

HOMEOWNER'S LIMITED WARRANTY & MAINTENANCE MANUAL

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1. WELCOME TO YOUR NEW HOME

This Manual will provide you with important information about your new home, its limited warranty, and our Customer Care procedures.

The "Customer Care" section of this Manual describes our normal Customer Care procedures, which are the procedures you will use to obtain performance under New Construction Limited Warranty. It also contains procedures to use in case you need emergency repairs to your house. In the "Warranty" section, we have reprinted a copy of our standard Limited Warranty, which details the limited warranty coverage provided by SMBZ Construction, LLC (herein known as SMBZ Construction) for your new home. The Limited Warranty also describes the features of various components of your new home and the condition or level of performance that you can expect throughout the term of the Limited Warranty. We have also provided a "Maintenance" section providing homeowner maintenance requirements and schedules, to help you maintain your home in excellent condition. Please pay close attention to the maintenance section of this Manual, and contact the Customer Care Department if you have any questions. We hope that you will find our Homeowner Limited Warranty and Maintenance Manual both helpful and informative. **WE URGE YOU TO TAKE THE TIME TO READ THE MANUAL CAREFULLY AND COMPLETELY.**

2. YOUR BUILDER

SMBZ Construction is one of the Ozarks' leading and most respected homebuilders offering well-crafted homes. We use our more than three decades of home design and residential construction, to build homes that meet the demands of today's quality driven and cost-conscious homebuyers. Our long-standing commitment to excellence has earned the trust and respect of our supporting communities, year after year. At SMBZ Construction it is an honor to build what you cherish most of all. Home.

3. CUSTOMER CARE

SMBZ Construction is dedicated to excellence in everything we do, and outstanding customer care is a prime example of that dedication. Our Customer Care Representatives are trained building professionals who are ready to respond to your customer care needs in a courteous and timely manner.

3.1 New Home Orientation/House to Home Delivery

The New Home Orientation typically occurs about seven business days prior to your closing, and provides you with the opportunity to view and celebrate the completion of your new home. This appointment will take approximately three hours. Since a home is a big investment which needs your full attention, please make any childcare arrangements prior to the appointment.

At the New Home Orientation, you will be able to view and confirm the quality features included in each room and ensure that each installation has been made as promised. The SMBZ Construction Warranty Representative will point out and demonstrate the various features and operating systems within your home and will make sure that all of the options you have selected have been installed in accordance with your purchase contract. Ask Questions! This is your chance to learn how your new home works. This is also your opportunity to review your warranty and maintenance manual in detail to better understand how the features and systems of your home can be maintained.

Following the Orientation, you will be given a form that will itemize those things that require Repair and Replacement. It is important that all Repair and Replacement items existing be listed on the New Home Orientation Form, so that we may address them in a timely and complete manner. Your signature on this form indicates that except for those items, you are accepting the condition of the home. You may move into your new home any time after completing closing/completion escrow.

Approximately five days after the New Home Orientation and prior to your closing, you will re-walk your home with your SMBZ Construction Representative to confirm that any adjustments noted on your previous New Home Orientation have been completed. Though we will make every effort to complete any necessary service work prior to your move-in, occasionally we will be unable to complete a Repair or Replacement due to unforeseen circumstances. Delays can be caused by shortage of materials, back-ordered parts, labor problems, weather, or other unanticipated events.

3.2 New Home Orientation/House to Home Delivery Checklist

Please note that the following discrepancies must be noted on the New Home Orientation/House to Home Delivery Form. Because of the potential for damage during the move-in, SMBZ Construction will not be responsible for these items following the House to Home Delivery unless they are specifically listed on the New Home Orientation/House to Home Delivery Form:

- Appliances – Marred, scratched or damaged
- Cabinets and Cabinet Doors – Scratched, chipped or damaged
- Ceramic tile – Broken, chipped, loose, cracked or damaged tiles on counter tops and floor
- Concrete driveways, garage slabs and walkways – Stained, marred, chipped or damaged
- Countertops – Scratched, chipped or damaged; seams sealed
- Doors and hardware – Scratched, marred or damaged
- Drainage – Blocked or non-functioning drainage devices (gutters, catch basins and area drains, subsurface drains), and absence of ponding or puddling particularly near concrete.
- Drywall (Sheetrock) – Marred, damaged or gouged
- Electrical fixtures and light fixtures – Scratched, chipped, cracked, broken or damaged
- Fireplace and door – Scratched, marred, cracked, chipped, broken or damaged
- Floor coverings – Stained, scratched, chipped, marred or damaged
- Landscaping – Broken, damaged or non-working irrigation heads or lines, and dead plant material
- Mirrors – Scratched, chipped, cracked, broken, or damaged
- Paint – Marred, scratched, or damaged paint on walls, trim and doorways
- Plumbing fixtures – Cracked, chipped, scratched, or damaged
- Screens – Missing, torn, gouged, or damaged window and door screens
- Sinks, tubs and showers – Scratched, cracked, chipped, marred or damaged
- Windows – Scratched, chipped, cracked or broken glass
- Yard – Clean and free of debris

3.3 Customer Care Requests

Requests for repairs and replacements to your home after your closing/completion must be covered by your Limited Warranty. If you believe that you have a warranty claim, we suggest that you review the Warranty section and the Homeowner Maintenance Obligations sections of this Manual before you request the service. This will help you to decide if the claim is covered by the Limited Warranty, if it is covered by a separate manufacturer's warranty, or if it is your responsibility. If you believe that your claim is covered by the Limited Warranty, you may request service either on an emergency basis or a non-emergency basis as circumstances require.

Service calls are scheduled between the hours of 8a.m. and 4 p.m., Monday through Friday. We will contact you to let you know the day we would like to enter your home to do the necessary inspections, repairs or replacements. Requests for repairs or replacements will be generally scheduled for completion within thirty (30) days after submission of the item to SMBZ Construction per the procedures described in this Manual. Please note that the SMBZ Construction representative cannot accept homeowner keys. Please follow the steps below for requesting service.

3.4 How to Request Non-Emergency Customer Care Services

For your protection, to assure quality and so that we may maintain a complete file on your property, all requests for Customer Care services must be submitted in writing. Alternatively, a Request for Service form may be submitted through SMBZ Construction company website, at www.builtright.build. Please fill out a Request for Service form **completely**, including the name of your address, home and cell phone numbers. Provide a brief description of the work requested and its location in your home. For example, please indicate the room, the location in the room and a general description of the problem. All work is to be scheduled within the hours of **8am and 4pm**.

Please email your Request for Service to the Customer Care Department at: warranty@smbzconstruction.com. Alternatively, a Request for Service form may be mailed to our Customer Care Department as follows:

Customer Care Department
SMBZ Construction
4033 E. MO 76
Kirbyville, MO 65679

Telephonic or face-to-face discussions do not constitute a Request for Service. All Requests for Service under this Limited Warranty must be submitted in writing. **When we receive your Request for Service form, we will evaluate if the item is covered by the SMBZ Construction Limited Warranty, if it is the responsibility of a product manufacturer, or if it is your responsibility.** In most cases, we must inspect the problem to review and fully understand the Request for Service and to determine warranty coverage and responsibility for subsequent actions. Service requests that are the responsibility of product manufacturers can generally be brought to the attention of the appropriate manufacturers by telephone. The product manufacturers and their telephone numbers (or other service procedures) are listed in the manufactured product warranty documents delivered during your House to Home Delivery. You need to reasonably cooperate in permitting our Customer Care Department and their agents to inspect, investigate, test (including destructive testing), monitor, repair, replace or otherwise correct an alleged Construction Defect. This includes keeping service and repair appointments made with our Customer Care Department. We do not reimburse for the time taken off work for repairs. **You must not incur any expense, make any voluntary payments, or assume any obligations to remedy a claimed defective condition without our Customer Care Department Manager's prior written approval.**

Before you request service, please have in mind a time when the service call will be convenient for you. Please make every attempt possible to keep your scheduled appointments with our Customer Care Representatives and trade contractors. SMBZ Construction will not be responsible for expenses that you incur for repair work that is done by persons other than SMBZ Construction unless that work is authorized, in writing, by our Customer Care Department Manager. **Our Customer Care Department Representatives in the field do not have permission to authorize repair work by others and they do not have the authority to extend or alter the Limited Warranty in any way.**

3.5 Communications

Requests for Service can only be made by the homeowner or authorized Property Manager. The Customer Care Department Manager is only authorized to deal with the homeowner or authorized Property Manager. The homeowner or authorized Property Manager who submits the Request for Service has to be the one who meets the Customer Care Department Manager at the site for inspection and or service. Follow-up communications should be limited to the homeowner or authorized Property Manager making the claim and the Customer Care Department Manager. If the homeowner or Property Manager deals directly with sub-contractors they will be liable for any costs or charges as a result.

4. EMERGENCIES

We define emergencies as problems that require immediate attention to protect you and your family from harm and/or to avoid immediate and significant damage to your property, your home or your homesite. These problems include:

Total sewer stoppage

A total stoppage is defined as a situation in which your plumbing drainage system ceases to work, causing all of your sinks, tubs or toilets to function improperly. A single toilet stoppage when others are working properly is not an emergency.

Water supply leak

A water leak which requires that the water supply to your home be shut off to avoid serious water damage. A leak which can be isolated by the shut offs under the cabinet or at a specific plumbing fixture is not an emergency. Please refer to the water shut off procedure set forth below in this section of this Manual.

Total electrical failure

In the event of a total electrical failure, check with your neighbors to determine if the failure is widespread or limited to your house. If the failure is widespread, contact your electrical utility company. Before calling, check to ensure that all circuit breakers in the main electrical panel are in the "ON" position.

Natural gas leak

In the event of a natural gas leak, immediately have every person vacate the home and contact your gas utility company from another location.

Total loss of water

In the event of total water loss, please check with your water company to determine if there is a general outage in your area.

Total loss of heat or air conditioning

Total loss of heat or air conditioning is considered an emergency only during extreme weather conditions. **It is not considered an emergency if a home has two units and one is not working.**

Potential for bodily harm

Any other problem that, without immediate correction and precautionary measures, creates a potential for bodily harm that cannot be reasonably avoided.

4.1 How to Request Emergency Customer Care Services

Emergency service is provided for your convenience and safety. It is a function of the Customer Care Department and does not extend the coverage of the Limited Warranty. The cost of any repairs that are made in response to an emergency request that are not covered by the Limited Warranty will be the responsibility of the homeowner. In case of an emergency, your first step should be to protect your family from harm. Once you are sure of their safety, and if your safety will not be jeopardized, you should take steps to correct or lessen the effects of the emergency (using water shut-offs or unplugging appliances, etc.) as described below, and/or you should immediately contact our Customer Care Department. In case an emergency occurs after normal business hours, please call one of the following phone numbers: **Ben Creedon 417-699-1266 or Mathew Creedon 417-699-0394**

Do not delay in reporting an emergency. Damage caused by a delay in reporting an emergency will not be the responsibility of SMBZ Construction. Damage to personal property is not covered by the Limited Warranty. Some circumstances that may constitute emergencies are not covered by SMBZ Construction Limited Warranty, such as fires, earthquakes, severe weather, invasions of insects or other pests, etc. These circumstances may be covered by your homeowners' insurance or other insurance. If your situation is covered by SMBZ Construction's Limited Warranty and does not fall within these emergency guidelines (such as an inoperative appliance, a loss of hot water only, a toilet stoppage, a dripping faucet or leak under the sink), you should use the normal procedures outlined above for requesting routine Customer Care Department services. If you believe that lack of immediate action in response to your situation could result in further damage, please call our Customer Care Department (or, if after normal business hours, the emergency service number).

4.2 Utility Shut-Off Procedures

During the New Home Orientation, you will be shown the locations of the various utility "shut off" locations at your new home, and you will be shown how to shut off those utilities at those locations. The following summarizes standard shut off procedures.

Gas

Follow these steps if you suspect a gas leak or can smell escaping gas: Immediately have everyone vacate the home. Do not turn off or on any lights. Call the gas company from another location to report the leak.

How to Shut-Off Electricity

Locate the circuit breaker box. Locate the main breaker within the circuit breaker box. Flip the main breaker switch to the OFF position.

How to Shut Off Water

If the leak is at a sink, toilet, washing machine, water heater or other location with a secondary shut-off valve for that specific location, and the leak is occurring at a point past the shut-off valve, turn the handle or valve to the right (clockwise) to tighten and shut off the flow.

If the foregoing procedure does not work, use the same procedure at the secondary shut-off valve (usually located at the front of the house or in the garage where the water service enters the home) or at the main water meter shut-off (usually located near the curb at the street), as necessary due to the location of the leak.

5. EMERGENCY INSTRUCTIONS

5.1 Total Loss of Heat or Air Conditioning

If you find yourself with no heat or air conditioning, the checklist that follows may help identify the cause. You should also review the furnace manufacturer's literature for additional information. The following items are normal homeowner maintenance items. If we or our trade contractor makes a service call to turn on a switch, replace a fuse, or reset a breaker, you will be obligated to pay a service charge.

Check the following to determine if any are the cause of the non-operation: Thermostat temperature setting and switches; The ON/OFF switch in the furnace room; The fuse on your furnace itself, if it has one; The gas valve on the furnace; ON/OFF switch on furnace; see manufacturer's book for location; Breaker on the electrical panel; and Safety switch for the fan cover. If none of these items corrects the problem, call our Customer Care Department or (after normal business hours) our Emergency Service phone number listed above.

5.2 Total Loss of Electricity

The main electrical control panel and meter will be located on the outside of your home. This panel contains electrical breakers that control all of the electrical power to your home. In addition, individual breakers that control the separate circuits will be found in a secondary panel either in the garage or in the home. The breakers in this secondary panel are labeled to indicate the area they control. There is also a separate 220 switch for the air conditioner, usually located near the outside compressor unit. In the event of a total loss of power, check the main breaker in the panel next to the meter. Next, check with your neighbors and local utility company to see if power is out in your area for some reason. Both of these sources should be checked prior to calling for emergency service. Circuit breakers have three positions: on, off, and tripped. When a circuit breaker trips it must first be turned "off" before it can be turned "on." Switching the breaker directly from "tripped" to "on" will not restore service. **IMPORTANT NOTE: If your main circuit breaker trips or is turned off, wait 2-3 minutes before turning it on. Then, restore power to the other circuits one by one. This avoids overloading the system.** If none of these items correct the problem, call our Customer Care Department or (after normal business hours) our Emergency Service phone number listed above.

PLEASE NOTE, LOSS OF POWER IN A LIMITED AREA OF THE HOME IS NOT CONSIDERED AN EMERGENCY. If electricity is off in one area only, check the following items. If this checklist does not solve the problem, submit your written "Request for Service" form according to normal procedures.

Wall Switches: If a wall outlet is not working, check first to see if it is one that is controlled by a wall switch. In rooms that do have ceiling lights, the wall switch will control half of one outlet. Also confirm that the light bulb or appliance being used is working.

Ground Fault Interrupter Circuits: GFI receptacles quickly sense fluctuations in power. Installation of these receptacles is required by building codes for bath, kitchen, exterior, and garage outlets. Excessive moisture and heavy appliances such as power tools can trip the GFI breaker. Faulty appliances, especially hair dryers, are a common cause of tripped GFI breakers. GFI circuits have a test and reset button on the breaker. To return service, press the reset button.

5.3 Total Loss of Water

The main water shut-off valve is located at the water meter box at the street. Each sink and commode have an individual shut off for its water supply. The locations of these shut-offs will be shown to you during the New Home Orientation. If your water supply stops completely, check the main water meter shut-off to determine if that valve is open. Also, check with your neighbors or the local water utility to confirm the service has not been shut down in your area. If these items do not correct or explain the problem, call our Customer Care Department or (after normal business hours) our Emergency Service phone number listed above.

PLEASE NOTE, LACK OF HOT WATER IS NOT CONSIDERED AN EMERGENCY. If you discover you have no hot water, check the pilot (if a gas unit) or check the breaker located in the garage (if an electric unit). In addition, check the temperature setting, and water supply valve of your water heater before calling for service. Refer to the manufacturer's literature for specific locations of these items and other "trouble shooting" information.

Plumbing Leaks That Require the Entire Water Supply to Be Shut Off

If a major plumbing leak occurs the first step is to turn off the supply of water to the area involved in order to prevent further damage from occurring. If this means shutting off the water to the entire home, the problem is categorized as an emergency. During normal business hours, call our Customer Care Department or (after normal business hours) our Emergency Service phone number listed above.

PLEASE NOTE: HAVING TO SHUT OFF THE WATER TO AN ISOLATED ITEM IN THE HOME (SUCH AS ONE TOILET) IS NOT AN EMERGENCY. Submit a "Request for Service" form through the Customer Care Department according to normal procedures to avoid paying unnecessary emergency service charges.

5.4 Total Sewer Stoppage

If a clogged sewer line prevents using water anywhere in your home, the problem is categorized as an emergency. During normal business hours, call our Customer Care Department or (after normal business hours) our Emergency Service phone number listed above. Drains and sewer lines should operate freely. All the drain lines in the home are tested for the city or county inspection prior to Closing/completion. Therefore, SMBZ Construction will take responsibility only for obstructions that are the result of construction debris. If not construction debris, the homeowner will be responsible for any charges.

6. LIMITED WARRANTY

The Builder's Warranty provided by SMBZ Construction is for a term of 12 months after your House to Home Delivery is complete. If the following defects are reported within one year after your House to Home Delivery is complete, SMBZ Construction will repair

the defect at its expense if the defect appears to be the result of faulty materials or workmanship in the original construction of the home:

- Water leaks from plumbing pipes, tubing and fixtures, other than those caused by freezing.
- Failure of the heating or air conditioning system to operate according to the manufacturers' specifications.
- Roof leaks, other than those caused by damage due to walking on roof, additions to structure, add on services such as satellite installation, or damage caused by mother nature such as high winds and storms.
- Inoperative electrical switches, outlets and fixtures (other than burned out bulbs), unless caused by fixtures not installed by SMBZ Construction.
- Drywall cracks other than hairline cracks.
- Loose or misaligned cabinet doors and drawers, unless caused by improper use.
- Foundation cracks that indicate a flaw in structural integrity.
- Buckling or popping floors.
- Entry and passage doors that do not latch or shut completely.
- Defects in floor coverings created in manufacture or installation.
- Standard feature appliances, other than damage caused by improper use.
- Loose or damaged siding, other than that which is damaged by storms or high winds.
- If you have any questions, we will be pleased to discuss them with you.

6.1 Manufacturer's Warranties

Appliances and other materials are warranted by their respective manufacturers, NOT SMB Construction. Service calls for such items are the home owner's responsibility. (See section 8.2 Appliances)

7. HOMEOWNER MAINTENANCE OBLIGATIONS

Your home has been built with natural and modern manufactured materials. It will require regular preventive maintenance by you to preserve its beauty and value. An understanding of how to care for each feature in your home will help prevent costly repairs and replacements later. The features and systems in your home require routine maintenance. Refer to this Maintenance section in this Manual and, if necessary, please consult a professional for advice on your maintenance requirements. SMBZ Construction is not responsible for damage, deterioration, or destruction of items due to improper or inadequate maintenance by the homeowner. Preventive maintenance on your home should begin when you move in. Read the following sections of this Manual to become familiar with the procedures for maintenance. The sections provide an overview of the features and materials in your home. Please study each section carefully so that you become familiar with the routine maintenance that your home requires. Some of the items may not apply to your particular home. The care and maintenance information and obligations set forth in this section and elsewhere in this Manual are not exclusive. Various products and materials incorporated into your home have maintenance guidelines published by their manufacturers, which have been provided to you. In addition, your home could have features or items that are not listed in this Manual. If you have questions, please contact SMBZ Construction's Customer Care Department. The following pages have important facts about your home, the materials that were used in construction, and other details that will enhance your knowledge of the home. This information is provided for your convenience and is not intended to supersede or replace the information that was included in your purchase documents. Some of the following items may not apply to your home. The Customer Care Department is your best source of additional information about your home.

