



Homeowner Manual



Dear Homeowner,

Congratulations on your new home and thank you for choosing Dan Ryan Builders! We will do everything possible to make sure your experience with us is pleasant and that your new home will give you many years of wonderful memories.

Your Dan Ryan Builders Homeowner Manual is designed to assist you and your family with the care and maintenance of your new home. I encourage you to read through it, along with your Quality Builders Warranty guide book. Your Dan Ryan Builders Homeowner Manual will answer many questions and set forth a clear understanding of what is defined as warranty and what is defined as maintenance, which is the homeowner's responsibility. This manual contains suggestions to help maintain your home and keep it in excellent operating condition.

Our commitments to you are as follows:

- First, Dan Ryan Builders has built your new home in accordance with current local building codes and the plans and specifications referenced in your Purchase Agreement. These plans and specifications describe what you have bought and they, together with your signed Purchase Agreement, spell out what we are delivering to you.
- Second, Dan Ryan Builders is providing you with a written warranty backed by the Quality Builders Warranty program. This warranty consists of a contract between the buyer, the seller and the QBW Council wherein all parties agree to be governed by the written standards of the QBW program, and when necessary, by the procedures for the remedy of grievances as spelled out by the QBW program. Please note that QBW literature contains a booklet of standards, which you should examine in order to gain an understanding of acceptable construction tolerances.
- Third, many of the specific products in your home are warranted by their manufacturers, suppliers and trade partners. Please register their products properly and follow the service procedures specified for each of them.

If you have any questions regarding any of the warranty or maintenance information contained in this manual, please contact us! Again, thank you for choosing us to be your builder of choice for creating your new home.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Dan Ryan', is positioned above the typed name.

Dan Ryan
President
Dan Ryan Builders

Homeowner Manual

Table of Contents

Acknowledgement of Receipt of Homeowner Manual	2
Table of Contents	4
Overview	6
What Comes Next?	8
Trade Contractors	8
Substitutions	9
Selection Process	9
Contract Deposits	10
Construction of Your New Home	12
Building Permits	12
Products and Changes	12
Site Visits and Safety	12
Addressing Any Concerns	12
Homeowner Meetings During the Construction Process	13
Pre-Construction Meeting	13
<i>(Pre Construction Meeting Checklist PF-04017)</i>	14
Pre-Drywall Conference	16
<i>(Pre Drywall Conference Checklist PF-04026)</i>	17
Pre-Settlement Demonstration	18
After Closing on Your Home	18
Obtaining Warranty Service	20
After Closing or Post-Closing Service Policy	20
Service Procedures	20
Emergency Service	21
Service Request Procedure	23
Important Information about Your New Home Limited Warranty	24
Dispute Procedures	25
Homeowner Maintenance List	26
Standards and New Home Care (The ABC's of Your Home)	30
Introduction	32
Air Conditioning and Heating Equipment	32
Alarm System (if chosen)	36
Appliances	36
Asphalt Drives	37
Attic Space	37
Brick and Stone	38
Cabinets, Vanities and Countertops	38
Carpeting	39
Caulking	41
Ceramic Tile	41

Homeowner Manual

Table of Contents (Cont'd)

Condensation	42
Countertops	43
Damp-Proofing	44
Decks	45
Doors and Locks	45
Drywall	47
Electrical Systems	48
Fire Sprinklers	51
Fireplaces	51
Floor Systems	52
Flooring	52
Foundations and Concrete	53
Garage Doors	55
Gas and Propane	55
Grading and Water Drainage	56
Gutters and Downspouts	57
Hardwood Flooring	57
Insulation	58
Interior Walls and Ceilings	59
Landscaping	59
Lawns	60
Mirrors and Glass Surfaces	61
Mold and Mildew	61
Paint and Stain	62
Pests and Insects	63
Plumbing System and Fixtures	63
Radon	68
Resilient Flooring	69
Roofing	69
Septic Systems	70
Seed and/or Sod	72
Siding	73
Smoke Detectors and Carbon Monoxide Detectors	74
Sump Pumps	74
Trim (Interior and Wood)	75
Wells	75
Windows and Screens	76
QBW Booklet	

Overview

At Dan Ryan Builders we work to insure that your home is not only of the highest quality, but that your experience along the way is an informative and satisfying one. We feel that sharing our homebuilding experience with you will result in a higher level of satisfaction and also help you protect one of the largest investments you will make. The information provided in this Homeowner Manual is meant to ensure that you have many years of enjoyment and comfort in your new home.

Your Community Sales Manager is always the best point of contact directly after the sale and during the construction of your new home. Once you settle, your best point of contact will be the Warranty Center.

We are a production home builder, not a custom home builder, and we are proud of our heritage as a production home builder. A custom builder charges thousands more for a similarly built home. Some of the benefits of Dan Ryan Builders specializing in production homes are the following:

- ❖ Production home building involves using set building plans each time. By developing and building from our portfolio we are able to provide consistency, quality, and timeliness of completion. We continually work to improve our homes and the home building process.
- ❖ Our Project Managers, with the help of our contractors and suppliers, build our homes consistently and therefore can manage several homes over multiple sites.
- ❖ Our Sales Managers understand our products and services and can better assist you in the purchase of your Dan Ryan Builders home. They understand the features and benefits of each home plan, neighborhood and city in which we build. It is this consistency and attention that you would not receive from a custom home builder.

However, with production home building you must also understand that once we complete the selection process we cannot allow changes. There are many people and processes involved behind the scenes to insure your home is started on time and completed in the timeframe promised. Once the paperwork is completed by you and your Sales Manager, it goes through accounting, purchasing, permits, and back out to construction.

Thank you for purchasing a Dan Ryan Builders home. Now, let's get started...

What Comes Next?

Now that you have signed your purchase agreement and received your Homeowner Manual, the journey of building your new home begins. In order to help you understand the home building process and make it go as smoothly as possible, please refer to this manual often and bring it with you to all meetings. We have put a great deal of work in putting this manual together and we will stand by what is outlined for matters of planning and building your home. First, we must build it on paper (or in our case - in our computer system).

Most people do not understand what goes into building a home. It takes over 35,000 man hours from more than 80 of the best suppliers and contractors in our market. We not only work with subcontractors, but with city or county officials to insure that your home is built to the highest standards in the industry. The construction process can take anywhere from three to four months, depending on the type of home we are building. Please keep in mind that, at times, there are circumstances beyond our control that can affect this schedule.

There is no such thing as a perfect home. We build each home with the utmost quality; however, your home does not come out of a box or from a factory. It is built by men and women in the field under all types of weather conditions; therefore, your home will be unique. We have standardized checks along the way to insure your home is constructed properly throughout the process. Some items may be left “unfixed” until later in the process.

Trade Contractors

In order to maintain the highest possible quality, we subcontract each part of building your home to specialty trades. For example, a trade contractor who specializes in interior trim installs the interior doors, interior handrails and baseboards.

By having each part of your home constructed by specialists in each trade, we are able to provide you with the highest quality. In order to insure the highest possible standard of construction, only Dan Ryan Builders employees and trade contractors are allowed to perform work in your home. If you have any questions or concerns, please bring them to the attention of your Community Sales Manager.

Each contractor follows a set production schedule. It sometimes occurs that one trade completes its work a bit ahead of schedule. The next trade already has an assigned time slot which usually cannot be changed on short notice. The overall construction schedule allows for this and you should expect that there will be days during the construction of your home when it appears “nothing’s happening”.

Similarly, it may appear that no progress is being made while the home awaits one or more inspections. This is part of the normal sequence of the construction schedule and occurs at

some point in every home. We will notify you of most changes, but reserve the right to make them as necessary.

Substitutions

The new home industry and building trades are continually watching for improved methods and better products. In addition, manufacturers sometimes make changes that can impact construction. As a result, we may use methods or materials in your home that differ from those in the model home.

From time to time, city or county agencies adopt new regulations. Such changes are usually made in the interest of safety. We must comply with the codes and requirements that are in effect for each individual area. Therefore, the same floor plan may be constructed slightly different in each of two different jurisdictions.

In all instances, any substitutions of method or product will be of equal or better quality than that shown in our model. Since such substitutions or changes may become necessary due to matters outside of our control, we reserve the right to make them without notification.

Selection Process

One of the most exciting parts of the homebuilding process is selecting the options and final finishes in your home. We have developed this process to make everything go as smoothly as possible.

You will have a short time to select your options. Structural options (which need to be on the building permit application) are the most important and the most critical. You will have 7 days from the contract date to select structural options and locations for additional pre-wires, such as phone and cable.

After the selection of your home's structural options are complete we will assist you with selecting cabinets, countertops, fixtures, flooring and exterior colors. You will have 21 days to make your color selections.

We will provide you with a list of all available options during this time, however, it is your responsibility to review and determine the appropriate selections for your new home.

Colors and Samples

Samples in models or design centers are representative of the materials that will be used in your home. Please understand that variations between samples and the actual materials can, and will, occur.

Items such as wood cabinets and hardwood flooring may have different grain patterns; tile or marble may have a vein running through it. These are natural products and, as such, variations cannot be avoided.

Flooring may also vary due to dye lots, as they may be manufactured at different times.

We may have to change manufacturers or suppliers from time to time. It is also possible that one of your selections may be discontinued. This is part of our industry and, as such, we reserve the right to have you change your selection if a product is discontinued or no longer available.

Once you have completed the selection process you will be asked to sign a Customer Completion Addendum (CCA). The CCA must be completed no later than 21 days after contract ratification to ensure that your home starts on time and we have all information needed to complete construction and deliver your home on schedule. Please understand, after that time no additional changes can be made.

Contract Deposits

Our contract with you may vary by Division and product line. Actual amounts collected are set by community. These represent a small portion of the purchase price and are non-refundable. Please refer to your sales contract for specific language and amounts required. The construction of a home is a large commitment which includes purchasing the building lot, acquiring permits, paying for concrete, lumber and other building materials. By obtaining deposits we are getting your commitment that you will see it through to settlement.

Construction of Your New Home

Building Permits

Depending on the city or county, the building permit process and timing will vary. If you have asked us for custom options, the process of obtaining the permit may be longer than normal as we are required to submit revised plans and specifications. We ask for patience during this timeframe as we get all the necessary paperwork together needed to start your home.

Products and Changes

We have partnered with the finest manufacturers in the industry and work with them to guarantee supply and favorable pricing which we have passed along to you, our customer. Due to supply issues or changes in products by our manufacturers we may have to substitute a product in your home, but only after we have determined it is of the same high quality, and that we can stand behind its performance.

Site Visits and Safety

A home construction site is an exciting place to visit; however, it is a construction site and, as such, can be very dangerous. We value you and your family's safety and because our insurance does not cover homeowners. You are not allowed on a DRB construction site without a DRB Sales or Production employee present. Additionally, should you wish to visit your new home during the construction process please contact your Community Sales Manager or Project Manager ahead of time to schedule an appointment. Please refrain from instructing our vendors and subcontractors, they are under contract with DRB and must receive their instructions from one person, the DRB Project Manager. Please direct any concerns or questions to a DRB employee such as your Sales Manager or Project Manager.

Addressing Any Concerns

There are times when a home under construction does not look its best or an error is made by one of the many people who participate in its construction. You can feel confident that we have systems and personnel in place to ensure that errors are caught and corrected. We remind you that these corrections take place at pre-determined stages of construction, which may be several weeks after the error is made.

We understand your interest in your new home while it is being built and welcome your input. To avoid duplication of efforts or misunderstandings, we ask that you do one of two things:

- Bring your concern up at one of the scheduled orientations (pre-construction, pre-drywall, or pre-settlement), and/or
- Between these meetings, if you feel your concern is urgent please contact your Community Sales Manager.

Homeowner Meetings During the Construction Process

Pre-Construction Meeting

The time has finally arrived to begin construction of your new home. It will most likely be the first time you have met your Project Manager. He/She is responsible for directing the subcontractors and suppliers and will also interact with city/county building officials. It is at this time that we will be able to provide you with an estimated completion month; however, it is far too soon to guarantee a settlement date.

At this meeting your Realtor (if you have one) is welcome to attend but is not required. Please do not bring children, friends or other relatives to this meeting as we need your undivided attention.

Please be sure to bring your copy of the ratified contract and any subsequent change orders. It is easy to forget what selections you had made with so much going on.

This meeting is of particular importance because your Project Manager will be covering many important topics such as your house siting, confirming your selections, options, color schemes, etc. to ensure he/she has a clear understanding of what will be going into your home and to minimize the potential for mistakes. This meeting is held during our normal business hours between 7:30 a.m. and 4:00 p.m., Monday through Friday and will take approximately 1 to 1 ½ hours. Your CSM will call you approximately 1 week prior to the start of construction to schedule your appointment.

Please understand this is not the time to request changes.



Dan Ryan Builders Pre Construction Meeting Checklist

Community: _____ Lot #: _____
Sales Manager: _____ Project Manager: _____
Purchaser: _____ Date: _____
Current Address: _____ Home Phone #: _____
Email Address: _____ Cell Phone #: _____
House Type: _____ Elevation: _____
Plans & Specifications Dated: _____ Review Plans & Specs: _____
Attach Initialed & Dated Copy: _____
Review Re-site: _____
Review Foundation: _____ Walkout Location & Areaway Location: _____
Review House Information Sheet: _____ Review Color Selection: _____
Anticipated Start Month (provided permit is received): _____
Anticipated Completion Month: _____
Signed Estimated Completion Addendum: _____ Circle one: Yes No
Are clarifications / corrections forthcoming? _____ Circle one: Yes No
Clarification / Correction Notes: _____

Introduction

- ___ Greeting/Purpose
___ Review Selections
___ Cabinet Layout
___ Review Pending Change Orders
___ Re-state Change Order Policy
___ Review Low Voltage Placements
___ Review Electrical Plans
___ Point of Contact Procedures

Meetings

- ___ Review Private Home Inspector Policy
___ Review Quality Inspection Progress
___ Review Pre-Drywall Conference
___ Receipt of Check List
___ Review Pre-Settlement Demonstration Progress
___ 2 Hours of Undivided Attention

Safety

- ___ Review Safety Standards
___ Site Access
___ No Children
___ No One in Home with Subcontractors
___ Proper Shoes and Attire
___ Consent to Enter Property (Form PF-04015)

Warranty

- ___ Received Home Care & Service Manual
___ Warranty Standards & QBW Book
___ Maintenance Responsibilities
___ Notification
___ Final Inspection

Time Frames

- ___ Explain Scheduling / Time Frames
___ Lead Time / Durations
___ Variable
___ Key Dates / Milestones

Events

- ___ Schedule of Events
___ Limited Window of Time for Meeting
___ Foundation
___ Lumber & Settlement Cracks
___ Open Windows & Weather
___ Review Site Plan
___ Grading
___ Exterior Concrete
___ Monuments, Easements, Utilities
___ Landscaping
___ Trees / Limits of Disturbance
___ Street Lighting
___ No Change Policy
___ Action Items (page 2)

Product Expectations

- ___ Natural Products
___ Wood Floors, Cabinets, etc.
___ Granite Tops
___ Site Dumpsters are for DRB use only



ACTION ITEMS

Description: _____

Responsibility: _____

Due Date: _____ Completed: _____

Description: _____

Responsibility: _____

Due Date: _____ Completed: _____

Description: _____

Responsibility: _____

Due Date: _____ Completed: _____

Description: _____

Responsibility: _____

Due Date: _____ Completed: _____

Description: _____

Responsibility: _____

Due Date: _____ Completed: _____

Comments: _____

ATTENDEES SIGNATURES

Purchaser: _____ Purchaser: _____

Production Manager: _____

Sales Manager: _____ Date: _____

Copies to Customer, Sales Manager, Project Manager, Division Office

Fax to Office Manager at the Division
Please include any clarifications and/or corrections with fax. Corrections must have PM initials.

