

**HOMEOWNER**

**INFORMATION  
MANUAL**

# HOMEOWNER INFORMATION MANUAL

NEIGHBORHOOD: \_\_\_\_\_

LOT: \_\_\_\_\_ ADDRESS: \_\_\_\_\_

This manual is issued to: \_\_\_\_\_  
As owner(s) of your new home. The undersigned acknowledges receipt of the Homeowners Information Manual and understand this contains important information regarding the care & maintenance of your new home.

\_\_\_\_/\_\_\_\_/\_\_\_\_  
Date

\_\_\_\_\_  
Homeowner Name (Print)

\_\_\_\_\_  
Signature

\_\_\_\_/\_\_\_\_/\_\_\_\_  
Date

\_\_\_\_\_  
Homeowner Name (Print)

\_\_\_\_\_  
Signature

Dear Neighbor,

We are continuing construction on more new homes in your neighborhood and ask for your help in combating a serious problem.

Any construction site seems to tempt thieves to steal the various construction materials on the site. While some people may feel that they are just taking useless scrap, nothing on the construction site is useless – everything there is intended to be used in building a new home.

We have also had a problem with vandals. Both youngsters and adults have caused totally unnecessary damage to homes under construction – breaking windows, kicking holes in drywall, defacing freshly poured concrete, and damaging materials by walking on them, etc. If you are a parent, you should be aware that you are legally liable for any theft or damage by your children. Children who play in a construction site can cause damage unintentionally or without realizing the consequences of their actions. For this reason – and even more importantly, for your youngsters' own safety – do not let them play in or walk through any area where construction is in progress.

Theft and vandalism not only increase our building costs significantly, but also put an extra burden on the police, which can result in higher taxes for all of us. If criminals frequent our construction site, your neighborhood security suffers. The person who steals our materials and gets away with it may be inspired to come back next week and steal your possessions.

If you notice anyone trespassing, committing vandalism, or stealing materials on our construction site, **PLEASE CALL THE POLICE IMMEDIATELY**. We offer a **\$100 REWARD** to anyone who provides information leading to the arrest and conviction of thieves and vandals.

As good neighbors we have to help each other. We all benefit from stopping crime. Please help us prevent crime in your neighborhood.

Sincerely yours,  
R & K Homes, LLC

## **IMPORTANT INFORMATION**

### **RESPONSIBILITY FOR CITY PROPERTY**

The street improvements in your subdivision were installed by the builder in accordance with development plans and specifications approved by the City. These street improvements consist of the paving, curb and gutter, and City sidewalks. Many of our Homeowners are not aware that these improvements do **NOT** belong to them. These improvements are owned by the City and City requires that they be maintained in the condition in which they were accepted by the City.

As the adjacent Homeowner, you are responsible for any damage suffered to these improvements as a result of your actions or those of your employees or agents (persons you hire to work on your home).

In the course of moving in, installing your landscaping or construction of other improvements to your home, please take measures to prevent any damage to the street improvements. For example, do not drive vehicles across curbs except at the driveway depressions, do not have landscaping materials unloaded onto the sidewalks or asphalt paving. We are advising you of this potential area of concern as costs for damage to these areas can be assessed to you, the Homeowner.

We would suggest that, prior to beginning any improvements to your new home, you walk these areas with your contractors, and again after they have completed their work. If these areas have suffered damage as a result of your contractor's work, then you need to arrange for them to repair or replace the problem areas.

## **IMPORTANT INFORMATION**

### **GFI OUTLET IN GARAGES**

Due to code requirements in all the cities, all electrical plugs installed in garages will be installed on a GFI (Ground Fault Interrupt) circuit.

These circuits are made to be sensitive to any fluctuation in the electrical current.

**PLEASE, DO NOT USE THESE PLUGS FOR REFRIGERATORS OR FREEZERS!** This misuse will trip the circuit and will be left without power.

Please contact the building department of the respective cities for further information or explanation.

# IMPORTANT FACTS ABOUT YOUR GRADING & DRAINAGE

(Page 1 of 3)

Dear Homeowner:

Now that you have bought your new home, we realize that you are eager to proceed with the landscaping of your yard and that you may wish to use your own talents and originality to accomplish the effect you wish to create. However, serious problems can result if you interfere with the carefully designed drainage system that has been installed on your property. To avoid considerable expense to you, and aggravation during the next heavy rain, please read the following information carefully.

It is very important for surface water to drain away from your house and off your lot to a street drain. If water does not drain away from your house, heavy ponding and saturation of the soil can cause severe property damage, particularly if standing water seeps underneath the foundation of your home, except for extreme weather conditions. However, on large lots, standing water away from the home is not a concern.

The drainage system for your lot was designed by professional Civil Engineers, in accordance with all applicable local ordinances. However, now that the home is yours, it is your responsibility to maintain the existing drainage pattern. Disturbing the grade or interfering in any way with the drainage can not only create problems for you but, in storm conditions, might cause water or erosion damage to your neighbor's property, for which you would be financially responsible.

We have found that drainage problems frequently arise when Homeowners install, or hire contractors to install landscaping, sprinklers, swimming pools, patios, sidewalks, walls or fences. Often these contractors will disrupt the designed drainage pattern, causing problems for the Homeowner the next time it rains. One of the most common mistakes is placement of a sidewalk, patio, planter, or some other feature in a swale, where it blocks the drainage flow. Another common mistake is for the landscaper or fence contractor to change the shape of the berm by moving earth around, directing the water flow either too close to your house or off the side of your property onto your neighbor's lot. **It is your responsibility as Homeowners to warn any contractor you may hire that they must design and install their work with these factors in mind, and you should take great care to see that they do not destroy the drainage of your lot.**

## **IMPORTANT FACTS ABOUT GRADING & DRAINAGE**

(Page 2 of 3)

To maintain the safety features in your present grading patterns, experts often recommend the following:

- ❖ Plant all slopes promptly to prevent soil erosion and keep them properly planted and watered.
- ❖ Make inspections during rains, as this is when trouble occurs. Watch for fullying and silting (fine soil washed into swales by erosion), then correct these conditions as soon as possible.
- ❖ If you plan to have flower beds or shrubbery near the house, do not disturb the earth next to the foundation – dig 2 or 3 feet away. Make sure that, after planting, the earth slopes away from the house not toward it. Never water the foundation.
- ❖ If you build a brick planter next to the house, be sure to allow “weep holes” so that water can escape from it. To do this, set the bricks in the bottom row so that there is a one-half inch of open space between each brick.
- ❖ If your home has down spouts or gutters, adjust them if necessary to carry surface water away from the foundation.
- ❖ If there are concrete swales, yard drains, or catch basins serving your lot, keep them free of silt and debris. Check periodically to make sure drainage devices are not clogged. Do not block the water flow by building a wall or fence over a drain.

We advise that in the development of your landscaping and fencing program, you take special care not to destroy the drainage system carefully designed for your particular lot. We will not assume any responsibility for water or erosion damage to your home and/or your neighbor's property if you modify the grading or drainage contrary to the established plan. If you move any earth around on your lot, or install any improvements that block the drainage pattern, you must provide some alternate method of drainage. We strongly recommend that you get expert advice from a Civil Engineer and check with the City or County Engineer's office before undertaking any lot improvements that might alter the existing grading or drainage patterns on your property. (See page 3 for illustration of typical drainage pattern.)



## **IMPORTANT – READ CAREFULLY**

### OUR POLICY REGARDING SERVICE ADJUSTMENTS & HOME MAINTENANCE

#### **MANUFACTURER RESPONSIBILITIES**

Appliances, pieces of equipment, or other items which are “Consumer Products”, for purposes of the Magnuson-Moss Warranty Act (15 USC Sec. 2301-2312), have written warranties by the manufacturer, which are left in a drawer at the walk-through. We assign and pass on to you any manufacturer’s warranties on consumer products. These warranties are the responsibility of the manufacturer, not the builder.

#### **BUILDER POLICY**

We hope you will be happy in your new Home. We have tried to provide you with a trouble-free home. It has been built from quality materials under our strict supervision. However, like a new automobile, your home will require careful “breaking in” by you, the Owner. It is up to you to take over and care for this assembly of many materials and mechanical devices. Properly maintained, this “House” will serve as your “Home” for many years.

Many times, by knowing and understanding the capabilities and capacities of the equipment in your new home, you can save yourself inconvenience, service calls, and unnecessary expense. Read the enclosed instruction materials, the manuals accompanying the appliances and equipment, and booklet “You New Home and How to Take Care of It” and please understand that HOME MAINTENANCE is to be taken care of BY THE HOMEOWNER, not the builder. Among the items which are your responsibility are:

- I. Frequent cleaning and replacing of the furnace filter.
- II. Replacing worn washers and faucets
- III. Repairing chipped or scratched ceramic tile, grout, counter tops, marble, caulking, plumbing fixtures, porcelain, vinyl floor tile, etc., unless such damage occurred prior to move-in and was reported immediately during the walk-through inspection.
- IV. Damaged or broken screens, glass, mirrors, appliances, light fixtures, missing hardware, fixtures, etc., unless noted immediately during the walk-through inspection.
- V. Any wear caused by use or damage caused by misuse of your home or equipment therein.
- VI. Proper care of floor coverings, use of floor protectors under the legs of heavy furniture to prevent indentions.