7.1 Effects of Weather and Temperature

Natural building materials such as wood and concrete are subjected to constant expansion and contraction from day to day. Temperature variations, which can be extreme, can result in warping of wood materials and cracking of drywall, stucco, concrete, and mortar. These effects are particularly obvious in the first two years after a home has been built. You can minimize these effects by maintaining a constant temperature in your home during the first two years. This allows the wood to dry at an even rate and may eliminate larger settlement cracks. Minor cracks and displacement of wood are a normal part of the aging process of your home and do not affect its structural integrity. Freezing weather can cause numerous problems in a home. Freezing ground can raise and crack concrete and hardscape improvements, which will move again after the ground thaws. You should take care to properly "winterize" your home's exterior and garage areas, including water lines, irrigation lines, etc.

7.2 Condensation

Condensation occurs when warm, moist air comes into contact with a colder surface while moisture is present in the atmosphere. Condensation is normal in a new home because many gallons of water were used in its construction. This water causes higher than normal humidity until the drying process is complete. Another source of indoor humidity is everyday water usage. For example, a family of four doing the laundry, bathing, and running the dishwasher puts approximately two to five gallons of moisture into the air every day. When condensation appears on a cool pipe or on glass surfaces, it may give the false impression that you have leaks. Excessive condensation or sweating on cool surfaces can be eliminated by making sure attic louvers and crawl spaces

are clear of debris. Open windows can aid the home drying process, but it takes time. Avoid speeding up the process by using excessive heat. You should use a constant thermostat temperature. Proper ventilation is a safe and steady way to reduce indoor humidity and condensation. Open basement windows during warm, dry weather and close them when outside humidity is high. Ensure that the clothes dryer is properly vented to the outside and that the vent is clear of obstructions and lint. Use bath exhaust fans to carry moist air outside. Use the fans for short time periods, since they exhaust conditioned air out of the home. If condensation persists, the use of a dehumidifier may be required. Window condensation is produced by conditions beyond our control and is not covered. We will inspect doors and windows to ensure proper fit and function and will repair defective weather-stripping during the warranty coverage period.

7.3 Settlement

All homes settle to some degree. Some adjustment in lumber and framing is normal and should be expected.

If the finish trim shows slight joint separation, fill the cracks with wood filler. If nails work out of position, reset them with a hammer and nailset; then fill the holes with wood filler or spackle. Normal settling, expansion, and contraction also may cause small interior wall cracks around doorways, archways and at wallboard joints. It is best to wait until at least the end of your first year of occupancy before repainting minor cracks until most of the settling and shrinkage is complete.

7.4 Expansion and Contraction

All building materials are subject to expansion and contraction caused by changes in temperature and humidity. This applies to everything in your home, even including the concrete. Dissimilar materials expand or contract at different rates. This results in separation between materials, particularly dissimilar ones. The effects of this expansion and contraction can be seen in such things as small cracks in the foundation, drywall, paint -- especially where moldings meet sheetrock, and mitered corners, where tile grout meets tub or sink, etc. This can be alarming to an uninformed homeowner, but, in fact, it is very normal, even in the highest quality of construction. Especially in dry climates, shrinkage of wood members of your home is inevitable. This will occur in your home. It will be most noticeable during the first year, but typically continues into subsequent years. In most cases, caulking and paint is all that is needed to repair this minor evidence of a very natural phenomenon. Even properly installed caulking will shrink and must be maintained.

8. SPECIFIC HOMEOWNER MAINTENANCE REQUIREMENTS

The following sections are the maintenance requirements the Homeowner is responsible for.

8.1 Air Conditioning

See the "Heating and Air Conditioning" section, below.

8.2 Appliances

Appliances are warranted by their manufacturers, in accordance with the terms and conditions of the written warranties supplied by the manufacturers. These manufacturers' warranties, as well as any maintenance and preventive maintenance procedures provided by these manufacturers, have been provided to you in conjunction with the purchase of your home, and should be read and preserved for reference. Additional information about appliance operating can be found in the "Electrical" and "Plumbing" sections of this Manual.

Mail warranty registration cards directly to the manufacturer. If a problem arises with an appliance, call the customer care number listed in the manufacturer's warranty. When reporting warranty items to the appliance manufacturer, be prepared to supply: the date of purchase (closing/completion or move-in date, whichever occurred first); the serial and model numbers (found on a metal plate on side, back or bottom of appliance); a description of the problem. Black "glass" panels on appliances are usually plastic and should be cleaned with mild detergent and water. Abrasive cleansers will damage the finish.

Dishwasher: Effective use of the dishwasher depends on proper loading, correct water temperature, and chemical content of the water. Experiment with several different dishwasher detergents to find the one that works best. Use each brand for a week to allow it to condition your dishes. Experiment with varying amounts of detergent to determine its effectiveness with the water in your area. If you find that your dishes still are not being cleaned properly, check the manufacturer's manual. Before operating the dishwasher, be certain the garbage disposal is empty since the dishwasher drains into the disposal. Failure to do so may plug up the dishwasher drain and cause water to spray out the air gap located on top of the kitchen sink.

Water Heater. See "Plumbing" section of this Manual, below.

Garbage Disposal: Read and follow the manufacturer's instructions for proper operation of your garbage disposal. Do not load the disposal with food items before turning it on. For proper operation, turn on the cold water and start the disposal. Then, drop the food items slowly into the unit. When the unit sounds clear, turn the disposal off and leave the water running for several seconds. This allows the food waste to be carried into your sewer lines. Replace stopper when disposal is not in use. This allows water to drain but prevent tableware or other objects from dropping into the disposal accidentally. The stopper can be pushed down for

filling the sink. Bones, corn cobs, celery, onion, stringy vegetables, rice, shellfish, and other hard objects or fibrous foods should not be disposed of in the disposal. Large, bulky food waste should be cut up. This includes such items as melon rinds and grapefruit skins. Bottle caps, hairpins, glass, rags, metal, paper, and other non-food items will jam the disposal and harm the blades. Never feed food waste into the disposal without first turning on the cold water and the disposal. Cold water helps keep the motor cool and works best if grease is put down the disposal. It will congeal the grease, allowing it to be cut up by the blades. Keep the disposal clean by allowing cold water to run a minimum of 15 seconds after all food has been disposed. Do not use caustic drain cleaners or any harsh chemicals in the disposal under any circumstances. Occasionally clean and freshen the disposal by grinding a dozen ice cubes or a half of a lemon, cut into small pieces. If the disposal jams, refer to the manufacturer's manual for instructions on freeing it. Always be certain it is turned off before any work is done to free a jam.

8.3 Asphalt

Color and texture variation in asphalt driveways is normal. A few simple tips will prolong the life and durability of asphalt paving. Small indentations and uneven areas are normal for this material. Avoid causing large indentations, by keeping heavy trucks off. Be especially careful of kickstands, which can dig into the surface. Spilled gasoline or oil should be cleaned up with kitty litter or other absorbent material and disposed of properly, since it is injurious to asphalt. Holes, cracks, depressions, and low spots in the asphalt can be filled with a premix asphalt-patching compound. Surface sealers protect the asphalt surface from water penetration and are available from local hardware stores for homeowner application. An asphalt sealer should be applied to the driveway approximately six months after you move in. For application intervals beyond that, follow the manufacturer's recommendation.

Asphalt Driveway Precautions

The grade alongside the driveway, where the soil and grass touches the asphalt, must be properly maintained to prevent edge crumbling and settlement cracks. Do not drive on the outside edges of the asphalt. On driveway turnarounds, do not back off of the rear of the turnaround, as this will damage the edges. When making the turn on turnarounds, keep the car in motion while turning instead of turning the tires when the car is stopped. Otherwise, excessive tire friction will loosen the aggregate and damage the asphalt. Water from downspouts and hose bibs can cause the ground under the driveway to settle. If this occurs, immediately fill in the depressed area with soil to prevent future damage. Remove weeds, roots and other unwanted plant growth that may deteriorate the soil supporting the asphalt. Before installing plants near the driveway, check with a local nursery to determine the root characteristics of each tree or shrub. Do not park or store heavy vehicles such as automobiles or trailers in one spot on the driveway for extended periods of time, especially during the summer, as it may cause depressions in the asphalt surface. Keep firewood, lumber, sand, dirt, moving vans, garbage trucks, dump trucks and large or heavy delivery trucks off driveway as they can damage and/or break down driveways. Do not burn leaves or any other material on the asphalt surface. Remove winter snow and ice promptly. Do not chip or pick at the surface with a shovel, as the material is soft and will dent. Do not apply de-icing salts or chemicals to the asphalt. Repeated thawing and freezing with salt and chemicals can damage asphalt, as well as kill grass, shrubs and trees. If a thin layer of ice cannot be removed, kitty litter or clean sand offers safe traction.

8.4 Attics

The attic space is not intended for storage. Access is provided for purposes of allowing professionals to maintain mechanical equipment that may traverse the attic space. There is a danger that anyone who enters the attic can step off wood members onto the drywall, which will not support their weight. This will result in damage to the ceiling below, and could cause severe personal injury. The attic space is not engineered for heavy loads or access except by trained professionals who will take extra safety precautions and be responsible for their own safety. SMBZ Construction installs a variety of attic vents to remove excessive heat and moisture from the attic space. These may include ridge vents, gable louvers, roof louvers, soffit vents, and baffles where the roof meets the wall. Do not cover these vents with insulation or any other material. Insulation in the attic protects the rooms below it. If the insulation is moved, it will leave gaps between the insulation panels and may obstruct the attic vents. Roof trusses should not be cut to install attic stairs. This can structurally damage the integrity of the roof and will void the major structural defect warranty. If your attic access is perimeter sealed, it is important that it remains sealed at all times. If the attic seal is broken, it could allow moisture to escape into the attic space. If the attic seal is broken, this may void all warranty in the attic space.

8.5 Balconies and Decks

Your home may feature balconies and decks. Do not install heavy equipment or nail anything to balcony or deck. The hole caused by the installation could allow water to enter your home and cause damage. The damage is your responsibility. In some instances, the flat surface of your deck has been treated with a sealant to prevent water penetration. If it has been treated, it will require periodic application of a sealant to maintain its durability. A builder's supply, home center, or hardware store can recommend a sealant. If your balcony or deck has roof drains, they should be kept free of debris. This allows proper water flow from the balcony or deck. After rain, water may stand in small puddles for a short time before evaporating. This is to be expected of any flat surface and is normal. If you place plants on your balcony, make certain that drainage from the plants does not accumulate on the floor of

the balcony. Water can be trapped under potted plants and trays on your balcony or deck, which can deteriorate the balcony or deck surface. Wood decks may be constructed with pressure-treated wood to resist rot, decay and termites. It is normal for deck support posts to warp or twist up to 1 inch over an 8-foot length and a rail post may warp or twist up to 1/2 inch. Deck boards should be replaced if they develop cracks at knots that are across the grain. Decking or rails may cup up to 3/16 inch across the face of the board. To prolong the life and beauty of a wood deck, treat it soon after you move in and periodically with a water repellent or wood preservative. Painting pressure-treated deck lumber is not recommended. A local hardware store can help you select the right product. Over time, boards may come loose or nails may raise from wood shrinkage. Correct this by re-setting existing nails or adding new galvanized nails as needed. Decks that become dried out or discolored may be cleaned with approved deck cleaners and oiled with penetrating deck finishes. Wood splintering is normal due to weathering and can be remedied by sanding edges smooth. Consult your Homeowners Association or a licensed contractor, in absence of an Association, before you consider making any structural or cosmetic changes to your balcony or deck.

8.6 Baths

Caulking: See the "Caulking" section of this Manual, below.

Ceramic Tile: See the "Ceramic Tile" section of this Manual, below.

Fittings: Your plumbing fittings are designed to stay new-looking with minimum effort. Avoid abrasive cleaners. Clean with a soft, damp cloth followed by a brisk polishing with a clean, dry cloth.

Porcelain: The delicate beauty and gloss of porcelain bathtubs and sinks are easily maintained by observing a basic rule: never use abrasive cleaners. They scratch through the glass-like surfaces quickly. Liquid dishwashing detergent on a moist cloth is preferred. Although porcelain is durable, be careful not to drop heavy articles on it that can cause chipping. Should scratching or chipping occur, contact a porcelain repair business.

Safety Tips: It is possible to be accidentally locked out of the bathroom. Keep the door key in a safe open place outside the bathroom, but nearby. If you lose it, a small screwdriver, icepick, or similar tool can be used.

Simulated Marble: This material, found in many homes, is easy to keep clean, and is more resistant than natural marble to alcohol, food, acids, common household liquids and boiling water. Again, harsh abrasives should be avoided. Soap and water or common cleaning solvents would eliminate most stubborn stains. Liquid waxes will maintain a higher luster, but avoid paste waxes that may cause yellowing. Be careful not to drop heavy or sharp objects on simulated marble, and avoid scratching or chipping, just as with natural marble. Should scratching or chipping occur, contact a simulated marble repair business.

Tubs, Showers and Surrounds/Enclosures: Given proper care, the smooth surface of a fiberglass tub or shower will remain beautiful and easy to clean. As with any highly polished surface, regular care and no abrasives are the main rules to follow. Normal cleaning should be done with any liquid cleaner, detergent, or foaming cleanser. Alcohol used as a cleaning agent may cause discoloration. Stubborn stains can be removed with acetone or household cleaning solvents used with a nylon-scouring pad. Never use metal scrapers or similar tools

8.7 Cabinets

Your cabinets are made of finished hardwoods or laminated vinyl materials. To maintain the beauty and utility of your cabinets, proper care is required. Remove splashes and splatters promptly to avoid permanent stains. Do not wash laminated cabinets with water or water-based cleaners. If the cabinet manufacturer has provided maintenance instructions, please refer to them for recommendations as to proper products to be used. The wood in your cabinets is a natural product. Some fading of the original color will occur. Wood is subject to drying and can warp. This could cause drawers to stick and prevent doors from closing/completion properly. If you notice sticking drawers and cabinet doors that do not close properly during the Limited Warranty Period, please notify SMBZ Construction's Customer Care Department in writing. After that, maintenance of cabinet drawers and doors is the responsibility of the homeowner. Minor scratches can be covered with a putty stick that matches the finish of your cabinets. Putty sticks can be purchased at paint or hardware stores. Do not use abrasives on the finish of your cabinets. Direct sunlight can cause fading of the original color. Consider using window coverings to prevent direct sun on cabinets. The hinges on your cabinet doors can be lubricated, if necessary, with an oil-based lubricant. Apply a very small drop of oil to the top of the hinge and work the door back and forth several times so the oil will penetrate into the hinge. Wipe the excess oil with a dry paper towel. Flat and carousel shelves are not designed to hold weight that exceeds 20 pounds per square foot. Keep canned goods, flour, sugar, and heavier products on the bottom shelf of the base cabinets. If desired, apply contact paper to shelves to protect against scratches and water stains.

8.8 Caulking

Over time, and particularly during warm, dry weather, caulking will dry and shrink. When this happens, it no longer provides a good seal against moisture. As part of your routine maintenance, you should inspect the caulking around your sinks, showers, tubs, countertops, and ceramic tile, and should make any necessary repairs to the caulking every six (6) months or as needed.

Caulking guns and applicator tubes, disposable caulking guns, and caulking compounds are available at hardware stores and home centers.

8.9 Ceilings

The ceilings in your home require occasional cleaning and periodic painting. Remove dust or cobwebs as part of your routine cleaning. When needed and as a part of your regular maintenance, you may want to repaint your ceiling. If your ceiling consists of luminous light fixtures, you should follow these tips. Do not use cleaning solvents or other strong chemicals on the plastic panels or aluminum grid. We recommend that you wash the panels in a mild solution of dish-washing liquid and water. Use a soft cloth to wipe the grids using only warm water. Towel dry the panels and grids to remove any soap residue and water spotting.

8.10 Concrete

Concrete is a major structural material in your home. It provides strength and durability for the foundation. Your concrete requires minimal care. It should be kept free of accumulated dirt and debris. Oil and grease stains and standing water should be removed. Concrete cleaners are available at home centers and hardware stores. Concrete is a porous, brittle material that will expand, contract, and crack as the result of temperature changes, shrinkage, and stress. Hairline cracks that may appear on foundation walls are usually cosmetic, as opposed to structural. Foundation cracks are common and are caused by shrinkage or stress. Due to weather, temperature, and moisture and to the nature of concrete, masonry, and stucco, it is normal for concrete to shrink and expand. This usually does not unduly affect the strength, performance, or purpose of the concrete, masonry, or stucco. SMBZ Construction makes no representations or warranties that the concrete in or adjacent to your home will be free from shrinkage or surface cracking. Homeowners may choose to address cosmetic cracks by filling them with flexible concrete silicone. Concrete sealers may also be applied after six months to help reduce concrete dust from foot traffic. Due to certain soil types, some staining of concrete is normal. Clean concrete floors with a solution of five tablespoons of baking soda to a gallon of water. Before using the cleaning solution, wet the floor with clear water and loosen dirt with a steel brush or scraping blade. A concrete sealer may be applied to the floor, following the manufacturer's directions, approximately six months after you move in. This will make it easier to clean and will reduce concrete dusting. If your home has a basement, the block foundation may be covered on the outside with a cement parging, while the poured-in-place concrete foundation walls do not require parging. Both have an application of a material that is water-resistant, but not totally waterproof. Slight moisture condensation on the basement walls and floor is normal during the first year, since hundreds of gallons of water are used to make the concrete, mortar, drywall mud, and paint. As this water evaporates, it naturally raises the moisture content. Proper ventilation will reduce this condensation. Open basement windows during clear, dry weather and then close them during damp, humid weather. If excessive humidity develops, consider using a dehumidifier to remove unwanted moisture from the air. Proper water drainage around the foundation will help keep the basement dry and eliminate unnecessary stress on the foundation wall. In many locations, drain tile is used to drain water away from the foundation. Familiarize yourself with the system installed in your home. Check periodically to ensure that all drains are clear of debris, that pumps are operating, window wells are clean, and that the soil around the foundation properly slopes away from the home.