Office Use:

Date Received	
Start Package: As Is Updated?	
Enter Pre-Con date in Homebase	
Date to CC:	

Pre-Drywall Conference

This is our second scheduled meeting where you will be able to view your home before we cover it up with drywall. It takes less than an hour and your attendance is encouraged; however, it is not mandatory. At this meeting we will again review your options selected and give you an understanding of the quality which goes into each and every DRB home. At this meeting we can provide you with **tentative** walk and closing dates.

Because of our production schedule and our commitment to you to complete your home in the timeframe promised, we will not be able to give you much advance notice and unfortunately cannot move the date in the construction schedule. If you do not attend, we will continue as scheduled with the construction of your home.

This is a great time to bring up any questions or concerns to your Project Manager regarding the construction process. We will show you the structural components, the HVAC, plumbing and electrical systems. We will confirm that the phones, cable TV or other wiring details are in the proper locations.

Please understand this is not the time to request changes.

Getting Ready for Settlement

As we approach completion of your new home, our Settlement Coordinator will send you your walk-through and settlement dates in writing. Your Project Manger may communicate dates early on; however, the official dates will be determined by our Settlement Coordinator roughly 2 weeks prior to your walk-through date.

You will also be provided with the contact information for utilities and local services at this time.



**DAN
RYAN
BUILDERS**

Dan Ryan Builders Pre Drywall Conference Checklist

Community: _____ Lot #: _____

Purchaser: _____ Date: _____

- _____ Describe the purpose of the Conference
- _____ Review Selections
- _____ Review Previously Approved Change Orders
- _____ Inspect TV/Phone and Other Outlet Locations
- _____ Inspect Location and Correctness of Optional Features
- _____ Inspect Walls in Critical areas (Kitchen / Bath)
- _____ Review Framing Checklist (touch on the high points/explain what a frame check is)
- _____ Show Customer Evidence of Quality Workmanship
- _____ Review Site Plan Issues
- _____ Discuss Particular Expectations
- _____ Concrete Cracks
- _____ Open Windows and Weather
- _____ Drywall Imperfections
- _____ Lumber Shrinkage
- _____ Caulking Separations
- _____ Grading / Settlement
- _____ Lawn Maintenance
- _____ Discuss Locked House Policy
- _____ Review Consent to Enter Property Check Form

Issues to Address and/or Resolve

ATTENDEES SIGNATURES

Purchaser: _____ Purchaser: _____

Dan Ryan Builders Team Member: _____ Date: _____

Work Complete
Dan Ryan Builders Team Member: _____ Date: _____

Fax to Office Manager at the Division

Office Use:

Date Received	
Enter Pre Drywall in Homebase	

Pre-Settlement Demonstration

This is probably the most exciting meeting during the construction of your new home. Today the home is complete; it is the culmination of 80 plus contractors and suppliers' hard work and more than 35,000 man hours coming to a close. It is at this meeting that we will review the use and care of your new home. We will explain in detail how to effectively use your home, your maintenance responsibilities, and the warranty process moving forward. This meeting will take approximately 2 hours and will be scheduled during our normal Production hours between 7:30 a.m. and 4:00 p.m., Monday through Friday.

A member of the production staff who built your new home will inspect the home with you prior to settlement. If you observe any details needing attention, the Project Manager will note it on the walk-through form. At this time we will also examine the home for cosmetic damage. Please be aware that after the walk-through, cosmetic items are not covered by Dan Ryan Builders. The same Project Manager will be responsible for completing any adjustments noted during your demonstration within ten (10) days following the demonstration, with the potential exception of weather related items, items requiring materials to be ordered and seasonal items such as landscaping. Once the list is complete you will be asked to sign off, acknowledging that all items have been completed to your satisfaction. NOTE: Your signed acceptance does not relieve Dan Ryan Builders of responsibility if any of the adjustments should prove inadequate. Your signature simply acknowledges that the Project Manager's work has been completed. Dan Ryan Builders will re-adjust any warrantable repair that proves ineffective. At this time you will also be given a folder with all applicable manufacturer's warranties and care and maintenance instructions for future reference. We will also review with you the emergency contact numbers.

We will make every effort to complete the walk-through list prior to closing; however, we cannot guarantee this. If your home is complete, as evidenced by the Use and Occupancy permit issued by the local jurisdiction, you still need to go to settlement. At times we are forced to return to your home after closing to complete longer lead time items.

If you have a Realtor, they are welcome to attend; however, we would like your undivided attention. Please make alternative arrangements to leave children, friends and family at home. If you have a home inspector, their appointment should take place before the Pre-Settlement Demonstration in order to give our Project Manager a chance to review their list. Any agreed upon items from the home inspector's list must appear on our form. No side lists will be honored.

After Closing on Your Home

Once you have closed on your new home, it is our goal to provide you with prompt, courteous and effective Warranty service.

The following section will outline our commitment to Warranty and Service.

Obtaining Warranty Service

After Closing or Post-Closing Service Policy

It is Dan Ryan Builders' policy to consistently provide courteous and effective warranty service during the term of the warranty on a timely basis (weather and labor conditions permitting) for all warrantable (non-maintenance) items as defined by the provisions of the Quality Builders Warranty (QBW) Contract and Approved Standards that you received prior to closing on your home.

Dan Ryan Builders' service policy is administered according to the following procedural outline. More detailed information may be located later in the appropriate section(s) of your "**Homeowner Manual.**" Please refer to the Table of Contents for assistance in locating the information you require or call the *Service Request Line* if you need further assistance.

Please refrain from directly contacting the Project Manager or Sales Manager for service related items. For your protection, please contact the *Service Request Line* so the warrantable item can be documented with a service ticket. Service requests are assigned a number and tracked to completeness. Our employees in the field do not have the ability to write service tickets.

Dan Ryan Builders Customer Service Request Phone Numbers:

Charleston, SC Division: 1-843-820-2506
Morgantown, WV Division: 1-866-423-5676
Washington Division: 1-866-271-9897
Raleigh, NC Division: 1-800-514-7133

Service Procedures

After You Move In

After you move into your new home, you may occasionally find problems that affect the function or safety of your home. If this occurs, please follow the service request procedure listed below. For Emergency service please see the following section on "Emergencies." Problems which are cosmetic in nature and do not effect the function of your home will be addressed at your 120-Day Walk-through.

120-Day Walk-Through

The 120-Day Walk-through is provided to take care of any non-emergency warranty items that develop after your settlement. Between your settlement and your 120-Day Walk-through, please keep a written list of items you wish to have addressed at your 120-Day Walk-through so that all non-emergency items can be addressed at one time. For your convenience, we have

included a page at the back of this manual for that purpose. Your Project Manager or Superintendent will schedule this walk-through about 120 days after your settlement date. As with your Pre-Settlement Demonstration, your Project Manager or Superintendent will be responsible for completing any adjustments noted during your demonstration within ten (10) days following the demonstration, weather and material availability permitting and excepting seasonal items such as landscaping. When the work, except seasonal items, is complete, you will be asked to acknowledge acceptance of the work by signing the space provided on the 120-Day Walk-through form. NOTE: Your signed acceptance does not relieve Dan Ryan Builders of responsibility if any of the adjustments should prove inadequate. Your signature simply acknowledges that the supervisor's work has been completed. Dan Ryan Builders will re-adjust any warrantable repair that proves ineffective.

The 120-Day Post-Settlement Walk is the only time we will contact you to schedule service. Your one year warranty covers you for 365 days after settlement; however, you will need to contact us at our service request line moving forward. You will receive a survey around this time. It is important that you help us improve by returning it to us.

Seasonal Items

Often during the winter months we are unable to do finish work on the exterior of your home. This can happen during the timeframe of November 1st through May 1st. These winter completion items include, but may not be limited to, exterior painting, driveways, concrete work, grading, seeding/sod and landscaping. Dan Ryan Builders will not escrow monies for the winter work items but will commit to you that in the spring, as weather and work crew staffing permit, we will work to get the items completed as quickly as possible.

Winter Work in Northern Divisions

One of the most frustrating aspects of getting winter items complete in the spring is the high volume of work and the fact that the contractors will get backed up. We will ask you to remain patient while we get to the homes settled done first, but may also have to put a production home ahead of yours. After May 1st many jurisdictions will not grant U&O's on homes without grading and stabilization. It does not happen often, but it does happen. Another reminder, even if the sun is shining today, the lot needs to dry out for two days minimum after a rain in order to get machinery on it. Please be patient as we do not get many consecutively dry days in the spring.

Emergency Service

Before you call the ***Service Request Line*** to report an emergency, please evaluate the problem conditions carefully in conjunction with the Guidelines for Emergency Service detailed in the following section. Unnecessary calls may interfere with more critical calls or result in a charge to you for service. Immediately following the Guidelines for Emergency Service is the Emergency Service Request Procedure.

Guidelines for Emergency Service

Electrical

An emergency condition exists when any part of the electrical system in your home is not functioning properly except when one of the following three conditions exists:

- a. Circuit Breakers are not in the full "ON" position.
- b. Appliances are not operating properly (call for appliance service during normal business hours).
- c. Power outage outside your home.

Plumbing

An emergency condition exists only when one of the following conditions exists:

- a. No water supply is available. As long as you have fresh water at some point inside your home, an emergency does not exist and corrective action will be taken during normal business hours.
- b. If you have water flowing into the home from a broken or backed up pipe.
- c. All toilets in the home are stopped up. If this condition results from improper use by the homeowner, a charge will normally be made for the emergency service call.
- d. The homeowner is also responsible for applicable charges when calls made to subcontractors for repairs are caused by homeowner neglect (i.e. clogged toilets).

Heating and Air Conditioning

An emergency condition exists in the following cases:

- a. **Heating** - when heat is lost due to malfunction in the air handler or furnace (not in the heat pump, since the furnace will heat the house until a serviceman can respond during normal business hours if the heat pump itself malfunctions), and when the outside temperature is 30 degrees Fahrenheit and falling. All service calls placed after normal business hours and before midnight will be taken care of as soon as possible. Calls placed after midnight will be handled during the following morning.
- b. **Cooling** - All calls will be handled during normal business hours. Cooling failures do not constitute an emergency condition unless a health problem requires conditioned air in the home. It is a good idea to own a window A/C unit and keep it stored in case you need it in the future; should a prolonged A/C outage occur.

Emergency Service Request Procedure

1. **Contact the applicable subcontractor** from the list of subcontractors given to you in your settlement package. You should also have the Emergency Contact List already taped to the inside of your cabinet door.
2. Contact the Dan Ryan Builders ***Service Request Line*** (see the list below) so that we can monitor the progress of your service request.

NOTE: If you call a Contractor to your home outside of normal business hours for a non-emergency service item, you may be requested to pay the contractor's representative the applicable charges for the call before the work is begun.

Dan Ryan Builders Customer Service Request Phone Numbers:

Charleston, SC Division: 1-843-820-2506
Morgantown, WV Division: 1-866-423-5676
Washington Division: 1-866-271-9897
Raleigh, NC Division: 1-800-514-7133

Service Request Procedure

1. Please review your Homeowner Manual section and your QBW Warranty Agreement before making a service request.
2. Call the ***Service Request Line*** (see above). Service requests must be received through the Service Request Line in order to receive appropriate and prompt attention. Service calls are not accepted directly through the Sales, Corporate or Production staff. The calls are logged into our database so service tickets can be generated and tracked to completion. Although your call is accepted on this line 24 hours a day, the messages are attended to Monday through Friday, 8:00 am to 5:00 pm, excluding holidays. When leaving a message it is important that you state all pertinent information including your name, lot number, settlement date and both home and work phone numbers, along with your service request. **THIS IS NOT AN EMERGENCY LINE!** For any emergencies, please refer to your *Emergency Subcontractor Contact List* provided for you at the walk-through.
3. Service Requests will be processed by office personnel and will be assigned to the appropriate Project Manager or Superintendent.
4. Your Project Manager, Warranty Manager or Superintendent will contact you to evaluate the service request and determine the scope of service required.
5. Service repairs are made Monday through Friday, 8:00 a.m. to 5:00 p.m., except for emergency service.

6. Our policy is to complete all service requests within ten (10) days, whenever possible. In order for Dan Ryan Builders to provide service for your home we must be able to access your home during normal business hours Monday through Friday, 8:00 a.m. to 5:00 p.m. The Project Manager, Warranty Manager or Superintendent (or appropriate subcontractor) will contact you to schedule a time when service can be completed.
7. Upon completion of the Service Request, you will be asked to sign the service request to acknowledge the completion of the service. Your signed acceptance does not relieve Dan Ryan Builders of responsibility if any of the adjustments should prove inadequate. Your signature simply acknowledges that the supervisor's work has been completed. Dan Ryan Builders will re-adjust any warrantable repair that proves ineffective.

Important Information about Your New Home Limited Warranty

Dan Ryan Builders provides you with a one year Dan Ryan Builder's workmanship warranty in conjunction with, and backed by, the QBW 10-Year Limited Warranty. An important feature of your new home and a feature, which may have assisted you in making the decision to buy your new home, is the QBW 10-Year Limited Warranty Protection Plan. In order to ensure maximum enjoyment of your new home, it is important that you read and fully understand the terms and conditions of the QBW 10-Year Limited Warranty Protection Plan. Dan Ryan Builders would like to take this opportunity before you settle on your new home to point out certain key features in your new home warranty coverage.

First, you are, or have completed, a thorough examination of your new home with the Dan Ryan Builders Project Manager and/or Superintendant who built your new home. Items, such as cracked glass, scratches in counter tops, scratched or chipped plumbing fixtures, marked flooring, marks on any paint surface, must be noted at the time of your pre-settlement walk-through demonstration. After the demonstration, Dan Ryan Builders will not be responsible for cosmetic defects found on these types of surfaces. In an effort to ensure that you properly note all surface defects in your new home prior to settlement, Dan Ryan Builders has specifically outlined many of these areas on your Pre-Settlement Demonstration sheet. Only items noted on the Pre-Settlement form will be honored; no side lists will be honored.

Secondly, the provisions of your new QBW Limited Warranty Protection Plan are clearly detailed in the QBW information that you received when you signed your contract. You will also receive a copy of the QBW Limited Warranty Agreement at your pre construction meeting. It should be noted that Dan Ryan Builders and QBW assume no responsibility for any incident or consequential damage caused by a defect in material or workmanship covered by the warranty.

Finally, the provisions of your new QBW Limited Warranty do not apply to any part or parts of your new home that has been subjected to misuse, negligence, accidental damage, or lack of preventative maintenance by the homeowner. Items that have been repaired or altered in any way by the homeowners (or the homeowner's personal contractor) that, in the judgment of the

builder, adversely affect its performance are not covered by your warranty. Dan Ryan Builders does not warrant against normal deterioration, wear and tear, or exposure.

