



# **Warranty Manual**



# Substantial Completion Notification

This document represents written notice of substantial completion of your Peterson Home.

Unit/Lot Number: \_\_\_\_\_ Community: \_\_\_\_\_

1. Except for the items noted in the Orientation Tour Punch List Form not yet completed, you accept the condition of your Peterson Home and acknowledge inspection of solid surfaces (cabinets, countertops, vinyl & wood floors, etc.) and find them free from defects.
2. According to sections 3., 11. And 24. (g) Of the Peterson Homes Residential Purchase Contract for Residential Construction all parties will meet within \_\_\_\_\_ to attend the settlement and closing of this transaction.

Signed this day \_\_\_\_\_ of \_\_\_\_\_ of \_\_\_\_\_  
Day Month Year

By \_\_\_\_\_ (Print Name) \_\_\_\_\_  
Home Buyer

\_\_\_\_\_  
The closing will take place at \_\_\_\_\_

\_\_\_\_\_ **you will meet with one of their officers.**

\_\_\_\_\_  
The Closing process usually takes approximately one hour. In preparing for this important meeting, please bring with you the following items.

- Bring certified funds. The exact amount is usually calculated very near to the scheduled closing hour, your agent will have the exact amount.
- Confirm with your mortgage lender that all loan contingencies are satisfied. If any further documentation is required be sure to that to closing.
- Bring qualified personal identification, (driver's license or passport, etc.)
- Closing agents have no authority negotiate for lenders or builders. If you have any remaining questions, work directly with your lender or contact your real estate agent to obtain needed answers prior to the closing.



# Pre Orientation/Walk Through

## ***Homeowner Orientation / Walk Through***

Your Homeowner Orientation is an introduction to your new home and its many features. We follow a preplanned agenda and a set route through the home to assure that we cover everything. This process will provide you with a demonstration of your new home. Review of key points about maintenance and limited warranty coverage. Confirmation that Peterson Homes installed selections and options as you ordered them.

## ***Orientation Tour / Walk Through Disclaimer***

We at Peterson Homes strive to give you a beautiful, well constructed, completed home. We understand that not one home will be constructed error free. The Buyers Orientation Tour is the time to discover those items that do not meet yours and ours quality standards. Items that would fall under cosmetic (doesn't look right) in nature will be addressed only during the orientation tour. Items not working correctly will fall under the 12 month limited builders warranty.

## ***Cosmetic Surfaces***

Cosmetic surface damage caused during construction is readily noticeable during the orientation. Such damage can also occur during the move-in process or through daily activities. Therefore, during your orientation, we will confirm that all surfaces are in good and acceptable condition. Any details that need attention will be listed on your orientation form. After we correct items noted during the orientation, repair of cosmetic surface damage not noted are your responsibility. Additional details appear on the orientation forms.

Our limited warranty specifically excludes repairs for damage caused by moving in or living in the home. If your movers scratch the marble entry floor bringing the piano in, notify the moving company. If you splinter some wood trim and break a taillight backing out of your new garage, repairs to the garage and the car are your responsibilities. Peterson Homes is always available to assist you with information about cosmetic repairs you may need to make.

## ***Scheduling***

We schedule the orientation with you as your home nears completion, typically several days before your closing. Appointments are available Monday through Friday, 9:00 a.m. to 4:00 p.m. especially in winter months, beginning by 4:00 P.M. assures sufficient day light to view all surfaces adequately. We meet you at your new home. Expect your orientation to take approximately 45 minutes.

## ***Last Minute Activity***

If you visit your home a day or two prior to orientation, you may notice dozens of details that need attention. During the last few days just prior to your orientation appointment, many sub contractors and Peterson Homes employees will be working in your home. They are completing last- minute adjustments and fine-tuning your home. These finishing touches cannot be performed until all of the parts have been installed. What seems like a rush of activity is a normal part of the construction process.

### ***Preparation***

Following these hints will assure that you get the maximum benefit from your orientation.

- Arrange your schedule so you can use the full amount of time allotted.
- Wear shoes that are convenient to get off and on. We will tour both the exterior and interior of your home. Anticipate that some dust, bending, kneeling, and reaching may be encountered.
- Plan to listen carefully and take a hands-on approach. Push buttons, lock locks, and flip breakers. This helps you remember the dozens of details we cover. If you have any questions at this time please don't leave them unasked

### ***Attend Alone***

Our experience shows that the orientation tour is most beneficial when buyers can focus all their attention to the detail on their new home. Although we appreciate that friends and relatives are eager to see your new home this is not the time to bring visitors with you including children and pets. Anyone other than the home buyer will be asked to wait outside. Your focus should be on the detail of your home and nothing else. Your Sales Agent is not required to attend.

### ***Orientation Tour Punch List Form***

During the Orientation tour use this form to list any item that still needs attention

### ***Quality***

The overall quality of your home should equal that shown in our models and described in your purchase documents. We list items we agree need further attention and arrange appropriate work. Orientation items fall into several categories:

- Incomplete or missing (Cabinet knob not installed.)
- Incorrect (Porch light should be polished brass, not antique).
- Dysfunctional (Bath fan does not come on).
- Below company standard (Mitered corner rough, top right of den door, hallway side).
- Damaged (Scrape on wall from carpet installation).
- Unclean (Mud on the garage floor.)

At some point, quality ceases to be scientific and becomes a matter of personal taste. In a few areas, your personal standards may be even higher than ours. Our commitment to you is that we will deliver what we promised. If you wish to make it even better after moving in, we will be happy to assist you with information.

### ***Completion of Punch List Items***

Peterson Homes takes responsibility for resolving any items noted. We will complete most if not all items before your move-in. If work needs to be performed in your new home after your move-in, construction personnel are available for appointments Monday through Friday, 8:00 AM to 4:00 PM

Under normal circumstances, you can expect us to resolve all items within 15 working days. We will inform you of any delays caused by back-ordered materials. Gaining access to occupied homes to complete orientation items is a concern to homeowners and builders alike, working around your busy schedule may result in service taking longer than expected. It is Peterson Homes policy to never enter your home without the presence of yourself or your representative who must be an adult **over the age of 18**.

Please note that we will correct only those items listed. **No verbal commitments of any kind will be honored by Peterson Homes.**

### ***Substantial Completion Notification***

You will be asked to sign a substantial completion notification form. This form states that you accept the home and find it free of defect. You will sign this document just before closing. Most if not all items identified during your orientation visit would have been completed by this time.

### ***Note to Home Buyer:***

During your homeowner orientation the following information will be given to you –

- A list of emergency phone numbers for critical emergencies that might be needed after hours or on weekends. These numbers are only valid during your warranty period.
- The manufacturer's literature for the furnace, water heater, and other consumer products.
- Copies of this material for standard items are attached to or in your appliances.







# Homeowner Manual

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**Congratulation Letter**

Congratulations

Caring for Your Home .....Section 1  
Builders Warranty .....Section 2

**Congratulations** on your decision to purchase a new home from Peterson Homes. We share your excitement about your new residence and look forward to having you work with us to have your home built

Peterson Homes designed this *Homeowner Manual* to assist you during and after the purchase of your home. The information presented here will answer many questions and prepare you for each step of the new home experience, making this exciting time easier. Please take time to review this material thoroughly.

This manual provides you with maintenance guidelines and a description of our limited warranty program, component by component.

***Disclaimer:*** This manual may contain information not relevant to you or to your home i.e. basements, landscaping, exterior, etc. Not every home has a basement or the landscaping and exterior are the responsibility of your HOA. Any information pertaining to these types of items is not relevant to you or your home.

If you need clarification or additional details about any topic discussed, please give us a call. We are delighted to welcome you as part of the Peterson Homes family and are always ready to serve you.

Sincerely,

Peterson Homes

**Section 1: Caring For Your Home**

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## Home Maintenance Guide

### *Welcome to Your New Home*

You are in store for exciting times as the owner of a new home. You will go through a new, empty building and make it into your very own home. Being a new homeowner there are things you need to be aware of, especially if this is your first home. More than 3,000 component parts went into the production of your home. Hundreds of people had a hand in the construction of your home. We take great care in selecting quality contractors and components. The various trades construct each component from detailed plans approved by engineers to meet industry standards and code's; however, in the end no two homes constructed from the same plans will be identical.

Each component has been assembled into a fine and beautiful home for your enjoyment and comfort. While we strive to build an error free home, there will be times when some component fails. Like most new products there will be a breaking in period where you will be using items in your home for the first time. It is important you pay attention to your home during the first few days or weeks as your home goes through this normal breaking in process.

New homeowners go from renting to owning and quite frequently, renters will call the Landlord to make repairs. As the Home Owner, you are now the landlord and it becomes your responsibility to make sure your home is properly maintained. The next two sections are designed to help you in maintaining your home by offering repair suggestions to submitting warranty requests to the Builder. By providing proper care and timely maintenance, your home will last a long time and increase in value.

At your buyer's orientation tour, you will be walking through a newly constructed home to discover potential problems and items that have not been fully completed. While we strive to give you a beautiful, well-constructed, completed home, we understand that not one home will be constructed error free. This is the time to discover those imperfections. Once you take possession of your home, the cosmetic look of the home becomes your responsibility to maintain. Knowing the difference between what is cosmetic and what is warranted is described in Section 4 of this manual. If you are still unsure of what action to take, please feel free to ask us.

Keep your color selection sheet in a safe place like this book. Even though it is not anticipated you will ever need to reference the color sheet it would serve you well to keep it in a safe location. The color sheet contains all your colors for carpet, paint, flooring, counter tops, cabinets, etc. If you are like many people the minute you don't think you need it and throw it away, you will need it.

### *Getting to Know Your New Home*

This section has three purposes:

- (1) To give a general introduction to the most familiar components of today's new homes.
- (2) To provide you with basic information needed to care for and maintain your home.
- (3) To prepare you for the minor adjustments and repairs necessary in most new homes.

Some of the items listed are essential to every home and some are not. For instance, you may or may not have a fireplace, but you certainly will have a heating system and a water supply shut-off valve. Should your home ever require major repairs, call a specialist in the type of repairs needed. In most cases, major repairs should be left to qualified professionals.



## ***Air-Conditioning, Heating Systems (and Fireplaces)***

Heating and Air-Conditioning Systems methods and installations vary widely. The load necessary to keep your home at a comfortable temperature has determined the capacity of the system in your home. Oversized systems are inefficient. Learn everything you can about the system installed in your home: how it operates, how it functions at maximum efficiency. If you have any questions after studying the instruction manual for your system, your contractor can probably provide the answers.

If you find a room that is either hotter or colder than other rooms, the airflow may be diminished in some way. Adjusting the registers throughout the house will aid in creating a more even air flow in all rooms. Rooms closer to the heater will have more pressure than those furthest away. Those closest should have the registers semi closed while those furthest could be open all the way. Hot or cold air traveling to the farthest registers will have a slight temperature variance than those closer to the unit.

Understandably, if your air conditioner is not working, you want it fixed immediately. In a typical scenario, many other homeowners across our region will discover they too need service on their air conditioners on the same hot day that you do. The trades who address these needs generally respond to calls on a first come, first served basis. If your call for service comes during this period, you may wait several days for a technician to arrive. For this reason, we recommend that you operate your air conditioner as soon as warm temperatures begin. In this way, if service is needed, you can avoid the rush and get a more satisfactory response.

### ***Compressor***

The air conditioning compressor must be in a level position to operate correctly. If it settles during the Warranty period Peterson Homes will correct this. Each compressor has an electrical circuit box outside. You should provide some type of lock for this box so no one is able to turn off the breaker.

### ***Coolant***

If your compressor is low on coolant, you must call a certified contractor to add the necessary coolant so the unit operates at maximum efficiency. Certified contractors know the proper conditions for adding new coolant.

### ***Registers***

The registers throughout your house help to regulate the flow of air and to maintain the desired temperature. By opening and closing the register/dampers, (dampers are the slats inside the register that move) you can regulate the amount of cool air that enters a room. Once the register/dampers are adjusted, they will work with the thermostat to maintain the temperature of your home. Limiting register flow and closing doors to rooms not in use is a good way to reduce costs. However, you never want to completely shut off all the airflow in a room. If you have a combined air-conditioning and warm-air heating system, the same registers and dampers will be used to regulate the flow to the rooms. In addition to the air outlets, your house will have an air return register. Many houses have more than one. Neither these nor the other registers should ever be obstructed by furniture, drapes or other objects. These obstructions will cause the air

conditioner or furnace to operate less efficiently and the airflow into the room will be uneven which can cause temperature fluctuations in the room.

### ***Filters***

All central air systems have a filter to help keep the air in your home clean. The instruction manual for your heating/cooling system will tell you the location of the filter, and how to clean or replace it. Filters should be changed at least every 2 months. In some areas, more frequent changing may be desirable especially if you have construction going on around you. If you cannot see through the filter held up to a light, it needs to be changed. Usually replacement consists of removing one or two metal screws, pulling out the dirty filter, and inserting a new one obtained from a hardware or grocery store. You may need to change the filters more frequently at first. A dirty air filter with little or no airflow will cause your air conditioner to freeze up.

### ***Thermostats***

The thermostat (usually located on an inside wall) helps to keep your entire house at a comfortable temperature. Individual room temperatures may be further regulated by adjusting the registers in the various rooms or the dampers in the ducts from the furnace to the registers.

Misuse of your thermostat will cause the furnace/air conditioner to work harder. Additionally, misuse will cost you more in gas and electricity and cause the unit to wear out faster than normal. Typical misuse is constantly adjusting your thermostat. It is a myth that you will save money by not heating or cooling your home when you are not there. Adjusting your home by a couple of degrees is ok any more than that and your unit will have to work hard to bring the temperature either up or down depending on the season. Drapes, blinds and closed doors to unused rooms will also help the thermostat maintain a pleasant living environment.

If evening cooling is your primary goal, set the thermostat at a moderate temperature in the morning while the house is cooler, allowing the system to maintain the cooler temperature. The temperature setting may then be lowered slightly when you arrive home, with better results. The opposite is also true for heating the house in winter. The house will warm up during the day so it is best to set the thermostat in late afternoon for the evening and sleeping times. Maintaining the current air inside your home with a constant setting is more efficient than setting the thermostat at extreme temperatures.

### ***Maintenance***

**The new air furnaces are installed with an electric start they do not have the old style pilot light.**

The gas shut off valve is located in front of the furnace on the silver bendable pipe. The controls on all types of heating systems occasionally malfunction. Such a problem does not mean anything is fundamentally wrong with the system. Usually a simple adjustment will solve the problem but unless you are trained to make such adjustments, you should rely on the skills of a professional. Also, call on a professional for an annual inspection and cleaning of your heating system. The best time to do this work is late summer or early autumn.

### ***Oiling***

Forced warm-air heating systems contain an electric motor and fan within the furnace enclosure. Some of these systems require oiling at the beginning of and during the heating season. Front or

side panels generally can be removed so that you can reach the fan and the electric motor as well as the oil cups. (See the instruction booklet for specific direction.)

### ***Condensation***

Probably the most disturbing problem in a new home is condensation. It may look as if moisture is seeping through basement walls, pipes are leaking, or water is coming through the windows. Condensation takes place whenever warm, moist air inside the house encounters a colder surface, such as a window, mirror, basement wall or an exposed pipe. Most of the time we cause condensation because we close all windows and doors eliminating most ways the moisture can escape. Actually, a perfectly dry basement can have wet walls because moisture in air condenses on cold basement walls during the summer months. Windows should be closed during damp, humid weather and opened during clear, dry weather.

Condensation is at its maximum in new homes. When your home was under construction, gallons of water went into the concrete of your basement wall. Most wood used in the framing of your home also contains a certain amount of moisture. This water comes out of the walls by evaporation, which consequently, raises the moisture content above normal. Proper ventilation will bring this normal drying-out process to its conclusion as steadily as possible. It may take a few months or longer depending on where you live and weather conditions. Turning up the heat to speed up the process can cause unnatural drying. In other words, various parts of the house will dry at a different rate, which can create minor defects. Condensation can be reduced by providing outside venting for equipment such as clothes dryer.

Some examples that could aid in reducing the amount of moisture:

1. Running the bathroom fan while you take a shower will help circulate the air and reduce the amount of moisture left in the bathroom. It would also help to run the fan and open the bathroom door for a few minutes after your shower is done.
2. If you find moisture around your windows, crack a window for a few minutes to allow fresh, dryer air into your home.
3. De-humidifiers are a great way to help in reducing humidity, check your operational material for proper usage.
4. Do not operate small appliances such as a crock-pot under wood cabinets over a period of time as this may cause your cabinets to warp.

Keep in mind newer homes will have more moisture than a home that is 1 year old. In addition, excessive moisture over a period of time can cause paint to peel, doors and cabinets to warp and can cause mold.

Condensation is generated by living styles of the individual family and outside weather conditions Peterson Homes does not warranty condensation or problems caused by condensation.

### ***Humidifiers***

If your furnace has a humidifying attachment, it will be one of two types: power or evaporative. Both types will need occasional cleaning to remove accumulated mineral deposits, which can interfere with proper functioning. Check your Manufacturer information to see if your humidifier should be run during the air conditioner months.

### ***Annual Inspection***

Your heating and air-conditioning system should be checked and cleaned periodically by a professional. (See your Manufacturer information manual for the frequency of this care.)

### ***Reducing Utility Bills***

Your household's lifestyle is the largest single variable affecting your utility bills. Identical homes on the same street may have utility bills that vary by 100 percent. By living "smarter" in your new home, you can maximize the benefits from insulation and other energy saving features your Builder has installed. The common sense activities listed below can produce substantial savings:

- Closing the windows and doors when the heating/cooling system is working. . Not running the dryer, stove or oven on a hot summer day.
- Adjusting thermostat settings to 68° F (or lower) in the winter and to 75° F (or higher) in the summer.
- Closing the drapes, curtains, or blinds on hot days when the sun shines into your home, subsequently closing them in the evening during the winter months will slow the cold air from transferring from the window into your home.
- Air conditioners for this geographical area are rated to cool your home only about 20 degrees cooler than the outside temperature. Trying to cool your home below, this will cause your unit to run continuously, and can cause it to freeze up. (100 outside temperature/ 78-80 inside temperature).

Think about the way you live in your home and look for ways to improve the efficiency of all the systems. Remember that in the warmer season part of the heat removed inside the home is generated by lights, appliances, and people. Also during the colder season, the sun can warm the inside of the house even on cold days and take part of the load off the furnace if you open drapes on the sunny side of the house. During winter vacations, do not shut off the heat or you may come home and find a frozen or burst water pipe.

### ***Avoid Overheating***

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

### ***Blower Panel (Fan cover)***

You need to position the blower panel cover correctly for the furnace blower (fan) to operate. This panel compresses a button that tells the blower it is safe to operate. The panel, when installed correctly, pushes against a button, which is very much like a dead man switch. If the switch is not completely engaged, the fan motor will not operate. This operates similar to the way your clothes dryer door operates.

### **Combustion Air**

Furnaces we install in basements or in utility closets over crawl spaces include a combustion air duct. The outside end of this duct is covered with a screen to minimize insect or animals from entering the duct. Fresh air coming in through this duct means it is functioning as it should.