Exterior Concrete Flatwork (Porches, Stoops, Steps, Driveways, Patios and Sidewalks)

You should conduct a monthly inspection of concrete flatwork and do any maintenance necessary to improve drainage and minimize the infiltration of water. This is especially important during the first five years for a newly built home, as this is when the most severe adjustment between the new construction and its environment occurs. The process of inspection and maintenance should continue over the years, but cracking, settling, and other problems should become less common. Cracks in flatwork are commonplace. Cracks occur from the natural curing and stabilizing process when drying and from settlement over time. Cracking may be more severe and common on swelling soils. If cracks are not sealed, they can get worse and contribute to deeper saturation of the soil that may damage the foundation. It is the homeowner's responsibility to caulk cracks to prevent water from getting under the slab and causing the soil underneath to settle or expand, further compounding the cracking of the concrete. Quality exterior acrylic caulking compounds or equivalent products manufactured for this purpose can be purchased at most hardware stores do-it yourself departments, and lumber yards. The driveways and walkways in your home are designed for residential use. Should any vehicle heavier than a conventional automobile or pickup truck be allowed to use your driveway, SMBZ Construction will not respond to complaints of driveway cracking. For your own protection, do not allow moving vans, lumber, concrete, landscaping and pool trucks, etc. to make use of your driveway. Remove plant growth from the expansion joints when it appears. Left to grow, the roots of small plants expand and could crack or otherwise damage your concrete. If this happens, obtain patching cement from a hardware store or home center and follow the directions on the package for proper repair. Patches in concrete will vary in color from the original material. This is normal and cannot be avoided. Under normal usage and weather conditions concrete surfaces should not disintegrate to the extent that the aggregate is exposed. Salt and other de-icing chemicals will cause severe damage to exterior concrete surfaces. Even when you do not use salt, salt can be tracked in from the street on feet or tires, or accumulated under the fenders of your vehicle. This highly concentrated salt can cause pitting, spalling, and possibly the exposure

of aggregate. We are not responsible for concrete deterioration caused by homeowner abuse or negligence, salt, chemicals, heavy vehicles, or other factors beyond our control. You may apply a concrete sealant, which may assist in reducing the effect of these chemicals on the concrete. Concrete occasionally cures with a variation of color. This occurs during the curing process and is a natural chemical reaction. There is typically no way to predict or control this and we do not warrant discoloration of concrete. SMBZ Construction also cannot ensure that concrete or masonry repairs requiring new material will match the color of the existing material. Color variations are normal. Top soil, fertilizer and other chemical treatments for lawn care can discolor concrete and should be swept off immediately. Do not run water, or allow puddles to occur, near concrete foundations, fences, walls, walks and driveways. Water can cause soils expansion and infiltration and reaction to soils chemicals such as sulfates that can cause concrete to fracture or deteriorate. Remove snow and ice promptly from porches, steps, stoops, driveways, patios and sidewalks. If a thin layer of ice cannot be removed, cat litter or clean sand offer improved traction.

Foundation Slabs

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

Structural Floors/Crawl Spaces

A crawl foundation is made up of a footing and masonry foundation wall consisting of block and brick to support the structural floor. The floor system is constructed using an engineered framing system. The height is determined by the site conditions. Structural floors and crawlspaces create unique maintenance obligations, and increased maintenance responsibilities and costs (such as for utilities, maintenance, repairs, upkeep, etc.). Structural floors and crawlspaces require periodic inspections and replacement of devices designed to extract moisture, additional energy, and utility costs, floor treatments and related expenses. Mold may develop more easily and/or extensively with respect to structural floor and crawlspace areas. Homeowners with structural floors and crawlspaces must diligently comply with the mold prevention obligations stated elsewhere in this Manual. Ground cover plastic in crawl spaces is used to reduce moisture coming from the ground. Do not remove or disturb it. It is natural to have condensation under this plastic. Water in your crawl space should be expected. The crawl space is graded to drain to the lowest area of the crawl. A drain pipe may be located here and terminate outside of the crawl. Both ends of this pipe need to be kept free of debris so that it doesn't clog. Proper ventilation in crawl space areas minimizes high humidity levels, condensation and resulting mildew. Do not enclose crawl space areas that open to an existing basement unless you provide exterior venting. Do not block or close existing vents. Do not use crawl space areas for storage. In the Southeast region, where the temperature and humidity are both high, you can, under certain circumstances, experience condensation on your water pipes and air conditioning ducts. This is expected and not considered a problem. However, if this condition persists, it is recommended that the crawl space vents be adjusted in the summer to reduce the hot, moist air entering the crawl space. Vents should be open in the spring and fall to dry the crawl space. In the winter, the vents need to be adjusted again, leaving some partially open to guarantee air movement in your crawl space.

8.11 Counter Tops

The counter tops in your kitchen may be constructed of glazed ceramic tile, cultured marble, marble, laminates (such as Formica), granite, limestone, or solid surface materials (such as Corian). Any cosmetic damage to your counter tops must be noted during your New Home Orientation. After you have moved in, the care of your kitchen counter tops is your responsibility. Always use a cutting board to protect your counter tops when you prepare food. While minor scratches that can result from cutting food may not be noticeable at first, in time they will dull and mar the luster of the finish. This can happen to even the hardest ceramic tile. Wipe up spills immediately. Some liquids, particularly hot ones, can cause almost imperceptible stains on ceramic tile grout, Formica and cultured marble. In time, the stains can accumulate and become unsightly. Be careful to avoid dropping pots and pans and other kitchen items on your counter tops. This can break or chip the counter's surface. Re-caulk separations that occur around sinks and along the backsplash of countertops, and between countertops and walls before water can enter into those separations and cause damage.

8.12 Doors

Doors (Exterior)

Check the finish on your exterior doors several times a year. Doors that receive direct sunlight should be inspected more often. If you notice cracking or peeling, refinish the door promptly. Use touch up paint as needed and repaint once a year or as required. If left unattended, cracking and peeling will progress rapidly and destroy the surface of the door. Reposition sprinklers that spray doors and other wood or metal surfaces. Water can severely damage wood surfaces. Avoid slamming doors because damage may result. Do not make hasty adjustments on new doors, since the condensation and humidity of a new home will affect them only temporarily. Occasional slight sticking is normal and even desirable for a weather-tight fit. To eliminate minor sticking, try

paraffin, candle wax or commercial dry lubricant sticks. If occasional lock sticking occurs, exterior locks can be easily freed with lubricant sold in most hardware stores. Locks may require adjustments of the strike plate on the door jamb. Remove the strike plate and carefully file the latch opening. Or move the strike plate by moving the screws into new positions. Planing is a drastic solution. Do it carefully and cautiously otherwise the door may refuse to close properly in drier weather. When the door closes to your satisfaction after planing, seal the raw wood with paint or varnish to reduce the chance of swelling or warping later. Small cracks may also develop during a dry season and may disappear during wet winter months. If the cracks do not disappear over time, they can be easily filled with wood putty, caulking compound or filler. These materials may be obtained at your local hardware store or home center. The shrinkage of insert panels in doors showing raw wood edges is not uncommon due to temperature and humidity changes and can be corrected by repainting after the movement has stabilized. Inspect the weatherstripping on your exterior doors frequently. Weatherstripping should form a reasonably tight seal to prevent air and water from entering. Normal contraction of wood doors can leave a small gap in the weatherstripping. This is normal. The small gap will close when the humidity increases and the door expands. Reglue or replace rubber and synthetic weatherstripping that has worked loose. Use an appropriate commercial weatherstripping cement or glue. Do not use super glue type adhesives. Metal weatherstripping components can become unfastened. If this happens, carefully reshape the metal to its proper position and fasten it with small nails or tacks. Replace metal weatherstripping that has been damaged beyond this simple repair procedure. Before you make structural or cosmetic changes to your exterior doors, check with any Homeowner's Association to which you may belong to determine any restrictions or necessary procedures or permits in connection with such changes.

Doors (Interior)

It is a good idea to keep duplicate keys for the bathrooms and other locking doors. Children may accidentally lock themselves into a room and be unable to work the lock. You may find that some interior locks can be opened with a small screwdriver, ice pick, or similar tool. Remove finger smudges from painted or varnished interior doors by washing with warm water and a soft cloth or sponge. Dry the surface thoroughly with a soft cloth or towel. Check your interior doors frequently and use touch up paint or varnish when necessary. These simple steps will keep your interior doors beautiful and in top condition. If your closets feature sliding doors keep clothes and other items away from the doors so they do not obstruct the door's proper operation. The roller and tracks should be lubricated with an oil-free silicon lubricant. Oil and grease attract dust and dirt that become embedded in the lubricant and tracks. Interior doors are hollow-core and are not designed to support attachments and hanging accessories. Hanging heavy items on doorknobs, or at the top of a door, can damage hardware, hinges, or the door itself. Some doors may have hinge bumps installed; caution must be taken not to apply pressure as hinge bump could puncture door.

Doors (Metal)

Metal doors require paint touch up but usually require little other care. Observe the lower edge of metal doors to inspect for rust. Remove the cause of the rust where possible and any rust stains, and use touch up paint to cover the exposed metal.

Doors (Sliding Glass)

Carefully examine all window and sliding door glass at your New Home Orientation. Any glass that is broken or scratched must be pointed out at that time. Sliding glass doors are protected by a manufacturer's warranty, which may extend beyond the Builder's Limited Warranty coverage. Should you experience problems that the manufacturer warrants, please contact the appropriate manufacturer. Clean glass with a spray glass cleanser and wipe frames with sudsy water and a soft cloth. Periodically clean the bottom of the door track and check to ensure that drain holes are clear of obstructions. To keep the doors moving freely, apply a silicone spray to the tracks. Keep sprinklers away from sliding glass doors and windows when watering the lawn.

Doors (Fiberglass)

Like any door, fiberglass doors need to be maintained. The elements can wear down the fiberglass, paint or fixtures. You need to be proactive with the maintenance of fiberglass doors. Since fiberglass doors are used as entry doors they will come in contact with many harsh elements from rain and snow to high winds and debris. Certain elements can cause the fiberglass to erode and the finish to wear off the fiberglass doors. Regularly cleaning of fiberglass doors, both of the front facade and the inside, will help keep the door in pristine condition throughout its life. You can use mild soap mixed in water to clean the door. If the hinges or door knob are sticking or give resistance but are still in good shape you can oil them instead of replacing them. A few squirts of oil in the hinge pins and inside the door knob will add longevity to fiberglass doors.

Doors (Wood)

The doors and door frames in your home are made of painted or varnished wood. Wooden doors are subject to expansion and contraction with changes in heat and humidity. The result can be warping and sticking. This is normal and may correct itself as conditions change. **You should allow your home to go through at least one dry and damp season before you make other permanent changes.** You can correct most sticking doors by the careful removal of small amounts of wood. Usually, this can be

done with sandpaper. In most cases, it is not necessary to remove the door. Use sandpaper to lightly sand the door to remove a small amount of wood at a time until the door no longer sticks. Use touch up paint on the exposed wood promptly. Planing is a drastic solution. Do it carefully and cautiously otherwise the door may refuse to close properly in drier weather. When the door closes to your satisfaction after planing, seal the raw wood with paint or varnish to reduce the chance of swelling or warping later. Small cracks may also develop during a dry season and may disappear during wet winter months. If the cracks do not disappear over time, they can be easily filled with wood putty, caulking compound, or filler. These materials may be obtained at your local hardware store or home center. Avoid slamming doors because damage may result. Do not make hasty adjustments on new doors, since the condensation and humidity of a new home will affect them only temporarily. Occasional slight sticking is normal and even desirable for a weather-tight fit. To eliminate minor sticking, try paraffin, candle wax or commercial dry lubricant sticks. If occasional lock sticking occurs, exterior locks can be easily freed with lubricant sold in most hardware stores. Locks may require adjustments of the strike plate on the door jamb. Remove the strike plate and carefully file the latch opening. Or move the strike plate by moving the screws into new positions. The hinges and locks on your doors may require lubrication from time to time for proper maintenance and to prevent squeaks. Remove the hinge pin and rub it with a graphite tube or lead pencil and then replace it. We do not recommend using oil because it accumulates dust. Door knobs that are used frequently can become loose. As soon as you notice such a condition, tighten any screws on the doorknob that are loose. The shrinkage of insert panels in doors, showing raw wood edges is not uncommon due to temperature and humidity changes and can be corrected by repainting after the movement has stabilized.

Garage Doors

Since the garage door is a large, moving object, periodic maintenance along with following the manufacturer's instructions will insure safe and reliable operation. Do not allow anyone except the operator near the door when it is in motion. Keep hands and fingers away from all parts of the door except the handle. Do not allow children to play with or around the door. Every three months, a 3-in-1 oil or similar light lubricating oil should be applied to all metal moving parts: hinges, pulleys, and springs. Wipe away any excess oil. Do not lubricate the tracks or the surface of the nylon roller. If needed, you can adjust the tension on the upper and lower rods to compensate for any warping of the door. At this same three-month interval, check to see that all hardware is tight and operating as intended without binding or scraping. It is a normal condition for the garage door to sag somewhat due to its weight and span. This will stabilize after the panels have dried thoroughly. For your safety, after one year have any needed adjustments made by a qualified specialist. The door springs are under a considerable amount of tension and require special tools and knowledge for accurate and safe servicing. Have the door inspected by a professional garage door technician after any significant impact to the door. If an electric door operator is installed, be sure the door is completely unlocked and the pull down rope had been removed before using the operator. The six month inspection and servicing described herein is still needed even if an electric opener is installed. If your home has a one-piece garage door that is made of wood, close your garage door during rain. If the garage door is left open during rain, water will collect on the door and cause severe warping and damage to the door and the door hardware. If your home has a sectional garage door that is made of lightweight steel, the door is very susceptible to denting and scratching. Take care to avoid leaning objects such as bicycles or ladders against the door. Garage doors with remote openers can be operated manually by pulling the release cord at the top of the garage door, near the track, and then lifting the garage door open. Adjustments to the garage door mechanism may be needed after extensive use or after painting or repairs. The mechanism is under high tension. Injury can result if the mechanism is improperly handled. Contact an authorized dealer or other garage door service provider if adjustments are needed. Automatic garage door openers and sectional garage doors may be covered by a manufacturer's warranty. Please read the manufacturers' warranties provided to you in conjunction with your home purchase for information on maintenance, operation, and electronic coding. The installation of a garage door opener not installed by SMBZ Construction will void any applicable garage door warranty.

8.13 Electrical System

The electrical system in your home is intended for normal residential use. We highly recommend that you consult a licensed electrician to make changes or additions to your electrical system. Please note that a permit may be required for changes and additions to your electrical system.

Arc Fault Circuit Interrupter (AFCI) Devices

Also, during your New Home Orientation, the SMBZ Construction Representative will point out the breaker location of the arc fault circuit interrupter devices (AFCI outlets) in the main electrical panel. Each wall outlet in every bedroom is protected by an AFCI to mitigate against most arcing conditions as might be created by older appliances such as vacuum cleaners, etc. For instance, some older motors may create internal sparks while running which could trip the AFCI. Conventional circuit breakers only respond to overloads and short circuits so they do not protect against arcing conditions that produce erratic current flow. An AFCI is selective so that normal arcs do not cause it to trip. The AFCI circuitry continuously monitors current flow through the AFCI. Once an unwanted arcing condition is detected, the control circuitry in the AFCI trips the internal contacts, thus de-energizing the circuit.

and reducing the potential for a fire to occur. An AFCI should not trip during normal arcing conditions, which can occur when a switch is opened or a plug is pulled from a receptacle. Presently, AFCIs are designed into conventional circuit breakers combining traditional overload and short-circuit protection. AFCI circuit breakers have a test button and look similar to GFI circuit breakers. To reset, simply press the reset button on the appropriate breaker in the electrical panel.

Ceiling Fans

DO NOT hang a ceiling fan from an existing ceiling light box without adding additional support to carry the extra weight.

Circuit Breaker

During the New Home Orientation, the SMBZ Construction Representative will point out the location of the circuit breaker panel. There will be one master circuit breaker and several individual circuit breakers. Circuit breakers trip under excessive electrical load. Circuit breakers have three positions: on, off, and tripped. When a circuit breaker trips it must first be turned "off" before it can be turned "on". Switching the breaker directly from "tripped" to "on" will not restore service. Reset tripped circuit breakers by moving them to the "off" position and then to the "on" position. In the event of a loss of electrical power in your home, follow these steps: If the power loss is in one area of your home and power is available in other areas of your home, it is likely that an individual circuit breaker has turned off. Unplug any appliances in the area that are without power and turn other appliances off. Check the circuit breaker and, if necessary, reset it. Plug your appliances back in. If the circuit breaker fails repeatedly, you have either a short circuit in one of your appliances or a short circuit in the electrical system in your home. Do not attempt further repair. Call a licensed electrician or SMBZ Construction if your home is still covered under our Limited Warranty. If electrical power is lost throughout your home, check the master circuit breaker. If the master circuit breaker has tripped, reset it. If the master circuit breaker trips repeatedly, refer the problem to a licensed electrician. If the master circuit breaker has not tripped, take a look around your neighborhood. If you notice a general electrical failure in your neighborhood, call your electric company to report the problem.

Dishwasher/Disposal Units

Under the kitchen sink you will find an electrical outlet for the dishwasher and disposal. One half of this outlet is controlled by the wall switch and is used for the disposal; the other half is for the dishwasher.

Ground Fault Interrupt Devices

During your New Home Orientation, the SMBZ Construction Representative will point out the location of ground fault interrupt devices (GFI outlets). Usually, GFI outlets are located in bathrooms near tubs and bathroom sinks, in kitchens, laundry rooms, and garages, and on the exterior of your home. These are special circuit breakers that are designed to break the flow of electricity in the event of a short circuit. This will prevent dangerous electrical shock. GFI circuits have a test and reset button. These are pointed out during the New Home Orientation. Once each month the test button should be pressed. This will trip the circuit. To return service, press the reset button. If a GFI breaker trips during normal use it may be an indication of a faulty appliance and some investigation is in order. Always check the GFI breaker before calling for Customer Care services. Do not plug appliances such as air conditioners, refrigerators, and food freezers into GFI outlets. The electrical surge that occurs when these appliances cycle will trip the GFI outlets and break the circuit. Heavy electrical usage appliances such as power tools or even hair dryers can trip the GFI breaker. Atmospheric moisture, such as during rains or after a hot shower, may also trip the GFI breaker. It is possible that some outlets that are connected to the GFI device are not so marked. If you have a failure at an outlet, reset the GFI devices as well as the circuit breaker. Continued failures indicate a potentially dangerous electrical problem. Contact a licensed electrician for assistance.

Lighting (Exterior)

The exterior lights on your home can have brass or painted finishes. Replace the light bulbs with the recommended specification. Protect the brass finish with a wax or protectant product to avoid corrosion and discoloration. Replacement globes can be purchased at home centers, lighting stores and hardware stores. Do not use indoor bulbs in exterior lighting fixtures. Do not use light bulbs with a higher wattage than the maximum wattage stated on the light fixture.

Lighting (Interior)

The lighting fixtures in your home are designed for standard wattage bulbs. To avoid excessive heat, you should not exceed the manufacturer's recommendations. If a luminous light fixture does not work, make sure all fluorescent bulbs are installed properly. Adjust any tubes that are flickering or buzzing. Check wall switches and circuit breakers. If a light fails to come on, check the bulbs to be sure they are not loose or burned out. Also, check to see that they are the correct wattage for the fixture. Next check the breakers. If this fails to solve the problem, you will then need to arrange for service. Translucent panels can be cleaned by

removing them. First push up slightly above the grid system (except attic access panels) then tilt and lower. Wash in a 1-2% solution of water and mild detergent. Do not rinse; the soap film will reduce static electricity.

Outlets and Switches

Electrical outlets can be found in every room in your home. Do not exceed the capacity for which the outlets were designed. Devices that increase the capacity of electrical outlets and multiple extension cords can cause a fire and severe personal injury or death. High voltage appliances (i.e., iron, hairdryer and vacuum) will dim lights and draw additional current while in use. An electrical outlet or light switch on an exterior wall may produce a slight draft, allowing cold air to be drawn into the room. Some cold air is normal. Draft protection pads that help reduce cool air drafts can be installed by a qualified electrician or are available at hardware stores. If any electrical outlet does not have power, there are two possible explanations: Some outlets are controlled by a wall switch. Plug an appliance into the outlet and turn on nearby wall switches to see if the problem is corrected. If you find that an outlet is controlled by a wall switch, you might point this out to others who live in your home. Check the circuit breaker. If the circuit breaker has been tripped, reset it and try the outlet again. Check the GFI devices and reset if necessary. If the circuit breaker trips repeatedly, call a licensed electrician or SMBZ Construction if your home is still covered under our Limited Warranty. **CAUTION:** Small children can be injured by poking small metal objects into wall outlets. You can prevent this by installing child proof devices on all floor level electrical outlets. These devices are available in grocery stores and drug stores as well as home centers and hardware stores.

