



SMITH DOUGLAS HOMES

# **Homeowner Guide & Limited Warranty Handbook**

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## Helpful Homeowner Information

*The following is information designed to help our new Homeowner through the buying process.*

### **Customer Communication**

#### **What is a Smith Douglas Customer**

A Customer is the most important person in any business.

A Customer is not dependent on us. We are dependent on him.

A Customer is not an interruption of our work. He is the purpose of it.

A Customer does us a favor when he comes in. We are not doing him a favor when he comes in.

A Customer is part of our business – not just an outsider.

A Customer is not just money in the cash register. He is a human being with feelings, and deserves to be treated with respect.

A Customer is a person who comes to us with his needs and wants. It is our job to fulfill them.

A Customer deserves the most courteous attention we can give him. He is the lifeblood of this and every business.

## **Closing Dates**

We initially set closing dates as a “target” based on the best information available to us at the time the contract is signed. Our on-time delivery record is quite good; however, occasionally the date is missed because of weather or other delays beyond our control. The construction status of your house is reviewed each week. In the event your completion date is moved up or back, your salesperson will keep you informed.

Communication is the key to getting the most precise estimate on closing dates as the home nears completion. You should stay in frequent contact with your salesperson as the closing date approaches. There are always many questions about loan approvals, utility connections, inspections, orientation and demonstration of the home and closing.

One of the most frustrating parts of home buying is the loan approval process. Underwriters are notorious for requiring additional information at the last minute. We try hard to prepare you for the information you will need; however, history has taught us it is impossible to anticipate everything the underwriter may deem pertinent to your particular case. Please try to understand if they request additional information or reconfirmation of previously issued information right before closing.

Please refer to the Loan Application you received from your Loan Officer for the amount of money you must have for closing. Any monies over \$5,000 must be wired to the attorney’s office. Also at closing you must have a one year pre-paid homeowner’s insurance policy from the insurance company of your choice.

## **Real Estate Taxes**

New Homeowners need to go to the County Tax Commissioner’s office to file for Homestead Exemptions they may be eligible for. They need to do this between January 2<sup>nd</sup> and March 31<sup>st</sup> of the year following the purchase of their new home.

For the year of Purchase the Real Estate tax bill needs to be forwarded to your Mortgage Company as soon as you receive it. Please put your mortgage account number on the bill to facilitate payment by your Mortgage Company.

## **Changes or Special Work**

We are sometimes asked to make changes in our building plans to meet special requirements of a particular homeowner. Please understand that this is NOT possible. We could not make changes and still provide the high quality and favorable pricing that are the trademarks of our homes. We do allow you to make a variety of personal selections including the floor plan, exterior design, home site, paint colors, cabinets, counter tops, carpet, vinyl, appliances, etc. Check with your salesperson for a list of color selections and options available.

## **Prior to Closing on Your New Home**

### **Quality Control Program**

During the entire construction process, your new home has had periodic inspections by our Construction personnel, as well as Municipal Inspectors, to ensure our high standards are met by our subcontractors. Every feature of your home has been inspected by our unique program, and we

take pride in delivering this quality built home to you. If it does not pass our tough standards, we will not deliver it to you.

### **Notice to Homeowners**

We, the Builder, ask that you not put anything into your home prior to closing. This includes any deliveries or custom additions of any nature. We will not be responsible for any Buyer provided materials or activities during the construction process.

### **Independent Inspectors**

If you elect to have a third party inspector review the home, this inspector MUST complete his inspection prior to the orientation appointment. You should bring the inspector's findings with you to the orientation so it may be included or addressed at the orientation. Outside inspector findings cannot be accepted after the orientation appointment. Any third party inspector must meet the following Qualifications.

The Inspector must, at the time of the inspection: (1) maintain all business licenses required by law; (2) be a full-time professional inspector or professional engineer; (3) if not a professional engineer, be a member of either the American Society of Home Inspectors, Inc., or the Home Inspectors Association for the state in which the Property is located; and (4) have general liability insurance in an amount of at least One Million Dollars (\$1,000,000.00). At the time of the inspection, Buyer shall provide proof to Seller that the Inspector meets these requirements. All inspectors are required to sign in and sign out at the sales office.

Any Home Inspector must evaluate the home solely in accordance with the applicable construction standards defined by the contract and by the building codes in effect on the date of issuance of the permit and not in accordance with other standards. The Inspector should report only structural and code issues and not aesthetic observations. We require that any alleged code violation noted by such Home Inspector be specific, detailed in writing, and with a precise reference to applicable code(s).

### **New Home Orientation**

The Pre-Closing Orientation is your pre-occupancy and acceptance review. The salesperson will contact you to schedule this appointment, and orientation will be conducted by your Builder or Assistant Builder. Please meet your Builder at your new home to begin your review.

Only parties on the title to the property and real estate agents will be permitted as this appointment is to review all of the features and operations of your new home.

Your builder will review with you the purpose and intent of our Pre-Closing Orientation form. At the conclusion of the orientation, you will be asked to sign it, ascertaining your agreement that any adjustments needed are documented on this form.

During this orientation, your Builder will familiarize you with the operation of all fixtures and normal homeowner maintenance procedures, which will help you obtain the maximum performance out of the products in your home. Please be aware that we, as the Builder, will NOT be responsible for any items of a cosmetic nature not noted on this inspection.

These cosmetic items include, but are not limited to: breakage, cracks, chips, scratches, or marks on such items as tile, woodwork, cabinets, mirrors, walls, porcelain, ceramic, glass, plumbing fixtures,

laminare countertops, cultured marble tops, fiberglass products, lighting fixtures, doors or appliances. Therefore, please pay special attention to these details at your orientation, and ensure they are noted on your documents.

Prior to closing, you will have a final orientation to check for completion of the items listed on the Pre-Closing Orientation Form. These items should be completed by the second orientation, with the possible exception of weather related items. You will be asked to sign this form, stating that the listed items have been satisfactorily completed.

*The orientation is a very important part of the closing process. We want you to be satisfied with your new home at this time. ANY and ALL items of a subjective nature MUST be resolved BEFORE closing. Ask your salesperson for assistance if you feel uncomfortable about this request.*

## **After Closing**

### **Property Damage**

With the amount of activity present during the construction phases of a new project, there are undoubtedly problems that will arise. Therefore, we want to take this time to explain what we, the Builder, are responsible for regarding any damages to property, etc.

We, the Builder, are responsible if a contractor is on your property at the direction of the Builder, and damages are incurred. If this should happen, you should notify the Warranty Department immediately (contact number is in the back of this manual). We will need the following information: Date of Occurrence, Name of Subcontractor, Repair/work being performed at time of incident, Workman's Name (if possible).

*NOTE: Final adjustments to Storm Sewers, Drainage Easements, etc., may cause some inconvenience, but are necessary to comply with County and/or State requirements.*

The Builder is NOT responsible if damages are a result of: Unknown Origin, Utility Companies, Cable Companies, Delivery and Service Organizations, County Vehicles and/or Personnel, Any other vehicles and/or personnel on or at the property without the direction of the Builder.

In the event you incur damage to your property by anyone other than a subcontractor who has been authorized by the Builder to be on your property on the date of occurrence, you should contact the responsible party directly and/or contact your Insurance Agent for coverage under your homeowner's policy.

## **Customer Care Program**

This section of your Homeowner Guide provides you with valuable information concerning your new home, and details our, the Builder's, obligation to you in connection with its construction. It lists what we can and what we cannot assume responsibility for under the terms of the warranty document.

All of our new homes are structurally insured by a nationally recognized new home warranty company. You will be provided these documents within 30 days of your closing. This package will

include a booklet which will explain what to do in the event you have structural problems within the first 10 years.

### **How to obtain Needed Customer Care**

All problems with any of your Mechanical Systems (Plumbing, Electrical, Heating, Air Conditioning and Gas) should be referred directly to the appropriate Contractor: **Especially if it is an emergency.** A list of the names and contact information will be found on the list attached near your circuit breaker panel. This allows you the quickest response for these issues.

### **Process for Emergency Service**

As stated, a list of your mechanical systems contractors' contact numbers is attached by your breaker panel. Call them directly with any emergencies (as well as non-emergency issues) within the first 12 months.

