



Appliances

The manufacturers of kitchen appliances will work directly with you if any repairs are needed for these products. Customer service phone numbers are listed in the use and care materials for the individual appliances. Be prepared to provide the model and serial number of the item and the closing date on your home. Appliance warranties are generally for one year; refer to the literature provided by the manufacturer for complete information.

Shea Homes is not responsible for delays in repairs and replacements due to litigation, materials shortages and labor disputes. Shea Homes will not be responsible for the warranties of manufacturers. Shea Homes will intervene for the homeowner to prompt trade partners and manufacturers to do warranty repairs and replacements promptly.

General Electric Customer Service

1-800-432-2737

APPLIANCE NAME	MODEL NUMBER	SERIAL NUMBER
COOKTOP		
RANGE		
DISHWASHER		
VENT HOOD		
REFRIGERATOR		
WASHER		
DRYER		
MICROWAVE		
OVEN/MICROWAVE COMBO		



Countertops

The countertops in your home may be made of ceramic tile, laminate, solid surface materials or natural stone. Vanity tops may also be made of cultured marble. With proper care they should last and retain their beauty for many years.

USE & CARE

Regardless of the material your countertop is made of, it is still susceptible to damage from heat, water, scratches, cuts and chips. The following are some useful tips to help prevent damage and prolong the life and beauty of your counter tops.

- Wipe up spills immediately. Some liquids can cause permanent stains. Natural stone is especially susceptible to staining.
- Protect the counter from direct heat. Do not place hot pans directly on the surface. Damage and staining can also occur from irons, candles and cigarettes.
- Always use a cutting board when cutting or chopping. Minor scratches may not be noticeable at first, but over time they will dull and mar the finish. This can happen to even the hardest surfaces.
- Be careful to avoid dropping items on the counter top to prevent breaks and chipping. Always follow manufacturers' recommendations for cleaning your countertops.
- Avoid abrasive cleaners that may damage the luster of the surface.
- Rubber drain mats can trap moisture beneath them causing laminated counters to warp and blister.

The caulking around the edge of your countertops and sink will shrink and crack over time. It is important to routinely inspect the caulking and re-apply with a recommended product as needed to prevent any damage to the countertop or cabinets.

LIMITED WARRANTY

Separations of countertops at walls and at the backsplash are the result of the normal shrinkage of materials. Shea Homes will, as a courtesy, re-caulk any gaps or separation one time during the limited warranty period. It is the homeowner's responsibly to maintain caulk joints.

Only those surface imperfections such as chips, scratches, etc., that are reported on the orientation list will be repaired by Shea Homes.



Countertops (cont.)

Laminated tops

Laminated countertops will typically have one or more visible seams. Only gaps in excess of 1/16" will be repaired. Any damage caused by lack of maintenance (i.e. caulking) will be the homeowner's responsibility.

Solid Surface Materials, Granite, and Cultured Marble

Solid surface materials, granite, and cultured marble tops should be installed free of chips and gouges, and all finished edges should be smooth and even.

Ceramic Tile

Cracked, badly chipped, or loose tiles noted on the orientation list will be repaired or replaced. Shea Homes is not responsible for variations in the color of tiles or grout.

Cracks appearing in the grout are common and due to normal shrinkage and settling. Shea Homes will repair grouting at our discretion one time in the first year. Sealing of the grout is recommended and is the homeowner's responsibility.



Decks

The deck on your home has been built with treated lumber and galvanized fasteners. The base of your deck is supported by 8" of concrete block. Over time, exposure to the elements will change the color and appearance of your deck. It will last many years with proper maintenance.

USE & CARE

The lumber on your deck has been treated against termites and fungal decay only. It is still recommended that the deck be sealed with a clear treatment as soon as possible and be re-sealed on a regular basis to extend the life of the wood. This treatment slows down the drying process to help eliminate the number of cracks, checks and splits. It is a good idea to wash the deck prior to applying the sealer.

Since the lumber on your deck is a natural product, it is expected to have knots, grains and other imperfections. Minor splits are common and some cupping is expected. The decking is placed with the most attractive side up. All grain direction may not be the same.

LIMITED WARRANTY

Your deck is warranted against defects in the materials and workmanship during the Limited Warranty period. Any excess warping or cupping due to workmanship will be repaired or replaced at Shea Homes' discretion. Splits in the wood that goes all the way through the board and are longer than 8" will be replaced. Shea Homes cannot guarantee the color to match your existing deck.



Cabinets

Shea Homes offers a wide variety of cabinet styles and color choices from several leading manufacturers. Your color selection sheets are your record of the brand, style and color of the cabinets in your home.

USE & CARE

The finish of the cabinets in your home shares the same workmanship as fine furniture. Use appropriate furniture care techniques and products on your cabinets. Always follow the cabinet manufacturer's directions for cleaning and be sure to avoid harsh cleaners and polishes. Home improvement centers offer color matching putty, stains and fillers that are useful in the repair of cabinet nicks and scratches.

Hinges & Drawer Guides

If hinges catch, a small amount of lubricant will generally improve their action. Apply a very small drop of lubricant to the top of the hinge and work the door back and forth several times so the lubricant will penetrate into the hinge. Wipe the excess lubricant with a dry paper towel. Tightening of hinge screws may be necessary on occasion and is a homeowner's maintenance responsibility. A light application of silicone spray on the drawer guides will generally improve their performance.

Water & Moisture

Water and moisture can damage your cabinets. Positioning your coffee maker out from underneath the upper cabinets is suggested in order to avoid moisture damage from steam. Periodically check around sinks and other water sources for leaks to avoid water damage.