Phone Jacks

Homes may be equipped with telephone jacks. Initiating phone service is the homeowner's responsibility. Moving outlets for decorating purposes or convenience is a homeowner responsibility and expense.

8.14 Exterior Finishes

The primary exterior finishes on your home are wood or other siding materials and stucco. Because they are exposed to constantly changing weather conditions, the exterior finishes on your home require routine maintenance and care. We recommend that you inspect the exterior surfaces of your home every three months. Every six months it is recommended that you walk the exterior of your home looking for cracks in the exterior finish. Pay special attention to areas around windows, doors, hose bibs, phone boxes, cable TV and electrical outlets. It is not uncommon to find cracks that outline block used in home or wall construction in a stair-shaped pattern. If you find cracks, it is important that you seal them, as cracks may allow moisture to enter, especially during periods of sustained rain and high winds. Use an acrylic urethane caulking for areas around windows and doors or any wall penetration. For cracks that occur in block construction (like those that form a stair-shaped crack), a textured brush-on elastomeric sealant fills cracks the best. Both of these products can be purchased at your local paint supply store.

Brick and Brick Veneer

Brick is a masonry product with a cement mortar product between the bricks. Minor hairline cracks are common in mortar joints in masonry construction and do not reduce the function. Slight variations in size, color, and placement contribute to the look of a brick exterior. Surface chips and cracks add a weathered appeal, while small hairline cracks in the mortar are caused by shrinkage. Minor brick chipping, cracking, and mortar shrinkage are normal. Cracks in the mortar joints may be 1/4 inch in width and may vary up to 3/8 inch. Bricks may vary in size 1/2 inch in length or width. Bowed brick may vary 3/8 of an inch over the brick's length. Bricks with a sand finish coat, after normal weather conditions, are subject to lose some of their sand coat finish. "Tumbled" bricks can come with chips, which create the tumbled, irregular look. Bay windows or walls with angled corners may have brick from different dye lots from the other adjacent bricks. Keep clear any weep holes that may be drilled into the brick's mortar above the foundation to allow water to drain from behind the brick. The white, powdery substance that sometimes accumulates on brick surfaces is called efflorescence. This is a natural phenomenon and cannot be prevented. In some cases, it can be removed by scrubbing with a brush and strong vinegar.

Stone and Stone Veneer

Slight variations in size, color, and placement contribute to the look of a stone exterior. Minor stone chipping, cracking, and cement shrinkage are normal. A crack in the cement joint of stone veneer may be up to 1/4 inch in width. SMBZ Construction cannot ensure that stone or cement repair requiring new material will match the color of the existing material. Color variations are normal.

Siding, Soffits and Fascia

Vinyl siding is a relatively low-maintenance product that holds up well under varying weather conditions. However, during intense periods of heat, the sun can cause the siding to flex and ripple. The siding will be installed in such a way as to allow the siding to "flex" under these conditions. Also, darker colors of vinyl siding are more susceptible to fading and distortion, due to temperature differences in the home during hot seasonal weather. Lighter colors are likely to show more breaks/seams in the siding than a

darker color. The spacing pattern among individual pieces will vary within each house; therefore, no two houses will ever have the same pattern or location of breaks. Siding should be inspected annually for paint performance, chipping, cracking, etc. Exterior painted surfaces of the home generally should be refinished approximately every three years, or per the manufacturer's recommendation for your specific area and climate conditions. When repainting, blistered, or peeling areas should be wire-brushed or scraped with a putty knife, and then sanded, and spotted with primer. Be sure to use a quality exterior paint that has been formulated for local climate conditions. Trim painted white or light colors will more readily show grain, cracks, and wear; more frequent inspections and additional maintenance therefore may be required. Over time, the original finish will fade and dull due to climate conditions. You should repaint before there is much wearing away or chipping of the original finish, as doing so may reduce the need for special surface preparations. Do not allow sprinklers to spray water on the exterior walls of your home. Water spray may cause blistering, peeling, splintering and leaks or other damages. The soffit vents are located under the roof overhang and on porch ceilings. The fascia is used behind gutters and to cover gable trim boards. In some areas, wood is used for the soffit and fascia. This product requires caulking and painting. These items are warranted by the manufacturers. The length of warranties for vinyl and aluminum is different for different manufacturers. For specifics, please review the product literature appropriate to your installation. The manufacturers may not provide warranty coverage should the panels come loose or detached by extreme winds and repairs may be covered by homeowner's insurance. We cannot ensure that soffit and fascia repairs requiring new material will match the color of the existing material. Color variations caused by weathering effects are normal.

Stucco

Stucco is a brittle cement product that is subject to expansion and contraction due to environmental factors in this area. Minor hairline cracks will develop in the outer layer of stucco. This is normal and does not reduce the function of the stucco in any way. SMBZ Construction will not be responsible for minor cracks in stucco not exceeding the Construction Standard tolerances set forth in the preceding section of this Manual. The white, powdery substance that sometimes accumulates on stucco surfaces is called efflorescence. This is a natural phenomenon and cannot be prevented. In some cases, it can be removed by scrubbing with a brush and strong vinegar. Consult your home center or hardware store for commercial products to remove efflorescence. Other rules for maintaining the stucco on your home are: Avoid spraying water from irrigation or watering systems on stucco surfaces. Check the spray from your lawn and plant irrigation system frequently to make certain that water is not spraying or accumulating on stucco surfaces. Keep dirt a minimum of six (6) inches from the stucco screed. Do not pour concrete or masonry over the stucco screed.

Wood

Wood is found throughout your home. Because wood is a natural, porous material, it requires protection with paint if it is exposed to the elements. Inspect your exposed wood surfaces every three months or after periods of inclement weather. If you find cracking or peeling of the paint, sand the area and repaint it promptly. The exterior wood on your home will require repainting every two to four years. Surfaces that receive direct sun will require more frequent repainting. Inspect these surfaces every three months. Repaint every year or as needed. A certain amount of splitting, cracking, or raised grain is normal for wood exposed to the weather, and does not indicate a defect in the wood or paint. Split or damaged wood, particularly on the ends of beams, should be repaired or repainted to avoid further damage. Such cracks can be filled with wood dough prior to repainting or staining. Small splits on the ends of beams are called checking. This is normal and does not affect the structural integrity of the beams. The natural drying of wood can result in gaps and splits in wood molding and trim parts. Nails can work loose. Reset all popped nails and reposition trim parts that have been moved by natural drying of the wood. In cases of severe warping, replace the trim parts. Fill any cracks with commercial wood filler or caulking and use touch up paint.

8.15 Fencing

The fencing around your home is of the type and in the location mandated by city ordinance and/or the approved landscaping plans and/or CC&R's. It will need regular preventive maintenance along with the other components of your home. Do not allow sprinklers to spray fences and other exterior surfaces. Please note that fencing around your home may vary from that in the models and from homes with different grade elevations. If you choose to add a fence to your property, we urge you to employ a professional fencing contractor. It is your responsibility to locate the property lines and to have your fencing installed according to local building codes, industry standards, manufacturers' specifications, and your CC&R's. Before you install fencing, refer any questions to local building authorities and your Homeowners Association for approval. Check with your Homeowners Association before you change the paint color of your wrought iron or wood fencing.

Wood Fencing

The natural finish of wood fencing should be maintained by yearly applications of a deck or wood sealer. If your fences are painted, repaint yearly or more frequently if necessary.

8.16 Fire Sprinklers

If your home has been equipped with a Residential Fire Sprinkler System, it is designed to quickly and automatically respond to a fire, giving you and your family additional notice to exit the home. The sprinkler head's operation is based on "direct temperature heat" (typically 135° to 175°). Only the sprinkler(s) located directly over a fire will activate. In case of a fire, IMMEDIATELY exit the home. Let the fire department determine when the sprinkler system should be de-activated. The likelihood of a sprinkler accidentally going off is very rare. If a sprinkler head malfunctions, go outside, shut off the water to the fire sprinklers at the water valve, and immediately call the Customer Care Department for service. If unable to locate the water valve, shut off the water at the meter box at the curb.

8.17 Flooring

The flooring in your home requires routine maintenance and care. The coverage provided by SMBZ Construction Limited Warranty is limited to flooring materials that were provided and installed by SMBZ Construction. If you chose flooring from another source, all warranty and service claims must be directed to that vendor. In some instances, the floors, particularly in upper stories, can squeak. Squeaky floors are usually caused by a change in the weather, or by normal shrinkage of the wood materials and/or settlement of your home. This is normal in new house construction and is not considered a construction defect under the Limited Warranty. Please inspect your flooring carefully during your New Home Orientation. Any damage or defects in your flooring must be noted at that time. Subsequent damage, including broken tiles, scratched wood flooring, torn carpeting, and scuffed vinyl, is your responsibility. If you retain an outside flooring contractor for installation of floor coverings at your home, either before or after closing/completion, installation of such flooring is your responsibility, and your outside flooring contractor must investigate and address their installation to any conditions or claimed imperfections involving the sub-floor or slab on which such installation occurs. The subfloors of your home have generally been designed to support the weight of your home, plus a 40-pound per square foot furniture and occupancy load. Waterbeds and pool tables may exceed this limit. SMBZ Construction will not be responsible for any damage resulting from such overloads. We offer these steps for routine maintenance of your flooring. Please follow your manufacturer's recommendations.

Carpeting

Vacuum carpeting frequently to avoid the buildup of dirt and grime. High traffic areas should be vacuumed twice a week. Use a fixed brush attachment on your vacuum cleaner. If your vacuum cleaner has a beater type attachment, the beater should barely touch the tops of the carpet fibers. Eliminate carpet shedding fibers as they appear. Loose carpet fibers will work their way to the surface for quite some time. This is known as fluffing or shedding. Vacuum these fibers as a part of your routine cleaning. If a tuft of carpet appears which is longer than the surrounding carpet, do not try to pull it out. It is probably attached to the backing and simply needs to be trimmed to the height of the surrounding tufts. Visible carpet seams are to be expected and are not an indication of a fault in the carpet. Most rolls of carpet are produced in 12' widths. This dictates that most of your rooms will have at least one seam. Professional installers will attempt to install your carpet with the minimal number of seams and without excessive waste. Seams are most visible in a home before it has been furnished and occupied. As your carpet wears, the fibers will blend together, eliminating many of the visible seams. Visible seams are not a defect unless they have been improperly made. When moving furniture, lift rather than drag the pieces over carpeting, to avoid lumps and snags. Doormats are an excellent way to save your carpets. Use them in high traffic areas with one on each side of exterior doorways. Remove spills immediately. Stain removal is easier if it is done promptly. Consult your specific manufacturer's warranty information for stain removal. Cleaning products should be tested on a section of carpeting that is not in a high traffic area. Do not use cleaners that have not been recommended by the manufacturer for the carpeting materials in your home. You may void your manufacturer's warranty using cleaners that have not been recommended by the manufacturer. Thoroughly clean your carpets at least once each year. While do-it-yourself carpet shampoo devices can be effective, consider employing a professional carpet cleaner. You should refer to the manufacturer's recommendations on carpet care for additional information. Regular vacuuming and immediate treatment of stains will prolong the beauty and life of your carpeting. Common household substances may damage carpeting. We are not responsible for carpet staining. Use caution with all substances including the following:

Medications and shampoos: Many medications and some pet shampoos contain Benzoyl peroxide, a strong oxidizing agent capable of destroying most dyestuffs used in carpet. Spots from this ingredient seem to appear spontaneously since the time between contact and the appearance of the spot could be days or weeks and the amount of staining is affected by humidity.

Bleaches: Chlorine bleach is used in almost every home and the possibility of drops or spills is common. Fabric-type bleaches can also cause bleaching and dye bleeding but at a slower pace. Pool chemicals and mildew killers contain bleach and can affect carpet if used indoors.

Insecticides: Some indoor insecticides can cause carpet color changes. Exterminators are cautioned to apply insecticides in a fan shaped mist to the baseboard, not the carpet. Most complaints have shown the application was in a stream directly on the carpet.

Plant Foods: Spills of liquid plant foods or leakage from flowerpots may cause oxidation spots. These develop at the backing, process upward to the surface, and usually are dark yellow or brown in color.

Alkali: Drain cleaners contain sodium hydroxide or sodium hydrochloride and can cause bleaching. Oven cleaners are gelled sodium hydroxide (lye). Some toilet bowl cleaners contain hydrochloric acid, which can dissolve nylon.

Urine: The hydrochloric acid in both human and animal vomit has been known to cause spots if not cleaned up quickly or neutralized with baking soda.

Furniture Polish: This usually occurs around the base of a piece of furniture. This type of problem can often be identified by pile crush in the center of the discolored area. Stains of this type are usually noticed after furniture is moved.

Ceramic Tile and Stone

Ceramic tiles are available in a wide variety of colors, sizes, and finishes. Generally glazed ceramic tile is used in residential installations. Consult your manufacturer's instructions for cleaning and maintenance. If an outside flooring contractor is used, use of manufacturer approved underlayment in installations of tile over concrete slabs should be considered. You and your outside flooring contractor are responsible to determine the appropriate installation. Small bubbles or hairline cracks in the finish are common characteristics and will not affect the structural performance of ceramic tile, nor is it considered a defect. Chipping and cracking may occur if objects are dropped on the surface or if objects are slid across them. Grit particles can scratch the surface as well.

General Care

Sweep up dirt and grit with a soft broom or dust mop to avoid grit abrasion. Frequency of cleaning must be based on traffic and grit build-up. Wipe up spills promptly to save cleaning time and work. Mop with clean, warm water.

Granite

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

Grout

Grout is cement with color additives. Coloring can change with time. It is suggested that the grout be sealed with a penetrating sealant to prevent particles seeping into the pores. There are products designed for homeowner use such as grout color blender, stains and dyes; and grout cleaners, strippers and sealers. Application of grout sealant is a homeowner maintenance responsibility. Grout sealers may change color over time, and may change the color of your grout when applied. Grout color is not a warranted item.

The movement of metal thresholds against grout may cause the grout finish to crack. By placing a bead of clear silicone between the grout and the metal threshold, the silicone will act as a shock barrier and will minimize the powdering of the grout. Note: If a tile or any grout is replaced, there is no guarantee that the grout will match the existing; the new grout may dry lighter or darker than the original grout.

Marble

Marble is a natural rock and not factory made or fired. No two pieces will be alike, as there is an inherent variance in all marble. Fusing is natural in marble and is not to be confused with cracking. Because 98% of marble is polished, it is recommended that a marble sealant be used to help eliminate the possibility of foreign liquids seeping in. There are several chemical preparations for marble treatment and polishing. DO NOT USE cleaners that contain grit or high alkaline compositions. If you have any questions, please contact your marble dealer or distributor.

Pavers

Pavers may be used to construct driveways, walks, pool decks and patios. Pavers are a porous material. As with brick, efflorescence as well as mineral staining is common from sprinkler systems or other surface water sources. Sealing pavers is recommended to prevent surface stains, protect against the elements, and preserve the natural beauty of the product for years to come. Paver patios and driveways require periodic re-sanding. The fine sand gets into little spaces between the pavers and secures them in place. It is common to have some settlement over time and with pavers. This is easily corrected by replacing the base material under the pavers.

Hardwood

Hardwood and engineered hardwood floors are typically covered by a warranty from the manufacturer. Please read your warranty for more information. The hardwood flooring in your home is generally pre-finished at the factory. Hardwood is a natural product milled from a tree. It is not fabricated and will have mineral deposits and shade, color and grain variances consistent with the

grade and species of the flooring. Hardwood may have minor splits, chips, cracks and rounded corners. There will be slight height differences between boards, side-to-side and end-to-end. This is inherent to the product and is not due to improper installation. Square edge floors will be affected the most. Small splinters of wood will appear; dimples or scratches can be caused by moving furniture, dropping heavy or sharp objects, etc. Some shrinkage or warping can be expected, especially around heat vents or any heat producing appliances. All wood floors fade or change color over time due to UV exposure and this is considered normal. Light-colored floors have more of a tendency to be affected. When stained, the floors with a lighter stained color are more likely to show dirt, while floors with darker stain colors are more likely to show scratches. Wood floors may be installed by gluing the planks directly to the sub floor; others may be installed using a floating method, either by gluing the planks to each other or with an interlocking system. With the "floating" floor system of installation, you will hear an echo or hollow sound when walking on the floor. Wood floors will respond noticeably to changes in humidity level in the home, especially in the winter. A humidifier will help but will not completely eliminate this reaction. Squeaking can also be heard in wood floors as the floors go through temperature and humidity variations. Warping will occur if the floor becomes wet repeatedly or is thoroughly soaked even one time. A dulling of the finish in heavy traffic areas is likely; a white, filmy appearance is caused by moisture (often from wet shoes or boots). Color variations may develop from exposure to direct sunlight. Plank flooring will sometimes be adversely affected by moisture when installed over concrete and may pop due to slight variations in the surface of the concrete slab. Follow these steps to care for your hardwood floors: Clean your hardwood floors frequently. Sweep the floors and mop with a soft, dry mop or cloth. Vacuum regularly, when you vacuum household carpets. Do not use water or water-based cleaners, bleach or one-step floor cleaners. Do not flood hardwood floors with water. This will cause stains, warping and the destruction of the flooring. Do not permit water or other liquids to stand on hardwood flooring. Wipe up spills immediately. Use protective walk-off mats at the exterior doors to help prevent sand and grit from getting on the floor. Gritty sand is one of wood floorings worst enemies. Do not drag heavy appliances or furniture across hardwood flooring. Permanent scratches in the finish can result. High-heeled shoes can dent hardwood flooring. Install proper floor protectors on furniture used on hardwood floors. Protectors will allow chairs to move easily over the floor while minimizing scuffing. Clean the protectors on a regular basis to remove any grit that may accumulate. Your hardwood floors should be maintained according to the manufacturer's instructions. Consider having this done by a professional.

Vinyl Flooring

Since sheet vinyl is typically manufactured in six-foot wide widths, seams may be visible in large areas, such as the kitchen. As with carpet, there is no such thing as a completely invisible seam, especially in patterns with no continuous straight lines. Vinyl material may not be installed under built-in appliances. The following are tips for proper care of your new vinyl floor: Because of its relatively soft texture, vinyl flooring can be damaged by heavy appliances, dropped tools and by rough use. This damage is permanent and cannot be repaired. High-heeled shoes and furniture without proper casters are particularly damaging to vinyl. Gouging from sharp objects under pressure will cut any floor covering. All heavy furniture, appliances, and chairs should be supported with wide weight-bearing glides or casters. When moving heavy appliances across the floor, protect your vinyl flooring. Do not use abrasive cleansers or full strength bleach on vinyl floors. Abrasive cleaners will dull the finish and cause permanent damage. Full strength bleach can etch and destroy the surface of the flooring. Clean vinyl flooring with a solution of warm water and a commercial vinyl flooring cleaner. Remove spills immediately to avoid staining and damage to the flooring. Excessive amounts of water on resilient floors can penetrate seams and get under edges causing the material to lift and curl. Use a sponge or soft cloth. Dry the floor after removing the spill.

Laminate

Laminate floors are made with a decorative top wear layer that has the appearance of real wood. Although the wear layer is highly resistant, it is still susceptible to scratches and gouges. Laminate floors are made of separate panels that are joined together by tongue and groove joints. Although all of the panels have adhesive to hold them together, the floor is not glued to the sub-floor. This "floating floor" causes an echoing or tapping when walking on it that is not heard with a glue-down installation of a hardwood floor. Each manufacturer details cleaning procedures. As a general rule, routine cleaning of laminate floors consists of sweeping or vacuuming (without a beater bar). Do not use abrasive cleaners that can scratch the floor or a wet mop. Surface treatments such as polish, wax or soap are not required or recommended. The core of the laminate will swell if it is exposed to an excessive amount of moisture.