A true homeowner emergency means you cannot live in your home until the next business day. The following are examples of qualifying emergencies:

- Water leak that requires the water service to be shut off at the main cut off to avoid damage to the building and/or furnishings. This is defined as a complete Water Outage
  
- Electrical outage is when the entire house has lost power. Please contact your electric company first to see if this problem involves more than just your home.
  
- Complete loss of heat during cold winter weather, after checking the electrical switch and breaker, thermostat, gas meter and gas valve. **Loss of air conditioning is not considered an emergency unless the outside temperature is over ninety degrees (90°).**
  
- Gas Leak or outage. Contact your local gas provider first.

Be prepared to provide the following: your name, name of your community, lot number, street address, contact phone number, the date you closed on your home and a brief description of the emergency.

Please notify the Warranty Department at the start of the next business day of any emergency work which you initiated. We will then update your warranty file to reflect the emergency situation and also take care of any necessary follow-up.

### **Non-Emergency Customer Requests**

All other non-mechanical, non-emergency problems should be sent directly to the Smith Douglas Warranty Dept.

There are several ways to contact Smith Douglas Warranty. You may reach them via the following:

[warranty@smithdouglas.com](mailto:warranty@smithdouglas.com) – This is the preferred contact method.

Phone: 866-743-4757

Fax: 888-427-6569

Within a day or two of receiving your request, a Service Technician will contact you to review your service requests and to determine what action needs to be taken. In some cases, the Service Tech may be able to resolve the problem or we may need to schedule the subcontractor to make the repairs. We will then input your request into our system so that we can monitor and track all service related requests.



Please contact the Warranty Department should any work not be completed to your satisfaction.

### **Customer Care Department Hours**

The office is open Monday through Friday, 8:00am to 5:00pm. We are closed on weekends and holidays.

Normal service calls will be made by our Service Techs and subcontractors at your home Monday through Friday between 8:00am and 5:00pm. We cannot schedule service calls on evenings or weekends.

### **Process for Warranty Requests (1\*3\*11 New Home Service)**

#### **What is the 1\*3\*11 New Home Service?**

The 1\*3\*11 New Home Service provides you with the most personal and efficient means of communicating and addressing warranted items during your first year of home ownership. You have the opportunity to submit a Service Request form at three scheduled times over the course of the year – at one month, three months and eleven months after closing. These submittals are optional. Appointments are scheduled between 8am and 4pm Monday through Friday.

#### ***What is the Process for getting warranty work completed?***

In the back of this book is a New Home Service Request form on which you will list any warranted items that need servicing during your first year of ownership. There may be little things that you experience when you move in that you did not notice before you closed. All warranted items should be recorded on your list. Send the completed list into Warranty to set an appointment. Providing a list at your one, three and eleven month dates allows us to review your needs, evaluate the nature of your requests, and plan ahead to maximize the service appointment. Please verify that all items you have listed are warranted, as explained in this homeowner guide, prior to sending in your list. This avoids uncomfortable situations for both you and our representatives, as they are required to adhere to warranty guidelines.

#### **Will all items be repaired during my new home service appointments?**

Your Service Tech is skilled in maintenance and repairs. By providing a list up front when the appointment date is made, we can prepare to bring the materials and tools needed to take care of some items for you at the time of your appointment. For items that require subcontractors to come out, we will have the Trades schedule those repairs directly with you. The homeowner or a designated adult must be present for all service appointments.



## Limited Warranty Handbook

### Warranty Coverage and Conditions

#### ***Warranty Term***

The Builder's Limited Warranty begins the date of your closing on your new home and ends on the day before the anniversary of your closing date.

#### ***Warranty: What is Covered***

Coverage is warranted to the conditions and standards set forth in the Limited Warranty Handbook; including but not limited to the non-warranted conditions and/or limitations.

#### ***Warranty: What is Not Covered***

The warranty does not cover claims not made in accordance with the terms and conditions of the warranty, claims made by parties who are not covered, claims made after the warranty term has expired and any other claims excluded by this warranty.

#### ***10 Common Requests for Warranty Service that are not covered under your Warranty.***

- 1) **Paint:** You will receive a coupon for a free paint touch-up kit from the local paint store at Home Owner Orientation; just perfect for those minor move-in nicks, scratches, and other cosmetic areas.
- 2) **Caulk:** Shrinkage of caulk occurs. For best results re-caulk interior and exterior regularly, especially wet areas. Maintenance of caulking is a homeowner responsibility.
- 3) **Concrete:** Cracks in concrete (garage, driveway, patio, foundation, sidewalks) are likely to occur. They are usually not an indication of a construction deficiency and will not impair the intended use of the concrete surface. For more details, please see Concrete section.
- 4) **Vinyl Floor:** Vinyl flooring is a soft product that can be easily damaged. Please inspect the vinyl floor carefully at time of walk through.
- 5) **Countertops:** Granite, marble and laminate tops must be protected from sharp objects, heat and abrasives. Some markings may be apparent from the manufacturing process. Do not allow water to stand on countertop seams or edges as damage may occur.

- 6) **Sheetrock (drywall):** As your home settles, nail pops and hairline cracks may form in walls and ceilings, especially corners. This is to be expected and not the result of a construction defect.
- 7) **Drainage & Settlement:** Maintenance of lawn, landscaping, drainage pathways and erosion are homeowner responsibilities. Please look at the established drainage carefully with the Builder at the Home Owner Orientation Walk. Water must be standing for 48 hours before an area is considered to have a drainage issue.
- 8) **Door Hardware Adjustments:** Door handles can loosen. They can be tightened with a screwdriver in seconds. Exterior Locks – tarnishing of the exterior door hardware is common throughout the industry. It is further compounded by environmental pollution.
- 9) **Brick:** Expect bricks to have some mortar stain. Repeated cleaning of brick may damage intended finish. Cracks and chips are common to the product and are not a defect.
- 10) **Floors:** Some floor squeaks may be heard when walking on wood floor systems. This is to be expected and is not an indication of a construction deficiency.

### ***Manufacturer's Warranties***

The Builder assigns you, the homeowner, all warranties for appliances furnished by the manufacturer including: dishwasher, garbage disposal, oven, microwave, etc. The Builder has no obligation under the manufacturer's warranty. The homeowner should file all appropriate registrations with the manufacturer. Only the manufacturers warrant the appliances.

### ***Other Non-Warranted Items***

The Builder does not warrant any of the following:

Damage resulting from acts of nature, including but not limited to: sub-freezing temperatures, snow & ice, floods, lightning, fallen trees, etc. These damages should be referred to the homeowner's home insurance. Damage to any landscaping after closing is considered the responsibility of the Homeowner.

Any damage that is the result of work done by others except Builder Agents.

Any damage to personal property including those accidentally or consequently occurring.

Mold or mildew which occurs with excessive exposure to moisture which cannot be controlled by the Builder. Homeowner is responsible for maintaining normal humidity levels in home.

Collateral damage caused by Homeowner's negligence or failure to control an issue.

NOTE: Failure to include an item in the non-warranted sections or to specifically exclude an item from the warranty does not imply that an item is covered by the limited one year warranty.

## **Appliances**

### ***Product Information***

Any specific product information you require on your new appliances should be obtained by reviewing the individual service manuals provided to you at your New Home Orientation. Fill out and mail the warranty cards as instructed.

### ***Homeowner Hints***

In the event you require service on any of your new appliances, please contact the appliance company directly to arrange for an appointment.

There may be occasions when you are unsure if the problem should be resolved by the appliance company or the installer. In these situations, contact Warranty to determine responsibility. Before calling for service, always try to determine if the problem lies elsewhere. (Example: Check breakers for the electrical appliance, or be sure the gas is on for gas appliances.)

### ***Warranty***

Your appliances are warranted to be free of defects in material and workmanship for one year after closing. Limitations to the Warranty include:

- Visible damage not noted on the New Home Orientation walk.
- Any and all appliances purchased and installed by parties other than a subcontractor of the Builder.

## **Cabinets & Vanities**

### ***Product Information***

The kitchen cabinets and bathroom vanities used in your home are affected by changes in temperature and humidity; therefore, they may contract and expand with weather changes. In the event you do experience shrinkage and/or swelling, it will be more evident in the cabinet and vanity doors.