LIMITED WARRANTY

Cabinets should operate properly under normal use. Doors, drawer fronts and handles should be level and even.

Warping

Warped doors or drawer fronts will be corrected if warpage is in excess of 1/4" as measured from the face frame to the door or drawer in the closed position.

Separations

Gaps between cabinets and ceiling, or cabinets and walls will be corrected by caulking or other means if they are in excess of 1/8" (locations behind appliances excepted).



Cabinets (cont.)

Wood Grain

Readily noticeable variations in wood grain and color are expected in all style selections. Replacements will not be made due to such variations. In the event that a cabinet door, drawer front, or other visible component must be replaced for other warrantable reasons, color matches cannot and will not be guaranteed.

Surfaces & Finishes

Over time, cabinet finishes may fade or yellow. This is unavoidable and is not covered by this Limited Warranty. Chips, scratches, and other surface flaws noted only on the orientation list will be repaired.



Fireplaces

Shea Homes uses both Direct-vent and Vent-free fireplaces depending on the house plan you purchased. They are designed to create atmosphere as well as provide additional heat to your home.

USE & CARE

Direct-vent fireplaces are enclosed with a glass front and the heat generated is vented through an exterior wall to the outside. If you have a direct vent fireplace, clean the doors after the first use. If there is a lot of use, they should then be cleaned again about once per month; cleaning once a year is sufficient otherwise. Please clean with a recommended fireplace glass cleaner; do not use ordinary glass and surface cleaners.

Vent-free fireplaces are usually located on an interior wall and have a wire screen enclosure in lieu of glass. Since there is not an exterior vent, all the heat put out by these fireplaces enters the room. As heat rises exiting the fireplace, it will heat up the fireplace surround, mantle and items on the mantle. External temperature on the mantle and other exposed areas may be up to 117 degrees plus ambient temperature. Extensive testing has shown this temperature on surfaces to be safe. Please take caution as to what items are placed on the mantle. The heat may damage items such as candles.

Fireplace logs are positioned for your fireplace to operate properly. It is most important that you do not reposition the logs, as this will cause a series of problems.

LIMITED WARRANTY

The fireplace will be free from defects in materials and workmanship for the Limited Warranty Period. It is designed to function properly when manufacturer's directions for use are followed.



Flooring

Shea Homes offers a wide variety of flooring products. Each product has different features and methods of care.

Carpet

USE & CARE

Refer to manufacturer's recommendations for additional information on the care of all floor-covering products.

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.

No carpet lasts forever, but you can add years to the life of a good carpet with regular care. A 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 abrade the fibers like sandpaper and dull the carpet.

The most important thing you can do to protect your carpet is to vacuum it regularly. Don't worry about vacuuming too much; it will not hurt your carpet.

Below are some conditions that may occur with your new carpet that are normal and are not considered defects:

Characteristics of Carpet

New carpeting, especially pile, will often shed little bits of fiber for a period of time. Eventually these loose fibers will all be taken up in the vacuum cleaner. This shedding usually happens more with wool carpeting than with nylon or other synthetics.

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

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

In older loop carpets, fibers may break, wear or tear. If it does cause fuzzing, simply clip the excess fibers. If it continues, call a professional.



Flooring (cont.)

Snags

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

Shading and Fading

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 and lighter in these areas. A good vacuuming so the pile is all going the same direction will remedy the situation. All carpets will slowly lose some color due to natural and artificial forces in the environment. This can be delayed by frequently removing soil by vacuuming, regularly changing air filters in heating and air conditioning systems, keeping humidity and temperatures from getting too high, and reducing sunlight exposure with window coverings or sunlight filter materials.

Rippling

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

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.
- "Performance" carpets offer features to better resist matting and crushing because of the retention of the level of fiber, but 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 and is considered normal wear.

Burns

Any kind of burn should be taken care of immediately. First snip off the darkened fibers, then use a soapless cleaner and sponge with water. If the burn is extensive, see a professional about replacing the damaged area.

Seams

Most carpets come in 12-foot widths making seams necessary in most rooms. Visible seams are not a defect. Generally, the more dense and uniform the texture, particularly Berber, the more visible the seams will be.



Flooring (cont.)

Stains

No carpet is stain proof. Please refer to your care and maintenance brochures for recommended cleaning procedures for your particular fiber.

Always pretest any spot removal solution in an inconspicuous area before using it in a large area.

LIMITED WARRANTY

Most carpet seams will show. Berber carpet seams are more evident. This is not a defect, however, if the backings are not butted properly or the gap at the butt joints exceeds 1/8", the seam will be repaired. 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.

Stains or spots noted on the orientation list will be corrected. Shea Homes will not be responsible for dye lot variations if replacements are made.

Ghosting is a term used in the industry for dark marks that appear on flooring surfaces as well as other surfaces of the home. When specifically dealing with carpet, it is sometimes referred to as "carpet filtration". While carpet filtration and ghosting are still not completely understood by the industry, some of the most common causes have been linked to candles, cooking, dust, and fireplaces, among other things. While this is not a warrantable issue, Shea Homes implements every reasonable measure to reduce its effects.

Ceramic Tile, Pavers, Granite, and Marble

USE & CARE

These products are relatively simple to care for. It is most important to remember that they can chip, scratch or crack. Sweep up dirt and grit with a soft broom or dust mop to avoid grit abrasion. Frequency of cleaning must be based on traffic and grit build-up. Wipe up spills promptly to save cleaning time and work. Mop with clean warm water and, if required, with a neutral soap. DO NOT USE A DISH DETERGENT; it will leave soapy residue and cause a dull appearance.