*Caution: Never cover or block the combustion air vent 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 Cleaning**

Exercise caution before spending money on professional ductwork cleaning services. A study by the EPA found that ductwork cleaning does not improve indoor air quality, nor was evidence found that it prevents health problems. For more information, contact the EPA and request document EPA-402-K-97-002. Or you can view this information on their Website: [www.epa.gov/iaq/pubs/](http://www.epa.gov/iaq/pubs/).

### **Ductwork Noise**

Some popping or pinging sounds are the natural result of ductwork heating and cooling in response to airflow as the system operates.

### **Fuse**

Most systems use fuses located inside the unit that are hard to locate and change. Your Warranty information may contain a picture or diagram of the location. It would be wise to call a professional and have them change the fuse. We have found these fuses rarely need to be replaced. When you call for your yearly maintenance, it would be wise to ask the technician to check and or replace the fuse.

### **Gas Odor**

**WARNING: If you smell gas, leave the home and call the gas company immediately.**

### **Gas valve**

You will find shut-off valves near their connection to each item that operates on gas. In addition, there is a main shut-off at the meter.

### **Odor**

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

### ***On-Off Switch***

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

### ***Troubleshooting Tips:***

Before calling for service, check to confirm the:

- Thermostat is set to "heat" for winter and "cool" for summer and the temperature is set above (heat) or below (air conditioner) room temperature.
- Blower panel cover is installed correctly for the furnace blower (fan) to operate.
- Breaker on the main electrical panel is on. (Remember, if a breaker trips you must turn it from the tripped position to the off position before you can turn it back on.)
- Air Conditioner 220 switch on the outside wall near the unit is on. (air conditioner only)
- Switch on the side of the furnace is on.
- Fuse in furnace is good. (See Manufacturer literature for size and location.)
- Gas line is open at the main meter and at the side of the furnace. (heat only)
- Filter has to be clean and free from dirt! A dirty filter will cause your air conditioner to freeze up and quit working.
- Vents in individual rooms are open.
- Air returns are unobstructed.
- Air conditioner has not frozen from overuse.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call. **For Air Conditioner and Heating Emergencies, refer to Section 9 in this manual.**

### ***Gas Fireplaces***

The gas fireplace in your home has been installed with a wall switch, which will turn the flame on and off. The switch is located on the wall next to the fireplace. The gas fireplace uses a pilot light and a shut off valve. These are located inside at the bottom of the fireplace. By lowering the bottom grill (it is on hinges), you will be able to get to both.

- To light the pilot light make sure the gas is turned on and the red dial is turned to off.
- Turn the red dial to pilot and press down.
- Holding the red dial down strike a match and place the flame next to gas outlet, off to the side and inside a few inches away from the control box.
- Hold the red dial down for a few minutes until the pilot stays lit. If you let up on the red dial and the pilot light goes out repeat the process until the pilot light stays lit.
- Once the pilot light stays lit turn the red dial to on. Turn the wall switch on and the flame will come on.

### ***Blowers:***

Some fireplaces do not come with a blower installed, as it is optional. Your home has been wired for the blower. If you choose to install a blower into your fireplace later or have it installed at the time your fireplace is installed, the switch for the blower is located next to the gas switch on the wall. It is a double plate with two switches that look like they are for a light switch.

It is recommended to keep the pilot light burning during the summer. The extremely small amount of heat it generates will keep the fireplace dry and prevent corrosion.

The exterior vent cover for a direct vent gas fireplace, such as the one installed in your home (optional upgrade) becomes extremely hot when the fireplace is operating.

Strong outside winds can cause a down draft in your fireplace this should subside as the outside winds die down, should this occur it should be checked to ensure proper installation of the venting system. Rain accompanied by the strong winds may bring some rain down the chimney; this is a normal occurrence and is not covered under the Limited Warranty.

### ***Alarm System***

In your choice of options, you may have chosen to have your home wired for an alarm system. You will be responsible for contacting an alarm company of your choice to set up and activate the system. Your alarm company will consult with you in the activation process and suggested testing procedures. Follow their directions to ensure the best protection. However, it is important to note the best system in the world cannot give you the protection if it not used correctly or not used at all.

We will correct wiring that does not perform as intended for the alarm system. While we feel an alarm system is important to your protection we make no representation that the alarm system will provide the protection for which it is installed or intended.

### ***Appliances***

Your new electric or gas appliances are accompanied by instruction booklets and other papers. Read all instruction literature carefully. Remove it from the unit, fill out and mail any cards necessary to record warranties. Keep a list of the authorized service agencies with each instruction booklet. If an electric appliance fails to operate, check the following before you call repair: 1) Be sure it is plugged in. 2) If the appliance is wired separately, be sure the circuit breaker is on. 3) If a gas appliance fails to work, check to see if the pilot light is lit. 4) If you suspect a gas leak, turn off the main gas valve near the meter and call the gas company immediately.

#### **WARNING: Do not light matches or light cigarettes near a suspected gas leak.**

If after you have checked your Warranty information on who to contact for service you are still unsure, we suggest that you call a company called Aarons Appliance (566-3617). They will let you know if they are authorized to service your appliance or they will be give you a recommendation for whom to call.



### ***Ranges, Ovens, and Broilers***

Many ovens and broilers, both built-in and floor models, have self-cleaning cycles or clean themselves as they are used. Others must be cleaned in the conventional manner. The outside of your stove, oven or broiler can be cleaned with a nonabrasive cleaner such as baking soda sprinkled on a damp cloth or sponge or the Manufacturer may make a special appliance cleaner that both cleans and protects against stains. If your burner panel or oven front is stainless steel, you may want to use a stainless steel cleaner on it. Never use harsh, abrasive cleaners on the outsides of stoves, ovens, or broilers.

Do not let the oven go too long between cleanings. A lightly soiled oven can be cleaned with a solution of 1/4 cup baking soda to 1 quart of water. Rubbing with a paste of baking soda and water may be necessary for some spots. A heavily soiled oven may require a commercial oven cleaner. Choose one that is non-corrosive and non-toxic and follow directions and cautions closely. For a self-cleaning oven run the cleaning cycle as needed. When the oven has cooled, use a damp cloth to wipe any residue left inside of the oven.

### ***Electric***

An electric stove will usually have a separate circuit. If your range fails to work, check the proper circuitry. (See "Circuit Breakers.")

### ***Gas***

If the burners of your stove, oven or broiler fail to light, check to see that the pilot light is lit. If it is, the burners may be clogged and should be cleaned. Be sure to follow cleaning instructions in your manual. A wire brush or thin stiff wire may be helpful in removing burned food particles from the holes in the gas burner. When using wire, be careful not to push the material too far into the holes. If you suspect that gas is leaking, turn off the main valve (near the meter) and call the gas company immediately. **Warning: Do not light matches or smoke.** The valve for the oven is generally located behind or off to the side of the oven.

### ***Hoods***

The filters in range hoods need to be cleaned or changed periodically. For location and directions, consult your instruction manual. Fan motors should be oiled periodically.

### ***Microwave Ovens***

Follow Owner's instruction booklet for safety and use. Because some containers and utensils can permanently damage microwave ovens, make sure the ones you use are safe for microwaving. You can remove some spatters and drips from the ovens interior with a damp cloth. Greasy spatters require a sudsy cloth and rinse. Never use a commercial oven cleaner on any part of your microwave oven. Do not use abrasives such as cleaning powders or steel or plastic pads on any part of your microwave oven. They will mar the surface. For exterior maintenance, wipe the case and control panel with a damp cloth and dry thoroughly. Do not use cleaning sprays, large amounts of soap and water, abrasives or sharp objects on the panel.



### ***Refrigerator***

New refrigerators having an automatic icemaker or a water dispenser will have a valve to control the water either behind the refrigerators or under the sink closest to the refrigerator. In new refrigerators, it takes a little while for the water to reach and fill the reservoir. Before it is dispensed, press and hold the dispenser until the water appears. If after a short period of time water still is not dispensed check to see if valve is turned on. For continued or other issues check your manual for proper usage. If the fridge is still not working, please call for assistance.

### ***Bathtubs, Sinks and Showers***

Bathtubs, sinks and showers are made of a variety of materials. Bathtubs are most frequently made of vitreous china, porcelain enamel on cast iron or steel, or of fiberglass-reinforced plastic. Bathroom sinks are usually made of vitreous china, porcelain enamel on cast iron or reinforced plastic, or of marble resin. Showers are most frequently made of ceramic tile, fiberglass-reinforced plastic, or molded plastic. Kitchen sinks are generally made of porcelain enamel or stainless steel. Laundry sinks are usually made of stainless steel. To prolong the life of bathtubs and sinks follow these precautions:

- Do not let food wastes stand in the sink. Use your garbage disposal to dispose of food waste as it accumulates.
- Do not use bathtubs or sinks to hold paint cans, trash or tools. Cover bathroom fixtures when painting walls and ceilings.
- Do not step in a tub with shoes on for any reason. Shoe soles carry hundreds of gritty particles that will scratch the surface.
- Do not use bathtubs or sinks as receptacles for photographic or developing solutions. Developer stains are extremely difficult to remove. (See also "Drains," "Faucets," and "Plumbing.")

By observing these suggestions and using proper cleaning techniques, bathtubs and sinks will retain their newness and luster for many years. However, once damage has occurred, the best plumber in town cannot undo it completely.

### ***Vitreous China and Porcelain Enamel***

The surfaces of these fixtures are smooth and glossy like a mirror and harder than steel but they are not indestructible. Carelessness causes chipping, scratches and stains. A blow from a heavy or sharp object will chip the surface and scraping or banging metal utensils will gradually scratch and dull the surface. Shiny new fixtures can also be dulled or stained within a short time through improper or excessive use of strong abrasive cleansers. Most household cleaners are mildly abrasive but are safe if used with plenty of water. A nonabrasive cleaner is safer.

### ***Chip Repairs***

If a chip occurs, there are quite a number of companies that can make the repair. Ask your plumber for a recommendation. We use Metro **Porcelain at 280-5958**.

### ***Food Stains***

For most food stains, use a mild solution of chlorine bleach (about 3 tablespoons to a quart of water) and rinse well. For stubborn stains wait 5 minutes before rinsing. (Do not use chlorine bleach on stainless steel.) Cutting food on sink drain boards leaves scratches and nicks. The finish is then susceptible to stains, which become increasingly difficult to remove. (See "Countertops.")

### ***Mildew***

Although today's homes are carefully climate controlled, mildew can appear in bathrooms and other areas that collect water vapor. An exhaust fan should always be used during baths and showers to help remove water vapor. Wiping condensation from tiles after bathing or showering is a good idea. Damp towels and washcloths should be spread out rather than folded. To eliminate mildew, clean with a mildew remover (available in non-aerosol spray), rinse and dry; then use a disinfectant to retard mildew growth and eliminate odors.

### ***Paint***

Water-based paint will come off with a cloth dampened in liquid household cleaner. Small paint spots may be removed by scraping with a razor blade but you run the risk of gouging the surface. To prevent this damage, be sure the blade is slanted against the fixture. The residue can be removed with a heavy-duty liquid household cleaner. Rinse thoroughly after using any of these. The household chemical stain remover **Goof Off** works well to remove paint splatters. Before using any chemical solution always test a spot to make sure it does not do harm. Test spots should always be done on a location that is not easily observed.

### ***Rust Stains***

Rust stains are caused mostly by wet metal utensils left on the surface of the sink. Steel wool soap pads will also rust and stain when wet and should be kept in an appropriate container.

### ***Stainless Steel***

Stainless steel fixtures generally resist staining and require a thorough scrubbing only occasionally. Use a nonabrasive cleanser or a commercial stainless steel cleanser.

### ***Plastic and Other Substances***

Plastic and other substances usually will respond to a nonabrasive cleaner. The best approach is to check with your plumbing contractor to see what is recommended for the particular material in question. Special commercial cleansers are also available.

### ***Glass Shower Enclosures or Stalls***

To clean glass shower enclosures, an ordinary dish washing detergent (not soap) will do a good job unless hard water minerals have built up. For hard water spots, use a commercial glass cleaner. **Warning:** Use ample ventilation to avoid breathing the vapor from the spray and wear

rubber gloves. Using a squeegee after each shower will keep the glass looking its best between cleanings.

### ***Bathtub and Sink Caulking***

When the caulking around your bathtub or sink dries out, cracks or shrinks, remove the old caulking and replace it. If you do not have a caulking gun, caulking material can be bought in applicator tubes or in disposable caulking guns. Fill the tub or sink before caulking. The added weight will aid in caulking in the crevasses. Caulking an empty tub or sink will cause the caulking to separate over a period of time when the extra weight is added.

## ***Cabinets, Countertops***

### ***Cabinets***

Your selection sheet is your record of the brand, style and color of cabinets in your home. If you selected wood or wood veneer cabinets, expect differences in grain and color between and within the cabinet components due to natural variations in wood and the way it takes stain. Knotty wood cabinets offer a unique look, however, due to the natural nature of knots small pieces or the whole knot may fall out even after staining and sealing. This is normal it is not a defective cabinet. Keep cabinet doors and drawers closed when not in use to protect them from potential damage.

### ***Cleaning***

Kitchen and bathroom cabinets (or vanities) should never be cleaned with harsh abrasives. Wood cabinets may be cleaned as any other wood furniture with lemon oil or polishes that include scratch cover. Follow container directions for usage and frequency. Avoid paraffin-based spray waxes and washing cabinets with water as both will damage the luster of the finish.

### ***Crown Molding***

Some cabinets have crown molding installed on top of the cabinet. This feature is specific to the cabinets that are installed lower than the ceiling. The crown molding is purely decorative and not intended to hold any weight whatsoever. The slightest force could pull the crown molding off the cabinet. The tops of the cabinets make nice decorative shelves and quite frequently, people will reach up and accidentally pull the molding off. Fixing or replacing crown molding is not covered under the Builder's Warranty.

### ***Countertops***

Countertops are generally heat and stain resistant under proper care but they should be protected from hot irons as well as pots, pans or baking dishes taken directly from an oven, broiler or burner. Never cut anything directly on the countertop because the knife may mar, dent or nick the surface. Countertops made of plastic-coated wood or metal may be cleaned with a detergent solution. Tile counter tops should be cleaned with a nonabrasive soap, detergent or tile cleaner. Abrasive cleaners will dull the finish. Do not use an abrasive brush to clean the grout in between the tiles. You may dislodge some of the grout.

Grout will separate over time but it is easy to replace or fill in. You can purchase pre-mixed grout at the hardware store, or you can purchase the style, which you have to mix up. White or colored grout will be a little mismatched when first applied. This like other items in your house will fade and match up over time. If you have any questions or are unsure how to proceed, you can check with the experts at your local hardware store. You can purchase a sealer to apply which will help protect the grout.

If any of your countertops or work surface is unfinished wood, it will require special care. To protect it from spills, coat it lightly with olive oil (including the edges), let the oil soak in for a few minutes, and then rub it dry with a soft lint-free cloth. Several thin coats will provide better protection than one heavy coat. To remove onion, garlic, or other odors, rub the surface with a slice of citrus fruit (lemon, orange, etc.), sprinkle lightly with salt, and wipe it immediately with a soft cloth or paper towel. Clean with a mild chlorine bleach solution once a week and after cutting raw meat on it. Rinse thoroughly and wipe dry. If you do not have a built-in chopping block, buy a portable cutting board to protect your countertops and drain boards. Using wax to polish and shine your counter top is not necessary but may be used to add a shiny luster to the finish.

Countertops will often pull away from the wall as the house settles and may require additional caulking. This is normal and can often be repaired using latex caulk. Remove as much of the old caulk as possible before installing new caulk.

### **Granite/Slate/Stone Countertop Care and Maintenance**

Whether you have marble, granite, limestone or slate it is not immune to wear and tear. It's only a matter of time before the stone begins to deteriorate and lose its natural finish. However the customer can follow a few simple guidelines in caring for the stone that will extend the time in between refinishing.

#### **DO:**

- Dust mop the stone on a regular basis removing loose dirt and dust.
- Use a non acidic neutral soap with warm water to clean the stone
- Wipe up spills quickly.

Reseal the countertops when water splashed on the surface no longer beads up. If there are stains or damage, contact a stone-care professional for repair.

Most Home repair/hardware stores like Home Depot sell sealer. It's very easy to seal your countertops. Simply follow the instructions on the product you buy.

#### **DON'T:**

- Use vinegar, acidic or citrus cleaners, or any product with ammonia to clean the stone.
- Allow common household cleaners to come into contact with the stone. (ex. Windex, Vim etc.)
- Use inexpensive wipe on wipe off "quick waxes" Leave sharp objects such as keys, knives etc. on stone surfaces including granite
- Allow any kind of oil, wine or citrus juices to sit on the stone for an extended period of time.

Following these guidelines will help to keep your stone looking new and stain free. A simple neutral soap such as Palmolive mixed with warm water and applied with a cotton string mop is all that is needed to keep the stone's surface clean. A properly sealed counter top will be able to resist harmful liquids long enough for you to clean them up. Eventually though, if left to sit, harmful spills will penetrate the surface and leave a stain, even on newly sealed stone. It's the sealer however that gives you a chance to clean up a spill before any damage is done.

## ***Circuit Breakers***

### ***Circuit Breakers***

Circuit breakers protect the electrical wiring and equipment in your home from overloading. They are the safety valves for your home's electrical system. Every house should have a master circuit breaker. It generally is located at or near the location of the main power meter on the outside of the home. When the master circuit breaker is tripped, the electricity to the entire house is cut off. Individual circuit breakers are located at the electrical panel. These control individual electrical circuits. Circuit breakers may be reset by first switching the breaker to full off and then back to full on. Circuit breakers that are tripped look like they are still on. Make sure you follow the reset instruction to ensure they are truly on.

### ***Power Failures***

In case of a complete power failure, first determine if your neighbors have power. If not, notify the power company. If the power failure affects only your house, check the master switch and circuit breakers. If one circuit breaker continues to trip, check to see if you have overloaded the circuit. If not, call an electrician. Failure to fix a short circuit could result in a fire.

## ***Concrete***

### ***Concrete***

Your Builder has anticipated stresses on concrete driveways, walks and steps and has provided contraction and expansion joints to minimize cracking. However, cracking is one of the characteristics of concrete, and a method of entirely eliminating cracks has not yet been discovered. Unanticipated cracking sometimes occurs from unforeseeable conditions, such as severe frost. Ordinarily, the cracks are of no serious consequence. During the curing (drying out) process a concrete slab 10' will shrink about 5/8" inch.

### ***Cracks, Sidewalks, Patios and Driveways***

Minor repairs can be made by following these steps:

- Roughen the edges of the crack if they are smooth. Clean out loose material and dirt.
- Soak the old concrete thoroughly. The crack should be sopping wet, but without standing water
- Fill the crack with patching cement slightly higher than the crack to allow for shrinkage. Commercially prepared patching mixtures need only the addition of water. Be sure the mixture you buy is appropriate for concrete.
- Cover the patch and keep it damp for several days. The longer the drying time, the stronger the patch will be.
- When the cement has partly set. Remove excess cement with a wire brush. At this stage, the surface of the cement appears sandy.

### ***Winter Safety***

Protect your driveways, walks and steps by removing snow and ice promptly. If a thin layer of ice cannot be removed, use sand for traction. It is safe for driveways, walks, steps and nearby grass or shrubs. Do not apply salt in any form. Repeated thawing and freezing with salt can damage concrete. Salt will kill grass shrubs and trees. Ice melt works well and is safer for concrete 2 years old and the environment as well. Other types of common chemicals can cause staining or a breakdown of your concrete such as pet urine, fertilizers, radiator overflow or motor oil. Cat litter is a good aid in cleaning up spills. Sprinkle the litter over the affected area allowing it to absorb the spill, then sweep it up and dispose of it properly.