8.18 Foundation Drains and Foundation Water Infiltration

If your home is equipped with a positive gravity outlet, you should check periodically (at least every three months) to confirm that that the foundation drain and outlet is functioning properly. You should be able to visually observe water exiting the outlet during operation. Keep the outlet clear of leaves, soil or other obstructions at all times. Improper functioning or inadequate maintenance may lead to a buildup of water in the soil adjacent to the foundation. Regular and close observation of these conditions is important to help avoid water-related problems such as mold and/or incidental and consequential damages to personal property. Follow these additional guidelines to help control and prevent water infiltration problems at your foundation. Keep gutters and downspouts

free of blockage from leaves or other debris. If gutter seams leak, apply a gutter sealant available at hardware stores. Keep splash blocks directly beneath downspout openings and position them so that run-off water is channeled away from the foundation. Water infiltration problems caused by improper grade should be immediately corrected by the homeowner. Immediately fill soil depressions that form close to the foundation with dry dirt. Do not change the established drainage pattern when landscaping. Ensure that drainage away from the foundation is definite, yet gradual. Do not spray the foundation directly with lawn sprinklers. Make certain that hose fittings are firmly secured and not leaking at the hose bib connection. Do not plant trees and shrubs too close to the foundation. Check with a landscape contractor or nursery to determine the root characteristics of plantings so that root growth will not undermine the foundation or driveway surfaces. Be aware that new plantings require substantial amounts of water and that plants too close to the foundation will place additional moisture against the walls. Keep ends of drain tile free of obstructions.

8.19 Garbage Disposal

See "Appliances" section, above.

8.20 Gas Shut-Offs

There is a shut off on the gas line at or near its connection to each item that operates on gas. In addition, there is a main shut off at the meter. These are pointed out during New Home Orientation.

8.21 Gutters and Downspouts

If your home is equipped with gutters, protect them by seasonal inspection. Clean them at least twice a year, especially after leaves fall on your roof. Make sure both gutters and down spouts are kept clear. Corners and joints should be checked and repaired at the same time, using readily available commercial sealers. Downspouts that are not tied into drains should be draining onto a concrete splash block or into a planted area to prevent erosion.

8.22 Hazardous Materials

Never put unwanted hazardous materials in the trash can or anywhere they could wash into the storm drain. The storm drains are not connected to the sewer system and pollution that enters goes directly into local waters. Take hazardous materials to local hazardous waste collection sites for safe disposal. If you accidentally spill hazardous material on a hard surface, use "kitty litter" or other absorbent material to soak it up. Then properly dispose of absorbents at hazardous waste collection sites. Please contact your city or county government for the nearest household toxics collection location. Practice recycling of reusable materials and buy household products which are labeled "non-toxic" whenever possible. If you must use toxic products follow the directions carefully and store them properly. Use pesticides, herbicides, and fertilizers sparingly according to the directions on the original container and avoid use if rain is forecast.

8.23 Heat Pump

Your home may be equipped with an electric, forced-air heating system that includes a heat pump. The heat pump is an electrically-powered, single-refrigeration unit located outside the home that provides both heating and cooling functions. It operates on the principle that outdoor air, even in winter, contains heat or thermal energy. During winter, the heat pump extracts heat from the outside air and then transfers it indoors. In the summer, the process is reversed, whereby the heat pump removes heat from indoor air, discharges it outdoors, and then circulates cooled air throughout the home. A heat pump can be expected to operate continuously if outside temperatures fall below 40 degrees Fahrenheit. The resulting increased air circulation provides a more consistent inside temperature. Heated air coming from the registers feels cool to the touch. This is normal since the heat pump generates a low level of heat, sometimes below 90 degrees Fahrenheit, while normal body temperature is 98.6 degrees. Keep the heat-pump unit level and keep the area surrounding the unit clear to allow unimpaired air flow. Do not plant bushes near the unit, and be careful that dirt, leaves, and grass clippings are cleared away. Do not build a deck around or over the heat pump unless there is an 18-inch clearance on the sides and a 6-foot minimum clearance on top. Supplemental Heat: When outdoor temperatures fall to 35 degrees or below, the heat pump may be unable to draw sufficient heat from outside air, and a supplemental heating unit automatically turns on. You will know it is operating when the indicator light on the thermostat lights. The heating elements, located in the furnace unit's air handler, will turn on for a short time. The supplemental heat will also turn on if the thermostat is adjusted more than two degrees above room temperature. Emergency Heating: Should the heat pump fail, activate the emergency switch on the thermostat. The signal light indicates that it is on. This will stop the heat pump from operating and will provide supplemental heat until the HVAC contractor arrives. Defrosting: During winter, ice can accumulate on the sides of the heat pump's exterior coil. When ice covers 80 percent of the surface, the system automatically activates a defrost cycle that lasts about five minutes, heating the coil to melt the ice. It will also activate the supplemental heat to prevent ducts from blowing cold

air into the home during the defrost cycle. This process may occur several times each day, and you will notice that steam rises. Here are some solutions to common heating and air conditioning problems:

8.24 Heating and Air Conditioning

Your home is equipped with a heating system and perhaps an air conditioning system. Please read the instructions and become familiar with the heating and air conditioning systems before you use them. Your heating and air conditioning systems can play an important role in the first year after you move in. It is best not to overheat a new home during the initial year of occupancy because this may cause excessive shrinking of framing lumber and other materials. Begin with as little heat as possible and increase it gradually. Attempt to maintain an even temperature between 68 and 72 degrees. Carefully read and follow your manufacturers' warranties and instructions for use and care of your heating and air conditioning systems. Good maintenance of the heating and air conditioning systems can save energy dollars as well as prolong the effectiveness of those systems. Please note you may experience smoke or the smell of dust and oil when the unit is turned on for the first time. This is typically caused by dust that has settled in the ducts and should pass quickly. The following maintenance obligations are intended to assist you in getting the maximum usage from your heating and air conditioning systems: Inspect the filters at least once every Thirty days; change or clean as needed during times of constant operation. In areas with heavy dust more frequent changes may be in order. During the first two months after you occupy your house, check the filters every fourteen days, as they may clog more frequently from removing accumulated construction dust. Fresh filters can significantly reduce operating costs and will prolong the life of your system. A clogged filter can slow air flow and cause cold spots in your home, and can result in damage to the unit and increased energy costs. Check the operation of your system well in advance of peak operating seasons and correct any problems before seasonal service demands are the greatest. Annual inspections of your heating and air conditioning systems by a heating and air conditioning professional are recommended. Keep all vents and registers clean and free of dust, cobwebs, and debris. Furnaces will typically have combustion air vents run to them. Never cover or block these vents. Air from outside is needed to supply oxygen to the furnace. If they are covered or blocked, the furnace may draw air down the vent pipe, pulling poisonous exhaust fumes into your home. It is normal to hear a ticking sound resulting from the flue expansion and contraction. Air registers can be adjusted to control the flow of air into individual rooms. Simply close down or open the registers in each room to your own desired preference. This helps to balance the system. You may enjoy different settings for winter and summer in a two-story house. Direct warm air to the lower floor in the winter and cool air to the upper floor in the summer. Never close a register completely—even in an unoccupied room. Return air grilles allow for air to circulate back to the heating and air conditioning system. Be sure not to cover the return air grilles with pictures, furniture, or other objects that might block the flow of air. The air conditioning condensation discharge point and the water heater pressure relief discharge points were located and identified during the New Home Orientation. It is the homeowner's responsibility to keep these areas open so discharge points are free of obstructions. Check the flow of the discharge points every three months to assure that they are clear. The temperature in your home is controlled by a thermostat. In some cases, multiple systems may be installed, each with its own thermostat. Do not place a lamp or heat-producing appliance next to a thermostat, because heat generated by such an object may produce an incorrect reading. Your home air conditioning is a closed system, which means that the interior air is continually recycled and cooled until the desired air temperature is reached. Warm outside air disrupts the system and makes cooling impossible. Therefore, you must keep all windows closed when operating the air conditioning system. The heat from the sun shining through windows with open drapes is intense enough to overcome the cooling effect of the air conditioning unit. Drapes must be closed on these windows. Unlike a light bulb which reacts instantly when you turn on a switch, the air conditioning unit only begins a process when you set the thermostat. For example, should you come home at 5:30 P.M. on a day when the temperature has reached 90 degrees, and then set your thermostat to 75 degrees, the air conditioning unit will begin cooling, but will take much longer to reach the desired temperature. During the whole day the sun has been heating not only the air in the house, but the walls, carpet, and furniture. At 5:30 P.M. the air conditioning unit starts cooling the air, but the walls, carpet, and furniture release heat and nullify this cooling. By the time the air conditioning unit has cooled the walls, carpet, and furniture, you may well have lost patience. If evening cooling is the primary goal, you should set the air conditioning unit at a moderate temperature in the morning while the house is cooler, allowing the unit to maintain the cooler temperature through the day. This temperature setting may then be lowered slightly further when you arrive home, with better results. Setting the thermostat at 60 degrees will NOT cool the home any faster and can result in the unit "freezing up" and not performing at all. Extended use under these conditions can damage the unit. A common cause of air conditioning trouble is turning it off at the thermostat, and then turning it back on a short time later. This can cause an overload of the compressor motor which in turn can trip the breaker or blow the fuse and may shorten the life expectancy of the unit. The air conditioner compressor must be maintained in a level position at the original location. The compressor should not be enclosed. It is important to keep the area around the outdoor air conditioning unit clear of plants, grass, landscaping, and/or debris. If good air flow is not available, the system will not function properly and damage to the mechanism can result. Coolant or refrigerants should be added to the system only when the outside air temperature is 70 degrees F. or higher. Proper coolants or refrigerants for the particular equipment must be used, as specified by the equipment manufacturer. Use of an air conditioning professional for selection and addition of coolant or refrigerant is recommended. If you find yourself with no heat or air conditioning, the checklist

that follows may help identify the cause. You should also review the manufacturers' literature for additional hints. These are normal homeowner maintenance items; if your heating contractor makes a service call to repair one of the items listed, there will be a service charge. Thermostat temperature setting & switches, The ON/OFF switch to the outlet supplying the furnace or air conditioner, ON/OFF switch on furnace or air conditioner itself, if any, the fuse, if your furnace or air conditioner has one, Breaker on the electrical panel, Safety switch for the fan cover. If none of these items correct the problem, refer to the emergency service information in this Manual for appropriate phone numbers.

8.25 Interior Walls

The walls in your home are constructed of wood and other materials which are subject to normal expansion and contraction. Molding and trim can shrink and warp in some cases. Routine maintenance on molding, trim and wall boards is the responsibility of the homeowner. Replace warped molding and trim. Reset nails that have popped out of position. Use touch up paint and, if necessary, the appropriate caulking material to complete the repairs. Use care when you hang pictures and other decorative items. The wall board will be damaged if it is hit with a hammer. Costly repairs can be avoided by using picture hooks and other supplies from a home center or hardware store. Always repair nail holes with a dab of spackle or putty. The walls in your home are textured. The texturing material is relatively soft and can be damaged by scrubbing with abrasive cleansers and rough brushes or cloths. The pattern in textured walls can vary and is difficult to duplicate when repairs are made. Small finger smudges may be removed from the enameled walls with a solution of warm water and a mild detergent soap. Wash gently with a soft sponge or cloth. Rinse and wipe off the excess water carefully. Do not permit the wall board to become soaked with water. Larger spots, not easily removed by cleaning, will require paint touch up.

8.26 Kitchens

Cabinets, Countertops, Appliances

See corresponding sections in this Maintenance section of this Manual.

Range Hood

Grease build-up in your range hood can present a fire hazard. Avoid this problem by cleaning both hood and filters at least once every six months (more frequently if required by heavy usage) with mild dishwashing detergent, drying thoroughly, and reinstalling new filters.

Ventilation

The exhaust fans provided in your home are designed to reduce odors, smoke, and moisture produced by cooking and bathing. Regular cleaning and inspection every six months (more frequently if required by heavy usage) will help keep them in working order. After cleaning is completed, lubricate the fan with a light household oil (and wipe up any excess oil from the surface).

8.27 Landscaping, Drainage and Grading

Your homesite has been finish graded to provide for adequate drainage away from the structure that is your home. Failure to maintain drainage can result in damage to your home, your homesite and to neighboring property. Any alteration of the drainage plan for your homesite will void coverage under the Limited Warranty for the drainage features and anything damaged as a result. The drainage plan of your homesite has been designed to accommodate the soils, elevations and other factors of the homesite. Small hills and valleys – called berms and swales – are used to direct the water away from your home and adjacent properties. These contours must be maintained to avoid severe water damage during heavy rains, and to avoid long-term problems which may arise from improper drainage. Berms which are designed to direct the flow of water away from slopes are especially important and must not be altered. Areas surrounding foundation walls are often backfilled with earth. Backfill areas are not as compact and dense as most natural ground. Surface water (such as irrigation water and rainfall) may penetrate into backfill areas, percolate downward to the bottom of the foundation, and cause severe problems such as cracks, floor slab movement, etc. This must be managed by the homeowner by maintenance of proper drainage, and proper installation and design of any homeowner-installed landscaping and hardscaping, in order to prevent accumulation or ponding of surface water in these backfill areas (typically within the first five feet of the home's foundations). A system of underground drainage facilities may be provided in some homesites. **Since SMBZ Construction does not have any control of the quality of design, materials, construction procedures, or labor used in the improvements which homeowners construct on their homesites, you are hereby advised that it is your responsibility and that of your contractors and consultants to properly design and install any improvements so as not to deter proper homesite drainage and to protect those improvements from damage due to expansive soil.**

Consult a soil engineer or civil engineer before you make any additions, changes or alterations to the drainage of your homesite, and make sure that all landscaping contracts you enter into include language to insure safe and adequate drainage. SMBZ Construction will not be responsible for any damage to your unit or other units caused by changes or alterations in the grading and drainage system.

Landscaping

Prior to establishing landscaping, the soils should not be allowed to dry out, especially below a depth of approximately six (6) inches. Homeowners should periodically water the bare soil to help maintain moisture during this interval. Once the landscaping has been established, irrigation should be limited to the minimum needed to maintain plant life. Homeowners should check beneath dry-looking surface soil to see if the soil is still wet underneath. If the soil is saturated, watering should be reduced. The best method of reducing the effects of expansive soils is to maintain a constant level of soil moisture. This is especially important adjacent to the house foundation, driveway, and walkway/patio slab improvements. Overwatering can swell expansive soils and result in damage to concrete and other components of the structure. Check your irrigation system regularly. Look for clogged, cracked, or broken heads, leaks and spray adjustment. Position sprinkler heads so that the water does not fall on wood, stucco or other exterior surfaces of your home. Automatic sprinkler systems should not be connected to a GFI circuit. Avoid ponding from excessive watering in low spots and next to structures. Identify the location of irrigation lines and avoid digging or trenching around the lines. If a line is broken, consult with a nursery person or irrigation professional for advice on repairs. Observe the flow of irrigation water after each planting. If you notice pooling water or excessive flows in one area, construct drainage features to direct the flow of water away. Consult with a landscape contractor before such drainage features are begun. Always keep drains free of debris, leaves and lawn clippings. Landscaping can change the grading of your homesite. We suggest that you consult a professional landscape contractor when the time comes to landscape your homesite. Provide ample room for growth between plants and your home. The ground next to your home should always slope away to prevent standing water. If water is allowed to stand or pool next to your home, damage to the foundation and plantings will result. The water also could seep into your home and damage the interior and furnishings. If your landscaping projects require additional soil be added to your homesite, be especially careful that the drainage is not altered significantly. Keep the surface of the soil at least six inches below the level of the stucco screed. This will assist in preventing wood rot and termites. Flower beds can significantly change drainage patterns. We suggest that you consult a professional landscape contractor before you dig flower beds. In any case, keep plantings in flower beds a minimum of two to three feet from the foundation. This will prevent excessive water from collecting at the base of the foundation. Locate plants and irrigation heads out of the way of pedestrian/bicycle traffic, and car bumpers. When planting trees, allow ample distance from the foundation and other improvements so that the root systems will not cause damage as the tree matures. "Street" trees (typically located in median strips between the sidewalk and the street) are typically a city requirement, but must be maintained by individual homeowners (unless they are in common areas managed by a Homeowners Association). Depending on local soils conditions, trees may need to be deep watered once a week until they are well established. Provide simple guying (restraint) systems for trees for a minimum of two years. Make provisions for efficient irrigation. Drain and service sprinkler systems on a regular basis, at least once per year. Conduct operational checks on a weekly basis to ensure proper performance of the system. Adjust any sprinkler that sprays any part of the structure or any painted fencing. Avoid overwatering that can cause ponding or infiltration of water next to, into or under concrete slabs, patios, walkways, walls, fences or driveways. If your home is in a community that has a Homeowner's Association, be sure to check Association guidelines and/or requirements prior to landscaping or making changes in an established design. Please consider that any changes you make in the grading and drainage of your homesite could affect neighboring properties. Damage to your property and to neighboring property will be your responsibility.

Dormant Sod

Sod installed in cold climates during the fall and winter may be delivered and installed in a dormant state. In the same manner that trees lose their leaves in the fall, the sod will brown out and remain dormant until the warm weather returns the following year. Many municipalities require all landscaping to be complete before a Certificate of Occupancy can be issued. Due to county regulations as well as erosion control, SMBZ Construction may be required to install dormant sod throughout the winter months. Although newly planted dormant sod will take root and green up in the spring, extreme winter conditions can damage some areas of the sod. SMBZ Construction will not replace sod that has been damaged by severe weather conditions. It is critical that proper maintenance be given to dormant laid sod to prevent damage, as outlined in the following guidelines. Even though dormant grass may appear to be dead, the roots are alive and cannot be allowed to dry out. The average precipitation in a normal winter will usually maintain good surface soil moisture. However, if precipitation is below normal and temperatures are above average, you will need to water dormant sod during winter months. As temperatures begin to rise in the early spring, it is necessary to keep all dormant sod moist. Inspect the soil daily and water as needed. Dormant sod which is allowed to dry out is susceptible to damage and will take longer to recover. Apply fertilizer to the sod when the average ground temperature reaches 70° F (check with your local landscape professional to determine proper time for fertilization in your area). Use a fertilizer with a rating of 16-4-8 and spread at a rate of 8 pounds per 1000 square feet. Read all product instructions for newly planted sod. Water in the fertilizer thoroughly and continue to water every other day. Apply a second application of fertilizer four weeks after the first. If the sod has begun to green up and take root, a higher nitrogen fertilizer can be used to promote faster growth of grass runners. These grass runners will spread over bare areas and take root and, in turn, grow more runners until the yard has recovered. It is necessary to

continue watering the sod every other day until all areas of the yard are fully established. If the sod has not begun to green up four weeks after the second fertilization, apply a third and then a fourth application in four-week intervals. If after four fertilizer applications there are no signs of recovery, the sod may be damaged beyond repair and need to be replaced.

Landscaping Tips

The following information is provided to assist you in the care of your yard, the planting, the landscaping, and the irrigation system.

Grass Diseases

Most lawn diseases happen when lawns are over-watered and under-fertilized. Adjust your watering and fertilizer schedule when rust and other diseases appear. If diseased spots persist, discuss the problem with a nursery person.

Ground Cover

Water newly planted ground cover three times a day until the coverage has been established. Then water as you would lawn area.

Fertilizer

Use a balanced fertilizer. Water sufficiently after fertilizing to assure penetration of the fertilizer and to prevent burning your grass; but avoid ponding and puddling, especially near any concrete.