Dispute Procedures

At Dan Ryan Builders, our goal is to give each homeowner the most dependable, courteous service possible and to be responsive to all your service needs. Although all of us at Dan Ryan Builders are trying hard to achieve this goal, there may be times when you have questions or problems with your warranty service. If you ever need help, here are the steps we suggest that you take to obtain assistance:

1. To begin with, we have tried to anticipate most of your questions and, accordingly, have provided a significant amount of information for you in the "**Homeowner Manual**" which you received during your Pre-Construction Meeting. We suggest that you read through this information when a question about service arises. More often than not, you will find the answer to your question in this manual or in your Quality Builders Warranty book.
3. At this stage, hopefully, your questions have been answered. However, if you are not satisfied that the service provided to you is in compliance with the policies and procedures outlined in this book and the Quality Builders Warranty Agreement, the next step is to document your concern in writing to the President of the Division office which built your home. The President is available, if necessary, to help you solve your service problems as quickly and pleasantly as possible. Write to:

Division President Charleston Division 7301 Rivers Avenue, Suite 250 N. Charleston, SC 29406	Division President Morgantown Division 11 Rousch Drive Westover, WV 26501	Division President Washington Division 60 Thomas Johnson Dr. Frederick, MD 21702	Division President Raleigh Division 8801 Fast Park Drive, Suite 117 Raleigh, NC 27617
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3. Finally, if you are still not satisfied with the answer(s) provided by the Division Office please contact the Vice-President of Production at the Dan Ryan Builders, Corporate Office, 60 Thomas Johnson Drive, Frederick, MD 21702. In addition, we suggest that you thoroughly review your QBW Warranty Standards booklet to clarify further the applicability of these standards to your specific warranty question(s). You may also wish to consult with a QBW representative to determine if further investigation is warranted. Please refer to your QBW warranty booklet for these instructions. Please also bear in mind that your satisfaction, within the limits of the QBW warranty program requirements, is our primary concern. We firmly believe that all your reasonable warranty service requests can, and will, be best handled by the community teams within the division office where you purchased your home.

We hope you will never have to use these dispute procedures. But, if questions about your warranty service should arise, we hope the information contained in this manual will provide you with the means of obtaining satisfaction in all your dealings with us.

Homeowner Maintenance List

This list is furnished to assist new homeowners in recognizing those types of maintenance activities that are not warranted and should be handled by the homeowner in order to properly protect his/her new home. The list below is not intended to be a comprehensive list of all normal homeowner maintenance requirements.

1. Watering your lawn and landscaping.
2. Replacing faucet washers beyond thirty (30) days after settlement.
3. Cleaning sump or ejector pump and crocks (where applicable). Please do not allow a water softener discharge to be piped to your sump. It will prematurely wear out your sump pump and the salt water will kill your grass.
4. Checking circuit breakers.
5. Changing light bulbs or fluorescent tubes.
6. Repair or replacement of threshold or weather stripping.
7. Repair of glass or glazing.
8. Water sealing of any pressure treated decks.
9. Lawn maintenance including fertilization, raking, and re-seeding bare spots and erosion.
10. If your home has a septic system with a filter, the filter must be pulled and cleaned every 4 to 6 months.
11. Clogged toilets or drains after one (1) month of occupancy.
12. Damaged concrete or asphalt due to the use of salt, de-icers, or gas or oil leaks.
13. Sealing of asphalt or concrete driveways
14. Grout or caulking around tubs, sinks or vanities.
15. Normal concrete cracks (cracks that do not leak).
16. Furnace filter changes or cleaning of coils.
17. Flushing hot water heater.

18. Condensation and icing during cold periods.
19. Turn off water supply to outside hose bib(s) in cold weather and bleed the water from the hose bib to prevent freezing. Disconnect all garden hoses.
20. Any repair or material failure (such as roof or siding leak caused by antennae installation) caused by homeowner alterations.
21. Control of erosion from discharges from downspouts or sump pumps.
22. Garbage disposal jams from misuse.
23. Removing foreign objects from gutters and downspouts. Rain gutter overflows against foundation walls will erode grading adjacent to the foundation and may cause basement leaks.
24. Re-caulking of interior or exterior joints (interior trim and countertops) due to normal wear.
25. Adjusting bi-fold door units.
26. Repair or minor cracking of wall surfaces, trim, etc. due to normal settlement or normal material shrinkage.
27. Repair of nail pops.
28. All grading (except major re-grading) around the house foundation resulting from normal consolidation of backfilled soils. Excessive settlement around the home will be done one time during the first year of the Warranty.

To complete this homeowner maintenance list, we suggest that you assemble a simple toolbox to keep in your home:

- Adjustable wrench
- Standard pliers
- Screwdrivers (small, medium, large, and Philips head)
- Basic hammer
- Hand saw
- Assorted brads, nails and screws
- Duct and electrical tape
- Quality interior and exterior caulk and caulk gun
- Assorted sizes of paint brushes
- Sandpaper (medium and fine grit)
- Shop vac

Dan Ryan Builders

Standards and New Home Care

Introduction

We have worked hard to build your home to high standards of quality. Here are some things that you can do to make your new home last for many years. Before calling for service, please read the appropriate section. This will help you understand and better articulate the problem, and help to avoid any misunderstanding.

Air Conditioning and Heating Equipment

General

The air conditioning and heating equipment was installed by the HVAC (Heating, Ventilating and Air Conditioning) contractor. Your heating and air conditioning system is warranted for one (1) year against manufacturing and installation defects with some components covered longer under the manufacturer's warranty. Monthly utility charges for the operation of the heating or air conditioning system are the homeowner's responsibility. Your utility charges will depend on your usage of the system. Neither Dan Ryan Builders nor the manufacturer can be responsible for increased utility costs resulting from a malfunction of either the heating or cooling system. If the malfunction is covered by the manufacturer's warranty, the manufacturer, through the installing subcontractor, will make the required repairs in accordance with the terms and provisions of the manufacturer's warranty. Any unauthorized work performed on heating or cooling equipment by persons other than the original installer voids any warranty obligation by the installer, builder, or manufacturer.

Your new heating and air conditioning system is controlled by the thermostat. The thermostat has been carefully located so it is not influenced by drafts of air and sudden temperature variances that occur near doors and windows. For efficient operation, set your thermostat at the desired temperature level and leave it there day and night. Avoid changing the setting or turning the system on and off as this causes the system to overwork to return the temperature and humidity in your home to the desired comfort level.

The dampers are the most efficient way to adjust airflow throughout your house. They are located in the ductwork above the indoor unit. The registers are the primary means of regulating airflow (and therefore effect temperature) in individual rooms throughout the house. There are two kinds of registers: air outlet (supply) registers and air intake (return) registers. All registers should be kept unobstructed by furniture or other objects at all times. It is a good practice to occasionally vacuum both supply and return registers to insure that they remain free of lint and dust accumulations which can interfere with the flow of air to and from your system, decreasing its efficiency and increasing the operating cost.

Industry Standards

Please refer to the Indoor Climate Control/Heating and Cooling section of the QBW book for heating and cooling standards. It addresses items such as air flow, heating or cooling variations and distribution.

Heating

Your new home is equipped with a modern, forced-air heating system that includes a heat pump or, in some locations, a gas furnace. The system is designed to maintain a normal living temperature if it is operated and maintained properly. Your new heating system will automatically turn on if the room temperature drops below the setting of the thermostat. For best results, your windows and particularly the sliding glass door should be covered by lined or insulated draperies during the cold months of the year. Your drapes will also help keep out the sun's rays in the summer when your air conditioner is operating.

Heat Pump Systems - Your heating system is guaranteed by the manufacturer for one year from the date of settlement. Please read the manufacturer's operating instructions immediately.

The following suggestions may help if you encounter difficulties with your heating system:

1. Before calling for service, check your circuit breaker to be certain that it is the full "ON" position.
2. If a variance in room temperature occurs, adjusting the dampers located in the ductwork above the interior unit may help balance the air temperature. Check to be certain that all room registers are open and unobstructed by furniture.
3. In many instances, insufficient heat is caused by a dirty filter in the furnace. Filters should be cleaned or replaced every month. Do not remove the filter without replacing it immediately.
4. Filters should be cleaned or replaced during your first month of occupancy since substantial amounts of dust will normally accumulate as a result of construction activities that took place just prior to your move-in. After that they should be replaced every 30 to 60 days.
5. After a snowstorm, clear away accumulations of snow or ice from around the outdoor unit.
6. Have your heating system inspected and cleaned at least once a year by a professional service company. We recommend you take advantage of service contracts if available. Your heating system should be serviced each fall, and your A/C should be serviced each spring (before it gets hot and the contractors get rushed).

Additional Heat Pump Information

Supplementary Heat - Your heat pump is equipped with a supplementary heater that is activated for a short time during severe winter weather. This supplementary heater should be used as little as possible, since it consumes more electricity than the heat pump does. When resistance heating is supplementing your heat pump's operation, the blue/green light on the thermostat will be illuminated. If the light is on for an extended period of time, call for service.

Defrosting - Under conditions of high humidity during the winter, the heat pump may accumulate ice on the sides of the exterior coil unit. When the ice covers 80% of the surface, the defrost cycle is activated. During defrost; the heat pump temporarily goes into the cooling cycle, heating up the outdoor coil to melt the ice. The outdoor fan is stopped. A large quantity of steam may be observed. The defrost cycle lasts about five minutes and it occurs on the average of twice each day when weather conditions are appropriate. In order to prevent the ducts from blowing cold air during the defrost cycle; your supplementary heat is automatically activated.

Please Remember - The heat pump system provides a low level of heat, sometimes below 90 degrees Fahrenheit. As a result, this heat output may feel cool to your hand (which is 98.6 degrees Fahrenheit). This "cool" heat is normal. As long as your thermostat registers within 3-4 degrees of the setting, your system is working properly. Please refer to the manufacturer's information booklet or call us for further information.

Gas Furnace - Your new home may be equipped with a gas furnace to serve as your primary source of heat. If you have a gas furnace, the following information will be helpful in understanding the performance and maintenance of your furnace.

Performance: Your gas furnace is designed to provide warm air heating with outlet air temperatures ranging from 110 to 125 degrees Fahrenheit. With air temperatures in this range, your home will heat up very rapidly. Outdoor temperatures and thermostat settings will affect actual run time of your furnace, but comfort will never be sacrificed.

If you have no heat:

1. Make sure thermostat is set correctly.
2. Make sure circuit breaker for furnace is not tripped or "off."
3. Make sure that switch on side of furnace is "on" or up.
4. Make sure that door panel on bottom of furnace is properly in place and make sure it is tight.
5. Make sure gas and/or electric bill is current to rule out discontinued service.
6. Make sure air filter is clean.

Maintenance:

1. Clean or replace filter every 30 days.
2. Have furnace cleaned and inspected yearly before each heating season.

Air Conditioning

Your new system also provides central air conditioning for your new home. The main part of the cooling system is the compressor, guaranteed by the manufacturer, excluding labor, for five (5) years. Please take time to read carefully the manufacturer's operating instructions, warranties and other papers accompanying the air conditioning equipment.

The air conditioning or cooling system in your new home will be ready to operate when you move in. Your air conditioning system consists of a cooling unit (condenser), compressor, coil, air handler (including filter), thermostat, ductwork and registers.

Condensate Lines – Condensate lines are the pipes which direct condensation away from your HVAC system. They are typically white plastic pipes and may become clogged at times. These sometimes have a trap and debris and dust may clog them over time, which may cause your HVAC system to shut down or leak on the floor. Clearing clogged lines are a homeowner maintenance responsibility. To clear lines, use a pipe cleaner or narrow brush to clean the trap. If you have a two system home (a 2nd unit in the attic) it is extremely important that you periodically check the pan for blockage. We will provide unobstructed lines at the time of occupancy.

Just as your heating system air filter will need to be periodically cleaned during the heating season, the same filter will need to be cleaned or replaced during the cooling season. We recommend checking your filter every month and cleaning or replacing it as required.

While the thermostat, registers, and filters are the keys to the efficient operation of your cooling system, there are a number of other measures you may take to insure that you get the most for your utility dollar.

Always keep exterior doors and windows closed tightly when not in use. Use of draperies (especially insulated ones) will do much to reduce your operating costs. Keep blinds/drapes closed on hot days to minimize indoor heat. Throughout the day, the sun has been heating not only the air in the home, but walls, flooring and furniture.

Keep the outdoor portion of your cooling system free from obstructions that may prevent the flow of air to and from the unit. Do not allow grass or leaves to collect around the lower portion of the unit. Be careful when mowing not to discharge the mower toward the unit.

Like your heating system, the cooling system should be inspected and cleaned at least once a year by a professional serviceman. Refer to your instruction manual for more details.

If for any reason your system should fail to operate, check the circuit breakers to be sure they are all set in the full "ON" position. If necessary, re-set the breaker. If the breaker should kick back out a second time, call your Heating and Air Conditioning serviceman.

A/C cooling failures do not constitute an emergency condition. If a family member may be sensitive to a lack of A/C we recommend that you keep a window unit in your home for these situations.

Alarm System (if chosen)

If you have utilized our alarm company and we have installed an alarm or other related pre-wires. Should you have any questions as to locations and whether or not they are connected, please contact the alarm company directly. This is a unique subcontractor and we do not always have the detailed information on what was installed in your home.

Smoke detectors will be covered under "S".

Appliances

Please read and follow all the manufacturer's recommendations. Save the manuals provided to you at settlement. Always register your appliance right after settlement to protect your warranty coverage and in case there are any future recalls. For cleaning or servicing large appliances such as your refrigerator, place cardboard down to minimize any floor damage from moving out the appliance. If not, you may scratch or dent the hardwood or tear the vinyl floor.

If you are going away for an extended period of time it is a good practice to turn off the water valves to the washing machine. A break in the flexible hoses can cause a great deal of water damage.

Please report any appliance issues director to GE at 1-800-GE-CARES (1-800-432-2737). If they are unresponsive please let us know so we can help rectify the issue.

Helpful Hints

Refrigerators/Freezer: Check and clean the gaskets regularly to ensure a tight seal. Refrigerator and freezer temperatures should be set at the temperatures recommended by the manufacturer. DO NOT PLUG a refrigerator or freezer into a "ground/fault" (GFCI) receptacle, because the circuit may trip and not be discovered for some time, allowing the contents of the refrigerator or freezer to spoil.

Dishwasher: Use only when you have a full load. Use the shortest wash cycle.

Cook Tops/Stoves/Ovens: Do not allow dirt to accumulate. Clean with a recommended over-the-counter cleaner. Do not use harsh abrasive unless specified. Clean all filters regularly.

Garbage Disposal: Always use cold water when disposal is working. Corn cobs and husks, bones, celery or any other food that shreds should not be put into the disposal. If the machine becomes jammed, use the wrench to free the mechanism and try again. The disposal will rust if not used regularly. If you are going to be away for an extended period of time, a teaspoon of oil will help prevent the mechanism from freezing.

Range Hood Fan or Microwave: The range hood fan filters collect grease and should be cleaned regularly. Soaking the filters or lightly brushing them in hot soapy water is the best cleaning method. Be sure the filters are dry before reinstalling them.

Microwave Oven: Be sure that vent louvers are not blocked.

Asphalt Drives

Asphalt drives require very little maintenance. They should be sealed every two years with a good quality sealant. Keep the grade maintained along the edges to prevent premature cracking. When it is very hot, avoid keeping vehicles or motorcycle kickstands in one spot too long as it will create depressions in the surface. Cracks and depressions are considered normal and are not considered a warranty item.

Most of our drives have a base coat and a thin top coat applied later (after settlement). We may wait for six months to do your top coat. By waiting we give your driveway a chance to settle and once we top the drive it will have a smooth consistent appearance. Any repairs after top coating will appear as a patch.