Natural variations in stain coloring and wood grain are to be expected.

### ***Homeowner Hints***

The cabinets and vanities are factory finished and should be cared for much the same as fine wood furniture. You may enhance and preserve the rich wood grain finish by periodic application of furniture polish.

Scratches, which may result from normal use, can usually be touched up with a wood stain touch-up pen or crayon available at any hardware store. Cabinets and vanity hardware will loosen with repeated use. Periodically tighten the hardware as needed. For warping problems contact Warranty.

### ***Warranty***

Kitchen cabinets and bathroom vanities are warranted to be free of defects in material and workmanship for one year after closing. Limitations to the Warranty include:

- Visible damage not noted on the Home Orientation List.
- Natural variations in color and grain. Repairs may not be an exact match.

## **Carpeting**

### ***Product Information***

All carpeting comes from the mill in standard twelve-foot widths. Every effort is made to limit the number of seams and locate them as unobtrusively as possible. However, seaming is unavoidable. Some grades, brands or colors of carpet may show seams more readily than others. This is not necessarily a reflection of the quality of carpet you have chosen.

After initial installation of the new carpet, you will notice that excess yarn may appear on the carpet surface. This is normal. Do not be concerned, this will dissipate with repeated vacuuming within a few months.

### ***Homeowner Hints***

The following maintenance tips will help keep your carpet remaining beautiful:

Have your carpets professionally cleaned. The frequency of cleaning depends on the type of yarn, color and the traffic the room receives. You should consult a carpet supplier for information on specific types of stains before attempting any type of spot removal. Consult with the carpet manufacturer if you intend to shampoo using water as some advise against this.

Be careful moving heavy furniture. Pushing heavy furniture may stretch and cause “bubbles” to appear.

### ***Warranty***

The carpet in your home is warranted to be free of defects in material and workmanship for one year after closing. Limitations to the Warranty include:

- Spots, discoloration or damage not noted on the Home Orientation List.
- Precise matching of your carpet to the carpet sample, due to varying dye lots, cannot be controlled by the Builder.
- Unavoidable visible seams.
- Any and all carpeting which was purchased and installed by parties other than a Builder Agent.

## **Caulk**

### ***Product Information***

Caulk or foam sealants have been applied to your home around doors, windows, and all exterior penetrations as well as in-between joints. Interior caulk has been applied around trim, tubs, sinks, counter tops, thresholds, etc. Even properly installed caulk will shrink and separate due to settlement, expansion and contraction.

### ***Homeowner Hints***

Maintenance of all caulk joints is the Homeowner's responsibility and is not covered by this warranty. It is recommended that you check the interior and exterior caulking around the house once a year and re-caulk as necessary. The quality of caulk is very important when choosing a brand to maintain your home. Generally, silicone caulks are superior and longer lasting. Be aware that some caulks are not paintable.

### ***Warranty***

Joints and cracks in exterior wall surfaces and around openings shall be properly caulked to exclude the entry of water. Limitations to the Warranty include:

- Visible damage or shrinkage not noted on the Home Orientation List.
- Minor surface cracks, etc. due to shrinkage except when water entry is noted.

## **Ceramic Floor & Wall Tile**

### ***Product Information***

The ceramic tile used in your new home provides a durable and decorative covering for the floors and walls. Cracks in grouting of ceramic tile joints are common due to normal shrinkage conditions. Grout settlement cracks often shows up around tubs and countertops. There are special caulk-like products sold at hardware stores designed to match the grout that you can buy and application is quite simple. Shade and/or color variation is inherent in all fired clay products and grout.

### ***Homeowner Hints***

Abrasive cleaners should not be used to clean tile surfaces as this may result in surface scratches. To remove heavy accumulations of film from glazed tile, you may need a stiff brush and mild cleaner. A special sealer for grout will make it more stain resistant. Staining agents should be mopped up promptly. Care should be taken to avoid damage to the tiles by securing shower rods too tightly on bath walls and/or dropping heavy objects on floor surfaces. Such occurrences can result in cracked and broken tiles. Spike heels WILL damage ceramic, slate and marble floors. Avoid damage by removing shoes.

### ***Warranty***

All ceramic tiles in your home are warranted to be free of defects in material and workmanship for a period of one year after closing. Limitations to the Warranty include:

- Visible damage such as cracks, chips and scratches not noted on the Home Orientation List.
- Color match of grout or ceramic tile which requires repair during the warranty period or damage noted on the Home Orientation List.
- Any and all tile purchased and installed by parties other than a Builder Agent.
- Variations of color, veining and surface textures in marble.

# Concrete

## **Product Information**

Concrete, by the very nature of the material, will crack. With the expansion and contraction of the concrete surface due to temperature changes throughout the year, cracks can occur.

The American Concrete Institute addresses this issue in ACI 302.1-04. *“Application of present technology permits only a reduction in cracking and curling, not elimination. Even with the best floor designs and proper construction, it is unrealistic to expect crack-free and curl-free floors. Consequently, every owner should be advised by both the designer and contractor that it is normal to expect some amount of cracking and curling on every project, and that such occurrence does not necessarily reflect adversely on either the adequacy of the floor’s design or the quality of its construction (Ytterberg 1987; Campbell et al. 1976)”*.

The Builder does provide control joints in some locations in an effort to minimize and control the cracks; however, we have no control over such factors.

## **Homeowner Hints**

As you see minor cracks arise you could apply a thin coat of latex crack sealer to cover the problem.

If a crack allows the entry of water to the inside of your home, please notify the Warranty Department immediately. We will notify you of the type of action needed to correct this situation.

It may take some time for concrete to fully cure (dry out). During this period, it is not unusual to see dark spots appear in the concrete surface (especially during very humid weather). A concrete sealer will make an unpainted concrete floor easier to keep clean. Follow the manufacturer’s directions for cleaning after the sealer has been applied.

## **Warranty**

Concrete foundations and interior flatwork are warranted to be free of defect in materials and workmanship for one year after closing. Limitations to the Warranty include:

- Exterior flat work such as walks, drives, stoops and patios.
- Visible damage not noted on the Home Orientation List
- Any cracking, heaving, shifting, spalling, discoloration, etc., except those conditions which do not meet the “Performance Standards” as detailed below.
- Problems which arise as a direct result of the addition of concrete patios, walks, etc. by parties other than a Builder Agent.
- Any damages incurred by water seepage into basements.
- Standing water on driveways and walkways must stand more than 48 hours.

## **Performance Standards**

Exterior Concrete – Settling of stoops and steps should not exceed 1 inch as related to the house. Structural concrete stoops attached to steps should not have cracks exceeding 1/4 inch.

Interior Concrete – Cracks in concrete floors are not to exceed 1/4 inch width or 1/4 inch in vertical displacement in living areas only. All other others sizes are common and all other areas are not warranted. The slope of a concrete floor in living areas is not to exceed 1/4 inch within 32 inches unless area is designed for drainage.

Basement Walls – Foundation walls should not have cracks exceeding 1/4 in width or seep water. Patching the surface of non-structural cracks is acceptable.

## **Counter Tops (Laminate)**

### ***Product Information***

The laminated counter tops used in your new home are made of durable material which is heat and scratch resistant. However, this material is not heat or scratch proof. Joints in the tops have been sealed by the installer but over time and use, these joints and penetrations need to be re-sealed. Avoid allowing water to stand on these seams or drip over the edge as swelling may occur.

### ***Homeowner Hints***

Do not put hot pots, pans or cigarettes directly on your counter tops, but use trivets or lined hot pads. Cutting or slicing of food directly on the counter top will result in damage to the surface. Always use a cutting board. Do not use abrasive cleaners on counter top. A damp cloth should take up normal residue. Avoid standing water near joints or penetrations.

### ***Warranty***

Counter tops are warranted to free of defects in material and workmanship for one year after closing. Limitations to the Warranty include:

- Visible damage not noted on the Home Orientation List.
- Burn marks and raised surface areas resulting from placing hot pots, pans, cigarettes, etc. on counter tops.
- Swelling at non-maintained joints, penetrations and edges.
- Cuts or scratches in the surface.
- Dull surfaces due to the use of abrasive cleansers.