### ***Foundations***

The weight of your house rests upon the foundation. The foundation consists of the footing, a large mass of concrete poured on native soil, and the foundation walls, which rest on the footing. Foundation walls are usually made of poured concrete. If you have a basement, the foundation walls also serve as the basement walls. Foundation walls are subject to a wide variety of stresses and strains. Because the base of the wall is in the ground, it maintains a fairly constant temperature. However, the top portion extends out of the ground and may be subject to extreme seasonal temperature changes. The changes will cause concrete masonry to expand and contract.

The concrete slab (basement floor) between the foundation walls is not attached. It is a floating slab and is subject to earth movement. We install flexible collars around the furnace, gas and water lines. Drains have slip joints so if the slab does move it will not break any of the lines. Movement by any concrete slab will result in cracking.

Combinations of stresses and temperature variations may cause cracks in the basement or foundation walls. These cracks do not affect the strength of the structures, and may be easily repaired if desired.

### ***Leaks***

As with all the other parts of your house, basement walls are not waterproof themselves. Where conditions have warranted, the Builder has damp-proofed the underground portions of the foundation

to prevent the entrance of water from surrounding soil. Repair of basement leaks depends upon local conditions making each case different. Before making extensive or expensive structural repairs to correct wet-wall conditions, thoroughly check your drainage system. In many instances, repairing or adjusting downspouts or gutters will help to carry surface water away from foundation walls. If the ground outside your basement slopes toward the wall, pack and bank up soil so that water will drain away. Plant all shrubbery at least 3 feet away from the foundation. Never water your plants toward the foundation. (See also "Landscaping.")

### **Sealer**

Concrete sealers are available at your local hardware store. Sealers are used to help keep your concrete floor clean. A good sweeping compound is available to help clean up sealed or non-sealed floors. Sprinkle the compound over the floor then use a broom to sweep it up as you sweep the compound will collect the dirt on the floor. Plain water with washing soda can also be used to aid in cleaning the floor for stubborn areas you can use a scouring powder, never use soap on unpainted concrete.

### **Foundation and Basement Cracks**

#### **To fill medium to large cracks:**

- Roughen the edge of the crack if it is smooth. For large cracks, undercut the crack to form a V- shaped groove to a depth about equal to the width of the crack at the surface.
- Clean out all loose particles of cement, mortar, or concrete with a wire brush or a thin blade.
- Wet the crack thoroughly.
- Fill the crack with patching cement or mixture is suitable for the job.
- Just before the cement hardens, rub it with burlap or a similar material to give it a texture similar to that of the wall. Wetting. A trowel before going over the patch for the last time will produce a smooth surface.
- Paint it to match the rest of the wall if necessary.

#### **To repair small cracks:**

- Fill them with a heavy paste made by mixing dry cement-base paint with a little water. Force the past into the crack with a stiff bristle brush or putty knife. To match the existing wall finish, use a colored paint to form the paste. In lieu of cement-base paint, you may use a mixture of cement and fine sand (one part cement, two parts sand capable of passing through a 1 DO-mesh screen) mixed with sufficient water to form a heavy paste. For the fine or hairline cracks, work cement-base into the crack with a short, stiff bristle brush.

## **Decks**

### **Color Variation**

When wood is exposed to the natural elements, it can vary in color. This process is natural and not warranted.



### **Foot Traffic**

Heavy foot traffic over a period of time can cause the wood to wear in a pattern. Proper maintenance should consist of a yearly sealing and sweeping. The uses of doormats can help to slow the process down.

### **Natural Elements**

Leaving a buildup of snow and ice on a deck can increase wear and tear. Prompt removal can reduce adverse effects. Use caution in shoveling to avoid needless scratching of the deck boards.

### **Stain, Sealant, Paint**

Every homeowner has their own preference on how to seal the wood deck and how often to perform the task it is our recommendation that it be done yearly. This will provide you with a deck that will maintain its natural beauty longer. Peterson Homes does not stain, seal or paint your deck. It is the Home Owner's responsibility.

### **TREX**

The new decking material called TREX is billed as maintenance free. While this may be true, the Home Owner will still need to follow some of the above suggestions, mainly for Snow and Ice Removal and for Foot Traffic.

## ***Disposals***

### **Disposals**

If you have a garbage disposal, it will probably be one of two types: continuous feed or batch feed with locking cover. The instruction booklet will give precise directions for disposal operation. Always use cold water when the disposal is on and especially when grinding greasy substances. Many people erroneously conclude that because their waste disposal is capable of grinding up most of the garbage, it is also capable of eliminating grease and other substances they would not otherwise pour down a drain. In fact, you should be equally careful not to clog disposal drains with grease. Should the drain become clogged, do not put chemicals down the disposal. Avoid putting large amounts of fibrous materials (such as banana peels or cornhusks) down your disposal. Avoid putting bones or other hard materials in the disposal.

### **Reset Buttons**

Most disposals have a reset button that works in much the same way as a circuit breaker. Should the disposal become overloaded with a substance it cannot grind, it will turn itself off. If this happens, turn the switch off, remove the substance obstructing the disposal's operation, wait about 3 minutes, and push the reset button. (See your instruction booklet for its location.) Most are red and located on the bottom of the disposal. Turn the switch on. If it still does not start, turn it off again. Most disposals come with an allen wrench type of tool. Insert the tool on the bottom of the disposal and manually rotate the disposal to free it from the obstruction. Turn the disposal back on. If it still does not turn on check to see if you have tripped the circuit breaker. **Warning: Be absolutely sure the**



**power is off before inserting tongs to remove material when the disposal is stalled. Also, be sure the disposal is off before using a wrench.** If you cannot find the allen wrench use a wooden spoon or a broom handle down inside the disposal to turn the blades. **If you use the spoon method, make sure the power is off!**

## Doors & Windows

### Adjustments

Due to living in an environment where the climate is always changing, your doors will adjust to these changes. The wood in the doors absorbs moisture in the air. The hotter and dryer the weather the doors will lose most of the moisture and will shrink. The cooler and wetter the weather the doors will retain the moisture and will swell. In the summer time, the doors work just fine and in the winter, they may stick and have a hard time opening. It is not good if you adjust for one season. The next seasonal change your door may not work as well. Approach all adjustments with caution. Doors are painted to help prevent these changes but it does not protect the door 100 percent of the time. Slamming of doors can create the need to re-adjust the door. In addition, it causes damage to the door jams and to the walls around the doorframe.

### Failure to Latch

If a door will not latch because of minor settling, you can correct this by adjusting the strike plate on the door jam. You may have to enlarge the hole to accommodate the adjustment of the plate.

### Sticking

Sticking is the most common problem with doors. If the sticking is caused by swelling in damp weather, fold sandpaper around a wooden block and sand the edge that binds. If the hinge screws are loose, tighten them. If the door is still out of alignment, repeat this step. Always paint or varnish the areas that have been sanded or planed. Paint and varnish protect wood from moisture and help to prevent further door problems. If you have a bi-fold door sticking, try applying a silicone lubricant to the track.

### Squeaky Hinges

You can remedy a squeaky door hinge by removing the hinge pin and applying a silicone lubricant to it. Avoid using oil as it eventually dries out, attracts dirt, thicken and gums up. Graphite works well, but will leave a gray smudge on the door, floor, or anything that touches it, if too much is applied.

### Stiff Locks

Locks may stiffen over time, by applying silicone or graphite in the key hole you can help to smooth things out. Do not use oil of any kind it may cause more problems over time.

### Storm Doors

A storm door may reduce your heating costs. Storm doors are usually made of aluminum, wood, vinyl-clad wood or solid vinyl. Houses with insulated steel exterior doors do not need separate storm doors.

### Thresholds

Each outside door has an adjustable threshold. Each threshold generally has four screws, each screw was intended to raise or lower part of the threshold. By getting down on your knees with the door closed at eye level with the bottom of the door, you should be able to see if there is any light showing through the bottom of the door. If there is, you can turn the appropriate screw to raise that portion of the threshold. Most times you only want to turn the screw in small increments until you do not see any more light. If the door is sticking at the bottom, you will want to lower the threshold until it closes freely.

### French Doors

French Doors offer a very nice alternative look to your home. French doors by the nature of design are not as operational as a regular door. The doors lack the sturdiness that a single door offers and they are not as airtight. The doors are more susceptible to climate changes and will swell or shrink as the weather conditions change. All wood doors are subject to weather conditions but French doors double the chances for weather adjustments.

### Weather Stripping

To maintain your home's energy efficiency, exterior doors come equipped with weather stripping made in a tongue and groove fashion. The doorframe and the bottom of the outside door have the grooves the weather stripping has the tongue. Weather stripping over time will compress, and should be replaced to retain the proper form for maximum efficient usage. When replacing the stripping around the doorframe make sure to install it the same way you removed the old weather stripping. You should be able to remove the weather stripping by grasping the strip at the bottom or top and pull straight back away from the frame. If a slight gap occurs over time at the bottom of the doorframe, you may have to install a foam wedge to help close off the gap. Most hardware stores carry an assortment of weather strips. You should replace torn weather stripping.

### Painting

Wood exterior doors should be painted when the house or trim is painted which is usually every 4 to 6 years. Varnished doors may need to be re-coated more often. Aluminum, vinyl, clad wood, and solid vinyl doors do not need to be painted. Painted doors may be cleaned with a mild detergent; polyurethane varnish would require a damp cloth. (For care and cleaning of the glass in the doors, see "Windows,")

### Locks

If the security of your home is a concern, consider these items before installing additional locks in your doors.

- Locks should be located so that they cannot be reached by breaking a small windowpane in the door.
- Locks that require a key on the inside are potentially dangerous if an emergency occurs. When this type of lock is used. Be sure a spare key is always handy to prevent anyone from being trapped inside the house.

- Installation of any locks or chains will be most secure. The screws and bolts used for attachment should go all the way through the door or frame so they cannot be removed from the outside.
- A metal insulated door may require the services of an expert to properly install new locks. (See also "Security Systems.")

### Garage Doors

The moving parts of garage doors should be oiled every 3 months. The screws that fasten the hardware to a wood door should be tightened every 12 months because the wood shrinks a little as it ages, and the screws may loosen. An overhead door may warp inward from being left up for long periods. Usually this warp can be corrected by adjusting the nuts on the metal rods or the straps across the top and bottom of the door. Each garage door is installed with an electronic safety sensor. If a sensor is bumped out of alignment, the door will not work properly and you will need to re-adjust the sensor.

Garage doors cannot be airtight. Slight gaps around the edges and across the top are normal. These gaps may allow some precipitation, dirt or other small objects to enter the garage.

Each garage door is installed with an electric eye. If any object disrupts the eyesight the garage door will not operate, if anything crosses the electronic eye during operation it will cause an interruption and the door will return to the up position. If for any reason the eye sensors located on each side of the garage door are knocked out of place the door will not operate, the eyes need to be returned to their normal position to resume normal operation.

Keep all objects away from the garage door. Objects resting on the garage door tracks can cause the garage door to jump the tracks. A qualified installer will need to be called to re-install the door. This is not covered under the Limited Warranty.

Safety around garage doors is necessary. Keep all small children, fingers or loose clothing away from all moving parts of the garage door. Follow all Manufacturers' instructions for safe and reliable operation.

### Windows

Your windows may be framed in a variety of materials, including aluminum, wood, solid vinyl, and vinyl-clad wood. Most common are solid vinyl and aluminum. Wood frames should be painted whenever the house or trim on the house is painted (every 4 to 6 years). Aluminum, vinyl, and vinyl-clad wood do not need painting. Steel frames should be painted with a rust-inhibiting paint. Aluminum can be left to age to a uniform gray. The oxidation (or graying) will protect it from the elements. If you prefer to maintain the brighter new look, a coat of wax will work well. To restore aluminum that has turned gray, polish it with steel wool. However, prevention is easier than polishing.

### Skylights

Skylights may leak if the seal breaks. When your roof is being inspected for general maintenance, have your seals and flashings, caulked around skylights inspected for any cracks or interruptions.

### **Storm Windows**

Your house has double-glazed windows (two layers of glass with a sealed air space in between), and typically does not need storm windows. In extreme climates, storm windows over insulated glass may be cost effective for energy conservation. If storm windows are provided with your house, using them will reduce your heating and cooling bills. When exchanging the glass and screens in the spring and autumn, be sure to clean them both. Many houses in temperate climates do not need storm windows.

### **Cleaning**

If the outside of a window is extremely dirty, use a piece of crumpled newspaper to wash the glass with a solution of equal parts vinegar and water, you may also use a commercial glass cleaner. Lightly soiled windows will usually respond to a solution of 1-cup vinegar to 1 gallon of water. Apply the cleaning solution with a sponge or lint-free cloth, and dry the glass with a chamois or a lint-free cloth. A rubber squeegee will speed the drying process. The window frames can be cleaned with a mild detergent solution.

### **Minor Repairs**

If a window does not slide easily, rubbing the channel with a piece of paraffin wax should help. An old candle will also work. The same treatment will work for sliding wooden closet doors. For metal doors and windows, use a silicon lubricant.

## ***Electrical***

### **Electrical Receptacles**

The wiring in your new home meets the code requirements and safety standards for the normal use of electrical appliances. Ordinarily, small appliances that require personal attendance for their operation may be plugged into any electrical receptacle without fear of overloading a circuit. However, the use of a large appliance or many small appliances on the same circuit may cause an overload. If a circuit breaker trips frequently, contact a licensed electrical contractor you may have an overloaded circuit. (See "Circuit Breakers.")

### **Fluorescent Lights**

If you have fluorescent lights installed in your home, you may hear a buzzing noise. This is an indication the transformer or the lights themselves are getting ready to go out. If you change a light bulb and the noise continues you should consult with an electrician to see if the transformer needs to be replaced.

The translucent panels covering the lights are made of polystyrene plastic. To clean, gently push up, tilting the panel slightly and remove it from the fixture frame. Wash with a diluted (1 to 2 percent) solution of mild detergent and warm water. Do not rinse. The soap film that remains reduces the static electricity that attracts dust.

Over time the panels will yellow, crack, and need replacement. You can find replacements at your local hardware store. Before you go note the size and most stores will trim the panel to your measurements or you can take the old one in for them to match it exactly.

### **Bulbs**

When you replace light bulbs do not exceed the stated wattage. Exceeding the wattage can cause electrical issues.

### **GFI**

These special circuits are used in kitchens, bathrooms, garages, outdoors and in mechanical rooms. They provide added protection. If an outlet on a GFI circuit does not work, you must locate the RESET button and press to reset the circuit. A few of the outlets in your home have been included in the GFI circuit. If these quit working, you may find a GFI outlet tripped. Just reset the outlet and everything should be fine. Adjusting the circuit by either adding or removing an outlet may cause the GFI circuit to stop working. If you need to adjust the GFI circuit, it would be wise to have an electrician make the changes for you.

If you plug a refrigerator or freezer in a GFI circuit you may come home and find the food spoiled if the circuit trips. It would be wise not to plug items into a GFI outlet if the result could lead to losing valuable items.

### **Grounded System**

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

### **Power Surge**

Power surges are the result of local conditions beyond the control of Peterson Homes and are excluded from Limited Warranty coverage. These can result in burned out bulbs or damage to sensitive electronic equipment such as TVs, stereos, speakers, alarm systems and computers. Damage resulting from lightning strikes is excluded from Limited Warranty coverage.

### **Safety**

For the safety of children, please install safety plugs in all plugs when not in use. The GFI breakers are designed to help avoid serious electrical shocks but with electricity, you can never be too careful!

### **Trouble Shooting**

#### *No Electrical Service Anywhere in the Home*

Before Calling for service Check to confirm that the:

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

### No Electricity to One or More Outlets

- *Main breaker and individual breakers are in the on position*
- *Applicable wall switch is on*
- *GFI is set (see details on GFI earlier in this section).*
- *Item you want is plugged in.*
- *Item you want to use works in other outlets*
- *Bulb in the lamp is good.*

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

## Floors

### Concrete Floors

Concrete floors are generally maintenance free but they are susceptible to cracking. (For repair of such cracks, see "Driveways, Walks and Steps" and "Foundations.") Occasionally basement floors will collect water from condensation of moisture in the air on cold basement walls. (For treatment of this condition, see "Foundations.")

A concrete sealer will make an unpainted concrete floor easier to keep clean. Follow the Manufacturer's directions for cleaning after the sealer has been applied. Unpainted concrete floors should not be cleaned with soap. Instead, use a solution of 4 to 6 tablespoons of washing soda to a gallon of hot water. First, wet the floor with clear water. If necessary, scouring powder may be used in conjunction with the washing soda solution. A stiff brush will help to loosen dirt. Rinse with clear water. Painted concrete floors can be cleaned with plain water or a mild soap or detergent solution.

### Hardwood, Laminate, Linoleum Floors

The structural lumber in your house has been selected in sizes and grades to provide a safety factor well beyond what is required to carry the load. Some shrinkage may occur in these framing members. Your home has been designed so that any settling will be as even as possible.

As with other building materials, wood may contract or expand with weather changes. It is not affected by the cold, but it may shrink with increased dryness or swell with increased humidity.

The hardwood floors in your new home have been precision manufactured and expertly installed and finished by skilled craftspeople. Normal maintenance should include regular vacuuming (linoleum, carpeted floors only) or dry mopping to remove surface dust and dirt. Do not use water on hardwood or laminate floors. Water left on these floors over time will degrade the quality of your floor and will eventually ruin the floor. Never wet mop your hardwood floor. When the polyurethane finish becomes soiled, damp-mop with a mixture of 1-cup vinegar to one gallon of warm water. When damp mopping remove all excess water from the mop. A white, filmy appearance can result from moisture left on the floor, often from wet shoes or boots. Wipe up any water as soon as possible to maintain the finish. Floors with a polyurethane finish can be recoated to maintain that new look. Recoating depends on your lifestyle, and how often you want to do it. It is best to have a qualified contractor install the new finish.

Dropping objects on hardwood floors, unprotected table or chair legs can scratch the finish of your hardwood floor. Most hardware stores carry an assortment of protectors that can be used to help prevent scratches from tables and chairs. Dings or dimples in your floor from dropped objects are difficult to prevent and hard to repair.

Grit and sand brought in from the outside are hazardous to the floors finish. Placing a rug or mat outside doors will aid in preserving your floor. The best method for preserving the finish of all floor coverings is to remove your foot ware altogether.

High heel shoes are a danger to these types of floors. Heels that have lost the protective cap exposing the fastening nail will exert over 8,000 lbs of pressure per square inch on the floor thus causing dings, dimples or scratches depending on the flooring style.

### Cleaners

With the different type of manufactured floors and finishes, different types of cleaners are required. Do not use a hardwood cleaning solution on laminate floors. Your local hardware store will carry the different varieties of cleaners. **Do not wax or use soaps that contain oils.** Using these types of products will not allow you to refinish your hardwood or laminate floors without first striping and sanding the floors.