Insects

Corrective measures should be taken only when large numbers of insects have been seen and damage is evident. At the first sign of damage to your lawn, take a specimen of the insect to a nursery person for advice.

Irrigation

Identify the location of irrigation lines and avoid digging or trenching around the lines. If a line is broken, consult with a nursery person or irrigation professional for advice on repairs. Check your irrigation system regularly. Look for clogged, cracked, or broken heads, leaks and spray adjustment. Make certain that the spray is not directed so that it falls on the house. Avoid ponding from excessive watering in low spots and next to structures. Adjust your irrigation schedules according to the temperature, wind conditions, and weather. Watering during rainy periods is wasteful and potentially damaging due to over watering.

Mowing

Maintain most grass at a height of 2 to 3 inches. Never cut more than 1/3rd the length of the blades of grass. Yellow or white tips on the grass indicate a dull mower blade.

Seeding

If bare spots develop on your lawn, contact your nursery person for advice on seeding. Tall fescue grass seed is widely available in-home centers and nurseries.

Soil

The soil within this Neighborhood has "expansive" characteristics, which is not unusual in many areas. When this soil becomes wet, it is prone to expand, and when it dries, it is prone to shrink. This expansion and contraction may cause damage to improvements built on top of this soil in the form of tilting, lifting and cracking. Special precautions should be taken in the design and construction of homeowner improvements such as pools, spas, patios, walls, slabs, planters, decking, landscaping, irrigation, and the like. It is recommended that planters be kept away from the house foundation. It is also recommended that, prior to landscaping or installing improvements, the homeowner contact a professional soils engineer and structural engineer to evaluate the soil conditions on the homesite and, if necessary, to carefully design improvements to account for those soils' conditions. Homeowner improvements should not be constructed without adequate surface drainage being provided to avoid ponding. It is recommended that homeowners install roof gutters/down spout improvements and corresponding area drain systems. Particular care should be taken to provide adequate drainage away from areas adjacent to the house foundation and other improvements. Homeowners are advised to carefully design and control their landscape irrigation system to minimize soil moisture changes. Prior to establishing landscaping, the soils should not be allowed to dry out, especially below a depth of approximately six (6) inches. Homeowners should periodically water the bare soil to help maintain moisture during this interval. Once the landscaping has been established, irrigation should be limited to the minimum needed to maintain plant life. Homeowners should check beneath dry-looking surface soil to see if the soil is still wet underneath. If the soil is saturated, watering should be reduced. The best method of reducing the effects of expansive soils is to maintain a constant level of soil moisture. This is especially important adjacent to the house foundation, driveway, and walkway/patio slab improvements. Proper irrigation control and drainage can mitigate the effects of expansive soils. Even with proper irrigation and drainage, however, some soils movement may occur due to expansive

soils. Therefore, improvements should be designed with adequate reinforcement. **Since SMBZ Construction does not have control of the quality of design, materials, construction procedures, or labor used in the improvements which you construct on your homesite, you are hereby advised that it is your responsibility and that of your contractors and consultants to properly design and install any improvements so as not to deter proper homesite drainage and to protect those improvements from damage due to expansive soil.** SMBZ Construction's Limited Warranty applies only to the house and other improvements constructed by SMBZ Construction, and SMBZ Construction will not be responsible for damage to such improvements caused by over watering, improper drainage, or improper or inadequate homeowner improvements. SMBZ Construction will not be responsible for damage to any improvements constructed by the homeowner. Minor tilting, lifting, and cracking can occur in improvements constructed by homeowners, but that the use of professional engineering can help minimize these conditions. SMBZ Construction shall have no liability or responsibility in connection with damage to improvements not installed by SMBZ Construction, including but not limited to any lifting or cracking that may be caused by expansive soil.

Trees and Shrubs

SMBZ Construction's Limited Warranty does not cover trees and shrubs which may have been planted by SMBZ Construction. During the first year, your trees and shrubs will require more frequent watering. A good rule of thumb is to wait until the surface soil is dry between watering. After the first year, watering once or twice a week is normal. Use a pronged tool to cultivate the soil around your trees and shrubs. This promotes good water absorption. Plants that have yellowed or brown leaf tips may be under-watered. Consult your nursery person for information of specific watering problems. Prune trees and shrubs as needed. Consult your nursery person for advice on pruning.

Watering

During the first few months, your yard may require frequent watering. We recommend slow, deep watering. This enables root systems to develop. Slopes may require shorter, more frequent watering because it is more difficult for the water to penetrate. Swale areas (also known as drainage courses) will typically require less watering. In normal conditions, your lawn requires watering about twice a week in hot weather. A withered or limp appearance is a sign of a lack of water. Water in the pre-dawn hours for maximum effect and to prevent evaporation. After an initial start-up period, water minimally to sustain plant growth. Water has been shown to weaken the inherent strength of all earth materials. Over watering the landscape areas could adversely affect proposed site improvements and cause residential distress. Slope stability can be significantly reduced by overly wet conditions. Irrigation timers should be adjusted to maintain proper watering. Irrigation systems should be reviewed on at least a monthly basis for leaks, damaged pipes, breaks, dysfunctional sprinkler heads, etc., and if found should be repaired as soon as possible. Avoid open bottom planter areas adjacent to structures.

Louvers and Vents

Attic ventilation and vents providing fresh air to furnace and water heater are required by code and therefore cannot be covered or obstructed. Occasionally, depending on the force and direction of the wind, moisture may infiltrate through these vents, and in the case of attic vents may cause spotting on the ceiling. SMBZ Construction's Limited Warranty does not cover such weather-related damage.

8.28 Mold

What You Need to Know about Mold

According to the United States Environmental Protection Agency, mold can be found almost everywhere. Molds are microscopic organisms that are part of the fungi family, and are an essential part of the world's ecological system. Outdoors, many molds live in soil and are key to the natural breakdown and recycling of organic material, such as leaves, wood and plant debris. Lumber used in the construction of homes typically contains some level of molds, fungi, and/or spores. Because it may be impossible or impracticable to eliminate all indoor mold, indoor mold is an important topic about which a homeowner should become informed. Mold spores are airborne and travel in and out of buildings as air is exchanged and with the movement of people and their belongings. When excessive moisture or water accumulation occurs indoors, mold growth will likely occur, especially if the moisture problem is not discovered. There is no practical method to eliminate all molds and mold spores in an indoor environment. The primary method to control indoor mold growth is to control moisture. The best course of action for any homeowner is to keep the indoor environment as "clean and dry" and free from dust and dirt as reasonably possible. All molds are not necessarily harmful, but certain strains of mold have been shown to have adverse health effects in susceptible persons. The most common effects are allergic reactions, including skin irritation, watery eyes, runny nose, coughing, sneezing, congestion, sore throat, and headache. Individuals with suppressed immune systems may risk infections. Some experts contend that mold causes serious symptoms and diseases that may be life threatening. However, experts disagree about the level of mold exposure that may cause health problems, and about the exact nature and extent of the health problems that may be caused by mold. The Center for Disease Control states that a causal link between the presence of toxic mold and serious health conditions has not been proven.

Limiting mold growth

A practical approach to limiting mold growth is early detection and prompt resolution of excessive moisture. If you can see mold or detect an earthy or musty odor, you can assume you have a moisture problem. Any moisture problem must be solved in order to arrest and eliminate mold growth. Part of the control of the indoor environment is controlling air moisture. Watch for water condensation on interior surfaces such as walls, windows, and areas near air conditioning registers. Uses that have the potential of increasing relative air humidity are such things as habitation, bathing, cooking, plants, washing, and humidifiers, especially if not vented. Other moisture sources, which sometimes can go unnoticed, are water leaks from pipes in walls, and rainwater leakage through windows and roofs. Controlling air moisture is the most important action in controlling mold growth. Therefore, keep drip pans from refrigerators and air conditioners clean and dry; use exhaust fans or open windows when cooking, washing, drying clothes, and bathing. Irrigation system timers should be adjusted to reflect seasonal weather changes. A more complete list of homeowners' maintenance obligations relating to mold ("Mold Prevention Obligations") is set forth below.

Report or Fix Water Leaks Promptly

Any indication of water leaks or resulting mold at roofs, windows, floors, carpets, etc., should be reported immediately, within 24 hours, to our Customer Care Department. Our Customer Care Department will determine if the condition is covered by our limited warranty. **The prompt reporting of any water leak or intrusion to our Customer Care Department is critical to the containment and minimization of mold growth. SMBZ Construction will not be responsible for mold resulting from a water leak or water intrusion, which is not promptly reported to our Customer Care Department.**

Homeowner Maintenance

Homeowner shall take all appropriate steps to prevent conditions that may cause mold or mildew to develop in the Property, including compliance with the Mold Prevention Obligations. If a homeowner is a member of a Homeowners' Association, the homeowner shall promptly report to any such Homeowners' Association any evidence of moisture accumulation or mold in portions of the Neighborhood which the Association is responsible to maintain. **SMBZ Construction will not be responsible for mold resulting from homeowners' failure to take appropriate steps to prevent conditions that may cause mold or mildew to develop at the property, including a homeowner's failure to comply with the mold prevention obligations.**

Mold Prevention Obligations

To keep the home free of dirt and debris that can harbor mold (dirt/dust/animal hair and dander are all very efficient hosts for mold); To regularly clean and sanitize, windows, bathrooms, kitchens, and other home surfaces where water, moisture condensation, mildew and mold can collect; To use dry towels or bath mats when stepping out of shower or tub; To use bathroom fans while showering or bathing. If no fan exists, open a window to allow proper ventilation and moisture to escape; To use exhaust fans whenever cooking, dishwashing, or cleaning. If no fan exists, open a window to allow proper ventilation and moisture to escape; To maintain regular air flow and circulation throughout the home; To use all reasonable care to close all windows and other openings in the home to prevent outdoor water from penetrating into the interior home (i.e., rain, irrigation water, etc.); To clean and dry any visible moisture on windows, walls, ceilings, floors and other surfaces including personal property, as soon as reasonably possible. (Note: Mold can grow on damp surfaces within 24 to 48 hours.); To limit the indoor watering of houseplants (total number of plants indoors is also an important variable); Do not hang wet clothing on indoor drying line; The use of humidifiers is not recommended (includes both whole house and room specific types); Properly maintain your dryer vent exhaust line (clean/remove lint at least once a year or sooner as may be needed); To maintain caulking around tubs, showers, toilets, sinks and other interior water receptacles at least once a year and more frequently if needed; To maintain caulking around windows, doors and other exterior openings at least once a year and more frequently if needed; To maintain window tracks and weep holes at least once a year and more frequently if needed (keep tracks and weep holes clean of debris/dust to allow proper egress of water when rain or irrigated water gets in them); To maintain positive drainage and grading away from the foundation and walls of the home; To maintain gutters and downspouts in a clean and operable condition at least once a year and more frequently if needed; To prevent penetrations of exterior surfaces (i.e., stucco, siding, brick) and roof of home from post construction additions (i.e., trellises, patio covers, awnings, satellite dishes, etc.); To maintain and not obstruct fresh air supply to furnace, air conditioner or heater; To maintain and not obstruct air conditioning primary and secondary condensate lines; To maintain and not obstruct ventilation installed by SMBZ Construction in attics, basements, crawl spaces or other locations in the home; To prevent irrigation systems from exposing exterior surfaces of the home to water or over saturating/flooding ground/soil near and around foundation of the home; To properly use and maintain appliances containing water and other liquids; To not alter insulation installed by SMBZ Construction; To prevent clogging of plumbing; and To report within twenty-four (24) hours the following to SMBZ Construction: any non-working fan, heater, air conditioner or ventilation system; plumbing leaks, drips, sweating pipes, wet spots; overflows from bathroom, kitchen, or home laundry facilities, especially in cases where the overflow may have permeated walls or cabinets; water intrusion of any kind; any mold or black or brown spots or moisture on surfaces inside the premises; broken irrigation systems or

standing water near structures; any adverse health conditions or symptoms related to or suspected to be related to actual or potential mold growth; any discovery of allergies, predisposition to or heightened risk of adverse health reactions or hypersensitivity, to mold, mildew, or other related organic organisms; and any musty or unusual odors.

Information Available to Homeowners

For additional information, homeowners should contact the United States Environmental Protection Agency ("EPA"), applicable state agencies, or other governmental authorities. The EPA Web site contains information and publications regarding mold and other biological pollutants that may be of interest to homeowners. For example, see "Biological Pollutants in Your Home" and "Mold Resources" on the EPA Web site (www.epa.gov). Additional mold-related information is available on the Centers for Disease Control and Prevention Website (www.cdc.gov).

8.29 Paint

The paint on exterior and interior wood surfaces must be maintained in good condition at all times. Chips, scratches, and other breaks in the surface of the paint must be repainted promptly, or serious damage to the underlying wood could result. Please be aware that all paint is subject to yellowing and discoloration. The action of the sun usually minimizes yellowing on exterior surfaces. However, yellowing can be noticeable on interior surfaces. Yellowing is caused by the natural drying and aging of the paint and by exposure to certain chemicals such as ammonia fumes and others that are found in some household cleaners. Light colors and white painted surfaces are more subject to yellowing than darker colors. Yellowing of oil-based paints is unavoidable. Because yellowing tends to take place over time and relatively evenly on given surfaces, it may not be noticeable until you use touch up paint. Your local paint store can assist you in choosing a touch up paint that will be a close match for yellowed paint. Our Customer Care Department will repair only when the problem is the result of improper original application or faulty material. It must be noted, however, that paint changes color as it seasons and we cannot guarantee a perfect color match in areas when touch-up is made after original application.

Always dispose of paint and other hazardous materials properly.

Exterior Paint

Check the painted/stained surfaces of your home's exterior annually. If you repaint before there is much chipping or wearing away of the original finish, you will save the cost of extensive surface preparation. It is a wise maintenance policy to plan on refinishing the exterior surface of your home approximately every two to four years (or as often as your paint manufacturer suggests for your area and climate).

Fading, chalking, peeling, or blistering indicate the need to repaint. Chalking can be detected by running your hand over the painted surface and then checking your hand for a white, powdery residue. Proper preparation of the surface is critical for ensuring proper adherence, and for keeping moisture out. Pressure washing may be needed for the conditions listed above. It is important to seal around windows, doors, hose bibs, phone boxes, cable lines and electrical boxes at each painting as part of routine maintenance. Consult with your local paint supplier regarding the materials to use for preparation and painting. High-quality acrylic urethane caulk works well in sealing. For sealing cracks in textured cementitious finishes in areas like Florida that are subject to frequent rain and humidity, use a brush-on elastomeric sealant. Once all cracks are sealed and the wall surfaces are clean, apply a premium latex masonry primer, making sure to follow all of the manufacturer's directions before applying the topcoat of paint. Both paints need to be breathable, which allows any moisture that may enter the walls a means of escape. Elastomeric paints, which have poor permeability, are not recommended. The topcoat of paint needs to be a high-quality acrylic latex paint that has been formulated for local weather. Once again, follow the manufacturer's recommendations, paying close attention to paint film thickness and drying time. Make sure to check with your homeowner's association to see if they need to approve paint colors. The chemical structure of the paint used on the exterior is governed by the climatic conditions. Over a period of time, this finish will fade and dull a bit. Wood trim painted white or light colors will more readily show grain and cracks and will therefore require additional maintenance. Do not allow sprinklers to spray water on the exterior walls of your home. This will cause blistering, peeling, splintering, and other damage to the home.

Interior Paint

Painted interior walls are not "scrub-proof." Scrubbing or harsh cleaners will remove paint. Depending on the type of paint, wiping with soap and water may also remove paint. When doing paint touch-ups, use a small brush, applying paint only to the spot needing attention. Spackle may be used to cover any small defects prior to paint touch up. Touch-ups will sometimes be visible. When it is time to repaint a room, prepare the wall surfaces first by cleaning with a mild soap and water mixture or a reliable cleaning product. For stain touch-ups, products such as Old English Furniture Polish and Scratch Cover are inexpensive, easy to use, and blend in with the wood grain. Follow directions on the bottle.

8.30 Patios

Patios and other structures that you add to your home will not be the responsibility of SMBZ Construction. We suggest that before you begin any addition to your home, you check with your Homeowners Association and local building officials. This is to make certain that your plans are in compliance with state and local building codes and the CC&R's. It is likely that building permits will be required. A licensed contractor is best qualified to perform this work. If you install patio covers, consult a professional for proper methods of affixing the covers to your house. Improperly-installed patio covers can cause water leaks which can result in severe damage to your home and its contents which are not covered under SMBZ Construction's Limited Warranty. If you install patios, patio covers, or hardscape relating to patios or yard improvements, you need to have them designed and installed in a manner which does not disrupt proper homesite drainage and which will accommodate expansive soil movement, backfill settlement, lateral fill extension and/or "slope creep." Please see and reference the Grading, Drainage and Landscaping sections of this Manual. You should consult with a professional engineer and contractor to make sure these issues are properly addressed.

8.31 Pests

New home construction on previously undeveloped land creates an environment that attracts many unwanted pests. Unwanted insect pests and rodents may enter any home at any time through open doors, unscreened louvers, etc. Pests and any damage they cause are not covered under SMBZ Construction's Limited Warranty. Professional exterminators are recommended, especially in the case of insects. Termites are a special problem and prevention is easier than eradication. Fight termite invasion by making sure the wooden portions of your home do not touch soil directly, and by keeping all exposed exterior wood painted. In certain areas, an annual professional termite inspection is a relatively inexpensive preventive measure. Your grading was designed to be a minimum of 6 to 8 inches below the wood sills when the home was completed. Maintain this grade as it will help keep termites and insects out. If your yard includes slopes, gophers, ground squirrels, mice, and other burrowing animals may be present. These animals can wreak havoc with slopes by creating tunnels or burrows. These burrows, while only a few inches in diameter, allow soil erosion to begin deep in your slope. During a rain or with the use of irrigation, water may enter the burrow and carry loose soil away. Over time, the burrow can enlarge and collapse, destroying your slope. It is important that a professional pest control expert be contacted for proper removal of burrowing animals. During construction of nearby neighborhoods, other animals may attempt to invade your home. These may include coyotes, opossums, raccoons, skunks, mice, ants, birds, bees, snakes, and other wildlife. SMBZ Construction is not responsible for removal of these animals or for repair of any damage they cause.

8.32 Plumbing System

We recommend that you become familiar with your plumbing system as soon as you move in. You should know the location of the main shut off and individual shut offs in all the bathrooms and the kitchen. In the event of a plumbing emergency, you must close the main water shutoff for the house at once. Flowing water can cause severe damage to your home and its contents. The main water shutoff for the house is normally located in the front yard or flower bed. The exact locations of all shutoffs in your house will be shown to you during your New Home Orientation. A shutoff valve for the property is also located at the water meter. The SMBZ Construction Representative will identify the water shutoffs during your New Home Orientation. Please make certain that everyone in your household knows the locations of the main shutoff valves. Other water shutoffs are located under the sinks in the bathrooms and the kitchen. Each toilet has a shutoff valve behind the toilet bowl. Another water shutoff is located on the top of the water heater. It controls the flow of water to the water heater and should be closed in the event of a leak in the water heater. You and others in your home should know where these water shutoffs are and how they work. Each plumbing fixture in your home has a drain pipe specially designed to provide a water vapor barrier between your home and the sewer. The drain pipe or trap is the U-shaped area of pipe directly under the sink. The trap holds water which prevents the airborne bacteria and odor of sewer gas from entering your home. If any of your faucets are used infrequently, we suggest that they be turned on occasionally to replace the water in the trap lost to evaporation. Because of their shape, the traps are the most likely area to become clogged. Periodically check under kitchen and bathroom cabinets for leaks. A water pressure regulator may be installed at or near the main shut-off valve for the water supply to your home. Do not attempt to adjust the water pressure regulator yourself. It is designed to keep water line pressure surges from entering the home. Improper adjustment can burst the water lines and create severe water damage. If you think the water pressure needs adjustment, contact the water utility company or a licensed plumbing contractor.

