



# Pathway to Homeownership

Your Guide to Taking Care of Your New Home



*KHovnanian*<sup>®</sup>  
Homes

# Table of Contents

## Pathway to Home Ownership

<b>01</b>	Introduction . . . . .	1-8
<b>02</b>	Purchase Agreement . . . . .	9-10
<b>03</b>	Financing Your New Home . . . . .	11-12
<b>04</b>	Personalizing Your New Home . . . . .	13-18
<b>05</b>	Construction of Your New Home . . . . .	19-24
<b>06</b>	Gold Key Orientation . . . . .	25-26
<b>07</b>	Gold Key Closing . . . . .	27-30
<b>08</b>	Homeowner Service . . . . .	31-34
<b>09</b>	Home Care & Maintenance . . . . .	35-92
<b>10</b>	Limited Warranty . . . . .	93-94
<b>11</b>	Consumer Product Warranties & Manuals . . . . .	95-150
<b>12</b>	Notes & Memory Pages . . . . .	151-154
<b>13</b>	Standard of Performance . . . . .	155-172





# 1

## Section 1 | Introduction

---

# Section 1 | Introduction

What could be more exciting than purchasing a new home? Building your new dream home with K. Hovnanian® Homes! The process can seem complex at times with many details that need to be coordinated, but we are committed to helping you navigate through every aspect of your new home purchase. Building a home is an investment of your money, your emotions and your valuable time.

## COMPANY HISTORY

The value of a priceless heritage is measured by the purpose and dedication of its heirs. As a company devoted to building communities of excellence, K. Hovnanian® Homes is heir to a history of solid success, financial strength, award-winning standards of homebuilding quality and an authentic commitment to customer satisfaction. Sharing this heritage with you, as your homebuilder, is both our mission and our privilege.

In 1959, Kevork S. Hovnanian envisioned a homebuilding company whose homes would provide lasting advantages and reward the people who owned them for many years to come. K. Hovnanian® Homes has become, and continues to be, one of the nation's most respected homebuilders. Whether you are purchasing your first home, moving up to a larger home to accommodate your growing family, seeking an upscale mid-rise condominium or country estate, or looking for an upgraded lifestyle in one of our Active Lifestyle communities, K. Hovnanian® Homes can help you find the home of your dreams.

To this day, our greatest pride is knowing that over the years we have earned the trust of hundreds of thousands of homeowners. We know that your home is the foundation for your family's lifestyle, and we honor that philosophy by making sure your new home meets our standards. We are especially pleased by the number of first-time buyers of our homes who have relocated or moved up to another K. Hovnanian® home—an honor that underscores their confidence in us. Now in its second generation of family leadership, K. Hovnanian® Homes continues to be known as "The First Name in Lasting Value®."

We want you to know that the company building your home has built a sound legacy of business success. Hovnanian Enterprises, Inc. is traded on the New York Stock Exchange and has continually grown in financial strength to rank among the top ten homebuilding companies in America. This strength assures you that your home and neighborhood are the result of our dedication and commitment.

## WHAT IS THE HOMEOWNER'S GUIDE?

The purpose of the Homeowner's Guide is to provide you with detailed information regarding each step of the home buying process. Your Homeowner's Guide is filled with useful information that will lead you from signing your Purchase Agreement to working with Homeowner Service if you should need them.

The Homeowner's Guide is arranged in chronological sections to give you an understanding of what to expect and who to communicate with during each step. Within this guide, several meetings and milestones are discussed, and we need your participation to ensure timely completion of your new home.

## OVERVIEW

Each section will go into detail of the homeownership process.

**Below, you'll find the major points of each, many of these will require your attendance or attention during regular business hours, Monday through Friday, usually between 8:00 am and 4:30 pm. Please keep in mind that this may require you to schedule time out of the office or home.**

We will give you advance notice for all meetings and deadlines to help manage your schedule. In order for K. Hovnanian® Homes to meet your Estimated Closing Date, it is important for you to pay special attention to the sections of the Homeowner's Guide where meetings are noted. We appreciate your cooperation and future participation in building the home of your dreams.

# Section 1 | Introduction

## Purchase Agreement

Your Purchase Agreement consists of the Terms and Conditions, the Summary of Basic Provisions together with any Addenda attached. Please make sure to review these documents carefully.

## Loan Application

Once you have signed the Purchase Agreement, the next step is to confirm the details of your chosen financing option for your new home. K. Hovnanian® Homes has developed business relationships with some of the area's leading financial institutions and have created innovative programs just for our customers so we can make your dream home a reality. Our goal is to provide you with the best financing options available so that your new home purchase is as easy and affordable as possible. <sup>1</sup>

## Home Design Gallery

This is the most exciting part! However, it can also be the most overwhelming. At K. Hovnanian® Homes, we believe that a new home should ultimately reflect your own personality and lifestyle, and our Design Consultants at the K. Hovnanian® Homes Design Gallery are trained to individually guide you to confident design decisions that will make your house unique and personal, a place to call home. To keep your home on schedule and to keep costs affordable, you will only have 7 days to make changes.

## Gold Key Introduction (where applicable)

The Pre-Construction Orientation typically occurs prior to the actual start of construction. You will meet your Community Construction Manager who will:

- Confirm all Designer selections have been selected
- Review home location on your homesite
- Review drainage and grading
  
- Describe the major stages of construction
- Answer any questions you may have

## Gold Key Frame Walk

You're almost there! At this point of construction your home is really taking shape. It is framed, rough electrical, plumbing and mechanicals have been installed and your homesite has been "rough graded." Your Community Construction Manager will call you to schedule the Pre-Drywall Orientation. During your Orientation, you will learn more about our construction process and get an overview of what to expect from this point forward.

## Gold Key Orientation

We will introduce you to your new home; explain its operating systems, give you some great home maintenance tips and make sure you understand our homeowner service procedures. This is also your opportunity to identify any concerns you may have with your home. During this meeting, we will review the Homeowner's Guide, which contains helpful ideas and the phone numbers for our Homeowner Service Department if you should come across any concerns in after you move in.

## Gold Key Delivery

On the day of closing, you will have an opportunity to ensure that all of your concerns are addressed and/or corrected. Our goal is to complete all items prior to closing with the exception of items that are impacted by seasonal conditions as well as items that may be back ordered.

## Closing of Your New Home

The closing of your new home takes place after the home is complete and a certificate of occupancy has been issued by local zoning officials. This means it's time for us to work with your lender to transfer of title of your new home to you from K. Hovnanian® Homes, upon payment of the purchase price.

## Homeowner Service

We pride ourselves on building value and quality into every home. If you discover any warrantable items after you move in, we have a Homeowner Service Program

<sup>1</sup> K. Hovnanian® American Mortgage, LLC. 3601 Quantum Boulevard, Boynton Beach, FL 33426. NMLS #3259 ([www.nmlsconsumeraccess.org](http://www.nmlsconsumeraccess.org)). Licensed by the Ohio Division of Financial Institutions. K. Hovnanian® is not acting on behalf of or at the direction of HUD/FHA or the Federal government. MBM.850228.000 Ohio Residential Mortgage Lending Act Certificate of Registration.

# Section 1 | Introduction

to meet your needs. After the Gold Key Delivery, our Homeowner Service Department is your contact for any concerns you discover as you settle into your new home. After you move in, we have a Homeowner Service Program to meet your needs. As of your Gold Key Delivery, our Homeowner Service Department is your contact for any concerns you discover as you settle into your new home.

## Warranty

K. Hovnanian® Homes provides you with a Limited Warranty for your home. Please consult your Limited Warranty booklet for further explanation or ask a Homeowner Service Representative for guidance.

## QUALITY PROGRAMS AND CUSTOMER SATISFACTION

The quality of your new home is the direct result of our systematic approach to proactive construction planning and diligent construction supervision. Your Community Team prides itself in the steps they take to ensure your new home lives up to the K. Hovnanian® Homes' slogan, "The First Name in Lasting Value®."

We strive to make your homebuilding experience as smooth and fun as possible through the use of a quality process which includes:

- Regular communication with your sales consultant. Don't be surprised if they become your best friends, it happens a lot!
- Construction Orientation walk throughs at Gold Key Introduction, Frame, and Orientation with your Community Team.
- Phase inspections conducted by our Quality Assurance Department and local authorities prior to your closing.

K. Hovnanian® Homes is committed to earning your trust through open communication, responsiveness and respect before and long after you have settled in your new home. In our effort to continually improve, we welcome your comments on our performance at

all times, but particularly through responses to our Homeowner Satisfaction Surveys.

## Homeowner Satisfaction Surveys

Our goal is to provide you with the best home buying experience we can, and your feedback is invaluable in helping us attain that goal. The surveys you will be requested to respond to are as follows:

45-60 Day Post-Closing Survey – Approximately forty-five (45) to sixty (60) days after the closing of your new home, you will receive a survey by email or telephone which will request your feedback on your home buying experience up to this point in time. Please let us know what you enjoyed about building your new home and where we can improve. We use these surveys for training our employees.

12-month Post-Closing Survey – Prior to the end of your first year in your new home you will be requested to complete this survey by email or telephone. This survey provides you with the opportunity to evaluate the overall quality of your home and the performance of our various departments.

## Your Community Team Is Here For You!

Remember your Sales Consultant is here to help answer any questions you may have at any point in the process. If at any time you feel that your responses to the surveys would be less than a, "I'll recommend K. Hovnanian® Homes to my family and friends," please contact your Sales Consultant. **Please bring your Homeowner's Guide to all scheduled meetings.**

## COMMUNITY TEAM

Throughout the building process, you'll be introduced to a lot of people. Two-way communication is vital part of our relationship with you. Understanding what is happening and knowing whom to contact can smooth the process. It is our responsibility to establish and maintain clear lines of communication. The professionals listed below are glad to assist you or find the answers to your questions. See the Community Team Contact Information at the end of this section.

# Section 1 | Introduction

## Sales Consultant

Your Sales Consultant is your primary point of contact. They facilitate the process by securing Purchase Agreements for the purchase of new homes, assisting in securing financing, and facilitating the explanation of designer and structural options for your home.

Your Sales Consultant is:

\_\_\_\_\_

Phone Number: \_\_\_\_\_

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

\_\_\_\_\_

## Sales Assistant

Your Sales Assistant might have been the first K. Hovnanian® Homes' Associate to greet you during your first visit to your community. Their primary role is to support the Sales Consultant by welcoming guests, providing community information and performing administrative duties in order to ensure a positive homebuilding experience for all current and future homeowners. Not all sales offices have a sales assistant.

## Design Consultant

Your Design Consultant will meet with you at our Home Design Gallery and assist you with personalizing your dream home. Their primary role is to explain and assist you in making your design choices. They also ensure your design choices are made in a timely manner so we can begin building your new home.

Your Design Consultant is:

\_\_\_\_\_

Phone Number: \_\_\_\_\_

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

\_\_\_\_\_

## Senior Community Construction Manager

Your Senior Community Construction Manager serves as an area manager and oversees subcontractors, suppliers, customers, and government inspectors. They also ensure compliance with all federal, state, and local procedures and regulations.

Your Senior Community Construction Manager is:

\_\_\_\_\_

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

\_\_\_\_\_

## Community Construction Manager

Under the direction of the Senior Community Manager, your Community Construction Manager monitors all homes to ensure each home is completed on time and with high standards of workmanship. They know your new home in and out since they manage the homebuilding process and direct our trade partners. They are tasked with adhering to the company's rigorous safety, quality and customer satisfaction programs.

Your Community Construction Manager is:

\_\_\_\_\_

Phone Number: \_\_\_\_\_

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

\_\_\_\_\_



# Section 1 | Introduction

## Assistant Community Construction Manager

Under the direction of the Senior Community Construction Manager or the Community Construction Manager, your Assistant Community Construction Manager is also responsible for ensuring your home is completed on time and with high standards of workmanship. They help the Community Construction Manager manage the homebuilding process. Not all communities will have an Assistant Community Construction Manager.

Your Assistant Community Construction Manager is:

\_\_\_\_\_

Phone Number: \_\_\_\_\_

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

\_\_\_\_\_

## Homeowner Service Manager

Your Homeowner Service Manager's primary role is to ensure that your homeowner service requests are handled promptly, professionally and efficiently. Please call 1-877-832-6231 for all Homeowner Service Inquiries. **Any issues or concerns may need to be handled during business hours and will require your attendance.**

## Sales and Closing Coordinator

Your Sales and Closing Coordinator performs all tasks associated with processing Purchase Agreements and facilitating closings. Their primary role is to coordinate all closing activities and ensure K. Hovnanian® Home's Closing documentation is accurate.

# Section 1 | Introduction

“Welcome to the K. Hovnanian® Family!

## APPOINTMENT LOG

Please fill in the following appointment dates as you schedule them.

### Decorator Selection Appointment

Scheduled by your assigned Design Consultant. Please allow three to four hours for this appointment, the appointment will be held at our Home Design Gallery. The purpose of your final Decorator Selections Appointment is to complete your Personal Choices.

\_\_\_\_\_  
DATE

\_\_\_\_\_  
TIME

### Gold Key Introduction

Your Sales Consultant will schedule this meeting to review all design and structural options, as well as your homesite with your Community Construction Manager and Sales Consultant. This meeting will take place at your homesite (weather permitting) or in the Sales Office.

\_\_\_\_\_  
DATE

\_\_\_\_\_  
TIME

### Gold Key Frame

Scheduled by your Community Construction Manager, the purpose of this pre-drywall frame walk is to confirm that all of your options in your new home are being installed correctly. This meeting will take place at your new home.

\_\_\_\_\_  
DATE

\_\_\_\_\_  
TIME

### Gold Key Orientation

The Pre-Closing Orientation is a tour of your home with a member of your community team to demonstrate the features of your new home and to discuss its care, maintenance and warranties.

\_\_\_\_\_  
DATE

\_\_\_\_\_  
TIME

### Gold Key Delivery

Prior to closing, you and your sales consultant will ensure that all items listed from the Pre-Closing Orientation have been addressed and/or corrected.

\_\_\_\_\_  
DATE

\_\_\_\_\_  
TIME

**Please bring your Homeowner’s Guide to all scheduled Meetings.**



# 2

## Section 2 | Purchase Agreement

---

# Section 2 | Purchasing Your New Home

## **PURCHASE AGREEMENT**

Don't let the number of legal documents scare you! Included in the Purchase Agreement along with several related addenda are your terms and conditions—and any associated addenda attached thereto—the Summary of Basic Provisions, and the Amendments to Purchase Agreement—once your design choices are complete. They have been thoroughly reviewed and comply with all state real estate laws, but we always encourage buyers to have these documents reviewed by an attorney to assist you in preparation for closing.

## **ESTIMATED CLOSING DATE**

At the time of contract, you should receive an estimated closing date. For construction-to-permanent loans, it is used to project a thirty (30) day period within which we expect to complete and settle your new home. For End Loans, your estimated closing date can be anywhere from 30 days to 5 months after you sign your purchase agreement, depending on the stage of construction.

As your new home progresses, we will provide you with updates and/or delays that may affect your closing date. Please note, if you choose a Construction-to-Permanent loan, you should close on your **property** approximately two months after the contract date, and you should close on your **home** 4-5 months after signing your purchase agreement.

## **MILESTONES**

Now that you have signed a Purchase Agreement for your new home, you should be aware that there are several items that will require your immediate attention:

- **Structural Selections Home Release**

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

The date by which all home specific Structural Selections must be complete.

- **Mortgage Contingency**

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

The date by which you will need a written Mortgage Commitment.

- **Additional Deposit(s)**

**Please refer to your earnest deposit schedule.**

The date by which the balance of your deposit is due.

- **Designer selections**

**Release Date:** \_\_\_\_\_

The latest date to complete your Decorator Selections.

## **Building Your Home**

K. Hovnanian® Homes is dedicated to delivering your home on time as communicated to you throughout the process. It is essential that you complete the milestones above on time, as recommended by your Sales Consultant and Design Consultant. Timely completion of these milestones will enable our construction team to begin production of your home and ultimately deliver your home on time.





## Section 3 | Financing Your New Home

---

# Section 3 | Financing Your Dream Home

## Loan Application

Once you have signed the Purchase Agreement, the next step is to confirm the financing details for your home. K. Hovnanian® Homes has developed relationships with some of the area's leading financial institutions and have created innovative programs just for our customers in order to make your dream home a reality. Our goal is to provide you with the best financing programs available so that your new home purchase is as easy and affordable as possible!

**Please note, incentives are conditioned upon the use of K. Hovnanian® American Mortgage, LLC or one of our three other preferred lenders. In this case, the greater of the first \$10,000 of incentives offered or 3.0% of the sales price is tied to the customer using K. Hovnanian® American Mortgage, LLC. If a customer chooses to not use K. Hovnanian® American Mortgage, LLC, any incentive offered will be reduced by the greater of the first \$10,000 or 3.0% of sales price. Unless otherwise specified, incentives may be applied toward closing costs, upgrades or options. K. Hovnanian® American Mortgage, LLC.**

## MORTGAGE APPLICATION PROCESS

To apply for a mortgage, you'll need your employment, income, assets, liabilities, and real estate owned for all borrowers. Your lender will verify this data, so it is important that it is complete and accurate. After the mortgage application is complete you will receive an approval letter from your lender—don't worry if you see conditions, it's a common occurrence! The sale of a previous home or evidence of liquid funds for closing are two examples.

**Please do not send original documents to the mortgage company when submitting documentation.** We encourage you to keep a copy of everything you send in your personal files. Please discuss any

concerns you may have about such conditions with your lender and obtain any requested documentation as soon as possible. The lender should work with you to satisfy all conditions requested by the mortgage company.

## MORTGAGE DOCUMENTS

Below is a list of documents you may encounter with financing your home.

### Letter of Approval

Notification that you have been approved for a specific mortgage amount.

### Document Checklist

This checklist contains a list of the documents the mortgage company requires you to submit prior to issuing a Commitment.

### Credit Report and Appraisal

Your lender will order a credit report and an appraisal. Your credit report indicates the amount of money you owe to each of your creditors, minimum monthly payments and your payment history. The appraisal confirms the value of the home you are purchasing and is ordered from an independent appraisal company.

### Loan Estimate

The Loan Estimate provides a detailed breakdown of your estimated closing costs which you will incur at closing. Some of the numbers listed on this form are pro-rated (i.e., homeowner's insurance, association fees, property taxes and interest) and are subject to change based on the actual date of closing. Others are set fees that should remain the same.

### Closing Disclosure

A closing disclosure provides the final details about the mortgage loan you have selected. It includes the loan terms, your projected monthly payments, and how much you will pay in fees and closing costs. NOTE: You will not receive a Closing Disclosure if you choose a reverse mortgage you will—instead—receive a HUD-1 Settlement Statement and a final

# Section 3 | Financing Your New Home

Truth-in-Lending Disclosure. If you choose to pay in cash, you will receive a HUD-1 Settlement Statement.

## MORTGAGE COMMITMENT

After you receive your mortgage documents, approval letter and your submission of the required documentation to the mortgage company, you will receive an initial commitment from the mortgage company. If any of the documents requested by the mortgage company have not been submitted to the mortgage company in a timely manner, your final Commitment may take longer. Until the mortgage company has all the required documentation, your Commitment is pending. **Your agreement with K. Hovnanian® Homes requires that you have an initial Commitment within thirty days (30) of signing the Purchase Agreement.** Please ensure that a copy is forwarded to your Sales Consultant.

## Rate Lock

From the time to time throughout the building process, your lender can quote you the current interest rates. When you select an interest rate and give approval to “lock-in” your mortgage, this is the rate that will be assigned to your mortgage note. You only have one opportunity to lock your mortgage. Once your rate is assigned, a mortgage payment can be calculated more accurately.

**Your lender is the only one authorized to quote current interest rates and lock your loan. Locking your rate prematurely may result in extra expense if your new home is not complete within the lock period. Consult with your Sales and Closing Coordinator regarding your Closing Date before contacting your lender to lock in your interest rate.**

## IMPORTANT! WHAT CAN AFFECT MY FINAL COMMITMENT?

**Please note that any significant changes in your financial circumstances that have occurred between the receipt of your Commitment and the date of your closing may impact your ability to obtain a mortgage. Additionally, if your closing occurs more than thirty (30) days after your lender issued your initial Commitment; they can/will order an additional credit report prior to your Closing Date. Changes in your financial circumstances (for example, purchasing a new car or opening a new credit card) will appear as a new liability on your updated credit report. Such changes may cause your lender to reconsider the terms and conditions of your Commitment. We strongly advise that you hold off on such purchases until after closing.**

## FIRST MORTGAGE PAYMENT

At closing you will be notified when your first mortgage payment is due. Typically, you will be provided with a payment coupon with your closing and mortgage documents. Use this stub to make your first payment. Please be aware, however, that it is common practice of national mortgage lenders to sell a homeowner's mortgage after closing. What this simply means is that you will make your payment to another lender. If your mortgage is sold, you will be notified by mail.





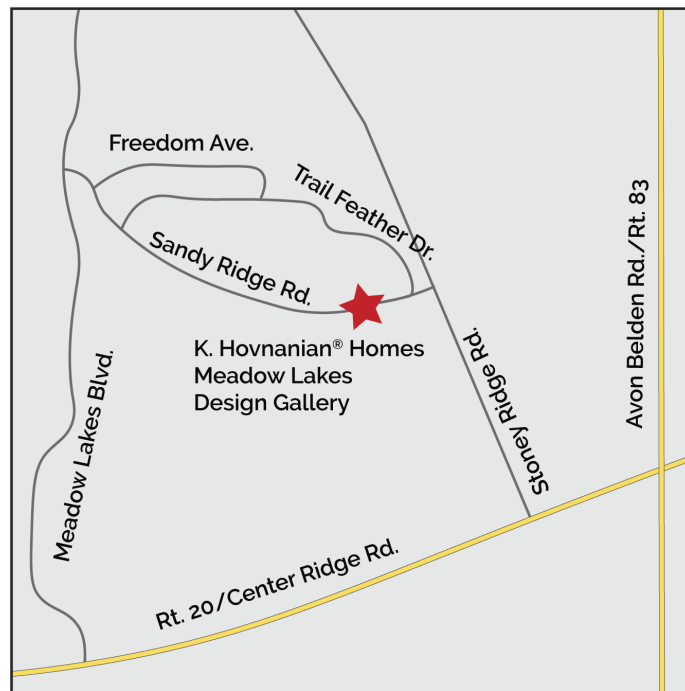
4

**Section 4 | Personalizing  
Your New Home**

# Section 4 | Personalizing Your New Home

## HOME DESIGN GALLERY Meadow Lakes

36861 Sandy Ridge Drive  
North Ridgeville, Ohio 44039



### HOME DESIGN GALLERY INTRODUCTION

Congratulations! Now that you have chosen the home of your dreams, the K. Hovnanian® Home Design Gallery is here to help make your dream a reality. We believe that a new home should ultimately reflect your own personality and lifestyle. You will continue the personalization process at the home design gallery.

K. Hovnanian®'s Home Design Gallery is an interactive gallery of design option that showcase an extensive array of interior and exterior finishes. Many decisions must be made for K. Hovnanian® Homes to begin construction on your new home, but don't worry, our Design Consultants are here to help!

### Our Home Design Gallery Associates are eager to meet with you !

The next step of the process will be a scheduled Decorator Selections Appointment to finalize all your Personal Choices with a Design Consultant.

# Section 4 | Personalizing Your New Home

## WHAT CAN YOU CHOOSE?

Our design selections are the assortment of colors, materials, and finishes that make our house your home. During your decorator selection appointment, you will review and finalize all your selections. At K. Hovnanian® Homes, we define design selections as any or all of the following: the choices you selected on included/standard features, upgrades, and options.

Please note, throughout this Homeowner's Guide, Personal Choices may sometimes be referred to and are synonymous with the term "Decorator Selections."

## BROWSING

Your browsing time must be scheduled with a sales consultant. The design team's schedule is typically booked in advance with decorator selection appointments and may not be available to assist you during your browsing time. Your sales consultant will do their best to answer your questions, but we encourage you to keep a list of questions, as well as your likes and dislikes, for your decorator selection appointment.

**Please coordinate your schedule accordingly so you have plenty of browsing time prior to your decorator selection appointment.**

## DECORATOR SELECTION APPOINTMENT

One of the most enjoyable parts of purchasing a new home is selecting your finishes and design choices. As you personalize and finalize your new home, consider your present and future lifestyle. Take into account your daily activities, hobbies, and work; the kind of entertaining you do, and your family's holiday traditions. Your Design Consultant will review all your selections and answer all those questions from your browsing time.

## A Few Important Notes

- Please allow a minimum of 4 hours for this appointment.
- The Home Design Gallery is open exclusively for Browsing on the weekends, so Design Consultants are not available for Decorator Selection Appointments.

Your Decorator Selection Appointment will be scheduled Monday through Thursday.

- Decorator Selection Appointments are strategically scheduled with your Closing Date in mind, and therefore need to take place within 2-4 weeks of signing your Purchase Agreement. **All selections must be approved within seven (7) days from your appointment. No changes are permitted after the seven (7) day period.**
- If a conflict arises with your scheduled appointment, please contact your designer—via email—immediately.

Planning is critical to completing your new home on time. Long before the construction of your new home, we order numerous components and determine a schedule for the work. We ask you to carefully review all your selections to avoid future disappointments (or additional expense and delays) when we are not able to accommodate a change. Please remember your Design Consultant's role is to guide you through the process and make sure you are very confident in your final design. They will provide you with a copy of your final Decorator Selections, Upgrades, and Options form. This form will list the decorator selections you have selected both at the sales office (structural options), and at the Home Design Gallery. Please ensure this form correctly lists all of the selections you want in your new home. **We will require you to sign a Decorator Selection Release Form, which will make your selections final.**

## Quick Move-In Home

If you purchased a Quick Move-In Home, K. Hovnanian® Homes will have made some or all of the decorator and structural selections for your home. Your sales consultant can provide information if additional selections may be available.

## Colors

You are welcome to bring cushions or swatches to the Decorator Selection Appointment to coordinate colors. We encourage you to view color samples in both

# Section 4 | Personalizing Your New Home

natural and artificial light to get an accurate impression of the color. Also, some colors will seem different when seen in a large area compared to the samples you view in the Home Design Gallery. Please be aware that natural materials such as wood and granite often have variations in color and texture that enhance the beauty of the material, and some variations occur because of the manufacturing process.

## Material Variations

Some material finishes will vary in color, texture, and grain beyond our control. These variations may range from slight to dramatic, as in the following examples:

Cabinets, Engineered Hardwood Floors, Railings, Mantels, and other stained woods: Grain, texture, and color variations exist in wood finishes and may or may not be visible in your cabinet selection, or in the Design Gallery samples. They are to be expected and are natural within all cabinet selections. Due to the natural variation in all hardwood, we can not guarantee the matching of hardwood floors to any other wood finish. During your Decorator Selections Appointment, you have the opportunity to match finishes as closely as possible.

Carpeting and Tile: Dye lot color variations may occur. Please note, when selecting berber carpeting, seams will be visible.

Granite and Marble: These are natural materials which are acquired from all over the world. Stone varies in consistency, color, and pattern and requires proper care. With proper care, stone will maintain its beauty and durability for years to come.

Shingles: Please remember, the hints of color seen in the graphics and samples will give your home an all over tone.

## Availability

We offer a variety of designer selections; however, we are unable to predict when a particular manufacturer or supplier may discontinue any particular item.

If a selection you make becomes unavailable or discontinued, we will contact you and request that you make an alternate selection as soon as we are aware of the circumstance. We regret any inconvenience this may cause you. Please note, model and style numbers change on a regular basis. If your model is no longer available, an equal or better model will be installed.

## CHANGES

A change order is a request by the homeowner to make changes, additions, or deletions to their previously finalized Decorator Selections Form. In the event that K. Hovnanian® Homes elects to permit a requested change, addition, or deletion, an administration fee per item will be assessed on the change order, which shall be non-refundable and due when the change order is submitted. The fee amount is subject to change. We discourage changes to ensure that your home is completed on schedule. Any change made after we begin the construction process will delay the completion of your home and may cause your contract to be canceled and rewritten.

## RELEASE DATE

The time you spend at the Home Design Gallery will allow you to make informed decisions on your designer selections. As previously mentioned, there is a specific time frame in which you need to finalize your designer selections; this deadline is defined as your Home Release Date. Your home release date is typically seven (7) days from your Design Gallery appointment. Please note, to begin the personalization process, we strongly recommend you begin coordinating your time with the Home Design Gallery as soon as you receive the scheduling email.

## Section 4 | Personalizing Your New Home

### Your Design Gallery Experience

We cannot wait to show you our extensive Design Gallery, created to provide you with the best personalization experience. Within 2-3 days of signing your Contract of Sale, a designer will email you to schedule a meeting in the Design Gallery. This will be your opportunity to learn more about the included features and available personal choices for your new home.

During your appointment we will review your home design, the structural options selected at the time of contract, and lifestyle decòr preferences. Please note that your structural options **cannot be changed** at this time. This appointment is to review your decorator choices only. As we move through the gallery we will collect samples and begin choosing the interior selections for your new home. We will then review your selections and document all of your decisions.

This appointment is scheduled Monday through Thursday during business hours (9 am – 5 pm). Items you will consider are as follows:

- Cabinets
- Counter tops for all areas
- Appliances
- Floor coverings (Hardwood, tile, vinyl, carpet)
- Trim options
- Sinks, faucets & shower enclosures
- Fireplace facing
- Electrical lighting and other electrical options
- Front door, door locks & handles
- Other interior colors



### Design Gallery Location:

36861 Sandy Ridge Drive, North Ridgeville, Ohio 44039

**In order to keep your home build on schedule, your final decisions regarding your Design Gallery decisions need to be approved within seven (7) days from your Design Gallery appointment. Once approved these items are forwarded to your community construction team. Please remember that all decisions are final and no changes will be permitted after this seven (7) day submittal.**



# 5

## Section 5 | Construction of Your New Home

---

# DESIGN GALLERY



## Design Gallery Hours Monday - Thursday: By Appointment Only

### My Appointment

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

Time: \_\_\_\_\_

Location: \_\_\_\_\_

### Children & Pets

We want you to fully enjoy your personalization experience in the Design Gallery. And we will need your full attention as you make these important, and long-lasting decisions about your new home. We respectfully request that you make childcare arrangements.

For those who cannot make other arrangements, please understand that the Design Gallery may not be a safe place for your children. The Design Gallery contains heavy samples, sharp edges, and other items which may pose a safety hazard. We do welcome our customers with service dogs. However, we do not allow any other pets in the Design Gallery.

### Helpful Hints

Please dress comfortably and come prepared for fun. Our Design Gallery consultants will expertly guide you through the personalization experience so that you can enjoy this exciting part of your home buying journey.

We suggest you tour our model homes again and again to note any products or features that may be of interest to you. Please keep in mind that some products may no longer be available. We will be happy to show you the new options that have replaced any discontinued options.

Please bring any samples of fabrics, other materials, and photos from magazines or catalogs for inspiration to help you in your selection process. Don't forget your camera to capture your selections and compare them to your approval paperwork. To better serve you and all of our home buyers, please arrive on time for your appointments. If you're running late please email your designer to let them know.





# Section 5 | Construction of Your New Home

The construction of a new home differs from other manufacturing processes because you can enjoy observing the construction process as we build your new home. As a consumer, you rarely have the opportunity to watch as the products you purchase are created, but building your dream new home is done right in front of you.

Because of the time required for construction, you have scheduled opportunities to view your home as it is built, ask questions, and discuss details through communication with your community team. Your Sales Consultant and Construction Manager will be scheduling appointments to view your home during construction.

## QUALITY

We at K. Hovnanian® Homes take great pride in the homes we build. To ensure every home meets our high standards of quality we have several quality assurance processes in place.

The first is the contractual requirement of each of our trade partners to thoroughly inspect their own work. We have several mechanisms to ensure their compliance with that requirement.

Secondly, we follow the trades internally with our own Quality Assurance Inspections, conducted by our Community Construction Manager. The Quality Assurance Inspections are conducted at critical points throughout the construction of your home.

The third formal quality assurance activity is our Quality Standards Inspection. You may hear this referred to as the QSI. This is also conducted by our quality assurance team. This inspection confirms all of the fit and finish details of your home inside and out. If any deficiencies are found, your community team will ensure they have been addressed prior to presenting your home to you. Again, local authority inspectors are also validating the compliance to building codes relating to the finish of your home at this time.