## **Cultured Marble Vanity Tops**

### ***Product Information***

The cultured marble vanity tops used in your home are much like natural marble and must be cared for properly



### ***Homeowner Hints***

Use only mild liquid cleaning agents to clean marble vanity tops. DO NOT USE any type of abrasive cleanser to clean the surface as these will cause scratching and dulling of the surface. DO NOT place cigarettes or other hot objects on the vanity tops, as the cultured top will stain much like natural marble.

### ***Warranty***

Cultured marble vanity tops are warranted to be free of defects in material and workmanship for one year after closing. Limitations to the Warranty include:

- Visible damage not noted on the Home Orientation List.
- Damage arising from the use of abrasive cleaners.
- Damage arising from placing hot objects on counter top.
- Cracks or chips due to dropping objects on counter top.

## **Decks and Fences**

### ***Product Information***

All front and rear decks and some fences are built out of exterior grade lumber. The very nature of this material is prone to warping, splitting and shrinkage. This is considered normal.

### ***Homeowner Hints***

Due to expansion and contraction as a result of moisture and temperature change, you will need to periodically re-nail areas which become loose. You may want to periodically apply a water sealant to help preserve the material and minimize warpage.

### ***Warranty***

All decks and fences are excluded from warranty coverage unless noted on your Home Orientation list.

## **Doors**

### ***Product Information***

Winter heating may change the moisture content of wood doors, causing temporary warping. Summer humidity may cause doors to stick due to swelling. Interior doors often stick or warp due to various weather conditions. Exterior doors may warp to some degree due to temperature differential between inside and outside surfaces. These are all normal conditions.

### ***Homeowner Hints***

**Sticking:** If the sticking is caused by swelling in damp weather, use a sanding sponge and sand the edge that binds. If uneven alignment is the cause, check to see that hinge screws are tight and holding properly. If the door is still out of alignment, sand or plane the edge that binds. Always

paint or seal areas you have sanded or planed to protect the wood from moisture and prevent further problems.

**Weather Stripping:** To maintain a good seal, occasionally you will need to adjust the weather stripping on your exterior doors. Do this by running a screwdriver firmly up and down the groove in the weather stripping. A well-sealed door should be somewhat hard to open and close. A slight air crack is normal. Sometimes hard wind may cause howling. Adjusting as above will solve the problem.

**Adjustable Thresholds:** Exterior doors are equipped with adjustable thresholds. These are easily adjusted as the seasons and humidity change to maintain a correct seal.

**Painting:** Whenever you paint the house or trim, also paint wood or steel exterior doors. Natural finished doors may require more frequent re-coating.

**Bi-fold or Sliding Doors Stick:** Keep tracks free of dirt and grit. Occasional application of silicone spray will enable doors to slide easily and prolong the life of your doors.

### ***Warranty***

All doors are warranted to be free of defects in material and workmanship for a period of one year after closing. This warranty does not cover repair or replacement of doors where:

- Visible damage was not noted on the Home Orientation List.
- Warping of interior passage and closet doors does not exceed 1/4 inch.
- Warping of exterior doors unless the warping is to the extent they become inoperable or cease to be weather-resistant.

## **Door Hardware**

### ***Product Information***

Quality hardware has been used throughout your home. Lock trim is factory treated with a clear protective coating, to provide both durability and beauty. However, many finishes will gradually tarnish.

### ***Homeowner Hints***

Initial care requires periodic cleaning with mild non-abrasive soap and light buffing with a soft clean cloth.

Normal usage may loosen screws securing the hardware to the door. Periodic checking and tightening is homeowner maintenance and not covered under the warranty.

### ***Warranty***

All hardware is warranted to be free of defects in material and workmanship for one year after closing. Limitations to the Warranty include:

- Visible damage not noted on Home Orientation list.

- Normal usage wear and tear including tarnishing.
- Loosened screws which secure it to the door.

## **Drains**

### ***Product Information***

Each plumbing fixture in your home has a J-shaped pipe designed to provide a water barrier between your home and the odor of sewer gas from entering your house.

### ***Homeowner Hints***

If you seldom use a fixture, turn it on at regular intervals to replace evaporating water and keep the barrier intact. Because of their shape, traps are the point where drains are most likely to become clogged,

**Bathtubs, Sinks and Showers:** If a drain in these fixtures becomes clogged, first use a plunger. Be sure the rubber cup covers the drain and that the water comes well up over the cup edge. Working the plunger up and down 10 or 20 times in succession will build up pressure in the pipe and be more effective than sporadic separated plunges. If the plunger does not solve the problem, use a plumber's snake. Always turn the handle of the snake in the same direction when removing it as you did when inserting it. This will prevent matter attached to the snake from coming loose before the snake is removed. Use a quality drain opening product (Drano, etc.) and be sure to follow the directions.

**Toilets:** Treatment of a stopped-up toilet is the same as above, except for the following. The trap is built into the toilet and is less accessible. Instead of using a snake, you must use a coil spring steel auger. Insert the auger so that the point goes up into the trap. Turning the auger's handle will break up the blockage or catch it so it can be removed.

You can help avoid stopped-up drains by never pouring grease into a drain or toilet.

### ***Warranty***

Drains are warranted to be free of defects in material and workmanship for a period of two years after closing. Limitations to the Warranty include:

- Any drainage system blocked as a result of any foreign matter other than its designed usage.
- Expenses for repairs of a blocked drainage system not caused by a construction defect will be the responsibility of the homeowner.

## **Drywall**

### ***Product Information***

The interior walls of your home have been constructed of gypsum wallboard (drywall). Slight imperfections such as shrinkage, settlement cracks, nail pops and/or seam lines do appear during the drying and settling process of your home. This is a normal condition of drywall construction.

### ***Homeowner Hints***

Most of these type issues will surface after your home has gone through the drying and settling period. This is usually around 12 months. After you have passed your one year period and the house has sufficiently dried, you can use a product called spackle to fill in these areas.

The Builder will return ONCE, during the first year warranty period to repair only cracks exceeding 1/8 inch in width (not length), visible nail pops and seam lines visible from 6 feet under normal lighting conditions. It is to your benefit to wait near the end of your one year warranty period to note these cracks for repair. All nail pops, settlement cracks and visible seams must be marked by the Homeowner before the repairman arrives. Painters tape or post-it notes work well. The homeowner is responsible for sanding all patches and touching up paint.

### ***Warranty***

All drywall in your home is warranted to be free of defects in material and workmanship for a period of one year after closing. Limitations to the Warranty include:

- Visible damage not noted on the Home Orientation List.
- Shrinkage or settlement cracks less than 1/8 inch in width.

## **Electrical System & Fixtures**

### ***Product Information***

The electrical system and fixtures in your home have been installed by a licensed electrical contractor. Each phase of construction has been inspected by the local municipality and has met all applicable requirements and electrical standards in your area.

### ***Homeowner Hints***

Your electrical wiring and appliances are protected by circuit breakers should you inadvertently overload the system. The wiring in your home will accommodate a number of electrical appliances; however, occasionally you may find an outlet or circuit that does not operate properly.

Your home is equipped with ground fault interrupted (GFI) circuit breakers on some kitchen, bathroom, garage and outside receptacles. They are designed to trip with the slightest moisture contact. If you cannot get electricity at one of these receptacles, simply reset the GFI by pressing the reset button.

*NOTE: Ordinarily, small appliances may be added without fear of overloading a circuit; however, large appliances and some small appliances may cause tripping of the circuit.*

The circuit breakers are located in the main electrical panel box. In the event you do not receive power to an outlet, you should first check to see if it is GFI protected as these circuits trip the most often. Next, check the main electrical panel box. Look for a breaker which appears in the "Middle" position. To restore the power, push the breaker to the OFF position first and then back to ON.

Other causes of tripped circuits include: worn cords or defective plug connections, defects within the appliances themselves, or a defective breaker.

If after resetting the circuit breaker it trips off again, you should immediately locate the cause and correct the problem. Until the problem is identified, leave the breaker in the OFF position.