If Dan Ryan Builders has to repair your asphalt driveway we will do so by cutting out a section and replacing the asphalt. It will not match your existing driveway; unfortunately we are not able resurface the entire driveway to guarantee a match. You can lessen the 'patch' appearance by sealing your driveway.

Attic Space

We do not design attic trusses for storage unless the plan calls for specific attic trusses. Be careful while in the attic as injury may result from stepping off the trusses and falling through the drywall ceiling below. Do not alter or remove any truss members or cross bracing as it will void your structural warranty.

If you are in the attic and the insulation is shifted; be sure to put back any insulation so you do not experience unnecessary heat loss. Do not block any soffit vents at the perimeter as it allows for needed ventilation.

Brick and Stone

Brick and stone require very little maintenance however you will need to caulk around windows, doors and intersections between the masonry veneer and wood trim.

Color variations are normal and not considered a defect. On brick fronts, keep the weep holes near the bottom free of dirt, debris and mulch so they drain normally.

Efflorescence is a white powdery substance that sometimes accumulates on stone or brick surfaces during cooler months. It not a warrantable item; but can sometimes be clean by a brush and vinegar.

Brick and stone are considered part of the exterior cladding much the same as siding; and are warranted for one year from the date of settlement.

Please refer to the section on “Masonry and Brick” in the QBW book located in the back of this manual for standards and clarifications.

Cabinets, Vanities and Countertops

Vanity Bases and Kitchen Cabinets - Your cabinets and vanities should give you a lifetime of service. To clean, use a damp cloth and mild soap and rinse with a clean, damp cloth. When the cabinets are thoroughly dry use a light coat of good wax. This procedure should be followed at least once a year. In the event of nicks or scratches, cover these areas with matching stain or putty, and then re-wax the entire area.

Wood cabinets are a natural material and such variations in color or wood grains are common and not considered a warranty defect.

Gaps between countertops, cabinets ceilings and walls is ¼” and will be repaired by caulking, or the addition of small trim pieces for one year from the date of settlement.

Vanity Tops and Kitchen Countertops - Your vanity and kitchen counter tops are built of materials that may be damaged if not protected from improper use. They should be cleaned with a damp cloth and mild soap, or you can use vinegar in water solution. Never scour counter tops or vanities with steel wool or cleaning abrasives such as scouring powder. Avoid using rough and jagged utensils on counter tops.

Never use your kitchen counter tops as a cutting board and be sure not to place hot cooking utensils directly on the surface laminates.

Please see the manufacturer instructions for care and cleaning of granite, Corian® or quartz surfaces.

Please refer to the section on “Cabinets and Countertops” in the QBW book located in the back of this manual for standards and clarifications.

Carpeting

The carpet is durable and requires minimal care. Color variations and shading may be noticeable and depend upon the surface texture and pile fiber of the carpet.

Homeowner’s Maintenance Guidelines

Frequent vacuuming and immediate stain removal are primary carpet care steps. When using carpet cleaners, carefully follow manufacturer’s instructions.

While normal vacuuming will only remove loose fibers from carpet yarns, an occasional tuft may be lifted above the surface. Do not pull out the tuft, just snip it off with scissors to the length of the other tufts. Color fading and spots caused by sunlight are normal and can be minimized by using the draperies during the day, or by using sheer drapes to reduce incoming sunlight. Some colors may fade faster than others.

Change filters in your heating and air conditioning systems on a regular basis or when dirty. Dust, pollen and smoke will settle on your carpets and increase staining and soiling.

When a spill occurs, immediately blot it firmly with a dry, white paper towel or rag. Do not rub the spot as it will damage your carpet’s tufts and may permanently alter your carpets appearance. If the stain remains, spray with cold water and blot again. Repeat if necessary.

Cleaning: You can add years to the life of your carpet with regular care. Carpet wears out because of foot traffic and dirt particles that get trampled deep into the pile beyond the suction of a vacuum.

The dirt particles wear down the fibers like sandpaper and dull the carpet. The most important thing you can do to protect your carpet is vacuum it frequently. Vacuum twice each week lightly and once a week thoroughly. Heavy traffic areas may require more frequent cleaning. A light vacuuming is three passes; a thorough job may need several passes. A vacuum cleaner with a beater-bar agitates the pile and is more effective in bringing dirt to the surface for easy removal.

Vacuuming high-traffic areas daily helps keep them clean and maintains the upright position of the nap. Wipe spills and clean stains immediately. For best results, blot or dab any spill or stain; avoid rubbing. Test stain removers on an out-of-the-way area of the carpet, such as in a closet, to check for any undesirable effects. Have your carpet professionally cleaned regularly, usually once a year.

Some problem conditions that may occur with your new carpet and our suggested remedies are presented below:

Stains: No carpet is stain proof. Although your carpet manufacturer designates your carpet as stain-resistant, some substances may still cause permanent staining.

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

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

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

Filtration: If interior doors are kept closed while the air conditioner is operating, air circulation from the closed room flows through the small space at the bottom of the door. This forces the air over the carpet fibers, which in turn act as a filter, catching particulate pollution. Over time, a noticeable stain develops at the threshold.

Rippling: With wall-to-wall carpeting, high humidity may cause rippling. Prolonged or extreme cold and heat can also cause rippling. If the carpet remains rippled after the humidity has left, have a professional re-stretch the carpeting using a power stretcher, not a knee kicker.

Seams: Carpet usually comes in 12-foot widths, making seams necessary in most rooms. Visible seams are not a defect unless they have been improperly made or unless the material has a defect, making the seam appear more pronounced than normal. The more dense and uniform the carpet texture, the more visible the seams will be. Carpet styles with low, tight naps result in the most visible seams. Seams are never more visible than when the carpet is first installed. Usually with time, use and vacuuming, the seams become less visible. You can see examples of how carpet seams diminish after they have been vacuumed and have experienced traffic in the model homes.

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

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

Caulking

Caulking around all exterior openings should be inspected by the homeowner at least twice annually (spring and fall). Building materials expand and contract and the caulking is an important part of preventing air and water infiltration. Caulking is considered normal homeowner maintenance.

You will need to perform interior caulking more in the first two years of ownership due to the fact the home is acclimating the environment and wood components are drying out. This process will cause them to shrink or crack. You will see this situation occur in molding and trim, ceramic tile areas, stair stringers, counter and vanity tops, and tubs and showers.

You can purchase caulk from any hardware or home improvement store. Make sure you purchase the proper type of caulk for the project at hand, as there are many varieties.

Ceramic Tile

Ceramic tile needs only a wipe with a damp cloth or an occasional we mopping to stay clean and new looking. If necessary, a more thorough cleaning with a detergent or ceramic tile cleaner will remove grime.

To remove particularly heavy accumulations of film from glazed tile, you may need a stiff brush and a mild scouring powder; unglazed tile may be scrubbed or scraped. To clean the joints between tiles, use a fiber brush and mild cleanser. Staining agents should be mopped up promptly, even though they rarely affect ceramic tile, they may stain the tile grout more easily.

Sealing grout is your decision and responsibility. Once the grout has been sealed, ongoing maintenance of that seal is necessary.

Re-caulking is very important to prevent moisture getting behind or underneath tile or wall surfaces. The wood framing behind is drying and settlement between the bottom of the shower pan and tile, along tub decks or shower seats is considered normal.

Tile flooring is a very strong and relatively maintenance free surface. The grout however does require cleaning and sealing. Always mop up spills immediately and clean the grout with brush and an abrasive cleaner. In the warranty packet materials provided, there is a section on cleaning.

Condensation

Condensation, or the appearance of moisture that occurs when warm moist air comes into contact with a cooler surface, is most prevalent in new homes, especially during the first year. This is caused by the large quantities of water used to build the new home, from the concrete foundations to the paint on the walls. As this water evaporates, and the drying out process occurs, the moisture takes the form of condensation on interior windows.

Another source of indoor humidity is everyday water usage. For example, a family of four doing laundry, bathing, and using the dishwasher, puts approximately 2 to 5 gallons of moisture into the air every day.

Condensation can appear between window and door glass panels and it cannot be cleaned. We will warrant against this happening for one year from the date of settlement; after that please refer to the manufacturers literature provide and many window and door companies do cover this issue for up to five years.

You may also experience condensation on interior surfaces such as window sills. This happens when inside humidity is very high. Check to make sure all registers are open and the HVAC system is operating properly. Confirm that your filters are clean. Make sure you do not leave doors or windows open as it may add to the condensation.

Confirm any basement registers are also open to keep condensation to a minimum.

Homeowner's Maintenance Guidelines

Ventilation: Proper ventilation is the safe and steady way to reduce indoor humidity, condensation and mildew.

1. Ensure that the clothes dryer is properly vented to the outside and that the vent is clear of obstructions and lint. Do not push the dryer too far back or the vent hose may become kinked and therefore obstructed. By placing a 2x4 piece of wood behind the dryer, this situation can be prevented.
2. Kitchen, bath and utility exhaust fans should be used to carry moist air outside. Use the fans for short time periods since they exhaust cooler air-conditioned air outside the home.
3. Adjust the registers to maintain even temperatures throughout the home. Do not try to speed up the evaporation process by creating extremely high temperatures in the wintertime. This will cause the house to dry out unevenly, creating cracks and other problems.

Countertops

Your Dan Ryan Builders home comes with cultured marble, laminate, solid surface or granite countertops and each has unique characteristics. The use and care of these different types of tops also varies. Cosmetic imperfections such as cracks, chips or scratches must be pointed out during the Pre-Settlement Walk-through prior to settlement. Your walk-through package will also come with a countertop care outline or pamphlet from the manufacturer.

Laminate - Laminate countertops are a hard plastic laminated over a wood base. They are lower in cost than most other countertop alternatives and are very durable. Please follow the manufacturer instructions for use and care. Other tips include:

- a. Do not set any hot pan or plate directly on the laminate as it will damage the surface. Cigarette burns may also cause blistering or stains.
- b. Use a clean damp cloth to wipe up spills immediately in order to avoid staining and rings. Use a Formica or manufacturer approved cleanser to remove stubborn spots. Do not use abrasive cleaners as it will damage the surface.
- c. Never cut items directly on ANY countertop; always use a cutting board.
- d. Countertops are not designed for sitting or standing. Never allow guests to sit or stand on countertops as they may warp or cause the countertop to be pulled from the wall.
- e. Do not allow standing water for extended periods of time as it could affect the glue in the seams.
- f. Caulk the back splashes and/or end splashes regularly to prevent water from seeping between the cracks. Failure to do so could result in swelling or delaminating of the countertop.

Cultured Marble - Cultured marble is typically used in bathrooms and is very durable. Clean your cultured marble countertops with a non-abrasive detergent. You can also polish with a gel-gloss or spray made for these types of surfaces. Other tips include:

- a. Keep the tops dry. Clean up spills or standing water immediately.
- b. Caulk the end splashes as necessary. (See “Caulking”)
- c. Keep hot items such as curling irons or cigarettes off of cultured marble countertops as they can char, burn or blister the countertop surface.

Solid Surface - Common types of solid surface countertops are often referred to as Corian, but also include other similar products. These countertops are more uniform in appearance than their natural counterparts, such as granite. They also require very little maintenance. Other tips include:

- a. Never cut items directly on ANY countertop; always use a cutting board.
- b. Do not set any hot pan or plate directly on the countertop as it will damage the surface. Cigarette burns may also cause blistering or stains.
- c. Clean the inside of the sink regularly with a manufacturer approved non-abrasive cleaner. Green Scotch-Brite pads are a good way to remove stubborn stains.

Granite Tops - Granite tops are some of the most beautiful and expensive kitchen countertops to place in a new home. They are extremely hard, durable and almost scratch proof. Granite countertops come highly polished and require regular maintenance to keep them looking their best. They are a natural stone mined from the earth and, as such, can have characteristics such as streaks or veins. Each piece of stone is unique and will vary in color, texture, and markings. If this is not acceptable to you, you should select solid surface countertops that are more uniform in appearance. Other tips include:

- a. Do not use harsh chemicals or acidic cleansers (like vinegar or lemon) on granite tops.
- b. Use only manufacturer recommend cleaning products. You should be given one with your walk-through package.
- c. Clean up wet spills immediately, especially acidic fluids like juice, alcohol or soft drinks.
- d. Do not place hot pans directly on granite, use trivets or mats under hot dishes.
- e. Your granite top should be sealed to protect the finish.
- f. Do not place items like pizza boxes directly on granite as any oil from the bottom of the box will stain the granite.

Please refer to the section on “Cabinets and Countertops” in the QBW book located in the back of this manual for standards and clarifications.

Damp-Proofing

In some areas with basements we seal them with a damp-proofing material. However, you may notice some dampness on your basement walls. This is part of the drying out process of concrete that occurs during the first year. If you have an actual leak please notify us immediately during the first year of occupancy.

In some of our homes we offer a waterproofing product with an extended warranty. The details of the extended warranty are included in your homeowner information packet given during the walk-through. Please refer directly to the manufacturer after your first year of occupancy.

Decks

Your new Dan Ryan Builders home may feature either a Pressure Treated Wood or Composite Deck.

Composite Decks - Composite decks have relatively maintenance free surfaces and are gaining in popularity. They require little more than a spring pressure washing with a mild soap. The structure underneath is identical to their pressure treated counterparts.

Pressure Treated Wood Decks - Pressure treated wood decks, while lower in cost, do require a little more maintenance. After pressure washing, application of a good quality deck sealant is required. A good quality sealant not only waterproofs and protects your deck from the elements, it can help to preserve your investment for years to come. It is recommended that this sealant be applied at least every two years. Applying a sealer is an essential part of maintaining your deck and is considered a homeowner responsibility. Your deck should be sealed 6 to 8 months after settlement.

Pressure treated wood decks are prone to checking and splinters. At settlement, we will sand off any rough surfaces or splinters; however, this is considered normal homeowner maintenance moving forward. Wood checks are cracks and splinters which may look large but do not usually affect the structural integrity of a deck. If you notice unusually large cracks and splinters, please bring it to our attention and we will repair/replace boards if necessary. Given that these decks are made of wood, the color and graining may vary. These variations are considered normal and are not a warrantable issue.

Doors and Locks

Doors may warp or stick depending on weather conditions and temperature variations. They can be adjusted by our warranty department during the first year of occupancy. They should not warp to the point that they are unusable or allow the elements to enter the home. Such warping should not exceed ¼ inch measured corner to corner diagonally.

Exterior Doors - Most of today's exterior doors come with an adjustable threshold which enables you to maintain a proper seal at the bottom of the door. These adjustments need to be made as the seasons change, and as temperature and humidity levels change. For sliding glass or sliding doors keep the tracks clean and spray them occasionally with silicone to keep them working properly.

You may elect to install a storm door on the front of your home. Storm doors are recommended to increase the comfort and energy efficiency of your home. These can be purchased at most large hardware stores.

Locks - Door hardware will wear over time and the finish may tarnish or fade. This is normal and not covered after one year of occupancy. We will adjust or replace any lock that does not work properly during the first year.

Interior Doors - Interior doors may also warp, but should not exceed the ¼ inch measured diagonally rule during the first year of occupancy.

Please refer to the section on “Windows and Doors” in the QBW book located in the back of this manual for additional standards and clarifications.

Homeowner Maintenance Guidelines

Sticking Doors: Home settlement or damp weather may cause swelling that puts the doors out of alignment. In some cases, this may only be temporary due to seasonal variations, and the sticking will tend to correct itself without any adjustment.