In addition to the scheduled quality assurance activities, the quality assurance team will also perform “random inspections” of homes during all phases of construction to certify that all items are installed following precise guidelines. We are very proud of the homes we build and, as you can see, we make every effort to ensure you will be as well.

## Ugly Duckling Stages

During the construction process, every home being built experiences some days when it is not at its best. Homes under construction endure wind, rain, snow, foot traffic, and activities that generate noise, dust, and trash. Material scraps are a byproduct of the process. Although your new home is cleaned by each trade upon completion of their portion of the work, during your visits you will encounter some messy moments. While we understand that this can cause you some concern, please realize that every home we build, including our beautifully decorated model homes, will endure the “ugly duckling” stages.

## Private Home Inspectors

If you wish to retain the services of a private home inspector to review your home during or at the end of construction, please be aware of K. Hovnanian® Homes’ policies regarding private home inspectors:

- The inspection firm should be a member of a professional association, such as the American Society of Home Inspectors, and experienced in new home construction.
- Your inspector must provide evidence of liability insurance and be licensed in the state in which the home is built.
- K. Hovnanian® Homes will only address concerns involving building code or mechanical performance of the HVAC, electrical, or plumbing systems. We will take no action on opinions or notes on personal preference items such as paint touch-up or cosmetic blemishes.
- The inspector should provide you and K. Hovnanian® Homes with a written report of any of the before mentioned concerns that we will address in a timely fashion.

# Section 5 | Construction of Your New Home

- Please notify your Sales Consultant or Construction Manager if you plan on using a Private Home Inspector. You will need to schedule this inspection to take place prior to your Orientation(s) with your K. Hovnanian® Homes Sales/Closing Coordinator.

## HOMESITE VISITS AND YOUR SAFETY

- A new home construction site is exciting but can also be dangerous. Your safety is of prime importance to us. **Therefore, we require that you set an appointment with your Sales Consultants before visiting your home, where they will have you sign a release.** We also require that you wear a hard hat and that a member of our staff accompany you during your visit. Please observe common sense safety procedures at all times when visiting:
- Please note that the Federal Occupational Safety and Health Act (OSHA) prohibits any family members or guests under the age of 18 to enter the construction site.
- Do not walk backward, even one step. Look in the direction you are moving at all times.
- Sensible shoes are recommended. Sandals and shoes with heels are not recommended.
- Watch for boards, cords, tools, nails, or construction materials that might cause tripping, puncture wounds, or other injuries.
- Do not enter any level of a home that is not equipped with stairs and rails.
- Stay a minimum of six feet from all excavations.
- Give large, noisy grading equipment or delivery vehicles plenty of room. Assume that the driver can neither see nor hear you.
- In addition to safety considerations, be aware of the possibility that mud, paint, drywall compound, and other construction materials are in use and can get onto your clothing

## PLANS AND SPECIFICATIONS

The building and zoning departments, in the jurisdiction where your home is located, must review and approve the plans and specifications for your home. Once these plans and specifications are approved by the applicable building department, your home's

specifications become part of the contracts with our trade partners.

**Many factors can cause variations between the model home you viewed and the home we deliver to you such as:**

### Regulatory Changes

From time to time, city or county agencies adopt new codes or regulations that can affect your home. Such changes are usually adopted in the interest of safety and are legal requirements with which K. Hovnanian® Homes must comply. Therefore, we may construct the same floor plan slightly varied in two different jurisdictions or at two different times within the same jurisdiction.

### Topography and Homesite Conditions

Each homesite is unique in shape, size, and features that compliment your homesite with your neighbors' homesite. Until each are complete, the final product (a finished home and landscape) may not yet be defined.

When you sign your purchase agreement and/or during your Gold Key Introduction, you will receive a copy of a drawing or plan that illustrates your home on your homesite. It is your responsibility to review these documents to ensure your understanding of the items included but not limited to: slopes, hills, retaining walls, yard areas, water drainage, easements, driveways, walkways, stoops, railings, and more. All of these conditions are affected by the topography planned for your homesite. Topography is simply the relative height of the ground surface in comparison to an adjacent surface. All of these aforementioned components must be planned and constructed in accordance with the plans approved by the local, state, and federal governing authorities. These components can vary in degree from homesite to homesite, and as actual conditions warrant. If you have additional questions or concerns, please consult with your own professional representative.

# Section 5 | Construction of Your New Home

It is also important to note, if your homesite includes trees that predate construction activity, there is no guarantee that these trees will survive after your closing. Construction activity in or near such trees can be harmful to trees; however, it is difficult to determine the extent and/or duration of the damage.

## Utilities, Mailboxes and Street Lights

The location of meters, phone, and electrical junction boxes/pedestals and mailboxes are examples of items outside the control of K. Hovnanian® Homes. Since utility companies and the U.S. Postal Service are the final authority, we can make no representations about final locations of any of these items.

## Changes in Materials, Products, and Methods

The new home industry, building trades, and product manufacturers are continually working to improve methods and products. In addition, manufacturers sometimes make model changes that can impact the final product. For instance, appliance manufacturers generally make design changes every year. The model homes will show the appliances that were current at the time they were completed, although they may be different in your home, based on your selection and availability. In all instances, as required by your purchase agreement, any substitution of method or product that we make will be of equal or better quality than your original selection. Since such substitutions or changes may become necessary because of matters outside our control, we reserve the right to make them without notification. The exact placement of switches, outlets, registers, and so on, may vary slightly from the model and other homes of the same floor plan.

## Models

Model homes display many designer selections that are not part of the home we will be building for you, e.g., window coverings and furnishings, mature landscaping, extra walks, fences, lighting, fountains, signs, and flags. Please review your home's designer selections, as well as information K. Hovnanian® Homes provides about designer selections, displayed in the models carefully

to avoid misunderstandings. Consult with your sales consultant if you have any questions. Finish sizes can vary somewhat, therefore, you should measure for window coverings and furniture in your home, rather than in the model home or any other similar home under construction.

## GOLD KEY INTRODUCTION

You will have the opportunity to meet with your Community Construction Manager several times during this process. Your sales consultant generally schedules your Gold Key Introduction once all of your designer selections are finalized, a permit has been obtained for your home, your mortgage is approved, and we have staked out or begun excavation of your foundation. Appointments are scheduled from 8:00 am to 3:00 pm Monday through Friday. The Gold Key Introduction usually takes approximately 60-90 minutes. Please see **BUYER ACKNOWLEDGMENTS** section for full scheduling details.

The purpose of the Gold Key Introduction is to conduct a comprehensive review of your designer selections, home plans and specifications, engineered site plans, as well as the building process itself. We discuss such things as homesite visits and grading, house placement, construction sequence, and trade partner communication. During this meeting, we will reconfirm the estimated closing date in which you can expect to settle on your new home. Please bring your Homeowner's Guide with you along with any questions you have.

## GOLD KEY FRAME WALK

Many homeowners appreciate the opportunity to tour their home just after the rough mechanical stage. The rooms have begun to take shape, but the inner workings are still visible. This is an opportunity for you to see the quality which is built into the walls of your home. At this point in construction, the time to make changes has passed. The Gold Key Frame Walk provides the opportunity to confirm that all of your previously requested changes and designer selections are installed properly. Any exceptions that were noted on your Gold Key Frame Walk form that affect the

# Section 5 | Construction of Your New Home

drywall will be completed prior to its installation. **At this time, we will estimate the week in which you can expect to settle on your new home.** Your Gold Key Frame Walk is scheduled by your Community Construction Manager and/or Sales Consultant. Appointments are scheduled from 8:00 am to 3:00 pm Monday through Friday. The Gold Key Frame Walk takes approximately 60 minutes. Please remember to bring your Homeowner's Guide with you. Please understand that if for any reason you are unavailable to attend the Gold Key Frame Walk, we will continue with the construction of your home.

Please see **BUYER ACKNOWLEDGMENTS** section for full scheduling details.

## CONSTRUCTION SEQUENCE

**Although the specific sequence of construction varies and overlaps, generally we build your home in the following order:**

### FOUNDATION

- Excavation
- Footer
- Form and pour foundation walls
- Perimeter drain, if applicable
- Damp/Water-proofing
- Rough grade
- Rough plumbing underground
- Pour basement slab, if applicable
- Local authority inspections
- K. Hovnanian® Quality Assurance Review (QAR)

### FRAMING

- First floor
- Second floor (if applicable)
- Roof trusses
- Roof sheathing
- Shingles
- K. Hovnanian® Quality Assurance Review (QAR)

### EXTERIOR

- Windows and doors
- Finish materials (brick, stone or siding)
- Trim

- Patio or Deck, if applicable
- Driveway
- Fine grading
- Landscaping, if applicable
- K. Hovnanian® Quality Assurance Review (QAR)

## ROUGH MECHANICALS

- HVAC (Heating, Ventilation and Air Conditioning)
- Plumbing
- Electrical
- K. Hovnanian® Quality Assurance Inspection (QAFI)
- Local authority inspections: plumbing, electrical, HVAC, and building.

## INSULATION

- Local inspection
- Gold Key Frame Walk
- K. Hovnanian® Quality Assurance Review (QAR)

## DRYWALL

- Hang
- Tape
- Block
- Skim
- Texture
- Sand
- K. Hovnanian® Quality Assurance Review (QAR)

## INTERIOR FINISH WORK

- Spray first coat
- Sand floors/Install flooring underbyment
- Point-up of drywall
- Doors
- All interior trim details
- Cabinets
- Rough clean
- Second coat
- Enamel trim/doors
- K. Hovnanian® Quality Assurance Review (QAR)
- Hard surface floors
- Electrical finish/Light fixtures
- HVAC finish
- Door hardware/Shoe mold
- Countertops

# Section 5 | Construction of Your New Home

Plumbing fixtures  
Appliance  
Carpet  
Construction cleaning  
Window/Door screens  
K. Hovnanian® Quality Assurance Review (QAR)  
Punch-out

## FINAL INSPECTIONS

Local authority occupancy inspections: plumbing, electrical, fire, building, and engineering  
K. Hovnanian® Quality Assurance Review (QAR)

## CLOSING

Pre-occupancy clean  
Gold Key Orientation  
Final punch-out  
Closing walk clean  
Gold Key Delivery

## Nothings Happening

Expect several days during construction of your home when it appears that nothing is happening. This can occur for a number of reasons. Each trade is scheduled days or weeks in advance of the actual work. This period is referred to as lead time. Time is allotted for completing each trade's work on your home. Sometimes, one trade completes its work a bit ahead of schedule. The next trade already has an assigned time slot, which usually cannot be changed on short notice.

Progress will seem to pause while the home awaits internal K. Hovnanian® Homes and local authority inspections. This is also part of the normal sequence of the construction schedule, and occurs several times in every home. Also, throughout construction of a home, work progresses rapidly at some stages as highly visible stages are completed, (such as installing large expanses of walls), and more slowly at others, (such as detail work in framing soffits and closets). If you have questions about the pace of work, please contact your sales consultant for an update.

## THE IMPACT OF CONSTRUCTION ON CLOSING

Until the roof is on and the structure is enclosed, weather can dramatically affect your estimated closing date. Even after the home is past the potential for weather-related delays, weather can severely impact installation of utility services, final grading, and concrete flat work, to mention a few examples. Extended periods of wet weather or freezing temperatures bring work to a stop in the entire region. When favorable conditions return, the trade partners go back to work, picking up where they left off. Please understand that they are as eager as you are to get caught up and to complete your new home.

## Closing Updates

We recognize that timing is critical to planning your move, therefore we will provide updates throughout the process.

In summary, we will update you on the estimated closing date at each of your construction orientations. You are welcome to check with your sales consultant for the most current closing date. As completion nears, more factors come under our control and we can be more precise about that date.

**Meanwhile, please be flexible and avoid making arrangements that might cause you to worry if your Closing Date changes. Please avoid finalizing closing arrangements until you receive written notification from K. Hovnanian® Homes. Until then, flexibility is the key to comfort, sanity, and convenience. We want you to enjoy this process and avoid unnecessary stress caused by uncertainty that can not be avoided. Review the rate lock heading in Section 3, Financing Your Home, for additional suggestions on this topic.**

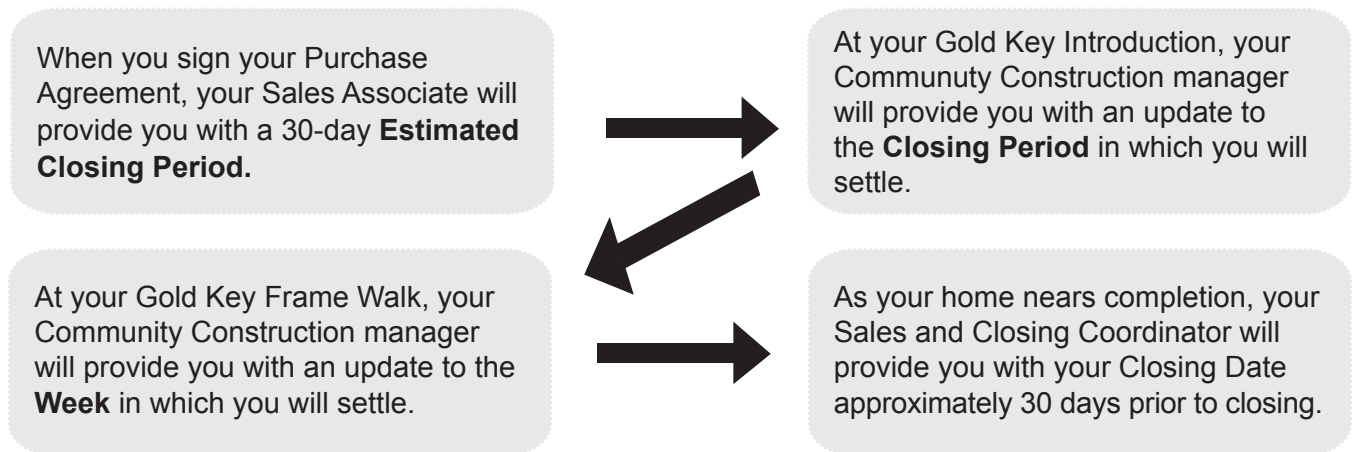
# Section 5 | Construction of Your New Home

## TRADE PARTNERS

Your home is built through the combined efforts of specialists in many trades—from excavation and foundation, through framing, mechanicals, and insulation, to drywall, trim, and finish work. In order to ensure you the K. Hovnanian® Homes standard of construction, only authorized suppliers, trade partners, and K. Hovnanian® Homes employees are permitted to perform work in your home. In addition, buyer modifications at any stage of construction are prohibited. For instance, you cannot personally modify items such as speaker wire, telephone, or cabling.

Each trade partner works on a limited portion of the home; they may not be aware of all the details that affect the home and are not in a position to offer judgments. All questions should go through your Sales Consultant or Community Construction Manager, and we will obtain input from the trades, when it is appropriate.

Trade partners have no authority to enter into agreements on behalf of K. Hovnanian® Homes. For your protection and theirs, the terms of our Trade Partners agreements prohibit alterations without written authorization from K. Hovnanian® Homes.





## Section 6 | Gold Key Orientation

---

# Section 6 | Gold Key Orientation

Your Gold Key Orientation is an introduction to your new home and its many exciting features. The Gold Key Orientation is an opportunity to walk through your newly completed home for the first time, while reviewing the operating systems and level of finish. We will follow an established agenda and set a route through the home to ensure that we cover everything. In addition, the Post-Closing Homeowner Service process will be explained in detail.

Your K. Hovnanian® Representative will use a Gold Key Orientation form to guide you through this meeting. The Gold Key Orientation form consists of two parts: the Gold Key Orientation and the Gold Key Delivery; which are used for reviewing the home and noting any items that require attention by our Construction and Homeowner Service Teams. Each section should be completed on the respective day. See the Gold Key Orientation form at the end of this section

## SCHEDULING YOUR GOLD KEY ORIENTATION

Your Production Coordinator will provide notification regarding your approximate Closing Date in writing 45 days prior to your closing to schedule the Gold Key Orientation, which typically occurs one week prior to closing. Appointments are scheduled from 8:00 am to 3:00 pm Monday through Friday. Beginning your Gold Key Orientation by 3:00 pm ensures sufficient daylight to view all surfaces adequately. Your K. Hovnanian® Representative will meet you at your new home at the scheduled time. Allow at least two (2) hours to properly complete your Gold Key Orientation.

## YOUR PREPARATION

Following these hints will help ensure that you get the maximum benefit from your Gold Key Orientation.

### Allow Enough Time

Please arrange your schedule so you can use the full time allotted.

### Bring Your Homeowner's Guide

Bringing your Homeowner's Guide along will allow you to refer back to questions you may have, and ask about the items installed in your home.

### Homeowner(s) Attendance

K. Hovnanian® Homes experience shows that the Gold Key Orientation is most beneficial when only the homeowner(s) attend. If a real estate agent assisted you in the purchase, he or she is welcome, but not required, to attend.

### Cosmetic Surfaces

During your Gold Key Orientation, we will confirm that all surfaces are acceptable and in good condition. Any surfaces that need attention will be listed on your Gold Key Orientation form.

### Bring Questions

If you have not already done so, please read the Homeowner Service, Home Care and Maintenance, and Limited Warranty Sections of your Homeowner's Guide. If you have questions, bring them with you to your Gold Key Orientation.

### Attire

Wear sensible shoes that are easy to get off and on; sandals and shoes with heels are not recommended. Also, wear clothing that will allow you to bend, kneel, and reach during the Gold Key Orientation. We will tour both the exterior and interior of your home, so anticipate some mud or dust.

### Get Involved

We highly encourage you to listen carefully, take plenty of notes, and take a hands-on approach during your Gold Key Orientation. We want you to push buttons, flip breakers, and test doors and windows. It will help reassure you that everything is in working order, and help you remember important details about the operation of your new home.

## LAST MINUTE ACTIVITY

If you visit the home a day or two prior to your Gold Key Orientation, you may notice details that need attention. During the last couple of days, many Trade Partners and K. Hovnanian® Homes' Associates will be working on your home. They are completing minor adjustments and fine-tuning your home. These finishing touches are normal and cannot be performed until all the parts and pieces have been installed and tested. What seems like a rush of activity is a normal part of the construction process.



# Section 6 | Gold Key Orientation

Please keep in mind that your belongings may not be brought into the home prior to closing because of insurance issues and the regulations of the local building authority.

## **100% COMPLETE, CLEAN, AND CUSTOMER READY POLICY (100% CCCR)**

The 100% CCCR policy requires that a home's closing be delayed if K. Hovnanian® Homes' Quality Inspections determine that the home is not 100% complete, clean, and move-in ready.

K. Hovnanian® Homes' 100% Complete, Clean, and Customer Ready Policy requires that all Gold Key items be completed prior to closing. If this is not accomplished, closing will only occur with permission from Senior Management.

There are only two **(2)** exceptions to this policy: 1) Items impacted by "Seasonal Conditions," whose completion will commence as soon as weather permits and 2) Repairs requiring a part(s) that is unavailable and must be ordered. These repairs will be scheduled upon delivery of such part(s). Any item(s) or issues that apply to your new home will be noted on the Gold Key Orientation form. (Items impacted by "Seasonal Conditions" will be listed under the Gold Key Delivery section of the form).

All work to be completed post closing will be scheduled between 8:30 am and 3:00 pm, Monday through Friday.



## Section 7 | Gold Key Closing

---

# Section 7 | Gold Key Closing

Congratulations! The anticipation has been building and your home is almost complete. A great deal of effort and coordination has gone into building your new home. With a little more effort and coordination from everyone involved, closing will occur smoothly. If at any time during this process you have questions or concerns, contact your Sales and Closing Coordinator.

## **GOLD KEY DELIVERY**

K. Hovnanian® Homes recognizes that timing is vitally important in planning your move and locking in your loan. However, we can only specify a closing day when construction reaches a point at which weather, material and labor shortages beyond our control, and any Change Orders are unlikely to affect the completion of your home. We typically try to provide notification regarding your approximate closing date forty five (45) days, prior to your closing.

## **PREPARATION**

Preparation will ensure a smooth closing. There are several details that require your attention, most of which can be handled by phone. By addressing the details below during the weeks before closing, you can prevent last-minute delays.

### **Title**

Three to four weeks prior to closing you and your lender will receive a title insurance commitment. This commitment will list the conditions under which title will be insured. The commitment may contain requirements that need to be satisfied prior to closing, therefore, please review it carefully.

Within ninety (90) days after the closing, the title company mails the filed deed and the owner's policy of title insurance policy, insuring you the title to your home in accordance with the commitment you received at closing.

If applicable, you must wire funds, payable to the title insurance company to the closing. In your planning, be sure to allow time to arrange for and obtain these funds.

Keep in mind that some banks place a hold on monies moved from another account. **Please make sure to bring a valid photo ID as well. Consult your title company for full details.**

## **Homeowner's Insurance**

Your mortgage company will require that you provide proof of a homeowners insurance policy from your insurance company prepaid for one (1) year.

If you are purchasing a condominium, you will need to contact the condominium management company to obtain proof of policy. Your insurance agent should know exactly what is needed. We suggest you arrange for this at least three (3) weeks before the expected Closing Date. The mortgage and title companies will need this information prior to your closing.

## **Utilities**

You will need to notify all applicable utility companies of your move so that service is provided in your name as of closing. We suggest that you contact these companies a minimum of ten (10) business days prior to your Closing Date to avoid any interruption in service. If you ordered a security system for your home, you can arrange to activate that system by contacting the monitoring service for a connection appointment. Your Community Team will provide you with a document that lists your utility companies (electric, gas, water, sewer, cable, telephone) as applicable.

## **THE FINAL NUMBER**

The Final Number is the amount of money you will bring to closing. Although a reasonable close estimate of your Final Number may be determined before the date of closing, the pro-ration of several included items is affected by the Closing Date, and cannot be calculated until that date is confirmed by all parties. The customary items pro-rated to the date of closing include things such as prepaid expenses or reserves required by your lender, Homeowner's Association dues, taxes, and assessments. In addition, your Final Number will include overnight delivery charges,

# Section 7 | Gold Key Closing

notary fees, attorney fees, if you have hired one, and recording costs. We rely on several different parties to give us accurate numbers. It is common that you do not get your Final Number until the night before, or morning of, closing.

## SETTLEMENT STATEMENT

After receiving closing figures from K. Hovnanian® Homes and your lender, the title insurance company will prepare a HUD-1 Closing Statement. Once this document is finalized, the title company will advise you of the Final Number.

## CLOSING

At closing, ownership of your new home is transferred from K. Hovnanian® Homes to you. The steps include finalizing your loan (one set of papers and checks, if applicable), and K. Hovnanian® Homes selling you the home (another set of papers and checks). The funds are disbursed to the appropriate entities, title is transferred to your name(s), and the mortgage is recorded against your new property. This process involves many documents, some of which are duplicates. Although these documents are not negotiable, you should read them and make sure you understand them.

Contact your Sales and Closing Coordinator, who acts as a liaison between your lender, title company, and attorney, to finalize any last minute details. The Sales and Closing Coordinator will compile all the documents necessary for closing to occur. In most instances, these documents will not be available for your review prior to closing. In addition to the items mentioned below, the lender, title insurance company, and K. Hovnanian® Homes may require other documents to be signed.

**The closing documents typically include the following:**

### Deed

The Deed transfers ownership of the real estate and homesite to you, subject only to permitted exceptions as set forth in the Purchase Agreement, such as easements or restrictions. Your title company will

provide you the recorded deed. Please make sure to store your recorded deed in a safe place.

## Note and Mortgage

Your lender prepares your Note and Mortgage for closing. For more detailed information, please refer to the section of your Homeowner's Guide titled "Financing Your New Home." Your lender will provide you with information on where to send your mortgage payments, and when the first payment will be due. Many lenders supply payment coupons for you to send in with your payments.

## Limited Warranty

We provide a copy of the Limited Warranty registration form at closing. Thirty (30) to sixty (60) days after closing you will receive a validation form from the warranty company in the mail. We suggest that you store the legal documents from your closing with other valuable papers in a safe place. You will need them for tax purposes and when you refinance or sell your home.

## GOLD KEY DELIVERY

Your Sales and Closing Coordinator will provide notification regarding your approximate Closing Date in writing, approximately 45 (forty five) days, prior to your closing, to schedule your Gold Key Delivery. The Gold Key Delivery will include a review of the items discussed at the Gold Key Orientation. We verify that the items noted on your Gold Key Orientation form have been addressed. Any additional items discovered at this time will be added to the Gold Key Orientation form under the Gold Key Delivery section. This review usually lasts approximately thirty (30) minutes and generally takes place the day of closing.

## HOME AND MAILBOX KEYS

You will receive your home keys at closing. Mailbox keys, where applicable, will be provided at closing, unless the local post office requires them to be picked up there. You will need proof of identity and homeownership. You will be asked to sign for your keys.

# Section 7 | Gold Key Closing

## HOMEOWNER'S OR CONDOMINIUM ASSOCIATION (HOA)

Your home and community may be a part of a Homeowner's or Condominium Association. Homeowner's Associations, or HOA's, are made up of homeowners, like you, from your community. HOA's vary, but generally they are in charge of setting the guidelines, or covenants, of the community. They also hire the management company who will be responsible for contracting with companies to care for any common areas, such as pools, parks, tennis courts, or any common area landscaping, trash, and snow removal. Any questions regarding these services should be directed to the management company.

If you belong to an HOA, you were given the Covenants, By-Laws, and Rules and Regulations for your community at the time you signed your Purchase Agreement. Take time to read and understand this information. After closing, you will be contacted by the management company about your next HOA meeting. Make plans to attend; it is a great chance for you to get involved in your community!

## MOVING PREPARATION CHECKLIST

Take precautions to protect vulnerable surfaces, such as hardwood or resilient floors. Cover rails with moving pads or blankets. Remove doors where furniture might be a tight fit. You can protect carpet with ribbed, plastic runners. Professional movers should have insurance for any damages they might accidentally cause; friends and relatives will not. They are also unlikely to have the training and practiced skills of professional movers.

### Compare proposals of professional movers:

- Costs for services such as packing and unpacking
- Costs of packing materials and boxes
- Distance and weight charges
- Availability and notice needed
- Insurance

### Plan a self-move well in advance:

- Make truck reservation early
- Include a reservation for a dolly and moving pads
- Reconfirm one week prior to moving
- If you have children, involve them in planning and preparing for the move
- Create a file for storing documents about your home and manufacturer literature
- Retain receipts for tax purposes; moving costs may be deductible
- Send change-of-address cards to magazines and book clubs six weeks prior to your move
- Give the forwarding order to your old post office one month prior to assure uninterrupted service
- Register children in their new schools
- Transfer medical and dental records, if necessary
- Arrange for homeowners insurance and obtain the certificate you need for closing
- Order checks with your new address; update financial records
- Update your driver's license, car, and voter registration
- Properly dispose of flammable or hazardous materials that should not be moved

### Packing Materials

- Boxes of various sizes; cartons for mattresses
- Packing tape and heavy string
- Packing paper, newspaper, and bubble wrap
- Labels to identify boxes (include a number, room name); "Fragile" labels for special items
- Master packing list (list each box by number with name/room and brief description of contents)
- Markers
- Scissors
- Furniture pads, blankets, rugs

# Section 7 | Gold Key Closing

## Moving Day Necessities

- Children’s toys and games
- Toilet paper
- Beverages and snacks
- Paper towels
- Soap and hand towels
- Trash bags
- First aid kit
- Prescription medication
- Medical supplies for special needs
- Pad and pen
- Small tools: tape measures, scissors, screwdrivers, hammer
- Ice maker hook-up kit, if you are bringing your own refrigerator
- Dryer vent flex hose and electric cord, if you are bringing your own dryer
- New hoses for washing machine, if you are bringing your own washer

## Other

- 
- 
- 
- 
- 
- 
- 
-



## Section 8 | Homeowner Service

---

# Section 8 | Homeowner Service

## WELCOME TO HOMEOWNER SERVICE

K. Hovnanian® Homes is committed to providing you with the knowledge for maintaining your home for years to come and the support for any of your warranty needs. This Section will introduce you to the Homeowner Service Program which includes Homeowner Use and Maintenance Guidelines, Determining if You Need Homeowner Service, Homeowner Service Procedures, Emergency Service and Contact Information.

To facilitate the coordination of all your Homeowner Service needs, a Homeowner Service Manager will be assigned to your home. This Homeowner Service Associate is solely responsible for communicating, scheduling and following up with all Trade Partners and other K. Hovnanian® Associates for the timely completion of all authorized warranty repairs in your home.

## HOMEOWNER USE AND MAINTENANCE GUIDELINES

While your home has a solid warranty program, long-lasting value cannot be achieved unless you properly maintain your home and its components. Even in your newly constructed home, routine maintenance is necessary. This is due to normal wear and tear, natural fluctuations in temperature and humidity, the inherent characteristics of the materials used in your home and normal service required by the mechanical systems.

Therefore, we strongly encourage you to take the time to read the Maintenance Guide and the literature provided by the manufacturers of products in your home. All homes and the items included are not the same. Although much of the information may be familiar to you, some points may be significantly different from homes or products you have used in the past.

Homeownership is an ongoing responsibility that requires upkeep and maintenance. Please be aware that typically a minor adjustment or repair done immediately prevents a more extensive repair later.

**Our Limited Warranty excludes damage or losses resulting from ordinary wear and tear, abuse, neglect, improper maintenance, improper operation, or alterations made by anyone other than K. Hovnanian® Homes after closing. For more information on the Limited Warranty, please refer to the Professional Warranty Corporation booklet enclosed in your book.**

## DETERMINING IF YOU NEED HOMEOWNER SERVICE

Your new home comes with a Limited Warranty of ten (10) years. Items that are covered under the Limited Warranty are defined and explained in this Guide. This guide also defines all deficiencies and their relation to the tolerances and performance standards that determine our coverage and repair obligations. Additionally, limitations and exclusions are defined. The Limited Warranty is essential in defining our obligations while setting your expectations. We recommend that you thoroughly review your guide to maintenance prior to making any requests for homeowner service.

## HOMEOWNER SERVICE PROCEDURES

### Initiating a Service Request

After moving into your new home, you may have questions or concerns that are covered by the warranty and require attention. We refer to these questions as a Service Request. All Service Requests must be directed to the Customer Service Call Center (Call Center) where a service request must be created before work can be assigned or completed. Once the Service Request is generated, we will schedule a visit your home to review your questions/concerns.

**The Homeowner Service  
contact information:**

**PHONE: 877-832-6231**



# Section 8 | Homeowner Service

For your convenience, we provide an Online Service Request process that is a quick and easy way for you to communicate should you need to report warranty items to us. Once your account is created you can simply log onto our Official Homeowner Warranty portal at:

**khov.corrigo.com**

Once there you simply follow our quick guide to create and track your Service Requests. In order to begin using this website, we will need to create a user name for you, which will be your email address.

We ask that you call our office at 877-832-6231 or email us at Service123@KHOV.com so that we may set up your account.

We ask you to utilize our Call Center for all Service Requests so that:

- You have a single point of contact for all of your concerns
- We can document the date the Service Request was originated
- We can document any items you report and assign the Service Requests to the appropriate Service Manager
- We can make sure we are following up on your Service Request in a timely manner

## Reviewing Your Concerns

Once you contact our Call Center and your Service Request has been generated, the Service Request will be forwarded to your Service Manager. The Service Manager will contact you within two (2) business days to schedule an appointment to review your concerns.

Home reviews will be scheduled Monday through Friday, during the business week, between 8 am to 3 pm, excluding holidays. Appointments will either be in the morning or the afternoon. Morning appointments will occur between 8:30 am and 12:00 pm. Our afternoon appointments will occur between 1:00 pm and 3:00 pm.

## What you can do to Help

In order to help you in the most effective and efficient manner, please compile a complete list of your concerns before contacting the Call Center. This will help the Call Center coordinator document all of your issues prior to the Service Manager scheduling a visit with you. Our staff can more efficiently address your concerns by coordinating your entire review at once.

All warranted issues will be addressed in accordance with the Builder's Limited Warranty. A clear understanding of the warranty will facilitate the smooth resolution of all concerns. Please refer to the warranty if you're are uncertain about the coverage of any particular item.

