and/or cable/satellite service, additions to these services, and moving outlets for decorating purposes or convenience are your responsibilities.

Structured Wiring

Structured wiring is a term used to describe many different types of residential wiring products that all have the same basic purpose—to effectively distribute a variety of data signals throughout your home. Signal types supported range from cable television and telephone to Ethernet computer networks.

Structured wiring allows you to play a DVD in one room and watch it on any other TV in your home, listen to your stereo in any room, hook multiple computers up to one internet connections, and so on.

With a structured wiring system, wires are installed in a "home run" or "star topology" configuration. This means that each set of wires runs from the main panel to only one outlet, providing you with more reliable and consistent service for all uses. The exact type of wiring used is listed in your home's specifications.

One Year Limited Warranty Guidelines

We will repair wiring that does not perform as intended from the phone or cable service box into the home. From the service box outward, care of the wiring is the responsibility of the local service provider.

Utility Locations

Homeowner Use and Maintenance Guidelines

Work that includes digging, augering, driving materials into the ground (for instance fence posts or stakes for concrete forms) or mechanical excavation, all require that you arrange to have utility lines located and marked before work begins.

NEVER assume that a gas line is deeper than your planned ground disturbance. The gas company responds to hundreds of damaged natural gas line calls each year.

Safety should be your first priority when working around natural gas pipelines. Contact with buried natural gas pipelines can result in serious injury or death. Property damage can occur as well as interruptions in natural gas delivery service to others. This can be costly to repair.

Hand expose the natural gas line if you will be digging within three feet on either side of the location marks. Dig carefully. Some gas lines are made of polyethylene and can easily be cut with a shovel.

If you damage a gas line—even if there is no odour or hissing sound—contact the gas company immediately.

- Clear all people from the vicinity and cordon off the site.
- Do not attempt to repair the leak or bend over the line to stop the escaping gas.
- Shut off all equipment and vehicles.
- Remove other sources of ignition.
- Do not use a cell phone in the vicinity.
- Extinguish all smoking materials and open flames.
- Allow gas to vent to the atmosphere.

Ventilation

Homeowner Use and Maintenance Guidelines

Homes today are built more tightly than ever. This saves energy dollars but creates a potential concern. If the ventilation system is not maintained and used regularly, condensation, cooking odors, indoor pollutants, and carbon monoxide may accumulate. We provide mechanical and passive methods for ventilating homes. Your attention to ventilation is important to health and safety.

Attic and Roof Vents

Building codes require attic and roof vents to minimize accumulation of moisture. Attic ventilation occurs through vents in the soffits (the underside of the overhangs) and roof vents. Driving rain or snow sometimes enters the attic through these vents. Do not cover them to prevent the entry of rain or snow. When proper ventilation is maintained, precipitation that blows in safely evaporates.

If you are finishing of the interior of your garage (attached or detached) remember to install roof vents to this area to maintain proper ventilation.

Frozen Attic Condensation

Frozen condensation is a condition that can develop in an attic space. In spite of superior construction techniques, homes can be subject to attic condensation if the weather patterns are right.

A condition that can add to the condensation level in the attic is air infiltration from the warm finished areas of the home. This can occur due to small openings in the air barrier through which required equipment must penetrate to the attic (such as attic access weather stripping, plumbing stacks, and electrical wiring). These openings are sealed at construction but no home is 100 percent air tight.

During extended periods of extremely cold temperatures moisture in the attic air can freeze on the roof sheathing and/or roof trusses and may continue to accumulate during extended periods of unusually cold weather. The result can be a substantial amount of frost or ice (sometimes referred to as attic frosting).

Normally the spring temperatures gradually melt the frost allowing the moisture to evaporate. However, because our climate can have drastic temperature increases, if the temperature rises to above zero very rapidly, this frost or ice may melt so quickly that water collects in your attic.

When this occurs, moisture or water can infiltrate into the interior of your home. Evidence of this can show up as staining on the ceiling or walls, or actual water dripping from the bath fan or a light fixture.

This natural phenomenon is outside the control of any builder and therefore is excluded from warranty coverage. If you observe any of these conditions, follow the trouble shooting tips below.

TROUBLESHOOTING TIPS: FROZEN ATTIC CONDENSATION

- If you notice water in a light fixture, do NOT turn the light on. Turn off the breaker to the light and call for service.
- Wipe up water off of floors, carpet, and furniture.
- Run your bathroom exhaust fans, ventilation fans and range hood fans to help remove extra moisture.
- Turn down your humidifier.
- Allow for adequate air movement in your attic by ensuring that roof vents are clear of ice, snow, or debris.
- Keep your attic hatch closed. When open it allows warm moist air to escape from your home into the attic.
- Take steps to mitigate damage to your home and furnishings
- If damage occurs, contact your homeowner's insurance company.