If door adjustment is required:

1. Check hinge screws for tightness.
2. Fold sandpaper around a wooden block and sand the edge that sticks. A small plane can also be used, but be careful not to remove too much material from the door. Also the use of a bar of soap on the door top and frame may help.
3. Always paint or varnish sanded or planed areas to protect the wood from future moisture penetration and sticking.

Door Precautions: Interior doors are usually hollow core and are not designed to support attachments and hanging accessories. Hanging heavy items on door knobs, or at the top of a door, can damage hardware and hinges.

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

Shrinkage: Use putty, filler or latex caulk to fill any minor separations that develop at mitered joints in door trim. Follow with painting. Panels of wood doors shrink and expand in response to changes in temperature and humidity. Touching up the paint or stain on unfinished exposed areas is your homeowner maintenance responsibility.

Bi-Fold and Bi-Pass Doors: Keep the door tracks free of paint and dirt, and apply a small amount of silicone spray to the guide edges of the tracks.

Sliding Glass Doors and French Doors: Keep sprinklers away from sliding glass doors and French doors when watering the lawn. Sliding glass doors have been sealed against water, but occasionally, high winds and driving rains can create a vibration that causes some leakage. Neither this, nor the water that accumulates in the tracks, can be prevented. This is also true for French doors.

The sliding tracks should be kept clean and free of debris. Rollers should be lubricated and adjusted if needed to maintain a smooth operation.

Clean glass with a spray glass cleaner and wipe frames with sudsy water and a soft cloth. Periodically clean the bottom of the door track, and check to ensure that drain holes are clear of obstructions. To keep the doors moving freely, apply a silicone spray to the tracks. Do not use oil, which may cause premature deterioration of the rollers.

In some cases, the glass is tinted to help block the rays of the sun. If you feel you need solar protection film on your glass, it is important to note that **ALL SOLAR FILM MUST BE APPLIED TO THE INSIDE PANE OF GLASS**. Otherwise, heat build-up between the layers of glass will cause the glass to crack.

Drywall

Gypsum wallboard is the standard product installed in today's homes. When inspecting your home, the industry standard for defects is if they are visible from 6 feet away under normal lighting conditions. Drywall work is not a perfect medium and slight variations should be expected. Drywall workers cover seams with drywall tape and mud (two different materials) which will have some irregularities.

As your home dries out, you should expect to see drywall cracks and nail pops. This is a normal part of the settlement process as the home acclimates.

We will repair obvious defects and poor workmanship resulting in small cracks, nail pops, excess compound in joints, trowel marks and cracked corner beads once prior to settlement on your new home.

Once you settle on your new home you will receive a one-time drywall point-up and paint touch-up during your first year of occupancy. We will come back once and point-up cracks, nail pops and slight imperfections, sand the area and touch up the paint; however, we cannot guarantee a paint match. Any custom colors you will have to touch up.

Drywall Nail Pops and Crack Repair Instructions:

1. Reset the protruding nail slightly into the gypsum board surface or remove it entirely. Place another drywall nail two inches above or below the popped nail, and gently hammer it slightly below the paper surface. Then cover the area with spackling compound, allow to dry, sand smooth and then refinish the surface.
2. For drywall joint cracks, press a small "V"-shaped indentation using the back of a putty knife along the length of the crack, about 1/8" deep and 1/8" wide. Spackle, sand and refinish as with nail pops.

3. To prevent cracks wider than a ¼” from reopening, first apply the spackling compound over the crack with a strip of drywall tape, add another top layer of spackling, feathering the edges well; sand to a smooth finish, then refinish.
4. Deep scrapes and indentations on drywall surfaces can be filled with two or three applications of spackling compound. Allow it to dry thoroughly, and sand between each application.

Touch-up painting of repaired areas will not blend perfectly with the original wall paint.

Electrical Systems

The wiring of your home meets all applicable local code requirements and safety standards. Occasionally, you may find an outlet that does not operate when you first move into your home. First, check to determine that the outlet is not one that operates from a wall switch in that room. If not, a call for service should be made for repair.

Your electrical wiring and appliances are protected by circuit breakers located in the main panel box. Circuit breakers eliminate having to replace fuses. To reset a tripped breaker, simply turn it to the full "OFF" position, then fully back to the "ON" position.

All homes are equipped with G.F.C.I. (ground fault circuit interrupter) units. These G.F.C.I. units control all kitchen, bathroom, garage, unfinished basement, and outdoor receptacles. This safety feature is provided for your protection. The main re-set button for these are in the kitchen, one bathroom, and in the garage. They should be tested once a month. Please note that the GFCI circuits are not designed to handle refrigerators or freezers.

Ordinarily, small appliances may be added without fear of overloading a circuit. However, large appliances or too many small appliances on one circuit may cause tripping of that circuit. Other causes of a circuit tripping are: (1) worn out cords or defective plug connections; (2) defects within the appliances themselves; and (3) starting an electrical motor (motors require more current to start than when they are running).

If after re-setting the circuit breaker, it trips again, you should immediately attempt to locate the cause and correct it. **CAUTION:** Be very careful. Avoid direct contact with worn wires or plugs you suspect may be the problem. If you cannot locate the cause yourself, call an electrician.

Your electrical wiring system is warranted (parts and labor) against failure due to workmanship and material for one year with the exception of light fixtures. Light fixtures will be repaired or replaced only if they have been noted in the Pre-Settlement Demonstration and Inspection List.

Items which cause circuit breakers to trip:

- a. Defective appliances or tools
- b. Worn out electric cords or defective plugs
- c. Starting an electrical motor will sometimes trip a breaker

If your breaker continues to trip, please contact a licensed electrician. We will make the necessary repairs during the first year of occupancy.

Operation and Maintenance of Smoke Detectors, Recessed Lights and G.F.C.I. Breakers

Smoke Detectors - Smoke detectors are located on all levels of the house and are interconnected so that if one is activated, all of the alarms will sound off. Below are the manufacturer's testing, maintenance and service instructions.

Testing Maintenance and Service:

1. It is recommended that you test your smoke alarm weekly to assure proper operation.
2. To test, firmly depress the light lens located near the center of the cover for a few seconds. The alarm will sound as it would if smoke from a fire were actually present.
3. **IMPORTANT:** Always test the unit upon returning from vacation. Make sure the light on the cover is indicating that the power is on.
4. Aside from weekly testing, the only maintenance to perform is to vacuum the slots on the cover if the smoke alarm accumulates dust. The cleaning procedure should be followed at least once a year.
5. If an unwanted alarm occurs, turn off the main power to the circuit. Remove the unit from the bracket by turning counterclockwise and disconnect the three-wire connector. Power should be restored to those units still connected.

Be sure to properly clean and maintain your smoke alarms - a dirty alarm or malfunctioning unit may either fail to alarm or cause unwanted alarms. These units are also equipped with a battery backup device. The unit will begin to "chirp" when the battery needs replacement. A friendly reminder: at a minimum, replace smoke detector batteries twice a year (spring and fall).

Recessed Lights - In various locations in your house are recessed light fixtures. These fixtures have thermal overload devices in the housing that will automatically turn off the light when the temperature rises too high inside the light.

Generally, the light should not have a higher wattage bulb than 75 watt R-30 spot bulb. A higher wattage bulb will activate thermal overload, automatically shutting down the light. In the bathroom, the enclosed recessed light should have a maximum 40-watt bulb.

GFCI Breakers - All bathroom, powder room, exterior, garage, utility room, unfinished basement, and kitchen receptacles are on ground fault circuit interrupter. This special receptacle helps to prevent shock.

What the GFCI Does For You: This device protects you against hazardous electrical shock that may be caused if your body becomes a path through which electricity travels to reach ground. This could happen when you touch an appliance or cord that is "live": through faulty mechanism, damp or worn insulation, etc. You don't even have to be on the ground itself to be shocked; you could be touching plumbing or other equipment that leads to the ground.

When protected by the GFCI you may feel a shock, but the GFCI should cut it off quickly enough so a person in normal health should not have serious electrical injury. (Infants and small children may still be affected.)

WARNING: The GFCI will not protect you against:

*Line-to-line shocks (like the kind gotten by touching metal inserted in both straight slots of an outlet.)

*Current overloads or line-to-line short circuits; the fuse or circuit breaker at the distribution box or panel must provide such protection.

CAUTION: If the GFCI trips of its own accord, this indicates a possible ground fault condition, which is potentially hazardous. Investigate the ground fault condition at once by making a thorough check to determine where the ground fault exists in the equipment plugged into your GFCI outlet. Correct the defect at once. Carry out the test procedure outlined below to ensure that your GFCI is operating properly. If the GFCI does not reset, this indicates a ground fault still exists and must be corrected.

TEST PROCEDURE

Like a fire extinguisher or other safety device, your GFCI outlet should be checked every month to make sure it is operating properly to protect you. Just follow the simple instructions below.

1. Push the TEST button. The RESET button should pop out from the inner surface. This should result in power being OFF at all outlets protected by the GFCI. Verify by plugging test lamp into every such outlet. If your GFCI has an indicator light, this light should be ON when the circuit is complete. Test with test lamp to determine the condition of the circuit and proper operation of the indicator light.

CAUTION: If RESET button does not pop out or if the test lamp or indicator light remains lit when RESET button does pop out, **DO NOT USE ANY OUTLETS ON THE CIRCUIT. CALL A QUALIFIED ELECTRICIAN!**

2. If the GFCI tests pass, restore power by pushing the reset button back in. **THE RESET BUTTON MUST BE PUSHED FIRMLY AND FULLY INTO PLACE UNTIL IT LOCKS AND REMAINS DEPRESSED AFTER PRESSURE HAS BEEN REMOVED. IF THE GFCI FAILS TO RESET PROPERLY, DO NOT USE! CALL A QUALIFIED ELECTRICIAN!** Test lamp and/or indicator light should again light.

Fire Sprinklers

In some jurisdictions DRB will install a central fire sprinkler system. You should know where the valve is located to shut off the flow and how to read and understand the pressure gauge. Do not touch or hang anything off of the sprinkler heads in your home; it could cause them to leak. Should you experience a problem with the sprinkler system, please contact the sprinkler contractor directly. Their contact information will be at the sprinkler valve.

Fireplaces

Wood burning or gas fireplaces are a popular option in our homes, however they need to be maintained and used properly. We suggest that you purchase a CO detector for the room in which the fireplace is located as a safety precaution. CO gas is odorless, colorless, and possibly deadly.

Wood Burning Fireplaces - When using your wood burning fireplaces always do the following:

- a. Open the damper fully.
- b. Open the fresh air inlet and keep it clear of any obstructions.
- c. Keep the fireplace clean of old ashes and logs.
- d. Use newspaper scraps and kindling wood to start a fire,
- e. Use **ONLY** dry, seasoned wood in your fireplace. Never use pressure treated wood.
- f. Close the screen to the fireplace after lighting.
- g. Keep the damper open until the fire is completely burned out.
- h. Never leave a fire unattended.
- i. Do not build large fires in your fireplace.
- j. Have a professional clean the fireplace flue annually.
- k. When not in use, keep the damper closed. Leaving it open is equivalent to having an open window in your home.

Gas Fireplaces - Make sure you read and understand the manufactures instructions on how to operate a gas fireplace. Excessive winds can cause a downdraft and blow out the pilot, requiring you to relight it prior to using the fireplace. Check the following:

- a. Open the damper fully.
- b. Check to make sure the ceramic logs have not been displaced. Displaced logs may cause soot to escape and cover the surroundings. Soot is not a warrantable item.
- c. Never burn any paper or wood in a gas fireplace.
- d. Be careful as the outside surfaces (i.e. vent cover or glass doors) can get extremely hot to the touch.
- e. The vent on the outside of your home will also get extremely hot; do not allow children near or place objects too close to the outside vent.

Please refer to the section on “Chimneys & Fireplaces” in the QBW book located in the back of this manual for standards and clarifications.

Floor Systems

Our floors are constructed of the finest engineered products on the market today and use 40% less forested materials than traditional lumber. We design our floor systems to far exceed today’s building codes at “L over 480”. Codes state that floors must be designed to “L over 360”.

Excessive loads such as heavy furniture, freezers or other appliances, or waterbeds can result in damage to the floor system. Be careful not to overload an area of the floor.

Floor squeaks and loose subfloor sheathing are nearly impossible to prevent. The floor joist, plywood subfloor, pipes and ducts are dissimilar materials and therefore move, expand and contract at different rates. They are all affected by changes in humidity and temperature. If you have a floor squeak in the first year of occupancy please bring it to our attention. We will make every reasonable attempt to repair the issue.

Note: Where we have installed vinyl floors; we will repair the floor covering with a patch, not a full floor replacement.

Please refer to the section on “Flooring & Covering” in the QBW book located in the back of this manual for standards and clarifications.

Flooring

Vinyl/Resilient - The vinyl floor in your kitchen will not need any surface treatment except washing. No-wax floors should not be waxed. Refer to the manufacturer's recommendations

for best results. Please refer to the “Resilient” section located later in this manual for more detailed information.

Protect the finish on your floors by attaching furniture rests to the bottom of furniture legs to distribute the weight.

Carpeting - Your carpeting is of long wearing material. Your carpeting should be given a thorough vacuuming at least once a week. It is recommended that the vacuum cleaner be equipped with a brush or beater bar, which is properly adjusted for the height and type of carpet being cleaned. Please refer to the “Carpeting” section located later in this manual for more detailed information.

Vacuuming will remove some loose fibers from carpet yarns. It may also lift an occasional tuft above the surface. When this occurs, the tuft should be snipped with scissors to the length of the other tufts. Do not pull the tuft out.

Hardwood - When necessary, remove dirt and dust from your hardwood flooring by vacuuming or sweeping. Regular vacuuming or sweeping will remove dirt particles that can scratch your flooring. Never clean your hardwood floors with water or with cleaners that must be mixed with water. Water can dull the finish, and permanently damage the floor. Please refer to the “Hardwood Flooring” section located later in this manual for more detailed information.

We recommend placing outdoor mats at entrances to your home to prevent dirt and moisture from being tracked onto your hardwood floors. You may also want to place an indoor area rug to further protect your hardwood.

Additional information from the manufacturer about the care and maintenance of your hardwood floors will be made available to you.

Foundations and Concrete

Concrete Foundations - The foundations and basement of your new home are built of poured concrete. The concrete is sprayed with a bituminous damp proofing material, similar to tar. Concrete basement walls should be considered water resistant rather than waterproof.

The best way to insure that your basement will remain relatively dry is to maintain the grading around the house so that water naturally flows away from the house on the surface rather than accumulating and soaking into the ground immediately around the house. When the dirt is backfilled around the basement during the construction process, it's considerably less dense and more porous than the undisturbed ground around it. As a result, even when the grade falls away from the house, there is a natural tendency for the backfilled earth to absorb water. When this happens, the inside of the basement walls may become damp.

The concrete foundation walls are designed so that any water reaching the foundation wall flows into the drain tile around the perimeter of the foundation, where it is picked up in a drain system and fed either into a sump pit with a pump, or allowed to drain naturally to grade. *Note: Do not cover or block any daylighted drain tile in your yard.* The process of water percolating down through the backfilled dirt gradually consolidates it and so, typically, the basement walls will show fewer and fewer damp patches as time goes by as long as the outside grading is maintained properly for drainage. After approximately two years, most local soils will be regaining their natural densities, and little or no rainwater will normally come into contact with the outside basement walls, except perhaps in extreme conditions such as a storm with very heavy and prolonged rainfall. As the backfilled dirt is naturally reconsolidated by water percolation and gravity, the grade around the house will settle. In some cases, it will be necessary to spread more soil around the house, raise and re-establish the grades, after two or three months have passed. For this reason, it is suggested that homeowners do not invest in additional landscaping close to the house during the first year of occupancy. Minor adjustment of grades around the house is an ongoing homeowner responsibility.