## Getting Your Repairs Completed

After performing your home review, Service Repair Orders will be issued to appropriate subcontractors to complete any necessary warranted repairs. All items to be addressed will be scheduled with you by your Service Manager. Just like home reviews, repairs will be scheduled Monday through Friday, during the business week, between 8 am - 3 pm, excluding holidays. Appointments will either in the morning or afternoon. Morning appointments will occur between 8:30 am and 12:00 noon. Our afternoon appointments will occur between 1:00 pm and 3:00 pm. All appointments require an owner representative to be present when work is performed.

## 11 Month Homeowner Maintenance Orientation

To ensure that we have answered all of your maintenance questions, we will offer a 11-Month Homeowner Maintenance Orientation. During this orientation, we will review the maintenance guidelines as well as any warrantable concerns you may have. During this visit, we will review:

- Customer Home Care Guide and Maintenance Checklist
- Exterior caulking
- Exterior painting/staining
- Water intrusion maintenance guide
- Drywall

# Section 8 | Homeowner Service

If you have any warrantable concerns that have not been addressed, you can raise them with the Service Manager during this visit. Please remember you must contact the Call Center to arrange for a Service Request to be generated for this visit. Following this visit, service repair orders will be issued to the appropriate subcontractors to complete any necessary warranted repairs and the Service Manager will schedule these repairs with you.

## EMERGENCY SERVICE

During your warranty period, emergency service is available to you seven days a week, 24 hours a day. An emergency is defined as a situation in which you cannot continue to occupy your home. Here are a few examples of emergencies requiring immediate attention:

- Within the first thirty (30) days, you experience a total stoppage of the plumbing sewer system after you have tried plunging it with a common plunger
- You experience a complete loss of heat in cold weather even after checking the electrical switch and breaker, thermostat, gas meter and gas valve

If you smell gas, exit the home immediately! Do not touch anything. Do not turn on any electrical appliances or flip any switches. Do not use the phone. Exit the home immediately and go to a neighbor's home to use their phone (or your cell phone) to call the gas company.

For all emergency service, please call our emergency service number at 877-832-6231. Be sure to provide the following information to ensure an effective and quick response:

- Your name, address and phone number
- The name of the community in which you live
- A brief description of the emergency
- The date of your closing

## VERBAL AGREEMENTS

K. Hovnanian® will only take responsibility for work both formally submitted and authorized. It is important that you address all warranty and service questions solely to the Homeowner Service Department, as they are the only ones who can approve and expedite service. Presenting any requests to a Sales Consultant, Construction Associate, and/or a Trade Partner may hinder the process, and cause delays in servicing your request. For your protection, verbally discussed service work should be followed up with a written document to Homeowner Service to ensure the tracking and completion of all requests. Please call 877-832-6231 with any inquiries for the Homeowner Service Department.

## COMPLETING HOMEOWNER SERVICE

Once the warranty item has been completed, we ask that you sign and date the Homeowner Service Request and Service Authorization forms. Your signature is our confirmation that the warranty item has been completed within our standards. The original is placed in your file so our records are up to date.





# 9

## Section 9 | Home Care & Maintenance

---

# Section 9 | Home Care & Maintenance

## MAINTENANCE GUIDE

This section of the Homeowner's Guide will help you understand some things that you can do to keep your home looking good and operating efficiently. During the lifetime of your home, you will need to be actively involved in its care and upkeep. By following a preventative maintenance plan, many times a minor adjustment or repair done immediately saves a more serious, time-consuming, and sometimes costly repair later.

In the first year, all new homes go through a break-in period. Doors may stick, caulk may pull away from a countertop, and cabinets may need adjustment. These things happen and are part of owning a new home. If it is a warrantable item, repair and/or replacement is provided by your home's warranty program. If it is a maintenance item, remember to use this guide; it will give tips and suggestions on how to take care of the situation.

### About This Section

This section of your Homeowner's Guide is not intended as a complete maintenance manual and K. Hovnanian® Homes assumes no liability and/or responsibility for the effectiveness or the possible outcome from using any of the following suggestions. In addition to this information, take time to read the literature provided by the manufacturers of consumer products (range, dishwasher, heating system, etc.) and other items in your home. Although much of the information may be familiar to you, some points may be significantly different from homes you have had in the past. The information contained in that material is not repeated here.

**In the future, you may find a situation where this document may differ from the manufacturer's recommendations. In these circumstances, always follow the manufacturer's recommendations.**

This section is comprised of two parts. The first is information on the "Interior" systems of the home. The second is on the "Exterior" systems of the home.

The components of each section are in alphabetical order for easier use. As you might expect, there will be some overlap between interior and exterior systems. If you are uncertain about where to look, use the index to find the information you need.

It is a good idea to set yourself up with a few basic tools and supplies for your home. Having them on hand saves a lot of time and can help you in case of an emergency or a loss of power at your home. We suggest the following:

- A medium-sized tool box**
- Adjustable wrench**
- Pair of pliers**
- Full set of screwdrivers**
- Hammer**
- Assorted nails and screws**
- 6' stepladder**
- Flashlight**
- Caulk gun**
- Interior and exterior caulk**
- 1", 2", and 3" paint brushes**
- Spackle and knife**
- Assorted sandpaper**

## INTERIOR SYSTEMS

### Appliances

Your K. Hovnanian® home comes equipped with a variety of appliances. These can include a range, dishwasher, microwave oven, refrigerator, garbage disposal, or a washer/dryer to name a few. At your Gold Key Orientation, our representative will test all the appliances for proper operation. He will also see that you receive all the information and instruction manuals, as well as the manufacturer's warranties for each appliance. K. Hovnanian® Homes does not warranty consumer products. If you have not already done so, look through all the paperwork carefully, and make sure to start the manufacturer's warranty by filling out and sending the registration card for each appliance. Then, file the manuals in a convenient location for future reference.

# Section 9 | Home Care & Maintenance

## Maintenance Guidelines

- Many manufacturers offer a toll-free 800-Hotline service or a website to answer questions about appliance problems and operation. If you have a problem with any of your appliances, contact the manufacturers directly as they are up to date on your appliances and carry the complete warranty. The number is located in the manual that came with the unit.
- Glass panels that may be installed on your appliances are generally made of plastic and should be cleaned with mild detergent and water. Do not use abrasive cleansers as they will damage the finish. Before Calling for Service: If an electrical appliance fails to work, implement the following checklist before calling the appropriate manufacturer.
- Check that the appliance is plugged in.
- The circuit breaker in the panel box controlling the appliance should be in the “on” position. See Circuit Breakers in the Electrical Systems Section.
- Some appliances come with their own separate fuses or circuit breakers. Review the Manufacturer’s Service Manual for exact location and then check for proper set.

**Manufacturer Warranties:** As mentioned, the appliances installed in your home are protected by manufacturer warranties. Should you experience warranty problems, please contact the manufacturer.

**Warranty Caution:** Any electrical, heating and A/C or plumbing addition, alteration, or modification to the original appliance installations may void all applicable warranties.

## APPLIANCE SERIAL NUMBERS

For warranty service on an appliance, contact the appropriate manufacturer directly at the service number provided in the appliance literature. You will need to supply the model and serial number (usually located on a small metal plate or seal attached to the appliance in an inconspicuous location), and your date of closing.

**Closing Date:** \_\_\_\_\_

## ATTIC

The attic space, located immediately below the roof, may be constructed with dimensional lumber or a truss system. Whichever system you have, it is not engineered to support additional weight and this **area should not be used for storage or living space**. We provide access to the area for maintaining mechanical equipment that may be located in or pass through the space. When you perform needed maintenance in the attic use caution and avoid stepping off wood members onto the drywall. If you step off the wood members, you may be injured or you will damage the ceiling below. Such injury or damage is not covered by your Limited Warranty.

Energy efficient homes are reasonably air tight, sometimes causing the attic access cover to lift up during high winds. Placement of the cover in the proper resting position after a windstorm is a normal maintenance task.

- K. Hovnanian® Homes installs a variety of attic vents to remove excessive heat and moisture from the attic space. These can include ridge vents, gable louvers, roof vents, soffits vents, and baffles where the roof meets the wall. Do not cover these vents with insulation or any other material.
- Insulation on the attic floor protects the rooms below it. If the insulation is moved, it will leave gaps between the insulation panels and may obstruct the attic vents. Always replace moved insulation to its original position.

**Warranty Caution:** Roof trusses or dimensional lumber should not be cut for any reason. This can structurally damage the integrity of the roof and will void your Builder’s Limited Warranty Program’s major structural defect warranty.

## BATHROOMS - GENERAL INFORMATION

The tile walls in your bathroom are easy to maintain. The seams, joints, and sealers are not waterproof, and require proper maintenance to prevent water seepage and damage of materials adjacent to and underneath the tile. Cracks in the caulking joints between tile and

# Section 9 | Home Care & Maintenance

tub, in the shower stall corners, and at the floor, are caused by the high degree of moisture present in every bathroom, as well as from the normal shrinkage of caulking material. Separation between the tub and wall tile is caused by home settlement and by the weight of the water-filled tub.

## Maintenance Guidelines

- Clean bathroom mirrors with a spray glass cleaner and a soft cloth, wiping several times to remove all glass cleaner residue. Do not use abrasive cleansers which will permanently scratch and mar mirror surfaces.
- **Mildew:** Moisture and mildew problems can occur in any room where water vapor is present. To reduce mildew, turn on the exhaust fan or slightly open a window when bathing. Wipe off wet tiles when done, and then hang up towels and washcloths to dry. To clean mildewed surfaces and reduce mildew odors, apply a liquid cleaner in a well-ventilated room, followed by a disinfectant and thorough rinsing with clear water. For soap scum, rust stains or other hard to clean residue, consult a home improvement specialist for products or cleaning tips to remove the stain.
- **Tile Repair:** Note: K. Hovnanian® Homes cannot ensure that ceramic tile wall repairs requiring new material will match the color of the existing tile material or colored grouting. Color variations are normal.

## Cabinets - Kitchen, Bathroom, Laundry Room, Study, Etc.

Your cabinets are selected for their attractive appearance, durability, and ease of care. They should be cared for in much the same way as fine wood furniture. A light coat of wax or lemon oil applied once or twice a year will protect the finish and appearance. Never clean cabinets with harsh abrasives. It's best to use a soft cloth slightly moistened with water. After wiping the area, use a dry cloth to remove any moisture that is still on the woodwork. Wood cabinet tone, grain, and color variations are normal, and reflect the natural characteristics of real wood.

## Maintenance Guidelines

- Avoid washing cabinets with water as the water may damage the luster and dry out the wood.
- If you have spills, wipe them up immediately. Never leave any liquid on your wood surfaces as it can cause staining and warping of the woodwork.
- Over time, your cabinet doors will loosen. Straighten the door and tighten the hardware with a screwdriver as needed. If hinges or drawer glides become sluggish, use a small amount of spray silicone to improve their action.
- Cabinet mounted coffee makers are not recommended since the rising steam will damage solid wood and wood veneer, causing fading or delamination. For the same reason, position regular coffee makers or crock-pots out from underneath the upper cabinets and near the front of the counter.
- **Laminate Cabinets:** Clean laminate cabinets with a soapy cloth or sponge, or use a non-abrasive liquid household cleanser for more stubborn stains. There are one-step cleaning products available for laminates that clean, reduce streaking, and leave surfaces polished. As with all cleaning products, carefully follow the manufacturer's instructions.
- **Shelves and Lazy Susan Cabinets:** 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.
- **Drawer and Hinge Care:** Check the hinges at least once a year for proper alignment and tightness, using a screwdriver to make necessary adjustments. Over time, your drawers will loosen. Check the drawers for easy movement and tighten the hardware with a screwdriver as needed. If drawer glides become sluggish, use a small amount of spray silicone to improve their action.
- **Repairing Nicks and Scratches:** Hardware stores offer color matching putty, stains, and polymer fillers to cover and repair cabinet nicks and scratches.
- Your color selection sheets are your record of the brand, style and color of cabinets in your home. Make sure you keep these on hand for reference.

# Section 9 | Home Care & Maintenance

## CAULK

Caulk has been applied to several areas around your home - both inside and outside. In fact, in nearly any place where two different materials come together, caulk is used to seal the area and give your home a neater appearance. Caulk is also used to help insulate your home and to keep water away from areas where it should not be. During your home's lifetime, caulk will dry and separate as a result of your home continually adjusting to its environment. This is a normal homeowner maintenance item and can be easily taken care of using a caulk gun and the proper caulk.

### Maintenance Guidelines

- When purchasing caulk, make sure to buy the best type for your particular job.
- As a general rule silicone caulk works well around water but it is not paintable. Latex caulk is paintable and is generally used for cosmetic purposes. We recommend that you ask the hardware store in your area for suggestions on which type of caulk to use.
- Colored caulk is available where larger selections are provided. As with any colored material, dye lots can vary.
- Caulk used in the kitchen, bathroom, and laundry room needs to be checked frequently for any shrinkage or cracking. If you notice this happening, repair the caulk immediately to prevent more serious problems down the road.
- You will want to inspect all interior caulking around the home once a year and re-caulk as necessary. Remember to use the right caulk for your particular job.

## COUNTERTOPS - LAMINATE (FORMICA)

Laminate countertops are long lasting and can be cared for easily by simply wiping or sweeping up crumbs or spills when they occur. Never use abrasive cleaners, as they will dull the surface.

### Maintenance Guidelines

- Laminate countertops are heat "resistant," not heat "proof." Do not set hot pans or skillets on your laminate countertops as you could scorch the surface, leaving a permanent burn mark in the countertop.

Instead, set all hot materials on oven pads.

- Always use a cutting board when cutting, chopping, etc. Sharp knives can penetrate the surface, leaving a permanent mark.
- Do not use your countertop as an ironing board.
- When cleaning, use a soapy cloth or sponge to wipe up materials. Do not let any liquid stand on your laminate surfaces as it could penetrate seams, corner joints, and the backsplash, damaging your countertop. There are one-step cleaning products available for laminates that clean, reduce streaking, and leave surfaces polished. As with all cleaning products, carefully follow the manufacturer's instructions.
- Check seams periodically and re-caulk as necessary.
- In time, steam from an open dishwasher may cause swelling and delamination. To reduce moisture damage, apply a waterproof sealer to the underside of the countertop, directly over the dishwasher, and two feet left and right of the dishwasher. Apply the sealer every year to keep your countertops looking new.

## COUNTERTOPS - CERAMIC TILE, CORIAN, GRANITE

To clean ceramic tile, Corian®, or granite countertops, use a soft towel or a brush to wipe up granular materials. For spills, use a slightly damp cloth to wipe up the area. Make sure the area is completely dry when you are finished. As with laminate countertops, do not use abrasive cleaners, as they will damage the surface.

### Maintenance Guidelines

- The material between your tiles is called grout. It is the same material used in your tile floors, showers, and bathtubs. For more information, please see the grout section later in this guide.
- Ceramic tile is brittle and can be broken by a sharp blow from a heavy object. Be careful not to drop objects on ceramic tile.
- It is best to use a portable chopping block or cutting board when preparing meals as a knife can scratch tile.
- Scouring powder should be used sparingly as it can



# Section 9 | Home Care & Maintenance

very easily discolor the grout between the tiles. Water is the best solution for cleaning tile countertops. Use a very small amount of water and when you are finished make sure that the area is completely dry.

- If you have a stain that will not come off simply with water, consult with a home improvement expert about products that will work on the stain.
- Excessive heat can cause charring, burning, lifting, or blistering. Do not place hot pans, coffee pots, baking dishes, hot irons, or burning cigarettes directly on these surfaces. Use protective hot pad or trivets under countertop electrical appliances.
- Avoid exposing Corian® to strong chemicals, such as paint removers, oven cleaners, etc. If contact occurs, quickly flush the surface with water.
- DO NOT CUT directly on Corian® countertops. Always use a cutting board.
- Run cold water when pouring boiling water into sinks. This is especially needed with Corian® sinks.
- **Ceramic, Granite and Corian® Countertop Repair:** Note: K. Hovnanian® Homes is unable to ensure that ceramic countertop tile repairs requiring new material will match the color of the existing tile material or colored grouting. Color variations, thickness and veining are normal.

## CONDENSATION/MOLD

Condensation occurs when warm moist air comes into contact with a colder surface, like a window or mirror. Condensation is most prevalent in new homes, especially during the first year. It is caused by the large quantities of water used to build the home, from the concrete foundations to the paint on the walls. In addition, the wood that was used to construct your walls and roof also has excess water that will work its way out. As this water evaporates and the drying-out process occurs, the moisture takes the form of condensation on interior windows, basement walls, and plumbing pipes. Condensation is normal. However, it needs to be controlled. If not, it can remain inside your home and in some cases begin to produce mold. For homeowners everywhere, mold is an important issue. It is a product of humidity, condensation, and water leaks. Mold generally occurs when moisture is not allowed to properly vent from

the home. Products today such as windows, doors, caulk, and insulation work together to produce a more energy efficient home. These new products and the techniques for installing them also eliminate air leaks, creating a more airtight home. While the changes help reduce energy bills and keep drafts inside the home to a minimum, they also prevent fresh air from coming into the home. Therefore, ventilation is essential to keep condensation and mold to a minimum. If condensation is not properly vented out of the home mold can develop. For more information, please refer to the Home Care and Maintenance Guide for Water Intrusion at the end of this section.

## Maintenance Guidelines

- When showering, cooking, or doing laundry, always use the exhaust fan in the room. This will take the moist air to the outside of the home. You may also want to open a window in the room slightly.
- Your home's HVAC system (especially air conditioning) is the biggest help you have in eliminating condensation and mold. Make sure it is kept in good working order.
- Any water leaks that occur inside your home need to be taken care of immediately to prevent mold from developing. If your home is under warranty, contact Homeowner Service for assistance. If your warranty has expired, contact a licensed professional.
- During warm, dry weather, open basement windows, and close them when outside humidity is high. Keep windows closed during damp, muggy weather and opened during clear, dry weather.
- Ensure that the clothes dryer is properly vented to the outside and that the vent is clear of obstructions and lint.
- Do not try to accelerate the "drying out" process by creating high heating temperatures during winter or too cold temperatures in the summer. This will lead to an uneven drying which will exaggerate the effects of normal shrinkage.
- **Crawl Space Areas:** See Crawl Space below.

## CRAWL SPACE

You may have a crawl space in your home. This space is not intended as a storage area. Inside the space, you

# Section 9 | Home Care & Maintenance

may notice slight dampness during certain times of the year; this is normal. There should be no standing water in your crawl space. Proper ventilation in crawl space areas prevents high humidity levels, condensation, and resulting mildew. Fans may be used to help vent the crawl space.

Do not enclose crawl space areas that open to an existing basement unless you provide exterior venting. Make sure the vents to this area are open in the summer to reduce soil smells in your home. In the winter, you will want to close these vents to reduce the chance of wintertime temperatures freezing plumbing pipes that may pass through this area. After the threat of frost or freezing temperatures passes, crawl space vents should be reopened to allow ventilation. Plastic (visqueen) is used as a vapor barrier to keep the floor joists from soaking up moisture from damp soils.

Make sure that when repainting your home your vents are not painted shut or open.

## DOORS - INTERIOR

Your K. Hovnanian® Homes home can come with a variety of doors, possibly including interior passage doors, French doors, louver doors, bi-fold doors, sliding glass doors, exterior doors, and garage doors. During the changing seasons you will notice that your interior doors may swell, causing them to stick or bind. This is a normal occurrence and may correct itself when the weather changes. When a door sticks because of swelling during damp weather, do not plane the door because when the dry weather returns, the door will shrink back to normal. Some twisting and warping of doors can be expected as moisture enters and leaves the wood.

If your doors are painted and you need to touch them up make sure that you use the right paint for the job. Generally, use the same paint used on your baseboards and trim. This information is listed on your interior/exterior color selections and/or design center addendum's. You will find a small can of touch-up paint in your paint kit.

## Maintenance Guidelines

- If your doors repeatedly stick, try candle wax or soap. Then, tighten the hinge screws with a screwdriver.
- In time, you may notice that your door hinges squeak a bit. This is normal. A drop of oil on hinges makes doors swing quietly and easily. Graphite, which can be purchased at your local hardware store, is also an excellent lubricant for door latches and keyholes. It will prevent undue wear and sticking, and keep doors working normally. Because graphite can stain carpet and other flooring materials, make sure to put plastic or paper down when applying it to door hardware.
- If a door will not latch properly you may need to adjust the strike plate up or down on the door jamb.
- Repeatedly slamming doors can damage both the door and the door frame. Teach children not to hang on doorknobs and swing the door. This can loosen the door hardware and cause the door to sag.
- Interior doors are hollow core and are not designed to support attachments and hanging accessories. Hanging heavy items on door knobs or at the top of a door can damage hardware and hinges.
- **Bi-Fold Doors:** Keep the door tracks free of paint and dirt, and apply a small amount of wax or silicone spray to the guide edges of the tracks. Also, bi-fold doors can be adjusted at their base with a wrench.
- **Sliding Glass Doors:** 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 when watering the lawn. Be aware that heavy condensation on glass doors during the winter heating season, if not wiped away, can freeze up the door so it cannot be opened.

## DRYWALL

Drywall is screwed or nailed to the studs to create both ceiling and wall surfaces. The seams where sheets of drywall come together are taped, spackled with a joint compound, allowed to dry, and then sanded and textured to prepare for painting. The lumber used to construct your home is a natural material. As mentioned earlier, although it is mostly dry, the lumber will dry out

# Section 9 | Home Care & Maintenance

even more during the first year of occupancy. This can cause cracks and “nail pops” in your drywall. These are homeowner maintenance items that can be easily repaired in just a few minutes.

## Maintenance Guidelines

- **Nail Pops in Drywall:** These can easily be repaired by lightly tapping the nail back into the wall with a hammer. You may wish to put something soft, like cardboard, between the nail and hammerhead to protect the surface from marring or scarring. Knock the loose drywall off the top of the nail and recoat using a putty knife and spackling; sand and repaint the surface.
- **Hairline Cracks in Drywall:** These are almost always due to shrinkage or settlement. They too can be repaired with a putty knife and spackling or latex-based caulk. Simply fill in the crack, wipe away the excess, let dry in accordance with the manufacturer’s recommendations, sand the spackling, and repaint.
- Along with spackling, paintable caulk is also a good way to fix cracks in your drywall. Caulk works especially well in corners where cracks occur. Apply the caulk with a caulk gun, remove the excess, and let it dry. Then, repaint the surface with latex wall 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.
- **Wall Fasteners and Anchors:** There are a variety of specially designed wall fasteners for drywall available from a hardware store. They offer strength in supporting an object, like a large framed picture, and yet create little damage should you move the picture later.
- Plant ledges are architectural design features and should be used strictly to hold plants and other decorative objects. They are not constructed to support the weight of an adult or child.

## ELECTRICAL SYSTEM - GENERAL

The wiring in your new home meets national code requirements and safety standards for the normal use of electrical appliances. Electrical wiring, switches,

outlets, and circuit breakers were installed by a licensed Electrical Contractor. Generally, small appliances which require your personal attendance for their operation may be plugged into any electrical receptacle without fear of overloading a circuit. However, the use of larger appliances or many small appliances on the same circuit may cause an overload of the circuit and trip a breaker. Although a power surge from outside the home can cause a breaker to trip, the most common cause is using too many appliances on the same circuit. If the electric power goes out check first to determine if neighbors are also without power and, if so, contact the utility company. Before attempting to reset circuit breakers check that power has been restored to the area. If neighbors have power, check the main circuit breaker in the panel box. Be aware that not every electrical power problem is due to problems within the home’s electrical system. Utility companies experience a variety of situations that affect power supplies including power surges and interruptions, peak overload periods, and even total shutdowns.

## Maintenance Guidelines

- Note: Light bulbs are not covered by any warranty.
- Before digging in your yard, check the location of buried service leads by calling the local utility locating service. In most cases, wires run in a straight line from the service panel to the nearest public utility pad.

## ELECTRICAL SYSTEM - CEILING FANS

Ceiling fans are a great way to reduce your heating and cooling bills and keep your home comfortable. If you ordered, or have installed, the ceiling fan pre-wire upgrade, certain ceiling outlets in your home are strengthened for a ceiling fan. If you can not remember which outlets have the ceiling fan pre-wire, please refer to selected options and renderings. If you did not order this option check with your installer that the ceiling outlets are able to hold the weight of a ceiling fan. Please refer to the selection options and renderings.

# Section 9 | Home Care & Maintenance

## ELECTRICAL SYSTEM - CIRCUIT BREAKERS

Electrical wiring and appliances are protected by circuit breakers to stop circuit overloading. The main circuit breaker is located in the electrical panel box and if tripped for any reason cuts off all electricity to your home. The smaller circuit breakers within the same panel box control appliances, wall switches, lighting, and the HVAC system. Each switch is clearly marked as to what it controls. Circuit breakers are the safety valves of your home's electrical system. They protect you, your wiring, and your electrical equipment. You were shown your electrical panel box location during your Gold Key Orientation. However, if you can not locate it, please call us and we will help you find it.

If you trip a breaker, go to the electrical panel box and find the appropriate switch. Push the switch all the way OFF and then back to the ON position. If the breaker immediately trips again you are overloading that circuit. Try removing a few items from the line.

### Maintenance Guidelines

- Upon any electrical failure, check your circuit breaker first! When electric outlets fail to work it is usually a sign that a circuit breaker has tripped. The cause could be:
  - Overloading the circuit by plugging in too many appliances
  - Short circuit resulting from a worn cord of an appliance or a defective plug connection
  - Voltage too high for the appliance used
  - The starting of an electric motor
- If power loss at your home is in just one area, chances are an individual circuit breaker has tripped. However, if electrical power is lost throughout your home, first check to see if your neighbors are without power. If the power loss is neighborhood wide contact your local utility company. If the power loss is confined to just your home, check the main circuit breaker at your electrical panel box. If it is tripped, turn it all the way OFF and then back ON. If the main circuit breaker trips repeatedly or there is simply no power, call the electrician listed on the Direct Dial Telephone List if

you are under warranty. If you are out of warranty, call a licensed electrician for service.

- Personal computers, fax machines, and copiers are now standard household items. We suggest that you purchase a surge protector for your computer, printer, fax, etc., as electrical pulses from your power lines vary in strength and are often unpredictable. These surges can cause serious problems to your computer and other electrical systems.
- Thunderstorms, lightning, and power failures can cause circuit breakers to trip. If only your home is affected try to reset by switching the breaker to full OFF, then fully back to the ON position. If this does not reset the breaker, or if the breaker continues to trip, do not continue resetting the breaker as this can damage the panel box, wiring, or appliance that it controls. Call an electrician for service inspection.
- If you install a microwave or other appliances that require a large electrical load, you may need a licensed Electrical Contractor to add additional wiring to accommodate the load.

## Electrical System - Arc Fault & Ground Fault Interrupt Circuits

Arc Fault Circuit Interrupts (AFCI's) are a new electrical circuit installed in homes to help prevent electrical shock and arcing of the electrical current at an outlet. These circuits can detect if a cord from an appliance is defective. At K. Hovnanian® Homes these are installed throughout your new home.

Ground Fault Interrupt Circuits, also known as "GFI's," or "GFI's," prevent electrical shock and are installed in your home in areas where water is present, such as the kitchen, bathroom, laundry room, garage, and on the exterior of your home. They are for your safety and are meant to reduce the chance of an electrical shock. GFI receptacles are sensitive to power surges and interrupt power under certain conditions to prevent injury. GFI breakers are often wired in a series. For example, the bathroom GFI outlet controls the bathroom, and may possibly control other outlets throughout the home. Taking this example further, if the electrical outlet in the garage is not functioning check the GFI in the

# Section 9 | Home Care & Maintenance

bathroom. Garages have GFI outlets. We recommend that you avoid plugging freezers or refrigerators into them as the system could trip, causing your food to spoil. If you choose to have these appliances in your garage you will need to contract with a licensed electrician to install a proper outlet that conforms to all local electrical codes.

## Maintenance Guidelines

- If an outlet in a bedroom is not working:
  - Check to make sure it is not part of a Switched Outlet. See: Electrical - Switched Outlets below.
  - AFCI's are controlled at the electrical panel box. Go to your electrical panel box and find the breaker that serves the effected area. Reset the AFCI. If it immediately "trips" again, try plugging in another cord to determine if the original cord is defective.
- One GFI outlet may control several outlets in room. For example, you may have one GFI in your kitchen that controls three other standard looking outlets. If an outlet in your kitchen is not operating, check the kitchen GFI first, before going to your electrical panel box. This may also be true in your bathrooms or in other areas of your home where GFI's are located.
- Exterior GFI outlets may collect moisture and "trip" during rainstorms or during periods of high humidity. If this happens, the power will remain off and the receptacle will not operate until it has dried. Once it is dry you will need to reset it.
- An electrical outlet or light switch on an exterior wall may produce a slight draft allowing cold air to be drawn into the room. We make a special effort to reduce these drafts; however, 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 a GFI receptacle is not functioning, press the Reset button on the wall plate to restore proper operation. If that does not work, check and reset the circuit breaker in the panel box first, then press the GFI Reset button. If the outlet still fails it may indicate a short in the appliance. If other appliances

will not operate in the outlet an electrician should be contacted and the GFI replaced.

- There are no GFI reset buttons on the electrical panel, only breaker switches.

## ELECTRICAL - LIGHTING FIXTURES

Most of the fixtures in your home (i.e., can lights or other installed fixtures) have wattage ratings inside the unit. This will give you the maximum wattage for the fixture. Using higher wattage bulbs is dangerous and could cause a fire.

You may also have a translucent panel for luminous lighting in your kitchen or laundry room. When cleaning the panel wash them in a solution of mild dishwashing liquid and water. Do not rinse them with water as the film on the panel combats the static electricity that attracts dust.

## ELECTRICAL SYSTEM - PRE-WIRED TELEPHONES, COMPUTERS AND CABLE TV

See Structured Wiring.

## ELECTRICAL SYSTEM - SWITCHED OUTLETS

A wall switch may control certain outlets in your home. These are called Switched Outlets or Half-hots. The wall switch allows you to turn on a light or other appliance from a remote location. Switched outlets are sometimes shown positioned upside down.

## FIBERGLASS TUBS AND SHOWER BASES

Fiberglass tubs and shower bases may be installed in your home. Like most other materials, avoid using abrasive cleansers as they will scratch the surface. Instead, use warm water and a liquid detergent to clean your tub and shower. Avoid dropping objects on fiberglass surfaces or striking the surfaces with sharp objects as chipping or cracking could result. This type of damage is not warranted.

## Maintenance Guidelines

- If you have a jetted tub it is important that you understand how the system works and the proper

# Section 9 | Home Care & Maintenance

operating and cleaning procedures. This should have been explained to you at your Gold Key Orientation. Failure to do so can cause the jet pumps to overheat and burn out.

- As mentioned earlier in the Caulking Section, you can expect small cracks to form in the caulking where the tub or shower meets the wall. If this occurs repair immediately using the proper caulking materials.

## FIREPLACE - GAS

We install both gas fireplaces in our homes. A gas fireplace, or direct vent, means that no combustion air is drawn from the living environment for use in the gas fireplace system. With this system, you will never need to purchase firewood or other materials for the fireplace. We use gas sealed fireplaces that are factory built of sheet metal and then delivered to the homesite for installation. It is best to always follow the manufacturer's guidelines for safe and proper use.

## Maintenance Guidelines

### Gas Fireplace

- Most direct vent fireplaces are not intended to heat any part of a home. Direct vent fireplaces that can heat areas of a home are specifically noted and have additional equipment (i.e., optional fan unit). Make sure you know which unit you have.
- There is a delay between turning the switch on and flame ignition. The flames should ignite gently and silently. If you notice any deviation from this and smell any gas immediately shut the switch off and report the problem.
- When you use your fireplace the first few times you may notice a slight burning smell which can set off smoke alarms. This is your fireplace burning away oils on your vent pipes. This is normal and will go away in time.
- During high winds, your pilot light may go out. If this happens carefully follow the instructions for relighting the pilot. The procedures can be found in the fireplace unit or with your appliance warranty information. Make sure you read all the materials carefully before attempting to relight the pilot.
- When you use your fireplace your glass front may

cloud up for a few moments. This is condensation and will go away after a few minutes.

- Your exterior exhaust vent for your gas fireplace may be within reach. Always assume that it is hot. Never touch it or throw anything inside it!
- When cleaning the glass front of your fireplace do not use abrasive cleaners as they can scratch the surface. Also, never clean the glass front when hot!
- Never add any combustible material, including paper, cardboard, Christmas tree limbs, etc., to a gas log set. Fireplaces equipped with a gas log set do not have dampers and can cause a draft to be noticed. This is done to comply with the Uniform Building Code and or the International Residential Code.