### ***Warranty***

The electrical fixtures and systems in your home are warranted to be free of defects in material and workmanship for one year. Limitations to the Warranty include:

- Any visible damage to fixtures not noted on the Home Orientation walk.
- Any system problems which arise as a direct result of work performed on the system by any party other than a Builder Agent.
- Any system problems which arise as a direct result of the addition of higher wattage lighting fixtures which will overload the circuits.
- Light bulbs/tubes, including door bells with bulb.
- Tarnished fixtures are not warranted.
- Lights may flicker when your HVAC system starts up. This is normal.

## **Fireplaces**

### ***Product Information***

Your home may be equipped with a prefabricated fireplace, and may be equipped with a flue which would require you to open before lighting a fire and then close between uses. You may also have a gas fireplace which is directly vented to the outside.

### ***Homeowner Hints***

If your fireplace is equipped with a flue, be sure it is open before you light a fire. Keep the flue closed when not in use. Always build a fire on andirons or grate and not directly on the floor of the fireplace. Never burn trash or rubbish. Never use kerosene, gasoline or other liquids to start a fire. Store firewood outside as it may harbor insects.

Be careful lighting fireplaces with gas log lighters. Use long matches or an extended lighter to ignite the gas. Open the gas control valve slightly to ignite gas. After gas is burning, open the valve to the desired setting for gas log sets. Turn OFF the gas control valve if natural wood is used, once it is lit.

To avoid gas build up before ignition, always open the flue before igniting the gas starter.

Direct Vent: If your home is equipped with a direct vent gas fireplace it is intended to only use the gas log set. Do not attempt to burn natural wood or any other substances in this fireplace.

### ***Warranty***

The fireplace in your home is warranted to be free of defects in material and workmanship for a period of one year after closing. Limitations to the Warranty include:

- Visible damage not noted on the Home Orientation List.
- Accidental spread of fire due to improper usage, care or maintenance.
- Wind driven rain down flue from entry under cap or chase.
- Damage resulting from installation of aftermarket glass doors.

## **Garbage Disposal**

### ***Product Information***

If your home is equipped with a garbage disposal, it will be a continuous feed. Instructions on the side of the unit will give precise directions for its operation.

### ***Homeowner Hints***

Many homeowners wrongly believe that because their disposal is capable of grinding up most food waste, it is also capable of eliminating grease and other substances they would not otherwise pour down a drain. In fact, you should be equally careful not to clog disposal drains with grease. When grinding greasy substances, be sure to use plenty of COLD water. Always use cold water when the disposal is on. Should the drain become clogged, do NOT put chemicals down the disposal.

Reset Buttons: Most disposals have a reset button that works in much the same way as a circuit breaker. Should the disposal become over loaded with substance obstruction, disrupting the disposals operation, wait about three minutes and push the reset button and turn the switch on. If it still does not start, turn it off again and check to see if you have tripped a circuit breaker.

**Be absolutely sure the circuit breaker is OFF before inserting your hand or any other object to remove material when the disposal is stalled. A disposal wrench is included with the disposal and can be used to free objects that might get trapped inside the unit by manually moving the jaws.**

### ***Warranty***

All garbage disposals are warranted to be free of defects in material and workmanship for a period of one year after closing. Limitations to the Warranty include:

- Visible damage not noted on the Home Orientation List.
- Injury as result of improper use.
- Damage due to foreign objects not designed for disposal including but not limited to: grease, chemicals, bones, utensils, etc.

# **Gutter & Downspout System**

## ***Product Information***

The gutter and downspout system on your new home is made of aluminum or galvanized steel.

## ***Homeowner Hints***

Gutters and downspouts should be kept free of tree limbs, leaves, balls or any other obstruction which will stop the system from functioning properly and which may cause leaks. Even when gutters are unobstructed, it is possible that small amounts of water will stand immediately after a rain.

You should make sure that all downspouts are directed away from the building to eliminate standing water at the foundation. Once a year it is advisable to check for loose attachment as normal expansion and contraction will cause them to work loose.

## ***Warranty***

Gutters and downspouts are warranted to be free of defects in material and workmanship for one year after closing. Limitations to the Warranty include:

- Visible damage not noted on the Home Orientation List.
- Leaks due to build up debris in gutter.
- Standing water in gutters must exceed one inch.

# **Hardwood**

## ***Product Information***

Your new homes may have hardwood floors installed.

## ***Homeowner Hints***

Dirt and dust can be removed simply by sweeping or vacuuming. Sweep or vacuum your floor as often as required to remove loose dirt or grit before it can scratch the surface of the floor. Never clean hardwood floors with water. Do not use any floor cleaner that has been premixed with water or one that must be mixed with water. Water can dull your finish and permanently damage your floor. Wipe up spills as soon as possible before they get sticky or dry and remove dried spills with a slightly damp cloth.

You may want to use outside door mats and an inside area rug to keep dirt and moisture from being tracked in. Do not use rubber, foam back or plastic mats as they may discolor the floor. Spiked heel shoes cause dents and related damage to hardwood floors due to the high compressive force they generate.

Proper humidity levels should be maintained by use of an air conditioner, dehumidifier or by turning on your heating system periodically during the summer months. If damp or rainy weather causes slight expansion in your hardwood floor, the edges or boards may rub together and produce a

squeak. Carefully applied liquid or powdered graphite between the squeaking boards will usually quiet them down.

### ***Warranty***

The hardwood flooring in your home is warranted to be free of defects in material and workmanship for a period of one year after closing. Limitations to the warranty include:

- Visible damage not noted on Home Orientation List.
- Uneven joints resulting in ridges or indentions less than 1/4 inch within 32 inch area.
- Hardwoods damaged by excessive humidity levels.
- Squeaks caused by lumber shrinkage or temperature changes.
- Separation less than 1/4 inch width.
- Not responsible for variations in color, stain or finishes.

## **HVAC (Heating, Ventilation & Air Condition)**

### ***Product Information***

The furnace and central air conditioning system have been installed by a licensed heating contractor. Each phase of construction has been inspected by the local municipality and has met all applicable requirements and heating standards in your area.

### ***Homeowner Hints***

In the event the furnace is not operating or you are not receiving a sufficient amount of heat, you should check:

- Thermostat controls are set properly.
- Circuit Breaker is turned to ON.
- The electric switch that controls the furnace is on. (Note: the switch will be on or near the furnace)
- Gas systems have an electronic ignition; they are not equipped with a pilot light.
- All room registers are opened properly to allow for even flow of heat.
- If the furnace filter should be cleaned or replaced. It is imperative that this be done on a regular basis as indicated in the furnace service manual. A dirty filter can dramatically reduce the efficiency and life span of your system.

By leaving interior doors open, you will find that you have better air circulation throughout your home.



Heat Pumps: Your home may come equipped with a heat pump system rather than a gas furnace. If this is the case understand that heat pumps work differently and produces a lower temperature flow of air at the register than normally found with a gas furnace. The air will not feel 'hot' but is warmer than the air in the room by as much as 20 degrees.

### ***Warranty***

The heating and air conditioning equipment purchased with your new home are warranted to be free of defects in material and workmanship for one year after closing. Limitations to the Warranty include:

- Visible damage not noted on the Home Orientation List.
- Any system problem(s) which arise as a direct result of work performed on the system by parties other than a Builder Agent.
- Any system problem(s) which arise as direct result of improper maintenance or a clogged filter.

### ***Performance Standards***

The ASHRAE standard states that the heating system is capable of producing an inside temperature of 68 degrees during normal winter conditions in the area where your home is located. The measurement is taken from the center of the room and at a height of 5 feet above the floor, except in vaulted areas. It also allows the system to operate up to 72 hours to reach this temperature. Air conditioning is designed to cool a home at least 15 degrees less than the outside temperature. This means that during unseasonably hot or cold weather, the system may not produce the temperature you have set at the thermostat but as long as the temperatures meet these stated tolerances, your system is operating properly.

## **Landscaping**

### ***Product Information***

In building your home the Builder will endeavor to save as many trees as possible. Due to constraints of mandatory building lines, setbacks, sewer and septic requirements, drainage easements and terrain, it is necessary to remove trees and modify the topography of the land. Please do not request additional tree removal after clearing has occurred. Many municipalities have requirements that may not allow for trees to be removed. Exact house placement, driveway size, shape & location, and clearing limits are determined solely by the Builder.