Flooring (cont.)

Small bubbles or hairline cracks in the finish are common characteristics and will not affect the structural performance of the ceramic tile, nor is it considered a defect. **CAUTION:** Chipping and cracking may occur if objects are dropped on the surface or if objects are slid across them. Grit particles can scratch the surface as well.

Grout

Grout is a cement with color additives. Color can change with time. It is suggested that the grout be sealed, and resealed annually, by the homeowner with a penetrating sealant to prevent particles seeping into the pores.

Unglazed Floor Tile (Pavers)

Unglazed floor tile (pavers) is an unsealed, porous tile. It is suggested that a penetrating sealant be used to maintain this type of floor, to prevent spills and stains from seeping into the pores (may require a re-sealing after a one year period).

Marble

Marble is a natural rock and not factory made or fired. No two pieces will be alike, as there is an inherent variance in all marble. Veining is natural in marble and is not to be confused with cracking. It is recommended that a marble sealant be used to help resist the possibility of foreign liquids seeping in.

There are several marble poultice base powder mixes available to remove stains and many chemical preparations for marble treatment and polishing which we recommend be done professionally if needed. **DO NOT USE** cleaners that contain grit or high alkaline compositions. Use extreme caution when using an ammonia cleaner near marble. Ammonia can destroy the finish of your marble as can lemon juice, cola, and other acidic products.

Granite

Like marble, granite is not man-made, however it is less porous and more dense than marble, it has no veins. Granite can be used indoors and out. A sealant is recommended to help eliminate the seepage of foreign matter.

LIMITED WARRANTY

Cracked, badly chipped, or loose tiles/pavers/marble noted on orientation will be repaired or replaced, as needed. Shea Homes is not responsible for variations in color or discontinued patterns. New grout may vary in color from the original.



Flooring (cont.)

Cracks appearing in grouting of ceramic tiles/pavers at joints or junctions with other materials are commonly due to normal shrinkage conditions. Shea Homes will repair grouting, if necessary, one time during the first year.

Shea Homes is not responsible for color variations in grout or discontinued colored grout. Any grouting or caulking that is needed after that time is considered homeowner maintenance.

Sealing grout is a homeowner decision and responsibility.

Hardwood Floors

USE & CARE

Wood floors are beautiful and can remain new looking for years if properly maintained. It is important to know what kind of finish your wood floor has in order to know how best to care for it. For example, you should never use wax on a wood floor that has a polyurethane finish. It is best to use the products and procedures recommended by the wood manufacturer, however, there are some basic care guidelines you should follow regardless of the type of floor you have.

Dirt and Grit

Common dirt and grit can be just as damaging to your wood floor as sandpaper. Use doormats at entrances in order to keep dirt and moisture from being tracked on to your floor. Don't use rubber, foam backed, or plastic mats on your wood floor as they may cause discoloration. Mats are also recommended at sinks in bathrooms or kitchens. To prevent slippage, use only rug underlays that have been approved for hardwood floors. Sweep regularly with soft bristled broom or dust mop in order to remove any dirt or grit before it can be "walked-in" to the surface.

Water

Water is a natural enemy of wood. Even with the new polyurethane finishes water can still damage your floor. Do not damp mop your floor. To clean it, use manufacturer recommended cleaning products and procedures.

Spills

As on any surface, spills should be wiped up immediately before they get sticky or dry. Dried spills can be removed with a cloth slightly damp with a manufacturer's recommended floor cleaner.



Flooring (cont.)

Furniture

Protect your floor from scratches, gouges, and indentations by putting proper floor protectors on the legs of furniture. Use wide, flat bearing surfaces or wide, rubber rollers to save floors. Don't use small metal domes, hard rollers, or small bearing surfaces. When moving heavy furniture, place a blanket or piece of carpet upside down between the floor and the object to be moved.

High Heeled Shoes

High-heeled shoes cause denting and related damage to hardwood floors. Whenever possible, high-heeled shoes should be removed when walking on hardwood floors.

Humidity

The amount of humidity in the air will affect your wood floor. In very dry conditions your floor will contract making slight cracks more noticeable. A humidifier may help prevent excessive shrinkage. In moist conditions, your floor may expand causing some slight squeaking as the boards rub against each other. Turning on your heating system or air conditioner periodically will help this situation.

Sunlight

Excessive sunlight will lead to fading or discoloration of your wood floor. Keep window coverings closed when the sun is shining directly on your floor. Floor areas covered by rugs or furniture will not discolor as much as unprotected areas.

Refinishing

Depending on the finish of your wood floor you may want to refinish or refurbish your floor periodically. Each manufacturer recommends the best products and procedures to use on their hardwood floors.

LIMITED WARRANTY

Readily noticeable cosmetic defects noted on the Homeowner Orientation list will be corrected by Shea Homes. The homeowner is responsible for routine maintenance of hardwood floors.



Flooring (cont.)

Wood flooring will expand and contract, which may cause minor cupping or open joints where planks meet. This is natural and unavoidable with wood floor products and is not covered by this One Year Limited Warranty. Nicks, gouges and scratches will be repaired only if noted during the original walkthrough inspection. If hardwood floors become damaged due to a roof or plumbing leak, and the leak is not the result of abuse or neglect by the homeowner or his or her guests, the damaged area will be repaired or replaced matching the color and finish as closely as possible. Shea Homes is not responsible for sun damage to floors, such as fading or discoloration of the wood or finish. Shea Homes recommends against installing hardwoods in full bathrooms and is not responsible for damage to hardwood floors in a full bath due to moisture.