## FLOORS - GENERAL

Floor coverings add a distinctive style to your home. Whether it is vinyl, tile, hardwood, or carpet, each is a beautiful addition and you will want to care for it properly.

As a general rule, asphalt, concrete compounds, and even mud tracked in from the yard or driveway can permanently damage all your floor coverings. Mats placed at doors help minimize the damage. However, make sure that you purchase mats without rubber backing as they can stain and/or discolor all your flooring materials.

Some floor squeaks are unavoidable. Although K. Hovnanian® Homes does not warranty against floor squeaks, a reasonable effort will be made to correct them.

All floors can deflect when walked on. This will be more noticeable next to hutches, bookcases, chairs, etc. This is not a structural deficiency and K. Hovnanian® Homes will take no action for this occurrence.

## FLOORS - CARPET

Carpet is not stain and/or fade proof! It is stain and/or fade resistant. Manufacturers generally do not warrant their carpet against staining and wear or fading. And since different people have different living habits, builders (including K. Hovnanian® Homes) cannot

# Section 9 | Home Care & Maintenance

warranty carpeting either. However, during the first year should you feel that there is a problem with your carpet, contact our Homeowner Service Department and we will set up a meeting to discuss the issues. All carpet comes from the mill in standard twelve (12) foot widths. Depending on the width of a particular room, seams will be needed to complete the installation. While we make every effort to limit the number of seams, they are unavoidable. Some grades, brands, or colors of carpeting show seams more readily than others.

## **Common Carpet Terms:**

### **Burns**

Any kind of burn should be taken care of immediately. First, snip off the darkened fibers. Then, use a soap-free cleaner and sponge with water. If the burn is extensive, talk with a professional about replacing the damaged area.

### **Crushing**

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

### **Fading**

Science has yet to develop a color that will not fade with time. All carpets will slowly lose some color due to natural and artificial sources in the environment. This can be delayed by frequently removing soil by vacuuming, regularly changing air filters in heating and air conditioning systems, keeping humidity and temperatures from getting too high, and reducing sunlight exposure with window coverings.

### **Filtration**

If interior doors are kept closed while the air conditioning

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

### **Fuzzing**

In loop carpets, fibers may break. Simply clip the excess fibers. If it continues, call a professional.

### **Pilling**

Pilling or small balls of fiber can appear on your carpet, depending on the type of carpet fiber and the type of traffic it gets. If this occurs, clip off the pills; if they cover a large area seek professional advice.

### **Rippling**

With wall-to-wall carpeting high humidity may cause rippling. If the carpet remains rippled after the humidity has left, have the carpeting re-stretched by a professional using a power stretcher, not a knee-kicker.

### **Seams**

Carpet usually comes in 12-foot widths, making seams necessary in most rooms. Visible seams are not a defect unless they have been improperly made or the material has a defect making the seam appear to be more pronounced than usual. The more dense and uniform the carpet texture the more visible the seams will be. Carpet styles with low tight naps result in the most visible seams. Seams are never more visible than when the carpet is first installed. Usually with time, use and vacuuming, the seams become less visible.

### **Shading**

Shading is an inherent quality of fine cut pile carpets. Household traffic causes pile fibers to assume different angles. As a result the carpet appears darker or lighter in these areas. Vacuuming so the pile is all going the same direction provides a temporary remedy.

# Section 9 | Home Care & Maintenance

## Shedding

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

## Snags

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

## Sprouting

Occasionally you may find small tufts of fiber sprouting above the carpet surface. Simply use scissors to cut the sprout off. Do not attempt to pull it as the other fibers will come out in the process.

## Maintenance Guidelines

- Your children, pets, and lifestyle will determine how often you'll need to vacuum. However, you cannot over-vacuum your carpet. At a minimum you should vacuum your carpet at least one to two times a week. While normal vacuuming will remove loose fibers from carpet, an occasional tuft may be lifted above the surface. Do not pull out the tuft; just snip it off to the length of the other tufts using scissors.
- Remove spots quickly so they do not become permanent stains. For details on stain removal refer to your manufacturer's brochure or call the manufacturer directly for advice and tips on how to remove spots.
- Some manufacturers recommend yearly professional cleaning of carpets while others do not. Again, it is best to contact your carpet manufacturer directly and ask for its recommendation.
- The following substances are just a few that may cause permanent damage to your carpet. Be careful when using them around your home.

**Toilet bowl cleaners**

**Chlorine bleaches**

**Insecticides**

**Plant foods**

**Drain cleaners**

**Oven cleaners**

**Topical medicines**

- Sunlight can fade carpet. Therefore, keeping window shades drawn during the day will help preserve your carpet's color.

## Floors - Resilient (Vinyl) Flooring

Like carpet, resilient floor coverings come in 6-foot wide rolls or 12-foot wide rolls, and are installed in kitchens, bathrooms, and laundry areas. Resilient flooring - or vinyl flooring - that may be used in your home is a no-wax covering. And like carpeting it will last a long time if cared for properly.

## Maintenance Guidelines

- Wipe up any spills immediately as liquid left on your floor can stain and also cause the vinyl to split at the seams and bubble if the liquid gets under the surface.
- Sweep or mop your vinyl floors frequently as sand and grit will dull the surface. If left on the floor, sand and grit will grind into the flooring causing cuts and pockmarks. If you mop your floor use a small amount of water and make sure that the surface is completely dry when you are finished as water seeping through the seams and under the baseboard trim can cause seam separation and lifting. A silicone caulk, available at hardware stores, is recommended for use at tub and floor joints to minimize the problem. Do not use cleaning products containing turpentine, alcohol, or kerosene, as they will permanently damage the surface. A small amount of warm water should take care of most dirt or spills.
- From time to time you will need to mop your vinyl floors. Use care when cleaning and do not scrub your floors excessively. Frequent mopping, scrubbing or use of electric buffers can create a wear problem.
- Do not flood your floors or allow water to remain on the floor; it will seep into the joints and deteriorate the sub-flooring and glued seams.
- Sharp edges on furniture legs, high heels and other sharp surfaces will damage resilient flooring permanently.
- Attach furniture protectors to the bottom of furniture legs to protect the resilient flooring from scuffing and surface damage. Also, take care when moving items that are located on vinyl floors. We recommend that you use casters or some other material that will protect the vinyl surface.



# Section 9 | Home Care & Maintenance

- Raised nail heads are caused by the natural movement and shrinkage of floor joists below the floor. If a nail head becomes visible through resilient flooring you may want to try placing a block of wood over it and then hitting it with a hammer to reset the nail. If you are uncomfortable trying this, a qualified installer can do it for you.
- In some circumstances you may be able to visibly see the ridges and/or joints of the under layment below the floor. While we have tried to minimize this, some ridges and joints are unavoidable. These are normal and not a warranty item.
- For resilient floor cleaning and maintenance guidelines please refer to the manufacturer's instructions.

## FLOORS - TILE FLOORS

Ceramic tile is easy to maintain and impervious to water. For everyday cleaning use a broom or your vacuum cleaner to get rid of dust and grit. Chipping, scratching, and cracking of floor tiles can be caused by putting heavy furniture directly onto the surface. Minimize the damage and reduce skidding by placing flat furniture protectors underneath furniture wheels and legs.

### Maintenance Guidelines

- For spills or tougher dirt use a slightly damp mop or rag, and wipe the area up completely. Water seeping through the grout and under the baseboard trim can cause lifting, grout cracks, and tile separation.
- Abrasive cleaners should not be used as they can cause surface scratching in the tile and deterioration of the grout between the tiles.
- Always follow the manufacturer's recommendations for proper cleaning.

## FLOORS - HARDWOOD FLOORING

Like tile and vinyl flooring, sweeping your hardwood floors frequently will help eliminate scratches in the woodwork and the chance of tracking dirt to other areas of your home. But unlike other floor coverings, hardwood flooring is a natural product and is affected by the weather. During the changing seasons and during times of high humidity, your hardwood floors will actually breathe, moving in and out. The spacing (and sometimes squeaking) between the boards is natural and not a

cause for concern. In addition, because your hardwood floors are a natural product each piece of wood may take stain or varnish differently. This is natural and adds a unique charm to your home.

### Maintenance Guidelines

- Never wash or wet-mop wood floors. Excess moisture can penetrate the finish causing discoloration and warping.
- Do not use cleaning products that contain excessive wax or oil. Additionally do not wax your hardwood floors. Wax and other wax or oil based cleaning products will build up on the surface and begin to dull it. In time, additional finish coats will not adhere properly.
- A very small amount of warm water on a slightly damp cloth or mop should take care of most dirt. When you are done wiping, completely dry the area leaving no liquid on the surface.
- We recommend purchasing throw rugs for entries, in front of the kitchen sink, and in other high traffic areas to avoid the accumulation of dirt. However, make sure that they are not rubber backed which can stain or damage the floor.
- Never let any liquid stand on your floor. This can cause staining and warping of the surface. Instead wipe up all spills quickly to prevent these problems.
- Like your vinyl flooring, hardwood floors can be damaged by sharp surfaces. Therefore, we suggest that you purchase protective pads for chairs, tables, and other furniture. When moving furniture and appliances, take extra care to not scratch or gouge the floor. Protective pads under furniture legs will help prevent scratches.
- New wood floor shrinkage and warping, especially around heat vents, or any heat producing appliances, produce cracks between pieces of flooring. This is a normal characteristic of the product.
- If your floors have a polyurethane finish, in six months to one year, you may want to have an extra coat of polyurethane applied. This should be done by a qualified contractor. The exact timing will depend on your particular lifestyle. If another finish was used please refer to the manufacturer's recommendations.

# Section 9 | Home Care & Maintenance

## GROUT

Grout is a porous material that is used with tile. On your floors, countertops, and showers, grout is the material between the tiles. It should be inspected periodically for cracks and holes. If either is present the area needs to be re-grouted.

### Maintenance Guidelines

- When cleaning grout never use bleach or any other harsh chemical. It will break down the grout and discolor the area.
- Dropping heavy objects, like canned goods, on a tile surface can crack the grout and tile. So be careful when putting groceries away as cracked tiles are not a warrantable item.

## HVAC - HEATING AND AIR CONDITIONING

The heating and air conditioning equipment was installed by the HVAC Contractor. All systems provide year-round climate control and consist of a thermostat to control temperature, a basic furnace unit to heat the air, a filter to cleanse the air, plus a fan unit to distribute and circulate air throughout the home via ducts and registers. Air conditioners have an outdoor unit that transfers heat away from the home. It is important to read the Manufacturer's Service Manuals, operating instructions, maintenance guidelines, warranties, and energy-saving recommendations. Where appropriate fill out and return the Warranty Registration Cards to the manufacturer. Along with dirty air filters, another common cause of HVAC system failure is long periods of non-use. If your home is a second home, or if you are away for extended periods, make sure that the HVAC system is maintained at a temperature that will not cause damage to the water lines or wood floor products in your home.

### Maintenance Guidelines

- As equipment technology frequently changes, the Manufacturers' Service Manuals will supersede all recommendations and procedures contained in this Homeowner's Guide.
- The heating and cooling system can be adjusted and balanced to meet individual temperature preference.

Balancing is the process of adjusting the louvers of a floor register to allow or restrict flow into a given room. Rooms used infrequently can be restricted allowing more airflow to rooms more frequently occupied. When the right balance is achieved utility bills and wear and tear on the heating system are reduced.

- The blower door panel must be positioned correctly for the furnace blower (fan) to operate. The door panel depresses a button that tells the blower it is safe to operate. If the door panel is not on tightly the fan will not come on.
- Schedule a yearly service checkup by a licensed contractor to ensure maximum efficiency and prolong the life of your system.

## HVAC - THERMOSTAT

Your thermostat is either a mechanical or programmable thermostat. Mechanical thermostats work on a constant on/off basis, while programmable thermostats can be programmed to turn your systems on and off several times during a 24 hour period.

Mechanical thermostats basically have two settings - "Auto" or "Fan On." "Auto" means that the thermostat will turn on either the heating or cooling system, including the fan, when your home reaches a temperature that you set. "Fan On" means the fan for both systems will run continually, circulating air through the house. The thermostat will turn on either the heating or cooling system when your home falls above or below the temperature that you set.

Programmable thermostats provide many options allowing you to program your air conditioning and heating systems around your lifestyle. If you have this thermostat unit take a moment to read the manual that came with it. It will help you understand how to reduce your monthly heating or cooling bills and keep your system running smoothly.

The thermostat installed in your home is protected by a manufacturer warranty that may extend beyond our first year coverage. Should you experience problems beyond the first year of occupancy, please contact the manufacturer or an HVAC contractor.

# Section 9 | Home Care & Maintenance

## Maintenance Guidelines

- Air conditioning and heating units cannot be turned off during the day and then be expected to cool the home quickly when turned on late in the afternoon or early in the evening. A home and its furnishings absorb large quantities of heat or cold that must be removed. Typically, there is no savings in power by turning the heat or AC off during the day. Regardless of which thermostat you have, your heating and cooling system will not heat or cool your home any faster by setting the thermostat really high or really low. Set your thermostat at a level that is comfortable for you and leave it alone. Your systems will run more efficiently and you will reduce the chance of a breakdown.
- To maximize energy efficiency and minimize utility bills set the thermostat to a comfortable level, normally between 68°F to 71°F for heating, and between 76°F to 78°F for cooling, and leave it there.
- In the wintertime it is estimated that for every degree that you lower the temperature, you will save 2-3 percent off your monthly utility bill.

## HVAC - AIR CONDITIONING SYSTEM

Air conditioning is a great addition to your home and can keep you cool during hot summer days. It is important to know that the system designed specifically for your home can only keep your home approximately 12 degrees cooler than the outside temperature. It should be noted that the level of humidity in your home will affect cooling efficiency. 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 should keep all windows closed. The heat from the sun shining through windows with open drapes is intense enough to overcome the cooling effect of the air conditioning unit. For best results, close the drapes of these windows.

## Maintenance Guidelines

- Keep the exterior condensing unit level and keep the area surrounding the unit clear to allow unimpaired airflow.

- If your A/C unit freezes try the following: turn the selector switch from “Cool” to “Off” for a few minutes. Try “Cool” again and if the system does not operate normally switch from “Cool” to “Heat” for 15 minutes to defrost your system. Your unit should begin to operate normally.
- During hot periods be aware that it can take your system up to 24 hours to properly cool your home. We recommend that you leave your unit on all the time instead of turning it on in the morning and off in the evening. Allowing your system to run continuously will actually result in lower operating costs. You will also have better humidity control and you will reduce the chance of system failure.
- Because sunlight generates so much heat keep your doors and windows shut and keep shades drawn during the day to reduce the strain on your system.
- While using your air conditioning system you may hear some popping or pinging sounds. These are normal and a natural result of ductwork cooling in response to air flow as the system operates.
- If your system fails to operate after turning it on at the thermostat check the circuit breakers at the electrical panel box. Are they tripped? Reset if needed. Also, your system may have a secondary breaker box located above the exterior condensing unit. Check the fuses. Is the condensing unit free from debris, such as leaves? Plastic and other materials will also impede the system performance if they are placed over the unit.
- Most HVAC systems have a full two-year (2) warranty and a limited five-year (5) manufacturer’s warranty. Please take a moment to read your manufacturer’s information.

## System Maintenance:

- Keep debris and other materials away from the condensing unit. 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 air conditioner unless there is an 18.0 inch clearance on the sides and a 6.0 foot minimum clearance on top.
- The blower door panel must be positioned correctly for the furnace blower (fan) to operate. The door

# Section 9 | Home Care & Maintenance

panel depresses a button that tells the blower it is safe to operate. If the door panel is not on tightly the fan will not come on.

- Do not cover your unit with plastic in the wintertime. Condensation build-up will cause it to rust and decrease the life of your unit.
- Check for leaks every month and, if identified, contact the HVAC contractor for repairs. Coolant appears as oil spots on fittings or tubing where the copper tubing connects interior and exterior sections.
- Have your unit serviced yearly by an air conditioning specialist to keep it operating efficiently.

## HVAC - HEATING SYSTEM

Your heating system should provide you with years of service if cared for properly. During the first six months it's best to not over-heat your home as this can cause excessive shrinking of framing lumber and other natural materials. Begin with as little heat as possible and increase it gradually.

### Maintenance Guidelines

- During the winter your home can vary approximately five to ten degrees from room to room. This is normal and is due to several variables, including the height of your walls and ceilings, the number of windows (including location), the number of windows with window coverings, and even the landscaping installed around your home. Temperatures also vary due to the amount of sun (heat) and shade (cool) that your home receives on a daily basis.
- Your heating system is engineered specifically for your home. A direct fresh air duct to the furnace is installed to provide combustion air. This allows outside air to enter the furnace area to help prevent carbon monoxide build-up from the furnace and water heater. It is important that you keep all exterior combustion air vents free of debris like weeds, papers, bird nests, etc., and do not stuff the vent with rags or other materials that will hinder the system. Blocking the combustion air vents will cause the furnace to draw air down the vent pipe and pull poisonous gases back into your home.
- The blower door panel must be positioned correctly

for the furnace blower (fan) to operate. The door panel depresses a button that tells the blower it is safe to operate. If the door panel is not on tightly the fan will not come on.

- Take time to read the instruction manual for your unit. Look for trouble-shooting tips specific to your unit.
- If you turn your thermostat to "Heat" and nothing happens check the following: Make sure the main electric switch is "On" (the switch is at the furnace unit). If the switch is combined with a fuse, check to make sure the fuse is not burnt out. If it is, replace as needed. A gas unit still has electrical service to it. Then, check the breaker switch at the electrical panel box. Is it "tripped?" If not, make sure the unit's doors are on correctly and securely, as the unit will not operate with the doors removed. If your unit still does not operate, and is outside the warranty period, call a heating specialist for service. However, if you are still in your one (1) year warranty this is considered an emergency. If this happens to you please refer to the Emergency Service Section in your Homeowner's Guide for instructions.
- Today, most heating systems feature an electronic ignition system, which means the pilot light does not require relighting by the homeowner. So, please do not try to relight this type of system! If you are unsure about the system that you have in your home refer to the owner's manual for your unit.
- Do not stack boxes or other materials around the furnace as they will impede its performance.
- In the fall it is best to do a trial run of your system to make sure that it is operating. If service is needed it is much more convenient to discover it when the weather is still favorable.
- While using your heating system you may hear some popping or pinging sounds. These are normal and a natural result of ductwork heating in response to air flow as the system operates.

## HVAC - REGISTERS (OR VENTS)

If you live in a multi-level home during periods of excessive summer heat you will notice that the overall temperature will vary from room to room and floor to floor. In the summertime, you can help keep a steady

# Section 9 | Home Care & Maintenance

temperature throughout the house by increasing the cool airflow to the areas where you spend most of your time. Try partially closing a few vents in rooms that are rarely occupied. This will increase the cool airflow to the areas of your home where you spend most of your time. This same strategy works in the wintertime as well.

## Maintenance Guidelines

- Putting large objects, like beds or dressers, in front of return air grills may cause your system to overwork as it cannot get enough airflow back into the system. Try to locate furniture and other large objects away from return air grills.
- Vacuum supply and return registers to ensure they remain dust-free.
- As we mentioned earlier your HVAC system is a whole house system, meaning it works best with all the vents open. You might hear that you can save money by completely shutting off vents to rooms that are unused or unoccupied. This is not true. To keep your system operating at peak performance keep all your vents at least partially open.

## HVAC - AIR FILTER

Your heating system and air-conditioning system runs off the same air filter system. The air filter is located in the ceiling or wall of your home or at the unit itself. The filter helps reduce the flow of dust into the air. As the filter collects dust it reduces the system's efficiency and must be either cleaned or replaced. The filter, or filters (you may have more than one), are designed to help keep the air in your home clean. At the Gold Key Orientation we demonstrated proper filter installation, cleaning, and replacement procedures. Air filter maintenance is your on going responsibility.

## Maintenance Guidelines

- While construction is taking place in your neighborhood, we recommend that you replace the air filter every 30 days to help remove all the dust particles that are kicked up during construction.
- Once construction has concluded in your neighborhood change your filter every 30 to 45 days.

A good suggestion is to perform this task every time you pay your utility bill.

- Dirty filters are one of the most common causes of an HVAC system shutting down. Make sure to check these at the specified intervals.
- Finally, never operate either the air conditioning or heating system without an air filter. This can cause serious damage to either system.

## HVAC - VENTILATION

Also see Condensation/Mold. Homes today are built tighter than ever. This construction saves energy dollars but creates a potential concern. Condensation, cooking odors, indoor pollutants, radon, and carbon monoxide may all accumulate. Because we provide passive methods for ventilating homes, your attention to ventilation is important to health and safety.

## Maintenance Guidelines

- Building codes require attic and crawl space vents to minimize accumulation of moisture. Attic ventilation occurs through vents in the soffit, roof ridge, or on gable ends. Driving rain or snow sometimes enters the attic through the vents in the soffit. Do not cover the vents to prevent this from happening. Instead, cover the insulation in front of the vent. This allows precipitation that blows in safely to evaporate and ventilation can still occur.
- Homes with crawl spaces usually include two or more vents. Open crawl space vents for summer months and close them for winter months by pulling insulation over them. Failure to close the vent and replace insulation may result in plumbing lines freezing in the crawl space. This occurrence is not covered by your warranty.

Other ways to keep your home ventilated:

- Do not cover or interfere in any way with the fresh air supply to your furnace.
- Turn on the stove hood fan whenever cooking. When bathing use the bathroom fan as well. If installed, use the fan in the laundry room when doing clothes.
- Whenever possible air your home out by opening windows. This will help prevent excessive moisture from forming on the inside of your windows.

# Section 9 | Home Care & Maintenance

## INSULATION

Insulation is placed wherever outside air is likely to seep into the home: in the floors, ceilings, foundation walls, above-ground exterior walls, and the attic. Flexible insulation in the form of fiberglass blankets is commonly used in walls, floors, ceilings, and around ducts. Blown insulation of loose fiberglass can be used in flat ceiling areas. Plastic foam may be used for spot insulation around windows and doors, pipe openings, and other air leakage points.

**R-Value:** This is an insulation measurement. The higher a material's "R-value" number the more effective it is as an insulator. Different parts of the home have different insulation standards and we meet or exceed both local and national code requirements.

## PAINTING - INTERIOR

The interior of your home has been painted with latex paint. Prior to closing, you will receive a touch-up paint kit for your interior doors, walls, ceilings, and trim. Take a moment to review the kit and familiarize yourself with the different paints that are included.

### Maintenance Guidelines

- **Cleaning Flat Latex Painted Surfaces:** Flat latex paint is applied to the interior walls of the home. This is not a scrubbable paint and will smudge if cleaned. We do not recommend washing these surfaces, but instead suggest using the supplied touch-up paint to cover paint scuff and marks.
- **Cleaning Semi-Gloss Latex Painted Surfaces:** Semi-gloss latex paint is applied to interior wood trim and doors. These surfaces may be cleaned with a sponge and lukewarm water. The less moisture on the sponge, the better. Wipe quickly with a gentle washing pressure from top to bottom without allowing the solution to run down the door or trim. If the water does not work try the same procedure using a small amount of mild detergent mixed with water. Once complete, lightly rinse the washed area with plain water and allow it to dry.
- Your selection sheets and paint touch up kit are your record of the paint, stain color names, numbers, and brands in your home.

## PLANT SHELVES AND DECORATIVE NICHES

Interior plant shelves, or "niches," are a decorative feature that may be in your home. Unless specified, these are for decoration only and will not support any significant weight. Heavy objects can cause cracks in the drywall and more severe damage. Please remember this when deciding what to put in these areas.

## PLUMBING - GENERAL INFORMATION

A licensed Plumbing Contractor installed all plumbing lines and systems in your home, and these have been tested and inspected. In most cases, minimum homeowner maintenance is all that the plumbing system requires. Attending to small problems as they occur keeps them from becoming larger, more costly ones. During the first 30 days that you are in your home we will fix any blockages from construction materials that fell into your system. After that, you will need to call a professional plumber for any blockages.

## PLUMBING - WATER LINES

The pipes that carry water into the home are designed to resist rust and corrosion. Water pressure may be unusually high in your locality. In such a case, a water pressure regulator is installed at the main shut-off valve. Do not attempt to adjust the water pressure regulator yourself. It is designed to keep water line pressure surges from entering the home, and improper adjustment can burst the water lines and create severe water damage. If you feel the water pressure needs adjustment, please contact the water utility company or a licensed plumbing contractor.

### Noisy Pipes:

Exterior hose faucets often produce a high-pitched noise caused by an attached vacuum breaker or back-flow preventer. The noise is normal and is not cause for concern. It is normal to hear water running through pipes in the house.

### Noisy pipe problems can be identified and corrected as follows:

- The water heater temperature may be set too high,

# Section 9 | Home Care & Maintenance

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.

### **Frozen Pipes: Prevention is the best cure.**

- During extreme cold weather conditions, keep pipes from freezing by allowing the faucets to drip slightly. Also, leave the sink cabinet doors open to allow heat inside to warm the pipes.
- Do not leave the home or any room without heat during cold weather.
- Close crawl space vents and cover them with insulation.

### **Safe Defrosting of Pipes: Freezing is most likely to occur near an outer wall that is exposed to winter winds.**

- Begin by restoring heat to the effected area.
- Open all faucets connected to the pipeline 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 pipes have 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.

### **PLUMBING - WATER SHUT-OFFS**

Your water system is equipped with several shut-off valves in case of a water leak. At each sink or toilet you will find a shut-off for that particular unit. It is best to use these as they allow you to use water in the rest

of your home. However, if you can not isolate the leak, you also have a main water shut-off valve. This valve may be located in the basement, garage, storage room, closet, or laundry room. The location was shown to you at the Gold Key Orientation. The shut-off is the center of the plumbing system, the point at which the main water line comes into the home. If a major plumbing problem occurs, turn off the main shut-off valve to prevent flooding. It is a good idea to show every family member where the shut-off valve is located and how to close it during an emergency.

### **Maintenance Guidelines**

- Only in the case of an emergency should you ever need to shut your entire water system down. If you ever have a water leak try to use the individual shut-offs first before doing anything else.
- Water is the most serious threat to your home. It can cause permanent damage to concrete, floor coverings, walls, ceilings, and woodwork, to name just a few things. Take all water leaks seriously and take care of them immediately to avoid costly repairs to your home. Refer to the Home Care and Maintenance Guide for Water Intrusion within this Section.

### **PLUMBING - FAUCETS AND FIXTURES**

The plumbing fixtures in your home include the water heater, bathtubs, showers, toilets, sinks, and in some locations, sump pumps. Most plumbing fixtures in your home are plated with polished brass, chrome, or a combination of the two. Since these are not covered by our warranty, or a manufacturer's warranty, take care to keep them looking good.

**Note:** As equipment technology changes frequently, the Manufacturer's Service Manuals will supersede all recommendations and procedures contained in this manual.

### **Maintenance Guidelines**

- Clean your fixtures with warm soapy water and a soft cloth or sponge. Rinse with clear water and wipe dry to prevent spotting and soap buildup.
- Don't let water stand at the base of your fixtures as

# Section 9 | Home Care & Maintenance

corrosion and tarnishing can result. Do your best to keep the area dry.

- Avoid excessive force when turning your faucets on and off. The less unnecessary strain you put on faucets the less frequently they need repair. Provide enough pressure to prevent them from dripping as the seals in the faucet can be damaged in a short time. Because they have moving parts, faucets are more likely to require repair from time to time.
- At your faucet spout there is a small screen called an aerator. The device adds air to the water to reduce splashing and water usage. However, minerals in the water line can clog the aerator so we recommend that you clean it every three to four months, or as needed. To clean the aerator, unscrew it from the mouth of the spout, remove any debris, remove and rinse the washers and screens, and then replace them in their original order.
- Warranty Caution: Any addition, alteration, or modification to the water heater, sump pump, or plumbing fixture installation, unless performed by a licensed Plumbing Contractor, may void all applicable warranties.
- Manufacturer Warranties: The water heater and sump pump installed in your home are protected by Manufacturer Warranties that may extend beyond our First Year Coverage. Should you experience warranty-protected problems beyond the first year of occupancy, please contact the Plumbing Contractor listed in Direct Dial Telephone List.

## PLUMBING - DRAINS

Each sink or shower drain in your home has a j-shaped pipe, otherwise known as a “sink trap,” that is designed to keep a water barrier between your home and the sewer system. The trap holds water which keeps the odor of sewer gas from entering your home. However, from time to time this trap can become clogged and will need to be cleaned out. In areas that have drains that are infrequently used (i.e., basement floor drain, second or third bathrooms) it may be necessary to occasionally pour a quart of water in the drain to prevent water from evaporating out of the sink trap.

## Maintenance Guidelines

- Hair, grease, and cooking oil build-up in the kitchen sink trap is the most frequent cause of plumbing drain blockages. If you cannot avoid disposing of cooking oils and grease in any other way, run cold water down the drain while you dispose of the materials.
- Petroleum based products, such as paint or lacquer thinner, can damage pipes and should never be put down the drain.
- Over time your drain system may eventually have a plumbing blockage. There are several materials on the market that can take care of this but be sure to pick a brand that will not harm plastic or metal drains. Also, a good plunger will work well for you. If you still can not free the blockage on your own, call a professional plumber for further assistance.
- If you have a leak under a sink check the drain trap. It may need tightening at one or more joints. Usually you can hand-tighten the slip nut. If not, apply gentle pressure using a wrench.

## PLUMBING - GARBAGE DISPOSAL

Garbage disposals are a useful addition to your home. Many homeowners assume that because the disposal is capable of grinding up most of their garbage that it is also capable of eliminating grease and other substances that they would not otherwise put down the drain. When grinding greasy substances, use plenty of cold water. Use a steady flow of cold water and allow the unit to run long enough to do a thorough job of disposing of the waste.

## Maintenance Guidelines

- Materials like steak bones, corn husks, potatoes, coffee grounds, banana peels, and apple cores should not be put down the disposal.
- If your unit jams, you should: First reset the breaker at the electrical panel box. If your unit still does not operate you will need to reset the button at the bottom of the unit.
- Make sure the unit is off and unplugged. Then, take the special wrench that comes with your disposal to manually work the gears free. The wrench attaches to the bottom of the unit under the sink. When the



# Section 9 | Home Care & Maintenance

unit is clear, press the reset button on the bottom of the disposal and plug it in. Your disposal should now operate normally.

## PLUMBING - SUMP PUMP

If installed, the sump pit and pump are part of a drainage system designed to carry moisture away from the underside of the home. They are located in your basement, generally near a corner wall. If water accumulates in the pit, the pump automatically turns on and pumps the water out and away from the house. Always disconnect the sump pump electrical connection before doing any work or repairs.

## PLUMBING - TOILETS

Since 1993 toilets in new homes are federally mandated, 1.6-gallon commodes. They use less water per flush, saving millions of gallons of water each year. However, due to their design, they do not have the same flushing capacity that you may be accustomed to.

### Maintenance Guidelines

- Because of the limited flushing capacity you may need to flush more than once to remove solid waste. This is normal and not a warranty issue.
- Do not use your toilet to dispose of diapers, sanitary products, or other bulky materials. In time, these will plug up your toilet and/or sewer line.
- If your toilet blocks up, try using a plunger to discharge the waste. If not, call a professional plumber.

**Please note: A stopped-up toilet is not a warrantable item.**

## PLUMBING - WASHER/DRYER HOOK-UPS

When hooking up your clothes washer make certain the hoses are hooked up correctly (hot to hot, cold to cold) and are free of any leaks. You may need to purchase new washers for the hose connections. These can be found at hardware and grocery stores. Also make sure the discharge hose from the washer is firmly in place and will not fall out during operation. Improper fitting can cause serious water damage over time.

When hooking up your clothes dryer make certain your exhaust hose is properly venting out of your home. Periodic checking of it is a good idea as it may separate from the unit or become kinked. This can lengthen drying times and cause the dryer not to work effectively.

## PLUMBING - WATER (DRINKING)

A new home often has dirt or metal in the lines which will cause an improper taste and can impede water flow from your faucet spouts. We suggest you clean your system soon after moving in. Turn on each faucet in the house and let them run for 3-5 minutes. After shutting the valve off clean the aerators on your faucet spouts.