Another important homeowner activity, which will do much to keep your basement dry, is to regularly check that splash blocks are properly in place at the bottom of the downspouts, and that they maintain a proper slope away from the house as the grade settles. Often, simply placing a brick under a splash block to slope it away from the house will have a marked effect on the dryness of the basement walls during a heavy rain.

Cracks in Concrete Walls - Some small hairline cracks may appear on the inside of the basement walls. This is not unusual or dangerous and is due to normal settlement. Cracks less than 1/8 inch in width are acceptable. Most hairline cracks are easily repaired with a cement base paint or a slurry of cement applied with a brush. Dan Ryan Builders will epoxy the crack only if there is water penetration within the first year.

Concrete Flat Work - Basement floors, garage floors, stoops, walks, patios, and driveways are made of a pre mixed concrete. Hairline cracks due to shrinkage are common. Any cracks greater than 3/16 inch in width or 1/4 inch in vertical displacement will be repaired for one year.

Care Of Exposed Concrete Surfaces - Although your garage floor is not really exposed to the weather, it is often victim to some salt solution picked up from the streets and highways. Each year, the State Highway applies salt to the roads after a freezing rain and/or snow to de-ice the streets and, hopefully, eliminate hazardous driving conditions. As a result of de-icing and melting, the salt residue drips on the concrete. In time, the area where your automobile is frequently parked begins to scale and pit. Dan Ryan Builders is not responsible for scaling and pitting due to de-icing chemicals.

DO NOT use de-icing salts, such as calcium chloride or sodium chloride on you home's concrete surfaces. Use clean sand for traction. NEVER use ammonium sulfate or ammonium nitrate as a de-icer; these are chemically aggressive and destroy concrete surfaces. Poor

drainage that permits water, or salt and water to stand on the surface for extended periods of time greatly increases the severity of the exposure and causes scaling. Light applications of salts can be just as damaging as heavy applications.

After the ice and snow have cleared from city streets, and your car is no longer picking up the salt residue, completely hose down all exposed concrete surfaces. Remove ice and snow from exposed concrete surfaces as soon as possible. Ice and snow will cause pitting particularly on north elevations. A chemical sealer can be applied to your home's concrete surfaces to help protect them from wear. As a homeowner, this is your choice and responsibility.

Please be aware that we live in a climate that has many cycles of freeze-thaw days and the maintenance on your concrete surfaces is just as important as the maintenance on your furnace and air conditioner.

Please refer to the section on "Foundations and Concrete" in the QBW book located in the back of this manual for standards and clarifications.

Garage Doors

Garage door with remote openers can be opened manually by pulling the cord at the top of the door. Pulling the cord to release the door is necessary in the event of a power failure. The garage door will also require routine maintenance; apply multipurpose grease to track, rollers, hinges, pulleys and springs.

Garage doors are not designed to be airtight. Some light may be visible around the edges and in severe weather conditions you can expect a small amount of precipitation to enter around the edges.

Improperly installed garage door openers can result in voiding your one year warranty from Dan Ryan Builders. We offer garage door openers as an option installed by the same contractor who installed the doors. If you have a garage door opener installed by someone other than our contractor, you will need to contact them for servicing.

Gas and Propane

Some communities offer natural gas or propane for heating, cooking, fireplaces, or other appliances in your home. Please make sure you know where the gas shut off valve is in case of an emergency. The Project Manager will show you where it is (if applicable) during your Pre-Settlement Orientation. If you smell gas or suspect a leak, leave the home immediately and call the gas company for emergency service. Most gas appliances have a shut off within a few feet of the appliance.

If you smell gas in your home, do the following:

- a. Do not turn on any light switch, or touch any electrical outlet.
- b. Do not use any phone in the house, not even cell phones.
- c. Do not light a hot water heater or gas fireplace.
- d. Call the gas company from a neighbor's phone, or from your front yard.
- e. Do not re-enter the home until the gas company had given the all clear.

Grading and Water Drainage

Your home site is designed with neighboring properties and overall community drainage patterns in mind. Water may flow across your property from another's, or from your property across one of your neighbors. When sites are engineered it is part of the overall site plan and the water eventually goes to a community retention pond and/or off site.

Yard Grading - Your yard has been graded to drain a normal amount of rainfall away from your house. Swales have been provided as required in drainage areas along property lines, or in the same approximate location that natural drainage crossed your property before construction began. It is important that you keep these swales properly seeded so that they do not erode. This is a normal homeowner's maintenance responsibility. You can expect some settlement around the building edges and utility areas during the first few months of occupancy. If settlement becomes severe within the first year, we will provide some dirt for these areas one time only. You should keep the ground around your foundation tamped down against the foundation wall to prevent large amounts of water from getting in against the foundation.

Pay close attention to established drainage patterns when installing landscaping, fences, sheds or pools. If you alter the drainage pattern you may cause standing water or worse, basement leaks.

Settlement around the foundation is a common occurrence with a new home. The soils are compacting naturally throughout the first year depending on temperature and precipitation. We will come back to your home once during the first year of occupancy to fill and repair settled areas around the foundation and utility trenches. As a homeowner it will be up to you moving forward to fill settled areas in order to maintain positive drainage away from the foundation. Keeping this positive fall from the home will help insure dry basements. If you notice any voids under leadwalks, steps or stoops; fill them with tightly compacted soil so water cannot accumulate under the concrete.

There are five (5) things you can do to help insure you have a dry basement:

- a. Keep positive fall around the foundation away from the home.
- b. Do not block any daylighted draitile.

- c. Keep your gutter clear of debris.
- d. Make sure your down spout splash blocks are kept in place.
- e. Avoid planting trees close to the foundation.

When we final graded your yard, large rocks and construction debris were removed; however, it is possible that rocks or debris will re-surface over time. This is a normal occurrence and will diminish over time. Simply pick up rocks or debris and dispose of them; then place some topsoil and seed in the disturbed area.

After a heavy rain, it is normal to see significant areas of standing water. This is a deliberate part of the engineered drainage design which allows water to enter the drainage system slowly. After a normal rain it is not uncommon to see standing water on lawns or in swales and drainage areas for up to 48 hours after the event. Some areas may stay permanently wet, particularly in times of heavy rain or melting snow.

Please refer to the section on “Site work” or “Grading & Drainage” in the QBW book located in the back of this manual for standards and clarifications.

Gutters and Downspouts

Gutters and downspouts are critical components in keeping basements and crawl spaces dry. They are designed to direct water away during “normal” rainfall events. Check your gutter for leaves, branches, twigs, balls and other debris regularly.

We install splash blocks and in some limited cases solid pipes. Splash blocks are best as they do not clog and can easily be moved and replaced when trimming grass around the home.

In winter you may experience a situation called “ice damming”. This is a buildup of ice along the eaves and into your gutters. It is caused by the daytime heating of the roof surface and the refreezing at night during heavy precipitation months. It is unavoidable and not considered a warrantable item. The best thing you can do is place a cookie sheet or plastic to catch dripping water in the attic. You can use heat to melt the ice and snow in the gutter, but it is better to have a professional remove the ice safely.

Hardwood Flooring

Most hardwood floors are factory pre-finished and can be placed or installed in a day or two. They are a natural product and as such will have characteristics such as knots, streaks, spots, and other color and grain variations. Wood also takes the stain differently. These characteristics are normal and not considered a defect.

Although your new floor is installed tightly together, it will absorb and expel moisture due to temperature and humidity. This causes the floor boards to expand and contract from season to season and may cause some cracks to open up between boards. This will also result in some

squeaking or cupping which is normal. A home humidifier will help minimize the effect as it maintains a constant humidity level in the home.

For regular cleaning it is best to dust mop with a dry dust mop, cloth, or by vacuuming. Regular vacuuming or sweeping will remove dirt particles that can scratch your flooring. Do not use water as it causes the wood to expand. Use only the manufacturer's recommended cleaners.

Helpful hints:

- a. Place outdoor mats at entrances to prevent dirt and moisture from being tracked onto your hardwood floors. You may also want to place an indoor area rug to further protect your hardwood.
- b. Clean up any water spilled immediately. You may see a white film on the floor which is often caused by wet shoes or boots.
- c. Place furniture on floor protectors and use small protectors on chair legs.
- d. High heels can damage any floor; especially if the heel is damaged (up to 8,000 psi).
- e. Never place potted plants directly on hardwood floors.
- f. Pets will eventually scratch hardwood. It is unavoidable, just like a pet shedding. Lighter color hardwoods will show fewer scratches than their darker counterparts.
- g. Place throw rugs at entries, in front of the kitchen sink and other high traffic areas.
- h. Over time, when your finish begins to fade, you can hire a professional to "screen and coat" your floor which is a process where they rough up the old finish and reapply a finish. It is normally a one day process.

Repairs made to hardwood floors sometime require face nailing. This is a process where the damaged board is cut out and removed and replaced with a new board using finish nails. These are similar to nails found along a wall in any hardwood covered room. This is a typical repair; unfortunately we will not replace entire rooms of hardwood due to a few damaged boards.

Insulation

Loose insulation has been blown into your attic. Please refer back to the section on "Attics" for specific information.

The remainder of your home has approved batt insulation that meets or exceeds all applicable energy codes. The level of insulation you have purchased from us can greatly affect the energy efficiency of your home. We have many options available during the selection process; however, after CCA we cannot upgrade the insulation.

Should you have a cold spot in your home, contact our warranty department and we will inspect the area. Cold areas around outlet and switches in exterior walls are common and not considered a defect. You can reduce the draft by installing outlet gaskets available from most home improvement stores.

Interior Walls and Ceilings

During the first year or two in your new home, settlement or drying of framing members, will occur; that may create some cracks and nail pops. We consider these to be normal homeowner maintenance responsibility. However, Dan Ryan Builders will repair drywall cracks and nail pops at one time at the 120-Day Walk-through, or within the first year. The following is an explanation of the repair of these items.

Nail pops are simply a nail coming loose from a stud or from a joist, pushing dried joint compound ahead of it, causing a bump. To repair a nail pop, drive the nail all the way through or remove it entirely. Then drive another drywall nail an inch or two away sinking it below the paper surface. Cover the area heavily with a spackling compound, let it dry, sand it smooth, and repaint. Please understand that due to normal paint fading, we cannot guarantee a color match.

Dan Ryan Builders will not be able to repaint custom colors. As colors of paint are subject to fading we cannot guarantee proper color match and therefore, we will only touch up the area which has been repaired, using a base paint. You will be responsible to touch up any custom colors.

A crack in a drywall joint can be repaired easily in much the same manner as a nail pop. Cut a small "V" joint along the length of the crack about 1/8" wide. Fill it heavily with spackle or joint compound, let it dry thoroughly, sand it smooth, and repaint.

Landscaping

Care of Trees, Evergreens, and Shrubs - Your shrubs and trees were planted by experienced, registered Nurserymen. Your new plants should be watered especially well during dry periods (usually from mid-May to mid-September). Trees should be watered at least every 12-14 days. However, be careful not to over water trees while watering your lawn. Too much water could kill a tree or severely damage shrubs. It is also a good idea to keep your plant beds free of weeds at all times.

Trees or shrubs relocated by the homeowner will not be warranted. Shrubs and trees that are alive and healthy when you move into your home and die afterwards due to lack of care, drought or freeze will not be replaced by the builder or landscaper.

Dan Ryan Builders does not warrant pre-existing trees on your lot.

Apply fertilizer on a regular basis. Contact a lawn-care specialist for proper maintenance guidelines. Trimming hedges will also encourage growth.

Do not install trees or shrubs in areas that will affect your drainage pattern. Do not install fences or sheds in areas which will block storm water or drainage.

Limits of Disturbance or LOD: In most communities we must comply with limits of clearing regulations and stay out of undisturbed areas around your new home. We cannot go past these lines to clean up dead trees, overgrown areas or fallen branches. Any growth or trees beyond the line are left in their natural state.

Lawns

Establishing Your New Lawn - Dan Ryan Builders will grade and seed only the areas disturbed during the construction process. New seed should be kept constantly moist for a period of four weeks. If there is no rain, the lawn should be watered lightly twice a day for approximately fifteen minutes in each location. This watering will hasten the establishment of the new lawn. The contractor who applied the seed for your new lawn will warrant your yard if, and only if, the homeowner properly maintains the new seed bed during the germination period and maintains the new lawn after the germination. Raking, re-seeding, fertilization, and chemical applications after the original application of the seed is considered a homeowner maintenance responsibility. Dan Ryan Builders recognizes that severe weather conditions can cause washouts and erosion in your new lawn. We will repair and re-seed washouts and eroded areas **once** during the first year, or as soon as weather conditions permit.

Depending upon your subdivision, grass seed is applied using a green pressure sprayed hydro-mulch mixture or by hand seeding. If your lawn was hand seeded, a layer of straw was placed on top of the seed when it was planted. It is not necessary or advisable to rake the straw away, as the raking disturbs the germination of the lower emerging grasses, and also is a violation of the sediment control ordinances, if the lawn is not established. In addition, the straw provides some much needed organic matter to the soil.

Prior to seeding, your yard was fine graded and raked. Any debris and large rocks were removed at this time, however, this is not a perfect process, and some rocks or stones will surface in your lawn. It is best to pick these up rather than to rake them out. Some rocks may continue to surface until the grass creates a root mat; however, the rocks that remain are not an impediment to establishing a healthy lawn. When the new grass gets to be four inches tall, start mowing at a three-inch height. We recommend a three-inch mowing height throughout the year.

Mirrors and Glass Surfaces

Use 'Windex' or other liquid glass cleaner to clean your mirrors, windows and doors. Avoid using water on mirrors as it can affect the finish. During the pre-settlement walk-through; surfaces such as glass and mirrors were inspected and any cosmetic damages not uncovered then are not covered under the warranty after settlement.

Shower enclosures create a large amount of moisture; therefore, frequent inspections of joint areas are recommended. Caulk periodically with 100% Silicone Caulk to prevent leaking. This is considered a normal homeowner maintenance item. Be careful not to caulk over any weep or drainage planes in the shower pans.

Mold and Mildew

Mold is all around us and in our everyday life. According to the EPA it cannot be completely eliminated and may circulate throughout the home. In order for mold to grow it must have water and a food source. That food source might include carpeting, drywall or wood.

The best way to reduce or eliminate mold is to control the moisture in the home. Watch for spills, leaks or overflows in plumbing fixtures, roofs, and siding. Some or all of these sources can be prevented through good maintenance and housekeeping. Please follow the guidelines:

- a. Cleaning up water or spills within the first 24-48 hours is key. Do not allow standing water on any surface. Any surface which cannot be dried in that time should be removed.
- b. Clean and repair gutters regularly (see....gutters and downspouts).
- c. Keep positive fall from the home (see...grading and drainage).
- d. Use bath fans for at least 15 to 20 minutes after showers and baths to eliminate steam.
- e. Use appliance vents when cooking, or open the windows for fresh air.
- f. Inspect for leaks regularly; look for wet or discolored spots and clean up.
- g. Identify any leak sources and make repairs. Pay attention to condensation pans in HVAC units and in refrigerators.
- h. If you see moisture or condensation on windows, walls or pipes act immediately to wipe up the areas. This may be a sign your humidity level in the home is too high.
- i. Keep indoor humidity levels between 30% and 50%.
- j. Use air conditioning on hot days, it removes a great deal of humidity in the home.
- k. Consider placing a dehumidifier in the basement.
- l. Keep the clothes dryer vent clear of obstructions.
- m. Keep basement HVAC duct vents in the open position.