Vinyl Flooring

USE & CARE

Your new vinyl floor is designed to give you years of service. It is important to know what kind of vinyl floor you have in order to know how best to care for it. It is best to use the products and procedures recommended by the manufacturer, however below are some hints as to what you can do to help you floor stay beautiful.

Regular Care

Sweep often with a soft broom or dust mop. This will keep the grit to a minimum and lessen the chance of your floor being scratched. When you mop, use clean, warm water, changing the water as often as needed. Do not use dish detergent; it will leave a film on your floor that may turn yellow or attract dirt and grime.

Wax

Nearly all vinyl floors today have a no-wax finish. Do not use wax on your vinyl flooring.

Door Mats

Protect your vinyl floor by using door mats (not rubber backed) at all doorways. This will help prevent staining from grit and oils that may be tracked in from outside.

Sunlight

Sunlight will fade your floor if it is overexposed. Keep window coverings closed when the sun is shining directly on your vinyl floor.



Flooring (cont.)

Furniture

Heavy furniture and appliances can produce permanent indentations unless you take a few preventative measures. Support furniture with wide bearing, non-staining floor protectors. Ideally, the protectors should be at least one inch in diameter, made of hard plastic, and rest flat on the floor. Be careful not to slide your heavy furniture/appliances across your floor as it may tear or crease the vinyl.

Seam Lifting

Seams can lift or curl if excessive moisture is allowed on the floor. Precautionary measures should be taken to avoid getting water on the floor from baths and showers.

Stain Removal

Many household spills won't stain vinyl. However, to reduce the risks of damage immediately wipe up spills with a cloth. If the spill has dried, remove as much as possible with the dull side of a table knife and then wipe up with a damp cloth. For more difficult stains consult your manufacturer's handbook.

Refer to manufacturer's recommendations for additional information on the care of all floor-covering products. 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.

LIMITED WARRANTY

Resilient floor covering should adhere; lifting or bubbling will be repaired.

Seams will occur and are sealed at the time of installation. There should be no gaps or curling at seams.

In any situation that requires replacement, Shea Homes will not be responsible for discontinued selections.



Hardware

The hardware in your home consists of items such as your doorknobs, hinges, closet catches, doorstops, and the like.

USE & CARE

Follow the manufacturer's recommendations when cleaning specialty hardware such as brass doorknobs. On occasion, it may be necessary to lightly oil a door hinge with a non-petroleum based lubricant; adjust the ball-catch on a closet door; or re-adjust a strike plate. For the most part however, hardware is virtually maintenance free.

LIMITED WARRANTY

The hardware in your home is warranted against defects in material and workmanship for the Limited Warranty period. Only scratches or damage to your hardware noted at your orientation walk will be addressed.



Heating, Ventilating and Cooling

Your HVAC system consists of various components that together, heat or cool your home. One component is your air conditioning or condensing unit that is located outside, beside your home. A home with two separate HVAC systems will have two outside units. If your home is equipped with a heat pump, this unit looks just like an air conditioning condensing unit but is used to cool and heat. Condensing units compress a gas (typically Freon) and pump it to another component of your system, the air-handling unit. The air-handling unit is a blower fan combined with a cooling source (coil) for air conditioning, and a heat source (a gas heat exchanger for gas heat, or an auxiliary heat coil for a heat pump), for heating. The blower fan moves air across the heating or cooling source. Your thermostat setting will determine which source is activated – heating or cooling. The conditioned air enters your living space through supply ducts connected to register grills. The air is then collected and filtered at your return air vents, and returned by way of return ducts to the air-handling unit, where the process repeats itself.

USE & CARE

Your HVAC system complies with local and state energy codes, as well as engineering designs for each particular model home. With proper care, the system will provide many years of enjoyable, dependable service.

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

Your HVAC system can add much to the comfort of your home, but if used improperly, can result in inefficient operation, resulting in wasted energy and frustration. Please read the instructions and become familiar with the heating and air conditioning systems before you use them. These hints and suggestions are provided to help you maximize the efficiency of your HVAC system.

Check the operation of your system well in advance of peak operating seasons. Notify the appropriate contractor of problems before seasonal service demands are the greatest.

Thermostat

Thermostats are calibrated to within plus or minus 5 degrees. Heating and cooling systems control temperature based on how long they run. When the desired temperature setting at the thermostat is achieved, the units shut off. Furnaces and air conditioners do not have variable temperature sources. They are either on or off and will not heat (or cool) any faster if you set the thermostat to a higher (or lower) setting.



Heating, Ventilating and Cooling (cont.)

Filters

One of the most common causes of system failure is dirty or clogged filters. We recommend cleaning or replacing filters monthly. Although it takes less than one minute to change the filter, this is one of the most frequently overlooked details of normal HVAC care. Fresh filters can significantly reduce operating costs and will prolong the life of your system. Buy filters in large quantity for the sake of convenience. Replacement filters are available at home improvement centers or grocery stores. Remember to check the size of each filter, as your system may require more than one size

Supply Vents/Registers

Conditioned air is delivered to your living spaces through supply vents connected to supply ducts. Your supply vents have adjustable covers called registers. By experimenting with these adjustable registers in your home, you can regulate the airflow to best suit your lifestyle. Airflow is at its best when interior doors are open. Closing off rooms by closing doors can restrict airflow. It is recommended that you vacuum registers as well as return air grills to ensure they remain dust-free. Check to make sure that draperies, furniture, or other obstructions that can restrict normal airflow are not blocking registers or return vents. The exact placement of vents may vary slightly from those positions shown in similar floor plans.