### Maintenance Guidelines

- We are unable to warrant the quality of water coming into your home. If the taste does not appeal to you we recommend that you purchase bottled water or install a water filtration system for your home. They can be purchased and installed by a professional plumber or you can find them at your local hardware store and do the job yourself.
- We are also unable to control the water pressure in your home because there are so many variables that affect it. However, the most common causes of low water pressure are clogged aerators at your sinks and clogged strainers in your shower heads. Try cleaning these out.

## PLUMBING - WATER HEATER

Your gas or electric water heater is covered by a warranty from the manufacturer. Please read the operating instructions that the manufacturer provides.

### Maintenance Guidelines

- Small amounts of scale deposits will collect and settle to the bottom of the water tank. Remove this residue by periodically partially draining the tank. To lengthen its life, drain any sediment from the water heater tank at regular intervals, as specified in the manufacturer's instruction brochure. To drain, hook up a garden hose to the drain valve and remove water until the flow of sediment stops. Make sure the

# Section 9 | Home Care & Maintenance

water valve on top of the heater is still turned “On” so the water in the tank will remain at the same level. Never turn your water heater valve off when draining the tank as this could damage your internal heating element.

- Water heater life will be increased by not overheating the water. Keep the temperature halfway between the hot and warm settings. Doing so will reduce the risk of scalding burns, especially to small children.
- Your water heater has a “vacation” setting when you are gone for prolonged periods. We suggest you use it as it will add years of service to your water heater.
- The gas or electric water heater is equipped with an automatic temperature and pressure relief valve, a safety feature that opens and releases excessive pressure or heat build-up. Should this occur, water will flow from the tank until both temperature and pressure are reduced to safe levels.
- Do not store combustible items, oily rags, clothing, brooms, or dust mops near the water heater since this obstructs airflow and presents a potential fire hazard.

## Gas Water Heater

- A gas water heater has a flue that vents exhaust fumes to the outside of the home. Never disconnect the vent or plug it with towels or other items.
- Never turn on your water heater when the tank is empty.
- Condensation inside your new water heater may drip onto the burner flame. This does not cause harm and in most cases will disappear in a short period of time.
- If you have no hot water, check the gas line, temperature setting and water supply valve before calling for service.

## Electric Water Heater

- The heating elements in the water heater tank require periodic cleaning, depending in part on the quality of water in your area. Refer to the manufacturer’s literature for step-by-step instruction and drawings, or contact an authorized service company.
- If you have no hot water, check the electrical breaker panel, temperature setting, and the water-supply valve before calling for service.

## SAFETY - GENERAL

We are concerned for your safety. The following are some suggestions that will make your home a safer place for you and your family.

### Maintenance Guidelines

- Purchase fire extinguishers for your home. It is wise to have one on each level of your home, and especially in your kitchen and garage.
- Locate the nearest hospital, police, and fire station. Ask them for materials or ideas to make your home a safer place.
- Check your smoke alarms at regular intervals. We suggest that you do it at least once a month.
- Purchase a carbon monoxide detector for your home.
- You will find shut-offs on gas lines near their connection to each item that operates on gas. In addition, there is a main shut off at the meter. If you suspect a gas leak, first immediately leave the home and call the gas company for emergency service.
- Finally, get to know your neighbors. They are the best security system that you can have.

## SAFETY - SMOKE DETECTORS

Your new home has smoke detectors that are wired into your electrical system. To ensure that your smoke detectors are operating you should test them monthly by depressing the test button on the cover of the unit. If the alarm sounds they are working. If not, check the breaker at the electrical panel box. During a power failure they will continue to work on back-up batteries. We do not represent that the installed smoke detectors will provide the protection for which they are intended. You are responsible for obtaining and carrying fire insurance.

### Maintenance Guidelines

- For monitoring of your smoke detectors, check to see if the red or green indicator light on the unit is lit. If it is on, there is power to the unit. If not, check the breaker at the electrical panel box.
- Check and replace all batteries in your smoke alarms soon after moving into your new home to ensure that the batteries are fresh.

# Section 9 | Home Care & Maintenance

- When your smoke alarm needs battery replacement it will give off a high-pitched chirping sound. Replace the battery.
- Periodically vacuum your smoke detectors to keep them free of dust and debris that can hinder their performance.
- Do not use an open flame to test the detector.

## STAIRS

No known method of installation prevents all vibration in a staircase. A shrinkage crack will develop where the stairs meet the wall. When this occurs, apply a thin bead of latex caulk and when dry, touch up with paint. Like floor squeaks, stair squeaks are unavoidable. Although K. Hovnanian® Homes does not warrant against squeaks on stairs, a reasonable effort will be made to correct them.

## STRUCTURED WIRING: SECURITY / CABLE-SATELLITE TV / INTERNET / AUDIO

Your home may have a structured wiring system for your cable and/or satellite television, internet, and whole house audio system. It may also include provisions for a home security system as well. If installed, this system provides options to you when choosing the different programs that are currently offered by telephone, internet, cable, and satellite television providers.

### Maintenance Guidelines

- Read the materials for your system to understand the numerous choices that you have. Keep up-to date on new developments in the market that can affect your system and allow for better service at a lower cost.
- You may only have a security system pre-wired. It is your responsibility to arrange for the final connection after you move in. The company you choose will demonstrate the system and instruct you in its use.
- If a whole house audio system was installed in your home, the system is controlled by a receiver (that you purchase) generally located in the living room or den. Each room with a speaker pre-wire will also have a volume control pre-wire to control those

speakers, allowing you to adjust the sound level in each room.

## WOODWORK - GENERAL INFORMATION

Rich, beautiful woodwork is an exciting addition to your home and each piece will take paint or stain differently. Therefore, woodwork may vary throughout the house. This is not a defect. It is natural and contributes to the beauty and charm of your new home. Because of this we cannot guarantee that color or grain patterns will match nor do we change or refinish those materials when they are not in a perceived pattern.

### Maintenance Guidelines

- All woodwork should be cleaned with a slightly damp cloth. Never allow water to remain on your woodwork as it can permanently stain the surface.
- Harsh chemicals and abrasives should never be used.

## WOODWORK - INTERIOR TRIM AND MOLDING

Our homes are built with kiln-dried ceiling moldings, floor moldings, door casings, and other wood trims. Some separation of wood trims and moldings is normal, and is caused by home settlement, plus shrinkage or expansion due to extremes of dryness or humidity.

### Maintenance Guidelines

- Should the baseboard trim come loose, simply re-nail the baseboard or trim molding back into proper position. For moldings, it is better to wait for several months to see if settlement will bring the pieces back together naturally. If not, a separation at corners or seams can be patched with wood filler or caulk and then stained or painted to match the existing molding.

## EXTERIOR SYSTEMS

### CAULK - EXTERIOR

On the exterior of your home you can find caulk around doors and windows, on your roof and concrete surfaces, and nearly any place where two different materials come

# Section 9 | Home Care & Maintenance

together. Caulk has been used to seal and insulate the area from the weather. In some cases, the caulk has been painted to give your home a neater appearance.

**We cannot mention this enough** - during your home's lifetime caulk will separate as a result of your home continually adjusting to its environment. This is a normal homeowner maintenance item and can be easily taken care of using a caulk gun and the proper caulk. If you do not maintain caulk you will have water intrusion problems.

## Maintenance Guidelines

- Make sure that you buy the best type of caulk for your particular job. We recommend that you ask the hardware store in your area for suggestions on which type of caulk to use.
- Inspect all exterior caulking around the home once a year and re-caulk as necessary. For caulked areas that need to be repainted do so shortly after completing the repairs.

## CONCRETE - FOUNDATION

Concrete is porous, rigid material that will expand, contract, and crack as the result of temperature changes, shrinkage, stress, and soil conditions. Hairline cracks on foundation walls are usually cosmetic, as opposed to structural. Foundation cracks are common and are caused by shrinkage or stress.

**Shrinking** results from the normal curing process of concrete that varies with the time of year and the moisture conditions that exist when the concrete is poured. Stress is caused by soil placed up against the wall, plus the full weight of the home that rests upon the walls. The weight from these forces can create a variety of stresses, which, in combination with seasonal temperature variations, can cause concrete foundations to expand and contract

## Maintenance Guidelines

- **Drainage:** Proper water drainage around a basement foundation will keep the basement dry, and eliminate unnecessary stress on the foundation wall. Although we do not anticipate problems, as

a precautionary measure, we have installed an exterior drain system around your home.

This system is designed to allow ground water to flow first into the perforated drain below your foundation wall and slab and/or structural floor and then into a sump pit in your basement. It is advisable that you periodically check the pit for water build up, especially during wet weather (this includes large amounts of snow melt). It is not unusual for small amounts of water to accumulate in the pit. Should standing water above the drain pipe inlet opening occur, it is imperative that the water be removed by means of pumping or bailing so that the water is reduced to a normal level. If your sump pump has not turned on, check to see if it is plugged into the electrical outlet or check the breaker at the panel box.

- Sump pumps are used to drain water away from the foundation. Check periodically to insure 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.
- **Efflorescence:** A white, powdery substance that may appear on foundation walls is called efflorescence. It is composed of water-soluble salts, originally present in masonry materials that are brought to, and deposited, on the surface when water evaporates. White efflorescence is common and not cause for concern. It can be removed with a stiff scrub brush and water.

## CONCRETE - JOINTS/CRACKS

Due to its rigid nature, concrete materials will crack. We try to control this by installing expansion joints and scoring certain areas of the surface where cracking is likely to occur. However, even with this procedure, we cannot control all concrete cracks. Rarely, if ever, are cracks in concrete of sufficient importance to shorten the life of the concrete or weaken the structure. If your concrete flatwork cracks, we recommend that you seal the crack with a good concrete caulk. You can purchase concrete caulk at your local hardware store.

# Section 9 | Home Care & Maintenance

## Maintenance Guidelines

- Do not park heavy vehicles, such as moving vans or other large trucks, on your concrete driveway. Your concrete is not intended to bear the weight of heavy trucks. Instead, these vehicles should be parked on the street and have materials ramped-off as necessary.
- Never use a large amount of water to clean your garage floor or driveway, and never allow the water to stand on either surface for extended periods of time. Water can seep into the joints, causing the floor to sink and expand. Eventually, it will result in cracking or more serious damage to your concrete floors.
- All cracks in concrete should be caulked as soon as possible. Quality exterior caulking compounds, or equivalent products, are manufactured for this purpose and can be purchased at your local hardware store.
- 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 the concrete and reduce dusting.

## CONCRETE - SPALLING

Another element of concrete is spalling. Spalling occurs when the top layer of concrete begins to flake or wear away. While concrete is generally designed not to spall, factors such as settlement, engine oil, radiator fluid, severe frost, and aggravation from the use of wintertime salt and other de-icing chemicals will promote spalling. **Spalling is not warranted.**

## Maintenance Guidelines

- In the winter, salt, road chemicals, and other materials used to remove snow and ice will deteriorate and damage your driveway, steps, and walkways, causing them to blister and spall. These same chemicals may also make their way into your garage. It is important to remove them promptly from your concrete, as they will cause permanent damage. Motor oil and antifreeze will also permanently stain concrete and cause concrete to pail. These, too, should be quickly removed to avoid permanent damage.
- Salt Precautions: Park your vehicle on the street during inclement weather conditions to reduce

surface deterioration. Apply a concrete sealant to protect the concrete from water penetration.

- As mentioned earlier, never use a large amount of water to clean your garage floor. Water seeps into the joints and causes the floor to shrink and expand.
- Grease spots on cement floors may be removed with special powders designed for this purpose. Never put sawdust under a car to absorb grease; sand is safer.
- Again, 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 spalling.

## CONCRETE - PORCHES, STEPS AND STOOPS

In most cases, exterior concrete cracks are due to the freeze and thaw cycle or slight home settlement.

## Maintenance Guidelines

- Remove snow and ice promptly from porches, steps, and stoops. If a thin layer of ice cannot be removed, cat litter or clean sand offers safe traction.
- Do not apply de-icing salts or chemicals to any concrete surface. Repeated thawing and freezing with salt and chemicals can damage brick, concrete, and mortar, as well as kill grass, shrubs, and trees.

## CONCRETE - DRIVEWAYS, PATIOS AND SIDEWALKS

Driveways are subjected to heavy use and severe weather conditions. You may experience slight cracking and movement in the driveway slab due to the freeze-thaw cycle, vehicular traffic, and soil settlement. It is not uncommon for exterior poured concrete to rise and fall due to the freezing and thawing of the soil on which they are poured.

## Maintenance Guidelines

- 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 when the most severe adjustment between the new construction

# Section 9 | Home Care & Maintenance

and its environment occurs. Continue the process of inspection and maintenance over the years as cracking, settling, and other problems become less common.

- Some cracking will occur in most new concrete flatwork; however, cracking tends to be more severe and common on swelling soils. If cracks are not sealed they can cause the flatwork problem to get worse and contribute to deeper saturation that may damage the base. It is the homeowners responsibility to caulk the 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.
- Seal all cracks in flatwork as soon as possible. Quality exterior caulking compounds or equivalent products manufactured for sealing can be purchased at most hardware stores, do-it-yourself departments, and lumberyards.

• **Salt Damage:** Salt and other de-icing chemicals will cause severe damage to exterior concrete surfaces. Even when salt is not used it can be tracked in from the street on feet, tires, or accumulated under the fenders of your vehicles. When left to melt, the highly concentrated salt causes pitting, spalling, and possibly the exposure of aggregate. Although unsightly, the surface deterioration eventually stops and does not continue past the contaminated areas.

- **Weight Precautions:** Keep excessive weight, such as firewood, sand, lumber, and moving vans, off the driveway to prevent cracking.

## DECKS AND WOODEN PORCHES

If installed, your deck and/or wooden porch is designed and built with products that enhance longevity. Our dramatic temperature, humidity, and seasonal changes can accelerate the deterioration of wood. The wood can also be damaged by simple wear and tear, snow

shovels, water sprinklers, and so on. Without proper care, splitting, cupping, grain lifting, swelling, and shrinkage will occur on exposed wood surfaces.

## Maintenance Guidelines

- To keep the decks and wooden porches looking beautiful for years to come, it is recommended that you implement the following maintenance schedule:
- Simply clean and dry deck surface, no sanding required. Apply a high quality penetrating oil finish with a garden type weed sprayer or paint roller and brush. A good quality oil penetrates the wood, leaves no surface film to peel or crack, and blocks out U.V. rays to protect from major discoloration and water damage.
- In some cases, with manufactured deck material rather than wood, no maintenance is required. Manufactured deck material does not require penetrating oil or sealant. Any wood product, i.e., railings, stairways, etc., will have to follow the above referenced guidelines.
- You may spot apply the penetrating oil to any high traffic areas. Do not use any type of wood sealer on any type of products treated with penetrating oil.
- Check nuts and bolts of deck and deck supports annually to ensure tightness.
- Excessive weight may cause structural damage to decks. Do not put children's swimming pools or hot tubs on decks.

## DOORS - EXTERIOR

Like interior doors, oil on squeaky hinges and graphite in latches and keyholes will help preserve your exterior doors. You will need to check the bottom plate on the door as well as the weather-stripping around the door to ensure it has a good seal. If the weather-stripping is loose or damaged, you will want to replace it. Doors that face the sun may need extra attention as the sun causes the paint, or polyurethane on the door, to age prematurely.

# Section 9 | Home Care & Maintenance

## Maintenance Guidelines

- **Painting:** Steel-clad doors are maintenance-free and require little attention except for painting and upkeep from dents and scratches. Doors that are east or west facing will require more frequent repainting due to the heat of the sun.
- **Weather-stripping/Threshold:** Weather-stripping on exterior doors helps maintain the home's energy efficiency, preventing the loss of conditioned air, and reducing the infiltration of outside air. Weather-stripping must remain in place to operate effectively.
  - Replace weather-stripping that becomes loose or damaged.
  - The sweep weather-stripping at the bottom of the door may require replacement. To replace, remove the sweep and match with a replacement available at hardware stores.
  - The threshold should be adjusted seasonally to accommodate normal expansion and contraction. To raise the threshold, adjust the screws on the wood portion of the threshold.
- **Storm Doors:** Please note: Installing storm doors to your exterior doors will void your door warranty for warping, painting, staining, and the integrity of any plastic molding present on the door.

## DOORS - OVERHEAD GARAGE DOOR

Your overhead garage door is mounted with rollers and tension springs for easy operation. It may also come with an electronic garage door opener. Garage doors do not completely seal against the elements in the same manner as your other exterior doors, so you may see some light on the sides of your door. This is normal.

## Maintenance Guidelines

- After moving in, you may wish to change the code for your electric garage door opener, if installed. Please refer to the manual that came with it for specific instructions on how to do this. However, you may have an opener that changes the code automatically each time you use it.
- You may want to add additional weather stripping to seal the edges of your door against the elements. Most hardware stores carry this product.

- If you do not have an electric garage door opener installed, but wish to add one after you are in your home, make sure to hire a company that warrants their work. Unless the opener is installed by the door manufacturer, the warranty on your overhead door ends. If you are not sure of the door manufacturer, call our Homeowner Service Department for help.
- Do not leave garage doors open for long periods of time, as this can cause inward warping.
- The repetitive movement of opening and closing can loosen the screws that fasten the hardware to the garage door. Check and tighten these once a year. Oil the moving parts of garage doors every six months.
- If the door lock becomes stiff, apply a silicone or graphite lubricant. Do not use oil on the lock as it will stiffen in the winter, making it difficult to operate.
- Every 6 months, apply a 30 weight automobile oil or similar lubricant to all moving parts. At the same time, check to see that all hardware is tight and operating as intended without binding or scraping. Avoid over-lubricating these parts to prevent drips on vehicles or the concrete garage floor.
- For your safety, do not allow anyone except the operator near the door when it is in motion. Keep hands and fingers away from the door while it is in operation. Do not allow children to play with or around the garage door.
- Garage doors use high tension springs that make homeowner repair dangerous. Please contact a garage door company for spring repairs.
- In the event of a power failure use the manual release cord to open the door.

## DOORS - SLIDING GLASS DOORS

Your home may have one or more sliding glass doors. To help you guard against walking into a closed sliding glass door, apply decorative decals at eye-level to help lessen this hazard.

## Maintenance Guidelines

- The tracks for sliding glass doors are designed to allow water to drain away from the door. Small weep holes are installed on the bottom track for this purpose. It is important that you clean the tracks regularly to keep the door sliding freely and the

# Section 9 | Home Care & Maintenance

weep holes free of dirt and debris that could hinder performance. A vacuum attachment or Dust Buster can do the job.

- If a sliding glass door becomes difficult to slide, lubricate the tracks with silicone. The door should now slide freely.
- Over time, sliding glass doors may go out of adjustment. If you need to adjust your doors, there are two small round 1/4 inch holes located near the bottom of the sides of the door that have roller adjustments to raise or lower the door to the desired height.
- Use a Phillips screwdriver to make the adjustment. If you have small children or pets, be careful about leaving the door open with the screen shut. Children and pets have a way of running through screen doors!

## EXTERIOR SURFACES - GENERAL

Your home's exterior may be constructed using vinyl siding, stucco, brick, or a stone veneer. Regardless of your exterior choice, every home is different and is affected by the amount of sun, shade, wind, rain, and even children that impact it every day. As a rule, keep garden sprinklers away from the house and do not plant shrubbery too close to the walls.

## EXTERIOR SURFACES - BRICK

Of all exterior surfaces, brick is one of the easiest to care for. A record of your brick color is included in your selection sheets. Slight variations in size, color, and placement create the textural interest that contributes 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. Bricks can be cleaned with a soap and water solution. Gentle scrubbing with a non-abrasive household cleaner and a stiff brush will remove most stubborn discolorations. You will never need to paint your brick but you do need to inspect the mortar between the bricks annually for any cracking. After sometime, you may need to repair some of these cracks. This is called tuck-pointing. A qualified mason can do this for you.

On the bottom row of your brick surfaces, you will notice small openings or tubes between the bricks. These are weep holes. They work in much the same way as weep holes in your windows, allowing water an exit point on the bottom of your home. Never fill them in and never cover them up. In time a white powdery substance may accumulate on your brick surfaces. This is efflorescence. It is a natural occurrence that cannot be prevented and is not warranted. You can try removing it with a stiff brush and a solution of a tablespoon of vinegar in a gallon of water.

## EXTERIOR SURFACES - CAST STONE VENEER

Slight variations in size, color, and placement create the textural interest that contributes to the look of a stone exterior. Minor stone chipping, cracking, and mortar shrinkage are normal. Like brick work, you need to inspect the mortar between the stones annually for any cracking. If cracks do appear, a qualified mason can repair them.

## EXTERIOR SURFACES - VINYL OR CONCRETE SIDING

Vinyl or concrete siding is a popular choice for many homes because of its ease of use and durability. Vinyl siding expands and contracts in response to changes in humidity and temperature. Slight waves can be seen in both vinyl and concrete siding under certain weather conditions; this cannot be entirely eliminated.

## EXTERIOR SURFACES - STUCCO

Slight variations in color and placement create the textural interest of stucco. Stucco is a brittle cement product that is subject to expansion and contraction. 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.

## Maintenance Guidelines

- To ensure proper drainage, keep dirt and concrete flatwork a minimum of six inches from the stucco. Do not pour concrete or masonry over the stucco.
- Like brick work, efflorescence can occur on your stucco surfaces as well. This is a natural phenomenon



# Section 9 | Home Care & Maintenance

and cannot be prevented. In some cases, it can be removed by scrubbing with a stiff brush and strong vinegar. Consult your home center or hardware store for commercial products to remove efflorescence.

- Since stucco is not a water barrier, avoid spraying water from irrigation or watering systems on stucco surfaces. Check the spray from the lawn and plant irrigation system frequently to make certain that water is not spraying or accumulating on stucco surfaces.

## GUTTERS AND DOWNSPOUTS

Gutters are designed to carry excess water off the roof and away from the foundation. It is necessary that the gutters be kept clear of debris, which might clog them and cause the water to run over the sides instead of through the downspouts. Downspouts are placed to carry water to the ground and sometimes into extensions, which then direct the flow away from the foundation of the home. These extensions are for the protection of the foundation. It is of vital importance that you maintain them in the down position at all times. Failure to keep downspout extensions in a down position may void your warranty. Rain water, which is allowed to puddle by your foundation, will eventually seep through into the soil next to your foundation walls and basement slab, promoting possible foundation or basement slab damage, and/or settlement causing negative drainage.

By taking a few minutes each spring to clean the leaves and other debris out of your gutters and downspouts, you will assure uninterrupted flow of rain water.

### Maintenance Guidelines

- Gutters and downspouts should be inspected and cleaned twice a year. Gutters should be cleared of accumulated debris such as leaves, twigs, branches, balls, and other objects.
- If a joint between sections of gutter drips, caulk the inside joint using a commercial gutter caulking compound available at hardware stores.
- Use caution when leaning ladders against gutters as this may cause dents.
- Gutters need to slope slightly downward to channel water to the downspout. The soil grade must slope away from the home.

- Winter storms, followed by mild temperatures, followed by more winter storms, can cause “freeze-thaw cycles,” resulting in sizable accumulations of ice and snow on the roof. These are called “ice dams.”
- The ice build-up in the rain gutters, and the pressure and movement of the ice, may cause roof damage and water leakage into the home during a thaw. The best advice is to keep the gutters free of debris.

## KEYS AND LOCKS

No key used during construction of your home will operate after you have taken possession. Additionally, if you live in a community that has a clubhouse or pool house that requires keys, the keys presented to you for these areas cannot be duplicated. If they are lost or misplaced, they can be re-cut at an additional expense to you. If you belong to a homeowners association they can help you.

### Maintenance Guidelines

- Deadbolt locks may be featured on your exterior doors. During the changing seasons you will notice that sometimes your deadbolts latch smoothly and other times they do not. This occurs because your door and door jamb are expanding and contracting with the changing outside temperatures. This is normal. In time, you may want to readjust your strike plate to compensate for the change.

## LANDSCAPING - DRAINAGE SWALES AND BELOW SURFACE DRAIN LINES

Your yard has been graded for proper drainage. It has been designed to move water away from your home. Your yard's drainage system may consist of graded surface swales and below surface drain lines. Keep these systems clean, and free of debris, so that water will move away from your home. If you have below surface drain lines, keep the drain lines free of dirt, leaves, and other debris.

**Patio Home and Townhome Owners Take Note:** If you notice any problems with your exterior landscaping, including lawn, plants, trees, yard grade, sprinkler systems, etc., that were installed by us and maintained by your Association, take the lead and report it to your

## Section 9 | Home Care & Maintenance

management company. If you are unable to reach them, call us for assistance.

In the future you may add plants, trees, flowerbeds, a walkway, a patio, or even a pool. By improperly installing any of these you may be affecting your home's drainage flow, causing serious water problems in your yard, foundation, concrete work, and even with your interior floor coverings. In addition to water problems created by changes at your own home, you will also be liable for any water damage that you cause to your neighbor's property as well. So, before doing any improvements on the exterior of your home, make sure that you have properly routed water away from your home and your neighbor's home. Doing so will save you time and money.

The best way to keep the basement dry is to maintain the original grading around the home. Proper grading ensures that surface water will flow away from the home, rather than accumulating and soaking into the ground immediately around foundation walls.

Remember that your lot is part of the overall drainage plan for the entire subdivision. Please keep this in mind when changes in landscaping are being considered (i.e., construction of retaining walls, fences, decks, or when using rock or landscaping timbers). Changing or blocking the drainage in any way will void your Builder's Limited Warranty, and you may be responsible for any damage that you cause to your neighbors home.

It is of the utmost importance that close attention be given to maintaining proper grade. The excavated area outside the foundation is usually filled with loose soil when the home is constructed. This is called the backfill area. We compact the area in an effort to reduce settling as much as possible. However, it is not uncommon for a backfilled area to settle. We will fill settled areas affecting proper drainage one time only during the first year. You are responsible for removal and replacement of shrubs, rock, sod, concrete patios, pavers, decks, and all other

landscaping or sprinkler systems which you have installed that will be affected by the placement of such fill. Should additional settling occur at a future date after we have already applied our required fill, it is your responsibility to take corrective action. Failure to do so will void your warranty.

### Maintenance Guidelines

- If you have below surface drain lines, flush them out periodically with your garden hose to ensure that they are clean and working.
- We recommend that you consult with a landscape specialist before doing any additional work on your home.
- If you hire a company to add a deck, pool, etc., make sure that they will warrant their work, as this will end any warranties from K. Hovnanian® Homes.
- Do not water your lawn to a point where water ponds in low areas or swales.
- To prevent erosion and puddling of water:
  - Do not alter the soil grade. Keep water ditches or swales open and free of leaves and debris. Do not build sheds, hot tubs, decks, fences, pools, or gardens in the swales. If you do, water may not flow properly through the swale.
  - Direct water run-off away from the home to prevent washouts. Water from sprinklers should not be allowed to spray water within 5 feet of the foundation.
  - If applicable, downspout extensions must be left in the down position.
  - You are responsible for any settlement or damage caused by downspout extensions left in the up position.

### LANDSCAPING - GRASS, SHRUBS & TREES

The grass, shrubs, and trees around your new home have just been planted and conform to your communities HOA requirements (if applicable). They will require water regularly. Take special care of your grass and shrubs during dry periods. Due to the amount of water that these materials need, watering may need to be completed for longer periods of time

# Section 9 | Home Care & Maintenance

than what is normally required by mature lawns and plants. Generally, this need only happen for the first month that you are in your home. After that, your watering schedule can be scaled back.

## Maintenance Guidelines

- Plants and grass are alive when you move into your home. Take special care to help them mature. It is extremely important that new plants and trees be watered twice a week for the first month and once a week for the next three months. This should be done with an open end garden hose, one minute on shrubs and three to four minutes on trees. For best results, contact a lawn care specialist for proper maintenance guidelines.
- We recommend that you consult with a landscape specialist before you do any planting of shrubs or trees. They can help you understand what plants will grow best in your climate.
- If you add landscaping, keep fill dirt 6" below the top of the foundation. This could lead to water inside your home.
- When selecting plants for areas directly around your home, make sure to allow for the size of the plant when fully grown. Also choose a plant that does not require heavy watering for normal growth.
- Avoid planting shrubs, plants, or trees that have deep root systems near your home. In time, the root may extend under the foundation creating an unwanted channel for water to get under your foundation.
- Always check with your local utility providers (gas, electric, cable, etc.) before you start any digging. Make sure that you know the location of your underground power lines, cable television lines, and plumbing lines.
- Sod requires constant moisture until the second mowing occurs. If allowed to dry out, the sod will shrink and gaps will appear between the sections. Water each section of the lawn for 20 minutes twice each day, once in the morning and once in the late afternoon. When moving the sprinkler, check to see if you are leaving footprints. If so, the area has been over watered. Watering may be reduced after the second mowing. Be aware that sod, when initially

installed, will occasionally go into "shock" and turn brown. The sod is not dead and should continue to be watered. (Please Note: Extremely hot weather or above average rainfall will affect these instructions.)

- Mow the new grass when it attains a height of 3 to 4 inches. Do not mow if the ground is soggy. Set the mower at the highest height setting and be sure the mower blades are sharp.
- **Fertilizing and Weeding:** For proper fertilizer and weeding guidelines please contact a lawn care specialist.
- Do not spray immature grass with chemicals to kill weeds. The best approach is to use pre-emergent weed control beginning the following spring, when grass is stronger and more mature. All trees and shrubs are nursery grown, and a Landscape Contractor handles the initial planting. You are responsible for maintaining the new plantings with proper maintenance care and water. The first six to nine months are the most crucial for new plantings. The type of tree or shrub will dictate the specific care needed.

## LANDSCAPING - SPRINKLER SYSTEMS

Underground sprinkler systems are a HIGH maintenance item. Check sprinkler heads frequently to make sure that they are watering the lawn and not a driveway.

After two weeks of heavy watering, reset the timer to water your lawn every second day. This will vary depending on your community's water conservation practices and your lawn's moisture needs. The early morning hours are best. It is advisable to water for a period of 7 minutes per zone on systems with stationery pop-up sprayers, and 20 minutes per zone on systems with rotors.

The underground lines are in no danger of freezing until the outside temperature reaches 10°F or below. However, it is imperative that you drain the above ground portion of your sprinkler system when the outside temperature is 32°F or below. Failure to do so could result in pipe freezing and breaking. Repair will

# Section 9 | Home Care & Maintenance

be at your expense. Please refer to the instructions that came with your sprinkler system.

## Maintenance Guidelines

- Periodically trim the sod back from the sprinkler heads to allow them to function properly.
- In the event of a power failure your system will need to be reset, so make sure to keep the manufacturer's instructions handy. A good place is either at the unit or with this manual.
- If you plan any landscaping changes or any additions to your home, such as a patio, deck, or pool, make sure to reconfigure your sprinkler system to allow for the changes.
- If you install your own sprinkler system, make sure that you do not place sprinkler heads within five feet of your home.

## ROOFING

Your roof is constructed with roofing felt, shingles, flashing, ridge vents, gutters, and downspouts. These materials are installed following manufacturer's guidelines and product specifications. Never nail anything to your roof, and never walk on the roof unless it is absolutely necessary, as this will often cause a serious roof leak with damage to interior walls. Roofs often survive repeated storms with little or no damage, but the nature of these storms rules out any guarantee against storm damage.

## Maintenance Guidelines

- Severe weather may cause minor leaks in your roof system. Contact your homeowner's insurance company immediately. We recommend that you hire a qualified roofer soon after the roof has dried to repair any leaks.
- Roofing materials may be loosened or blown off the roof during a storm without impairing the water tight quality of the roof. However, should this happen to you, we recommend having the roof inspected and repaired as soon as possible.
- Severe winds may cause some composition shingles to lift slightly. They will settle back into position during warmer weather. Visually check the roof (from the ground) after bad storms to determine if shingles

are torn, broken, or missing, and have a roofing contractor immediately replace any to prevent water penetration and damage.

- Maintain your gutters and downspouts so they are free of debris and able to quickly drain precipitation from the roof.

## ROOFING - FLASHING

Roof flashings are sheet metal trims used around roof openings on vents, valleys, and skylights. Their purpose is to channel water onto the shingles.

## ROOFING - RIDGE VENTS

In some locations, ridge vents are located at the peak, or top ridge of the roof, and serve to reduce the heat that builds up in the attic. As the hot air rises out of the ridge vent, cooler air is drawn into the attic through the soffit vents. Keep obstructions away from the vent openings.