We wish to express once again the **IMPORTANCE OF READING ALL OF YOUR WARRANTIES, INSTRUCTION MANUALS, AND BOOKLETS** to properly understand the many materials, fixtures, and pieces of equipment which help make your house into a home, and to learn how to take care of it in order to gain the maximum enjoyment and livability.

By the time you have moved into your new home, many inspections will have been made. Inspectors from the City, from our lender, from FHA or VA (when applicable), and from our own Quality Control Department will have inspected your home many times during the various states of construction. All of these inspections follow rigid procedures and standards designed to ensure the highest quality for your home. Occasionally, however, defects may be found after you have moved in. Therefore, we have a Customer Service Department to take care of these problems. We would like to explain how our Customer Service Department operates.

Our policy regarding repairs to homes has been developed through many years of experience and it is a fair one. We ask each home-buyer to walk through his/her home with a representative, prior to the date of occupancy. This "walk-through" inspection must be very thorough and we ask buyers to take as much time as is necessary to find any and all defects which may exist in their home. After the move-in, we will bear no responsibility for external blemishes, such as kitchen floors scratched when refrigerators are moved, walls nicked by furniture movers bringing in chairs, windows or light fixtures broken by children at play, or sinks or kitchen counters which are chipped. If these items were not reported during the walk-through, we have to assume the damage was done after move-in.

We try to correct all problems noted on the walk-through before you move in. However, many of the repairs will involve our subcontractors. Because of this there may be some delay, since the subcontractors may have already gone on to another project. We ask that you wait three weeks after moving in for the repairs noted on your walk-through to be taken care of. After three weeks, if you have not been contacted regarding each item, please send a letter to our Customer Service Administrator (See address below). Your tract Superintendent and/or the subcontractors involved will be notified that the work still needs to be completed. Please note that, unless we hear from you to the contrary, we will assume, at all times that all repairs have been completed to your satisfaction. Sometimes it takes as long as two or three months to complete all the repairs noted on the walk-through, so please try to be patient.

Occasionally, problems will come up with appliances, some of which are covered by the manufacturers' warranties. These will be repaired by representatives of the appliance company since they are best trained for these repairs.

For necessary service calls on warranted appliances (range, garbage disposal, dishwasher, water heater, and furnace), **CALL THE SERVICE OFFICE LISTED AT THE BEGINNING OF YOUR ONE YEAR WARRANTY MANUAL** and be sure they understand you are requesting service under warranty.

Should any other problems develop after the move-in, which could not have been detected during the buyer's pre-occupancy, we will gladly repair them if they actually were caused by faulty workmanship. We ask that, except in emergencies, you write out any problems you may have and mail them to our office. This gives us better control to follow-up on the problem. Oral complaints to a salesman, superintendent, laborer, or secretary sometimes are inadvertently forgotten, so we request that your complaints come in writing to our main office at the following address:

**Attn: Customer Service  
R&K Homes, LLC.  
5410 Longley Lane  
Reno, NV 89511**

Our Customer Service Department will assign the problem to either one of our own people or to the responsible subcontractor or supplier. We ask that these people call you for an appointment; however,

sometimes they may drop by to do the work without prior notice to you, if they are in the area. Please be sure to include your daytime telephone numbers with your written request for repairs.

Because these appointments are usually made one or two weeks ahead of time, the schedules of our workman normally are set-up pretty far in advance. Therefore, please understand that, when we receive notice of problems, our workers probably will not be able to come to your home right away, except in the case of an emergency. Also, remember that our repairmen and our subcontractors work normal hours like everyone else; so, except for emergencies, they will not come out on weekends or after 4:00 PM on weekdays.

Please understand that workmen must follow their work orders. They are not allowed to do any additional work other than what is written on their work orders from our office. This is why it is important that you write to us as soon as possible about any items you may find for corrections, so that all work may be done at one time.

For emergency situations, refer to the list of subcontractors provided at the beginning of your One Year Warranty Manual. Those numbers are to be used **ONLY** in the case of an emergency, noted below. A written service request must be submitted to our office for any other repairs. If a subcontractor is sent out, and it is not an emergency, the homeowner will be charged with a service call which, on weekends could be time-and-a-half or double-time.

**SPRINKLER INSTRUCTIONS**  
**TURN ON & TURN OFF**

**TURN OFF YOUR IRRIGATION SYSTEM.**

- 1.) Find the pressure vacuum on the side of your yard. This is a brass valve that stands 1' to 2' above ground.
- 2.) There is one irrigation cap that is in this vicinity.
- 3.) Locate the master valve. This is under the black cap.
- 4.) Using a Hex Key or Cross Top Key, close this valve, turning clockwise.
- 5.) This shuts water off that goes to your irrigation system.
- 6.) Now you must drain any water left in the system.
- 7.) Open the other cap. Using the Hex irrigation Key, open this valve. Turn the key counter clockwise.
- 8.) Now open petcocks on side of the brass pressure vacuum breaker using a regular screw driver. When open, the slots should be in a horizontal position. Water will drain.
- 9.) Finally, turn the blue handles on the side of the brass pressure vacuum breaker at a 45 degree angle to their current position.

**TURN ON YOUR IRRIGATION SYSTEM.**

- 1.) Find the pressure vacuum breaker on the side of your yard. This is a brass valve that stands 1' to 2' above ground.
- 2.) There is one irrigation cap that is in this vicinity.
- 3.) After locating the irrigation cap, use your irrigation key to close the valve that is under the cap. Close this valve by twisting the valve clockwise.
- 4.) Now close the petcocks on the side of the pressure vacuum breaker using a regular screw driver. When closed, the slots should be in a vertical position.
- 5.) Turn the blue handles on the side of the pressure vacuum breaker parallel with the brass valve.
- 6.) The final step is to locate the black cap irrigation tube. This valve will turn on the main water to your irrigation system. Using your irrigation key, slowly turn the valve counter clockwise. Water will spill out the top of the pressure vacuum breaker for a second or so.

Please note that turning on and off your irrigation system is not easy. If you don't do it properly your irrigation system can freeze and break. The Homeowner is responsible for draining the irrigation system.

## EMERGENCIES

To facilitate a better understanding, the following conditions are considered established emergencies requiring immediate attention.

- 1.) **TOTAL** stoppage of the plumbing system. (All toilets are affected.)
- 2.) A water leak, which requires the entire water service to be shut off to avoid serious damage to the building and/or the furnishings.
- 3.) Total furnace failure (in cold weather).
- 4.) Total electrical failure.
- 5.) A serious roof leak.

The following are **NOT** considered emergencies:

- 1.) Toilet stoppage.
- 2.) Dripping faucet.
- 3.) Leak under the sink or lavatory.
- 4.) Loss of hot water.
- 5.) Loss of part of the electrical service.

All other requests for repairs or service must be submitted in writing. **PLEASE DO NOT TELEPHONE OUR OFFICE** except in a real emergency. We have found from past experience that we are able to take care of your problems faster and more efficiently if they are written down and mailed to us.

Please remember that, if a serviceman is sent out to care for any item that is caused by a Homeowner's negligence or failure to follow instruction manuals, the Homeowner will be charged for the service. It costs a great deal of money to send repairmen out, therefore, we ask for your discretion in notifying us of complaints. If it is a problem for which we are at fault, we will be more than happy to repair it for you. However, if we find the complaint is due to normal wear and tear or lack of normal Homeowner maintenance, we have no choice but to charge you for the serviceman's time.

## **SOME COMMON CAUSES OF UNNECESSARY SERVICE CALLS ARE:**

- 1.) Failure of heating/air conditioning unit to operate properly because of a dirty filter.
- 2.) Power failure because of a circuit breaker being in the “off” position or a GFI not being set.
- 3.) Sewer stoppage because of something you have introduced into the line.
- 4.) Kitchen appliances that will not work due to failure to read and follow directions in the instructional manual. Call G.E. for repairs 1-800-432-2737 **(For Fernley, Please call A-1 Appliance for GE Repair (775) 428-1313)**
- 5.) Water damage from not maintaining caulking in bathtubs, showers, and exterior of windows.

Also, please understand that there are certain items that are beyond our control. For example, concrete slabs usually develop cracks, paint may peel, and wood may shrink or twist. These are normal occurrences in homes and they should not alarm you. These minor defects are inevitable in the natural materials used in building your home when exposed to temperature changes. The house will naturally settle and cause some minor cracking in the sheet rock. However, if you wish to resurface any cracks, etc., we ask that you wait for your 11-month warranty request so the house has had time to complete the settling process.