Condensation Lines

Each HVAC system has two condensation drain lines, a primary line and an auxiliary line, that run from the cooling coil at the air handling unit, to the outside. These lines are generally 1" PVC material. The primary line will drip water constantly while the air conditioner is operating. These lines usually penetrate the wall at or slightly above the foundation, often times near the outside compressors. They can discharge several gallons of water a day; therefore the ground under them may remain wet for prolonged periods during the cooling season. If for some reason the primary line becomes clogged, a safety switch will turn off your system or water will be redirected to an auxiliary drain line. This line is generally discharged at a highly visible spot such as on a patio. It is important that the primary line remain unobstructed at all times. These should be routinely checked to make sure that they are draining properly. Please call for service any time you notice your auxiliary line dripping.

In instances where it is not possible to gravity drain a condensation line; such as a basement or very flat crawl space, a condensation pump may be used to force the water through the line.



Heating, Ventilating and Cooling (cont.)

Closed System

Your HVAC system is a closed system, which means that the interior air is continually recycled and cooled (or heated) until the desired air temperature is reached. Warm or cool outside air disrupts the system and makes cooling (or heating) difficult. Therefore, it is important to keep all windows closed. The heat from the sun shining through windows may be intense enough to offset the cooling effect of the air conditioning unit. Heating and cooling load calculations assume that windows are shaded. It is important to maintain proper shading on windows subject to direct sun exposure for prolonged periods of time. This can be accomplished with drapes, shades, or blinds, among other things.

Condensing Units/Heat pump

It is important that your air conditioning unit or heat pump sits in a level position. It is also important to keep plants and grass trimmed well away from the outdoor unit, and to make sure that the unit remains free from grass clippings, leaves and other debris.

Temperature

Normal temperature variations from floor to floor (depending on the style of home) can be as much as 10 degrees or more on extremely warm or cold days. The furnace or air conditioning unit will typically cycle on and off more frequently, and for shorter periods of time, during severe cold or hot spells.

Odor

It is normal for the heating system to emit an odor for a few moments when it is first turned on after an extended period of not being used. This is caused by dust that has settled in the ducts and should pass very quickly.

Gas Odor

If you smell gas, call the gas company immediately.



Heating, Ventilating and Cooling (cont.)

Heating and Cooling Your Home

Cooling the Home

Time is of paramount importance 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. If you come home at 5:30 p.m. on a day when the temperature has reached 90 degrees and set your thermostat to 75 degrees, the air conditioning unit will begin cooling, but takes much longer to reach the desired temperature. During the whole day the sun has been heating the air in the house, the walls, carpet, and furniture. At 5:30 p.m. 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 the primary goal, set the thermostat at a moderate temperature in the morning while the house is cooler, allowing the unit to maintain the cooler temperature through the day. The setting may then be lowered slightly when you arrive home, with better results. As previously explained, setting the thermostat at an extremely cold setting 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.

Your air conditioning system should be capable of maintaining a temperature of 78 degrees on a 93-degree day or a differential of 15 degrees from the outside temperature, measured in the center of each room at a height of five (5) feet above the floor. Lower temperature settings are often possible but are not promised by the manufacturer or Shea Homes.

Heating the Home

Adequacy of the heating system is determined by its ability to establish a temperature of 70 degrees on a 17-degree day, as measured in the center of the room, five (5) feet above the floor.

Do Not Overheat

Your new home should not be overheated. Overheating can cause excessive shrinkage in framing lumber and may materially damage the home. In the beginning, use as little heat as possible and increase it gradually.



Heating, Ventilating and Cooling (cont.)

Heat Pumps

Heat Pumps discharge air into the conditioned area at a temperature some 15 to 30 degrees warmer than room temperature. The air will feel drafty if blown directly on a person. This air is cooler than air circulating from a gas fired furnace, but will attain the required room temperature.

TROUBLESHOOTING

Before calling for service check the thermostat to make sure it is in the on position.

Gas heating systems provided by Shea Homes have automatic ignition pilot lights. These do not require re-lighting. The air handler has an on/off blower switch. This switch looks like a regular light switch. It is located outside the air handler. This switch simply overrides all thermostat commands and manually shuts down the blower. This is usually only done when maintenance service is being performed. Young children have been known to turn the furnace off using this switch. The system will not operate when this switch is in the off position. There are wall-mounted disconnect switches at the condensing units outside, as well as circuit breakers at the main breaker panel. These must be in the on (untripped) position for your system to operate.

The access panel on your furnace must be positioned correctly for the furnace blower to operate. This panel compresses a button that tells the blower it is safe to operate. If this panel is not on tightly, the fan will not come on.

For an electric heat pump or air conditioning system be sure that the circuit breaker in the main breaker panel is properly set, check the wall mounted circuit breaker (disconnect switch) for the proper setting and check the on/off switch at the air handler for proper setting.

For a gas furnace check the circuit breaker and switch at the furnace to be certain they are both set to the on position and check to ensure that the door on the front of the gas furnace, which has a safety switch, is securely closed. If the above steps do not remedy the situation, please call for service and do not attempt self-repair.

For prompt service, contact the HVAC contractor listed on your Shea Homes Service Phone List. **Service performed by anyone other than the authorized contractor will automatically void the warranty on your HVAC system!**

Gas Heating Equipment

Caution: Do not store combustible items such as clothing, brooms, dust mops, or oily rags near a gas furnace or any gas appliance, as this presents a fire hazard.