See also Attic, Condensation, and Roof

Daily Habits

Your daily habits can help keep your home well-ventilated:

- Do not cover or interfere in any way with the fresh air supply to your furnace.
- Develop the habit of running the hood fan when you are cooking.
- Run your bath fans for a minimum of 30 minutes after bathing or showering.

Proper ventilation will prevent excessive moisture from forming on the inside of the windows. This helps reduce cleaning chores considerably.

See also Condensation

Heat Recovery Ventilator (HRV)

Heat recovery ventilators bring a fresh air into your home and expel an equal amount of stale air. The incoming fresh air is heated or cooled to reduce energy costs. HRVs can run continuously or intermittently depending on the time of year and your lifestyle.

Follow manufacturer instructions and time table for cleaning or replacing filters and washing the recovery core. If the unit includes a drain line, check this regularly as well. Ensure that the exterior vent is clear of debris such as leaves, insects, or snow.

Manufacturer warranties typically extend beyond one year on certain aspects of the HRV so be certain to be apprised of these details. You will find complete information in the manufacturer's literature.

One Year Limited Warranty Guidelines

The warranty guidelines for active components (for example, exhaust fans) are discussed under the appropriate headings (such as electrical systems, heating system, and so on).

Frozen Attic Condensation

If a construction defect allows excessive warm moist air from the home to enter the attic, we will correct it.

Water Heater

Homeowner Use and Maintenance Guidelines

Carefully read and follow the manufacturer's literature for your specific model of water heater.

Safety

Avoid using the top of a heater as a storage shelf. Maintain a clear area around the tank.

Temperature

A manufacturer recommended thermostat setting for everyday use is "normal," or 120 degrees Fahrenheit. Higher settings can result in wasted energy dollars and increase the danger of injury from scalding.

Hot water will take longer to arrive at sinks, tubs, and showers that are farther from the water heater. Unless your home includes a re-circulating pump, the cool water in the lines must be purged before hot water reaches the fixture.

TROUBLESHOOTING TIPS: NO HOT WATER

Before calling for service, check to confirm that the

- Temperature setting is not on "vacation" or too low.
- Scald protection is not set too low on shower tap.
- Water supply valve is open.
- Exhaust and intake ducts are clear of ice and debris.

- Fumes from painting or other activities have not disabled the system. Strong odors can stop the function of the water heater. A sensor may need to be removed when cleaning or painting basement floors. Consult your manufacturer's literature for specific details and possibly other troubleshooting tips.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

TRADITIONAL WATER HEATER

Drain Tank

Review and follow manufacturer's timetable and instructions for draining several gallons of water from the bottom of the water heater. This reduces the build-up of mineral deposits from the water, prolonging the life of the tank and saving energy dollars.

TANKLESS WATER HEATER

Cleaning

Turn the unit off and disconnect the electrical power supply. Wait for the water and equipment to cool down. Wipe the outside with a wet cloth; use a non-abrasive cleanser to remove any surface stains. Clean the remote controller with a damp cloth using just water. See manufacturer instructions for details on cleaning the cold water inlet filter and the air intake filter on your particular model.

Draining

Follow the manufacturer directions for timing and steps to draining your specific model of water heater.

One Year Limited Warranty Guidelines

Refer to the manufacturer's limited warranty for information regarding coverage of the water heater.

See also Plumbing

Windows, Screens, Sliding Glass Doors

Homeowner Use and Maintenance Guidelines

Contact a glass company for reglazing of any windows that break. Glass is difficult to install without special tools.

Acrylic Block

Clean during moderate temperatures with only a mild soap and warm water using a sponge or soft cloth and dry with a towel. Avoid abrasive cleaners, commercial glass cleaner, razors, brushes, or scrubbing devices of any kind. Minor scratches can often be minimized by rubbing with a mild automotive polish.

Condensation

Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. Your family's lifestyle controls the humidity level within your home. If your home includes a humidifier, closely observe the manufacturer's directions for its use. Cleaning and repair of damage caused by condensation is your responsibility.

During cold weather in particular, ensure that warm air from the heat registers located near windows can flow unobstructed. This helps minimize condensation. Also ensure that window coverings are open at least slightly for the same reason.

Screen Storage and Maintenance

Many homeowners remove and store screens for the winter to allow more light into the home. To make re-installation more convenient, label each screen as you remove it. Use caution: screens perforate easily and the frames bend if they are not handled with care. Prior to re-installing the screens, clean them with a gentle spray of water.

Sliding Glass Doors

Sliding glass doors are made with tempered glass, which is more difficult to break than ordinary glass. If broken, tempered glass breaks into small circular pieces rather than large splinters which can easily cause injury.