We hope this explains how our Customer Service Department operates. Remember to send your complaints to us in writing, except in the case of emergencies. We will be glad to repair those items for which we are at fault, but please do not notify us about problems developing from normal Homeowner’s maintenance.

We are confident you will be satisfied with your Home and you will find years of enjoyment for you and your family.

## *The Care of Your New Home*

Your home has been constructed with quality materials and the labor of experienced Craftsmen. All work is done under our supervision to attain the best possible results.

A home is one of the last “hand built products” left in the world. Although quality materials and workmanship have been used in your home, this does not mean that it will be free from maintenance. A home, like an automobile, requires care and attention from day one. Homeowner maintenance is essential to providing a quality Home for a lifetime.

We are very proud of the product we build and the neighborhoods we create. We strive to create long lasting value. This cannot be achieved unless you, as the Homeowner, properly maintain your Home and all of its components.

Periodic maintenance is necessary because of a number of factors, such as normal wear and tear, climatic conditions, the inherent characteristics of various materials used in your home (such as wood) and normal service required by the mechanical systems. Over time, natural variations in temperature and humidity also impact your home.

Many times a minor adjustment or repairs done immediately by you saves a more serious, time consuming, and sometimes costly repair later. Note also, that negligence of routine maintenance can void applicable limited warranty coverage on all or part of your home.

We recognize that it is impossible to anticipate and describe every attention that may be needed for good home care. However, we have covered many important details. In addition, be certain to read the limited warranty literature that follows. It supplements details discussed under “Caring for your Home”.

Review the literature provided by the manufacturers of consumer products included with your home. Although much of the information may be familiar to you, some points may be significantly different from homes you have had in the past. The information contained in that material **is not** repeated here. Activate specific manufacturer warranties by completing and mailing the registration cards included with their materials. In some cases, manufacturer warranties may extend beyond the first year. It is in your best interest to be apprized of such coverage.

By caring for your new home attentively, you insure your enjoyment of it for years. The attention provided by each Homeowner contributes significantly to the overall desirability of the community.

## **AIR-CONDITIONING**

Since the air conditioning system is combined with the heating system, the following maintenance suggestions for your furnace should be followed. In addition, the manufacturer “Owner Manual” specifies maintenance for the “condenser” unit. This should be reviewed and followed.

Air-conditioning can add much to the comfort of your home, but it can be used improperly or inefficiently, resulting in wasted energy and frustration. These hints and suggestions are provided to help you maximize your air-conditioning system.

### **WHOLE-HOUSE SYSTEM**

To fully & efficiently utilize your air-conditioning system, you must understand that it is a total, whole house system. The air-conditioner unit is the mechanism in your home which produces cooler air. The air-conditioning system involves everything inside your home including, for example, drapes and windows.

### **CLOSED SYSTEM**

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

### **TIME**

Time is of paramount importance in your expectations of an air-conditioning system. Unlike the light bulb which reacts instantly when you turn on a switch, the air-conditioning unit only begins to process when you set the thermostat. For example, if you come home at 5:30 PM on a day when the temperature has reached 90 degrees, and then set your thermostat at 75 degrees, the air-conditioning unit will begin cooling, but will take much longer to reach the desired temperature. During the whole day the sun has been heating not only the air in the house – but the walls, the carpet, and the furniture. At 5:30 PM the air-conditioning unit starts cooling the air, but the walls, carpet and furniture release heat and nullify this cooling. By the time the air-conditioning unit has cooled the walls, the carpet, and the furniture, you may have lost patience. In saying this, it is in your best interest to set and maintain a comfortable temperature.

### **EVENING COOLING**

If evening cooling is the primary goal, you should set the air-conditioning thermostat at a moderate temperature in the morning while the house is cooler, allowing the unit to maintain a cooler temperature throughout the day. The temperature setting may then be lowered slightly when you arrive home, with better results. Setting the thermostat at 60 degrees will NOT cool the home any faster and can result in the unit “freezing up” and not performing at all. Extended use under these conditions can damage the unit.

### **ADJUSTED VENTS**

You will find it advantageous to adjust the cooling vents (likewise, when the seasons change, it will probably be necessary to readjust them for comfortable heating.)

### **HUMIDIFIER**

If a humidifier is installed on the furnace system, it should be turned off when using the air-conditioner. Otherwise, the additional moisture can cause a “freeze up” of the cooling system.

### **COMPRESSOR LEVEL**

It is important to maintain the air-conditioner compressor in a level position. (See “Grading & Drainage”.)

### **APPLIANCES**

All appliances are warranted by their manufacturers, in accordance with the terms and conditions of the written warranties supplied by the manufacturers. Additional information about appliance operation can also be found under “Electrical” and “Plumbing” categories in this section of the manual.

### **MANUFACTURER**

If a problem arises with an appliance, call the customer service number listed in the manufacturer’s warranty. When reporting warranty items to the appliance manufacturer, be prepared to supply the following information:

- 1.) The date of the house purchase. (Close of Escrow.)
- 2.) The serial and model number (Found on the metal plate on the side or bottom of each appliance.)
- 3.) A description of the problem.

### **ATTIC ACCESS**

The attic space is not intended for storage. Access is provided for purposes of maintaining mechanical equipment that may traverse the attic space. When performing any needed tasks in the attic, caution should be used not to step off wood members onto the drywall. This can result in personal injury and/or damage to the ceiling below.

### **BRASS**

Brass fixtures are factory treated with a clear protective coating, electro statically applied to provide beauty and durability. Brass, like sterling silver will gradually tarnish and eventually take on an antique appearance. Atmospheric conditions, direct sunlight, caustic agents such as paints or scratches from contact with sharp objects may cause the protective coating to crack or peel, exposing the natural brass and resulting in spotting and discoloration.

Initial care of these products requires only periodic cleaning with a mild, non-abrasive soap and buffing with a soft cloth. When peeling, spotting, or discoloration occurs, you can restore the beauty of the metal by completely removing the remaining coating and hand polishing the item with a suitable brass polish. Applying a light coat of wax and buffing with a soft cloth will renew and maintain the gloss of the brass surface. If discoloration reappears, repeat the cleaning, polishing and waxing process.

### **BRICK**

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

## **CABINETS**

### **WOOD**

- 1.) Clean the exterior with soap & water. (The manufacturer recommends “Murphy’s Soap”.) Dry thoroughly.
- 2.) DO NOT use lacquer thinner, acetone, or similar substances to clean or remove stains. These items will remove the finish and possibly the wood stain.
- 3.) We recommend the use of a “lemon oil” product on the exterior of the cabinets to maintain the moisture of the wood and the luster of the finish. Although the manufacturer says that furniture polishes may be used, we strongly urge you to avoid any such products with a lacquer base as they may be harmful to the finish on your cabinets.
- 4.) Most scratches and nicks, resulting from normal wear and tear, can be covered with a “scratch remover”. (The manufacturer recommends “Old English” or a similar product.)
- 5.) The manufacturer recommends the use of “Deft” spray lacquer, which will adhere to and fill-in the damaged finish.
- 6.) The interior of the cabinet is a thin vinyl material which can be easily washed with soap and water or a mild cleanser. Abrasive or harsh cleansers should not be used.

### **WHITEWASH**

Clean with mild soap and water only. NOTE: This particular finish can be expected to yellow over the years.

### **EUROPEAN CABINETS**

Clean center panel with mild soap and water. Take care to avoid scratching.

### **HINGE**

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

### **COLOR**

Your color selection sheets are your record of the brand, style and color of cabinets in your home.

### **CAULKING**

Time and weather will shrink caulking and dry it out so that it no longer provides good seal against moisture and air infiltration. As a matter of routine maintenance, it is wise to check the caulking and make repairs as needed. Caulking compounds and dispenser guns are available at hardware stores.

### **SILICONE CAULK**

Caulking that contains silicone will not accept paint but works best where water is present (For example, where tub meets tile or a sink meets a counter top).

## **LATEX CAULK**

Latex caulking is appropriate for an area that requires painting (Along the stair “stringer” or where a counter top backsplash meets the wall).

## **COLORED CAULK**

Colored caulking is available where a larger selection is provided.

## **CERAMIC TILE**

### **CLEANING**

The ceramic tile installed on walls or counter tops in your home may be washed with any non-abrasive soap or detergent. Abrasive cleaners will dull the finish

### **SEPARATIONS**

Tile around bathtubs or counter tops may appear to be pulling up after a time. This is caused by normal shrinkage of grout or caulk. If this occurs, the best remedy is to purchase “tub caulk” or premixed grout from a hardware store. Follow directions on the container. This maintenance is important to protect the underlying surface from water damage.

### **SEALING OF GROUT**

The sealing of grout is a Homeowner option and responsibility. (See “Floor Coverings”)

## **CONCRETE**

### **FOUNDATIONS**

The foundation of your home has been designed and installed in accordance with the recommendations of our consulting soil engineer. The walls of the foundation are poured concrete with steel reinforcing rods. Even though the foundation has been designed by an engineer and constructed in accordance with engineering requirements, cracks can still develop in the wall. Unless there is water seepage coming through such a crack, it is most likely a surface crack and will not be detrimental to the structural integrity of your home. If a crack develops in a foundation wall that allows water to come through, follow the procedures of submitting a warranty claim.