### Tile Floors

Ceramic tile normally needs only a wipe with a damp cloth or an occasional wet 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 mild scouring powder. Unglazed tile may be scrubbed or scraped. To clean the joints between tiles, use a fiber brush and a mild cleanser. A special sealer for grout will make it more stain resistant. Staining agents should be mopped up promptly. Even though they rarely affect ceramic tile, they may stain the grout.

Grout will separate over time but it is easy to replace or fill in. You can purchase pre-mixed grout at the hardware store, or you can purchase the style, which you have to mix up. White or colored grout will be a little mismatched when first applied; this like other items in your house will fade and match up over time. If you have questions or are unsure how to proceed, you can check with the experts at your local hardware store. You can purchase a sealer to apply which will help protect the grout.

### Carpet

Carpeted floors require vacuuming to be kept clean. Carpets with heavy traffic may need to be vacuumed more frequently even daily if needed. Dirty carpets break down faster. The little pebbles, dirt and other particles that are carried in from the outside, if not vacuumed up, will aid in breaking down the backing of the carpet. When the carpet gets dirty and is in need of more than vacuuming, there are different types of product that you can use or you can call professional carpet cleaners who do the best job in cleaning the carpets. It is our suggestion that new carpets should be professionally cleaned around 18 months and every year after that.



## Common Carpet Traits

There are times when new carpet will do certain things, these items are common and in most cases should not be of a major concern unless they become excessive.

### ***Burns***

While no one wants to see burns in their carpet or flooring the only way to repair the burn is to replace it. Carpet that has burn marks that are not too deep might be able to be trimmed to remove the burned top fibers. However, use care to trim it evenly.

### ***Edges***

Carpet along moldings and the edges of stairs should be held firmly in place. In some areas, metal or other edging material may be used to transition from carpet to other flooring material.

### ***Pilling***

Pilling or small balls of carpet can appear on your carpet depending on the type of carpet and the amount of foot traffic. This is similar in nature to wool sweaters that all of sudden have these small balls of wool. If this occurs, clip off the pills. If they cover a large area, seek professional advice.

### ***Snags***

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

### ***Sprouting***

Occasionally you may find small tufts of fiber sprouting above the carpet surface. Simply use scissors to cut off the sprout as you would with the pills.

*CAUTION: Never attempt to pull pilling, snags or sprouting. You may end pulling out more carpet than what is affected.*

### ***Shedding***

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

### ***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 this everywhere carpet is installed. Excessive gaps in seams or fraying may mean the carpet is flawed or the seam itself was not installed correctly. These will need to be addressed by Peterson Homes and the carpet company.

### ***Rippling***

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

### ***Stains***

Manufacturers have spent a lot of time and money to find a stain resistant carpet, to this date they are still looking. Most carpets are stain resistant which aid in protecting the carpet but there are items out there full of all kinds of dye's, food coloring and chemicals. The odds are that eventually you will be faced with a stain in your carpet. Before the stain occurs, you should do a little research to find the correct type of stain removing product for your type of carpet.

Before you go ahead and use the product, you should first test it on a small spot in a less visible area. Some removers can do more damage to the carpet than the actual stain so pre-testing on a small area first is a wise first step. As with any household product, you should follow the directions for usage.

### ***Static Electricity***

Static electricity happens! The temperature/weather outside (cooler, electrical storms), clothing that you wear, the humidity inside your home are factors that can contribute to creating static electricity. To avoid this problem look for carpets that have anti-static properties and household products that deal with anti-static. Installing a dehumidifier can help if you have excess humidity in your home.

## **General Information**

Science has yet to discover a cure for fading. Heavy foot traffic, excessive sunlight, certain cleaning products can cause your carpet to fade; however, there are ways you can help to slow the process down.

1. Moving your furniture around to change the foot traffic will aid in avoiding crushing the fibers that occur from foot traffic. Some carpets will hold up to crushing better than others. Carpets with a heavier weave and backing take longer to break down than those with longer strands and a more flexible backing. By moving the furniture around, you will promote a more even wear of the carpet.
2. Closing the blinds during direct sunlight times. Constant sunlight will fade not only your floor coverings but also your furniture, paint and anything else that it comes in direct contact with. Sunlight will not only cause the carpet to fade but it can affect the look of the carpet depending on the time of day. Direct light from the sun will cause the carpet to look different

from regular household lighting or even a room that has partial shade and direct lighting. This phenomenon is called shading.

3. Carpet next to outside doors will be in direct contact with the weather. Door weather stripping (sides and bottom) and thresholds should be adjusted to diminish any airflow from outside air when the door is closed. This area may need more attention than others may.

## **Landscaping**

### **Landscaping**

Proper care of the grounds around your house not only adds to its beauty but also protects the structure of the house. As you design your landscaping plan, remember to allow for proper drainage. This includes runoff from rain gutters, directing water away from the house, concrete, heavily walked areas, and limiting the amount of watering near the home.

### **Grading**

Drainage swales or other discharge channels were sized and sloped to accommodate the water runoff and should be kept clear of debris such as leaves, gravel and trash. Allow 6 inches of clearance between your grading and the wall siding; otherwise, water may enter the joint between the foundation and the wall material, or the wood may decay. As the earth around the house becomes compacted, depressions may form. These places must be filled with dirt so that water will not form puddles.

### **Rain gutters**

Connect a **non-perforated** 3" drainpipe to the end of each rain gutter. The drainpipe attaches directly to the vertical portion of the rain gutter, (e.g., remove the angled piece of rain gutter at the bottom and attach the drainpipe adapter in its place). Run it away from the house 8 - 15 feet. At the end, connect a drain that allows the water to return to ground level via an elbow fitting with a "pop-up:" feature (available where you purchase the drain pipe). The point of discharge is best if located in an area with thick ground cover such as the lawn to help absorb the large amounts of water. When necessary, run the drainpipe under a sidewalk to avoid discharging water into courtyard or planters bordered by house and concrete walks. This is the single most important thing you can do to minimize potential water problems in the basement and undermining of site concrete.

Always keep gutters and downspouts unobstructed by leaves, tree limbs, or anything that could cause overflowing. Vinyl gutters never need to be painted. Aluminum gutters need not be painted, but can be if you choose. The gutters have been installed to direct water off the roof, and avoid water damage to the wall systems. It is the Home Owner's responsibility to direct water away from the foundation, house and concrete. Unmanaged water on the ground can cause excessive settling, erosion, undermining of concrete slabs, puddles in the window wells, flooding at basements and other damage. You should install appropriate drainage systems as part of your landscaping design. Particular attention should be given to downspouts handling a large volume of water (i.e. large surface of roof drains through it) and downspouts near window wells and concrete. Be sure that downspouts direct water away from the foundation.

## Settling

Settling of the ground around the home will occur during the first year or two after closing. Here are a few ideas to help you manage this situation.

- When doing your landscape grading, pile extra dirt and topsoil along the house where the settling will occur.
- After the installation of your sprinkling system, water for 4 or 5 days before laying sod or seed. This will help settling around the house, as well as trenches dug for sprinkler pipe.
- Design your system in zones, which separate the watering areas near the house from the large areas of your lawn.
- Minimize or eliminate landscaper materials that require heavy amounts of water along the house. Use drought-resistant plants instead and water less.
- As ground does settle, wheel barrel dirt to low areas regularly--especially during the first spring following move-in. Neglecting low areas will create areas *for* water to pool and drain toward the house, instead of away. NOTE: **Maintaining the slope away from the house is critical.**

## Lawn and Plants

Water your new lawn and shrubs often. In the fall of the first year rake the lawn thoroughly, reseed it and add organic fertilizer or manure. Give special attention to bare spots. When watering the lawn, avoid sprinkling painted parts of the house, which can reduce the life expectancy of the paint. If you plant flowerbeds near the house, do not disturb the earth next to the foundation. Always dig the beds several feet away.

## The Landscaping Plan

Plan your landscaping according to how you want your grounds to look in 10 years. Long range planning takes more time, but it pays off. Before you dig a single hole, you need reliable, specific information about the local flora and its requirements. Then you can decide what to plant, where to plant it, and how much of a budget you need. As you learn about plants, remember the landscaping around your house is an extension of the indoor living space.

The grounds should include defined areas for work and play, often best screened or partitioned by trees, shrubs, or other greenery. You will probably want plants of various sizes and shapes that attract the eye both near and far. You will need taller shrubs for privacy, trees for shade, flowering trees for color, low-growing plants under windows, and thicker evergreens for background.

The beauty of having a landscape plan is that you need not feel compelled to carry out the plan all at once. You can work it out a little at a time, as gradually or as rapidly as time and money allow, yet still know where you are going at every step. Once you have a general plan in mind, list all the plants that appeal to you. Find out what your garden encyclopedia and other references say about them.

When you start the actual design, make a sketch of your property to scale. Carefully plot the exact location of the house, walks, walls, trees and any other landscape features. Indicate doors and window too because they will influence the location of plants. Sketch in the areas you want to reserve for turf, and precisely locate each shrub and tree that you have chosen to plant. Try to figure

their space requirements at maturity, particularly if you expect to plant young stock. In addition, take care not to plant anything that will grow up to block a good view or shut out light needed at a window.

If all this sounds like a lot of work, remember that a thoughtful plan minimizes wasted effort in the long run. You should make a long-range plan, stick with it, and make changes only if they improve the overall scheme. The period when everything seems barely a foot high passes soon enough. Before you know it, your landscaping will be the envy of the neighborhood.

A good landscaping scheme will make your home more aesthetically pleasing and when you decide to sell your home, it will be an added feature that will add to the resale value.

## **Plumbing**

### **Plumbing**

The plumbing in your house was installed by a professional and generally should need only minimum maintenance if you care for it properly. If any problem arises, attend to it promptly to prevent a bigger and often more costly problem.

### **Manifold and Intake Valves**

All adult members of your household should become familiar with the various valves in your home that control where the water can be shut off. There are 4 locations where the water can be shut off.

- **Meter:** The meter is located outside of your home in the ground. Shutting the water off at the meter will turn all the water off in your home. The meter should only be turned off if you have a water leak in the main water line coming into your home.
- **Shutoff Valve:** The main shutoff valve in the home is located in the mechanical room. There will be a copper pipe coming through the foundation. The shutoff valve is a lever it will only go one way.
- **Manifold Block:** The manifold block is a newer invention that makes fixing different fixtures in the house a lot easier than in the past. The block is labeled with the different fixtures throughout the house by turning the appropriate valve. You can shut the water off to the appropriate fixtures without crawling in or under fixtures. For example, water for tubs and showers will be turned off at the manifold block
- **Intake Valves:** Not every sink and toilet will have a shut off valve located under it. If it does shut the water off for sinks and toilets here instead of at the manifold block. You will rarely need to use them but in the event of an emergency or if you need to make minor repairs, they are easy to locate.

### **Water Heaters**

All water heaters (weather gas, electric or oil) have a control mechanism to govern water temperature. This should be set at 120 degree F or lower. Your household's individual preference should determine the hot water temperature. The lower the temperature setting, the less fuel you will use, which could produce considerable savings on your utility bills. Additional savings will result from putting an insulation jacket on the water heater. On gas heaters, be sure the air intake is not obstructed. Avoid storing anything near the heater that obstructs the flow of air or creates a fire hazard.

Water heaters normally collect small quantities of scale, (mineral deposits), and dirty water. To remove this material, first shut off the water intake valve and turn off the power source for your water heater (gas, electric, etc.). Failure to turn off the power source could cause the heating element to burn out. Then open the valve at the bottom of the heater and completely drain the tank. Open the water intake valve and allow some water to flow through to flush out the remaining sediment. Shut the valve at the bottom of the tank and allow the tank to refill. When the tank is full, follow Manufacturer's instructions for restoring heat. In localities with especially hard water, a water softener will reduce the frequency of cleaning. In most locations, an annual cleaning should be sufficient.

### Temperature and Pressure Relief Valve

You should check the temperature and pressure relief valve on your water heater once every 3 or 4 months. This will ensure the lever works properly. This valve would prevent a dangerous increase in water temperature and pressure if the thermostat should fail to operate properly

### Noisy Pipes

If you hear noises in the pipes when the hot water is turned on, it may mean that there is air or steam in the pipes. The steam may result from the water being too hot. Reducing the temperature of the water may help. (See also "Plumbing" and "Faucets.")

### Leaks

Copper pipes should last the lifetime of a house but if a joint should loosen, it will need to be re-soldered—any job requiring an acetylene torch is best left to a plumber. Plastic pipes should also last the lifetime of the house, and a loose joint should likewise be repaired by a plumber. If your washing machine, dishwasher or other water-using appliance appears to leak, first check to see that the trap through which it drains is completely open. Sometimes a partially clogged drain can cause an overflow within the appliance. (See also "Drains")

### Drains

Each plumbing fixture in your house has a drain trap. This "J" shaped piece of pipe is designed to provide a water barrier that prevents the airborne bacteria and odor of sewer gas from entering the house. **Any fixture that is used infrequently (such as a basement shower) should be turned on at regular intervals** to replace evaporated water and to ensure that the barrier remains intact. Because of the shape, traps are also the source of most clogging problems.

### Prevention

Ordinary washing soda, (not baking soda), added to a drain on a regular basis will help to keep it clear of the grease from soap and cooking utensils. Run hot water through the drain, turn off the water, add 3 tablespoons of washing soda and follow it with just enough hot water to wash it down the drain opening. Let it stand for 15 minutes and run more hot water. To avoid clogging drains or toilets, never pour grease into them. (See also "Plumbing," "Toilets," and "Bathtubs, Sinks, and Showers.")

## Bathtubs, Sinks and Showers

When the drainpipe from a tub, sink or shower becomes clogged, use a plunger first. The rubber cup of the plunger should completely cover the drain opening and the water should come well up over the edge. Working the plunger up and down rhythmically up to 20 times in succession will build up pressure in the pipe and do more good than sporadic plunges. Plug any overflow outlet with a piece of old cloth. When working on a double sink, be sure to close the other drain.

If the plunger does not work, use a plumber's snake. You can rent or purchase one at a hardware or plumbing store. Turn the handle of the snake in the same direction when removing it as you did when inserting it. This technique will keep anything attached to the snake from coming loose before it is removed.

If the drain can be partly opened with the plunger or snake, boiling water (140° F for plastic pipes) may complete the job. If not, you can open the trap under the fixture. A piece of wire may help to dislodge the blockage. The snake can also be run at this point. When using an over the counter drain cleaner make sure you follow the Manufacturer's directions for appropriate use.

**Although it is sold commercially as a drain cleaner, never use caustic soda to open a drain. It will combine with the grease from the soap or food wastes to form an insoluble compound.** All standing water from either a clogged drain or overflow should be wiped up as soon as possible. Excess water left on the floor can damage and may cause flooring issues.

## Toilets

Never flush materials such as hair, grease, lint, diapers, sanitary products, and rubbish down the Toilet. Such waste can clog the toilet and sanitary sewer lines. (For unclogging a toilet, see "Drains.") In order to conserve water, toilets have been redesigned to use no more than 1.5 gallons per flush, (older toilets used 5 gallons). Because of the decreased water volume, it may be necessary to flush several times. Holding the handle down for an extended period may also help.

A clogged toilet should be treated almost the same way as a clogged drain. The trap is built into the toilet and is therefore less accessible. Instead of a snake, use a coil spring-steel auger, which can be bought or rented from a hardware or lumber store. Insert the auger so that the point goes up into the trap. Turning the handle of the auger will break up the blockage or catch it so it can be removed. A plugged toilet that overflows may cause the flooring to get saturated with water; this may cause the flooring to separate from the sub floor. All water should be removed as soon as possible.

## Cleaning

Varieties of commercial cleaners are made especially for toilets. Use them according to the Manufacturer's directions. Do not mix them or use them with household bleach or any other cleaning product. Never use them for anything else but its intended use.

## Toilet Leaks

Most toilets have a water chamber, flush valve, overflow pipe, float and ball valve.

- If the water chamber appears to leak, this may only be condensation forming on the outside of the tank and dripping to the floor. (See "Condensation" under "Foundations.")



- If water leaks into the bowl through the overflow pipe, adjust the rod so that the float will be closer to the bottom of the tank and flush the toilet. If it still leaks, the inlet valve washer probably needs to be replaced.
- If the water trickles into the bowl but is not coming through the overflow pipe, it is coming through the flush ball valve. The connections between the ball valve and the flushing handle may need to be aligned so that the ball will drop straight down after the handle has been pushed. A worn ball valve, dirt or rust on the ball seat will allow water to leak into the bowl. If the ball valve or ball seat is dirty or rusty, clean it. If the ball is worn, replace it.

## Faucets

The faucets in your home will frequently require repair.

## Aerators

Cleaning the aerators will be your most frequent task in maintaining faucets. An aerator adds air to the water as it leaves the faucet and eliminates splashing. It also reduces water usage, which results in saving you money. Aerators are used on kitchen faucets and bathroom sinks. To clean an aerator, unscrew it from the mouth of the faucet, remove any deposits, remove and rinse the washers and screens, replace them in their original order, and put the aerator back on the faucet. The frequency of cleaning will depend on the condition of the water but generally every 3 or 4 months is adequate.

## Plumbing Leaks

All leaks raise your water bill and a leaking outside faucet can result in a damp basement. Inside or outside leaking faucets generally can be fixed by replacing the washers. Some faucets with single controls for hot and cold water have no washer but have cartridges instead. Cartridges generally last longer than washers but still must be changed periodically. Before attempting to repair a faucet, turn off the water at the nearest intake valve. Washers may be obtained at most hardware stores. Replacement cartridges may have to be purchased at a plumbing store.

## Outside Faucet

Most winters temperatures will fall below freezing. Frost proof fittings are provided and should never freeze. Outside faucets should not be used during the winter. Water may not drain completely out of the faucet, which can cause it to freeze and break. Home improvement stores carry faucet caps. I would suggest each outside faucet be installed with one even though they are frost proof. An ounce of prevention may save an expensive repair and the caps only cost a few dollars. Also, make sure all hoses are removed; failure to remove hoses may also cause the faucet to freeze and break.

## Frozen Pipes

To prevent pipes from freezing, never leave a house unheated during cold weather. During an extended period of severe cold, provide at least a little heat for unused rooms and baths that are not generally heated. Be sure all entrances to crawl spaces are closed during cold weather.

If a pipe should freeze, proper defrosting may prevent damage. The pipe must be thawed slowly to prevent the formation of steam, which could cause it to burst. You should first restore heat to the

affected part of the house. A frozen pipe is most likely to be on an outside wall exposed to winter winds. Open all faucets connected to the lines so that steam can escape if any forms during thawing. Begin the thaw at the frozen point nearest to the faucet. A thermometer held against an exposed pipe helps to locate this point.

A heat lamp placed at least 6 inches from plasterboard or the panel-type wall will thaw the pipes behind it. A hair dryer or heat lamp is also suitable for defrosting exposed pipes. The air from the hair dryer should be directed parallel to the pipes. As the pipe thaws, move the source of heat toward the frozen area until the job is complete. If a sink trap is involved, boiling water poured into it may solve the problem. If a large amount of pipe is involved or if an underground pipe is frozen, call a plumber. Plumbers have equipment for thawing pipes electrically. To prevent frozen pipes in the future or if you have a pipe inside the house that freezes your local hardware store should carry pipe insulation or heat tape. Both of these products are very effective in solving this problem.