Calcium Buildup

Also known as limescale, calcium buildup is a result of water that contains dissolved calcium salts moving through your pipes and flowing through your faucets and showerheads. When you have water with a high level of these calcium salts and other minerals, it is called hard water. (See Water Softener) If your hard water also has high iron content, the buildup can even appear rusty or yellow, potentially staining your sink or bathtub. It's possible to remove calcium buildup on faucets by soaking the fixture in White Vinegar.

Clogged Drains

Many plumbing clogs are caused by improper garbage disposal use. Always use plenty of cold water when running the disposal. Supplied with a steady flow of cold water, grease congeals and is cut up by the blades. If you use hot water, grease remains a liquid, then cools and solidifies in the sewer line. Allow the water to run a minimum of 15 seconds after shutting off the disposal. Clogged traps can usually be cleared with a plumber's helper (plunger). If you use chemical agents, follow directions carefully to avoid injury or damage to the fixtures or personal injury. Clean a plunger drain stopper, usually found in bathroom sinks, by loosening the nut under the sink at the back, pull out the rod attached to the plunger and lift the stopper out. Clean and return the mechanism to its original position.

Fiberglass or Acrylic Bathtub and Shower Stalls

Fiberglass or acrylic are lightweight materials which add beauty and style to bathroom tubs and showers. You can preserve the original high gloss finish by regular cleaning with a liquid soap or detergent. Do not use abrasive cleansers. Always rinse the walls and the door of the shower after each use.

Fixtures

Polished brass and other special finishes plumbing fixtures are susceptible to damage and staining if water is permitted to stand on the surfaces and by the use of an abrasive cleansing product. Most of the plumbing fixtures in your new home are plated with polished brass, bright chromium, or other finishes that are resistant to water corrosion. The plating materials forming these finishes are, however, relatively soft, and can be damaged with abrasive cleansers, scouring pads and tools. Clean the fixtures with warm soapy water and a soft sponge or cloth. Rinse with clear water and wipe dry to prevent spotting and soap buildup. If water is permitted to accumulate and stand at the base of the fixtures, corrosion and tarnishing can result. Always wipe the area dry. Hard water can spot and damage bright chromed plumbing fixtures. While this is not entirely preventable, you can minimize the staining and discoloration by drying the fixtures after each use. Avoid using excessive force when you turn your faucets on and off. The seals in the faucets can be damaged by such abuse in a short time. Faucets are equipped with aerators which mix air with the stream of water to prevent splashing. They need to be cleaned occasionally to remove a buildup of mineral deposits. When you notice that the stream of water has lessened, unscrew the aerator from the mouth of the faucet. Remove the debris and rinse the washers and screens. Replace the parts in their original order and screw the aerator onto the faucet. Perform this homeowner maintenance as needed, usually every few months. Exterior light fixtures, hose bibs, door hinges, door handles, door hardware, brass toe kicks, deadbolts and other exterior fixtures are all susceptible to tarnish from various weather conditions.

Frozen Pipes

Keeping your home heated at a normal level will help prevent pipes from freezing. The heat should be set not lower than 65F if you are away during the winter months. If you are away for an extended period of time, drain your water supply lines. Garage doors should be closed to protect plumbing in that area. Maintain proper insulation levels. During periods of extreme cold (less than zero degrees F), even properly installed and maintained pipes may freeze. If such extreme cold occurs, open cabinet doors to allow additional heat to reach the pipes, and turn on the faucets to a slight continuous drip to help reduce the possibility of frozen pipes. Freezing is more likely to occur near an outer wall that is exposed to winter winds. Never use an open flame to thaw frozen pipes. Defrost frozen pipes as follows: Begin by restoring heat to the affected area. Open all faucets connected to the pipe line so steam can escape during thawing. Begin thawing slowly at the frozen point nearest the faucet. Thaw slowly to prevent formation of steam, which can cause pipes to rupture or burst. A heat lamp set at least six inches from a plasterboard or wall panel will thaw the pipes behind it. For exposed pipes, use a hair dryer or rent a heat cable to wrap around the pipe. As the pipe thaws, move the source of the heat to the next frozen area until all piping has been defrosted. If drain traps have been affected, pour hot water into the drain until thawed. Do not use boiling water, since pipes can crack from such a drastic temperature change.

Noisy Pipes

Pounding or knocking sounds in the water system should be corrected immediately, since the resulting vibrations can damage plumbing line fittings and cause them to leak. There is one exception: Exterior hose faucets often produce a high-pitched noise caused by an attached vacuum breaker or back-flow preventer. This noise is normal and is not cause for concern. Noisy pipe problems can be identified and corrected as follows: The water heater temperature may be set too high, producing steam in the pipes. To resolve, gradually reduce the water heater temperature setting until the steam is reduced. Abruptly turning off a faucet in areas with high water pressure can produce a pounding or knocking sound. To resolve, slightly close the main shut-off valve. Air can get into the pipes. To resolve, open all interior and exterior faucets and run for a few minutes, allowing all air to pass through the system. It is not necessary to open exterior faucets if they have been winterized.

Exterior Hose Bibs

Exterior faucets called hose bibs may be either standard or frost free faucets. Frost free bibs do not require winterizing even in freezing weather; however, you must disconnect hoses, splitters and timers to drain all exterior water prior to the first winter frost. Conventional exterior hose bibs require winterizing before freezing weather. This procedure must be performed prior to the first frost to avoid rupture or bursting of the water pipes. Failure to winterize exterior hose bibs will void your warranty. You must winterize your home in cold climates to prevent exterior pipe freezing. If you are on a crawl space, close the vents if temperatures remain at 32 degrees or lower for a period of time; otherwise, leave them open. Always prepare your outside hose bibs for freezing weather. Your hose bibs are the only plumbing exposed to freezing temperatures and should be protected by covering them with an insulated cover (home care/hardware stores carry these). Make sure you always disconnect hoses as they can freeze and cause the hose bib to also freeze. Where applicable turn off the exterior hose bib shut off during this time.

Water Back-Flow Prevention

A vacuum breaker may be installed on the exterior hose faucet to prevent back flow and stop contaminated water from flowing back into the home water supply system via the garden hose. Where installed, these devices are a plumbing code requirement and may not be removed. With a vacuum breaker installed, it is normal to hear a humming or vibrating noise throughout the home when the exterior faucet is in use. This is caused by the array of washers built into the back-flow preventer and is not cause for concern.

Grinder Pumps

In most cases, a grinder pump sits in a tank that is located on the outside of the home and buried underground in a convenient section on the homeowner's property. Inside the tank is a wastewater holding compartment that fills up with the wastewater produced in your home from things like the toilet, shower, washing machine, sinks, dishwasher, etc. Once the holding compartment reaches a pre-set level of wastewater, the grinder pump will automatically turn on. At the bottom of the grinder pump is an impellor that will spin, which sucks in the wastewater and anything else that has made its way into the holding tank, such as toilet paper and human waste. The grinder pump will run for a few minutes, while the cutting blades grind the waste into tiny particles in the same way that garbage disposals do. The pump then forces the wastewater out of the tank and into a pressurized city sewer main. Once the level of wastewater in the tank has emptied, the grinder pump will automatically shut off.

Lift Pumps

Sewage / Wastewater lift stations, also called pump stations, are used for pumping wastewater or sewage from a lower to higher elevation, particularly where the elevation of the source is not sufficient for gravity flow. A lift station is an integral part of an effective sewage collection system. Raw sewage makes its journey underground in sloped pipelines that take advantage of gravity to keep costs down. This type of pipe system is commonly referred to as a gravity pipeline. In some situations, it's necessary for wastewater to enter the pipe system from a lower elevation. In order for the raw sewage to continue the journey towards a wastewater treatment plant, it needs to be efficiently transported to a higher elevation. This can't happen naturally for obvious reasons – it would defy the laws of gravity and physics. Fortunately, we have the wastewater. Eventually, the raw sewage reaches a storage container referred to as a wet well, which is essentially a holding cell that empties out once it reaches a predetermined level. While in the wet well, the wastewater is tested and carefully monitored in order to detect sewage levels. Coarse (solid) materials are removed at this stage. Once the wet well is full, a lift station pump will "lift" the sewage upwards using a pressurized sewer force main. A sewer force main is a system that consists of pumps and compressors. Its purpose is to elevate the wastewater to a higher elevation so that it can continue its inevitable journey towards treatment and recirculation.

Septic Tank

Some homes have a private sanitary system called a septic tank system. It is made of reinforced concrete or fiberglass and has a tank sized to meet local codes. It is an efficient sanitary system featuring a filter bed that acts as an absorption field. The tank accumulates sludge material and should be professionally pumped and flushed annually. Access for cleaning is located at the top of the tank. Required monthly maintenance flushing can be done through the commode using a yeast or other cleansing solution available at hardware stores. Follow the specific maintenance instructions provided for your system.

Shower Doors/Tub Enclosures

Always rinse the walls and door of the shower after each use. Inspect every six months, or at any sign of leakage, for proper fit and for deterioration of the rubber "sweep" at the bottom of the door. Adjust the door and replace the sweep if necessary. At the same times, inspect the caulking, and re-caulk where any separations appear.

Toilets

Toilets are made of vitreous china, a glasslike material that is highly resistant to staining. Clean your toilets with a toilet bowl cleaner and a brush or cloth. Vitreous china is brittle and will easily break or shatter if hit with a hard object. Water conservation regulations have mandated the use of low flow or water-saving toilets in new homes. These toilets use less water so they are important elements in the area's water conservation program. However, at times you may notice an incomplete flush. When this happens, allow the tank to refill, and then repeat the flush. Feminine products, diapers, and baby wipes should not be flushed in toilets. Always keep a plumber's plunger on hand to use in the event of a stoppage of a toilet. If a stoppage occurs, close the shutoff valve on the back side of the toilet. Usually, a few vigorous pumps with the plunger will free the obstruction. Stoppages that are not construction related are the responsibility of the homeowner. If you are unable to clear the obstruction yourself, we suggest that you call a licensed plumbing contractor. Most blockages in plumbing drains, including toilet drains, are progressive - they begin slowly and get worse over time until the drain is completely blocked. Use a plunger at the first sign of a slow drain. This simple step can prevent most serious drain blockages. Do not use drain cleaners for toilets. The harsh chemicals in drain cleaners can damage the toilet seals and cause a leak. If the flush valve fails or begins to leak, you can purchase a new flush valve at a home center or hardware store. If you are not entirely comfortable with this do-it-yourself project, a licensed plumbing contractor can perform this task.

Water Heater

Your water heater is covered by a warranty from the manufacturer. Please read the operating instructions that the manufacturer provides. Periodically, and no less frequently than every three months, check the area around the hot water heater for leaks. In the event of a leak in your water heater, turn off the water supply to the water heater, close the shutoff valve on the top of the water heater, and turn off its energy supply (gas supply line or electrical). Call the manufacturer listed on the front of the water heater to request service. If you discover you have no hot water, check the pilot, temperature setting, and water supply valve before calling for service. Refer to the manufacturer's literature for specific locations of these items and other "trouble shooting" information. If the water temperature is not hot enough, adjust the temperature at the water heater by following the manufacturer's instructions, which are usually printed on the tank. **If you have small children, do not set the temperature high enough that the children might accidentally burn themselves.** While some water heaters do not require additional insulation, we suggest that you consider an inexpensive water heater blanket when it is appropriate. This can save significantly on the cost of operating the water heater. These products are available at home center and hardware stores. Check the operating manual that came with your water heater before you add an insulating blanket. Your water heater should be drained and flushed every six months, or otherwise as according to the manufacturer's suggestions. This simple procedure will remove accumulated silt and debris so that the water heater is efficient and durable.

Water Lines

In the event of water leaks, consider this advice:

The main shutoff valve is located in the meter box in the front yard. Shut off the main water supply to the house. A shutoff for the house supply is located in the front yard or flower bed. Individual shutoffs are located adjacent to the kitchen and bathroom sinks, the water heater, the washer outlet and the toilets. Use these shutoffs for local leaks.

Water Softener

Your water softener is covered by a warranty from the manufacturer. Please read the operating instructions that the manufacturer provides. With the exception of initially entering your water hardness level, any regeneration timing parameters and refilling the salt, they just hum along and do their job. Although low-maintenance, there are a few easy ways you can make them work more efficiently and last longer. Avoid salt bridges and salt mushing. A salt bridge occurs when a hard crust forms in the brine tank and creates an empty space between the water and the salt, preventing the salt from dissolving into the water to make brine. Without the brine, the resin beads that soften your water can't do their job. Common causes of bridging include high humidity, temperature changes around the water softener or using the wrong kind of salt. You may have a salt bridge if your salt tank appears full but you know your water isn't soft. The quickest way to test for a salt bridge is to take a broom handle and carefully push on the top of the salt, using a little bit of pressure to break it up if it has solidified.

Salt mushing is the more serious of the two problems and happens when dissolved salt recrystallizes and forms a sludge on the bottom of the brine tank. This thick layer of salt keeps the water softener from properly cycling through the regeneration process, leaving your water hard and creating a serious blockage in the tank. If you test for a salt bridge but it doesn't break up when

pushing on it, salt mushing is probably the cause. Draining the softener of its water, digging out all the old salt and replacing it with fresh salt is the only way to fix this problem.

To avoid these salt snafus, opt for high-quality salt pellets, which greatly reduce the potential for any problems—especially salt mushing. Additionally, don't overfill your brine tank with salt. Keeping it half-full prevents older salt from sticking to the walls of the tank. Finally, it's important to manage the humidity level around your water softener. If it's too humid, condensation can occur in the brine tank, causing the salt to bond together and bridge.

Be selective with your salt choice. There are three basic types of water softener salt: rock, solar and evaporated. Rock salt, the least expensive, contains higher levels of insoluble minerals or impurities. Over time, this can result in a muddy tank, decreasing the softening efficiency while leaving impurities in your water. Solar salt, which is much more soluble than rock salt, is obtained by the evaporation of seawater and is found in both pellet and crystal form. The best option is evaporated salt, which is obtained through a combination of mining and evaporation. This is the purest form of salt at 99.99% sodium chloride.

In general, look for higher purity salts, which will leave less storage tank residue, lowering the likelihood of salt bridges and salt mushing, and will result in less maintenance. High-quality salts—and salts in pellet form—help eliminate bridging problems. Additionally, many leading brands also offer salt products that address specific issues, such as high iron concentration, rust stains and sodium alternatives.

Resin bed cleaner. Even though your resin beads are routinely recharged by salt, it doesn't hurt to flush the resin bed every few months with a water softener cleaner to keep it in top form. Over time, a water softener can become polluted with iron, silt, heavy metals and other organic compounds that cause your softener to lose its efficiency. To reduce the incidence of ineffective resin, simply pour the manufacturer's recommended amount of water softener cleaner down the brine well and regenerate the system manually. The cleaner is then discharged during the normal flushing process of the water softening cycle. This action keeps the resin "clean" and able to absorb as much calcium and magnesium as possible throughout its lifespan.

Clean the venturi valve. The venturi and nozzle create the suction to move brine from the brine tank into the resin tank during the regeneration cycle. Because of this, the venturi valve sometimes gets plugged with sand, sediment and dirt, so a clean valve is imperative for the water softener to work properly. Simply unscrew the valve cover (don't worry, there are no special tools required) and remove the internal parts, giving them all a good cleaning in soapy water. This process should be done twice a year to keep the water softening process smooth and efficient.

Jetted Baths

Some baths are equipped with an optional Jetted tub. The warranty will vary due to different manufacturers and this information is summarized in the appropriate manufacturer's warranty guide. Do not run the pump motor unless there are 2 inches of water above the jets. Running the pump with improper water levels will damage and void the pump warranty. Always turn the pump off during draining. Check for leaks periodically by looking around the base of the tub. Every two to three months, fill the tub with hot water and add a small amount of liquid dishwasher detergent. Run the pump for 10 minutes, drain, fill with cold water, then run again for 10 minutes. This will clean the inside pipes and internal pump parts.

8.33 Roofs

The roof on your home may be made of concrete tile or other roofing materials, such as asphalt composition or cedar shake shingles. While all of these materials will provide years of service and weather protection for your home, a few reminders on the maintenance of your roof could save a great deal of expense and discomfort in the future.

DO NOT WALK ON THE ROOF OF YOUR HOME. The weight of a person can easily break the tiles and destroy the masonry tile on the roof. Leaking may occur and costly repairs could be necessary. Access to your roof is not necessary under normal conditions. If access to your roof is required, call a professional roofing contractor for advice and assistance. Broken tiles that are discovered after your House to Home Delivery will not be the responsibility of SMBZ Construction. Inspection of your roof by a roofing professional at least once per year, and after severe weather or upon any sign of water intrusion through the roof, is recommended. Do not nail anything to your roof. Television antennas, cable dishes, and other potential attachments may not be allowed in your Neighborhood. If allowed, any such attachment should only be made by a licensed roofer. SMBZ Construction's Limited Warranty does not apply to attachments or roof penetrations that were not part of the original construction, or any damages resulting from such attachments or penetrations. Remove fallen limbs and other debris from your roof promptly. If large limbs have fallen onto your roof, visually inspect the nearby tiles for signs of damage. Repairs should be made by a professional roofing contractor.

Rain gutters, downspouts, valleys and roof to wall flashings should be kept free of debris such as leaves, twigs, bird defecation, and litter. Bird defecation and other such debris can block drainage and cause water to pool on your roof, and can result in the deterioration of underlayment and other components of your roofing system.

Inspect the gutters, downspouts, valleys, roof to wall flashings, and vent pipe flashings at least once each year and after each heavy rain or windstorm. Downspouts should be directed so that erosion of the soil is prevented. Connection to a yard drainage system is strongly recommended.

At least once per year, and after severe weather or upon any sign of water intrusion through the roof, you should have a maintenance inspection and "tune-up" of your roof by a roofing professional. Yearly inspections and maintenance by a roofing professional will help prevent or eliminate conditions which commonly result in roof failures.

8.34 Smoke and Carbon Monoxide Detectors

One or more smoke and/or carbon monoxide detectors have been installed in your home. The type of detector, the installation procedure, and the location(s) of the detector(s) are selected to meet the requirements of local and state building codes. Do not move or disable the detectors. If you feel the need for additional protection, consider purchasing additional detectors to be installed at additional locations. If your smoke or carbon monoxide detector requires batteries, the batteries should be replaced every year. You should conduct monthly testing of the smoke detector and other care or maintenance as provided in any manufacturer recommendations. Should your detectors "chirp," this is an indication that it's time to replace your battery.

8.35 Storm Water Pollution Prevention

Rainwater and irrigation pick up pollutants from many sources and carries them through the storm drain system and into local waters because the storm drains are not connected to the sanitary sewer system.

Sediment from erosion is not allowed in the storm drain system at any time. Stockpiles of sand, dirt or other landscaping materials that could be washed into the street and storm drain system are not allowed. Pesticides, herbicides, and fertilizers should be used sparingly, according to the directions and kept in the original containers. Recycle yard waste or compost it. Try to use non-toxic or biodegradable products whenever possible, especially on the exterior of your home. Use water sparingly on the exterior of your home and when washing your car. Sweep concrete driveways and sidewalks, rather than cleaning them with a hose. For further information regarding pollution prevention, please call your local city or county government.