### **REMEMBER.....**

**ALL CONCRETE WILL CRACK.** It is a natural occurrence. Small hair-line fractures are common and are not a sign of faulty workmanship or inferior construction procedures.

### **FLATWORK**

Too properly care for your exterior concrete, always be aware of areas where water is collecting and fill these in. Do not allow downspouts to drain in such a way that the water will get under the concrete. Seal any cracks in control joints or surfaces areas immediately with a flexible gray colored sealant.

### **CRACKS**

Although we use accepted construction procedures for the installation of concrete flatwork, this does not guarantee there will be no cracking. Some cracking in concrete occurs in almost all homes. The warranty does not cover concrete cracks. Where cracking is covered by

the warranty, the repair provided is sealing with concrete caulk. Concrete is not replaced due to cracking.

By maintaining good drainage away from your home, you are protecting both your home's foundation and basement floor slab. Maintenance of drainage away from all concrete slabs will minimize cracking and other forms of movement. Cracks in slabs should be sealed with a waterproof concrete caulk to prevent moisture from penetrating to the soil beneath.

Cracking in the concrete flatwork is often caused by extreme cold. During the summer, moisture finds its way under the concrete along the edges, or through cracks in the surface. In winter, this moisture forms frost that can lift the concrete, increasing or causing more cracking.

## **EXPANSION JOINTS**

Expansion joints have been used to help control expansion. However, concrete is also susceptible to shrinking. If the concrete shrinks, moisture can penetrate under the concrete and lift the expansion joint. If this occurs, you can fill the gap with a gray silicone sealant which can be purchased at most hardware stores.

## **ICE, SNOW & CHEMICALS**

Remove ice and snow from concrete slabs as promptly as possible after snow storms. Protect concrete from abuse by chemical agents such as pet urine, fertilizer, radiator overflow, repeated hosing, or de-icing agents (such as **road salt** that can drip from vehicles.) All of these items can cause spalling of concrete at a rapid rate. Repeated hosing of the garage slab can cause spalling and settling and is, not recommended.

A concrete sealer, available at paint stores, will help you keep an unpainted concrete floor clean. Do not use soap on unpainted concrete. Plain water or hot water & washing soda, or if necessary, a scouring powder should be used.

## **SWEEPING/CLEANING**

Do not wash patios, porches, drives, etc. with cold water from an outside faucet when temperatures are extremely high and the hot sun has been shining on the concrete. The abrupt change in temperature can damage the surface bond of the concrete. Sweeping is the much preferred method of keeping exterior concrete clean. If washing is necessary, do this when temperatures are moderate.

Cleaning of the garage floor by hosing can cause settling, spalling, and increase soil movement by allowing water to penetrate any existing cracks. Sweeping is the recommended method for keeping the garage clean.

## **HEAVY VEHICLES**

Do not permit heavy vehicles such as moving trucks, concrete trucks and even larger R.V.'s to drive on your new concrete work. This concrete is not intended to bear the weight of vehicles over 8,000 lbs. It is also not recommended that conventional vehicles be driven over the edge of driveways cross-wise to gain access to side yards. This may cause the corners and sides of driveways to crack. Cracks of this type are not covered under the warranty.

## **CONDENSATION**

Condensation on interior surfaces of the windows and frames is the result of high humidity within the home, low outside temperatures, and/or inadequate ventilation. These conditions are significantly influenced by family lifestyle. If your home includes a humidifier, closely observe manufacturers directions, especially during periods of cooler temperatures.

## **COUNTER TOPS**

Always use a cutting board when cutting, chopping, etc.

## **HEAT**

Protect the counter from extremely hot pans. If you cannot put your hand on it, do not put in on the counter. Do not use counter tops as ironing boards, and keep cigarettes in an ashtray.

## **CLEANERS**

Avoid abrasive cleaners that will damage the luster of the surface.

## **MATS**

Rubber drain mats can trap moisture beneath them causing the laminated plastic to warp and blister. Dry the surface as needed.

## **WAX**

Wax is not necessary, but can be used to make counters gleam.

## **CAULKING**

Due to our dry climate, the caulking around the edge of your counter tops and between the counter top & the sink may shrink, leaving a slight gap. Refer to "Caulking" for maintenance hints for this condition.

## **DOOR/LOCKS**

The doors installed in your home are of the highest quality, but they are wood products and are subject to the natural characteristics of wood such as shrinkage warpage. Due to the humidity changes and the use of forced air furnaces, showers, and dishwashers, etc. interior doors may require minor adjustments.

## **WARPING**

In the event a door warps slightly, keep it latched as much as possible and it often will return to normal.

## **STICKING**

The most common cause of a sticking door is the natural expansion of lumber due to changes in humidity. When sticking is due to swelling during a damp season, do not plane the door unless it continues to stick after the weather changes. Use sandpaper to smooth the door. Be certain to repaint the area of the door where it was sanded to seal against moisture.

Before planing a door due to sticking, there are two other steps to try: 1) apply either a paste wax, light coat of paraffin, or candle wax to the sticking surface, or 2) tighten the screws that hold the door jamb or door frame.

## **HINGES**

A squeaky door hinge can be remedied by removing the hinge pin and rubbing a lead pencil or graphite lubricant on it. Do not use oil as it can gum up.

## **FAILURE TO LATCH**

If a door will not latch due to minor settling, you can correct this by making a new opening in the door for the latch (remortising) and raising or lowering the plate accordingly.

## **BI-FOLD DOORS**

Interior bi-folds will sometimes stick or warp due to weather conditions. Applying a wax such as paraffin to the tracks can minimize this inconvenience.

## **SLAMMING**

Slamming doors can damage both doors and jambs, and can even cause cracking in the walls. This can work hardware loose and cause the door to sag.

Putty or filler can be used to fill any minor separations that may develop at mitered joints in the door trim. Follow with painting.

## **LOCKS**

Lubricate door locks with graphite or other waterproof lubricant. Avoid oil as it will gum up.

## **KEYS**

Keep a duplicate "Privacy Lock" key where children cannot reach it in the event a youngster locks himself or herself in a room. Some types of privacy locks can be opened with a small screwdriver or similarly shaped device.

## **EXTERIOR FINISH**

To insure longer life for your exterior doors, it is recommended that you refinish annually. Stained exterior doors with lacquer finishes tend to weather faster than a painted door. It is necessary to oil the finish with a wood preserver (such as Old English) monthly to preserve the varnish finish and protect the door from drying and cracking. It is also necessary to reseal the stained exterior doors every 6 to 12 months to protect the finish from the elements.

## **WEATHER STRIP**

Weather stripping and/or any threshold supplied with exterior doors will occasionally require adjustment.

## **DRYWALL**

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

## **REPAIRS**

Most drywall repairs can be easily made. This work is best done when the room is to be redecorated. To correct a nail "pop", reset the nail with a hammer and punch. Cover it with spackle (available at paint hardware stores). When dry, sand the surface with fine grain sandpaper before painting.

## **INDENTATIONS**

Indentations caused by sharp objects can be filled with spackle in the same manner as drywall repairs. Hairline cracks can be repaired with spackle or caulk.

## **ELECTRICAL**

### **CONTROL PANEL**

The master control panel that contains the electrical breakers for your home includes a “main” shut-off that controls all the electrical power to the home. In addition, individual breakers control the separate circuits. Be certain you are familiar with the location of the master control panel.

Each breaker is marked to help you identify which breaker is connected to which major appliances, outlets, or other service. Should a failure occur in any part of your home, always check the breakers in the main panel box.

## **BREAKERS**

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

## **OUTLETS**

If an outlet is not working, check first to see if it is one that is controlled by a wall switch. Next check the breaker.

## **BREAKER TRIPPING**

Breakers will often trip due to overloading the circuit by plugging in too many appliances into it, a worn cord or defective item, or operating an appliance with too high a voltage requirement. The starting of an electric motor can also trip a breaker. If any circuit trips repeatedly, unplug all items connected to it and give the circuit a rest. If it trips when nothing is connected to it, you need an Electrician and the problem should be reported. If the circuit remains on, one of the items you unplugged is defective and requires repair or replacement.

## **GFI**

GFI (Ground Fault Interrupter) receptacles have a built-in element which senses fluctuations in power. Quite simply, the GFI is an indoor circuit breaker. Installation of these receptacles is required by building codes in bathrooms, kitchens, outside and garage (area where an individual can come into contact with water while holding an electric appliance or tool). Heavy appliances such as freezers or power tool will trip the GFI breaker. **DO NOT** plug a refrigerator or freezer into a GFI controlled unit. The likelihood of the contents being ruined is very high, and such damage is **NOT** covered by the limited warranty.