Heating, Ventilating and Cooling (cont.)

A gas furnace has a flue that vents exhaust fumes to the outside of the home. A ticking sound may result from flue expansion and contraction and is normal. **Caution: Do not use an open flame in the vicinity of a suspected gas leak.**

LIMITED WARRANTY

Shea Homes warrants that the heating and air conditioning system was installed in accordance with good heating and air conditioning practices and meets local codes. We warrant that they will operate properly in the original finished rooms of the home, considering its architectural style and other design features providing proper shading is maintained.

We do not cover the air conditioning unit or any other portion of the cooling system which is not part of the structural component of your home or which carry express warranties by the manufacturer.

If your condensing unit settles out of level during the first year, Shea Homes will correct this issue.

An extended annual service contract is available from your HVAC contractor. This service provides periodic check-ups of heating and cooling components. The advantage is that scheduled service may reduce system failure by preventing problems before they occur. Proper maintenance is required for Shea Homes limited warranty to remain in effect. Please refer to the manufacturers warranty information for additional terms and conditions. Most manufacturers will require you to maintain a service agreement in order to meet the conditions of the warranty.



Overhead Garage Doors

Your garage door is designed to provide years of service. Periodic maintenance and following the manufacturer's instructions will help to ensure safe and reliable operation.

USE & CARE

It is recommended that every six months the door be inspected for smooth operation, that all nuts and bolts are tight, tracks and rollers are properly lubricated, and that the safety features of an automatic garage door opener (if applicable) operate properly.

The door springs of your garage door are under a considerable amount of tension and require special tools and knowledge for accurate and safe service. It is highly recommended that any repairs or adjustments that are required after the expiration of the limited warranty, be completed by a qualified professional.

Never allow children to play with or around a garage door.

LIMITED WARRANTY

The garage door is warranted to be free of defects in material and workmanship for the limited warranty period.

Garage doors are not designed to be airtight. It is typical for light to be visible around the edges and that water may enter under the door during inclement weather. This is not a defect and not covered by the limited warranty.

Only automatic garage doors installed by Shea Homes will be warranted. Any adjustments needed, or any damages caused by an opener installed by the homeowner, will be the homeowner's responsibility.



Paint

A lead-free latex paint has been applied to the interior and exterior of your home. The walls of the interior are painted with a flat latex paint and the wood trim and doors have been painted with semi-gloss acrylic paint. The exterior wood trim and doors have been painted with an exterior grade acrylic gloss. If there is siding on the exterior that is paintable, an exterior grade acrylic latex paint is used.

USE & CARE

All the areas that have been painted can be cleaned with a soft sponge and warm water. The less moisture on the sponge the better. Gently wipe down the area and allow it to dry. Do not use soaps, abrasive cleaners, scouring pads, or brushes.

Stain

You may have some stained products in your home. Color variations are to be expected based on exposure to natural light. These products require low or no maintenance.

Interior

You received a paint touch up kit at your final walk. This is great to have for minor touchups. When doing paint touch ups, use the small brush, applying paint only to the damaged spot. Touch up paint may not match the surrounding area exactly, even if the same paint mix is used. Refer to the color selections portion of your contract for paint colors used in your home.

When it is time to repaint a room, it is a good idea to repair drywall cracks and caulk other separations due to shrinkage prior to repainting. Ideally, it is best to wait until after the first heating season, so the majority of shrinkage can occur. See “Drywall” for additional information concerning repairs.

Exterior

Regular painting and repair will preserve the beauty of and add value to your home. Check the painted surfaces of your home's exterior annually. If you repaint before there is much chipping or wearing away of the original finish, you will save the cost of extensive surface preparation. It is a wise maintenance policy to plan on refinishing the exterior surface of your home approximately every three years or as often as your paint manufacturer suggests for your area and exposure to weather.

When you wish to repaint exterior woodwork on your home, nails should be reset and the blistered or peeling portions should be scraped, sanded and spotted with primer. Then the entire area can be painted.



Paint (cont.)

LIMITED WARRANTY

Interior and exterior paint should not peel or deteriorate due to manufacturer defects or workmanship during the limited warranty period. If it does, Shea Homes will properly prepare and refinish the affected area, matching the color as closely as possible. Please note that paint will fade with time and exposure. Shea Homes is not responsible for such color variations.

Homeowner is responsible for all touch ups after closing unless provided as part of another warranty repair.



Plumbing

Your plumbing system has been tested and inspected at various stages of construction. It should give you years of trouble free service, with minimum homeowner maintenance. Attending to small problems as they occur keeps them from becoming larger, more costly ones. The water and sewer lines in your home are designed to resist rust and corrosion. The sewer lines are typically a PVC product. PEX water piping has been installed for your water distribution system. It will expand and contract to accommodate freezing, can be buried or submerged under concrete or earth, and is more resistant to abrasives than steel and copper. The plumbing fixtures in your home include a water heater, tubs, showers, toilets, sinks and may include pumps where needed.

USE & CARE

You should know the location of the main water supply shutoff and individual fixture shut-offs in all the bathrooms and the kitchen. In the event of a plumbing emergency, you must close the main water shut-off at once. Flowing water can cause severe damage to your home and its contents. The main water shut-off is located within your water line, typically in a closet, and will be shown to you at your Orientation walk.