The landscaping and grassy areas will include the front yard, up to 10 feet on each side of the home and up to 25 feet behind the home. The remainder of the site will be left rough graded or in its natural state.

### ***Homeowner Hints***

Your new lawn is strictly a starter lawn and will require a great deal of care by the homeowner to thrive. Plan on spending at least 3 growing seasons working on your yard before you expect it to mature.

Particular care must be taken with areas washed by heavy rains. If these washes are immediately raked smooth, your yard will quickly become established. In low spots you can add sand as a filler over the sod to help with growth.

It is recommended to over-seed fescue lawns each spring and fall. For best results periodic applications of lime and fertilizer are required.

The care of the lawn and landscaping is the homeowner's responsibility and the Builder accepts no liability for lawns, grasses, shrubs and trees nor any other vegetation after closing.

### ***Warranty***

The Builder is responsible for setting proper grade and drainage swales and providing the appropriate landscaping. Limitations to the Warranty include:

- Visible damage including dead sod, etc. not noted on the Home Orientation List.
- Establishment of the lawn.
- Any conditions present which are out of the control of the Builder.
- At the time of closing, the yard will be free of washes or noted on the Home Orientation List. Repairs noted on the Home Orientation List will be corrected when weather permits. It is expressly understood that erosion as a result of rainfall shall be the homeowner's responsibility for the balance of the warranty term. There must be standing water on the lawn for up to 48 hours for there to be an issue with landscaping.
- Sink Holes: Settlement in excess of 5 inches in depth will be filled, seed & strawed or resodded. This work may be completed as equipment is available and weather permits.

## **Masonry (Brick and Stone)**

### ***Product Information***

A high quality masonry product may have been installed on your home.

### ***Homeowner Hints***

Little maintenance is required except routine cleaning with water. To remove stains, a very mild solution of muriatic acid and water is recommended. See specific product labels for directions and warnings.

### ***Warranty***

The masonry work is warranted to be free of defects from materials and workmanship for one year after closing. Limitations to the Warranty include:

- Visible damage not noted on Home Orientation List.
- Cracks greater than 3/8 inch shall be touched up one time during the first year.

## **Overhead Garage Doors**

### ***Product Information***

The overhead garage door on your new home is mounted with rollers and springs for easy operation. Garage doors do NOT seal against the elements and may show some light at the edges. This is not considered a defect.

### ***Homeowner Hints***

The door hardware does require periodic maintenance. You should oil the locking mechanism, pulley and rollers at least twice a year with light oil.

When locking the door, you should step down on the lock plate to line up the locking mechanism to avoid damage to the lock.

### ***Warranty***

All garage door systems are warranted to be free of defect in material and workmanship for one year after closing. Limitations to the Warranty include:

- Visible damage not noted on the Home Orientation List.
- Any problems arising as a direct result of the addition of any equipment to the system by parties other than a Builder Agent including garage door openers, etc.

## **Paint (Exterior)**

### ***Product Information***

High quality paint has been used on the exterior of your home.

### ***Homeowner Hints***

Depending on climatic exposure, some paints will fade more than others, particularly dark colors. Checks, cracks and peeling are quite often caused by climatic conditions rather than the paint or application. Caulk will shrink and separate over time and is considered normal homeowner maintenance. There is no touch up on paint after closing.

### ***Warranty***

Exterior painting is warranted not to peel or deteriorate during the first year of coverage. Limitations to the Warranty include:

- Visible damage not noted on the Home Orientation List.
- Color fastness of exterior stain and paint.
- Variation of stain absorbing by exterior wood.
- Knots holes shrinking, cracking or falling out.

- Tannic acid stains bleeding through any paint or stain project.

## **Paint (Interior)**

### ***Product Information***

High quality paint has been used on the interior of your home. Your home has flat wall paint on the walls and ceilings. The paint used for trim is generally a satin finish for ease of cleaning. You received a coupon for a free paint touch-up kit from the local paint store at Home Owner Orientation; just perfect for those minor move-in nicks, scratches, and other cosmetic touch ups.

### ***Homeowner Hints***

Depending on climatic exposure, some paints will fade, particularly dark colors, more than others. Checks, cracks and peeling are quite often caused by climatic conditions rather than the paint or application. Caulk will shrink and separate over time and is considered normal homeowner maintenance. There is no touch up on paint after closing.

### ***Warranty***

Interior painting is warranted to be free of defects in materials and workmanship for a period of one year after closing. Limitations to the Warranty include:

- Visible damage not noted on the Home Orientation List
- Restoration of painted surfaces to the original surface finish supplied with your home. (If you repaint or paper a wall during your first year warranty period, which is subsequently repaired under warranty, the Builder will NOT assume responsibility for restoring the wallpaper or any special paints the homeowner may have used.)
- Touched-up areas due to any repair are not guaranteed to exactly match the original paint.

## **Plumbing System & Fixtures**

### ***Product Information***

The plumbing system and fixtures in your home have been installed by a licensed plumbing contractor. Each phase of construction has been inspected by the local municipality and has met all applicable requirements and plumbing standards in your area.

### ***Homeowner Hints***

**Toilets:** Water saver toilets do not have the same flushing capability which you may be accustomed to. Never flush hair, grease, lint, diapers, rubbish, etc down the toilet drain. These wastes will clog the drains and sewer lines.

**Toilet Leaks:** If the water chamber seems to be leaking, the dripping may be coming from condensation on the outside of the tank. If this is a problem, you may want to use a cloth tank cover. If water leaks into the bowl through the overflow pipe, try bending the rod that holds the

float so that the float is closer to the bottom of the tank. Flush the toilet, and if it still leaks, you will probably need to have the inlet valve washer replaced.

If the water trickles into the bowl, but is not coming through the overflow pipe, it is coming from the flush ball valve. The rods between the ball valve and the flushing handle may need aligning so that the ball drops straight down after the handle has been pushed. Water will leak through the bowl if the ball valve is worn or if there is dirt or rust on the ball or ball seat. If that is the case, remove dirt and rust. If the ball is worn, turn the water off and replace it with a new one.

**Faucets:** Because they have moving parts, faucets are more likely to require repair from time to time. To maintain your faucets, you will need to check the aerators for clogging if you experience a problem with flow capacity. This attachment to the faucet adds air to the water to reduce splashing and use less water.

**Exterior Faucet:** Be sure to remove garden hoses from the exterior hose bibs and turn the faucet off prior to temperatures falling below 32 degrees. Failure to do so will cause damage as the frozen water in the hose will be forced back into the faucet as it expands. By state law, these frost-proof hose bibs have a back-flow prevention method to avoid foreign matter from entering the fresh water supply.

**Leaks:** Your plumbing pipes should last the life time of the house. If your washing machine, dishwasher or other water appliances seem to be leaking, check the trap to see that the drain is not clogged.

**Noisy Pipes:** Noises in the pipes can be caused by a variety of problems. Most common are a weak washer, a loose faucet part and steam in the hot water pipe. Correct the cause immediately to avoid vibrations created by the noise. A strong vibration can cause fittings to loosen and leak.

**Shut Off Valves:** Every home has a main shut-off valve inside the home, which will cut off the water supply coming into the house. There is also a cut off valve for each outside hose faucet. Due to design of different houses, these are not always in a standard location.

**Water Heaters:** All water heaters have a control mechanism to govern water temperature. Your water heater requires little maintenance to operate efficiently. Most manufactures recommend draining them once a year. Directions are normally on the side of the unit.

**Cold Weather Precautions:** We sometimes experience winter temperatures significantly below freezing in this area. When this occurs, you should take some extra precautions to protect your home from damage caused by frozen water pipes. A little preparation will save you a lot of unnecessary frustration. When the forecast is for severe temperatures, you should do the following:

- Disconnect hoses from exterior faucets and be sure the faucet is turned off completely after bleeding. Turn off the interior valves and “bleed” the faucet of all water after removing the hose.
- Open lower cabinet doors on sinks and vanities on outside and garage walls. This allows the warm air from inside your house to heat these areas.
- Leave a small trickle of cold and hot water running in the faucets overnight.