Keep sliding door tracks clean for smooth operation and to prevent damage to the doorframe. Silicone lubricants work well for these tracks. Acquaint yourself with the operation of sliding door hardware for maximum security.

Under certain lighting conditions, door glass may be hard to see. If you keep the screen fully closed when the glass door is open, your family will be accustomed to opening something before going through. You may want to apply a decal to the glass door to make it readily visible.

Sticking Windows

If sticking occurs or excessive pressure is required to open or close a window, refer to the manufacturer's information. You may also apply a silicone lubricant. This is available at hardware stores. Avoid petroleum-based products.

Tinting

Applying tinting or foil lining to dual pane windows can result in broken windows due to heat build-up. Some manufacturers void their warranty on the windows if you apply tinting or foil lining. Contact the manufacturer to check on their current policy before you apply such coatings.

Weep Holes

In heavy rains, water may collect in the bottom channel of window frames. Weep holes are provided to allow excess water to escape to the outside. Keep the bottom window channels and weep holes free of dirt and debris for proper operation.

One Year Limited Warranty Guidelines

We will confirm that all windows, screens, and sliding glass doors are in acceptable condition during the new home orientation. We will repair or replace broken windows or damaged screens noted on the new home orientation list. Windows should operate with reasonable ease and locks should perform as designed. If they do not, we will provide adjustments.

Condensation

Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. You influence the humidity level within your home and warranty coverage excludes this condition.

Condensation that accumulates *between the panes of glass* in multiple-glazed windows indicates a broken seal. We will replace the window if this occurs during the warranty period. Beyond the one year warranty period, check with your window manufacturer for possible extended coverage for this condition.

Infiltration

Some air and dust will infiltrate around windows, especially before the installation of landscaping in the general area. Our warranty excludes this occurrence.

Scratches

We will confirm that all window glass is in acceptable condition at the new home orientation. Minor scratches on windows can result from delivery, handling, and other construction activities. Refer to the manufacturer's warranty for information regarding flaws allowable in window glass.

See also Condensation and Ventilation

Wood Trim

Homeowner Use and Maintenance Guidelines

Wood trim will behave differently inside your home than it does out. Heating and air conditioning, traffic patterns, and other living activities readily affect some interior trim elements. On your home's exterior sun exposure and weather will have an impact. Further, the materials used for interior trim are specifically selected for interior use and differ from those used for the exterior.

INTERIOR

Shrinkage of interior wood trim occurs during the first two years or longer, depending on temperature and humidity. All interior lumber is more vulnerable to shrinkage during the heating season. Maintaining a moderate and stable temperature helps to minimize the effects of shrinkage. Wood will shrink less lengthwise than across the grain. Wood shrinkage can result in separation at joints of trim. This condition can usually be corrected with caulking or touch up paint.

Cleaning

Occasional dusting is usually all the maintenance needed for casing and baseboards. Wiping with a slightly damp cloth may be necessary from time to time.

Touch Up

Chips or scratches that occur can often be corrected with careful paint or stain touch up. In case of severe damage, wood filler may be needed. The appearance is likely to vary from the surrounding trim.

EXTERIOR

As with interior wood components, most shrinkage will occur during the first two years, depending on climate conditions and exposure.

Separations

Shrinkage of exterior trim pieces can result in separation at joints—especially during hot summer temperatures. Correct this with caulking and touch up paint. If a piece of trim pulls away from the house, re-nail and touch up with putty and paint.

Splits

Fluctuations in humidity and temperature can cause wood trim to split or cup.

One Year Limited Warranty Guidelines

Steiner Homes, Ltd
Homeowner Guide

During the new home orientation we will confirm that wood trim is in acceptable condition. Minor imperfections in wood materials will be visible and will require no action. We will correct readily noticeable construction damage such as chips and gouges listed during the new home orientation.

INTERIOR

Exposed Nail Heads

In finished areas of your home, we will correct exposed nail heads by filling and touch up of the original finish. Such repairs may be visible under certain lighting conditions.

Gaps

We will correct gaps in excess of 1/16 inch that appear between a wall and baseboard or gaps in excess of 1/8 inch between a baseboard and uniform hard surface floor. Gaps between baseboards and non-uniform hard surface floor (slate, some ceramic tiles, and so on) are unavoidable and are excluded from this repair.

Hammer Marks

We will correct hammer marks visible from a normal viewing position in normal lighting conditions.

Separation/Misalignment

Hairline separations are acceptable between two pieces of the same material (for instance at a casing corner) or between two pieces of dissimilar materials (such as casing and drywall).

We will correct separation or misalignment between pieces of the same material that exceed 1/16 inch. Where trim is painted, pieces should be flush and no raw wood should show. Separations that occur between two dissimilar materials that exceed 1/8 inch will be corrected. In most cases, the repair provided is caulking and touch up with original stain or paint.