## **UNUSED OUTLETS**

If there are small children in the home, install safety plugs to cover unused baseboard outlets. This also minimized air infiltration that can sometimes occur with these outlets. Teach children never to touch electrical outlets, sockets, or fixtures.

## **GROUND**

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

## **BUZZING**

Fluorescent fixtures use transformer action to operate. This action sometimes causes a buzzing sound.

## **UNDERGROUND CABLES**

In areas with underground utilities, before digging or moving large amounts of soil, check the location of buried service leads by calling Blue Stakes. In most cases wires run in a

straight line from the service panel to the nearest public utility pad. Care should be taken to keep soil around the foundation from settling to protect this service. Avoid large amounts of water at this point as well.

## **MODIFICATIONS**

Do not tamper with or add to your electrical system. Please contact the Electrician for any modification. You will find this number listed on your “Non-Emergency Subcontractor List” at the beginning of your One Year Warranty Manual, or another licensed Electrician.

## **EXPANSION AND CONTRACTION**

All building materials are subject to expansion and contraction caused by changes in temperature and humidity. Dissimilar materials expand or contract at different rates. This results in separation between materials, particularly dissimilar ones. The effects can be seen in small cracks in drywall and in paint, especially where moldings meet drywall, at mitered corners, where tile grout meets tub or sink, etc.

This can be alarming to an uninformed homeowner, but in fact, it is very normal. Shrinkage of the wood members of your home is inevitable. This will occur in your Home. It will be most noticeable during the first year, but may continue beyond that time. In most cases, paint and caulking are all that is needed to conceal this minor evidence of a very natural phenomenon. Properly installed caulking will shrink and must be maintained by the Homeowner.

## **FIREPLACE**

The fireplace in your Home is a zero clearance gas fireplace. It is not designed, nor is it intended to be used as a heat circulating device. Its major value is aesthetic. Do not attempt to burn any material (paper, wood products) in the fireplace. Builder offers direct vent gas fireplaces. Your fireplace is checked during the Homeowner orientation to confirm it is operational. Be aware of a delay between turning the switch on and flame ignition. The flame should ignite gently and silently. Read and follow any manufacturer directions.

## **FLOOR COVERING**

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

### **CARPET**

Vacuuming high traffic areas daily will not only keep them clean but will help maintain the upright position of the nap. Spills should be wiped up and stains spot cleaned immediately. Always dab at the stain, never rub it. Stain removers should be tested first on an inconspicuous area of the carpet, such as in a closet, to check for any undesirable effects. Professional cleaning should be performed regularly, usually annually.

### **RESILIENT FLOORING**

Although resilient floors are designed for minimum care, they do vary in maintenance needs. All resilient floors require some regular application of a good floor finish. This assures you of retaining a high gloss. However, no cleaning or finishing agents should be used on the new floor until the adhesive has set thoroughly. This takes about two weeks.

### **NO WAX FLOORING**

The resilient flooring installed in your home is the “no” type. “No Wax” means it is coated with a clear, wax tough coating which provides both shiny appearance and a wearing surface. Even this surface will scuff or mark. Follow any manufacturer’s specific recommendations for care and cleaning of all your hard surface floors.

### **LIMITED WATER**

Wipe-up spills and vacuum crumbs instead of washing resilient floors frequently with water. Mopping or washing with water should be limited. Excessive amounts of water on resilient floors can penetrate seams and get under edges causing the material to lift and curl.

### **SCRUBBING & BUFFING**

Frequent scrubbing or electric buffing is harder on floors than regular traffic. Use acrylic finishes often if you scrub or buff.

### **MOVING FURNITURE**

Use extreme caution when moving appliances across resilient floor covering. Tears and wrinkles can result. Coasters should be installed on furniture legs to prevent permanent damage.

### **RAISED NAIL HEADS**

Raised nail heads are the result of movements of the floor joist caused by natural shrinkage and deflection. Special nails have been used and the under layment has been glued to help minimize this movement. If a nail head becomes visible through resilient flooring, place a block of wood over it and hit the block with a hammer to reset the nail. Flooring of any type will shrink and seams may actually separate slightly due to this shrinkage.

### **SEAM LIFTING**

Seams can lift or curl if excessive moisture is allowed on the floor. A special caulking can be used at tub or floor joints to seal seams at those locations. Precautionary measures should be taken to avoid getting water on the floor from baths and showers.

### **RIDGES**

The joints of under layment (sheets 4’ X 8’) have been sanded and filled to minimize the possibility of ridges showing through resilient floor coverings. Some ridging is unavoidable, however, and there is no recommended maintenance attention for this condition.

## **HARDWOOD FLOORS**

### **HUMIDITY**

Wood floors will respond noticeably to changes in humidity level in the home, especially in the winter. A humidifier will help but will not completely eliminate this reaction.

### **NEW WOOD FLOORS**

Wood floors will exhibit the following traits: when new, small splinters of wood will appear, dimples or scratches can be caused by moving furniture, dropping heavy or sharp objects, etc. Some shrinkage or warping can be expected, especially around heat vents or any heat producing appliances. Warping will occur if the floor becomes wet repeatedly or is thoroughly soaked even one time. A dulling of the finish in heavy traffic areas is likely; a white, film appearance is caused by moisture (often from wet shoes or boots).

## **SPILLS**

Food spills should be cleaned up in a timely-manner using a very dry cloth. Use a vinegar and warm water solution for tough food spills.

## **SHOES**

Keep high heels in good repair. Heels which have lost their protective cap (thus exposing the fastening nail) will exert over 8,000 pounds of pressure per square inch on the floor. That's high enough to damage hardened concrete. It will mark your wood floor.

## **MATS**

Use protective mats at the exterior doors to help prevent sand and grit from getting on the floor. Gritty sand is wood floorings worst enemy.

## **YELLOWING & WARPING**

Be aware that yellowing and warping of the surface can result from rubber backing on area rugs or mats.

## **FURNITURE LEGS**

Install proper floor protectors on furniture setting directly on hardwood floors. Protectors will allow chairs to move easily over the floor without scuffing. Clean the protectors on a regular basis to remove any grit that may accumulate.

## **CLEANING**

Sweep on a daily basis or as needed. Never wet mop a hardwood floor. Excessive water causes wood to expand, possibly damaging the floor. When the floor becomes soiled, damp-mop with a mixture of one cup vinegar to one gallon of warm water, when damp mopping, be sure to remove all excess water from the mop. This is for polyurethane finishes only. Check with a hardwood company if your floor has a water based finish.

## **WAX**

Waxing or the use of products (such as Murphy's Oil Soap) is not necessary or recommended. Once you wax a polyurethane finish floor, it is very difficult to re-coat the floor as the new finish will not bond to the wax. Also, once wax is used, then you must maintain the wax and the floor. Preventive cleaning and annual screen should be performed to maintain the desired level of luster.

## **RE-COAT**

If a polyurethane finish was applied to your hardwood floors, we recommend that in a period of six months to one year, you have an extra coat of polyurethane applied to your still beautiful, like new, hardwood floor. This should be done by a qualified contractor. The exact timing will depend on your particular lifestyle. If another finish was used (Glitza, for example), please refer to the manufacturer's recommendations.

Re-coating can be done by you using the same polyurethane finish as originally applied. The entire floor must be lightly abraded using a 150 grit mesh screen being careful not to damage the stained surface. The abrading will remove any foreign substance that could prevent the new finish from properly bonding.

Carefully clean (tack) the floor (do not use solvent tacking agents) and re-coat according to the finish manufacturer's instructions. If the finish has been waxed, the re-coating can only be done if all existing finish and wax are removed.

## **CERAMIC TILE**

This is one of the easiest floor coverings to care for, simply vacuum when needed.

## **CLEANING**

Occasionally a wet mop with warm water may be appropriate. Do not add detergent to the water. If you feel a cleaning agent is required, use a mild solution of warm water and dishwasher crystals (they will not result in a heavy, difficult to remove lather on the grout). Rinse thoroughly.

## **SEPARATIONS**

It is natural for slight separations to occur in the grout between the tiles. This grout is the decorative purposes only. It does not hold the tile in place. Cracks in the grout can be filled using premixed grout which can be purchased from flooring or hardware stores. Follow the package directions.

## **GROUT DISCOLORATION**

Grout that becomes yellowed or stained can be cleaned with a fiber brush, cleanser and water. Grout cleaners and whiteners are available at most hardware stores.

## **GARAGE OVERHEAD DOOR**

Since the garage door is a large, moving object periodic maintenance along with following the manufacturer's instructions will insure a safe and reliable door when it is in motion.

## **SAFETY**

Keep hands and fingers away from all parts of the door except the handle. Do not allow children to play with or around the door.

## **WIND**

Garage doors are made to withstand wind. However, when the wind gusts exceed the manufacturer's specifications damage can occur. **DO NOT LEAVE THE GARAGE "MAN" DOOR (utility/service door) OPEN DURING HIGH WINDS WITH THE GARAGE DOOR CLOSED!** It can cause a strong suction that can buckle the door from the inside.