- Protect valve (meter) box, if necessary.
- When leaving the house for extended periods during extremely cold weather, turn off the water to the house (at the valve box) and bleed the water lines.

**NOTE: It is very important that the valves to your hose faucets be shut off and then drained at the start of freezing weather each year. The Builder is NOT responsible for frozen or broken water lines resulting from neglect of the homeowner not closing the shut-off valves and draining the water to the hose faucets.**

### ***Warranty***

The plumbing fixtures and plumbing systems are warranted to be free of defects in material and workmanship for one year after closing. Limitations to the Warranty include:

- Visible damage to the plumbing system fixtures not noted on the Home Orientation List.
- Any system problems which arise as a direct result of work performed on the system by parties other than a Builder Agent.

## **Roofs**

### ***Product Information***

The Builder uses a fiberglass type shingle with a “seal tab”. These singles are manufactured with a mastic material on the underside of each single. After the initial installation of the roof, the heat generated by the sun then seals the top shingles to the ones below.

### ***Homeowner Hints***

Although periodic inspections of the roof, chimney, caulking around vents, etc. is necessary, do avoid any excessive foot traffic on the roof. Damage to shingles may result.

It is the homeowner’s responsibility to keep valleys clean of the build-up of pine straw, leaves and debris. This can create a dam for the natural flow of water and can result in a roof leak.

### ***Warranty***

Roofing shingles are warranted to be free of defects in material and workmanship for one year after closing. Limitations to the warranty include:

- Visible damage to roofing materials not noted on the Home Orientation List.
- Damages due to winds exceeding 30 mph in velocity.
- Leaks and subsequent damage due to ice build-up on roof.
- Leaks and subsequent damage due to any attachment or installation through the shingles of any structure, etc. installed by parties other than a Builder Agent.
- Leaks and subsequent damage due to valleys not being kept free of debris.

# Siding

## ***Product Information***

One of the following siding products may have been used on your new home: Hardboard or Vinyl.

**Hardboard Siding:** Hardboard siding is a man-made product and is expected to expand and contract. It is a characteristic of the product itself. There are many variables that determine minimum and maximum criteria for expansion and contraction. For example: (a) sunny exposures will dry out more than shady; (b) siding painted a dark color will dry out more than a light one; (c) drought conditions will result in more drying than rainy conditions; (d) excessive moisture in the air may cause expansion and you will experience some slight warping of the material.

**Vinyl Siding:** Vinyl siding is a man-made product and its characteristics are similar to hardboard siding as far as expansion and contraction. The manufacturer of this product does, however, guarantee against rusting, peeling, corroding, flaking, or blistering under normal conditions as long as you own the property.

## ***Homeowner Hints (Hardboard Siding)***

Routinely check and re-caulk the exterior of your home, especially at butt joints and where the siding meets the trim. This will prevent a buildup of moisture which causes excessive expansion and can result in delaminating.

Routinely check and re-nail your siding as the sun and normal expansion and contraction over a period of time will sometimes cause nails to work loose.

It has been recommended that a fresh coat of paint be applied every three to five years. This will help keep the expansion and contraction to a minimum and will prolong the life of the product itself.

## ***Homeowner Hints (Vinyl Siding)***

**Moderate Atmospheric Dirt:** An occasional wash down with a garden hose and soft-bristled brush is recommended.

**Heavy Industrial Atmosphere:** Wash in the same manner as indicated above by replacing clear water with a normal solution of water and household detergent. To minimize streaking, wash from the bottom to the top. Immediately after cleaning, rinse surface thoroughly with a garden hose. Avoid vigorous rubbing to prevent undesirable glossy areas over the finish.

**Mildew Accumulation:** Mildew can collect on surfaces of all types of building products including glass. Normally mildew will appear as black spots. Mildew is easy to remove by using a basic cleaning solution with the addition of sodium hypochlorite (Clorox 5% solution).

**CAUTION:** Stronger concentration of cleaners can cause damage to the vinyl finish. Rinse the surface well with clear water immediately after cleaning. Avoid skin contact or getting solution in eyes. In all cases follow cleaning manufacturer's instructions.

Caulking Compounds, Tar and Similar Substances: Use mineral spirits in reasonable amounts and apply direct to the foreign substance. Immediately after cleaning, rinse thoroughly with water.

Avoid use of abrasive type cleaners and strong solvents. Excessive scrubbing is unnecessary and more harmful than helpful.

### ***Warranty***

All exterior siding is warranted to be free of defects in material and workmanship for one year as specified in accordance with the Warranty Insurance program. Limitations to the Warranty include:

- Visible damage not noted on the Home Orientation List.
- Normal expansion and contraction as specified by the manufacturer of the product.
- Damage arising for improper maintenance of the product.

## **Smoke Detectors**

### ***Product Information***

Smoke detectors have been installed in accordance to your municipality building codes.

### ***Homeowner Hints***

Be aware which kind you have. Most are tied into the electrical system with a battery back-up feature if you lose power.

Keep fans and drafts away from detector as the dust particles may set them off. Run the range hood fan when cooking to avoid heat/smoke setting it off.

Change the battery when it chirps like a bird. This means the battery is low. Excessive dust accumulation can trigger false alarms. If this happens, blowing out the alarm with compressed air may solve the problem.

### ***Warranty***

Smoke detectors are warranted to be free of defects in material and workmanship for one year after closing. Limitations to the Warranty include:

- Visible damage not noted on the Home Orientation List.
- Short-out or burn-out due to lighting or electrical back surge.

## **Stainless Steel Sinks**

### ***Product Information***

Your new home may include a stainless steel sink. This sink should give you years of satisfactory service, but it does require maintenance to enhance its shine and luster



### ***Homeowner Hints***

Rubber Mats: Due to the resiliency of stainless steel, rubber mats are not essential to protect your sink or glassware dishes, and are therefore not recommended. Residual water deposits and food particles trapped underneath rubber mats could cause discoloration.

Discoloration, Pitting and Rust: Can be caused by wet sponges, clothes, cleaning pads and rubber mats left on the sink surface.

Steel Wool Pads: Should never be used to clean your sink. Iron particles imbedded in the grain lines from these pads can cause rust and pitting of the sink surface.

Liquid Soap: Most liquid detergents contain chemical additives which will affect the original shine of the finish if left to dry on your sink. In some instances, full strength residual liquid detergents have caused pitting and staining of the sink surface.

Bleaches: The chlorides in bleaches can react with your stainless steel sink and cause corrosion. They should not come in contact with the surface of the sink for extended periods. If they are used, rinse thoroughly. If clothes are left in the sink to soak, bleaches may cause rusting and pitting at the water line.

Spotting: Water quality can also affect the appearance of your sink. Where hard water or water with high iron content is present, a brown stain may appear, giving the appearance of rust. In areas that contain water with a high concentration of minerals, or over softened water, a white film may appear in the sink. We suggest the sink be towel dried after each use if the condition exists.

### ***Warranty***

The stainless steel sink is warranted to be free of defects in material and workmanship for one year after closing. Limitations to the Warranty include:

- Visible damage not noted on the Home Orientation List

## **Tubs & Shower Bases**

### ***Product Information***

Fiberglass tubs and shower bases may have been installed in your home.

### ***Homeowner Hints***

Never use abrasive cleaners, such as scouring powders or pads, steel wool, scrapers, sandpaper or anything else that could scratch or dull the surface. Use warm water and liquid detergents, especially those recommended for cleaning fiberglass. Apply with clean, soft rags or a sponge and rinse thoroughly.

Avoid hitting it with sharp objects or dropping objects which may chip or crack it.

Caution: When using cleaning materials, make sure to read and follow all package instructions carefully; wear rubber gloves at all times and avoid contact with eyes, skin, clothing, rugs and furnishings. Make sure all residues are rinsed off thoroughly.

### ***Warranty***

All fiberglass tubs and shower bases are warranted to be free defects in material and workmanship for a period of one year after closing. Limitations to the Warranty include:

- Visible damage not noted on New Home Orientation.

## **Ventilated Shelving**

### ***Product Information***

Your new home comes with ventilated shelving.

### ***Homeowner Hints***

Ventilated shelving has many advantages over wood shelving such as durability and strength. However, the ventilated shelving does have limits of strength. The maximum safe load is 75 pounds per linear foot. Do not overload shelves.