Splits

Wood trim pieces that split will be corrected, typically using filler. Such repairs will be visible under certain lighting conditions.

Surface Roughness

Wood surfaces that are touched or grasped during *normal* use should be uniformly smooth. Surfaces not touched during normal use shall appear smooth when viewed without magnification from a minimum distance of 1.5 m (5 feet) *under normal lighting* conditions and from a *normal* viewing position.

EXTERIOR

Cracks: One-Time Repair

We will caulk and apply touch-up paint to cracks in exterior trim components that are visible from 6 m (20 feet) or that result in trim becoming detached one time only near the end of the first year if needed. Paint or stain touch-up will vary.

Raised Grain

Because of the effects of weather on natural wood, you should expect raised grain to develop. This is normal rather than a defect in the wood or paint; warranty coverage excludes this condition.

Resins

We will touch up exterior trim where resin bleeds through painted finish.

Separations

We will correct any separation at joints that allows water to enter the home.

Maintenance Schedule

Begin care of your home with organized records, including information about all of its components and your furnishings. This information will make caring for your home easier, the records may be useful in completing tax returns, and they will be valuable when you sell your home. Another worthwhile step is to inventory all equipment, appliances, furnishings, and personal belongings. A photo album or CD containing pictures of each room is an excellent supplemental item.

In addition to normal daily and weekly care, develop a schedule of preventative routines based on the information in this guide and the manufacturer literature you receive. A change of season creates special maintenance needs so plan for winterizing and summerizing your home.

<i>Task</i>	<i>Frequency</i>	<i>J</i>	<i>F</i>	<i>M</i>	<i>A</i>	<i>M</i>	<i>J</i>	<i>J</i>	<i>A</i>	<i>S</i>	<i>O</i>	<i>N</i>	<i>D</i>

Additional Warranty Coverage

Two-Year Systems & Building Envelope Warranty

We warrant that for two years from the date of possession the home will be free from defects in material or workmanship that result in

- A failure of the electrical, plumbing, or heating delivery and distribution systems
- Water penetration into the building envelope or through the basement or foundation walls
- Detachment, displacement, or deterioration of exterior cladding such as brick or siding

Report concerns related to this warranty coverage to your warranty department just as you did for one year warranty items.

Ten-Year Structural Warranty

The warranty coverage that comes with your home includes ten years of protection against defects in a load bearing component that result in damage due to the failure of a load bearing component. Load bearing components include the piles, footings, foundation walls, grade beams, teleposts, load-bearing walls, beams, floor systems, and roof rafters/ trusses.

Excluded Components

Items that are not load bearing components and which are therefore excluded from this ten year structural warranty are driveways, decks, basement and garage floors, patios, sidewalks, retaining walls, and all other concrete work which is not a load bearing component.

Complete Details

For more details on structural coverage, contact the warranty department.

Manufacturer Warranties

Please take time to read the literature (warranties and use and care guides) provided by the manufacturers of consumer products and other items in your home. The information contained in that material is not repeated here. Although much of the information may be familiar to you, some points may differ significantly from homes you have had in the past.

We make every effort to keep the information in this guide current. However, if any detail in our discussion conflicts with the manufacturer's recommendations, you should follow the manufacturer's recommendations.

Some manufacturer's warranties may extend beyond the first year and it is in your best interests to know about such coverage. Remember to mail in any registration cards you receive with manufacturer materials. Being in the manufacturer's system assures that in the event of a recall the company can contact you and arrange to provide the needed correction.

Appliance Warranty Service

The manufacturers of kitchen appliances have asked to work directly with you if any repairs are needed for their products. They may be able to resolve the issue by talking with you by phone and if they cannot, they prefer to set an appointment directly with you.

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Customer service phone numbers are listed in the use and care materials for each appliance. Be prepared to provide the model and serial number of the item and the possession date on your home. A form is included in this guide so you can record these details in one convenient location for future reference.

Appliance warranties are generally for one year but can be longer. Refer to the literature provided by the manufacturer for complete information.

Appliance Service

This sheet is for your convenience. For warranty service on an appliance, contact the appropriate manufacturer directly at the service number provided in the appliance literature. They will ask you for the model and serial number (usually located on a small metal plate or seal attached to the appliance in an inconspicuous location), and the date of purchase (your possession date): _____

<i>Appliance</i>	<i>Manufacturer</i>	<i>Model #</i>	<i>Serial #</i>	<i>Service Phone #</i>
Air Conditioner				
Compacter				
Cooktop				
Dishwasher				
Disposal				
Dryer				
Furnace				
Heat Pump				
Humidifier				
Microwave				
Oven				
Range				
Range Hood				
Refrigerator				
Washer				