## WATER INFILTRATION

To reduce water infiltration at basement walls and foundations, we implemented several important precautions during the construction and grading process of your home. A drain around the exterior perimeter, or interior perimeter in some cases, of the basement is installed to carry off any water that might penetrate the structure. Make sure that you know which drain system you have. It should have been discussed at the Gold Key Orientation. If you can not remember which system you have, contact our Homeowner Service Department for assistance.

Gutters and downspouts are used to control and direct roof water off and away from the home. It is imperative that all downspout extensions are kept in the down position.

## Maintenance Guidelines

**Controlling Foundation Water Infiltration:** The following guidelines, when implemented, will help control and prevent water infiltration problems.

# Section 9 | Home Care & Maintenance

- Keep gutters and downspouts free of blockages from leaves or other debris. If gutter seams leak apply a gutter sealant available at hardware stores.
- 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 within five (5) feet of 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. Also, plants too close to the foundation will place additional moisture against the walls.
- Make sure that the weep holes on the bottom of the window are clean and free of debris.
- All windows and doors can be damaged if you repeatedly slam them. By closing them gently, you will add years of service to them.
- **Cleaning Window Glass:** Clean windows with a commercial glass cleaner or a cup of vinegar mixed with a gallon of warm water. Apply with a sponge or lint-free cloth, then dry and polish with paper towels. A rubber squeegee passed over glass surfaces will speed the drying and eliminate streaking.
- **Aluminum-Clad Wood Windows:** For easy operation, keep the sill and side tracks clean. If the window does not slide easily, spray the channel with silicone or rub the channel with a piece of paraffin. Do not paint vinyl liners or jambs.
- **Skylights:** Periodic inspection by a roofing contractor to repair caulking and check flashings will ensure that the skylight remains weather tight.

## WINDOWS AND SLIDING DOORS - EXTERIOR

The windows in your home are made of double-pane, insulated glass to minimize energy loss, and are framed in aluminum, wood, aluminum-clad wood, or vinyl. Basement windows are constructed with vinyl frames and double-pane glass. The windows and sliding glass doors in your home are energy efficient and easy to care for. It is normal to discover air and dust infiltration in areas around the windows and doors. To keep them in top working order, vacuum the tracks periodically. The tracks can be kept in smooth operating order by lubricating with silicone lubricant sprays. Oil is not recommended because it attracts dust and lint.

### Maintenance Guidelines

- If you intend to use solar film on your windows be aware that installing it on your windows will void any manufacturer warranty. Be sure to hire a reputable company who will warrant its work.
- Maintenance on windows can be as simple as keeping dirt and dust out of the tracks.

## WINDOWS AND DOORS - SCREENS

Every home is provided with window screens, whose purpose is to help prevent insects from coming inside when the windows are open. For easy cleaning, screens are designed for simple removal from the inside. Many homeowners remove and store screens for the winter to allow more light into the home. However, use caution: screens perforate easily and the frames bend if not handled with care.

Sometimes tabs are provided, but do not put pressure on the tabs at any time or you will pull them out. When removing window screens for the season, label each screen as you remove it. This will pay dividends in the spring. Avoid putting any kind of pressure on the screening itself of either windows or patio doors. They are not designed to carry any pressure and will become baggy, or even pull loose at the edges. Screens may be washed and rinsed using a mild household detergent.

### SAFETY CAUTION

**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**

# Section 9 | Home Care & Maintenance

beyond the screen itself. We strongly advise that you never 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.

## WINTERIZING YOUR HOME

During the winter months there are some necessary precautions that every homeowner should adhere to concerning the protection of the water system and maintaining gutters. For more information, refer to the Water Shutoff Section under Plumbing and the Gutter and Downspout information in the Exterior Systems.

### Maintenance Guidelines

- Leaves can cause big problems. When gutters get clogged with leaves, water overflows and can sometimes result in leaks. We recommend constant checks of your gutter system.
- Remove all water hoses from the outside water faucets. Any water left in a hose could freeze and result in pressure on the faucets causing them to crack and/or leak. Freezeless faucets will not work if a hose is left connected.
- If your water heater is located in the utility room, leaving the light on will generate some heat in warmer temperatures. During extreme cold weather conditions you may want to consider an additional source of heat.
- Closing the crawl space vents can help prevent water pipes from freezing.
- Neglecting preventative maintenance can result in voided warranty of certain repairs.

## HOME CARE AND MAINTENANCE GUIDE FOR WATER INTRUSION

**Pro-active maintenance steps to keeping a home sweet home.**

### HOMEOWNER RESPONSIBILITY

Your home requires proper care from your first day of occupancy, continuing throughout its lifetime. Many of its care and maintenance needs are very simple, but

ongoing. One of the biggest problems that improper maintenance can cause is mold. Notify K. Hovnanian® Homes if mold is found or a water leak occurs. Call the Homeowner Service number you were given at closing and follow up with a letter.

**What is Mold?** Mold is a type of fungus. It occurs naturally in the environment. It spreads by means of microscopic spores borne on the wind, and is found everywhere life can be supported. Residential home construction is not, and cannot be, designed to exclude mold spores.

In order to grow, mold requires a food source. This might be supplied by items found in the home, such as fabric, carpet, wallpaper, or by building materials, such as drywall, wood, and insulation, to name a few. Although mold is more prevalent in cold, damp climates and tends to grow in dark, interior spaces, it can begin to grow on construction materials within twenty-four to forty-eight hours following water damage and can expand exponentially as it uses the building materials as its food source. Natural disasters such as floods and storms can contribute to the growth of mold on roofs.

Mold spores can enter a building through open doorways, windows, heating, ventilation, and air conditioning systems. Spores also attach themselves to people, animals, clothing, shoes, bags, and pets, which are a common means of transport.

Finally, mold growth requires moisture. By minimizing moisture, a homeowner can reduce or eliminate mold growth. Spills, leaks, overflow condensation, and high humidity (greater than 50% indoors) are common sources of home moisture. Good housekeeping and home maintenance practices are essential in the effort to prevent or eliminate mold growth.

Common sources of moisture include water leaks through roofs and windows, water leaks from faulty piping, water leaks through basement foundations, water associated with poor ventilation practices, water associated with condensation, failure to maintain

# Section 9 | Home Care & Maintenance

caulking and grout, frost damage to piping, and poor drainage away from the foundation.

With the ever-increasing national concern regarding the development of mold in commercial and residential structures, K. Hovnanian® Homes has proactively implemented a program to properly address any issues that may arise during the construction process of homes through delivery to our customers.

However, building a quality home properly is not where it stops. Your home is neither constructed nor warranted to be mold free. After occupying your home, it is your ongoing responsibility as a homeowner to routinely assess areas on the interior and exterior of your home and perform normal maintenance as needed to prevent moisture intrusion problems and costly damages.

For example, close assessment of the exterior flashings and finishes of your home, particularly where dissimilar materials meet, and timely caulking and paint maintenance, will prevent infiltration of the outside elements and consequential damages. Active assessment and proper maintenance of the caulking around the tubs, sinks, and showers inside your home will also protect the interior finishes surrounding these typically wet areas.

In addition, as a homeowner, you will need to periodically inspect your home for visible mold and promptly remove mold when present to prevent the development of more serious conditions. You must actively maintain and repair any moisture barrier built into the home which is aged or has failed, and is permitting the infiltration of moisture into the home. It is highly recommended that you contact a licensed contractor in meeting these homeowner responsibilities.

The following pages in your **Homeowner Maintenance Manual** provide more detailed information regarding New Home Maintenance Checklists and Mold Prevention Tips.

## Some Tips for Mold Prevention

- **Moisture control is the key. Moisture sources include high relative humidity, plumbing leaks, condensation, rain water leaks, and proper ventilation.**
- **Check for leaks on a regular basis. Repair any leaks promptly and fix the source of a moisture problem as soon as possible.**
- **Clean and dry wet or damp spots within 48 hours.**
- **Remove promptly any materials that cannot be thoroughly dried.**
- **Maintain low indoor humidity, below 50% relative humidity.**
- **To reduce indoor moisture levels, increase ventilation if the outside air is cold and dry, or use a dehumidifier if the outdoor air is warm and humid.**
- **Run the bathroom exhaust fan a minimum of 20 minutes after a shower or bath.**
- **Vent moisture-generating appliances, such as dryers, to the outside.**
- **Perform regular home maintenance inspections as scheduled.**
- **Do not let foundations stay wet.**
- **Before bringing items into the home, check for signs of mold.**
- **Regular vacuuming and cleaning will help reduce mold levels. Mild bleach solutions and most tile cleaners are helpful in eliminating or preventing mold growth.**

## Some Safety Tips While Investigating and Evaluating Mold and Moisture Problems

- **Do not touch mold or moldy items with bare hands.**
- Do not get mold or mold spores in your eyes.
- Do not breathe mold or mold spores.
- Consider using Personal Protection Equipment when disturbing mold.

# Section 9 | Home Care & Maintenance

---

## **GETTING STARTED**

As we know from experience, getting started is sometimes the most difficult part of any task. Fortunately, most of the items on the Maintenance Checklist are neither time consuming nor difficult. While there are excellent reference books published on the subject of home care and maintenance, your K. Hovnanian® Homes Homeowner's Guide can also help if you have questions. This Homeowner's Guide contains important information and guidelines, not just for the tasks on the checklist, but for many other components of your home.

**The following is a suggested checklist of some areas of your home that may need work to keep your home water tight and moisture free.**



# Section 9 | Home Care & Maintenance

Spring / Summer Checklist		
Season	Task	INTERIOR/ EXTERIOR
REGULARLY	Maintain appliances, mechanical, plumbing, and electrical equipment per manufacturers' instructions.	INTERIOR
MONTHLY	Change or clean HVAC filters.	INTERIOR
SPRING	Verify sump pump operation. Keep drainage channels/discharge free of obstruction.	INTERIOR
SPRING	Turn humidifiers off and shut-off water supply.	INTERIOR
SPRING	Check and operate Air-Conditioning System.	INTERIOR
SPRING	Check exterior paint and stain surfaces (especially stained doors.)	EXTERIOR
SPRING	Check gutter for debris. Confirm that downspouts & splash blocks drain away from the home.	EXTERIOR
SPRING	Fill in settlement of back fill soil where needed to maintain proper drainage.	EXTERIOR
SPRING	Wash windows and screens, clean weep holes, and lubricate tracks.	EXTERIOR
REGULARLY	Maintain appliances, mechanical, plumbing, and electrical equipment per manufacturers' instructions.	INTERIOR
MONTHLY	Clean or replace HVAC filters, as required.	INTERIOR
FALL	Check exterior caulking, and re-caulk as required.	EXTERIOR
FALL	Check exterior paint and stain surfaces and refinish as needed.	EXTERIOR
FALL	Adjust exterior doors/weather-stripping as needed to close/seal properly.	EXTERIOR
FALL	Check gutters for debris and clean as required. Confirm that downspouts and splash blocks drain away from the home.	EXTERIOR
FALL	Fill in settlement of backfill soil where needed to maintain proper drainage.	EXTERIOR
FALL	Winterize exterior hose bibs and disconnect hoses.	EXTERIOR
FALL	Wash window and screens, clean weep holes, and lubricate tracks.	EXTERIOR/ INTERIOR
FALL	Verify sump pump operations. Keep drainage channels/discharge free of obstruction.	INTERIOR
FALL	Service and start-up humidifier per manufacturer's instructions.	INTERIOR
FALL	Check condensation drain/hardware; check for displaced or damaged insulation (where exposed). This should include pipe and A/C, and heat pump line insulation. For the humidifier - clean/maintain as required.	INTERIOR
WINTER	Inspect grout around floor and wall tile and touch-up as necessary.	INTERIOR
PERIODIC	Service fireplace/flue by professional.	INTERIOR/ EXTERIOR

# Section 9 | Home Care & Maintenance

## HIDDEN MOLD

In some cases, indoor mold growth may not be obvious. It is possible that mold may be growing on hidden surfaces, such as the back side of dry wall, wallpaper, or paneling, the top of ceiling tiles, the underside of carpets and pads, etc. Possible locations of hidden mold can include pipe chases and utility tunnels (with leaking or condensing pipes), walls behind furniture (where condensation forms), condensation drain pans inside air handling units, porous thermal or acoustic liners inside duct work, or roof materials above ceiling tiles (due to roof leaks or insufficient insulation). Hidden mold usually gives off an earthy or musty odor.

Common sources of moisture include water leaks through roofs and windows, water leaks from faulty piping, water leaks through basement foundations, water associated with poor ventilation practices, water associated with condensation, failure to maintain caulking and grout, frost damage to piping, and poor drainage away from the foundation.

You will find below a listing of areas of concern and suggestions of things you should do to keep your home watertight and moisture free.

## AIR CONDITIONING

### HVAC Condensation Drains

At your Gold Key Orientation you will be shown the location of the condensation primary and secondary drains for your HVAC system. You will need to ensure these drains are open and functioning at all times. If water comes out of the overflow (secondary drain from your attic unit), you should shut off the air conditioner and check the air handler in the attic. If the cause of water in the pan cannot be determined, the HVAC subcontractor should be contacted as soon as possible. Follow the manufacturer's recommendations concerning cleaning the ducts and changing filters.

## CABINETS

### Moisture

Damage to cabinet surfaces and warping can result from operating appliances that generate large amounts

of moisture (such as a crock-pot) to near the cabinet. When operating such appliances, place them in a location that is not directly under a cabinet.

## CONDENSATION

Condensation on interior surfaces of the windows and frames comes from high humidity within the home, combined with low outside temperatures and inadequate ventilation. Family lifestyle significantly influences these conditions. If your home includes a humidifier, closely observe manufacturer's directions for its use, especially during periods of cooler temperatures. Ventilate the kitchen while cooking, when possible, as this can lead to increased condensation.

## CRAWL SPACE

The crawl space is not intended as a storage area for items that could be damaged by moisture. Storing is at your own risk. Wood stored in a crawl space can attract termites. You may notice slight dampness in the crawl space. Landscaping that is correctly installed helps prevent excessive amounts of water from entering crawl spaces. Report standing water to the Homeowner Service Department for inspection.

## FIREPLACE

### Water Infiltration

Prolonged precipitation, especially when accompanied by high winds, may allow some water to enter the home through the chimney.

## FOUNDATION

At your Gold Key Orientation you will be shown the location of the foundation drain and positive drain lines. Ensure these drain lines are open and functioning. Please check drain lines periodically to ensure they stay open and that the pipes have not been crushed by a lawnmower, cut by phone or cable TV company, etc. Check your crawl space and basement monthly to ensure there is no standing water. If there is, remove it immediately by repairing whatever has been damaged. Do not change the grade around or outside of your home, as doing so may void your warranty.

# Section 9 | Home Care & Maintenance

## **Dampness**

Due to the amount of water in concrete, basements may be damp. Condensation can form on water lines and drip onto the floor.

## **GRADING AND DRAINAGE**

### **Drainage**

Typically, the grade around your home should slope away from your home for the first five (5) feet. Maintain the slopes around your home to permit the water to drain away from the home as rapidly as possible. This is essential to protect your foundation. Failure to do so can result in major structural damage and will void your warranty.

### **Roof Water**

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

## **GUTTERS AND DOWNSPOUTS**

### **Leaks**

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

## **MILDEW**

Mildew is a fungus that spreads through the air in microscopic spores. They love moisture and feed on surfaces or dirt. On siding, they look like a layer of dirt. Cleaning mildew from your home is your responsibility. Solutions that remove mildew are available from local paint or home improvement stores. Wear protective eye wear and rubber gloves for this task; the chemicals that remove mildew are unfriendly to humans.

## **PLUMBING**

### **Leaks**

K. Hovnanian® Homes will repair leaks in the plumbing system during the limited warranty period. If a plumbing leak caused by a warranted item results in drywall or floor covering damage, we will repair or replace items that were part of the home as originally purchased.

Your Homeowners Insurance should normally cover these items.

## **ROOF**

If a leak occurs, try to detect the exact location. This will greatly simplify finding the area that requires repair when the roof is dry.

## **WATERPROOFING**

Your basement exterior foundation was installed with a Delta MS product. This is a highly effective, foundation protection system based on a uniquely shaped air-gap membrane. It reliably keeps ground moisture away from the foundation as well.

## **WINDOWS, SCREENS AND PATIO DOORS** **Weep Holes**

If a leak occurs, try to detect the exact location. This will greatly simplify finding the area that requires repair when the roof is dry. In heavy rains, water may collect in the bottom channel of window frames. Weep holes are provided to allow excess water to escape to the outside. Keep the bottom window, channels, and weep holes free of dirt and debris for proper operation.

## **WINTERIZING YOUR HOME**

During the winter months there are some necessary precautions that every homeowner should adhere to concerning the protection of the water system and maintaining gutters. Leaves are a big problem. We would like to remind you that gutters get clogged with leaves, causing overflow of the water, which sometimes result in leaks. A routine check of gutters for debris is advised.

Detach all water hoses from the outside water faucets. Turn off water source where shut off is provided. Any water left in a hose could freeze resulting in pressure on the faucets, causing them to crack and/or leak. A faucet left on (with hose attached and water turned off at hose) will certainly cause damage to the faucet in freezing temperatures.

## Section 9 | Home Care & Maintenance

---

In some homes, the water heater may be located in the utility room. The light left on will generate some heat in warmer temperatures; however, during extreme cold weather conditions, you may want to consider an additional source of heat.

**Neglecting preventive maintenance could result in voided warranty of certain repairs.**

## Section 9 | Home Care & Maintenance

<b>CATEGORY / ITEM TO BE CHECKED</b>	<b>MONTHLY</b>	<b>SEASONALLY</b>	<b>EVERY 6 MONTHS</b>	<b>ANNUALLY</b>
<b>APPLIANCES</b>			✓	
<b>ATTIC</b> Check attic. Remove any insulation blocking soffit vents.	✓			
<b>BASEMENT</b> Clean sump pump and lubricate parts as recommended by the manufacturer.	✓	✓		
<b>BATHTUBS AND SHOWERS</b> Check separation between ceramic tile and tub or shower pan. Re-caulk as necessary.	✓			
Check for loose grout in ceramic tile. Re-grout as necessary.			✓	
<b>CABINETS</b> Clean and apply light coat of wax.			✓	
<b>DECKS</b> Check deck for loose boards and rails, caps, and spindles.			✓	
Check for loose nails and replace with deck nails.			✓	
Clean wood surfaces and apply preservative.			✓	
<b>DOORS</b> Clean sliding glass door tracks. Check drain holes. Adjust roller. Apply silicone spray to track.			✓	
Check weather stripping on exterior doors. Adjust or replace.			✓	
Lubricate sliding and bi-fold door tracks with silicone spray.			✓	
Oil garage door hinges and lubricate metal track as recommended by the manufacturer.			✓	
<b>ELECTRICAL</b> Check cords and plugs of all electrical appliances and lamps. Repair or replace as necessary.			✓	

## Section 9 | Home Care & Maintenance

<b>CATEGORY / ITEM TO BE CHECKED</b>	<b>MONTHLY</b>	<b>SEASONALLY</b>	<b>EVERY 6 MONTHS</b>	<b>ANNUALLY</b>
Test and reset Ground Fault Circuit Interrupter (GFCI) outlets.			✓	
<b>EXTERIOR TRIM AND SIDING</b> Check for caulking shrinkage and separation of trim and siding. Recaulk as necessary.			✓	
Check condition of paint finishes and touch-up as required.				✓
Clean siding as per manufacturer's recommendations.				✓
<b>FIREPLACE</b> Arrange for professional cleaning and inspection of chimney cap.				✓
Inspect damper and check				✓
<b>HEATING AND COOLING</b> Arrange for inspection and maintenance of air conditioning system by end of heating season.		✓		
Check air filters and clean or replace as necessary.	✓			
Clean supply-air and return-air registers.	✓			
Arrange for inspection and maintenance of furnace prior to heating season.		✓		
<b>LANDSCAPING</b> Rake, seed, and fertilize lawns.		✓		
<b>PLUMBING</b> Winterize exterior pipes and faucets. Remove and store hoses.		✓		
Check water shut-off valves. Tighten if leaking.			✓	
Drain water heater to remove residue.				✓

## Section 9 | Home Care & Maintenance

<b>CATEGORY / ITEM TO BE CHECKED</b>	<b>MONTHLY</b>	<b>SEASONALLY</b>	<b>EVERY 6 MONTHS</b>	<b>ANNUALLY</b>
Reverse winterizing procedures and turn on exterior faucets. Re-install hoses.		✓		
<b>ROOFING</b> Inspect roofing for loose shingles.			✓	
Check flashing for winter ice damage, separations, and gaps.				✓
Inspect and clean gutters. Adjust downspouts and splashblocks.		✓		
<b>SMOKE DETECTORS</b> Test smoke detectors. Clean cover and parts according to manufacturer recommendations.			✓	
Test back-up battery.	✓			
<b>WINDOWS</b> Check exterior window trim and recaulk as necessary.			✓	
Check weather stripping. Adjust or replace as necessary.			✓	
Clean tracks and lubricate as recommended by manufacturer.			✓	
<b>MISCELLANEOUS</b> Check charge on fire extinguishers.		✓		

# Section 9 | Home Care & Maintenance

## BUILDER GLOSSARY OF TERMS

You may find these terms in your Homeowner's Guide or you may have heard your Community Team discussing them.

**Aerator:** A small removable extension at the tip of a sink spout that mixes streaming water with air to reduce splashing and conserve water.

**Air Gap:** A safety device on kitchen sinks that prevents contaminated sink water from being drawn back into the dishwasher.

**Arc Fault Circuit Interrupter (AFCI):** A new type of circuit installed in bedrooms to help prevent electrical shocks and "arcing" of current at an electrical outlet.

**Ball Cock:** A device in toilets consisting of a valve connected by a lever with a floating ball. The valve opens when the ball is raised, and shuts when the ball is lowered.

**Baseboard:** A decorative and protective wood molding positioned where the wall meets the floor.

**Bleeder Nut:** A nut located on the copper pipe near the interior main water shut-off valve, that unscrews to drain water from exterior sprinkler system vacuum breakers for winterizing.

**Circuit Breaker:** A switching device, located in the electrical service panel, that opens and closes electrical circuits and automatically shuts off electricity to the circuit should it become overloaded. Once the electrical load is reduced, the breaker switch can be turned back on to resume normal service.

**Concrete Dusting:** A fine dust that accumulates on finished concrete surfaces.

**Condenser:** An exterior element of the air conditioning system which expels heat to the outside air.

**Corner Bead:** An angled metal edging used to protect and form an edge where drywall sheets meet at outside corners.

**Damper:** An adjustable valve in the ductwork of the heating system that can be opened or closed to control the flow of air-conditioned or heated air throughout the home. Also, a device in a fireplace or gas heater that controls the air draft up the chimney.

**Dehumidifier:** An electrical appliance that removes humidity from the air.

**Delamination:** The separation of the top plies or laminate from the base to which they are attached. In vanity and kitchen countertops, the warping or detachment of laminate material from the wood substrate.

**Drywall:** Also known as gypsum board or sheetrock, these large sheets are attached to the wall studs and ceiling framing to construct the walls and ceilings of the home.

**Efflorescence:** A white powdery substance that can form on new block, brick, or stucco finishes. It is composed of water soluble salts that are present in masonry materials and that rise to the surface via water evaporation.

**Face Frame:** The front of kitchen and bathroom cabinets, to which hinged doors can be attached.

**Fascia:** The exterior horizontal trim around rafters. Also positioned directly behind gutters and over gable trim boards.

**Fillers:** Wood putty used in preparation for painting to fill holes or cracks in wood.

**Filler Board:** Cabinet grade wood used to fill gaps that occur between cabinets and wall openings.



# Section 9 | Home Care & Maintenance

**Flashing:** Flat sheet metal inserted under roof shingles at overhangs and vent pipes, and above windows and door frames to keep rain water from penetrating the house structure.

**Flue:** A vertical duct, constructed of sheet metal or clay, that channels smoke or gas fumes from a fireplace or gas furnace out of the home.

**Graphite Lubricant:** A finely powdered graphite used as a lubricant.

**Ground Fault Circuit Interrupter (GFCI or GFI):** A specialized electrical device that will interrupt electrical power where a weak electrical loss of ground occurs. Normally installed in areas where water may be present.

**Grout:** A white or colored plaster-like mortar compound used to fill spaces between ceramic tiles.

**Header:** A heavy timber that spans open spaces in walls, over doors and windows, and provides support to structural members above it.

**Hose Bib:** The exterior faucet connection for lawn and garden hoses.

**Joint Compound:** A plaster-like compound, used with drywall tape, to join sheets of drywall into a smooth, continuous panel.

**Joists:** A series of parallel beams stretched from wall to wall on which to attach floor or ceiling materials.

**Lockset:** A door lock.

**Masonry Wall Ties:** The metal pieces that tie masonry veneer to the frame of the home, or, when pouring concrete, the metal pieces that hold concrete foundation wall forms in place until the concrete cures.

**Mastic:** A construction adhesive that is thick and waterproof.

**Moldings:** Shaped strips of ornamental wood used around doors and windows. Also used for base molding, tile molding, chair rails, and for exterior area molding. Moldings finish the junction of different materials or shapes.

**Nail Pops:** A nail that comes loose from a stud and pushes the joint compound up. Caused by normal wood shrinkage and home settlement.

**Petcock:** A small valve located on the side of the sprinkling system vacuum breaker that releases air.

**Pointing:** The filling and finishing of brick mortar and stone cement masonry joints.

**Resilient Flooring:** Vinyl flooring used in areas such as kitchens, halls, and bathrooms.

**Retaining Wall:** Timber, masonry, or stone that is assembled into a wall and then backfilled with soil.

**Ridge Vent:** An open vent system located along roof peaks, which, in conjunction with soffit vents, creates a natural air ventilation.

**Scaling:** In concrete, the breaking away of the top surface of the concrete, caused by a freeze/thaw cycle. In painting, the flaking or peeling away of paint.

**Silicone:** A synthetic lubricating compound with high resistance to temperature change and water. When added to caulking, it extends elasticity properties and increases the life of the caulking.

**Sill Plates:** A support member laid on the top of the foundation wall that serves as a base for the wall framing.

**Soffit Vent:** A vent located under the ceiling of a roof overhang.

**Spackle:** See joint compound.

## Section 9 | Home Care & Maintenance

---

**Spalling:** Flaking or chipping of stone or other masonry material. Similar to scaling, but the chips and flakes are larger.

**Sparker Unit:** Electronic pilot light in gas stoves and furnaces.

**Strike Plate:** The metal plate that keeps a door lock latch firmly in place.

**Stringers:** The exposed 2 inch by 10 inch or 2 inch by 12 inch boards along the sides of the stair treads.

**Sub-flooring:** A wood sheet flooring directly over the joists that supports the under layment of floor covering.

**Sump Pump:** A motorized pump that expels excessive water accumulation that gathers around the home foundation.

## Section 9 | Home Care & Maintenance

### APPLIANCES

<b>Problem</b>	<b>Potential Cause</b>	<b>Potential Solution</b>
Electric appliance not working.	Circuit breaker tripped or off.	Check to make sure circuit breaker is on and appliance is plugged in. Reset breaker or call Appliance Manufacturer Service Department.
Gas appliance not working.	Gas valve turned off.	Check gas valve for proper position.
Garbage disposal not working.	No Power. Disposal clogged.	Check under sink and confirm disposal plugged in. Reset breaker on bottom of disposal. Also, check the breaker panel for a tripped circuit. If clogged, make sure disposal is turned off, and then manually turn disposal blades with disposal wrench.
Garbage disposal blades dirty.	Normal.	Run ice cubes through the garbage disposal to clean.
Garbage disposal odor.	Normal.	Pour baking soda or citrus peelings into disposal.
Refrigerator not making ice.	Ice-maker not turned on or water is not turned on.	Turn ice maker and water on behind refrigerator or check supply line in basement.
Condensation around refrigerator door seal.	Temperature control is incorrectly set.	Reset temperature control.
Range hood not filtering properly.	Dirty filter.	Clean or replace filter.
Dishwasher does not operate.	Door not closed and latched. Circuit breaker may be tripped or off.	Close door and latch. Reset breaker.
Dishwasher not cleaning properly.	Obstructed water flow.	Check for proper loading of dishwasher.
Water spots on dishes/glasses after using dishwasher.	Not using rinse agent.	Use rinse agent recommended by manufacturer.
Clothes washer leaking on floor.	Hose out of drain.	Install hose into washer drain.
Clothes dryer not drying properly.	Possible lint build up.	Check dryer filter. Make sure dryer vent is clean and clear.
Clothes dryer not drying properly.	Lint build up. Vent hose kinked.	Check dryer filter. Make sure dryer vent is clear. Straighten, clean and clear hose. Check exterior vent for clog.

## Section 9 | Home Care & Maintenance

### BATHROOM

<b>Problem</b>	<b>Potential Cause</b>	<b>Potential Solution</b>
Grout cracks between tiles.	Settlement.	Re-caulk cracks with silicone based caulk.
Grout Stains.	Moisture and soap build-up.	Wipe down wet tile after bathing. Use exhaust fan.
Caulk coming loose where tub or shower pan meets tile.	Settlement.	Remove old caulk and re-caulk with white silicone caulk.
Towel bars or soap dish loose.	Too much weight.	Re-install towel bars with anchors. Reinstall soap dish with adhesive caulk.
Moisture build-up around window in shower area.	Normal.	Wipe down window and window tracks after use. Use bathroom exhaust fan to expel moisture and humidity.
Shower rod will not stay up.	Loose shower rod.	Adjust rod tension by rotating rod.
Soap build-up on shower door.	Normal.	Squeegee or dry shower door after use.
Mirror discoloration around edges.	Standing water on bottom of mirror moisture at edges.	Keep edges of mirror clean and dry.

# Section 9 | Home Care & Maintenance

## CABINETS AND VANITIES

<b>Problem</b>	<b>Potential Cause</b>	<b>Potential Solution</b>
Cabinet door does not close properly.	Door hinge is out of adjustment.	Adjust hinges.
Cabinet door bangs when closing.	Missing cabinet door bumper pads.	Install new bumper pads.
Adjustable shelves not at desired height.	Shelf clips in wrong position.	Remove shelf one side at a time. Move clips to desired position. Reset shelf.
Cabinet drawer sticks.	Drawer glides out of alignment or debris in track.	Realign track. Check for debris. Spray with silicone.
Carousel not swinging freely.	Out of adjustment.	Loosen black set screw at bottom. Turn dial on shaft counterclockwise to raise, clockwise to lower.
Cabinet finish is dull.	Cabinet is dirty.	Clean with soap and water. Use mild furniture polish.
Countertop chipped or damaged.	Accidents.	Call for professional repair.
Scratches or chips in Formica countertop.	Accidents.	Call for professional repair
Gaps in caulking at miters and around sink.	Shrinkage of caulk and seam filler.	Re-caulk or add seam filler.
Rust stains.	Marks from metal cans or steel wool.	Apply rust remover per manufacturer's instructions.

## DECKS AND WOODEN PORCH

<b>Problem</b>	<b>Potential Cause</b>	<b>Potential Solution</b>
Nails or screws coming loose.	Expansion and contraction of wood.	Re-nail with deck nail or re-screw.
Wood splintering.	Normal due to weathering.	Sand or plane edges smooth.
Cracking, drying, or change of wood color.	Low moisture or excessive sunlight.	Apply penetrating oil finish.
Dark discoloration of deck.	Mildew.	Periodically use deck cleaner or bleach solution.

## Section 9 | Home Care & Maintenance

### INTERIOR/EXTERIOR DOORS

<b>Problem</b>	<b>Potential Cause</b>	<b>Potential Solution</b>
Interior door does not latch properly.	Strike plate out of adjustment. Settlement or swelling from moisture.	Adjust strike plate. Adjust hinges, strike plate, or jambs.
Door sticks or binds.	Loose screws.	Tighten screws.
Hinges on door squeak.	Door strike plates unadjusted.	Adjust strike plate on back side of door.
Bi-fold doors do not close flush. Bi-fold door leaves track.	Bent track. Accident.	Straighten track, reinstall door, inserting wheels at top of door into track.
Sliding glass door sticking or hard to operate.	Bottom rollers out of adjustment. Dirty track.	Clean track, adjust rollers, and apply silicone spray.
Sliding glass door will not lock.	Locking latch out of adjustment.	Adjust locking latch.
Entry door does not latch properly.	Loose weather strip or slight door movement. Threshold or strike plate out of adjustment.	Adjust threshold or strike plate. Realign door.
Cracked panel on entry door.	Wood panel expansion/contraction from humidity changes.	Repair wood and seal panel.
Wood entry door losing glossy finish.	Weather related from sun and heat.	Clean door often. Apply small amount of varnish.
Hot or cold air coming in around exterior door.	Threshold out of adjustment. Worn/missing weather stripping.	Adjust threshold. Replace worn or missing weather stripping.
Water infiltration at door.	Threshold not snug to bottom of door.	Adjust or replace weather stripping or sweep to ensure tighter fit.
Optional garage door opener not operating.	Weak or dead batteries in remote control. Breaker tripped or opener not plugged in.	Replace batteries. Reset breaker or plug in.
Optional garage door opener not opening.	Power out.	Pull emergency overhead door release cord.