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

Each plumbing fixture in your home has a drainpipe or trap directly under each fixture. The trap is the U-shaped area of pipe that holds water, which prevents the airborne bacteria and odor of sewer gas from entering your home. If any of your faucets are used infrequently, we suggest that they be turned on occasionally to replace the water in the trap lost to evaporation.

It is also important to know the location of your sewer clean-outs. They are located out in your yard and will be shown to you at the Orientation walk. This is access to your main sewer line. These clean outs should be kept readily available at all times.

Pressure

Your new home is equipped with a Pressure Regulator Valve (PRV). This valve is typically located either in the garage by the water heater or in the crawl space. Its job is to keep the incoming water pressure from reaching a point where it may damage fixtures. Only a certified plumber should adjust the PRV. Any adjustments not made by certified plumbers may void your warranty.



Plumbing (cont.)

Aerators on the faucets strain much of the debris in the water. It may be necessary to remove and clean the aerators on the faucets to allow proper flow. Every faucet and showerhead in your home is equipped with a flow-control device, which limits the water flow from the faucets and showerheads to a maximum of 2.5 gallons per minute as required by plumbing code.

Leaks

If a major plumbing leak occurs the first step is to turn off the supply of water to the area involved. This may mean shutting off the water to the entire home. Then contact the appropriate contractor. Remember that most of your fixtures have their individual cut-offs and may not require you to shut off water to the entire home.

Clogged Drain Lines

Many plumbing clogs are caused by improper garbage disposal use. Always use plenty of cold water when running the disposal. Refer to your disposals user manual for proper use and care.

Clogged traps can usually be cleared with a plumber's helper (plunger). If you use chemical agents, follow directions carefully to avoid injury or damage to the fixtures or personal injury. Depositing a combination of baking soda and vinegar, adding some hot water, letting it stand for 15 minutes and then flushing with hot water may help clear clogged drains as well.

The main causes of toilet clogs are various domestic items such as paper diapers, excessive amounts of toilet paper or the wrong type of paper, sanitary supplies, Q-tips, dental floss, children's toys, etc. Always keep a plunger on hand to use in the event of a stoppage of the toilet. If a stoppage occurs, close the shut-off valve on the backside of the toilet. Usually, a few vigorous pumps with the plunger will free the obstruction.

Noise Expansion

PVC pipe has a tendency to "creep" with temperature changes. This is an expansion or contraction of PVC pipe and may result in a ticking or clicking sound. This will most often be noticed in the winter when the piping has time to cool. Changes in the temperature or the flow of the water itself will cause some noise in the pipes. This is normal and not a defect.

Water Heaters

Your new water heater meets all of the necessary codes and requirements for today's standards. The thermostat on the gas heaters have been factory set at its lowest setting which is approximately 110 degrees. Electric heaters are factory preset at 120 degrees. You may choose to adjust these temperatures based on your individual lifestyle. To prevent any possible scalding, test the water temperature after increasing the setting.



Plumbing (cont.)

Thermal expansion occurs with the build up of too much temperature and /or pressure on the water distribution system. When this occurs, your temperature and pressure (T&P) valve will weep on the water heater. In some cases the installation of an expansion device at the water heater may be required.

Toilets

Due to federally mandated requirements, your toilets can flush no more than 1.6 gallons of water at a time. Tank type bowl cleaners that contain chlorine may damage parts within the tank. A repair made due to this damage is not covered by your warranty.

Fixtures - Tubs - Shower Stalls

Faucets and other plumbing fixtures are designed to add beauty and trouble-free use. Clean the fixtures with warm soapy water and a soft sponge or cloth. Avoid abrasive cleaners. Rinse with clear water and wipe dry to prevent spotting. If water is permitted to accumulate and stand at the base of the fixtures, corrosion and tarnishing can result. Always wipe the area dry. Hard water can spot and damage bright chromed plumbing fixtures. While this is not entirely preventable, you can minimize the staining and discoloration by drying the fixtures after each use.

Fiberglass is a lightweight, durable material, which adds beauty and style to bathroom tubs and showers. It requires minimal care. You can preserve the original high gloss finish by regular cleaning with a liquid soap or detergent. Do not use abrasive cleansers. Always rinse the walls and the door of the shower after each use.

The disposal in your kitchen sink requires little maintenance. A combination of vinegar and baking soda will help reduce the odor, and running ice through the disposal every 3 to 4 months will help keep the disposal blades sharpened.

Any fixture damage noted on the orientation list will be repaired. Chips, scratches, etc., reported subsequent to the orientation list, will not be repaired.

LIMITED WARRANTY

Shea Homes warrants the components of the plumbing system against defects in materials and workmanship for the Limited Warranty Period. The water heater is covered by the manufacturer warranty, and except for its installation, is not covered by this Limited Warranty. If any part of your system includes a pump or a motor it is covered by the manufacturers warranty as well. You should consult your water heater warranty brochure for further information.



Plumbing (cont.)

Shea Homes will correct clogged drains that occur during the first 30 days after closing. This will allow time for product defects to surface. Obstructions removed during this time period, which are shown to be the result of household activity, will not be warranted.

Leaks

Shea Homes will repair leaks in the plumbing system. If a plumbing leak caused by a warranted item results in drywall or floor covering damage, this will be repaired by Shea Homes. No adjustments will be made for secondary damages (wallpaper, drapes, personal belongings, etc.). Homeowner insurance should cover these items.

Dripping faucets are covered under warranty for a period of one year from closing.