If you spot mold during the first year of occupancy please contact us to come out and inspect for signs of leaks. Remember what is done in the first 24-48 hours is critical to keeping mold

to minimum. As your builder we should only be contacted where the source of the moisture is a direct result of a building defect or mechanical problem within the applicable warranty period. If covered we will visually inspect and remove and discolored or wet materials which we cannot dry. Each case will be investigated and appropriate measures will be taken.

We cannot be held responsible for any damages caused by mold or by any other agent or contractor arising from or connected with the mold for property damage, personal injury, emotional distress, death or adverse health effects.

After one year please contact a professional service such as ‘Serve Pro’ or ‘Service Master’ to work in your home. Have them clean up the moisture and have a professional repair the leak or water source.

Paint and Stain

We use quality paints which are low VOC latex paints and are more environmentally friendly than older products. Given that our paints are water based, some telegraphing of wood grains on wood trim is to be expected.

Interior touch up may be visible under certain lighting conditions. We cannot guarantee a paint match on repairs (see Drywall section). Homeowners should touch up flat walls rather than wash walls. Interior trim has a semi gloss finish to it and may be washed with a gentle soap and very little water. Avoid abrasive cleaners or harsh chemicals as it will alter the finish.

As pointed out earlier in “Drywall” we will return once during the first year of occupancy to perform a onetime drywall and paint touch-up.

Changes in temperature and humidity cause all building materials to expand and contract at different rates. The movement results in separation between materials; typically between dissimilar materials. An example is wood trim separating from the wall, mitered corners, crown molding, stair trim and where tile grout meets a tub or sink. This may look alarming to you, but is completely normal as the home acclimates during the first year.

Shrinkage of wood members in your home is inevitable and occurs in every new home, even our beautifully decorated models. Although it is most notable during the first year, it may continue beyond that time. In most cases caulking and paint are all that is needed to conceal the changes. Even though properly installed, caulking will shrink and crack. Replacing or repairing caulking is routine maintenance and, as such, is considered a homeowner responsibility.

Exterior trim and paint will require similar maintenance. Begin by resetting any popped nails and sanding off any peeling paint. Fill with putty, sand and repaint the area. Avoid allowing sprinklers to spray water on the exterior of your home as it will cause blistering, peeling and splintering of paint and other damage to your home.

Any fungus or molds on exterior painted surfaces are typically a natural occurrence due to a lack of sunlight or due to the sitting of the home. We cannot control this and any clean up or repainting is considered a homeowner maintenance item.

Interior stains should not fade prematurely. If a section of the interior rails fade or deteriorate during the first year we will refinish the affected areas, matching the color as closely as possible. You should expect variations in wood as it is a natural product. We cannot guarantee stain or polyurethane matches.

Pests and Insects

We have provided you, at settlement, a termite inspection certificate; however, given our climate, termites and other pests can be a problem in the future. Check around your home annually or have a professional inspect for signs of termites. Look for the following:

- a. Earthen tunnels at ground level near the foundation or where pipes enter the home.
- b. Areas where wood meets masonry
- c. Any wood close to the ground, including crawl spaces.
- d. Keep all firewood piles a good distance from your home

If you see signs of termites, carpenter ants or carpenter bees call an exterminator immediately to protect your investment.

When building homes, we displace field mice which can enter your home through an opening as small as 1/4" of an inch. Unfortunately small pests, rodents, squirrels or other animals are not covered by the warranty.

Plumbing Systems and Fixtures

Your home's plumbing system has been installed under the direction of a licensed master plumber in accordance with local plumbing codes and has been inspected by governmental authorities. Water supply and drainage from all lines and fixtures were satisfactory when tested prior to move-in date.

If you care for this system properly it will need only minimal maintenance for many years to come. Your prompt attention to any problem that arises could prevent more serious problems from developing.

Main Shut-Off Valve – This is the center of the plumbing system, the point at which the main water line comes into the home. If a major plumbing problem occurs, turn off the main shut-off valve to prevent flooding. It is a good idea to show every family member where the shut-off valve is, explain how to close it in case of an emergency, and mark it with an easy-to-locate identification tag.

Water Intake Valves – Most plumbing fixtures in the home have a water intake valve to individually shut off the water to that fixture for minor repairs and emergencies. Show family members how to operate them and where they are located on sinks, bathtubs, showers, toilets, water heater, washing machine and laundry tub. Toilet valves are behind the toilet and sink valves are under the sink.

Hot Water Heater - Your home is equipped with an electric or gas hot water heater. For your protection, the unit comes equipped with a pressure and temperature relief valve. If the unit should overheat, this valve will prevent a dangerous build-up of temperature and pressure. When the valve is operating, it will appear that the tank is leaking, while it is merely releasing excess pressure.

Hot water heaters normally collect small quantities of scale that settle to the bottom of the water tank. This residue should periodically be removed by draining the tank. This is done by opening the valve at the bottom of the water heater and allowing the tank to drain itself of the residue (usually a bucketful once each year is sufficient). In hard water areas, use of water softener will reduce the need for more frequent draining of the unit. Before draining, turn the power to the hot water heater off by switching off the breaker for electric units or by turning the knob on the front of gas units to “vacation.”

The water temperature of your water heater is pre-set at the factory as indicated in the operating instructions. The temperature may range from 125 to 145 degrees Fahrenheit. The lower temperature may be preferable in homes where small children can reach the faucets. Also, noisy pipes are sometimes caused by hot water that is too hot. If this occurs, you may be able to reduce or eliminate the noise by reducing the water temperature. However, once set at the desired temperature, further adjustments should be kept to a minimum. Expect recovery time for hot water to take longer in winter months since the water entering your hot water heater is much colder.

Water and Waste Lines - The water supply lines which carry water into your home are highly resistant to rust and corrosion, and should last the lifetime of your home. In areas where pressure is abnormally high, regulators are installed to reduce the pressure. Thus, the plumbing system and appliances such as dishwashers, automatic washers, etc., are protected. It is very important that you DO NOT adjust the pressure regulator.

Your home's sanitary sewer lines have been carefully constructed of high quality PVC (a plastic compound) and have been tested and inspected to insure they function properly. Avoid disposal of hair, grease, lint, garbage, heavy tissue, disposable diapers, sanitary napkins, and other such material into the system. An exception, of course, is that you may dispose of certain foodstuffs in your garbage disposal. To further protect your waste lines, a sound practice is always to use a generous amount of cold water with your garbage disposal unit to keep the sink drain open.

If any of your appliances such as the clothes washer or the dishwasher should overflow, check to be sure the trap through which it drains is not clogged. If the cause of the stoppage anywhere in the system is not evident, we recommend calling a serviceman.

If leaks in the system should occur around loose or damaged joints, we recommend calling a serviceman promptly rather than trying to repair them yourself.

In areas where water pressure is very high, you occasionally may get a pounding or knocking sound when closing a faucet abruptly. This is called a "water hammer." As noted earlier, noisy pipes can also be caused by hot water (see "Hot Water Heater"). In addition, worn or loose washers, loose faucet parts (see "Valves and Faucets"), or air in the pipes could be causing the problem.

In normal operation, some of the plumbing system may knock slightly when certain fixtures operate, particularly appliances such as dishwashers and washing machines, which have a very rapid, mechanical shut-off valve that sends a pressure shock back through the pipes of the water system. Most people will have no difficulty in distinguishing between normal water shut-off noise in the plumbing system and any loud knocking, which might indicate that something is broken, and should be reported to a plumber for service.

Frozen pipes can be prevented. Never leave your home without heating during cold weather. Be sure to turn off lines to your outside hose bibs, bleed the line, and drain them before cold weather begins. Also, disconnect and drain all outdoor hoses. If freezing should occur, we recommend you contact a serviceman for advice or assistance. (See Valves and Faucets).

Garbage Disposal – Always use cold water when a disposal is working. Corn cobs and husks, bones, celery or any other food that shreds should not be put into the disposal. If the machine becomes jammed, use the wrench to free the mechanism and try again. The disposal will rust if not used regularly. If you are going to be away for an extended period of time, a teaspoon of oil will help prevent the mechanism from freezing.

Valves and Faucets - The main water shut-off valve is perhaps the most important element of your plumbing system and was covered in the beginning of the plumbing section. This valve is usually located where the main water pipes enter your home. The water flow into your home's system can be stopped at this point should an emergency warrant it. The hot water shut off for the dishwasher is located under the kitchen sink.

Faucets have moveable parts and, therefore, most faucets, both inside and outside your home, will require periodic maintenance. Needless strain on faucets increases the frequency of repair. It is important, therefore, to understand their proper care.

The cartridge-type faucets used in kitchens, bathrooms, and powder rooms require little or no maintenance. The stem and washer type faucets used in laundries and other utility areas are subject to washer wear which is the homeowner's responsibility. These washers will require

replacement when dripping continues after closing the faucet with a normal amount of pressure.

Faucet aerators are small, round screened attachments commonly found screwed to the mouth of kitchen and lavatory faucets. These attachments add air to the water as it leaves the faucet, which reduces splashing and helps keep the use of water to a minimum. They should be removed and cleaned frequently, usually every three or four months.

Tubs - The surfaces of your new plumbing fixtures are not indestructible. Continue to protect their finishes by observing the following preventative measures:

1. Avoid gritty or abrasive cleaners or any powders with a lye base. Most household cleaners are mildly harmful. The new non-aerosol bathroom cleaners generally are non-abrasive. Vinegar, too, is an excellent cleaning agent.
2. Never step into a bathtub with shoes on. Shoe soles carry hundreds of gritty particles that can scratch the surface.
3. Whirlpool Tub – Never run the pump motor without at least two inches of water above the jets. Running the pump with improper water levels will damage it. Always turn the pump off during draining. Do not add bath oils, bubble soap or any other liquid to the water.

Homeowner's Maintenance Guidelines:

- a. Check for leaks periodically by looking around the base of the tub.
- b. Every two to three months, fill the tub with hot water and add a small amount of liquid dishwasher non-foaming detergent. Run the pump for 10 minutes. This will clean the pipes and the pump's internal parts.
4. Do not use plumbing fixtures as catch-alls for paint cans, trash or tools when redecorating.
5. Do not use plumbing fixtures as receptacles for photographic or developing solutions. Developer stains are permanent.
6. Avoid dropping heavy objects onto fixtures. Doing so may chip or crack the surfaces and increase susceptibility to staining.

Sinks - While your kitchen sink is made of high quality stainless steel, it is a good practice not to let leftover foods accumulate in the sink. Likewise, avoid scraping the unit with utensils or heavy pots and pans that might mar or dull the shiny finish. As with other fixtures, use non-abrasive cleaners or scouring pads.

Toilets – A water-saving regulation went into effect in 1993. It prohibits the manufacture of toilets that use more than 1.6 gallons of water per flush. In the search for a balance among

comfort, convenience and sensible use of natural resources, the government conducted several studies. The 1.6 gallon toilet turned out to be the size that consistently saves water.

Note: *Your new toilets are different if you moved from a residence that was built prior to 1993. Toilets prior to 1993 used three gallons to flush and were not as inclined to stop up.*

As a result of implementing this standard, flushing twice is occasionally necessary to completely empty the toilet bowl. Even though you flush twice on occasion, rest assured that overall you are saving water and you have complied with the law.

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

As your home matures, repairs to various fixtures may become necessary. The normal high moisture content common in bathrooms, the weight of the tub when filled with water, settling of the home itself over time, and the normal expansion and contraction of materials, will cause separation between the tub or shower stall and the wall and floor surfaces in your home. This should be remedied by applying a tub sealer (caulking), which is a normal homeowner maintenance item.

Solutions to Common Plumbing System Problems

PROBLEM	LIKELY CAUSE	SOLUTION
No hot water from electric water heater.	Tripped circuit breaker.	Check and reset circuit breaker.
No hot water from electric water heater.	Temperature setting too low.	Adjust temperature setting.
Hot water recovery is too low.	Burned out heating element.	Replace heating element. Check circuit breaker.
Toilet runs constantly.	Water level in tank is too high.	Adjust float arm stem in toilet water tank downward.
Toilet makes loud noise when flushed.	Ball cock in water tank is not working properly.	Replace ball cock in toilet water tank.
Toilet makes dripping or gurgling noise.	Warped or worn out flapper valve.	Replace flapper valve.
Toilet backing up or overflowing.	Obstruction in line.	Turn toilet intake valve off and plunge toilet.
Hose sprayer in kitchen sink drips.	Dirty or defective.	Clean or replace.
Slow draining sink or bathtub.	Blockage such as hair at drain.	Remove hair or blockage.

PROBLEM	LIKELY CAUSE	SOLUTION
Water flow from faucet is reduced.	Aerator at tip of faucet is clogged.	Unscrew aerator screen and rinse.
Water splatters out of faucet.	Air in water supply line.	Open all faucets in home for 5 minutes.
Water leaking from under sink.	Loose plumbing fitting.	Hand tighten couplings on drain pipes.
Water dripping from shut-off valves.	Loose packing nut.	Open valve all the way, then gently tighten nut.
Garbage disposal clogged.	Obstruction in line.	Use disposal wrench on bottom of disposal.
Garbage disposal will not operate	Tripped reset button.	Check reset button on bottom of disposal.

Your plumbing system is warranted (parts and labor except for maintenance) for one year against manufacturing and installation defect. The system is also warranted for two years against any pipe leaks which might occur in your plumbing system. Defects must be reported immediately. Your warranty, however, excludes valve washer wear, sewer stoppages, and damages from misuse.

Please refer to the section on “Plumbing Fixtures” in the QBW book located in the back of this manual for standards and clarifications.

Radon

The United States Environmental Protection Agency and state and local environmental protection and health departments have expressed concern over the presence of radon gas in homes. Prolonged exposure to high levels of indoor radon gas may affect the health of residents. We have not, and will not, make any investigation to determine whether there is radon gas, mold or other environmental pollutants in or affecting the Property, although such conditions may exist. We make no representation or warranty as to the presence or lack of radon gas, mold electromagnetic fields from power lines and appliances, environmental pollutants or other environmental conditions as, or to, the general effect of any such conditions.

Dan Ryan Builders has installed a passive radon system if it is required by local codes.

For additional information concerning radon gas, mold or other environmental pollutants, we suggest that you contact the United States Environmental Protection Agency and/or your state or local environmental protection and health departments.

Resilient Flooring

Resilient floor coverings come in 6-foot-wide or 12-foot-wide rolls and are usually installed in kitchens, bathrooms and laundry areas. Before cleaning a resilient floor, read and follow the manufacturer's cleaning and care instructions. Do not wax a "no-wax" floor.

Protect the finish on your floors by attaching furniture rests/pads to the bottom of furniture legs to distribute the weight. These vinyl floors can rip or tear if furniture is moved across it, which is not covered by the warranty.

In kitchens and baths the floor may lift near tubs or along seams and may discolor the resilient. This usually occurs due to cracking or shrinking of caulking. We cannot warrant against this condition due to a lack of homeowner maintenance.

Ridging of underlayment may appear due to subfloor irregularities. They are butt joints in the underlayment and are telegraphing through the surface. Ridges over 1/8" will be repaired during the first year of occupancy.