### ***Warranty***

The Builder is not responsible for replacing or repairing property damaged due to improper use. Limitations to the Warranty include:

- Visible damage not noted on the Home Orientation List.

## **Vinyl Floor Covering**

### ***Product Information***

The resilient (vinyl) floor covering used in your home is no-wax flooring. You may experience conditions with your new floors such as raised nail heads or seams separating. Raised nail heads are caused by movement of the floor joists due to shrinkage and deflection. The Builder has attempted to minimize this problem by using special nails and gluing the sub-floor to the joists to lessen the number of nails used. Separation at seams is caused by shrinkage or by failure of the adhesive materials in a particular area.

### ***Homeowner Hints***

Asphalt compounds tracked from streets can permanently stain resilient flooring. Placing mats at doors will minimize this. Some rubber backed mats can cause the floor to discolor over time.

Care for resilient flooring daily by removing loose dirt with a broom, dust mop or vacuum. Wipe up spills immediately. If a spot dries, use a damp sponge, cloth or mop. You should occasionally damp

mop floors between cleanings. When floors are dull and cannot be refurbished by mopping, clean them thoroughly with a good detergent.

Use floor protectors on legs of furniture to minimize scratches and indentations. High heels will damage resilient floors.

### ***Warranty***

The resilient floor coverings are warranted to be free of defect in materials and workmanship for one year after closing. Limitations to the Warranty include:

- Visible damage not noted on the Home Orientation List.
- Any damage to the floor due to improper care or use, such as:
  - Improper maintenance; improper use of caustic cleaning agent; failure to use recommended floor protectors and furniture rests; improper rolling casters under furniture and appliances.
  - Any and all floor covering purchased and installed by parties other than a Builder Agent.
  - Discontinued patterns or color variations in floor covering which requires repair/replacement during the warranty period.

## **Windows & Sliding Glass Doors**

### ***Product Information***

The vinyl windows used by the Builder are selected due to energy efficiency rating standards. Windows are a source of heat loss and you may feel cold radiating from a properly installed and functioning window.

### ***Homeowner Hints***

Due to the fact that you live in a modern energy-efficient home, you may experience ice buildup and sweating on windows when you have a combination of cold weather and high humidity. This is a common occurrence, and does not necessarily indicate a defect in the window or its installation. By reducing the humidity level in the house, you will reduce and possibly eliminate this situation. If you are experiencing an extreme ice build-up or sweating problem on your windows, you should definitely investigate your humidity level in the home. Water damage due to over humidification is expressly excluded from your one year warranty coverage.

Keep all window sill channels and sliding glass door tracks free of dirt and particles for proper seal and operation. In the event you feel a draft from your sliding glass door or window(s), make sure to check the track for buildup of dirt before requesting warranty service.

To ensure proper drainage, you should also periodically check the weep holes in windows and doors to see that they are free of any blockage.

If you find that you have an actual draft or water leak, contact Customer Service to investigate and take corrective action, if required. Please note that some drafts are inevitable.

### ***Warranty***

Windows are warranted to be free of defects in material and workmanship for one year after closing. Limitations to the Warranty include:

- Visible damage to glass, screens, etc., not noted on the Home Orientation List
- Damage due to over humidification of the home by the homeowner.
- Cracks in glass due to settlement.
- Cracked caulking around all windows due to shrinkage, settlement, etc.

## **Wood Trim (interior)**

### ***Product Information***

Wood is affected by heat, cold and extreme humidity and therefore may contract or expand with weather changes. As a result, minor shrinkage and swelling is unavoidable.

The primary areas which may be affected include stairs, crown, chair rail, doors, baseboards, handrails, fireplace mantles, and may result in slight cracks around doorways, arches, windows, joints in door casings and nail pops around baseboards. Although it is impossible to completely alleviate the problem, keeping the house at an even temperature is an excellent precautionary measure.

### ***Homeowner Hints***

When cleaning any wood trim, make sure to use only a clean dry dust cloth. Use of water or chemical cleaners may affect some finishes.

### ***Warranty***

All interior wood is warranted to be free of defects in material and workmanship for a period of one year after closing. Limitations to the Warranty include:

- Visible damage not noted on the Home Orientation List.
- Shrinkage or expansion cracks not exceeding 1/4 inch in width.

## **We Thank You**

We started this book by thanking you and we are ending it by saying thank you for purchasing a Smith Douglas home. We are thanking you for putting your faith and trust in our company to construct a true quality home.

As an additional way of showing our appreciation to you, our valued customer, we want to tell you about our Homeowner Referral Program. For more information on how your referrals benefit both of us, contact your sales agent.

We sincerely hope you have found this book to be enjoyable, but most importantly, informative. So if there is anything we have over looked, please let us know. Your opinions are important to us.

Enjoy Your New Home!

## Emergency Phone Number List

Listed below are the companies responsible for supplying you with Emergency Service for your home. For your convenience, we have added space for you to add other common emergency phone numbers.

<i>Trade</i>	<i>Company</i>	<i>Phone Number</i>
Plumber	_____	_____
Electrician	_____	_____
Heating & A/C	_____	_____
Utility - Gas	_____	_____
Utility - Electric	_____	_____
Utility - Water	_____	_____
Doctor	_____	_____
Hospital	_____	_____
Paramedic	_____	_____
Fire	_____	_____
Police	_____	_____
Other	_____	_____

Location of water shut off valves \_\_\_\_\_

Location of gas shut off valve \_\_\_\_\_



QUALITY | INTEGRITY | VALUE

# 1.3.11 - New Home Service Request

Keep this form handy to record any warranted items in your new home that require attention at your next 1\*3\*11 New Home Service appointment. Please refer to your warranty documents to ensure that you only list warranted items.

Date \_\_\_\_\_ Homeowner \_\_\_\_\_

Community \_\_\_\_\_ Lot # \_\_\_\_\_ Closing date \_\_\_\_\_

Address \_\_\_\_\_

Email 1 \_\_\_\_\_ Email 2 \_\_\_\_\_

Phone 1 \_\_\_\_\_ Phone 2 \_\_\_\_\_

The following warranted items are in need of repair or adjustment at my (check one)

- 1 Month     3 Month     11 Month    New Home Service Appointment

***List Items Here:***

***Resolved***

_____	_____
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Email, fax or mail a copy of this form two weeks prior to your month one anniversary and again at your three and eleven month. Appointments are scheduled Monday through Friday, 8am to 4pm.

Smith Douglas Warranty Department  
 110 Village Trail Suite 215  
 Woodstock, GA 30188  
[warranty@smithdouglas.com](mailto:warranty@smithdouglas.com)  
 Phone 866-743-4757 • Fax 888-427-6569

## Acknowledgement of Homeowner Guide & Limited Warranty Handbook

The undersigned has received a copy of the Smith Douglas Communities Homeowner Guide and Limited Warranty Handbook.

The warranty programs and service policies have been reviewed, and the undersigned agrees to abide by their provisions.

The undersigned understands and agrees that the Builder will not be held liable for any conditions beyond those specifically listed in the Limited Warranty Handbook.

Date: \_\_\_\_\_

Homeowner: \_\_\_\_\_

Community: \_\_\_\_\_ Lot: \_\_\_\_\_

Homeowner Address: \_\_\_\_\_

Smith Douglas Communities Representative: \_\_\_\_\_

We understand that, as of the closing date, condition and care of all **landscaping** is my responsibility and is not warranted.

Signed: \_\_\_\_\_

**Grading and swales** have been reviewed with me and I understand my responsibilities under the warranty. Signed: \_\_\_\_\_

Driveway, walks, patios and all other exterior **concrete** is subject to normal aging, weathering and cracking and is not warranted.

Signed: \_\_\_\_\_

If requested, sheetrock screw-pops and settlement cracks will be patched one time during the warranty period but all other **cosmetic** items, including but not limited to any caulking, sanding and painting, are the homeowner's responsibility and are not warranted. A coupon for a paint kit has been made available to you for this purpose.

Signed: \_\_\_\_\_

I have examined all **tubs and showers** for cracks & chips and understand that they are not covered after closing. Signed: \_\_\_\_\_