## Roofs

Your roof will give you many years of good service if it is properly maintained. Flashing seals, those places where the roof adjoins the walls, chimneys, dormers or valleys where two roof slopes meet, are the most common places where leaks can develop. If a leak should occur, call a qualified roofer to make the repair. A qualified roofer should inspect the roof at least every 3 years. If you have to walk on the roof for any reason, be careful not to damage the surface or the flashing. Be particularly careful when installing a TV or radio antenna--a careless job can cause serious leaks.

### Freeze- Thaw Cycles

Winter storms followed by relatively mild temperatures can cause freeze-thaw cycles that create leaks in roofs. Most roof shingling is not waterproof. Shingles are meant to shed water down their overlapping courses into gutters or off the roof overhang. Erratic weather conditions can cause a build-up of water from snow or ice dams that are formed either on the roof or in gutters and downspouts. This water backs up under the shingles or will eventually seep through the shingles, causing leaks. Although roofs with a shallow pitch are more susceptible to this phenomenon than are steeply pitched roofs, no conventional home is immune to the problem. Remove ice dams from gutters and downspouts and attempt to remove built-up ice and snow from the lower portions of the roof. In areas of the country where freeze-thaw cycles are prevalent, some homeowners lay heating cables in their gutters and even partially up the roof to counteract the freezing process. (See also "Gutters.") Tossing a product similar to an ice melt onto the dams and hanging icicles will promote melting.

The north side of your home receives less sun in the winter because of the winter's tilt of the earth. Snow and ice will build up on the north side of your home and will be the last place to melt. Keep an eye on the north side of your home in the winter to prevent problems.

### Attics

Attics or spaces immediately below roofs vary in size from crawl space to areas as large as a small room. Ceiling joists in the attic are not designed to be used for storage or rooms. By using these spaces as storage area or a room will change the airflow of your attic. Attics are designed with a specific airflow.



Vents are strategically placed in your attic to heat and cool with the weather. Changes in the airflow can cause problems with the way the hot or cold air escapes. These changes may cause your home's heating or cooling system to work less efficiently and may eventually cause roof problems.

### **Insulation**

Your home has been insulated so that you can regulate the inside temperature in a cost-effective manner. Open doors, windows, fireplace flues and clogged filters can negate the effects of insulation and cause inadequate cooling (or heating).

Your home has been constructed to be energy efficient. Occasionally, the insulation on the attic floor may be out of place and leave gaps or blocks in the attic vents. If either of these situations occurs, return the insulation to its proper location.

The attic access cover may have insulation on the top side. It should remain securely in place so that no heat is lost through the access hole. Be certain that insulation in the attic is not compressed. Compressed insulation is less effective.

Homes with vaulted ceilings have been insulated with the typical batted insulation in roof joists with drywall attached to make sure the insulation stays in place. It is not uncommon in homes with vaulted ceilings to also have some blown-in insulation and you may wonder if part of your insulation is missing, rest assured your home was properly insulated to code and passed the insulation inspection.

### **Louvers**

Your attic may have louvered openings to allow warm, moist air to escape. Louvered openings should remain unobstructed at all times. If they are closed, harmful quantities, of moisture may accumulate.

## **Smoke Detectors and Fire Extinguishers**

### **Smoke Detectors**

Your new home is equipped with smoke detectors. Certain basic procedures will ensure that they function properly in an emergency. Carefully review the Manufacturer's literature to familiarize yourself with each unit. Smoke detectors are connected to your home's electrical system for power as well as a battery backup system. Because they are wired together, all will sound in case of a fire. Most battery-operated detectors will continue to sound until a reset button is pushed. Other types will stop automatically when smoke is cleared from the chamber. Check the Manufacturer's literature to see which type you have so you may act accordingly if the detector is accidentally triggered. Periodical tests of the detector will tell you if it is working properly.

Different types of detectors will require different care. Follow the Manufacturer's recommendations for periodic maintenance. Such maintenance may include replacing light bulbs, replacing batteries, vacuuming the unit inside and out and cleaning it with a cotton swab and alcohol.

## Fire Extinguishers

Fire extinguishers are not installed in your home but it would be wise to pick up a few to have them handy throughout your house just in case of a small fire. Be aware there are different types of fire extinguishers. The ones you choose should be able to suppress ALL types of household fires. There are specific codes for each type of fire. Choose the fire extinguisher that lists all the codes for the house. Home maintenance of the extinguisher only consists of shaking the contents up every few months. If the extinguisher is in one position for too long, all the contents will sit and compact in that area and when you need the extinguisher it may not work. Buy an extra extinguisher and practice putting out a small controlled fire. Everyone old enough in your home needs to know how to use one in the event you are not around. It is surprising how a very young child can learn to use a fire extinguisher.

Smoke detectors alert you to a potential problem and home fire extinguishers are designed to stop small fires. Do not let either fool you into a position of a false sense of security or self-assurance that you are protected. Never feel that you do not need to call the fire department and can handle the emergency yourself... Things can get out of hand in a matter of seconds. You and your family come first! Human life cannot be replaced.

## Walls - Exterior

### Stucco

Stucco is made from a product similar to concrete and is subject to the same weather conditions and all the same limitations of weather conditions. Like concrete, even though you do what you can to prevent cracks there is the possibility that a crack may occur. A small crack will not affect the integrity of your home. A weatherproof membrane is attached to your home before the stucco is applied. If for any reason you need to repair the stucco, contact a reputable contractor. The Warranty covers product failure and installation flaws such as fading, flaking, peeling, water intrusion and workmanship flaws.

### Stucco Maintenance

Stucco like most of the building products in your home will shrink with time and the changing weather, this is normal. Along with shrinkage, hairline cracks and stress cracks are not covered under the Warranty. The shrinkage will be most notable around doors, jams and windows. Run a bead of caulk around the doors and windows that show the shrinkage. Your hardware stores carry a variety of caulking in different colors. Purchase the caulking that states it will limit shrinking or you will find yourself caulking and re-caulking.

### Exterior Brick, Synthetic Walls

Brick and synthetic rock walls add a special character to a home. Do not expect each brick to be perfect and spaced perfectly. Small surface chips or cracks and slight variations in size and placement are normal and help create the texture and beauty of brickwork. The mortar joints in brickwork and the grout in the rockwork are subject to weathering over the years. When this occurs, the joints should be pointed up (new mortar inserted) to maintain a weather-resistant exterior. This work should be performed by a professional.

Glazed tile or brick may be cleaned with a soap-and-water solution. Stubborn discolorations usually may be removed by gently scrubbing with a nonabrasive household cleaner or a special tile cleaner. Clay masonry may require cleaning by a contractor specializing in this type of work. He or she may use a steam or steam-and-water jet with a suitable cleaning compound. Do not use high-pressure water or steam systems to clean stucco. Do not allow foreign materials to stay on the stucco for too long as they may stain the stucco exterior.

### **Efflorescence**

A white powdery substance composed of one or more crystallized soluble salts sometimes develops on masonry walls. This substance or efflorescence can appear on both exterior and interior walls. It usually can be removed by scrubbing with water and a stiff brush. If a stronger solution seems necessary, try using 1/4 cup vinegar in one gallon of water.

### **Weep Holes**

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

### **Aluminum, Steel, Vinyl and Other Exterior Synthetic Siding**

Many synthetic sidings are guaranteed from the Manufacturer against cracking, chipping, peeling and termites for 10 years or more. Most of them resist marring and scarring and are nearly maintenance free. Dirt and fingerprints around doors and windows are easily removed with a mild detergent solution. For other areas, infrequent hosing may be sufficient.

### **Termites**

Termites in our area are not as prevalent as they would be in a wetter warmer climate. Termites are easier to bar from a new house than to exterminate from an old one. You should conduct your own inspection in the spring of each year. Look for possible remains of the winged insects. Search the sides of basement or foundation walls and piers for the earthen tubes that termites build to reach the wood above the foundation. Use the blade of a knife to test wood for soundness. If you suspect the presence of termites, consult a professional exterminator.

## ***Walls - Interior***

### **Trimnings and Moldings**

Trimnings and moldings, such as baseboard, may separate from the floor and leave a small space that will catch dust and dirt. This separation is the result of the normal process of settling and shrinking in your home. Loosening the quarter-round or other trim and re-nailing it in its proper position will remedy the problem. If a small separation occurs at corners or at other seams, it can be patched with wood filler or a paint able caulk; however, sometimes further settling will bring the pieces together. The filler can be stained or painted to match the molding. A thin piece of cardboard or heavy paper slipped under the molding will protect the floor or rug while you are painting.

## **Walls and Ceilings**

Your house has two types of walls: bearing and nonbearing. Nonbearing walls may be altered without fear of structural damage but alteration of a bearing wall must be done carefully to avoid reducing its bearing capacity. All exterior walls are bearing walls. All ceilings are essentially the same in structure, but they are made of a variety of materials.

### **Interior Sheetrock Wallboard**

The sheetrock should last for the life of your house without undue maintenance. In unusual cases, such as extreme shrinking in framing boards, minor cracks may appear in the sheetrock walls. No repairs should be attempted until you redecorate the room. At that time, fill the cracks with spackling compound (available from any paint store), smooth it out with fine sandpaper, and then redecorate the entire surface. Except in very unusual conditions, cracks should not reappear. To prevent cracks wider than half an inch from reopening, apply the spackling compound, then cover the crack with a strip of fiberglass mesh made for this purpose, cover the mesh with another thin layer of spackling compound, feather the edges well, and sand smooth.

Sometimes normal shrinking will cause nails to pop from the wallboard. The framing boards and the wallboard shrink away from the nail and leave it sticking out beyond the surface of the wallboard. Popped nails do not alter the strength of the wall and they should be left alone until you redecorate. At that time, they should be reset, re-spackled and repainted with the rest of the wall. Unusual abrasions or dings may scuff or indent the surface of the wall. If this occurs, fill the indentation with two or three applications of joint compound also used for drywall taping. Don't forget to sand in between the applications.

### **Interior Paint and Wallpaper**

The interior walls and ceilings of your new home will maintain function and last indefinitely if properly cared for. Consult your paint and wallpaper dealer for the correct cleaning compound for painted surfaces and wallpaper. Your dealer can also assist you in choosing from hundreds of possible paint colors and paper patterns when you wish to redecorate or make color changes. If paint starts to blister or peel, repaint or touch it up immediately to prevent the problem from spreading. If the problem persists, look for the cause such as moisture penetration through overhead joints or finishes. Each time you touch up paint you will have a variation in texture and sheen, you should not expect the wall to look the same as it did before. Peterson Homes will touch up original paint if we have fixed a drywall problem, however we only touch up the affected area and not the whole wall unless a major repair was made over 1/3 of the wall. If that is the case, we will only paint the effected wall. Homeowners that painted their own home will do all touch up work.

## ***Home Owner FYI (For Your Information)***

### ***Caulking***

Caulking over time will shrink and you will need to do touch ups when necessary to maintain a good seal. Caulking comes in various colors, (we use only white), styles and dispensers. The job that you are working on will determine which kind of caulk you will use.

For most jobs inside the home, you will want use **Latex**. Keep in mind you can paint latex. Latex is used around the countertops, baseboards/trim, sinks and tubs.

For outside jobs subjected to the weather **Silicone** caulking will be used the most. You cannot paint silicone. There are different types of caulking for different jobs. It is suggested that you talk to the experts at your hardware store to help you select the specific kind of caulk for the job that you are doing. Caulking comes in different dispensers, most common is the tube where you will need to purchase a gun to help dispense it. Other types come in a container that you can squeeze.

### ***One Time Repairs***

There are items in your home that would fall under normal home maintenance. Peterson Homes will provide a “One Time Repair” to issues listed below. These items are cosmetic but occur as the home settles and is broken in through the process of day-to-day living. If you ask us to repair these items within the first few months, we will be happy to repair them. Any repair that needs to be done after that time will be the responsibility of the Home Owner. It would be wise to wait for these repairs until you have been in your home almost a year.

1. Caulking around counter tops and sinks.
2. Nail pops or any other issue brought about by the house settling.
3. Touch up paint (see item 2).

### ***First Aid Kit***

Keep a home first aid kit or first aid material in a convenient location. Purchasing a booklet or guide on first aid and home safety and keeping it with your first aid kit is a good idea.

### ***Storage in basement***

For homes that have basements. Empty basements make great storage especially when you first move into a home. Most of the time cardboard boxes are used because they are cheap and sometimes if you can find them, free. Keep in mind that the basement floor in your home is the lowest point of your home, any water leaks of a significant nature or a sewer back up could and most of time will end up in the basement. Before you know it the bottom of the boxes are soaked and everything in them is ruined. There are two easy solutions to this problem. One is to store everything of value in plastic bins. They are not too expensive to purchase, and will not allow water to penetrate. Can you put a value on your family memories? The second solution is to place 2 2x4's on the ground and stack the boxes on top. This will get the boxes about 2 inches off the floor and in most cases will save your valuables. I would use a combination of both; stack the cardboard boxes on top of the plastic containers where you can. It is not necessary to have the plastic containers sit on the 2x4's. Shelves are the best solution. Any time you store anything on the basement floor no matter what you store them in or on, you risk losing these items.

### ***Home Maintenance Annual Checklist***

Depending on where you live, most of the items on this checklist will apply to your home.

- Check the condition of glazing compound, caulking and exterior paint. Replace, paint or caulk as needed (spring).

- Exchange glass and screens in storm doors and windows (autumn and spring).
- Inspect the roof for snow damage; repair it if necessary (spring).
- Check for evidence of termites (spring).
- Check interior paint and redecorate when necessary.
- Seed and feed the lawn (spring and/or autumn); plant annuals (spring); do appropriate pruning of perennials (some in spring, other in summer and autumn); rake and compost leaves; mulch perennials that need winter protection.
- Remove hose connections and store hose to avoid freezing (autumn).
- Keep driveways, walks and steps free of ice and snow to avoid damage to them and to prevent hazardous walking and driving conditions.
- Have your heating system cleaned and repaired if necessary (when not in use). If your unit has an air filter, replace it at least every 2 months during each heating and cooling season.
- If you have a separate air-conditioning system, clean and change filters as the Manufacturer recommends.
- Oil the motors of appliances as directed in instruction manuals.
- Check cords and plugs of all electrical appliances for wear. If necessary, have them repaired or replaced.
- Test your smoke detector for proper operation. Be sure to clean the unit (with a vacuum or swab), clean the filter (if any); and replace batteries and light bulbs when necessary.
- Inspect all doors and windows for proper operation and a tight fit. Clean all window tracks. Clean and adjust door thresholds. Check the weather-stripping on all windows and doors. Preventing unwanted outside air from leaking into your home will reduce your energy bills.
- Check the attic insulation to be sure the entire ceiling area is covered.
- Make a careful safety inspection of your home, inside and out, to seek out problem areas before someone is injured.
- Make periodic checks of storage areas, backs of closets, basement corners, etc., to be sure no oily rags, un-vented gas cans, cleaning supplies or flammable cleaning materials have been forgotten. These items could be a fire hazard and should be discarded. Many local fire departments will provide free home safety inspections.
- Check stairs, steps and ladders for broken or hazardous areas that could cause an accident.
- Check handrails and railings for sturdiness and reliability.
- Test all the lights located in infrequently used spaces to be sure they work when they are needed.
- Check all connections to your electrical system to correct any possible hazards. Replace frayed electrical cords and do not overload extension cords.
- Check GFI outlets make sure they are working properly (monthly).

Make a detailed checklist of all inspections and repairs required in your home. Leave spaces so that you can record the items as they are completed.

### ***Other Insurance***

In the event the Builder repairs, replaces, or pays the cost of repairing or replacing any defect covered by this Warranty for which the Owner is covered by other insurance, the Owner must, upon request of the Builder, assign the proceeds of such insurance or Warranty to the Builder, to the extent of the cost to the Builder of such repair or replacement.



## ***Warranty Conditions and Procedures***

The following Warranty conditions and procedures are outlined for your information and guidance to insure orderly and systematic handling of each service request. Your cooperation and compliance with these procedures is requested.

### ***Thirty Day "break-in" Period***

During the first thirty (30) days after date of closing, you may note minor malfunctions, such as sticking drawers and doors not latching. To the extent that such items are normal Builder responsibility, **correction or adjustments will be made one time shortly after closing**. To obtain service for these items maintain a list of such items on the work order provided and fax the list to the office no later than thirty (30) days after move-in. Only one list may be submitted. All items determined as a responsibility of Builder will be scheduled for correction at the earliest possible date. Other items, if any, will be discussed with Owner for suggestions of possible solution.

### ***Appliances***

To insure prompt attention, contact the service department of the applicable Manufacturer. A telephone call, particularly on an emergency item, should insure expedient attention, however, if the service is lacking, please advise the Builder.

### ***Diagnostic Evaluation***

Before making any service calls, please read all bulletins, manuals, and this Homeowner Handbook and any other material concerning your appliance and/or equipment. Often times, the solution lies in operation, power supply or other factors related to the function. Accurate evaluation of the cause will expedite corrective actions if a service request is in order.

### ***Non-Warranty Service Fee***

Builder and its subcontractors are always ready to correct malfunctions or defects under the specified warranties, however, undue service or inspection requests will be charged for the time of labor and/or materials with a one-hour minimum.

### ***Most Common Exclusions from Warranty***

See Workmanship Standards, provided in your Homeowner Handbook for more information.

#### **Cracks**

##### **1. Concrete**

Patios, walks and drives will develop cracks due to the character of expanding and contracting of the concrete itself as well as the soil on which it is laid. There is no known method of eliminating this condition. Also, due to area weather conditions, and salt being used on the roads, peeling (or spalling) is common and is not warranted in any way. Owner can minimize spalling by proper snow removal prior to vehicular traffic. Owner should not use any form of snow melting material or salt on concrete, as it will greatly increase the incidence of spalling.

## 2. Sheetrock Wood! Hardwood Floors! Tile Grout:

Shrinkage cracks, nail pops can appear during the "drying-out" process of your home. This is normal and should not be cause for concern. Flaws which can only be seen under certain lighting conditions or that require close examination to be seen are within industry standards and NO action will be taken for their correction at any time.

Changes in temperature and humidity cause all building materials to expand and contract. Dissimilar materials expand or contract at different rates and during different seasons. You may notice a crack during one particular season but in the next season, the crack disappears. Interior doors are another tale to the season, in the summer the door works fine but in the winter, the door sticks. This is a normal phenomenon depending on the moisture in the air. Making corrections for this phenomenon is normal home maintenance; no action will be taken by the Builder.

## 3. Stucco

Weather conditions of extreme hot and cold cause construction materials to expand and contract. This expansion and contraction quite often is responsible for hairline cracks in stucco exterior walls and drywall interior walls. Such cracks are common and are not an indication of structural inadequacy or defect.

## Floor Squeaks

Although newly engineered products such as engineered floor I-joists are a significant improvement in reducing squeaks, especially in the long term, no product or method has been developed to consistently eliminate floor squeaks. Extensive research and writing on this subject concludes that much has been tried but little can be done about floor squeaks. Generally, these will appear and disappear with changes in weather conditions.

## *Non-Uniformity*

Any non-uniformity, which is characteristic of the material, is not warranted.

## Broken Glass

Broken glass is not warranted. Any broken glass in the home at the time of closing must be expressly indicated on the Punch List during your walk through to be fixed by Builder.