Repairs are made by patching the resilient flooring and an exact color match cannot be guaranteed. Please do not discard any scraps or sections left behind for you as they will be handy should you need to repair the floor in the future. It is from the same dye lot and should match closest to the original floor.

Please refer to the section on "Vinyl & Resilient Tile Flooring" in the QBW book located in the back of this manual for additional standards and clarifications.

Homeowner Maintenance Guidelines

Damp Mopping: Sweep, vacuum or dust mop regularly to remove dirt particles which may scratch the finish. Use a cotton or cloth mop and clear, warm water. For heavier cleaning, use a solution of one-cup household vinegar to one gallon of warm water, or ¼ cup household ammonia to one gallon of warm water. Only dampen the mop slightly to avoid leaving water marks.

Oily soaps can leave residue on wood floors that can deteriorate the wood sealant over time.

Stain Removal: To remove scuff marks, crayon, magic markers, or glue haze from a newly installed floor, use acetone or denatured alcohol and a soft cloth.

Roofing

Roofing - The roof of your new home is constructed with quality materials that have been applied by craftsmen according to the manufacturer's specifications. The roofing materials are virtually maintenance free and should last for many years. Occasionally, severe winds may

lift some shingles, but rarely will any damage be done. In cold weather, some shingles may remain standing, but when warm weather returns, they will return to their normal position. Special care should be taken to avoid damaging your roof if you install an antenna or satellite dish (Check your community covenants to ensure compliance before acquiring an antenna or satellite dish for exterior installation). A careless job may cause roof leaks.

Metal roofs are lightweight, attractive, and fire resistant and reflect much of the sun's energy. If your home has metal roofing; please do not walk on the roof as the metal is not designed to hold your weight and will dent or bend.

If you experience a roof leak during the first year of occupancy please contact our warranty department for repairs. We do not cover repairs to any interior items such as wall coverings, furniture or other personal belongings. You will need to contact your insurance company.

Dan Ryan Builders does not warrant roofing that becomes damaged by severe storms. Notify your insurance company if you have shingles blow off or lift off during these types of storms.

Please refer to the section on "Asphalt Shingles" or "Roofing" in the QBW book located in the back of this manual for additional standards and clarifications.

Septic Systems

The septic tank is primarily a holding tank, generally made of concrete or fiberglass, for all of the waste coming from your home by way of the kitchen sink, bathrooms, laundry tubs, and washing machines.

Homeowner's Maintenance Guidelines

Homeowners are responsible for the proper maintenance of the septic tank. For best results, inspect your septic tank and the drainage field area at least once a year.

The frequency of septic tank cleanings varies depending on the tank size, daily sewage intake and the number of people it serves. Generally, septic tanks should be cleaned every two years.

Cleaning a septic tank requires special knowledge and tools. This is not recommended as a "do-it-yourself" project. Many septic systems are complex in nature. We recommend that you obtain a service agreement with a reputable septic contractor for specialized systems. If you have a media filter, it must be cleaned every 4 to 6 months at a minimum.

If you have a garbage disposal, do not grind large amounts of vegetable and fruit matter as it may create the need for more frequent cleanings. Avoid putting coffee grinds in the disposal.

Do not connect roof drains or allow backwash from a water softener to enter the septic tank system. Do not allow a sump pump to discharge into the septic tank system.

Vehicles should not be driven or parked over septic tanks or drainage fields. This includes any septic reserve area. Trees and shrubbery should not be planted in the drain field.

Care of your Septic System

Do Not:

- Drive over your tank and drain field/reserve area or compact the soil in any way
- Dig around the tank or drain field or build anything over it
- Discharge drain gutters, patio drains, and foundation perimeter drains over leach fields
- Cover it with hard surfaces such as concrete or asphalt
- Plant anything around or near the drain field except grass. Roots from nearby trees and shrubs may deviate and clog and/or damage the drain lines
- Allow backwash from home water softeners to enter the system

The following should not be used or disposed into the system:

- Greases, fats and oils
- Garbage disposal should be used sparingly. Dispose of food waste, grease, etc., in the solid waste bin. Food waste represents additional loading the aerobic treatment plant would have to digest, increasing pump out intervals
- Paints, household chemicals
- Automobile fluids
- Pesticides, herbicides or any other toxins
- Non-biodegradable items such as cigarette butts, disposable diapers, feminine hygiene products, condoms, hair, coffee grounds, rags, paper towels, bandages, etc
- Wash loads must be spread out over the week. Once a week multiple loads or half loads are not recommended
- Citrus products, oranges, lemons, grapefruits, etc
- Additives for septic systems – they do more harm than good
- Hydraulic overload due to excessive water from other sources
- Home Brewery waste
- Strong medicines or antibiotics
- Strong disinfectants or bleaches. Laundry products such as: Lysol®, Pine Sol®, Tidy Bowl® or discharge from water softeners
- Recommended detergents include those that are powdered, low-sudsing, low phosphate and biodegradable. For example, Gain®, Arm & Hammer® or All®.
- Recommended cleaning products are non-chlorine, biodegradable and non-toxic.

Do's:

- Conserve water to avoid overloading the system. Doing laundry over several days will put less stress on the system.
- Repair any leaking faucets or toilets. To detect toilet leaks, add several drops of food dye to the toilet tank and check to see if the dye ends up in the bowl.
- Learn the location of your septic tank and drain field. Keep a sketch of it handy with your maintenance record for service visits.
- Maintain the drain field with a grass cover to prevent erosion and remove excess water.
- Keep your septic tank cover accessible for inspections and pumping.
- Keep a detailed record of repairs, pumping's, inspections, and other maintenance activities.
- Have your septic tank pumped out regularly by a licensed contractor.
- Call a professional whenever you experience problems with your system or if there are any signs of system failure.

Seed and/or Sod

We have provided you with a starter yard. The future beauty of your yard depends on the care and commitment you provide. It will take a minimum of three growing seasons to establish a seeded yard. We cannot be responsible for homeowner neglect or improper lawn maintenance. It needs water and proper fertilization.

A sodded yard is much quicker but requires even more watering and maintenance in the first two months. Sod requires constant moisture until the second mowing. If it is allowed to dry out, the sod shrinks and gaps will appear between sections. If this occurs, you will have to repair these areas by adding topsoil to the gaps and seed. When sod is laid, it will sometimes go into shock and turn brown. The sod is not dead and should continue to be watered.

Fertilizing – Fertilizer should be applied a minimum of three times a year for turf. In the winter months two applications are necessary and one should be a weed and feed. In the summer months one application should be applied. Spray insecticide every other month. Do not spray immature grass with chemicals to kill weeds. The best approach is to use pre-emergent weed control when grass is stronger and more mature.

Establishing Your New Lawn - Dan Ryan Builders will grade and seed only the areas disturbed during the construction process. New seed should be kept constantly moist for a period of four weeks. If there is no rain, the lawn should be watered lightly twice a day for approximately fifteen minutes in each location. This watering will hasten the establishment of the new lawn. The contractor who applied the seed for your new lawn will warrant your yard if, and only if, the homeowner properly maintains the new seed bed during the germination period and maintains the new lawn after the germination. Raking, re-seeding, fertilization, aerating, and chemical applications after the original application of the seed is considered a

homeowner maintenance responsibility. Dan Ryan Builders recognizes that severe weather conditions can cause washouts and erosion in your new lawn. We will repair and re-seed washouts and eroded areas **once** at the 120-Day Walk-through, or as soon as weather conditions permit.

Depending upon your subdivision, grass seed is applied using a green pressure sprayed hydro-mulch mixture or by hand seeding. If your lawn was hand seeded, a layer of straw was placed on top of the seed when it was planted. It is not necessary or advisable to rake the straw away, as the raking disturbs the germination of the lower emerging grasses, and also is a violation of the sediment control ordinances, if the lawn is not established. In addition, the straw provides some much needed organic matter to the soil.

Prior to seeding, your yard was fine graded and raked. Any debris and large rocks were removed at this time, however, this is not a perfect process, and some rocks or stones will surface in your lawn. It is best to pick these up rather than to rake them out. Some rocks may continue to surface until the grass creates a root mat; however, the rocks that remain are not an impediment to establishing a healthy lawn. When the new grass gets to be four inches tall, start mowing at a three-inch height. We recommend a three-inch mowing height throughout the year.

Siding

Vinyl Siding - Your new home is protected by a long lasting covering of low maintenance vinyl siding. Please refer to the manufacturers recommendations for its care and maintenance provided to you during your Pre-settlement Walk-through. Should siding damage occur, the affected panel (s) can be easily removed and replaced. Minor color variations may occur and are not covered under the warranty.

Slight waves or bows may appear in siding as the moves with changes in temperature and humidity. The home is also settling during the first few years. We will make every attempt to create a uniform appearance; but unfortunately this cannot be completely eliminated.

Never clean the siding with chemical, steel wool or wire brushes. There is no effective remedy for scuffed or scraped vinyl siding except replacement. While replacement may be relatively simple, precaution against damage is clearly more efficient.

Cedar or Wood Siding - Your new home may be protected by cedar siding instead of vinyl siding in some communities. Cedar siding is a natural substance and expands and contracts due to changes in temperature and humidity. Due to expansion and shrinkage, the caulking around your windows and doors should be checked periodically for cracks. Caulking around windows and doors is a homeowner maintenance item.

Your cedar siding has also been painted or stained to protect the siding's natural beauty. Your cedar siding should be repainted or stained periodically, to combat natural wear due to the elements.

Please refer to the section on “Siding” in the QBW book located in the back of this manual for additional standards and clarifications.

Smoke Detectors & Carbon Monoxide Detectors

Smoke detectors are required by most building jurisdictions and are a proven life saving device. Please read and follow all manufacturers’ instructions in the use and care of smoke detectors. Your smoke detectors are hard wired in sequence where if one level goes off, all are activated. You will also have a battery backup in case of a power failure.

Carbon Monoxide detectors may also be installed in your home if required by code. These are designed to detect CO gas, which is odorless and colorless. These should be maintained much the same as smoke detectors.

Most fire departments remind us to change our smoke detector or carbon monoxide detector batteries twice a year to coincide with daylight savings time. When the clocks change, please change your batteries. You should also push the test button on a regular basis to see if they are working properly.

Testing Maintenance and Service

1. It is recommended that you test your smoke alarm weekly to assure proper operation.
2. To test, firmly depress the light lens located near the center of the cover for a few seconds. The alarm will sound as it would if smoke from a fire were actually present.
3. **IMPORTANT:** Always test the unit upon returning from vacation. Make sure the light on the cover is indicating that the power is on.
4. Aside from weekly testing, the only maintenance to perform is to vacuum the slots on the cover if the smoke alarm accumulates dust. The cleaning procedure should be followed at least once a year.
5. If an unwanted alarm occurs, turn off the main power to the circuit. Remove the unit from the bracket by turning counterclockwise and disconnect the three-wire connector. Power should be restored to those units still connected.

Sump Pumps

Most homes that have basements are equipped with a sump pit and pump; or if your home is a walk out in the rear the drain tile daylight via gravity to the rear yard. If you have a walkout basement, never block the daylighted rear drain tile.

For homes with a sump pump (usually an in-ground basement) the pump is installed to collect and discharge water through a pipe to the outside. Read the instructions on the sump pump carefully and check the pump's operation on a regular basis. If you live in an area prone to power failures and you must rely on the pump; consider investing in a battery backup available from most home improvement centers.

The bottom of your sump pump may always hold a small amount of water which may become stagnate over time. If your pump rarely runs you should check its operation by adding a bucket of water with a small amount of bleach directly into the pit. The pump should kick on and eject the water out through the pipe.

Never allow a water softener to drain into a sump pump as the salt water will corrode and cause the sump pump to fail prematurely. A sump pump is a mechanical device which will eventually need to be replaced by you. They are available at most home improvement stores.

Trim (Interior and Wood)

As mentioned in the paint and stain section, wood trim will expand and contract with changes in temperature and humidity. It will shrink more in winter months. It is common to separation between wood trim and the drywall in areas such as; base trim, crown molding, door & window casing and stair stringers.

When wood dries it may also warp a bit. Cracks can also open up which can be caulked to close the gap. The carefully fitted mitered corners may also separate as the trim dries out during the first year or two. These can be filled with a latex paintable caulk available from most hardware stores.

A piece of wood trim may pull away from the wall slightly; you can repair this by driving a trim nail in to the wall, sand and paint the nail hole.

Please refer to the section on "Interior Walls and Trim" in the QBW book located in the back of this manual for additional standards and clarifications.

Wells

Your new home may come with a well, which has been tested and approved by the local health department and complies with their standards.

We cannot guarantee after settlement the well purity, yield, potability or clarity. Water tables are subject to change over time. You should have your well tested each year and make any necessary adjustments to the system. There are several aftermarket devices to improve water quality, and it is a personal decision as to what (if any) treatment devices are desired.

If you add a water softener to your well system, do not drain the softener to the sump pump as it will damage the pump (see Sump Pumps).

Care of your Well

Do Not:

- Use pesticides, fertilizer, fuels or degreasers within 100 feet of your well
- Use old wells as dump sites
- Cut the well casing off below ground level
- Drill your well near your septic system

Do's:

- Have the well tested once a year
- Disinfect your well water at least once a year using bleach
- Inspect the well casing once a year for holes and cracks
- Take proper care of your septic system
- Maintain the slope around the well so surface water drains away
- Keep the chemicals stored away from the well

Windows and Screens

Our windows are typically insulated, double pane windows with a “Low E” film covering to reflect the sun’s harmful UV rays. The glass panels are sealed by the manufacturer and may come with an extended warranty through the manufacturer. Please see the literature for details given to you at your walk-through.

It is the homeowner’s responsibility to inspect and re-caulk windows on a regular basis. We have caulked the windows prior to settlement (see section on “Caulking”). Scratches or broken glass are not covered under the terms of the warranty. These items need to be addressed at the Pre-Settlement Walk-through, not after closing.

Homeowner’s Maintenance Guidelines

Cleaning Windows: Clean the windows with a commercial glass cleaner or with a solution of 1 cup of vinegar mixed with 1 gallon of water. Always use lint free cloths or paper towels. Do not use powdered cleaners on glass.

Weep Holes: Keep the small weep holes and channels clear of any dirt and debris. The weep holes are there to allow excess water to escape from the bottom of the window frame.

Windows that feel tight or stick when trying to open can be lubricated with silicone spray. This spray is available from most home improvement stores. You can also use “Lemon Pledge” furniture polish as an alternative.

Window Condensation: Moisture that appears on the inside of the glass occurs when warm moist air comes in contact with a colder surface; this is called condensation. While the moisture appears on the window, it does not mean that there is a problem with the windows themselves. Simply wipe up the water before it can stain your drywall, paint, caulk or wood trim. Please refer to the section on “Condensation” for further information.

Screens: Screens are provided to keep insects from entering the home when windows are open. They can be cleaned with a mild soap and water. If you store your screens in the winter it is a good idea to number them to make re-installation easier.

CAUTION: Window screens will not prevent children from falling through the window. The screen is simply a barrier system and the hooks that keep it in place are only designed to support the weight of the screen itself. Never allow children near opened windows, or place or arrange furniture near windows in a manner that will provide children easy access to windows.

Fog between Glass Panes: The appearance of moisture or fog between the glass is an indication that the vacuum seal between panes has failed. After the first year of occupancy, please contact the manufacturer for information on any extended warranties for the seal on window panes.

Please refer to the section on “Windows” in the QBW book located in the back of this manual for additional standards and clarification.

QBW Booklet