# Section 9 | Home Care & Maintenance

## ELECTRICAL

<b>Problem</b>	<b>Potential Cause</b>	<b>Potential Solution</b>
Complete power failure.	Main breaker tripped. Electrical outage.	Reset main breaker or call power company.
Electrical outlets not working.	Outlet is a switched outlet or circuit breaker is tripped.	Turn on wall switch. Check and reset breaker.
GFI switches not operating.	GFI receptacle or circuit breaker is tripped.	Reset GFI. Check and reset circuit breaker.
GFI keeps tripping.	GFI circuit overloaded.	Do not overload GFI circuit with appliances. Check for short or ground in appliance.
Light fixture not working.	Switch is off or bulb is burned out.	Turn on switch. Turn off power and replace bulb.
Recessed can light turns on or off by itself.	Light fixture is overheating.	Fixture designed to shut down to avoid overheating. Use lower wattage bulb. Check label on fixture for proper wattage.
Appliance does not work.	Circuit breaker tripped or appliance broken.	Reset circuit breaker. If problem persists, see appliance manual.
Smoke alarm goes off when smoke is not present.	Dust or dirt trapped in smoke alarm.	Clean or vacuum smoke alarm.

## EXTERIOR FINISHES

<b>Problem</b>	<b>Potential Cause</b>	<b>Potential Solution</b>
Nicks or deep depressions in wood siding.	Abuse or accidents.	Caulk and repair as soon as possible.
Siding has a dirty, streaked appearance.	Mildew or fungus growth.	Apply commercial mildew cleaner following manufacturer's directions.
Efflorescence on masonry finishes.	Crystallized soluble salts.	If desired, scrub with vinegar and water and a stiff brush.
Cracks in masonry finish.	Normal home settlement.	Seal cracks with a flexible masonry or concrete caulk.
Gaps at joints in wood trim.	Normal caulk and filler shrinkage.	Re-caulk or fill.
Appearance of a sandblasted finish.	High wind with sand and dirt.	Clean and sand surface. Prime and paint, if applicable.
Paint fades on south side of house.	Intense sunlight.	Normal maintenance. Repaint wall.
Cracking/peeling of painted surfaces.	Normal aging and weathering.	Clean and sand surface, then prime and repaint.

# Section 9 | Home Care & Maintenance

## FIREPLACE

<b>Problem</b>	<b>Potential Cause</b>	<b>Potential Solution</b>
Electronic ignition will not light.	Unheated chamber in cold climate.	Several attempts may be necessary before the heat generated by brief periods of soft flame cause unit to draft enough for continuous flame.
Electronic ignition will not light.	Gas line closed. Switch off. Pilot off.	Open gas line, turn switches and pilot valve on.
Mantel too hot.	It is normal for mantels to be warm to the touch. Optional fan not on.	Turn on fan.
Condensation/fog on glass.	Gas combustion and temperature variations.	As unit warms, condensation/fog should disappear.
Blue flames.	Normal.	Normal operation. Flames will yellow as unit is allowed to burn.
Odor from unit.	First operated.	Caused by curing of paint and burning off of packaging oils. Burn fireplace for 8 hours to burn away smell.
Film on glass.	Normal result of curing process of paint and logs.	Glass should be cleaned within 4-6 hours of initial burning to remove deposits left by oils from manufacturing process.

## FLOORING AND FINISH

<b>Problem</b>	<b>Potential Cause</b>	<b>Potential Solution</b>
Carpet seams noticeable.	Normal.	Vacuum carpet in same direction as seams.
Carpet fades near windows and doors.	Excessive sunlight.	Close blinds/shades to reduce sunlight on carpet.
Carpet stains.	Spills, pets.	Follow manufacturer's guidelines.
Carpet looks matted on stairs and high traffic areas.	Dirty carpet or insufficient vacuuming. (Normal in traffic areas).	Steam clean carpet. Vacuum more frequently.



## Section 9 | Home Care & Maintenance

### FLOORING AND FINISH

<b>Problem</b>	<b>Potential Cause</b>	<b>Potential Solution</b>
Carpet crushing.	Heavy furniture or foot traffic.	Vacuum carpet against the lay of the tufts.
Carpet snags	Fiber pulled from backing.	Carefully snip snagged yarn.
Carpet looks shaded.	Tips of carpet fiber reflecting light differently.	Not a defect. Vacuum regularly.
Resilient or vinyl floor finish looks dull.	High traffic areas or furniture rubbing against floor.	Follow manufacturer's guidelines.
Resilient or vinyl floor seams are apparent.	Normal.	No repair.
Yellow or purple areas in resilient floors.	Moisture problem or rubber backed floor mats.	Investigate moisture problem. Do not use rubber-backed mats.
Nail or staple pops up under vinyl or resilient floor.	Settlement.	Using a block, gently re-set nail or staple.
Caulk around vinyl floor cracks.	Caulk shrinkage and settlement.	Re-caulk gaps with silicone caulking.
Dents in vinyl, resilient, or hardwood floors.	Objects dropped, heavy furniture, or high heel shoes.	Follow manufacturer's guidelines.
Fine scratches, white splotches, or stains on hardwood floor.	Normal wear, furniture scratches, and spills.	Follow manufacturer's guidelines.
Grout cracks along baseboards.	Normal expansion and contraction.	Re-grout cracks.
Grout staining.	Liquid spills and grease from food.	Follow manufacturer's guidelines.

# Section 9 | Home Care & Maintenance

## HEATING, VENTILATION AND AIR CONDITIONING (HVAC)

<b>Problem</b>	<b>Potential Cause</b>	<b>Potential Solution</b>
Gas smell.	Gas leak.	Evacuate home and Call Utility Company.
HVAC System does not operate.	Circuit breaker tripped.	Reset circuit breaker.
HVAC System does not operate.	Furnace door at unit not closed tightly.	Close door on unit securely.
HVAC System does not operate.	Thermostat improperly set.	Reset thermostat.
HVAC System does not operate.	Furnace switch off or furnace fuses burned out.	Turn on fan switch and replace burned out fuse.
HVAC System does not operate.	Circuit breaker tripped.	Reset circuit breaker at panel box or disconnect switch located next to condensing unit outside.
Furnace System does not operate.	Broken igniter.	Call Heating Contractor.
Air temperature in different rooms or floors is uneven.	Air distribution unbalanced.	Adjust air registers. Clear obstructions away from registers.
Reduced air flow at registers.	Dirty air filter.	Clean or replace air filter as necessary.
Home takes a long time to heat up or cool down.	Improper use of thermostat.	Set thermostat temperature at one setting and leave it.
No air flow.	Breaker tripped, faulty wiring, or equipment.	Check and reset breaker. Contact HVAC contractor.
Air Conditioner not operating properly.	Outside unit obstructed by bushes, leaves, etc.	Clear obstructions from top and sides of unit.
A/C coil is discharging water other than to floor drain.	Defective drain coil.	Call HVAC Contractor.
Air inside home is dry and has excess static electricity.	Lack of moisture in air.	Install humidifier.
Excess water on window panes.	Excess humidity in home.	Lower humidifier setting. Use exhaust fans.
Burning smell when furnace first turned on.	Accumulated dust on electrical coils.	Normal. Happens once each year.
Circuit breaker trips repeatedly.	Various causes.	Call Heating Contractor.

# Section 9 | Home Care & Maintenance

## INTERIOR WALLS AND CEILINGS

<b>Problem</b>	<b>Potential Cause</b>	<b>Potential Solution</b>
Nail pops, holes, or cracks in drywall.	Settlement or accidents.	See Drywall Repairs, this section.
Base molding separates from wall.	Normal caulk shrinkage.	Re-caulk gap or re-nail trim or base molding.
Separation at door casing.	Normal caulk shrinkage or settlement.	Re-caulk gap or re-nail.
Separation at stair stringers.	Normal caulk shrinkage or settlement.	Re-caulk gap.
Separation at countertops.	Normal caulk shrinkage or settlement.	Re-caulk gap.

## LAWN CARE

<b>Problem</b>	<b>Potential Cause</b>	<b>Potential Solution</b>
Yard not draining.	Erosion of swales or settlement around foundation. Metal edging installed across swale.	Re-establish grade. Remove metal edging from swale.
Tips of grass blades frayed or turning tan.	Dull mower blades.	Sharpen blades.
Weeds growing in lawn.	Improper weed control.	Use pre-emergent weed control. Contract a lawn specialist.
Gaps or holes in sod.	Insufficient watering.	Fill gaps with sod or seed and soil. Water lawn properly.
Brown or yellow patches in grass.	Fungus or insect disease. Pets.	Contact lawn specialist. For pets, water lawn.
Grass does not maintain a lush green appearance.	Lack of fertilizer.	Fertilize following manufacturer's directions.
Lawn thinning out after several mowings.	Thatch build-up.	Lawn needs aeration or raking.
Trees and shrubs turning yellow.	Lack of tree and shrub fertilizer or due to colder weather/seasonal changes.	Fertilize following manufacturer's directions.
Trees and shrubs wilting.	Too much or too little water.	Check soil around base of plant and water accordingly.
Newly planted tree or shrub drops all leaves.	Shock resulting from transplanting.	Normal. Continue to water as necessary. Don't over water or over fertilize.

## Section 9 | Home Care & Maintenance

### PAINT

<b>Problem</b>	<b>Potential Cause</b>	<b>Potential Solution</b>
Exterior paint peeling.	Surface not cleaned. Moisture/solvents under paint surface.	Scrape, sand, prime, and repaint.
Blisters in paint.	Poor adhesion caused by water or solvent trapped under paint.	Scrape, fill resulting depression, sand, prime, and repaint.
Wrinkling, runs, and/or drips.	Paint applied too thick.	Sand smooth and repaint.
Interior and/or exterior caulking cracks or shrinks.	Normal drying, settlement, expansion & contraction.	Remove old caulking only if unsightly. Caulk open gaps.
Bleeding wood knots.	Wood resin seeping out.	Sand, apply stain killer, repaint.
Mildew on painted surfaces.	Fungus from moisture and little sunlight.	Carefully wash with water-diluted chlorine bleach.

### PLUMBING

<b>Problem</b>	<b>Potential Cause</b>	<b>Potential Solution</b>
Sewer line clogged.	Blockage in pipe.	Call Plumbing Contractor.
Water leaks at drain pipes.	Loose fittings.	Tighten fittings.
No hot water from gas water heater.	Temperature setting too low. Pilot light is out.	Adjust temperature setting. Relight pilot light.
Hot water runs out quickly or tub or shower water not hot enough.	Temperature adjustment on water heater or water valve set too low.	Adjust temperature setting at water heater.
Toilet runs constantly or makes dripping or gurgling noise.	Water level in tank is too high. Warped flapper or leaking tank seal.	Adjust float arm stem in toilet water tank downward. Replace flapper or stopper seal.
Toilet makes loud noise when flushed.	Ball cock/float in water tank is not working properly.	Replace ball cock/float in toilet water tank.
Toilet backing up and/or overflowing.	Obstruction in line.	Turn toilet intake valve off and plunge toilet.
Aerator or shower head drips.	Dirty or seal defective or worn cartridge.	Clean or replace cartridge valve or seal.
Slow draining sink or bathtub.	Blockage such as hair in drain.	Remove hair or blockage. Clean sink trap.

## Section 9 | Home Care & Maintenance

### PLUMBING

<b>Problem</b>	<b>Potential Cause</b>	<b>Potential Solution</b>
Water flow from faucet is reduced.	Aerator at tip of faucet is clogged.	Unscrew aerator screen and rinse thoroughly.
Water splatters out of faucet.	Air in water supply line. Aerator screen missing.	Open all faucets in home for five minutes. Install aerator screen.
Water leaking from under sink.	Loose, broken, or cracked plumbing fitting(s).	Hand tighten coupling(s) on drain pipes or call Plumbing Contractor.
Water dripping from shut-off valves.	Loose packing nut.	Open valve all the way, then gently tighten nut.
Garbage disposal clogged.	Obstruction in disposal.	Unplug disposal unit, then insert disposal wrench underneath disposal at center shaft.
Garbage disposal will not operate.	Tripped circuit breaker- or not plugged in.	Check reset button on bottom of disposal unit. Plug in disposal.

### ROOF/DRAINAGE

<b>Problem</b>	<b>Potential Cause</b>	<b>Potential Solution</b>
Roof leakage.	Gutters plugged up.	Clean gutters and downspouts twice a year.
Roof leakage.	Loose flashing. Loose pipe collars.	Secure and re-seal flashing and pipe collars with a polymer caulk.
Roof leakage.	Loose or missing shingles and/or ridge vents.	Call Roofing Contractor to secure and/or replace loose or missing shingles/ridge vents.
Roof leakage.	Hole in gutter or downspout.	Inspect, locate, and repair with polymer caulk.
Roof leakage.	Rain or snow blowing into vents.	Normal during severe storms.
Skylight leakage.	Loose flashing. Caulking deteriorated.	Secure flashing. Inspect and re-caulk with a polymer caulk.
Shingles not laying flat.	Fastener loose.	Re-nail and re-seal shingle.

## Section 9 | Home Care & Maintenance

### WATER AND CONDENSATION

<b>Problem</b>	<b>Potential Cause</b>	<b>Potential Solution</b>
Water enters at window well.	Debris in well. Heavy rains.	Clean debris out. Check pitch of splash block & grade.
Water drips behind insulation around basement perimeter.	Condensation.	Open heating vents in winter. In summer use a dehumidifier.
Wet basement floor or walls.	Altered grade. Clogged area away from drain or gutters.	Correct grade. Clear debris from drains and gutters.
Wet basement floor or walls.	Downspouts not left in down position or extending beyond metal edging.	Place downspouts in down position and adjust to extend beyond metal edging.
Water is present around furnace unit.	Condensation line is clogged or misaligned to drain or storm collar on roof leaking.	Snake out and clear line. Realign pipe to floor drain. Reseal storm collar.
Frost build up on windows.	High humidity inside combined with cold outside temperatures.	Open heat registers near windows. Turn down humidifier.
Frost build up on windows.	High humidity inside combined with cold outside temperatures.	Check window seals and tracks.

### WINDOWS

<b>Problem</b>	<b>Potential Cause</b>	<b>Potential Solution</b>
Single hung window binds or is difficult to open.	Broken window balance.	Replace balance.
Single hung window will not stay open.	Weak window balancer.	Replace balance or adjust tension rod.
Single hung window will not slide up or down.	Tension rod jammed.	Contact the Homeowner Service Department for inspection.
Single hung window sash comes out when fully opened.	Tension rod clips on side jambs left in open position.	Position clips in closed position before opening.
Aluminum or vinyl clad window will not lock properly.	Window not square. Defective roller or balance rod.	Contact the Homeowner Service Department for inspection.
Vinyl-clad window binds or is difficult to open.	Paint or dirt on vinyl jambs.	Clean jamb and spray with silicone.
Condensation between insulated glass surfaces.	Insulation glass seal broken.	Replace glass panel or sash.
Condensation on inside surface of window freezes.	High humidity inside home. Normal during extreme cold.	Reduce humidity with exhaust fans and dehumidifier.



10

**Section 10 | Limited Warranty**

**INSERT**

**1. Home Builders Limited  
Warranty**

*(Customer Supplied Document*

**and**

**2. Residential Construction  
Guidelines**

*(Customer Supplied Doc)*







# 11

## Section 11 | Consumer Product Warranties & Manuals

---

# Section 11 | Consumer Product Warranties & Manuals

## CONSUMER PRODUCTS WARRANTIES

CONSUMER PRODUCT means any piece of equipment, appliance or other item that is a CONSUMER PRODUCT for purposes of the Magnuson-Moss Warranty Act (15 U.S.C. § 2301, et seq.) installed or included in the HOME. Examples of Consumer Products include, **but are not limited to**, dishwasher, garbage disposal, gas or electric cook-top, range hood, refrigerator/freezer combination, gas oven, electric oven, microwave oven, trash compactor, automatic garage door opener, clothes washer and dryer, hot water heater, solar water heater, solar water heater panels, furnace, boiler, heat pump, air conditioning unit, humidifier, thermostat, and security alarm system.

These CONSUMER PRODUCTS are excluded from your LIMITED BUILDER WARRANTY (PWC Form 117 V. Exclusions A. 6.).

The Builder's obligation under the LIMITED WARRANTY is limited to the workmanlike installation of such appliances and equipment. If you have a question regarding the workmanlike installation of a CONSUMER PRODUCT you should contact the K. Hovnanian® Homes LLC Customer Care Call Center 1-877-832-6231. You may also contact the relevant trade directly if that phone number has been provided to you.

The following list is an example of CONSUMER PRODUCTS that may have been installed in your home:

<u>Consumer Product</u>	<u>Manufacturer</u>	<u>Phone Number</u>
Appliances	GE® Appliance	1-800-432-2737
Refrigerator		
Oven		
Range Hood		
Microwave Oven		
Dishwasher		
Washer		
Dryer		
Roof Shingles	GAF®	1-877-423-7663
Garbage Disposal	Insinkerator®	1-800-558-5700
Thermostat	Honeywell®	1-888-793-8193
Hot Water Heater	A.O. Smith® Water Heaters	1-800-527-1953
Furnace	Goodman®	Contact licensed HVAC professional
Automatic Garage Door Opener	LiftMaster®	1-800-528-5880
Sump Pump	Zoeller®	1-800-PUMP

Our K. Hovnanian® Homes LLC associate has explained the items on this form. We have read and understand the process relating to Consumer Products.





945 Industrial Parkway N. • Brunswick, OH 44212  
330.220.6666 800.220.9383 330.220.6826 Fax  
allconstruction.com

## WATERPROOFING SYSTEMS

### DELTA & ALL CONSTRUCTION SERVICES Basement Waterproofing Systems 30 YEAR LIMITED WARRANTY

Duration of Warranty:

Warranty ("Warranty") is provided by Delta & All Construction Services ("ACS"):

DELTA - 10 yr Limited Warranty

ACS - 20 yr Limited Warranty

#### **This Warranty is To:**

To you if you are a consumer purchaser ("Buyer") of a (1) new single family detached residence, or (2) a multi-family unit with separate ownership, or (3) or multi-family residence with single ownership which has had one of the DELTA Basement Waterproofing Systems (which includes membrane with insulation board) applied to the building's foundation walls.

The foundation walls must be vertical, no more than a single story and made of either poured concrete, parged concrete block or unparged concrete block.

Coverage:

THIS WARRANTY DOES NOT GUARANTY OR WARRANT THAT IRRITANTS, SUCH AS MOLD, MILDEW, FUNGI OR ANY AIR QUALITY PROBLEMS WILL BE REDUCED OR ELIMINATED.

Under normal use and service the vertical surface of your foundation wall not obscured or covered by other building materials should be free of water leakage or seepage through areas that are treated with DELTA Basement Waterproofing System product ("Leakage") EXCEPT FOR EXCEPTIONS, EXCLUSIONS AND LIMITATIONS SET FORTH BELOW.

#### **Responsibilities - Installer:**

If the Delta Basement Waterproofing System fails, after the Delta 10 year warranty, All Construction Services will either repair or have replaced the area in question or provide replacement of the Basement Waterproofing System as your remedy, including the removal or soil and / or interior finish, if any attached to the wall, and the re-installation of the removed

soil and/ or interior finish to the extent necessary to diagnose and remedy any covered leakage. We will exercise our judgment and shall have the sole option to select the best method by which to remedy leakage, whether by interior or exterior solution. We will undertake the cost of providing any replacement for the Basement Waterproofing System necessary, and pay for labor costs necessary to reapply or patch the Basement Waterproofing System within a reasonable time. Our total responsibility during the life of this Warranty shall not exceed an amount equal to \$3.00 per square foot of foundation wall treated with the basement Waterproofing System and requiring repair, or a total of \$10,000, whichever is lower.

#### **Responsibilities - Customer:**

To the extent the following applies to your situation, you will be responsible for certain costs associated with repair or replacement of the Basement Waterproofing System.

Costs that we do not accept are:

1. Removing or replacing trees, grass or other landscaping.
2. Removing or replacing interior and exterior components of the building or wall which are obstacles to repair (e.g. steps, garage or garage floors, patio or patio floors, porch or porch floors, decks.)
3. Removing or replacing interior furnishings or fixtures (e.g. carpeting, furniture, etc.)
4. Removing or replacing other obstacles that affect repair of damage thereto.
5. Utility disconnects/reconnects.

#### **Coverage Limits:**

DELTA AND ACS DOES NOT GUARANTY OR WARRANT THAT IRRITANTS, SUCH AS MOLD, MILDEW, FUNGI, OR ANY AIR QUALITY PROBLEMS WILL BE REDUCED OR ELIMINATED.



THIS WARRANTY EXCLUDES ANY LIABILITY OR CLAIMED DAMAGES RELATED TO MOLD, MILDEW, FUNGI OR ANY AIR QUALITY PROBLEMS, ADDITIONALLY, THIS WARRANTY EXCLUDES ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES INCLUDING WITHOUT LIMITATION THOSE ATTRIBUTABLE TO BREACH OF ANY WARRANTY MADE WITH REGARD TO THE BASEMENT WATERPROOFING SYSTEM. AS AN EXAMPLE, THIS MEANS WE WILL NOT TAKE RESPONSIBILITY FOR ANY DAMAGES, CLAIMS, SUITS, LOSSES OR COSTS YOU MIGHT SUSTAIN THAT ARE RELATED TO LEAKAGE, MOLD, MILDEW, FUNGI, AIR QUALITY, DAMAGE TO THE STRUCTURE OR ITS CONTENTS, OR FOR COSTS OF REPAIR OR REPLACING THE BASEMENT WATERPROOFING SYSTEM OTHER THAN THAT SPECIFICALLY PROVIDED UNDER THIS WARRANTY.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages. So the exclusion or consequential or incidental damages may not apply to you.

**Exemptions:**

A. THIS WARRANTY DOES NOT APPLY AND DELTA AND ACS HAS NO RESPONSIBILITY FOR MOLD, MILDEW FUNGI OR AIR QUALITY.

THIS WARRANTY EXCLUDES ANY LIABILITY OR CLAIMED DAMAGES RELATED TO MOLD, MILDEW, FUNGI OR ANY AIR QUALITY PROBLEMS, ADDITIONALLY, THIS WARRANTY EXCLUDES ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES INCLUDING WITHOUT LIMITATION THOSE ATTRIBUTABLE TO BREACH OF ANY WARRANTY MADE WITH REGARD TO THE BASEMENT WATERPROOFING SYSTEM. AS AN EXAMPLE, THIS MEANS WE WILL NOT TAKE RESPONSIBILITY FOR ANY DAMAGES, CLAIMS, SUITS, LOSSES OR COSTS YOU MIGHT SUSTAIN THAT ARE

RELATED TO LEAKAGE, MOLD, MILDEW, FUNGI, AIR QUALITY, DAMAGE TO THE STRUCTURE OR ITS CONTENTS, OR FOR COSTS OF REPAIR OR REPLACING THE BASEMENT WATERPROOFING SYSTEM OTHER THAN THAT SPECIFICALLY PROVIDED UNDER THIS WARRANTY.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages. So the exclusion or consequential or incidental damages may not apply to you.

**Exemptions:**

A. THIS WARRANTY DOES NOT APPLY AND DELTA AND ACS HAS NO RESPONSIBILITY FOR MOLD, MILDEW FUNGI OR AIR QUALITY.

B. This warranty does not apply and Delta/ACS has no responsibility resulting from:

1. Cracks or defects greater than 1/16", including structural defects in the walls, footings or foundation regardless of cause.
2. Damage to the applied Basement Waterproofing System or to the walls to which it is applied.
3. Improper drainage above, around or under the building or the foundation walls resulting from the following specified failure to either meet or exceed local construction codes or failure to meet or exceed good construction practices existing at the time of application of Basement Waterproofing System:
  - A. Defective or inadequately functioning interior, exterior, or an interior/exterior foundation draining system; or
  - B. Grading that does not slope away from the structure sufficiently to drain water away from the structure or which results in a grade one extending above the Basement Waterproofing System that allows water to penetrate above the Waterproofing System, or

- C. Insufficient hydrostatic resistance at the exterior base of the foundation walls and across any floor within the foundation walls and across any floor within the foundation walls that allows water migration through joints where the floor meets the walls or into the structure through basement floors or drains, or
- D. Defective or inadequately functioning gutters or downspouts.
- 4. Condensation of the foundation walls or interior finish.
- 5. Openings for pipes, cables ducts and other intrusions into the alterations of the waterproofed walls made after application of the Basement Waterproofing System.
- 6. Application of the Basement Waterproofing System by a contractor other than ACS.
- 7. The use of expansion or contraction devices in the design of the wall structure.
- 8. Any construction technique used by a builder or subcontractor that allows water to enter above, below or behind the Basement, Waterproofing System.

No waiver by Delta/ACS of any limitation, term or condition of this Warranty shall operate as a waiver of any limitation, term or condition applicable to the claim, or to any future claim, whether of like or different nature.

**Mandatory arbitration:**

Buyer and Delta/ACS specifically agree that any controversy or claim arising out of the Warranty shall be settled by Arbitration in the State of Ohio (as exclusive venue) administered by the American Arbitration Association under its Commercial Arbitration Rules, and judgment on any award rendered by arbitrator (s) may be entered in any court having jurisdiction thereof.

**Time Frame:**

This warranty extends thirty (30) years from the date of completion of the Basement Waterproofing application.

**Transferability:**

This warranty may be transferable to subsequent Buyers provided certain conditions are satisfied. To request a transfer of any remaining Warranty, the subsequent Buyer must complete the attached Transfer Request and return it along with a \$500.00 processing fee payable to All Construction Services to the address above within sixty (60) days after the closing date for the purchase from the previous Buyer. If Delta/ACS, at its sole discretion, does not approve the Transfer Request, then the \$500.00 processing fee will be returned.

**Filing a Claim:**

If Leakage occurs which you believe is through the Basement Waterproofing System, please notify All Construction Services, 945 industrial Parkway North, Brunswick, OH 44212. Notification must be within thirty (30) days of the discovery of the Leakage. Upon receipt of such notification Delta/ACS will make a prompt investigation of the claim and perform its obligations as required herein.

**Severability:**

If any part of this Warranty shall be determined to be invalid then such portion shall be deemed severed from this Warranty and the remaining terms, exclusions and limitations shall apply.





# Aristokraft<sup>®</sup>

CABINETS



---

## Owner's Guide

---

Understanding and caring for  
your new cabinetry.

At Aristokraft, we've been creating quality cabinets with an eye on affordability since 1954. Our products reflect over 50 years of know-how by featuring state-of-the-art finishes, easy-clean interiors and dependable hardware – all with great style in mind. In fact, our dedication to the craft has made us one of the most widely used and trusted brands in the industry. Professional builders (and homeowners, too) benefit from our unique builder's promise of being affordable, easy to spec, and on time - with a delivery record that's the gold standard in reliability.



Aristokraft is a certified brand in the Kitchen Cabinet Manufacturers Association (KCMA) Environmental Stewardship Program. The program recognizes companies that demonstrate an ongoing commitment to environmental practices and sustainability.



Aristokraft cabinets have passed the rigorous tests of the Good Housekeeping Institute for product construction, quality and value. The Good Housekeeping Seal is your assurance of excellence and a symbol of confidence.



Aristokraft cabinets have a five-year limited warranty on all workmanship and manufacturing defects, and a lifetime limited warranty on all drawer glides and hinges.



Aristokraft participates in the voluntary certification program of the Kitchen Cabinet Manufacturer's Association and has completed a rigorous battery of tests simulating years of typical household use. Tests are performed by approved third-party independent laboratories.

## Caring for Your New Cabinets

### Cleaning Guidelines

A soft cotton cloth dampened with warm water is usually sufficient to clean your cabinets. If more thorough cleaning is required, use a fresh solution of dishwashing liquid mixed with warm water or a mild all-purpose cleaner. Make sure it does not contain ammonia or silicone.

Use the mildest cleaning solution that will successfully clean your cabinets. Stronger products may damage or discolor your cabinet finish and are not recommended. After cleaning, wipe all surfaces with a clean, damp cloth. Dry immediately, using another soft, clean cloth.

### Splatters and Spills

Clean spills and splatters immediately. Prolonged exposure to spills, including food, water or other liquids, or to oil and grease splatters, can cause permanent discoloration or damage to your cabinet's finish.

### Cleaning Products to Avoid

Avoid using the following cleaning products on your cabinets:

- Harsh chemicals.
- Abrasive cleaning products such as tub and sink cleansers, scouring powder, scouring pads or steel wool.
- Sponges or dish cloths. They may contain particles that could scratch your cabinets, or they may contain food and oil residue.
- Solvent-based or petroleum-based products such as mineral spirits, nail-polish removers or paint thinners.
- Ammonia or cleaning products that include ammonia.
- Bleach or cleaning products that include bleach.
- Silicone-based cleaning, waxing, or polishing products.

### Regular Dusting

Use a clean, soft lint-free cotton cloth for regular dusting. Packaged dusting sheets are not required or recommended. Do not use pre-moistened dusting sheets, and do not use aerosol products made for dusting.

### Cleaning Glass Doors

Extra care is required when cleaning glass doors. Spray an ammonia-free glass cleaner on a clean, soft, lint-free cloth or paper towel. Do not spray cleaner directly on the glass. It could seep behind the window dividers and cause damage.

### Avoid Moisture Damage

Avoid draping damp cloths or dishtowels over cabinet doors. This moisture can cause permanent damage – such peeling and discoloration – to the cabinet's finish.

### Avoid Waxing and Polishing

Waxing is not required or recommended. Over time, waxing and polishing compounds may build up on the surface of your cabinets and cause a hazy, streaky or yellowed appearance. This wax build up is very difficult to remove.

### Other Things to Avoid

**Heat Damage** - The heat generated when using an oven's self-cleaning feature is much greater than during normal cooking. If this heat escapes from the oven, it can damage your cabinets. While this is a rare circumstance, you can minimize the risk of cabinet damage by removing cabinet doors and drawers nearest the oven before using its self-cleaning feature.

**Light Damage** - Exposure to direct sunlight tends to darken the color of natural wood products. Sunlight can also fade painted wood surfaces, laminated surfaces and thermofoil surfaces. You should consider draperies or blinds to shield your cabinets from direct sunlight.



A professional premium glaze can add another layer of beauty to your cabinets. First, our craftsmen apply a wood toner, which accentuates the grain's natural attributes. We then add the glaze, by hand, adding depth, dimension and an understated sheen that's guaranteed to endure. Variations will occur in hand-wiped glazes. These variations in finishes should not be considered defects in workmanship or material, but are what give each piece a unique authentic, hand-crafted look.

**Hand-wiping: Door Detail**

- ▶ Depending on the detail of the door coverage may range from even and consistent to varied and dramatic.
- ▶ Variations may occur from door frame to center panel, and from door to door or cabinet to cabinet.

**Hand-wiping: Varied**

- ▶ Varied coverage produces a more dramatic look.

**Hand-wiping: Consistent**

- ▶ Even, consistent glaze coverage produces a subtle appearance.

# Wood Characteristics |

Since no two trees are alike in grain or texture, "nature's fingerprint" is never the same in two pieces of wood; variations in color and grain are natural characteristics. Cabinet woods are stained to obtain as consistent a tone as possible, while preserving the interest and charm. These grain patterns lend to the distinctive beauty of the cabinet.