## Mirror Defects

Only high quality mirrors have been used in your new home. Possible defects, such as waves in glass or silvering failure must be noted in the 30-day period following closing. Mirror silvering can be affected by steam and oil particles. Take care not to touch the silver with cleaning compounds or oil. Any scratches must be noted on the punch list during your walk through prior to closing.



## Stained Woods

Wood cabinets, paneling, wood floors, railings and doors all have variations in wood grain and color. These variations cannot and should not be controlled. Wood granularity and coloring is what gives natural wood its appealing character. Some finishes will yellow slightly over time; this is normal and is not cause for concern.

## Paint

Quality paint and/or stain have been used internally and externally on your home. Your home has been properly primed and finished. Color fastness under conditions of exposure to sun and weather conditions or other conditions is normal and will not be maintained by the Builder. Despite the color fastness, the wood surfaces will sustain the protection that the paint/stain provides. All paints including white lacquer finishes will yellow and discolor over time. Exterior paint covering must be maintained by Owner to insure proper wood protection. Paint streaks or shading which can only be seen under certain lighting conditions, or that require close examination to be seen are within industry standards and NO action will be taken for their correction at any time.

## Chips, Scratches, or Mars

Chips, scratches, or mars in tile, woodwork, countertops, walls, porcelain, brick, mirrors, plumbing fixtures, cabinets, windows etc., not recognized and noted on the **Walk Through Punch List are excluded.**

Scratches which can only be seen under certain lighting conditions or that require close examination to be seen are within industry standards and NO action will be taken for their correction at any time.

## Dripping Faucets and Toilet Adjustments

These items carry a Limited Warranty for ninety (90) days from date of closing.

## Utilities

Utility company meter problems, availability of service, service lines installed by developer, municipality or utility company, as well as backfill or sloping thereof will be taken care of by the appropriate utility, developer or municipality.

## Alteration to Grading

Your grading has been done to insure proper drainage away from your home. This is part of the final building inspection by the governing municipality. Any questions by Owner should be handled at the Orientation Tour prior to closing. Should you wish to change the drainage pattern due to landscaping or other reasons, you are responsible to insure that a proper drainage slope is maintained. We assume NO responsibility for the grading if the established pattern is altered or Owner fails to maintain proper slope initially established. Builder has provided downspouts for all rain gutters. It is the Owner's responsibility to insure that all water exiting downspouts is controlled so that water is kept a safe distance from foundation walls and window wells. This can be achieved through proper use of tip-down extension, splash blocks and 4" drainage pipe.

## Fencing

Depending on the community in which your home is located, fencing may be included with your home. When Peterson Homes installs fencing, we confirm it is in good condition during your orientation, or shortly after it is installed. When the fence is installed it is harmony with the grading, the installed fence should not alter the final grading and drainage.

Installing fences in HOA communities need to be pre-approved by the HOA to insure proper types, sizes and locations. Installing a fence without prior approval, the Home Owner may be required to remove the fence. From time to time all fences require maintenance; it is up to the Home Owner to provide proper maintenance.

## Roofing

Physical damage to roof typical of walking on roof, or ice damming is not warranted. The roof of your home was not designed to be walked on. If the need arises to be on the roof, extreme caution should be taken to insure no damage is done. In severe weather conditions, ice damming may occur. It is the Buyer's responsibility to keep gutters and roof eaves from ice damming.

## Dampness or Condensation

Dampness or condensation may be due to failure of Buyer to maintain adequate ventilation.

## Other Exclusions

The following additional items are not covered by this Limited Warranty:

1. Defects in any item which was not part of the original home as constructed by the Builder. This exclusion applies to any item, which was provided by Buyer or trade contractor selected at Buyer's option in place of Builder's regular trade contractor.
2. Any defect caused by or worsened by negligence, improper maintenance, lack of maintenance, improper action or inaction, willful or malicious acts by any party other than Builder, its employees, agents or subcontractors.
3. Normal wear and tear of the home or consumer products in the home.
4. Loss or damage caused by acts of God, including but not limited to fire, explosion, smoke, water escape, changes which are not reasonably foreseeable in the level of underground water table, windstorm, hail, lightning, falling trees, aircraft, vehicles, flood and earthquakes.
5. Any defect or damage caused by excessive watering of the ground of the Owner's property or adjacent properties by any party other than Builder, its employees or subcontractors.
6. Any defect that does not cause actual loss or damage.
7. Any loss or damage that arises while the home is being used primarily for nonresidential purposes.

8. Any damage to the extent it is caused or made worse by the failure of anyone other than the Builder or its employees, agents or subcontractors.
9. Any defect or damage that is covered by a Manufacturer's Warranty that has been assigned to Owner under "Consumer Products" above.
10. Failure of Owner to take timely action to minimize loss or damage and/or failure of Owner to give Builder timely notice of the defect.
11. Bodily injury, damage to personal property or damage to real property that is not part of the home, which was included in the purchase price of the home.
12. Insect or animal damage.

### ***Exclusive Warranty***

The Builder and Owner agree that this Limited Warranty on the home is in lieu of all warranties of habitability or workmanlike construction or any other warranties, expressed or implied, to which Owner might be entitled, except as to consumer products.

### ***Items Assigned to Owner***

The following items carry a Manufacturer's Warranty. The Warranty covers each item for one year. In some instances, the Manufacturer will warranty the items beyond the year for parts only. The service repairman will be able to give you more detailed information. Keep in mind if the item in question has been neglected or abused, it can void the Warranty offered by the Manufacturer or the Builder, and release them from any obligation to repair the broken item.

**Items installed by the Home Owner such soft water systems, water purification systems are not warranted by the Builder. It is the Owner's responsibility to call the contractor who installed their system. Installing these types of items by you or by anyone other than the original sub contractor can also void the Warranty.**

- |   |                      |
|---|----------------------|
| 1. <b>Appliances Repairs - Aarons Appliance</b>         | <b>801-487-8591</b>  |
| Dishwasher, Fridge, Stove, Microwave Oven, Disposals    |                      |
| 2. <b>Garage Doors</b>                                  | <b>801-484-8000</b>  |
| <b>Wasatch Overhead Door Co.</b><br>Doors & Openers     |                      |
| 3. <b>Heating &amp; Air</b>                             | <b>801- 972-0905</b> |
| <b>Titan Heating and Air</b><br>Locks, Handles, Faucets |                      |

### ***Storing Documents***

We suggest that you store the legal documents from your closing with other valuable papers, in a safe place. Frequently when people move they load all their belongings into cardboard boxes and store them where it is convenient. It would be wise to store all valuables in a plastic box until you find a more permanent solution.

**Section 2: Home Warranty**

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## Warranty & Reporting Procedures

This section is your guide to get to know your new home with steps to follow when reporting/requesting warranty work.

### ***Builders Warranty***

The Builders Warranty length is 12 months, **and it begins on the day you close on your new home, or on the day you move in if you take possession of your home before you close.** It is imperative that you become familiar with your home, the products installed, and the operation of each item. You should be familiar with all shut off valves and switches. Emergencies may arise where quick action is required, and knowing where all the shut offs are located before the emergency happens may be the difference between a minor repair and a major repair. Emergency numbers are provided, but phones may not be answered right away due to the nature of normal day-to-day operations, after hours, or holidays. While you wait for a return call, or for a contractor to show up, **do not use the affected item in any way. This may cause more damage to the item or to your home.** You also need to do what you can to minimize the damage. **Failure to act in a timely manner will result in more extensive damage which will not be covered under your 12 Month Limited Warranty.** An example would be moving furniture off the wet carpet, shutting the water off at the main valve, etc. Whatever you do, **make sure you do not endanger your life, like staying inside when there is a gas leak.**

### **Limited Warranty**

While we strive to build a defect-free home, we are realistic enough to know that, with repeated use, an item in the home may fail to perform as it should. When this occurs, we will make necessary corrections. In support of this commitment, Peterson Homes provides you with a Limited Warranty. It has been our experience that the majority of adjustments during the Warranty period are non-critical, non-emergency items. When trying to decide what is under warranty and what normal home maintenance is, **keep in mind that the cosmetic look of your home when you first moved in** is now the Home Owners responsibility. Examples of items covered under the Warranty are, items on your punch list not completed at the time of the move in, mechanical items installed by the Builder, plumbing, and electrical. Such items are covered under the Builders Limited Warranty. Appliances are covered by the Manufacturer Warranties. As with any warranty, there are exceptions, such as items purchased and installed by the Home Owner or their agent. Any item installed by the Home Owner or their agent can cause portions of the Builders Warranty to become void (i.e. installing a water softener can void most of the Plumbing Warranty. Using an outside contractor to make changes or additions to your home as it was at closing will void the Limited Warranty). Peterson Homes contracts with different sub contractors. These sub contractors will not warranty their work if someone else makes any sort of change to their installed system. If you use the same sub contractor that was used in the building of your home, your Warranty will continue through the normal 12-month cycle.

***All repairs will be made according to our warranty department and sub contractor specifications and not the wishes of the home owner.***

### **Industry Standard**

Industry Standard is the standard used by all Builders to determine if a reported item is covered under the Limited Warranty, or if the item is Home Maintenance. When you walk into a room for the first time and you are standing a normal distance, about 6 feet, and you notice an item in need of repair this would fall within the industry standard for repair. If you get on your hands and knees to see a problem, look at an item when the lighting is different, (i.e. only in the morning with the drapes open), or standing next to a wall and looking directly down the wall, these types of items will fall outside Industry Standard and will not be corrected. Keep in mind that the Limited Warranty is still in effect and cosmetic items will not be looked at after your initial walk through.

### **Home Maintenance**

The Warranty is limited to a 12 month Builders Warranty, and is subject to proper care and maintenance of each item. Abuse or neglect will void the Warranty. In the process of moving into your new home, everyone turns the empty building into his or her own home. Pictures are hung, furniture of all shapes and sizes are moved in, and before you know it, your new home has nicks and dings. This is normal wear and tear. **Normal wear and tear, settling, and damages from simply living in the home fall under normal home maintenance and are not covered under the Builders Warranty.**

Pages 12-22 titled “Standards and Specifications” will give you a better understanding of what your normal home maintenance items are, and what items covered under the Builders Limited 12 month Warranty. Review this section to find the appropriate item definition, read the comments, and follow the Builder Obligation.

### ***Warranty is Non-transferable and Causes for Voiding***

The Builders obligation to the Warranty terminates if the property is resold, or shall cease to be occupied by the original Home Owner. Additions or modifications to the original unit (as the unit was at closing) shall also void the Limited Warranty (i.e. adding or moving an electrical outlet in the basement shall void the electrical portions of the Limited Warranty). **We reserve the right to void all or any portion of the Warranty due to neglect, improper usage, or failure to provide proper maintenance.** While we will void the Builders portion of the Warranty, the Manufacturer Warranty will still be valid.

### ***Cessation of Builders Warranty***

At the end of the 12<sup>th</sup> months, the Builders Warranty will automatically terminate without notification. The Builders Warranty will not extend beyond the 12<sup>th</sup> months, even if you have had warranty work performed in your home. If you have purchased an Extended Warranty, you will need to contact the Warranty Company carrying the Warranty for any claims.

**The Builders Warranty will also become void if the Home Owner ceases to occupy the home by selling or renting, or if the home is used in any way other than for occupancy by the original owner.**

If the Builders Warranty becomes void, it does not void the Manufacturers Warranties carried on appliances or hardware. It does become the Home Owners responsibility to contact the Manufacturer for Warranty instructions. Appliance warranties are generally for one year. Please refer to the literature provided by the Manufacturer for complete information. Remember to mail in any registration cards you receive with Manufacturer materials.

### ***Faulty Appliance and Installations***

When you move into your new home most people will bring a few of their own appliances with them, most notably are the washer and dryer. You must make sure your equipment runs well and is correctly installed. Home Owner appliances and installations are not covered under the Builders Warranty, nor is the damage caused by said appliances and installations.

Examples of faulty installations would be washing machine hose's that are not seeded correctly or properly tightened to prevent dripping, or the drain hose from the washer is not installed far enough into the drain to prevent a back splash. Faulty appliance's, like a coffee maker, can cause the GFI circuit breaker to trip.

- In searching for a reported warranty incident, we may become intrusive to your home.
- During the discovery process, if it becomes evident that the problem is a result of a faulty installation by the Home Owner or a faulty appliance brought into the new home, the Home Owner will be responsible for all repairs and costs incurred on behalf of the Home Owner while the investigative effort was made.
- A recent example: A work order was issued by the Home Owner that stated the linoleum flooring in the kitchen was bubbling up. The flooring company responded with the intention of fixing the issue. The section of linoleum that was bubbling was sliced open, which revealed that the sub floor was wet. Questions to the Home Owner concerning flooding from a fridge, dishwasher, or washing machine were discussed. We were assured that none had taken place. The wet sub floor was traced back to an area where the plumbing inside the wall was questioned. In opening up the wall, it was discovered that the plumbing was installed correct and not leaking. Further research found that the washing machine was hooked up incorrectly to the facet. A small drip not noticed by the Home Owner, or anyone else, was the culprit. The drip hit the wall about half way down, traveled down, and made its way to the sub floor. A small leak left unchecked for months can cause major damage. The initial call of the linoleum bubbling up was not the problem but the result of the real problem. This small drip caused the sub floor, and linoleum to be replaced, and the wall needed to be repaired and painted. This repair is the Home Owner's responsibility.

### ***Work Orders and Scheduling***

Providing warranty service for a new home is more complicated than for other products. When you purchased your home, you actually purchased hundreds of items and the work of quite a few independent trade contractors. With so many details and people involved, a planned reporting system is essential.



## Warranty Reporting Procedures

Our warranty service system is designed based on your written report of non-emergency items. This provides you with maximum protection and allows us to operate efficiently, thereby providing faster service to all homeowners. Emergency reports are the only service requests we accept by phone with a follow up in writing by the Home Owner. All non-emergency service requests are to be put in writing and submitted to us using mail, fax, or e-mail, preferably email. You may also drop off your list in person at our main office. If you need a fax machine, you are welcome to use the fax machines located in our model homes. Keep a hard copy for your records. This written system permits our personnel to focus their time producing results for you and following up. Experience has taught us that accuracy and efficiency suffer when we work outside this system and sacrifice careful documentation. Under normal circumstances, a return call will be made within 7 working days to discuss your work order. At times, there are unforeseen circumstances that may delay your call back up to 10 working days. Remember, these are non-emergency items. Work orders are compiled, organized, and submitted to our Warranty Specialist once a week. In turn, he will call you to schedule an appointment. Work orders submitted Monday through Friday will be submitted to the specialist the following Monday. Please see inside cover for email address.

## Work Orders

When faxing or mailing a hard copy of a work order is located in the back of this section (pg 24). When emailing a warranty request please use the same format. When filling out the work order, give a complete description of the problem (i.e. master bath cold water line leaks under sink - - not - - "plumbing problems in bathroom").

## Hours

All warranty inspections and work will be performed during regular business hours (Monday - Friday, 8:00 am - 4:00 pm).

**No warranty work will be scheduled on holidays.** All holidays will be observed, as well as the day after Thanksgiving, and the week between Christmas and New Years.

## Access

The Home Owner, or an adult representative over 18 years of age, must be present when the work is to be preformed. In most cases, you will be contacted by the Warranty **Specialist**, or the subcontractor, to set up an appointment. We do not accept keys, nor will we permit our trade contractors to accept your key and work in your home without an adult present. While we recognize that this means processing warranty service items may take longer, we believe your peace of mind and security should be our first concern.

Work performed after normal working hours will be scheduled between the Home Owner and the Subcontractor. **Any work preformed creating overtime or after hour charges will be the Home Owner's responsibility to pay, not Peterson Homes.**



When you make an appointment, you must be there at the appointed time. Most subcontractors will wait a few minutes and then leave. After you have missed two appointments, you will be responsible for the repair. If the subcontractor does not show up call us to inform us of the missed appointment. If the subcontractor misses two appointments, the work will be performed at your convenience. If a situation arises where you or the subcontractor will miss the appointment, every effort should be made to reschedule. **It would be wise to give the subcontractor your daytime phone number.**

It is important to remember you are working with people who have limited time and **the more restricted you are towards access the longer it is going to take to complete the warranty work.**

Most exterior repairs can be completed without anyone being home. The exception would be for homes with pets. We will not enter any yard with pets without the Home Owner being present, or the pet located inside the house, even if you have a dog run. We know these pets are members of your family, and we want to make sure they remain safe, as well as our staff.

### **Your Belongings**

When we arrive at your home to provide repairs, we ask that all items located in and around the area where the work is to be performed be removed to a safe area. We at Peterson Homes want to make sure all your valuables remain safe. We understand that no one takes better care of valuables than the person that owns them. This will protect you as well as protecting our workers from accidentally breaking items that carry sentimental value to you. If the items are unable to be moved, we will have to reschedule the appointment.

### **Visits**

There are three kinds of visits; Scheduled, Non-Scheduled, and Courtesy Visits. Scheduled visits are for items that have come to your attention that fall under the Builders obligation to repair. Scheduled visits happen twice, once at 60 days, and the other between 10 and 11 months during the Builders Warranty period. The Non-Scheduled visits are items that need immediate attention, but are not emergencies. Both types of visits are virtually the same. The difference is that some items can wait for a scheduled visit, and some can't. It is up to the home owner to request a visit.

#### **Scheduled**

Around the 60<sup>th</sup> day following your closing, and around the 10<sup>th</sup> to 11<sup>th</sup> month from closing, you must submit a work order request to schedule a visit. This visit is to review all warrantable items that you discover from the time of closing. Keep in mind these items are not cosmetic and not considered home maintenance. Items requiring a small amount of work may be completed during this visit.

#### **Non-Scheduled**

Non-Scheduled visit's are for items that are non-emergency that should be repaired to limit future damage. If a non-scheduled visit is required, items waiting for a scheduled visit may be submitted, along with the item needing immediate attention.

### **Courtesy**

Courtesy visits are just that, a courtesy provided by the Builder. From time to time Home Owners, mostly New Home Owners, are uncertain on how to provide maintenance for different items in the house. Our objective would be to educate the Home Owner on proper maintenance for items like re-caulking your countertops, or fixing dings in your walls. While we don't mind providing Courtesy visits, we can't allow these visits to become normal procedure. Most everyone has family friends that have some knowledge on home maintenance and repairs. We encourage everyone to use those contacts. Stores like Home Depot carry books and offer various types of home repair classes; we encourage you to take advantage of all that is out there.

These visits will not be used to evaluate cosmetic imperfections. Cosmetics imperfections should have been addressed at the Buyer Orientation/Walk Through prior to your closing, and included on your punch list. By the 60-day visit, all interior punch list items should be completed. **These visits are to be scheduled by the Home Owner. The Builder is under no obligation to contact the Home Owner to schedule the visits.**

Visits can be scheduled earlier if the Home Owner feels it is necessary. By requesting a visit earlier than the normal schedule allows, this visit will count as the normal scheduled visit. You must submit your request before your 12 month Limited Builders Warranty expires. All requests received after the Limited Builders Warranty expires will not be honored.

### **We Sometimes Break Our Own Rules**

Our criteria for qualifying warranty repairs are based on typical industry practices in our region and meet or exceed those practices. Please note that we reserve the right, at our discretion, to exceed these guidelines if common sense or individual circumstances make that appropriate, without being obligated to exceed all guidelines to a similar degree, or for other homeowners whose circumstances are different. At times there are items not covered by the Builder, and are considered to be the Home Owner's responsibility, that may need attention. We will come one time (see onetime items) during the Warranty period and assist you in either fixing it, or showing you how to fix the affected item. This is referred to as a **Courtesy Visit**.