For your safety, after the expiration of the one year warranty, have any adjustments made by a qualified specialist. Have the door inspected by a professional garage door technician after any significant impact to the door.

## **30-WEIGHT OIL**

Every six months a 30-weight automobile oil or similar lubricant should be applied to all moving parts: track, rollers, hinges, pulleys, and springs. At this same interval, check to see that all hardware is tight and operating as intended without binding or scraping.

## **OIL DRIPS ON CARS**

Do not “over” lubricate. To do so will result in excess oil dripping on cars or on the concrete floor.

## **WAX**

Paraffin wax rubbed on the side jambs will help the door to operate smoothly.

## **OPENER**

If an electric door opener is installed, be sure the door is completely unlocked and the pull down rope has been removed before using the opener.

## **PAINTING**

The garage door should be repainted when the home is repainted or more often if needed in order to maintain a satisfactory appearance.

## **LOCK**

If the lock becomes stiff, a graphite lubricant will make it work more easily. Do not use oil on a lock as it will stiffen in winter and make the lock difficult to operate.

## **GAS SHUT OFFS**

There is a shut-off on the gas line at or near its connection to each item that operates on gas. In addition, there is a main shut-off at the meter. These are pointed out during the Homeowner Orientation. If you suspect a gas leak, leave the home and call the gas company IMMEDIATELY for emergency service.

## **GRADING & DRAINAGE**

### **FINAL SURVEY**

The final grades around your home have been inspected, approved for proper drainage of your lot, and a drainage certificate has been issued by our subcontracted surveyor. Inspections are made by the local building authorities as well as our construction superintendent. Typically, the grade around your home should slope in the first 10', then taper to a 2% slope.

### **POSITIVE DRAINAGE**

**IT IS ESSENTIAL THAT YOU MAINTAIN THE SLOPES AROUND YOUR HOME TO PERMIT THE WATER TO DRAIN AWAY FROM THE HOME AS RAPIDLY AS POSSIBLE. FAILURE TO DO SO CAN RESULT IN MAJOR STRUCTURAL DAMAGE AND WILL VOID YOUR WARRANTY.**

During construction, it is necessary to excavate an area larger than the foundation of your home. In addition, some trenching is necessary for installation of utility lines. Although the soil is replaced and re-compacted, it does not return to its original density. Some settling will occur, especially after prolonged heavy rainfall or melting of considerable amounts of snow. This can continue to occur for the first few years you are in your home, depending on the amount of precipitation that occurs (and can include other factors). Inspect the perimeter of your home regularly for signs of settling.

## **ROOF WATER**

Do not remove the splash blocks and/or the downspout extensions from under the downspouts. Keep these in place at all times, sloped so the water drains away from your home quickly.

## **GUTTERS & DOWNSPOUTS**

### **CLEANING**

Gutters must be checked periodically and cleared of leaves or other wind deposited debris. Materials that accumulate in gutters can slow the process of draining water from the roof, cause overflows, or clog the downspouts. Excess snow should be cleaned away from drain and prevent damage.

### **LADDERS**

Do not lean ladders against gutters.

### **PAINT**

Gutters and downspouts are painted to match your home. They should be repainted when you repaint your home.

### **LEAKS**

If a joint between sections of gutter drips, then caulk the inside joint using a commercial gutter caulking compound available at any hardware store.

## **HEATING SYSTEM**

The heating system installed in your home will provide you with many years of comfort if given proper care and maintenance.

### **FURNISHED HOME**

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

### **THERMOSTAT**

The furnace will come on automatically when setting the temperature at the thermostat registers below the setting you have selected. Thermostats are calibrated to within plus or minus 5 degrees.

### **MANUFACTURER DIRECTIONS**

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

### **TROUBLESHOOTING**

One of the primary reasons that a furnace does not work is the pilot light is off. This, however, is not the only reason. First, the furnace has an on/off blower switch. This switch looks like a regular light switch. It is located in a metal box outside the furnace. This switch simply overrides all furnace commands and manually shuts down the blower. This is usually

only done when young maintenance is performed. Children have been known to turn the furnace off using this switch.

There is also a fuse directly above the on/off switch. This fuse is usually one of the following: an S 12, S 10, or S 15 fuse. It is there to absorb any spikes in the line such as a close electrical strike or power surges. Unlike old fuses that burn out and are easily detectable, these fuses are similar to automobile fuses, they have a spring in them that depresses when “tripped”. Unless you have examined these quite carefully before, it may be hard to determine if the fuse has “blown”. We suggest that you buy some extra fuses to have, should the need for a new one arise.

The lower panel must be positioned correctly for the furnace blower to operate. This panel compresses a button that tells the blower it is safe to operate. If this panel is not on tightly, the fan will not come on. (If your furnace is a high efficiency furnace, there is no pilot and no “on/off” switch.)

### **FURNACE PILOT**

If your furnace pilot does not ignite automatically, you need to manually ensure it is lit. To light the furnace pilot, first remove the cover panel to expose the pilot. Then rotate the on/off U-pilot knob to “pilot”. When the knob is in this position, the red button can be depressed.

While depressing the red button, hold a match at the pilot. Once the pilot lights continue to hold the red button down for 30 to 60 seconds. When you release the red button the pilot light should stay lit. If it does not, wait several minutes to allow any gas to dissipate from the furnace area and repeat the entire process again. If the pilot stays lit, rotate the on/off pilot knob to the “on” position. Reinstall the cover panel. These instructions can also be found on a sticker on the furnace and/or in the manufacturer’s literature.

### **FILTER**

Remember to change or clean the filter monthly during the heating season (all year if you also have air-conditioning). A clogged filter can slow air flow and cause cold spots in your home. Although it takes less than one minute to change the filter, this is one of the most frequently overlooked details of normal furnace care. Buy your furnace filters in large quantity for the sake of convenience.

### **ADJUST HEAT VENTS**

Experiment with the adjustable registers in your home to establish the best heat flow for your lifestyle. Generally, heat can be diminished in seldom used interior rooms. This is a very individual matter and you will need to balance the system for your family.

### **RETURN AIR VENTS**

For maximum comfort and efficient energy use, place furniture and draperies to allow unobstructed airflow from registers and cold air returns

### **TRIAL RUN**

Have a trial run early in the fall to test the furnace. (The same applies to A/C in the spring.) If service is needed, it is much less inconvenient to discover it prior to the heating season.

## **TEMPERATURE VARIATIONS**

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

## **DO NOT OVERHEAT**

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

## **ODOR**

It is normal for the heating system to emit an odor for a few moments when it is first turned on after an extended period of not being used (such as after the summer months if you do not use air-conditioning). This is caused by dust that has settled in the ducts and should pass very quickly.

## **GAS ODOR**

If you smell gas, call the gas company IMMEDIATELY.

## **COMBUSTION AIR**

Furnaces that are installed in basements have combustion air vents run to them. Never cover these or block the cold air in any way. Outside air is needed to supply the furnace with sufficient oxygen. Blocking the combustion air vent will cause the furnace to draw air down the vent pipe and pull poisonous gases back into your home.

## **DUCT NOISE**

Some popping or pinging sounds are the natural result of duct work heating and cooling in response to air flow as the system operates.

## **HOT WATER HEATER**

(See "PLUMBING")

## **HUMIDIFIER**

Humidifiers should only be operated with the furnace, never with the air-conditioner. It is advisable to clean the moisture pad twice a year, using the following steps: 1) Shut-off the water supply to the humidifier,

- 2) Drain the reservoir by pulling one end of the U-shaped tube at the bottom,
- 3) Remove the bottom half of the casing (4 screws),
- 4) Remove the pan and clean it with warm water.

## **INSULATION**

The effectiveness of blown insulation is diminished if it is uneven. The last step in any work done in your attic (for example, the installation of a TV antenna) should be to check that the insulation lays smooth and even. (Do not step on drywall ceilings, personal injury, or damage to drywall can result.)

**LANDSCAPING-**The foundation of your home is constructed beginning with an excavation into the earth.

### **BACK-FILL**

When the foundation walls are complete, the area surrounding them is back-filled with earth. This area is not as compact and dense as undisturbed ground. Water can penetrate through the back-fill area to the lower areas of your foundation. This can cause potentially severe problems such as wet basements, cracks in foundation walls, and floor slab movement. This can be avoided through proper installation of landscaping and good maintenance of back-fill drainage. (Also see “DRAINAGE” & “FOUNDATION”)

Back-fill area will settle and require prompt attention to avoid damage to the structure and voiding of your warranty. Downspout extensions should be kept in the down position so that roof runoff is channeled well away from the foundation area of the home. Routine inspection of downspouts, back-fill areas, and other drainage components is an excellent maintenance habit.

### **FIRST FIVE (5) FEET**

NO PLANTS OF ANY TYPE OR SPRINKLER HEADS SHOULD BE PLACED WITHIN FIVE (5) FEET OF YOUR HOME.