Gas Heating Equipment

Caution: Do not store combustible items such as clothing, brooms, dust mops, or oily rags near a gas furnace or any gas appliance, as this presents a fire hazard. A gas furnace has a flue that vents exhaust fumes to the outside of the home. A ticking sound may result from flue expansion and contraction and is normal. **Caution: Do not use an open flame in the vicinity of a suspected gas leak.**



Roofing

The roofing material on your new home is a fiberglass reinforced class A asphalt shingle applied over a layer of asphalt saturated roofing felt, both of which are installed according to manufacturer's guidelines and product specifications. A double layer of shingles is applied at all eaves and overhangs. The shingles on your roof do not require any treatment or sealer. Metal flashing is installed at any roof /wall intersection to prevent water intrusion.

USE & CARE

It is important that your attic is properly ventilated in order to prolong the life of your roof. Your roof was designed with this in mind. There are several approved methods of providing proper attic ventilation. These include continuous soffit vents at the horizontal overhangs, ridge venting, gable vents, flash vents (where roof slopes intersect horizontally with a vertical wall), and roof top box vents. Your home will have a combination of some or all of these in order to provide proper ventilation.

If your home is equipped with gutters and downspouts, they should be inspected and cleaned regularly. Clear the gutters of accumulated debris such as leaves, twigs, branches, balls and other objects. Make sure downspouts are clear of any obstructions and that they are directing water away from the foundation of your home. Failure to follow these guidelines may result in water backing up and roof leaks occurring.

Access to your roof is not necessary under normal conditions. The weight of a person can easily loosen, tear, or damage roofing shingles. Leaking may occur and costly repairs could be necessary. If access to your roof is required, call a professional roofing contractor for advice and assistance. Damage resulting from walking on your roof after your new home orientation will not be the responsibility of Shea Homes.

To prevent any future water leaks, periodically inspect and maintain your roof's flashing and caulking.

Inclement Weather

Your roof is designed to withstand normal wind and weather conditions typical for your geographical location. It is your responsibility to inspect the roof after Acts of God or nature and replace cracked or otherwise damaged shingles. The carrier of your Homeowner's insurance should be notified if storm damage is discovered.



Roofing (cont.)

LIMITED WARRANTY

The roof, roof flashing, gutters and downspouts are warranted against leaks or defects in materials and workmanship for the two years after closing. They are not warranted against natural disasters such as tornadoes, hurricanes, hailstorms, windstorms, ice/snow accumulation, floods, acts of war, falling debris, or insects and pests. Damage caused by severe weather or natural disasters should be reported immediately to your homeowner's insurance company. Shea Homes will repair warranted roof leaks when the roof is dry. When a leak is noticed, try to detect the exact location of the leak, as this will simplify identifying the area that requires repair when the roof is dry.

This warranty is void if you or your agents utilize the roof for any activity, attach any structure or other improvement to the roof, or walk or climb on the roof.



Shelving, Mirrors and Shower Enclosures

Shelving

The shelving in your home is designed to hold reasonable weight when evenly distributed. It is important to note that heavy items should never be stored on a shelf both for safety and to prevent collapse. Distribute weight evenly and do not over-burden the shelving.

The shelving in your home is warranted against defects in material and workmanship for the limited warranty period. Shea Homes does not warrant against the collapse of shelving, or any damages incurred, as a result of over loading.

Mirrors

The mirrors in your home should be cleaned with regular glass cleaner and paper towels or soft cloths.

Only scratches and chips noted on the orientation walk will be addressed. The mirror is warranted against defects in material and workmanship for the limited warranty period.

Shower Enclosures

The shower enclosures in your home have been assembled using a variety of materials including cultured marble, fiberglass, glass and ceramic tiles.

Periodic maintenance is required, including re-caulking and re-grouting, to prevent water damage. This maintenance is the homeowner's responsibility. Your shower enclosures may have weep-holes at each side of the bottom close to the door and just above the pan. These weep-holes are designed to let any water escape. It is important to make sure they remain clean and unclogged to help prevent any water damage.

The shower doors are not designed to be waterproof and some leaking is to be expected. This is not a defect and is not covered under the limited warranty.

Your shower enclosures and doors are warranted to be free of defects in materials and craftsmanship for the limited warranty period. Only scratches, chips and imperfections in glass, tile, marble, and other surfaces noted on the orientation list will be corrected at the discretion of Shea Homes.



Vinyl Siding and Shutters

Vinyl siding is a durable and versatile product available in a variety of colors and styles. It adds beauty to your home while reducing the need for maintenance.

Vinyl siding is nailed stud-to-stud and hung loosely to allow compensation for expansion and contraction that occurs with changing temperatures. It may at times appear to be wavy, and a small amount of deflection should be anticipated. This is a normal characteristic of siding and is not considered a defect.

Vinyl shutters may be attached to the front elevation of your home in a variety of ways depending on the surface they are mounted to. They too may expand and contract with changing temperatures.

USE & CARE

While vinyl siding does reduce the amount of maintenance needed, there are a few things to keep in mind. Always follow the manufacturers' recommendations and instructions if cleaning is necessary. Never use any harsh chemicals as they may cause permanent damage. Mild soap and water from a garden hose should be ample. Pressure washing is not recommended unless done by a professional.

Always keep grills, heaters, and anything else that emits heat away from the siding while in use, and make sure they have cooled properly before placing closer to the house.

LIMITED WARRANTY

Vinyl siding and shutters are warranted against defects in material and workmanship during the Limited Warranty period. Bows that exceed 3/8" on the siding between studs will be repaired during this period. Any stains or discolorations in the vinyl siding or shutters not noted on the orientation walk will not be warranted.