### **We Sometimes Say No**

With a product as complex as a home, different viewpoints regarding which tasks are homeowner maintenance responsibilities and which are Peterson Homes Warranty responsibilities are possible. If you request warranty service on a maintenance item, we will explain to you the steps you should take to care for the item. We are available to answer your home-care questions during and after your Warranty period. Remember, normal maintenance for your home is your job.

### Items Damaged during a repair

Sometimes when a repair is made, you have to create more damage to make a proper repair. Any time this happens, we will repair the original item and any other item damaged during the repair.

### Clean up

All personnel should clean up after themselves when the work is completed. All major debris should be removed when the workers leave.

## Emergencies

What is an emergency? When trying to decide what an emergency is you first need to determine what type of situation you are in and how it affects you and your home. Begin by asking yourself, "Is this emergency limited to me?" On the other hand, if you live in a multi unit building such as a townhouse or condo, "Is the entire neighborhood affected?" If the emergency is limited to you, check the items that you can check.

Troubleshooting tips appear in this manual for several of your home's components:

- \* Air conditioning
- \* Plumbing
- \* Electrical
- \* Electrical
- \* Heat system
- \* Heating System
- \* Water Heater
- \* Roof leak

Please refer to the individual categories to review these hints; you will find them in the Caring for Your Home, Section 3 of this book. Often your appropriate action can solve a problem immediately, or mitigate the situation until a technician arrives.

**Be aware that if an emergency arises and you made additions or changes to your home, you will void the Warranty (i.e. if you add a bathroom in the basement with electrical outlets and heat, the plumbing, heating/air conditioning, and electrical portions of the Warranty become void, and it is your responsibility to repair).**

Any time an emergency arises and you have placed a call, you must be home to receive the repairman.

### Emergency Service

While emergency warranty situations are rare, when they occur, prompt response is essential. Begin by checking items you can check. Troubleshooting tips appear in this manual for several of your home's components:

If your review of the troubleshooting tips fails to solve the problem, call Peterson Homes Warranty office: **(801) 532-2233**, during business hours.

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

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

- Total loss of heat when the outside temperature is below 50 degrees F
- Total loss of electricity
- Plumbing leaks that require the entire water supply to be shut off
- Total loss of water
- Total sewage stoppage
- Roof leak into home's interior
- Any situation that endangers the safety of the occupants

### Contact Phone Numbers

#### Emergency & Non Emergency Phone Numbers

Scott 801-898-8707 Howard 801-680-0359 Office 801-532-2233  
Email [Scott@choosepeterson.com](mailto:Scott@choosepeterson.com)

**Do not leave a message on the office phone after hours. Messages left after hours will be retrieved during normal business hours the next day.**

### Other Emergencies

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

### ***Fire Prevention***

Fire safety should be practiced by all family members. Awareness of potential dangers and preventive actions are preferable to even the fastest response.

#### **Train Family Members**

- Ensure that all family members know what escape routes exist in your home.
- Conduct a fire drill with family members.
- Test the smoke detectors to assure they function, and so that everyone recognizes the sound.
- Follow the Manufacturer's directions for cleaning and servicing all of your smoke detectors.
- As soon as possible, teach young children how, and why, to dial 911.
- Have a general use fire extinguisher, and instruct all family members in its location and use.
- Each floor should have its own fire extinguisher with easy access
- Teach children the safe use of appliances such as irons and toasters.
- For homes with bedrooms on the second floor, you should purchase an escape window ladder and practice an emergency exit.

### Practice Prevention

- Store matches away from children and heat sources.
- Avoid smoking in bed.
- Avoid leaving small children home alone, even for a short time.
- Maintain appliances in clean and safe working condition.
- Avoid overloading electrical outlets.
- Ensure that all electrical cords are in good repair.
- Use correctly sized fuses.
- Avoid having any flammable objects or materials near the stove.
- Keep the range hood filter clean to prevent a buildup of grease.
- Allow space for cooling around electrical equipment.
- Unplug the iron when it is not in use, and do not leave an iron that is on unattended.
- Use electric blankets with care, following Manufacturer directions.
- Store volatile materials (such as paint, gasoline for lawnmower, etc.) in appropriate containers away from flames (such as pilot lights) or heat sources. Many trash collection services offer a means for you to dispose of hazardous items. Check with your service provider for details
- Keep the barbeque clear of flammable objects and materials.
- If your home includes a gas fireplace follow all directions, and do not leave the fireplace unattended when it is on.
- If you have a wood burning fireplace:
  - Use a screen or glass doors when a fire is burning.
  - Do not leave the fireplace unattended while a fire is burning.
- During holidays, ensure that all cords and connections are in good condition and of appropriate capacity for electrical decorations.
- If you decide to remodel, finish the basement, or add onto your home, obtain a building permit and work with trained professionals. Ensure that all building department inspections occur and that the work complies with all applicable codes. This also applies to installing a gas line for an outdoor barbeque, a gas fireplace, clothes dryer, and so on.

**PAT (Plan, Act, Train)**

- P** Plan for all emergencies
- A** Act on your plan. Purchase and store items in an easy access location listed in your plan. All the planning in the world will mean nothing if you fail to act.
- T** Train, train, and train some more, especially if you have children. Now that you have planned and acted by purchasing emergency equipment, if you don't train all the planning in the world is not going to help you in an emergency.

***Earthquake Safety***

If an earthquake should happen, leave your home immediately. Standing under doorways for protection is a myth. The only true way to protect yourself from falling debris is to leave the home and move far enough away from the building that in case it does fall, it will not fall on you.

Most new subdivisions run the electrical lines, as well as gas lines, underground. If holes appear in the ground, move away.

If your home or building is damaged, do not re-enter the home until a safety official (Police or Fire) permits you to do so.

***Duplicate Keys***

It is wise to have duplicate keys made and keep them in convenient places so that small children who lock themselves in bathrooms or other rooms can be freed promptly. When you take a vacation, leave a key with a trusted family member or trusted neighbor. If you forget to attend to something before you leave, or if an emergency arises, your family or neighbor might be able to take care of it for you.

***Disaster Clean Up***

If an emergency requires clean up to minimize damages, Peterson Homes has contracted with Class One Disaster Recovery. **It is the only approved Disaster Clean Up Company we use.**

Class One Disaster Recovery                      282-3473

***Disclaimer***

- Any item repaired by Peterson Homes not covered under the limited builders warranty but repaired as a courtesy does not obligate Peterson Homes to place the item under the limited builders warranty for the remaining warranty period.
- If Peterson Homes repairs one item considered a courtesy, it does not obligate them to repair like items.
- A courtesy repair for one home does not obligate Peterson Homes to make the same courtesy repair on any other home.

## Standards and Specifications

<b>Appliances</b>		
<b>Description of Item</b>	<b>Comments</b>	<b>Builder's Obligation</b>
Appliances are not operating properly	Confirm proper operation with manuals, and confirm power, etc. is operational prior to requesting service. Service is provided directly by Manufacturer. See owners guide for numbers and Warranty procedures	None
<b>Cabinetry</b>		
<b>Description of Item</b>	<b>Comments</b>	<b>Builder's Obligation</b>
Cabinet doors and drawers warp	Minor warpage is common and should be expected within certain tolerances	Warpage in excess of 1/4" from the face of the cabinet will be corrected
Cabinet separates from wall or ceiling	Some separation is common and should be expected within certain tolerances	Separation in excess of 1/4" will be corrected
Color and grain variations	Readily noticeable variations in wood grain and color are expected in all cabinet selections	None
Doors, drawer fronts, and handles not aligned	Doors, drawer fronts, and handles should be level and even	Builder will straighten and adjust to best possible position.
Crown Molding pulled off	Crown molding is decorative and not intended to sustain any weight or pulling force	None
<b>Concrete</b>		
<b>Description of Item</b>	<b>Comments</b>	<b>Builder's Obligation</b>
General Concrete Flatwork	Concrete slabs are designs to "float" or move with expansion/contraction of the soil. They are not a structural element of the home	No adjustments will be made for movement of nonstructural concrete slabs.
Settling, heaving and cracking and color	Some settling, heaving, and cracking is normal and should be expected as well in variations in color. Only excessive conditions will be adjusted by Builder	Conditions will be deemed as excessive if they result in negative drainage (towards the home), or hazardous vertical displacement of 1" or greater. Some color variations are normal; no changes will be made due to variations.
Top of concrete is "flaking off", known as spalling	The most common causes of spalling include repeated hosing of concrete for cleaning, animal urine, radiator overflow, fertilizers applied to concrete, failure to shovel snow and ice, ice melting agents, and road salts carried to concrete from vehicles	No coverage for spalling is provided by Builder
Basement floor slab is moving	Construction details incorporated to allow for movement of basement slabs include flexible connections for gas and water lines, slip joints at drain lines, flexible collar at top of furnace plenum. Basement stairs, bearing wall, and support beams under I-beams do not rest on slab	Builder will build in accordance with details mentioned to accommodate moving slabs
Basement slab is cracking	Movement of slab, as well as expansion/contraction within concrete itself causes cracking. This cannot be prevented	Builder will repair by surface patching or sealing ONE time during the twelve months following closing for cracks exceeding 1/4" in with or 1/8" in vertical displacement. After which, slab floor Owner's responsibility



<b>Concrete Cont.</b>		
Porch, Patio, and Garage slab is cracking	Excluded from coverage, is concrete which has been exposed to cleaning by hosing, which will increase soil movement, settling, and spalling	Same as above except limits are 1/4" in width or 1/4" in vertical displacement
Pit's, depressions, or areas of unevenness in concrete floors in rooms designed for habitability	Some unevenness is expected by the nature of hand trowel ling used to smooth concrete	Except for areas designed for specific drainage purposes, depressions exceeding 1/4" inches in 32 inches shall be repaired by surface patch
Concrete slab cracks which cause finished floor coverings to rupture		The problem will corrected so that the defect is not readily noticeable
Settling or separation of stoops and steps	Minor separation is normal, as is a minor puddle of rain water	Separation of more than 1 inch will be repaired, as will excessive water puddling
Foundation wall cracks	Shrinkage or settlement cracks are common and should be expected within certain tolerances. Cosmetic hairline cracks are not of structural nature and will not be repaired	Any exterior cracks greater than 1/8" in width will be repaired by surface patching; Builder is not responsible for color variations. Furthermore, Builder will repair any cracks permitting water into the basement provided Home Owner has complied with landscaping requirements
<b>Countertops</b>		
Description of Item	Comments	Builder's Obligation
Countertops separating from walls at back and sides	Countertops are caulked along the edge of the countertops to prevent water from getting behind countertops. This caulk will shrink, and must be replaced by the Owner. In addition, some settling may cause the countertops to pull away from wall slightly. This is also the Owner's responsibility to re-caulk	The Builder will make necessary adjustments for countertops, which have pulled away from wall a distance exceeding 1/4". Other repairs are the buyer's responsibility
The countertop laminate is pulling off the wood backing	Countertop laminate should not pull away from the backing itself	Builder will make required on-site repair using appropriate glue and heat process
Countertop seams are readily visible	All seams are readily visible, especially on light colored countertops. The seams, however, should not have "valleys" or depressed gaps at the seams	Any 'valley' or depressed gap will be filled with the appropriate filler when notification is received within thirty (30) days from closing
Scratches, chips, nicks, burns on countertops	If not properly cared for, countertops can be damaged. Builder will only be responsible to damage prior to closing	Builder will repair major surface imperfections noted at time of Orientation Tour only. Future items shall be responsibility of the owner
Solid surface countertops are uneven	Solid surface countertops should be installed without chips and gouges and edges should be smooth and even. Where back splash joints secure at corners, the top edges should be even within 1/16"	Builder shall make adjustments prior to closing to meet standards



<b>Doors – Interior</b>		
<b>Description of Item</b>	<b>Comments</b>	<b>Builder's Obligation</b>
Warpage of Doors	Some warpage, cupping, bowing, or twisting is normal and is caused by surface temperature changes. Such warpage, cupping twisting or bowing shall not exceed 1/4 inch at the maximum distance from a straight edge to the door	Builder shall repair or replace defective doors, and the finish matched as closely as practical. Rooms that are not kept at constant temperature with house will warp doors. No adjustment by Builder
Doors are not parallel to door jams	Doors and their jams are expected to be within 1/4" inch of parallel to one another	Builder shall adjust door and or door jams to meet standard
Doors should operate smoothly and latch securely	Weather and temperature changes can affect the performance of doors and door hardware. Most are easily adjusted using silicone or graphite on the hinges and/or adjusting positioning of the strike plate	Builder will adjust door hardware once during the twelve months following closing to meet operating standards
<b>Doors - Exterior</b>		
<b>Description of Item</b>	<b>Comments</b>	<b>Builder's Obligation</b>
Warpage of doors	See above. Same 1/4 inch standard applies	Builder shall repair or replace defective doors, with the finish matched as closely as practical
Doors are difficult to close	In order to obtain a tight seal, weather stripping is applied to the door jam. Closing the door may require a solid push using both hands and reasonable force. Both the deadbolt and door knob should latch in the same closed position	Builder will adjust hardware for proper closing with reasonable force
Garage doors allow rain or snow to enter	Builder shall install to Manufacturer's specification. However, some entrance of the elements should be expected under certain conditions especially when windy conditions are present, and when accumulated snow rests against the door	Builder shall adjust to meet Manufacturer's specifications if required
Garage door opener does not operate	The opener is warranted as a "consumer product". See information related to appliances for coverage. Check to verify that the electronic eyes along the bottom of the door are in alignment. This safety feature prevents the door from operating when something is blocking the doorway	None
<b>Drywall</b>		
<b>Description of Item</b>	<b>Comments</b>	<b>Builder's Obligation</b>
Walls or ceiling cracks, nail pops	Hairline cracks and seam, tape cracks, nail pops, and other imperfections are normal and should be expected within given tolerances. Nail pops are common and are due to contraction and expansion of lumber to which the drywall is attached. They are beyond the Builder's control and are not covered by this Warranty	One time during the Warranty period, you may request repair to cracks exceeding 1/8" inch in width and 6 inch in length as well as nail pops. These will be patched once, and the affected area repainted. The color will be matched as closely as practical. Sheen variations should be expected on any repainted surface
Wallpaper or coverings begin to peel	Common cause is a result of lack of moisture control. Buyer is responsible for any peeling which might occur	None

<b>Drywall Cont.</b>		
Repairs made necessary by water damage	In the event it becomes necessary to repair drywall due to some warranty related adjustment, the drywall will be repaired and painted by the Builder	Drywall repairs will be made and retextured to match the original as closely as practical. Builder will replace damaged wallpaper provided by Owner; paper dye lot variations are the responsibility of the Owner. Painting color and sheen variations will be matched as closely as practical
<b>Electrical</b>		
Description of Item	Comments	Builder's Obligation
General	Any warranty otherwise provided for electrical is voided upon homeowner changing, modifying, adding to, or tampering with the house electrical system in any way. Tie-in's in any way void the Warranty	
Malfunction of electrical components	An outlet, switch, or fixture fails to perform as designed. Always confirm proper function of circuit breakers, GFI switches, and bulbs before requesting service	Builder shall repair or replace to meet original design. No warranty is provided on lighting upgrades made by owner directly with lighting fixture supplier
Light fixture placement is not ideal	Any changes to light fixture placement must occur prior to the 4-way walk through, or installation of drywall. Supplementing lighting as provided is the responsibility of the Owner	None
Bulbs are burnt out	Bulbs are installed and operational at the time of the Orientation Tour. Replacement of burnt bulbs is the Owners responsibility	Builder will only replace bulbs listed on the orientation Tour Forms
GFI Breaker	As a safety feature, a ground fault interrupter is included in your home. These outlets at your bathrooms, the garage, patios, and porch are connected to one system. Your kitchen appliance outlets are also on a GFI system. It is a sensitive system which trips easily to prevent electrical shock in these location	None
<b>Flooring</b>		
Description of Item	Comments	Builder's Obligation
Carpet: Carpet seams are visible	Carpet seams will be apparent; however gaps and fraying are not acceptable	The Builder will eliminate visible gaps and repair fraying
Carpet: Stains or spots are visible	Only stains or spots noted at the Orientation tour shall be corrected by Builder	Stains or spots noted on the Orientation Tour forms will be corrected by cleaning, patching, or replacement. The Builder will not be responsible for dye lot variations if replacements are made
Hardwood: Serious defects prior to closing	Serious defects noted at the Orientation Tour will be corrected by Builder	Typically, patching is adequate, however sanding and refinishing may be required for wider damage

<b>Flooring Cont.</b>		
Harwood: Gaps appear in hardwood floors	Shrinkage of hardwood floors is normal and expected. These should be filled with wood filler by the Home Owner as they appear	Gaps, caused by shrinkage, exceeding 3/16 inch will be repaired by Builder; other smaller gaps should be repaired by Home Owner
Hardwood: water damage	Damage to flooring caused by excessive weather moisture, plumbing leaks, or other water problems are considered inconsequential damages and should be covered by your Homeowner's Warranty. Buyers should take necessary steps to minimize these damages	None
Vinyl: Lifting, bubbling, and nail pops	The vinyl flooring should adhere properly to the sub floor surface. Nails should not break the surface of the vinyl	Visible lifting and bubbling, and nail pops, which break the surface of the vinyl, will be repaired or replaced, at the Builders option, in the affected area with similar material. In any situation which requires replacement, the Builder will not be responsible for discontinued patterns or colors and color variations
Vinyl: seams appear in vinyl flooring	Seams will occur and are sealed at time of installation; there should be no significant gaps at seams	Gaps exceeding 1/16 inch will be repaired, usually by resealing, by the Builder
Vinyl: Depressions or ridges occur at sub floor joints	Measure the distance at one end of a 6 inch straightedge with the opposite end held tightly against the floor and the 3 inch mark over the depression or ridge	Depressions or ridges exceeding 1/8 inch will be corrected by Builder
Vinyl: Patterns do not align	This should be noted on the Orientation Tour. Patterns are to be aligned within 1/8" of the adjoining piece	Misaligned patterns noted on the Orientation Tour will be corrected to be within specified tolerance
Tile (All): Cracked, badly chipped, or loose tiles	Must be noted on Orientation Tour	Those noted on the Orientation Tour will be repaired or replace as needed. Builder is not responsible for variegations in color, or discontinued patterns or colors. Grout colors may vary
Tile (All): Cracks appear in grout	Most cracks in grout at joints or junctures with other materials are due to normal shrinkage conditions. Most cracks are the Home Owner's responsibility. Sealing grout is the Home Owner's responsibility	The Builder will repair all cracks in grout exceeding 1/16 inch in width and 3 inches in length only once during the Warranty period. Following that visit, all cracks will be the Home Owner's responsibility. The Builder will not be responsible for color variations