### **UTILITY LINES**

Settlement will not disturb your utility lines. However, you may see a slight depression develop in the front lawn along the line of the utility trench. To correct this, roll back the sod and spread top soil underneath to level the area, then relay the sod.

### **XERISCAPE**

We recommend careful consideration of landscape design and selection of planting materials to minimize the demands of your yard on water supplies. Additional material on Xeriscape is available from all reputable nurseries.

This has the triple benefit of helping the environment, saving on water bills, and reducing the amount of moisture that can reach your foundation.

### **PLANT SELECTION**

Plant with regard to your local climate. Consider ultimate size, shape, and growth of species.

### **PLANNING**

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

### **GUYING**

Provide simple guying systems for trees for a minimum of two years.

### **IRRIGATION**

Make provisions for efficient irrigation. Drain and service sprinkler systems on a regular basis. Conduct operational checks on a weekly basis to ensure proper performance of the system. Sprinkler heads should be directed away from the home. Trickler or bubbler type irrigation systems are not recommended for use adjacent to the structure.

## **SOIL MIX**

Provide good soil mixes with sufficient organic material. Use mulch at least three inches deep to hold soil moisture and help prevent weeds and soil compaction. In areas with high clay content, it is advisable to prepare the soil before installing your grass. First cover the soil with 2” sand and 1” commercial manure. This should then be roto-tilled into the soil to a depth of 6”. This procedure helps your lawn retain moisture and require less water. It will provide a more lush turf. This is true whether you seed or sod. Installing a lawn over hard soil permits water to run off with little or no penetration and your lawn derives minimal benefit from watering or rain.

**ALWAYS MAINTAIN A PROPER SLOPE AWAY FROM YOUR HOME TO MAINTAIN EFFICIENT DRAINAGE.**

Apply appropriate fertilizer, weed and pest controls, etc., as needed for optimum growth. Investigate organic compounds for additional protection of the environment.

## **BARK/ROCK BEDS**

Do not allow edgings around decorative rock or bark beds to dam the free flow of water away from the home. A non-woven membrane, such as “typar” or “mirafi”, can be used between the soil and the rock or bark to restrict weed growth while still permitting normal evaporation of ground moisture.

## **ADDITIONS**

Prior to the installation of patio additions or other permanent improvements, the soil report should be reviewed so that soil conditions are taken into consideration in the design or engineering of your addition.

## **HOMEOWNER ASSOCIATION**

Be sure to check the Homeowner Association guidelines and/or requirements prior to landscaping or making changes in an established design. (if applicable)

## **WAITING TO LANDSCAPE**

Ground left un-landscaped too long will erode. Any erosion due to the Homeowner’s untimeliness in landscaping will not be the Builders’ responsibility to bring back to the correct grade.

## **MIRRORS**

### **CLEAN**

To clean your mirrors use any reliable liquid glass cleaner or polish available at most hardware or grocery stores. Avoid splashing water under the mirror, as the moisture will cause the silvering to deteriorate.

## **PAINT AND STAIN**

### **INTERIOR**

The interior wood work, as well as the bathrooms and kitchen walls have been painted with semi-gloss latex paint. These areas may be wiped down with a soft sponge and soapy water. Walls are painted with flat latex wall paint and should be touched up with a matching paint rather than wiped with a wet sponge. Spackle may be used to cover any small defects prior to paint touch-up.

It is recommended that you paint a minimum of thirty days prior to washing any painted surface. Do not use soaps, abrasive cleaners, scouring pads, or brushes.

## **TOUCH-UPS**

When doing paint touch-up use a small brush, applying paint only to the damaged spot. Touch-up may not match the surrounding area exactly, even if the same paint mix is used. When it is time to repaint a room, prepare the wall surfaces first by cleaning with a mild soap and water mixture or a reliable cleaning product.

## **STAIN**

For interior stain touch-ups, “Old English Furniture Polish & Scratch Cover” is inexpensive and easy to use. It blends with the wood grain. Follow directions on bottle when using.

## **WALL CRACKS**

Do not attempt to repair drywall cracks or other separations due to shrinkage until after the first heating season. See “Drywall” for additional information concerning repairs.

## **EXTERIOR**

Regular painting and repair will preserve the beauty of your home and add value as well. Check the painted/stained surfaces of your home’s exterior annually. If you repaint before there is much chipping or wearing away of the original finish, you will save the cost of extensive surface preparation. It is a wise maintenance policy to plan on refinishing the exterior surface of your home approximately every three years or as often as your paint manufacturer suggests for your area and climate. The chemical structure of the paint used on the exterior is governed by the climatic conditions. Over a period of time, this finish will fade and dull a bit.

## **MAINTENANCE**

When you wish to repaint the exterior wood work on peeling portions they should be wire brushed or scraped with a putty knife, the surface should be sanded and spotted with primer. Then the entire areas can be painted. Be certain to apply a top-quality exterior paint that has been formulated for local climate conditions.

## **SEVERE WEATHER**

Hail and wind can cause a great deal of damage in a severe storm and the house should be inspected after such weather. Damage caused by severe weather should be reported to your insurance company promptly.

## **PLUMBING**

### **SHUT-OFF**

Your main water shut-off is located outside at the curb near your meter. It is important to know and remember the location of the shut-off for emergencies such as water line freeze or break. It is helpful to know if you install a lawn sprinkler system or if you plan to add an addition to your home.

### **SPRINKLERS**

A Homeowner installed sprinkler system is your responsibility. One installed by R & K Homes is covered under the warranty. (See the sprinkler section in your warranty book for specifics.)

## **FREEZING PIPES**

Provided the home is heated at a normal level, pipes should not freeze at temperatures above 0-degrees Fahrenheit. Heat should be set at 65-degrees if you are away during the winter months. If you will be away for an extended period of time, it is best to drain your water supply lines. This is done by shutting off the main supply line and opening the faucets to relieve the pressure in the lines.

Garage doors should be kept closed to protect plumbing lines which may run through this area.

In unusually frigid weather or if you will be away from your Home more than a day or two, open cabinet doors to allow warm air to circulate around the pipes. An ordinary hair dryer can be used to thaw pipes that are frozen. Never use an open flame.

## **AERATORS**

Even though your plumbing lines have been flushed out to remove dirt and foreign matter, there is usually a small amount of minerals that enter the line. Aerators may cause the faucets to drip because washers wear out due to the foreign matter. (See "Dripping Faucets" for additional information.)

## **LAUNDRY TUB**

If you have a laundry room tub, this faucet does not have an aerator. The reason for this is to allow the tub faucet to accept a hose connection.

## **CARE & CLEANING**

Follow the manufacturer's directions for cleaning fixtures. Abrasive cleaners will remove the shiny finish, leaving behind a porous surface that is difficult to maintain.

A non-abrasive cleaner such as "Spic-n-Span" or a liquid detergent is usually recommended. Brass fixtures should be cared for with a good quality brass cleaner, available at most hardware stores.

## **PORCELAIN**

Porcelain enamel can be damaged by a sharp blow from a heavy object. It can also be scratched. Do not stand in the bathtub wearing shoes unless you have placed protective layer of newspaper over the bottom of the tub. If paint is splattered onto the porcelain enamel surface it should be wiped immediately. If some spots are dry before noticed, use a recommended solvent.

## **STAINLESS STEEL**

Stainless steel sinks should be cleaned with soap and water to preserve their luster. Do not use abrasive cleaners as these will damage the finish. An occasional cleaning with a good stainless steel cleaner will enhance the finish. Care should be taken to avoid leaving product on stainless steel surface since prolong contact with product can stain the finish.

## **MARBLE**

Man-made "marble" possesses a natural resilience and will not chip as readily as will porcelain enamel. However, equal care should be given. You should not use abrasive cleaner or razor blades on man-made marble since both will cause certain damage to the surface.

## **FIXTURES**

Clean plumbing fixtures with a soft sponge and soapy water, and then polish with a dry cloth. Drying with a soft cloth or towel will prevent water spots.

## **GOLD/ANTIQUÉ BRASS**

Gold fixtures and antique brass on lavatories should not be cleaned with an abrasive cleanser. Use only mild soap and water.

## **TOILET SEAT COVER**

Do not stand on the toilet seat cover. It is not designed for this purpose and may crack.

## **TANK CARE**

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

## **COPPER PIPES**

Copper pipes should be maintained by running water through each faucet for approximately one minute each week to minimize stagnation.

## **DRIPPING FAUCET**

A dripping faucet may be repaired by shutting off the water at the valve directly under the sink, then removing the faucet stem, changing the washer, and reinstalling the faucet stem. The shower head is repaired the same way. It is important to replace the washer with another of the same type and size. The frequency of this repair can be minimized by remembering not to turn the faucets on with excessive force.

## **LOW PRESSURE**

It will occasionally be necessary to remove and clean the aerators on faucets to allow proper flow of water, normally every three to four months is sufficient.

## **LEAKS**

If a major leak occurs the first step is to turn off the supply of water to the area involved. This may mean shutting off the water to the entire home. Then contact the appropriate contractor.