8.36 Sump Pump

If your home is equipped with a sump pump, you should check periodically (at least every three months) to confirm that that the pump is functioning properly. If the pump drains to an exterior location or drain outlet, you should be able to visually observe water being pumped out of the sump pump system during its operation. Improper functioning or inadequate maintenance may lead to a buildup of water adjacent to the foundation. Regular and close observation of these conditions is important to help avoid water-related problems such as mold and/or incidental and consequential damages to personal property.

8.37 Walls

Your home has two types of interior walls: bearing and non-bearing. Non-bearing walls can be altered without structural damage, but alteration of a bearing wall must be done carefully to avoid reducing its bearing capacity. This should be done under the supervision of a licensed contractor. Some slight cracking, nail "pops," and/or seams may become visible in plaster, gypsum wallboard, drywall or sheetrock walls and ceilings. These occurrences are caused by the shrinkage of the wood and normal deflection of rafters to which the sheetrock is attached, are considered normal, and are a maintenance responsibility of the homeowner. They can be repaired by filling with spackling compound, smoothing with fine sandpaper, and then painting the entire surface. Popped nails do not alter the strength of the wall and should be left alone until time to repaint. Homeowners should repair nail pops and cracks as follows:

Reset protruding nails or screws slightly into the gypsum board surface or remove entirely. Place another drywall nail or screw in the stud two inches above or below the popped nail and gently hammer or set it slightly below the paper surface. Cover the area with spackling compound, allow to dry, sand smooth, and re-paint the surface. For drywall joint cracks, press a small V-shaped indentation using the back of a putty knife along the length of the crack, about 1/8 inch deep and 1/8 inch wide. Spackle, sand, and repaint as with nail pops.

To prevent cracks wider than 1/4 inch from reopening, first apply the spackling compound, cover the crack with a strip of fiberglass drywall tape, add another top layer of spackle, feathering the edges well. Sand to a smooth finish, then re-paint. Deep scrapes and indentations on drywall surfaces can be filled with two or three applications of spackling compound. Allow it to dry thoroughly, and sand between each application. Drywall imperfections can appear differently in changing light sources. In addition, drywall can develop small stress cracks over time. Please look over the drywall in your home during the New Home Orientation. Any imperfections that are visible from a distance of 5 feet away under normal lighting conditions will be addressed. Temporary,

unusually-strong light sources (like afternoon or morning sun and halogen lamps) can reveal imperfections that are typical of drywall and are not warranted.

8.38 Water Conservation

In the home, water conservation saves both water and energy, since energy is needed to heat water and run appliances. Every time a toilet is flushed, about 1.6 gallons of water goes into the sewer. Do not use the toilet for things that should go into the wastebasket. A partially full tub uses far less water than a long shower, while a short shower uses less than a full tub. Your home has been equipped with a water-saver showerhead. Always load your dishwasher to capacity before turning it on. Most models use between 15 to 25 gallons per run. The same rule applies to an automatic washer, which uses 40 or more gallons for each load. Repair all faucet leaks promptly to avoid letting valuable water run down the drain. Just a slow drip can add up to 15 to 20 gallons a day while 1/16 inch faucet leak wastes 100 gallons in 24 hours! Turn off the water while brushing your teeth or shaving to avoid wasting more water. Outside the home, the basic principle of lawn and garden watering is not to give the grass and plants more than they need. Water only when plants show signs of needing moisture. Water in the cool of the day to avoid excessive evaporation. Use herbicides and fertilizers sparingly according to the direction on the original container and avoid use if rain is forecast. Do not let the hose run while washing the car, use a bucket and biodegradable soap. Sweep down sidewalks and driveways rather than hosing them off. The storm drains are not connected to the sewer system and everything that enters goes directly into local waters.

8.39 Windows with Vinyl, Metal, or Wood Frames

Windows and sliding glass doors may be single or double-pane glass with wood, vinyl, or aluminum frames. Carefully examine all windows and glass during New Home Orientation. Glass or frames that are broken, scratched, or chipped will not be repaired after occupancy unless specifically noted at this time. Keep the window and door tracks free of dirt and debris. The tracks are soft and can become damaged if they are not kept clean. Use a broom or a brush to loosen collected debris. Vacuuming thoroughly should be a part of your regular cleaning routine. Avoid using abrasive cleaners as they may scratch or damage the aluminum or vinyl frame coating. After cleaning, apply paraffin (wax) to the locks and rollers to prevent corrosion. If windows and doors do not slide freely, an oil-free silicone lubricant can be used on the tracks. Do not use any oil-based lubricant. Oil attracts dust and dirt that become embedded in the lubricant and may damage the frames. Window and door frames have small weep holes at the bottom to permit water to drain from the tracks. Keep the weep holes open and free of debris. Avoid flooding window and door frame tracks. Excessive water can overflow the track and back up into your home. During high winds, air will penetrate your windows and door frames, especially through the weep holes. This is normal. The weep holes are necessary for proper ventilation and you should keep them clear at all times. Inspect the interior and exterior paint on your window trim annually. Use touch up paint as required. Repaint every two years or as necessary. Window screens should be removed and cleaned every six months with water and a mild soap. Inspect window screens annually for holes, tears, or other deterioration. Window screens should be repaired or replaced when and if necessary. The Limited Warranty does not cover holes or tears in window screens unless reported at the New Home Orientation. Window screens will not prevent children from falling through open windows to the ground below. The screen is not a barrier, and the fastening system for the screen will not support any weight beyond the screen itself. Do not allow children near an open screened window, or place any weight on, or push against a window screen. Similarly, do not place furniture near windows so that children have easy access to the window. Window glass should be cleaned with water and mild cleaning products designed for use on windows. Do not clean windows with solvents, abrasive pads, putty knives, or any products which can disintegrate the rubber gasket material. Doing so may result in deterioration of rubber gaskets and can result in leaks or fogging of dual pane windows. Do not clean windows with abrasive cleansers that may cause scratches. Do not spray windows or screens with a garden hose. This could cause water infiltration into the structure of your home that could lead to interior damage and/or mold. The appearance of moisture that occurs when warm, moist air comes in contact with a colder surface is called condensation. While moisture may appear on windows, this does not indicate a window problem. The most common cause is humid air inside the home hitting the cold surface of the window glass. Be aware that high indoor humidity, in combination with extremely cold weather, can turn window condensation into ice. Do not forcefully open windows or patio glass doors that freeze shut, as this will bend the frames and tracks. Do not apply window tinting materials made of film to double-glazed windows and doors. The use of these materials can cause a buildup of heat between the panes of glass. This excessive heat will destroy the seals and permit water condensation to form between the panes. Aluminum foil also causes a heat buildup between window panes and should not be used. Use of such products may void coverage under the Limited Warranty for the affected windows.

8.40 Wood Trim

See the discussion under "Painting," above.

9. MAINTENANCE SCHEDULE

9.1 After Move In

| Item/Location | Maintenance Required |
|-------------------|--|
| Deck | <ul style="list-style-type: none"> Apply preservative sealer to wood surfaces following manufacturer's instructions. Make future applications as necessary. |
| Electrical | <ul style="list-style-type: none"> Locate and label the main circuit breaker in the electric panel box and show family members how to turn it off in case of emergency. |
| Fire Extinguisher | <ul style="list-style-type: none"> Purchase a general-purpose fire extinguisher for each floor of the home, plus one small kitchen extinguisher for grease fires. Demonstrate proper usage to family members in case of an emergency. |
| First Aid Kit | <ul style="list-style-type: none"> Keep first-aid materials and a book on first-aid procedures in an accessible location |
| Flooring | <ul style="list-style-type: none"> Attach furniture protector's underneath furniture legs to protect hardwood, resilient and tile floors |
| Household Tools | <ul style="list-style-type: none"> Acquire basic tools to help you with normal home maintenance chores, to include: pliers, adjustable wrench, flat-blade and Phillips-head screwdrivers, claw hammer, hand saw, tape measure, caulk and caulking gun, putty knife, paint roller and brush, power drill and drill bits, assorted nails, brads, screws, nuts, bolts, sandpaper, utility knife, toilet plunger, and flashlight. |
| Landscaping | <ul style="list-style-type: none"> Follow your landscaping contractor's instructions for year-round landscaping care. Review and implement recommendations in the Landscaping and Grading section of this manual. |
| Plumbing | <ul style="list-style-type: none"> Locate and label the main water line shut-off valve and show all family members how to close it in case of a plumbing emergency. |
| Water Erosion | <ul style="list-style-type: none"> After the first heavy rain, check foundation for erosion and fill eroded areas. Ensure that splash blocks are correctly positioned to divert rain water away from the home. Thereafter, always be on the alert for erosion and take immediate action to fill eroded areas. |

9.2 Every Month

| Item/Location | Maintenance Required |
|-------------------------|--|
| Furnace/Forced Air Unit | <ul style="list-style-type: none"> Clean or replace filter as needed (e.g., more often during times of constant operation or heavy dust). NOTE: Do this check every month for the first six months, due to effects of leftover construction dust and debris. |
| Irrigation | <ul style="list-style-type: none"> Check for leaks and for improperly-functioning irrigation heads (especially any spraying the house, fencing, etc.). Turn off a full two turns. |
| Kitchen Fan Filter | <ul style="list-style-type: none"> Clean filter and fan housing. Eliminate built-up grease. |
| Plumbing | <ul style="list-style-type: none"> Check all sinks, toilets, showers and tubs, and the water heater for any leakage. Check and (if necessary) clean faucet aerator screens, if flow of water is reduced. Tighten fittings carefully; do not over-tighten or strip. NOTE: Do this check every month for the first six months. Clean disposal blades by grinding up ice cubes or as directed by the manufacturer, and freshen it with baking soda or other products as recommended by the manufacturer. |

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| Smoke Detector | <ul style="list-style-type: none"> • Test for proper operation. Clean and/or vacuum openings as necessary. |
| Sump Pump | <ul style="list-style-type: none"> • Check for proper operation. |
| Windows | <ul style="list-style-type: none"> • Vacuum tracks. • Confirm weep holes clear and open. |
| Wood Cabinets | <ul style="list-style-type: none"> • Review cabinet manufacturer recommendations as to proper products to maintain the finish of the wood cabinets. |

9.3 Every Three Months

| Item/Location | Maintenance Required |
|--------------------------------|--|
| Interior and Exterior Caulking | <ul style="list-style-type: none"> • Check condition of caulking at sinks, bathrooms, tubs, showers, etc., for gaps or other deterioration. • Re-caulk where needed to prevent water intrusion. • Check for cracks or separations in caulking around sinks, bathtubs, toilets, faucets, tile walls, resilient and tile floors, window sills, and any other areas originally caulked by SMBZ Construction. Use appropriate caulking to repair these areas. |
| Concrete | <ul style="list-style-type: none"> • Clean all oils and grease. • Confirm no ponding of water against concrete foundation or flatwork. |
| Exterior Doors | <ul style="list-style-type: none"> • Inspect finish for peeling and cracking. • Touch-up where required. • Polish tarnished hardware. • Adjust thresholds and weatherstripping as needed. |
| Garage Door | <ul style="list-style-type: none"> • Inspect mechanism for smooth operation. • Lubricate hinges, hardware and opener chain/drive, as needed. |
| Interior Doors | <ul style="list-style-type: none"> • Lubricate hinges. • Tighten knobs, as necessary. • Check doorstops for proper operation. |
| Landscaping | <ul style="list-style-type: none"> • Confirm maintenance of proper and effective drainage, with no persistent puddles after irrigation or rain. |
| Plumbing | <ul style="list-style-type: none"> • Check water supply lines and valves to sinks and toilets. Tighten if loose or leaking. • Check pipes and drains for water leakage |
| Basement/Crawl Space | <ul style="list-style-type: none"> • Check for excess moisture and any loose insulation. |
| Windows | <ul style="list-style-type: none"> • Lubricate rollers and latches. • Check caulking, and re-caulk as appropriate. • Check all window sills and baseboards for any signs of leaks or mold. • Apply new weatherstripping as necessary. • Inspect weeps. • Repair or replace screens as needed. |

9.4 Every Six Months

| Item/Location | Maintenance Required |
|---------------|--|
| Countertops | <ul style="list-style-type: none"> • Inspect for separations at sinks and backsplash. |

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| Faucet Aerators | <ul style="list-style-type: none"> • Check water flow. • Clean screens if needed. |
| Smoke Detector | <ul style="list-style-type: none"> • Test for proper operation. Clean or vacuum opening as necessary |
| Garage Doors | <ul style="list-style-type: none"> • Adjust travel and tension. |
| Gutters | <ul style="list-style-type: none"> • Clean out debris and confirm water is exiting to an appropriate drainage device or location away from the structure. |
| Shower Doors | <ul style="list-style-type: none"> • Inspect for proper fit and leaks. • Inspect caulking and re-caulk where necessary. |
| Exterior Doors | <ul style="list-style-type: none"> • Lubricate hinges and locks if required |
| Tiled Areas | <ul style="list-style-type: none"> • Inspect for loose or missing grout or caulking. • Re-grout or re-caulk where necessary. |
| Tub Enclosures | <ul style="list-style-type: none"> • Inspect for proper fit and leaks. • Inspect caulking and re-caulk where necessary. |
| Water Heater | <ul style="list-style-type: none"> • Flush to remove accumulated sediment and service pursuant to manufacturer recommendations. • Confirm no leaks. |
| Fire Sprinklers (if any) | <ul style="list-style-type: none"> • Visual inspection to ensure nothing interferes with the designed operation: No attachments to sprinkler heads (e.g., paint, overspray, hanging items, etc.) and/or no adjacent installations (e.g., false beams, covers, etc.) within 18 inches in any direction of the sprinkler head. • Check fire extinguishers to make sure they are fully charged. |
| Service HVAC | <ul style="list-style-type: none"> • Have a Licensed Professional perform Bi-Annual Service. |
| Weatherstripping | <ul style="list-style-type: none"> • Inspect, adjust, and replace if necessary at all exterior doors. |

9.5 Every Year

| Item/Location | Maintenance Required |
|--------------------------|--|
| Cabinets | <ul style="list-style-type: none"> • Check drawers and hinges for proper alignment. Tighten and adjust as necessary. |
| Deck | <ul style="list-style-type: none"> • Check and tighten all deck bolts. • Replace damaged pickets, rails and boards. Replace warped boards that create a trip hazard. • Re-seal wood surfaces with a preservative as necessary, following manufacturer's instructions. |
| Crawl Space | <ul style="list-style-type: none"> • Inspect your crawl space for excess moisture and any loose insulation. |
| Exterior Doors | <ul style="list-style-type: none"> • Inspect finish for peeling and cracking. If necessary, re-finish or re-paint to minimize peeling or deterioration of paint or door. • Check and tighten door hardware and lubricate as necessary. • Check weather-stripping and replace or adjust as needed. |
| Exterior Paint | <ul style="list-style-type: none"> • Inspect for cracked or peeling paint. • Re-paint and repair damaged areas as needed. |
| Fire Sprinklers (if any) | <ul style="list-style-type: none"> • Consider having the system inspected by a professional every one year. Also check with your local fire department to see if they provide courtesy inspections of fire sprinklers. Any repairs needed should be made by a qualified fire sprinkler service contractor. |
| Garage Door | <ul style="list-style-type: none"> • Contact a garage door service company for necessary adjustment to the garage door's tension rods. |

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| Laundry Room Floor Drain | <ul style="list-style-type: none"> • Check and clean for proper drainage operation. |
| Patios, Decks and Balconies | <ul style="list-style-type: none"> • Re-seal all surfaces in a manner consistent with sealant manufacturers' recommendations (when applicable). |
| Plumbing Shut Off Valves | <ul style="list-style-type: none"> • Check for proper operation by closing/completion, testing, and then re-opening. |
| Roofs | <ul style="list-style-type: none"> • Visually inspect for dirt and debris in valleys, flashings, gutters and downspouts. • Clean and have roof inspected by a roofing professional before the storm season. |
| Septic Tank | <ul style="list-style-type: none"> • Have system professionally inspected. |
| Smoke Detectors | <ul style="list-style-type: none"> • Replace batteries. |
| Brick, Stucco | <ul style="list-style-type: none"> • Check for efflorescence and remove. • Check for leaks, and repair leaking conditions. • Clean and seal, if desired. |
| Sump Pump | <ul style="list-style-type: none"> • Clean sump pump following manufacturer's instructions and the directions in the Plumbing Fixtures section of this manual. |
| Tiled Areas | <ul style="list-style-type: none"> • Check all grout and caulking; re-grout or re-caulk as needed. |
| GFCI | <ul style="list-style-type: none"> • Test for proper operation |
| Driveway | <ul style="list-style-type: none"> • If desired, apply sealer per manufacturer's instructions after move-in. Make future applications as necessary. |
| Wood Fencing | <ul style="list-style-type: none"> • Inspect posts, rails and boards. • Eliminate earth to wood contact. • Adjust sprinklers to prevent saturation. • Re-seal or re-paint as needed. |

9.6 Every Winter

| Item/Location | Maintenance Required |
|---------------------------------|---|
| Air Conditioning Condenser Unit | <ul style="list-style-type: none"> • Cover condenser with an approved condenser cover during winter months. |
| Crawl Space Vents | <ul style="list-style-type: none"> • Close all crawl space vents, to prevent cold air, ice and/or snow from infiltrating into crawl space. |
| Furnace | <ul style="list-style-type: none"> • Install new furnace filter each winter, to maximize air flow for winter months. • Check fuses to make sure they are in proper working order. |
| Gutters & Downspouts | <ul style="list-style-type: none"> • Make sure the gutters and downspouts are free of debris, to minimize ice damming and to allow proper drainage during freeze/thaw cycles. |
| Sprinkler Vacuum Breakers | <ul style="list-style-type: none"> • Blow out and drain all sprinkler lines and vacuum breakers before frost develops. |
| Water Spigots (Exterior) | <ul style="list-style-type: none"> • Disconnect all hoses before frost develops. • Do not leave hoses connected overnight during winter months. |

9.7 Every Spring

| Item/Location | Maintenance Required |
|-------------------------|--|
| Air Conditioning System | <ul style="list-style-type: none"> • Have HVAC contractor perform seasonal maintenance check-up for summer. |

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| | <ul style="list-style-type: none"> • Ensure that air supply registers are not blocked by rugs, draperies and furniture. • Check HVAC back-up drain pan located in attic to ensure that it is free of debris. |
| Hose Bibs | <ul style="list-style-type: none"> • Turn exterior faucets on by reversing the winterizing process. • Test for leaks |
| Roofing | <ul style="list-style-type: none"> • Visually inspect roof from the ground for loose, warped, torn, or missing shingles. Contact roofing contractor should repairs be required. • Have a contractor check and clean gutters, downspouts and splash blocks, inspect for ice or winter damage, and repair gaps in flashing and soffits. • Hire a contractor to check skylights for loose flashing and gaps in caulking. |

9.8 Every Fall

| Item/Location | Maintenance Required |
|--------------------|--|
| Exterior Hose Bibs | <ul style="list-style-type: none"> • To prevent exterior pipe freezing, turn off and drain exterior hose bibs. Keep hose disconnected. |
| Fireplace | <ul style="list-style-type: none"> • Have chimney professionally cleaned as necessary. • Check firebox for loose fire brick or mortar. |
| Heating System | <ul style="list-style-type: none"> • Have HVAC contractor perform seasonal maintenance check-up for winter |
| Irrigation System | <ul style="list-style-type: none"> • Have your landscaper turn off your system and bleed the lines to avoid freezing. |
| Roofing | <ul style="list-style-type: none"> • Have a contractor clean and check gutters for leakage and roof valleys for debris. • Check alignment of gutters, downspouts and splash blocks to ensure that water is properly diverted away from the home. |