<b>Gas Fireplace</b>		
<b>Description of Item</b>	<b>Comments</b>	<b>Builder's Obligation</b>
Pilot Light does not light	The pilot light operates under the same principle as your water heater. Check to see that the valve on the gas line is open. The control box control knob is turned to pilot, depress the knob and light the pilot flame. Once the sensor is hot enough the pilot flame will stay lit	If the flame will not stay lit the Builder will check it out and make the necessary adjustments
Gas flame does not turn on	The pilot light is lit and the control knob is turned to on. The fire place switch is turned to on and the wall switch is turned on	Builder will have the electrician check out the electrical hook ups, if the problem persists the Builder will have the Owner call the fireplace installers to set up an appointment for a fireplace installation checkup
Blower does not come on	Blower are optional, was one installed with the fireplace? Is the wall switch turned on?	Same as above
<b>Heating and Cooling Systems</b>		
<b>Description of Item</b>	<b>Comments</b>	<b>Builder's Obligation</b>
Air infiltration at windows and doors	Some infiltrations are usually noticeable, especially during high wind conditions. In areas prone to high winds, Home Owner may need to install storm doors, or storm windows to reduce/eliminate air infiltration. This is especially common for French doors, and large open able windows	The Builder will adjust poorly fitted doors, windows, or poorly fitted weather-stripping
Air infiltration at electrical outlets	Electrical junction boxes on exterior wall may allow cold air to flow through or around an outlet into a room. It may not be possible to eliminated this completely	The Builder will install foam insulation pads under the switch and outlet plates to help decrease drafts if they occur
The ductwork of the heating system is noisy	When metal is heated, it expands, when cooled it contracts. The resulting ticking or crackling sounds generally are to be expected and do not constitute a defect.	None
Heating system seems inadequate	Heating systems are installed according to local building codes and Manufacturer's specifications. The system should be able to establish a temperature of 70 degrees, as measured in the center of the room 5 feet above the floor. In extremely cold temperatures of 10 degrees below and colder, a temperature differential of 80 degrees will be maintained. Thermostats are calibrated accurately within plus or minus 5 degrees	The Builder will correct heating system to meet Warranty standards
The ductwork is making loud single "booming" sounds know as "Oil canning"	The booming oil canning noise is not acceptable	Builder will adjust to reduce loud "Oil canning"
Some areas of the home are warmer/colder than others	The orientation of home (south facing etc.) number and size of windows, extent of window coverings, and other factors will determine the actual amount of heating/cooling required in each room. It is the Home Owner's responsibility to balance the needs by adjusting the registers/dampers in each location	None

<b>Heating and Cooling Systems Cont.</b>		
Placement of registers, cold air return and ductwork vary from other model	The exact placement of heat ducts may vary from their positions shown in models, other home, and plans. This will not significantly impact the system efficiency	None
Air conditioning system seems inadequate	When provided with your home, an A/C system should be capable of maintaining temperature of 78 degrees, or a differential of 15 degrees from the outside temperature (which ever is higher) measured in the center of the room, 5 feet above the floor. Lower temperatures are often possible but not guaranteed by the Manufacturer or the Builder. Lack of window coverings are the most common cause for problems with adequate cooling	Builder will correct cooling system to meet these standards provided that adequate window coverings are in place, and registers are properly balanced
System requires charging	"Charging" the system must be completed when temperatures exceed 70 degrees. Homes closed during winter months will need to have the A/C charged in the spring	Builder will arrange for initial charging of the A/C. This is not an emergency item. Systems will be charged, as the contractor is able. This may mean delays of several weeks at the first of Spring
Condensation lines are clogged	Condensation lines will clog over time under normal use, the maintenance of these is the Buyers responsibility	Builder shall provide unobstructed lines at time of closing
A/C compressor is not level	The compressor should be maintained in a level position for proper function. Settling may cause the compressor to become out of level. It is the Home Owner's responsibility to correct the level of the compressor	The compressor should be set an level at the time of the Orientation Tour
<b>Insulation</b>		
<b>Description of Item</b>	<b>Comments</b>	<b>Builder's Obligation</b>
Standard insulation seems inadequate.	Insulation shall be installed to meet or exceed building code requirements at time of construction	Builder shall correct to meet these standards
Upgraded insulation package seems inadequate	Upgraded insulation, such as blow-in insulation in walls, shall meet the standards set forth in the option order form	Builder shall correct insulation to meet standards, if required and if possible, or refund any moneys paid for uninstalled insulation
<b>Landscaping</b>		
<p>Landscaping is the sole responsibility of the Homeowner and requires careful attention; especially during the first couple of years following building. Several suggestions concerning landscaping are included in the "Homeowner Maintenance" section under landscaping. It is important to realize that the landscaping design/maintenance will greatly affect other areas of the home warranty, especially basement water problems.</p> <p>In the section below are several items related landscaping. In this area, specific limits of liability of the Builder are detailed. However, please refer to the above-mentioned section for additional details concerning homeowner obligations.</p>		
<b>Description of Item</b>	<b>Comments</b>	<b>Builder's Obligation</b>
Final Grade	The final grade is designed to provide a minimum slope away from the home. This prevents water from flowing toward the home. It is established prior to closing (except when weather conditions prevent it) and inspected by every city's final inspection	Builder will not be responsible for weather caused damage to yards or grading, after the final grade has been established or closing, whichever is later

<b>Landscaping Cont.</b>		
Settling occurs along foundation	Power compacting and settle soaking has been completed during construction of your home. Still there will be noticeable settling along you foundation walls, especially following the first winter. Shovel additional dirt to areas that have settled	None
Rain gutter causes rutting, settling	Rain gutters direct large amounts of water to a single point. If left alone, this will cause excessive settling, rutting, possible basement flooding, and window well flooding. It is the Home Owner's responsibility to direct water from gutters away from the home , patios, walkways, and window wells	None
<b>Paint</b>		
Description of Item	Comments	Builder's Obligation
Touch-up required	The only time Builder does paint touchup is at the time of the Orientation Tour, or as part of separate warranted repair (such as drywall patches). Any touchup done will vary slightly in sheen, and possibly color, and will still be detectable after touchup is complete	Builders will touchup paint at Orientation Tour for all areas with readily noticeable defects under general lighting conditions. Areas requiring special lighting conditions, such as shining a light at a specific angle, or viewing the area from specific angles are typically not touch up items
Paints are fading	All paints will fade and change color over time. This particularly true for paints exposed to sunlight, as exterior paints are. This is not warranted in any way	None
Clear finish on exterior is deteriorating	Exterior clear finish, like those used on decks, deteriorates quickly. This is beyond the Builder's control and is not warranted	None
Paint is coming off exterior doors	In some cases paint may not adhere properly and come off in large sections when exposed to hot summer sun, or when painted in excessive cold	Builder will repaint door
Areas of exterior paint appear to have unduly weathered	Weathering of painted materials is common, especially with high exposure to sunlight and moisture. Brick mold around exterior doors at the bottom where water may collect is an example. These areas are typically the homeowners maintenance responsibility	None; unless areas are excessively large such as more than 25% of a single brick mold and casing
Touchup paint is not available.	At the time of the Orientation Tour, touchup paint should be left available in your basement. Usually it is place under the stairs	Provide touchup paint at Orientation Tour. (check your addendum B for colors if additional is required)
Stain on wood varies significantly	Due to wood characteristics, color variations will result when stain is applied. This cannot be controlled; no replacement, repair, or repaint will be completed, unless the variations is cause by poor workmanship such as incorrect mixing or application	Typically: None Poor workmanship: sand and repaint as needed
Paint Splatters	Paint splatter shall not be readily visible on walls, woodwork, floors or other interior surfaces when viewed from a distance of six feet under normal lighting conditions	Builder will remove paint splatters to meet these standards

<b>Paint Cont.</b>		
Brush Marks	Brush marks shall not be readily visible on walls, woodwork, floors or other interior surfaces when viewed from a distance of six feet under normal lighting conditions	Builder will refinish as required to meet these standard and match color sheen and surrounding area as closely as practical
<b>Plumbing</b>		
<b>Description of Item</b>	<b>Comments</b>	<b>Builder's Obligation</b>
Drains or sewer lines are clogged	All drain and sewer lines are to operate freely. Builder is responsible for clogs due to construction debris	Builder will correct clogged drains that occur during the first 30 days following closing. Obstructions remove during this time by the Builder, which are shown to be the result of the Home Owner will be corrected at the Home Owner's expense
Plumbing leaks	Leaks caused by abuse or neglect, such as knocking loose fittings below a kitchen cabinet, are not warranted	Builder will correct leaks, malfunctions in fixtures, valves or appliances caused by defects in materials or workmanship. Secondary damage to wallpaper, personal belongings, and hardwood floors is not covered by the Builders. These should be covered by a Home Owner's insurance policy
Noisy pipes	Expansion and contraction caused by water flow will cause some noise, which is to be expected. Loud "water hammering" is not normal	Builder shall repair to eliminate loud "water hammering" only, frequently cause by too much pressure
Temperature of water fluctuates	Changes in pressure cause by using more than one fixture at time can cause the temperature to fluctuate. This is normal and is not warranted	None
Pipes Freeze	Pipes should not freeze provided the home is heated at or above 65 degrees	Repair frozen pipes when cause by defect in material, workmanship or design
Outside faucets leak	Outside faucets utilize a "freeze-proof" design; for this to be effective hoses must be removed after each use if a hose is left attached, remaining water can backup, expand and damage faucet	Builder will repair or replace any problems noted at the time of Orientation Tour only. Subsequent damage is the responsibility of the Home Owner
Fixtures, tubs, sinks are damaged	Chips, scratches, dents, cracks and other blemishes of plumbing fixtures must be noted at the Orientation Tour	Those items noted at the Orientation Tour will be repaired or replace
<b>Rain Gutters</b>		
<b>Description of Item</b>	<b>Comments</b>	<b>Builder's Obligation</b>
Standing water in rain gutters	When unobstructed, the water level will not exceed 1" in depth. 1" drop per 10 lineal ft. of gutter should provide adequate slope. Still, small amounts of water may remain in some sections of the gutter for a short time following rainstorm	Builder will repair to meet standards if a drainage problem occurs

<b>Rain Gutters Cont.</b>		
Rain gutters are not draining out	Rain gutters must be kept clean of debris, which could clog them and cause water to run over the top. Furthermore, buildup of snow and ice can damage seals and joints of rain gutters. These are not warranty problems and related repairs are the Home Owner responsibility	None
<b>Roof</b>		
<b>Description of Item</b>	<b>Comments</b>	<b>Builder's Obligation</b>
Attic vents and louvers are leaking	Attic vents and louvers are required for ventilation and cannot be eliminated. They should not leak, however, infiltration of wind driven snow and rain are not considered leaks and are beyond the control of the Builder	Builder will caulk and flash attic vents or louvers to eliminate leaks that could have been prevented
Ice build-up at roof and eaves	Ice buildup may develop in the eaves during extended periods of cold and snow. This condition occurs when snow and ice accumulate, and gutters and downspouts freeze up. Prevention of ice buildup on the roof is an owner maintenance item. Damage that results from this is normally covered under by Home Owner's insurance policy and is not a warranty item	None
Shingles are blown off	Shingles should not blow off in winds, which are less than 40 miles per hour. Shingles may blow off due to excessively high winds, improper fastening, or poorly sealing shingle tabs	Builder shall replace shingles blow off provided the reported winds in the general area do not exceed 50 mph. Colors may vary when repaired
<b>Siding and Exterior Finish</b>		
<b>Description of Item</b>	<b>Comments</b>	<b>Builder's Obligation</b>
Vinyl Siding: appears wavy or bowed	Some waviness is normal and is caused by bowing of the lumber, or thermal expansion of the vinyl material	Builder will correct thermal expansion wave which exceed 1/8 inch in 16 inches by repair or replacement
Vinyl Siding: Change in color	Fading occurs in virtually all materials and cannot be avoided	None
Vinyl Siding: Trims are separating	Finish trims should not separate from the home more that 1/4 inch	Builder will reinstall or caulk as needed
Vinyl Siding: Not installed parallel	Siding should be installed parallel to bottom piece and to adjoining piece	Builder will reinstall or repair installations of siding, which are more than 1/2 inch off parallel from bottom piece, or 1/4 inch off parallel from adjoining piece. Except when made necessary by preexisting condition
Vinyl Siding: Gaps appear	Some shrinkage is normal. However gaps should not exceed 1/4 inch	Gaps exceeding 1/4 inch will be caulked and painted or stained one time during the Warranty period. Colors will be matched as closely as practical
Brick: cracks in mortar	At times discoloration caused by mortar on the bricks may be visible and detract from the appearance of the finished wall	Builder will clean brick one time to remove mortar stains which are visible from a distance of 20 feet



<b>Siding and Exterior Finish Cont.</b>		
Brick: Discoloration or stains	Electrical junction boxes on exterior wall may allow cold air to flow through or around an outlet into a room. It may not be possible to eliminated this completely	The Builder will install foam insulation pads under the switch and outlet plates to help decrease drafts if they occur
Brick: Discoloration or white powder is covering surface	Brick may discolor due to the elements, or characteristics of its materials. Cleaning with an acidic solution may be helpful on NEW brick. Prepare solution using 4 cups vinegar to 1-gallon water. Scrub with brush, rinse with cold water.	Builder will clean once if noted at time of Orientation Tour
Stucco: Cracking, chips flakes, etc.	Some cracking caused by normal shrinkage is expected on stucco walls. Most repairs are noticeable and not advised	Builder will repair cracks exceeding 1/8 inch separation and 2 lineal feet once during the Warranty period. Color will be matched as closely as practical. Chips and flaking is not warranted
Stucco: The color coat is separating from the "brown" coat	The top coat should adhere properly throughout the Warranty period under normal conditions	The Builder will patch areas of poor adhesion exceeding six square inches caused by faulty materials or workmanship. Colors and finish will not match exactly, and repairs will be noticeable
Hardiboard: Nails are showing	Nails are used to attach the hardiboard to the house. The hardiboard is painted to the Home Owner's color selection	The hardiboard is painted after installation, nail touch up after the original painting becomes the Home Owner's responsibility
<b>Skylights</b>		
<b>Description of Item</b>	<b>Comments</b>	<b>Builder's Obligation</b>
Leaks from skylights	Leaks should not occur from skylights, however at times condensation might appear on the inside of the skylight; this is not a defect and will not be covered	Reinstall improperly installed, or defective skylights
<b>Sub-Floor</b>		
<b>Description of Item</b>	<b>Comments</b>	<b>Builder's Obligation</b>
Floors Squeak	Some squeaks are unavoidable. So called "Silent Floors" rarely exist. Squeaks are typically caused by movement of wood on nails. This can be caused by deflection by the weight of a person and rubs the nail that holds it in place. In addition, warpage in the joist or floor material may cause "gaps" allowing such deflection. To prevent this, your Builder uses engineered I-joist material and 3/4" tongue and groove floor material; these materials are designed to maintain their original shape and form without warpage. Furthermore, ring shank nails and construction adhesive is used to maintain tight fits at all joints	Although the Builder does not warrant against floor squeaks, a reasonable effort will be made to correct them without removing floor and ceiling finishes
<b>Windows and Screens</b>		
<b>Description of Item</b>	<b>Comments</b>	<b>Builder's Obligation</b>
Broken Windows	Must be noted at Orientation Tour	Any broken glass in windows noted at time of the Orientation Tour will be replaced

<b>Windows and Screens Cont.</b>		
Damaged or missing screens	Must be noted at Orientation Tour	Any damaged or missing noted at the time of the Orientation Tour will be replaced
Scratches in glass	Scratches that can be seen only in certain lighting conditions, or from certain angles are not warrantable	Obvious scratches will be repaired or replace when noted at the Orientation Tour
Latching is tight	Latching should require a small amount of force or pressure to properly latch when locking. This ensures a tight seal	Only windows which require unusually large amounts of force will corrected by the Builder
Sticky operation	Windows should operate with reasonable ease; a maximum operating force of 35 pounds	Builder will adjust windows to operate within standards during the first year Warranty period
Condensation at windows	Condensation is the result of high humidity inside and cold temperatures outside. This is not warranted by the Builder. Homeowners should carefully follow Manufacturer's directions when using humidifier, especially in cold weather	None
Air and dust infiltrates through closed windows	Some infiltration is unavoidable. This is especially true in high wind areas, or on large windows, which can actually bow to create a small gap between window components. Storm windows and doors can be added by the Home Owner if desired	None
<b>Wood Decks</b>		
<b>Description of Item</b>	<b>Comments</b>	<b>Builder's Obligation</b>
Structural	All structural members in a wood deck shall be sized and fasteners spaced according to applicable building codes	Builder shall modify or reinforce as needed to meet these standards
Cupping, splits, warps in wood decking	These shall not exceed the allowances established by the grading agencies responsible for the lumber species used for the deck boards. Including, but not limited to, Southern pine inspection Bureau, Redwood Inspection Service, Western Wood Products Association	Builder shall replace or repair any areas not meeting these standards at time of Orientation Tour
Decks sealant / staining	Home Owner is responsible for staining and / or sealing their wood deck, unless contracted with Builder to provide this service prior to commencement of work. Variations in stain color will occur due to variation in porosity of wood, weathering and other causes	None
<b>Wood Trim</b>		
<b>Description of Item</b>	<b>Comments</b>	<b>Builder's Obligation</b>
Gaps at joints in trim and molding, and at joints between molding and adjacent surfaces	These should not exceed 1/8 inch in width	Repairs will be made to meet standard. Caulking is acceptable method
Gaps at trim edges	These should be mitered or coped, and not exceed 1/16 inch.	Repairs will be made to meet standard. Caulking or puttying with compatible materials is acceptable method

<b>Wood Trim Cont.</b>		
Wood trim is cracking.	Some minor cracks, and raised grain will develop as it ages and dries. Much of this will occur during the first year. Raise grain can cause peeling paint; however, this is not due to a defect in material or workmanship. Paint maintenance of wood trim and gutters is a Home Owner's responsibility	None
Splits of interior trim	Splits exceeding 1/8 inch in width and 1 inch in length are unacceptable	These will be repaired by the Builder during the first year Warranty period
Grain and cracks are visible	This is normal, and especially true for white and light colors; requires maintenance by Home Owner	None

## Home Warranty Work Order

Date \_\_\_\_\_

Closing Date \_\_\_\_\_

Lot # \_\_\_\_\_

Community \_\_\_\_\_

Homeowner \_\_\_\_\_

Phone \_\_\_\_\_

Address \_\_\_\_\_

Day Phone \_\_\_\_\_

Email Address \_\_\_\_\_

Will you be home for appointment? YES  NO

We will not enter a home without an adult present, 18 years or older.

We do not accept keys to enter your home when you are not available.

### Items needing repair (one item per section)

1.			
	Warranty Item <input type="checkbox"/>	Homeowner Maintenance <input type="checkbox"/>	To Be Investigated <input type="checkbox"/>
2.			
	Warranty Item <input type="checkbox"/>	Homeowner Maintenance <input type="checkbox"/>	To Be Investigated <input type="checkbox"/>
3.			
	Warranty Item <input type="checkbox"/>	Homeowner Maintenance <input type="checkbox"/>	To Be Investigated <input type="checkbox"/>
4.			
	Warranty Item <input type="checkbox"/>	Homeowner Maintenance <input type="checkbox"/>	To Be Investigated <input type="checkbox"/>
5.			
	Warranty Item <input type="checkbox"/>	Homeowner Maintenance <input type="checkbox"/>	To Be Investigated <input type="checkbox"/>

*Fax to Peterson Development 532-7110 Attn: Warranty Director*

Please Make Copies for Future Requests