## **RUNNING TOILET**

To stop running water, check the shut-off float in the tank. You will most likely find it has lifted too high in the tank, preventing the valve from shutting off completely. In this case, gently bend the float rod down until it stops the water at the correct level. The float should be free and not rub the side of the tank or any other parts.

Also check the chain on the flush handle, if it is too tight it will prevent the rubber stopper at the bottom of the tank from sealing properly. This will result in running water.

## **CLOGS**

Many plumbing clogs are caused by improper garbage disposal use. **ALWAYS USE PLENTY OF COLD WATER** when running the disposal or when dealing with grease. When supplied with a steady flow of cold water, the grease will congeal and is then cut up by the

blades. If you use hot water the grease remains a liquid, then as it cools it will solidify in the sewer line. Allow the water to run a minimum of 15 seconds after shutting off the disposal.

Clogged traps can usually be cleared with a plumber's helper (plunger). If you use chemical agents, follow directions carefully to avoid injury or damage to the fixtures or personal injury. Clean a plunger drain stopper, usually found in a bathroom sink, by loosening the nut under the sink at the back, then pulling out the rod attached to the plunger and lifting the stopper out. Clean and return the mechanism to its original position.

The main cause of toilet clogs are various domestic items such as paper, diapers, excessive amount of toilet paper, the wrong type of paper, sanitary supplies, Q-tips, dental floss, children's toys, etc.

## **OUTSIDE FAUCETS**

Outside faucets are "freeze proof", but in order for this feature to be effective, hoses must be removed after each use. If a hose is left attached, the water that remains in the hose can freeze and expand back into the pipe causing a break in the line. Repair of a broken line to an exterior faucet is not a maintenance item. R & K Homes does not warrant sill cocks against freezing.

## **HOT WATER HEATER**

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

## **SAFETY**

The area around a gas-fired water heater should be vacuumed as needed to prevent dust from interfering with proper flame combustion. The top of a gas-fired water heater should never be used as a storage shelf.

## **TEMPERATURE**

Set the water heater thermostat at the recommended setting – higher settings waste energy. Recommended thermostat setting for normal everyday use is "normal" on gas models and "140 degrees" on electric models.

## **PILOT**

Never light a gas pilot or turn on electricity when the heater tank is empty. Always turn off the gas or electric power before shutting off the cold water supply (located at the top of the tank).

To light the hot water heater pilot, first remove the cover panel on the tank to expose the pilot. Then rotate the on/off/pilot knob to "pilot". When the knob is in this position, the red button can be depressed. While depressing the red button, hold a match at the pilot.

Water heaters sometimes collect small quantities of dirty water and scale in the main gas lines which may put out the pilot light.

## **CONDENSATION**

Condensation inside your new water heater will in many cases cause no harm and in most cases will disappear in a short period of time.

## **DRAIN TANK**

Review and follow manufacturer's timetable and instructions for draining several gallons of water from the bottom of the water heater. This helps prevent build up of chemical deposits from the water and prolongs the life of the tank as well as saving energy dollars.

## **NO HOT WATER**

If you discover you have no hot water – check: the pilot, temperature settings, and water supply valve before calling for service. Refer to the manufacturer’s literature for specific locations of these items and other troubleshooting information.

## **ROOF**

### **LIMIT WALKING**

Limit walking on your roof. The weight and movement will have a tendency to loosen and break the integrity of the roofing material which can in turn result in leakage. Never attempt to walk on the roof of your home when the shingles are wet. They are extremely slippery.

### **SEVERE WEATHER**

After severe storms, a visual inspection of the roof for damages is required. Notify your homeowner’s insurance company if damage is noted.

### **CLEAN WEATHER**

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

### **LEAKS**

When a leak is noticed try to detect the exact location. This will greatly simplify locating the area that requires repair when the roof is dry.

### **SMOKE DETECTORS**

Read the manual from the manufacturer for information on the care of smoke detectors.

### **CLEANING**

Once a year they should be blown-out to prevent a false alarm. After cleaning, push the red button to test. The alarm should sound. For your safety, it is important that these devices be kept clean and in good operating condition.

### **VENTS**

#### **ATTIC**

Attic ventilation through the roof or siding is required by building codes and therefore cannot be omitted. A sheet of plastic can be placed over the insulation in the attic in front of the vents to protect the ceiling from driving rain/snow. Be cautious in placing this so as not to displace the insulation or to step off wood members onto the drywall.

#### **CRAWL SPACE**

In homes with a crawl space, the vents in the crawl space should remain open all summer. In winter they should be closed and the insulation pulled back over the opening. There are two vents which can be opened and closed from the outside. After closing, check the burner of your furnace. If the flame appears too red, open one vent very slightly. This is very important and should be checked carefully at the beginning of winter and periodically throughout the year.

## **WATERPROOFING**

Your foundation walls have been coated on the exterior with a rolled on asphalt waterproofing material. While every effort has been made to eliminate any seepage, during times of excessive moisture some dampness may be noticed. Over time, natural compaction of soils in the back-fill areas will usually eliminate this. Careful maintenance of positive drainage will also prevent this condition. If you wish, you can apply a coat of sealer, available at hardware and home improvement stores. Follow manufacturer instructions carefully.

## **WINDOWS, SCREEN & PATIO DOORS**

### **WEEP HOLES**

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

### **CLEANING**

Once a month, clean surfaces with warm, clear water. Do not use any powdered cleaner. After each cleaning, apply a silicone lubricant.

### **VENTILATION**

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

### **CONDENSATION**

Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. The humidity level within the home is largely influenced and controlled by your family's lifestyle.

### **STORING SCREENS**

Many Homeowners prefer to remove and store screens for the winter to allow more light into the home. Use caution in removing screens. They are easily perforated and frames are bent if not handled with care.

### **STICKING WINDOWS**

Most sliding windows (both vertical and horizontal) are designed for a ten pound pull. If sticking occurs or excessive pressure is required to open or close, a silicone lubricant should be applied. This is available at hardware stores. Do not use a petroleum base material.

### **DOOR TRACKS**

Patio door tracks must be kept clean to allow smooth operation and prevent damage to the door frame. Paraffin is a good lubricant for these tracks.

### **DOOR LOCKS**

Sliding doors lock from the inside only. There is no key. Acquaint yourself with the operation of the door hardware for maximum security.

## **INVISIBLE GLASS**

Under certain lighting conditions, door glass may be hard to see. If you keep the screen fully closed when the glass door is open, everyone will be accustomed to opening something before going through.

## **BROKEN GLASS**

If any panes of glass become broken you should contact a glass company for re-glazing. Glass is very difficult to install without special tools. **Builder is not responsible for broken windows after occupancy unless they were noted on the walk-thru inspection.**

## **WOOD TRIM**

### **SEPARATION**

Separation of wood trim from the adjacent material is a normal result of shrinkage, which can require caulking and/or touch-up painting as a repair. It is a good idea to wait until after the first heating season and make all such repairs at one time.

### **SHRINKAGE**

Wood will shrink less lengthwise than across the grain. All lumber is more vulnerable to shrinkage during the heating season. Shrinkage may cause a piece of trim to pull away from the wall. Drive another nail in close to the existing nail hole (but not in the original hole). Fill the old nail hole with putty and touch up with paint as needed.

If the base shoe (small trim between base molding and the floor) appears to be lifting from the floor, this is probably due to slight shrinkage of the floor joists below. Similar to a piece of trim that is pulling away, this can be corrected by removing the old nails and re-nailing. It is best to wait until you are redecorating to do this.

Shrinkage may occur during the first two years or longer depending on the weather, the temperature you maintain in your home, and whether or not you have a humidifier.

During a damp period, some swelling may occur. In most cases, this will not be noticeable except where a door might fit more tightly than usual. (See "Doors")

## WARRANTY REQUEST INFORMATION

In an effort to be more efficient we request that you do not call our offices regarding warranty work. **Please use the work order (warranty request) forms provided in the back of your Homeowner Manual.**

During the first 30 days after you take possession of your new home, keep a list of the items that you have noticed may need to be looked at. Then copy them onto the form and mail (or fax) it in to the office. You may not have any problems that need attention and in that case, you do not need to send in the warranty request form.

CUSTOMER SERVICE – FIRST VISIT:                      30-Day Warranty

CUSTOMER SERVICE – SECOND VISIT:                11-Month Warranty

Should an emergency occur, we would like to hear from you immediately. Should you feel there is an excessive amount of work or an issue that cannot wait for the standard warranty schedule, we will be happy to adjust our schedule to accommodate your specific situation.

Warranty requests can be sent to us at the following address:

R&K Homes, LLC.  
Attn: Customer Service  
5410 Longley Lane  
Reno, NV 89511  
(775) 856-2270 Ph  
(775) 856-2298 Fax

\_\_\_\_\_

Home Owner

\_\_\_\_/\_\_\_\_/\_\_\_\_

\_\_\_\_\_

Home Owner

\_\_\_\_/\_\_\_\_/\_\_\_\_