**A. Maple**

- ▶ Subtle grain pattern
- ▶ Smooth, uniform appearance
- ▶ Color ranges from creamy white to pale red/brown within a panel
- ▶ May include "bird's eye" dots and mineral streaks

**B. Cherry**

- ▶ Color ranges from tan blonde to deep brown within a panel
- ▶ Cherry darkens naturally as it ages, blending hues from golden yellow to deep red

**C. Oak**

- ▶ Very strong, open grain pattern
- ▶ Color may vary from salmon red to dark cinnamon within a panel
- ▶ Mineral deposits add color accents of green, yellow or black
- ▶ May include random worm holes, knots and wild-grain patterns

**D. Hickory**

- ▶ Strong, dramatic grain pattern
- ▶ Color may range from blonde to tobacco brown
- ▶ Natural beauty enhanced by random worm holes and knots

**E. Birch**

- ▶ Tight wood grain appearance
- ▶ Small, random tick marks
- ▶ Color may range from creamy white to pale reddish brown within a panel

**F. Laminate**

- ▶ Sleek surface
- ▶ Durable performance
- ▶ Carefree maintenance
- ▶ White or Antique color may change slightly over time, depending on environmental conditions

## ARISTOKRAFT CABINETRY WARRANTY

**FIVE YEAR LIMITED WARRANTY ON CABINETS.** Aristokraft warrants to original consumer purchasers for a period of five years from the original date of purchase that all other components of Aristokraft cabinetry shall be free from defects in material and workmanship under normal use.

**LIFETIME LIMITED WARRANTY ON DRAWER GUIDES AND HINGES.** Aristokraft warrants to original consumer purchasers for as long as they own their homes that the drawer box, drawer guides and hinges used in the manufacture of Aristokraft cabinetry products shall be free from defects in material and workmanship under normal use.

These warranties are only applicable to products used in residential applications within the United States and is not transferable to subsequent owners.

Should defects in material or workmanship exist during the applicable warranty period in any Aristokraft product, Aristokraft will elect at its discretion to either repair or replace the defective material or component free of charge. This warranty covers only parts and materials of the products supplied by Aristokraft. Not covered under this warranty are counter tops, appliances, plumbing fixtures, etc. or the costs, including labor, to remove and reinstall materials and related components such as fittings, appliances, etc. This warranty shall become void if the cabinets are in any way modified, improperly installed or damaged prior to or during the installation. This also disclaims products utilized in any application other than the standard. Furthermore, this warranty will not apply to cabinets damaged by misuse, neglect, abuse, acts of God, exposure to moisture, exposure to extreme temperatures or the effects of normal wear and tear.

Natural woods may vary in color, characteristics and exhibit subtle changes as they age. Sunlight, smoke, household cleaners and other environmental conditions may also affect the color match over time.

These variations are considered to be the nature of the material in relation to their environmental exposure and are not covered under this warranty.

Aristokraft reserves the right to alter design, specifications and material without obligation to make similar changes to products previously manufactured.

The repair(s) or replacement(s) are contingent upon the current product offerings of styles and construction options within the Aristokraft product at the time of the warranty claim. If a warranty claim is filed after an Aristokraft products becomes obsoleted, Aristokraft reserves the right to honor the warranty in one of the following fashions:

1. To replace the affected component with a new component of the same style.

2. To replace the affected component and any other component(s) in the residential application to achieve a uniform appearance with a similar and comparable product style of the originally purchased style.

If components are replaced, Aristokraft cannot guarantee that the finish of these replacements will exactly match the finish and appearance of the components in the residential application. This is due to the changes that occur during the woods' natural aging process, affecting its color and grain.

**THIS WARRANTY IS THE EXCLUSIVE WARRANTY OF ARISTOKRAFT AND IS IN LIEU OF AND ARISTOKRAFT DISCLAIMS ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.**

This warranty gives you specific legal rights and you may have other rights, which vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

To obtain replacement(s) under Aristokraft's Five Year and Lifetime Limited warranties, first contact your authorized Aristokraft Cabinetry dealer or distributor, who will arrange for inspection of the cabinet. A dated sales receipt as proof of purchase is required to obtain benefits from this warranty.

If you have difficulty obtaining assistance, please write to: Aristokraft, One MasterBrand Cabinets Drive, P.O. Box 420, Jasper, IN 47547-0420. Phone: (812) 482-2527 Fax: (812)634-2838

**Aristokraft**  
CABINETRY

Trust Aristokraft as a reliable partner committed to delivering stylish solutions with lasting value for your home. With Aristokraft, confidence is built in.

[www.aristokraft.com](http://www.aristokraft.com)

MasterBrand Cabinets, Inc.  
Printed in USA

Product photography and illustrations have been reproduced as accurately as printing technologies permit. To ensure highest satisfaction, we strongly recommend you view an actual sample for best color, wood grain and finish representation.



OWNERSGUIDE  
5M/WDS/10 07



## **DALTILE® 1-YEAR LIMITED WARRANTY**

### **DALTILE® 1-YEAR LIMITED WARRANTY**

DalTile warrants that manufactured products will be free from defect for a period of one year from date of purchase. Defect is defined as a shortfall in the product to perform to DalTile specifications as disclosed in product literature, within industry-allowable tolerances as set forth in standard, national industry protocols. **THIS ONE-YEAR EXPRESS WARRANTY IS THE SOLE WARRANTY EXTENDED AND REPLACES ANY STATUTORY WARRANTIES TO THE MAXIMUM EXTENT ALLOWABLE BY LAW.** Customer misuse including negligence, physical, or chemical abuse is not covered by this warranty. Installation defects are not covered by this warranty. All warranty claims must be reported immediately. Failure to report any warranty claim within 30 days of defect discovery will void this warranty. All products must be inspected prior to installation. Visual defects or nonconformities apparent prior to installation voids this warranty.

Tile is subject to variation in technical specifications, including COF, due to inherent variability in the raw materials and production process. Express technical specifications are not guarantees of minimum or maximum thresholds of performance. Tile containing abrasives create a rough surface, creating cleaning challenges because dirt and other contaminants lodge in the surface. Extra attention is necessary to ensure contaminants are removed promptly. Unless specifically stated otherwise, tile recommended for floor or wall applications refers to interior applications only. DalTile does not recommend its products for use on ceilings or roofs. Local building codes may dictate minimum tile performance specifications. DalTile does not warrant product installations that violate building codes. Photographic color images may not be an exact product match. Product samples are representative only. Express color match warranties are only

extended to actual product samples.

### **IMPLIED WARRANTIES LIMITED IN DURATION**

Any implied warranty applicable to the product sale, including the implied warranty of merchantability or the implied warranty of fitness for a particular purpose is limited in duration to the duration of this written warranty or the maximum statutory period, whichever is less. Some states do not allow limitations on implied warranty duration, so the above limitation may not apply to you.

The Federal Magnuson-Moss Warranty Act limits disclaimers of implied warranties involving consumer products. To the maximum extent allowable by federal and state law, this warranty supplements or supersedes federal and state consumer goods warranty protections.

### **IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE**

DalTile provides detailed information in its product literature with regard to appropriate tile and stone applications. In these specified applications, DalTile limits the duration of the implied warranty of fitness for a particular purpose to one year or the maximum statutory period prescribed by law, whichever is less. Failure to comply with recommended applications voids this warranty.

Natural stone products are mined and cut from natural formations. Because these products are not subject to a manufacturing process, quality warranties are limited to the specified representations in product literature and guidelines established by the Marble Institute of America. DalTile does not warrant natural stone products for shade, size, thickness, warping, cleft variations, surface finish variations, or other natural variances on stone products.



## REMEDY LIMITATION & DISCLAIMER

If a defect in materials or workmanship is discovered within the one-year period, Daltile will either refund the price of the product or provide a replacement product after a reasonable number of attempts to remedy product defects. Buyer's remedy is limited to replacement or repair of the defective product. No consequential (including, but not limited to, lost profits) or incidental damages are recoverable. Daltile disclaims all express warranties not contained in this limited express warranty. Any representations made in connection with the sale of this product that differs from the terms of this warranty are not valid and should be brought to the attention of Daltile immediately (1-800-933-TILE).

Legal Notice: Warning Tile and installation products contain chemicals known to the state of California to cause cancer, birth defects, reproductive harm, respiratory harm or other health problems. For more product-specific information on chemical content, obtain an MSDS at [Daltile.com](http://Daltile.com) or contact Daltile at 1-800-833-TILE.

For more product-specific information on chemical content, obtain an MSDS at [Daltile.com](http://Daltile.com) or contact Daltile at 800.833.TILE.

### TO MAKE A CLAIM

1. **The original purchaser must notify a Daltile Sales Service Center or an authorized representative in writing within 30 days of the occurrence of any defect.**
2. **After notification, Daltile or an authorized representative will inspect and/or test the product for defect and complete a Product Claim Action form. No claim will be honored without product inspection by Daltile or an authorized representative.**
3. **Upon determination that the product defect claim is valid, Daltile will notify the purchaser in writing. Daltile reserves the right to repair, replace or refund the originally purchased product, at its sole discretion.**



DEAR NEW HOMEOWNER:

# Congratulations on your *New Home!*



You will be pleased to know that your new home has been equipped with Kwikset door hardware.

At Kwikset, we think people shouldn't have to settle when it comes to home security. For over 60 years, we've believed that innovation is our greatest asset. Technology can deliver both quality and convenience. And the strongest insights come from understanding the people who use our products and how they use them. Everything we've learned has led us to one simple premise - the best security is smart security.

An established leader in lock technology, Kwikset is widely recognized for providing families security and peace of mind with high quality door locks and door hardware. Kwikset offers a complete line of products including door knobs, door levers, deadbolts, handlesets, and electronic keyless entry locks for residential and light commercial applications.



## SMARTKEY® RE-KEY TECHNOLOGY



Re-key your locks, quickly & securely, without the extra hassle & cost of removing the lock from the door. SmartKey locks are incredibly secure & have passed the most stringent lock picking standards. Our patented BumpGuard™ technology provides superior lock bumping protection, while our high-security Grade 1 deadbolt is able to withstand the power typically associated with forced entries.

### HOW SMARTKEY WORKS

Re-key as Easy as 1-2-3



Functioning Key

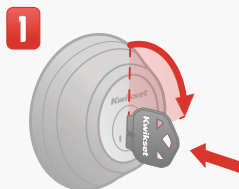


SmartKey Learn Tool

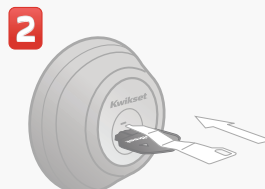


New Key

**1** You must have your functioning key & the learn tool for the system to work.



**1** Insert functioning key & turn 1/4 turn clockwise.



**2** Insert & remove the SmartKey learn tool. Remove functioning key.



**3** Insert new key & turn 1/2 turn counter-clockwise. Done. *Your lock is now re-keyed!*

# Kwikset®

## PRODUCT WARRANTY INFORMATION

*Kwikset products are backed by one of the most comprehensive warranty programs available. You can feel confident that with the purchase of Kwikset, you have selected the best quality product, backed by the best customer service available.*

## Lifetime Mechanical Warranty & Lifetime Finish Warranty

**Kwikset product comes with a lifetime mechanical and lifetime finish warranty** that covers the original residential user against defects in material and workmanship, as long as the original user occupies the premises upon which the product was originally installed. This warranty **DOES NOT COVER** scratches; abrasions; deterioration due to the use of paints, solvents, or other chemicals; abuse; misuse; or product(s) used in commercial applications. Upon return of a defective product to Kwikset Corporation, Kwikset may repair or replace the product or refund the purchase price.

**Kwikset is not liable for incidental or consequential damages.** Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights that vary from state to state. If a mechanical or finish defect occurs, please call 1-800-327-LOCK (5625) in the U.S. and Canada or return it to Kwikset Corporation, Consumer Services, 19701 DaVinci, Lake Forest, California 92610. For customers outside of the U.S. and Canada, claims under this warranty must be made to either the place of purchase or to the listed importer.

**Consumer Services  
19701 DaVinci  
Lake Forest, California 92610  
1-800-327-LOCK**

## TAKING CARE OF YOUR DOOR HARDWARE

Our philosophy is that a finish can make all the difference. From Polished Brass to Venetian Bronze, the hardware finish chosen for your home makes a powerful statement.



Copyright ©2015 Spectrum Brands, Inc.  
Kwikset is a trademark of Spectrum Brands, Inc.  
19701 Da Vinci  
Lake Forest, California 92610  
Products and specifications subject to change without notice.  
10351

[www.kwikset.com](http://www.kwikset.com)  
1-800-327-5625

#1 SELLING U.S. LOCK BRAND



- Rip, tear or gouge (excludes Venture)
- Wear through the wearlayer so that the printed pattern or design of the floor is altered
- Permanently discolor from mold or mildew growth in the vinyl when installed directly over a concrete subfloor
- Discolor from underlayment panels

\*“Normal household conditions” means those daily activities commonly associated with residential use.

### REMEDIES AVAILABLE TO YOU

If your Mannington floor fails to perform as stated in the applicable Limited Warranty, Mannington will, at its option, (i) repair without charge the affected area to conform to the warranty; or (ii) replace the floor without charge with another floor of equal value and/or quality. If your floor was installed by a professional flooring contractor hired by you, Mannington will also pay for the professional labor cost to install your replacement floor. If Mannington repairs or replaces a panel as a result of a warranty claim, you will be required to clear at your expense any items placed over the affected area subsequent to the original installation.

Warranty coverage for a replacement floor will be limited to the remaining time of the original warranty.

THESE ARE YOUR EXCLUSIVE REMEDIES UNDER THE LIMITED WARRANTIES SET FORTH ABOVE.

UNDER THE TERMS OF THESE LIMITED WARRANTIES, MANNINGTON WILL NOT BE LIABLE FOR INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL OR OTHER DAMAGES OF ANY KIND, NO MATTER WHAT THE CAUSE.

Note: Some States or Provinces do not allow the exclusion or limitation of incidental or consequential damages so the above limitation or exclusion may not apply to you.

THERE ARE NO IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, EXTENDING BEYOND THE TERMS OF THESE LIMITED WARRANTIES.

Note: Some States or Provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

EXCEPT AS SET FORTH HEREIN, THERE ARE NO EXPRESS WARRANTIES MADE BY MANNINGTON COVERING THIS PRODUCT.

This warranty gives you specific legal rights, and you may also have other rights which vary from State to State in the U.S. or Province to Province in Canada.

### IF YOU HAVE A WARRANTY CLAIM . . .

Contact your retailer and describe the problem. In many cases, your retailer can provide you with a solution to correct the situation.

If you need additional assistance or wish to file a claim, simply call Mannington Customer Care at 1-800-FLOOR-US (1-800-356-6787). Proof of purchase (store receipt) is necessary to verify all warranty claims. Our representatives will provide you with helpful information to address your concern or walk you through the easy steps necessary to file a claim. We will make every effort to ensure that your claim is processed quickly and fairly.

You may also write to us at:  
Mannington Mills, Inc.  
Attn: Customer Care  
P.O. Box 30  
Salem, NJ 08079  
E-mail: [service@mannington.com](mailto:service@mannington.com)

For your reference, fill in the following information and keep this sheet handy:

Pattern Number: \_\_\_\_\_

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

Retailer where you purchased your Mannington Resilient™ Floor:

\_\_\_\_\_  
Store Phone No:

## LIMITED WARRANTY EXCLUSIONS AND CONDITIONS

- Mannington's Limited Warranties apply only to floors purchased after April 1, 2012. Proof of purchase is necessary to verify all warranty claims.
- The Limited Warranties do not apply to "seconds" or "mill trial" grade products.
- The Limited Warranties apply to residential use only and do not cover any commercial use.
- The Limited Warranties apply only to the original purchaser and the original installation site, and are not transferable.
- The Limited Warranties do not cover construction related damage.
- The Limited Warranties do not cover conditions caused by improper use or maintenance, such as:
  - loss of gloss or build-up of dulling film due to lack of maintenance or improper maintenance.
  - damage resulting from failure to follow floor care instructions.
  - scuffs, scratches, cuts, or damage or discoloration from carpet dyes, fertilizer or other chemicals.
  - damage caused by burns, flooding, fires and other accidents.
  - damage caused by abuse (i.e. dragging appliances, heavy or sharp objects across the floor without proper protection).
  - damage caused by vacuum cleaner beater bars or caster wheels.
  - use of mats that are labeled "non-staining".
  - failure to support furniture with floor protectors made of nonstaining felt or non-pigmented hard plastic. Protectors must be the same diameter of the object and rest flat on the floor.
- The Limited Warranties do not cover fading or discoloration from heat or sunlight.
- The Limited Warranties do not cover variations of color, shade or texture of the floor you purchase from those shown on samples or photographs.
- The Limited Warranties do not cover discoloration from mold or mildew growth in the vinyl caused by excessive moisture resulting from flooding, leaking plumbing or appliances, water entering

through sliding glass doors or similar conditions.

- If your floor is replaced because of discoloration or staining from underlayment panels, mold or mildew growth or asphalt tracking, the replacement floor will not be warranted against future discoloration or staining.

## RFCI STAND ALONE STATEMENT REGARDING MOLD AND MILDEW

Issues concerning mold and mildew are gaining increased attention from both residential and commercial property owners, as well as the public at large. In virtually all situations, if there is a mold issue, there is an excessive moisture issue. In order to prevent, control, or remediate mold and mildew, one must first identify, evaluate and eliminate the source of excessive moisture.

Prior to removing an existing floor following the RFCI Recommended Work Practices for Removal of Resilient Coverings (unless state or local law requires other measures) or installing a new floor, if there are visible indications of mold or mildew or the presence of a strong musty odor in the area where the flooring is to be removed or installed, the source of the problem should be identified and corrected before proceeding with the flooring work. Visible signs of mold or mildew, such as discoloration, can indicate the presence of mold or mildew on the subfloor, on the underlayment, on the back of the flooring and sometimes on the floor surface. If mold or mildew is discovered during the removal or installation of flooring, all flooring work should stop until the mold or mildew problem (and any related moisture problem) has been addressed. Before installing the new flooring, make sure the underlayment and/or subfloor is allowed to thoroughly dry and that any residual effect of excessive moisture, mold or structural damage has been corrected.

To deal with mold and mildew issues, you should refer to the U.S. Environmental Protection Agency (EPA) guidelines that address mold and mildew. Depending on the mold or mildew condition present, those remediation options range from cleanup measures using gloves and biocide to hiring a

professional mold and mildew remediation contractor to address the condition. Resilient flooring, because it is relatively nonporous, allows any mold and mildew on the flooring surfaces to be easily cleaned. Remediation measures may require structural repairs such as replacing underlayment and/or subfloor contaminated with mold or mildew as a result of prolonged exposure to moisture.

The EPA mold guidelines are contained in two publications: “A Brief Guide To Mold, Moisture and Your Home” (EPA 402-K-02-003) and “Mold Remediation in Schools and Commercial Buildings” (EPA 402-K-01-001). Appendix B of the “Mold Remediation in Schools and Commercial Buildings” publication describes potential health effects from exposure to mold, such as allergic and asthma reactions and irritation to eyes, skin, nose and throat. These publications can be located on the EPA’s website at [www.epa.gov/iaq/molds/](http://www.epa.gov/iaq/molds/).

### **MANNINGTON FLOOR CARE INSTRUCTIONS**

- Use doormats outside each entrance to your home to prevent dirt, sand, grit and other substances such as oil, asphalt and driveway sealer from being tracked onto your floor.
  - To minimize potential staining from asphalt tracking, we suggest you use latex-based driveway sealer on your driveway.
  - Close your curtains or blinds where extreme sunlight hits the floor. A combination of heat and sunlight causes most home furnishings to fade or discolor.
  - Support furniture with wide-bearing, non-staining floor protectors. The protectors should be at least one inch in diameter, made of non-pigmented hard plastic, and rest flat on the floor. Non staining felt protectors are also acceptable. Casters with a minimum 3/4” flat surface width or floor protectors are recommended for all movable furniture. Make sure any metal protectors are rust-proof. Replace your narrow dome furniture rests with wide-bearing ones.
  - If you need to move heavy furniture and/or appliances across the floor, always use strips of wood or hardboard runways to protect the floor. Always use runways even if you have an appliance dolly, or even if the heavy objects are equipped with wheels or rollers.
- Sweep your floor regularly (at least once per week).
  - Prevent stains by wiping up spills immediately.
  - Occasional mopping with Mannington Award Series® Rinse-Free Cleaner is recommended when dirt builds up and sweeping alone is not sufficient. Use a solution of 2 to 3 capfuls of Award Series® Cleaner (or clear, non-sudsy ammonia) in one gallon of warm water. Use of more than the recommended amount of cleaning solution may leave a dulling film. Do not use soap or detergent products as they will leave a dulling film. Rinsing is not required when using Mannington Awards Series® Rinse Free Cleaner, but if time permits, rinsing will provide the best care.
  - Floors with NatureForm®, NatureForm Optix™ and NatureForm HD® visuals are low-gloss floors; use polish or “mop and shine” products only if you wish to make the floor shiny.
  - All high-gloss floors will lose shine over time. To restore gloss, we recommend applying Mannington Award Series® High-Gloss Polish. Do not use wax. Do not buff. Be sure to thoroughly clean, rinse and allow the floor to dry completely prior to applying polish.
  - After several applications of polish for a high shine floor, an occasional stripping and reapplication of polish may be necessary. We recommend the use of Mannington Award Series® Heavy Duty Cleaner and Stripper. After thorough cleaning, rinsing and drying, we recommend applying Mannington Award Series® High-Gloss Polish to restore the shine. Do not use wax. Do not buff. High traffic areas may require more than one application of polish. Allow polish to dry “tack-free” between coats. For complete instructions regarding the proper use of Mannington floor care products, refer to the package labels.

**Caution:** Resilient floors can be slippery when they become wet. Use extreme caution when walking on a wet floor.

The overall stain resistance of our Mannington Resilient™ floors is excellent and most spills will wipe off quickly and easily with a clean, white cloth. Removing certain substances may take a little extra effort, as outlined in the chart below.

### Maintenance Chart

Stain Problem	Procedure
Food, Beverages	If a substance is gummy, scrape off with dull knife. Clean using Mannington Award Series® Heavy Duty Cleaner and Stripper and a soft nylon pad or soft bristle brush. Saturate a clean, white cloth with bleach* solution, cover stain and allow to stand for no more than 1 hour.
Tar, Oil, Asphalt, Grease, Wax, Paint (Oil Based)	Scrape excess substance off with dull knife. Clean using Mannington Award Series® Heavy Duty Cleaner and Stripper and a soft nylon pad or soft bristle brush.
Scuffs, Marks, Scratches	Wipe with a clean, white cloth dampened with lighter fluid, painter's naphtha or isopropyl alcohol.**
Minor Cuts, Burns	Limit traffic over damaged area, cover with masking tape, contact your retailer or Mannington for advice.
Lipstick, Antiseptics	Scrape off excess with dull knife. Clean using Mannington Award Series® Heavy Duty Cleaner and Stripper and a soft nylon pad or soft bristle brush. Wipe with a clean, white cloth dampened with lighter fluid, painter's naphtha or isopropyl alcohol. ** Saturate a clean, white cloth with bleach* solution, cover stain and allow to stand for no more than 1 hour.
Crayon, Ink, Hair Dye, Permanent Marker	Clean using Mannington Award Series® Heavy Duty Cleaner and Stripper and a soft nylon pad or soft bristle brush. Wipe with a clean, white cloth dampened with lighter fluid, painter's naphtha or isopropyl alcohol.**
<b>CAUTION * Please follow precautions listed on the container. **Lighter fluid, painter's naphtha and isopropyl alcohol are flammable liquids. Please follow precautions listed on the container.</b>	

For items not covered by the chart, call Mannington Customer Care at 1-800-FLOOR-US (1-800-356-6787).

## **HARDWOOD FLOORS**

### **RESIDENTIAL WARRANTIES AND FLOOR CARE**

#### **LIMITED LIFETIME STRUCTURAL WARRANTY**

Mannington warrants that your Mannington Hardwood flooring will be free from manufacturing defects and, for the life of the product, when used under normal household conditions\*, will not:

- Buckle
- Warp
- Twist
- Separate at the plies due to glue bond failure

\*\*Normal household conditions" means those daily activities commonly associated with residential use and maintained according to Mannington Hardwood maintenance procedures.

#### **LIMITED LIFETIME SUBFLOOR BOND WARRANTY**

Mannington warrants that, when installed according to Mannington's installation guidelines using Mannington Ultra-Spread EZ or Ultra-Spread Mastics, and when used under normal household conditions\*, your Mannington Hardwood flooring will not release from the subfloor during the life of the product.

\*\*Normal household conditions" means those daily activities commonly associated with residential use.

#### **LIMITED ULTRAWEAR FINISH WARRANTY FOR RESIDENTIAL USE**

Mannington warrants that its factory applied ULTRAWEAR® Plus finish, when used under normal household conditions\*, will not wear through or peel during the warranty period applicable to the product series of the Mannington Hardwood flooring you have purchase. See the Finish Warranty Guide below for the warranty period applicable to your floor.

\*\*Normal household conditions" means those daily activities commonly associated with residential use.

#### **LIMITED PRE-INSTALLATION REPLACEMENT WARRANTY**

Prior to installation, Mannington will replace (up to a maximum of 6 months after the date of purchase) any Mannington Hardwood flooring plank which does not meet with your satisfaction. Simply return the plank to your Mannington retailer, and you will be given a replacement. This warranty does not apply to Mannington Harrington Oak or Jamestown Oak flooring products.

#### **LIMITED 2 TIME SANDING WARRANTY**

We warrant to you (the original purchaser) that the following products may be professionally sanded and refinished at least 2 times as specified by product is proper sanding and refinishing procedures are followed as specified by the National Wood Flooring Association ([www.nwfa.org](http://www.nwfa.org)).

- Atlantis Prestige
- American Hardwood 3/4

#### **FINISH WARRANTY GUIDE**

The Maison Collection and the Antigua Collection by Mannington are warranted for a period of 50 years from the date of purchase under Mannington's Limited ULTRAWEAR® Finish Warranty for Residential Use.

The following Mannington Hardwood Flooring products are warranted for a period of 25 years from the date of purchase under Mannington's Limited ULTRAWEAR® Finish Warranty for Residential use:

American Hardwoods 3/8"; American Hardwoods LockSolid; Arrow Rock; Marrakech Hickory; Jamestown Oak; Madison Oak 3" and 5"; Savannah; and Castle Rock Oak/Birch/Hickory.

Mannington's Harrington Oak flooring product is warranted for a period of 10 years following purchase under Mannington's Limited ULTRAWEAR® FINISH Finish Warranty for Residential Use

\*Also qualifies for Mannington's Quantum Guard HP 5-Year Commercial Finish warranty.

### REMEDIES AVAILABLE TO YOU

If your floor fails to perform as stated in the applicable Limited Warranty, Mannington will, at its option, (i) repair without charge the affected planks to conform to the warranty;(ii) replace the affected planks without charge with planks of equal value and/ or quality. If your floor was installed by a professional flooring contractor hired by you. Mannington will also pay for the professional labor cost to install your replacement planks. Mannington will not pay for the removal or replacement of cabinets, appliances or other fixtures.

Replacement planks are warranted hereunder only for the remaining time of the original warranty and are not warranted to match in color, grain, and gloss with your existing floor.

Flooring that fails to perform as stated in the Limited Lifetime Subfloor Bond Warranty will be repaired or replaced only one time.

THESE ARE YOUR EXCLUSIVE REMEDIES UNDER THE LIMITED WARRANTIES SET FORTH ABOVE.

UNDER THE TERMS OF THESE LIMITED WARRANTIES, MANNINGTON WILL NOT BE LIABLE FOR INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL OR OTHER DAMAGES OF ANY KIND, NO MATTER WHAT THE CAUSE.

Note: Some States or Provinces do not allow the exclusion or limitation of incidental or consequential damages so the above limitation or exclusion may not apply to you.

THERE ARE NO IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, EXTENDING BEYOND THE TERMS OF THESE LIMITED WARRANTIES.

Note: Some States or Provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

EXCEPT AS SET FORTH HEREIN, THERE ARE NO EXPRESS WARRANTIES MADE BY MANNINGTON COVERING THIS PRODUCT.

The warranty gives you specific legal rights, and you may also have other rights which vary from State to State in the U.S. or Province to Province in Canada.

### IF YOU HAVE A WARRANTY CLAIM

Contact your retailer and describe the problem. In many instances, the retailer can provide you with a solution to correct the situation.

If you need additional assistance or wish to file a claim, simply call **Mannington Customer Care at 1800-FLOOR-US (1.800.356.6787)**. Proof of purchase is necessary (store receipt) to verify all warranty claims.

Our representative will provide you with helpful information to address your concern, or walk you through the easy steps to file a claim. We will make every effort to ensure that your claim is processed quickly and fairly.

**You may also write to us at:**

**Mannington Mills, Inc. Attn: Customer Care  
P.O. Box 30**

**Salem, NJ 08079**

**E-mail: [service@mannington.com](mailto:service@mannington.com)**

**For your reference, fill in the following information and keep this information sheet.**

For your reference, fill in the following information and keep this sheet :

Product Sku: \_\_\_\_\_

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

Retailer where you purchased your Mannington

Hardwood Floor:

Store Name: \_\_\_\_\_

Store Phone No: \_\_\_\_\_

### LIMITED WARRANTY EXCLUSIONS AND CONDITIONS

- The Limited Warranties set forth herein apply only to flooring purchased after January 1, 2011. Proof of purchase is necessary to verify all warranty claims.
- The Limited Warranties do not apply to “seconds”, “off goods”, economy grade, cabin grade or shop grade products.
- The Limited Warranties apply only to the original purchaser and the original installation site, and are not transferable.
- The Limited Warranties do not cover conditions or defects, including buckling, caused by improper installation, the use of improper adhesives; inadequate, uneven or irregular sub flooring or improper sub-floor preparation; or by the failure to follow Mannington’s installation guidelines, which are included in the product cartons and can be obtained by calling Mannington at 1.800.FLOOR\_US (1.800.456.6787)
- The Limited Warranties do not cover gapping of planks.
- The Limited Warranties do not cover construction related damage.
- The Limited Warranties do not cover that have been installed with obvious visual defects.
- The Limited Warranties do not cover noises, such as popping, crackling, or squeaking.
- The Limited Warranties do not cover damage caused by insects.
- The Limited Warranties do not cover conditions caused by improper maintenance, such as:
  - loss of gloss or build-up due to lack of maintenance or improper maintenance.
  - damage resulting from failure to follow floor care instructions.
  - marks, scuffs, scratches, gouges, dents or cuts, including without installation, those caused by pets.
  - damage caused by burns, flooding, fires and other accidents.
  - damage caused by abuse (i.e dragging objects across the floor without proper protection.)
  - wear caused by pebbles, sand and other abrasives.
  - damage caused by caster wheels or vacuum cleaner beater bars.
  - use of rubber backed mats, latex-backed or coco fiber mats or mats that are not labeled as “non-staining”
  - failure to support furniture with floor protectors that are at least one inch in diameter, made of non staining felt or non-pigmented hard plastic, rest flat on the floor and are replaced regularly.
- The Limited Warranties do not cover fading or discoloration from heat or sunlight.
- For purposes of the Limited ULTRAWEAR® Finish Warranty for Residential Use, “wear through” means complete loss of the Mannington wear layer.
- The limited Warrantied do not cover variations of color, shade or texture of the floor you purchase from those shown on samples or photographs
- Use of Mannington Hardwoods flooring environments that are excessively dry excessively humid, or prone to dramatic variations in humidity may result in small cracks in the planks which may affect your floor’s finish. This condition, known as “checking” is not covered by the Limited Warranties.
- The Limited Lifetime Subfloor Bond Warranty does not apply unless the subfloor is visually dry at the time of installation and does not have a history of moisture problems.

**MANNINGTON FLOOR CARE  
INSTRUCTIONS**

- Wood flooring performs best in climate-controlled interior environments. A permanent HVAC unit should be operational in order to provide consistent room temperature between 60° and 80°F (16° to 27°C) and humidity level of 35% to 50%. Temperature and humidity should be controlled for the life of the flooring.
  - Sweep or vacuum regularly, since build-up grit can damage the finish and surface of the hardwood. The vacuum head must be a brush or felt type. Be certain the wheels of the vacuum are clean and do not damage the finish. Do not use a vacuum with a beater bar head.
  - Remove spills promptly using a soft cloth and cleansing products recommended by Mannington.
  - Never mop or flood your floor with water or other products. This can severely damage the flooring.
  - The use of Mannington maintenance and floor-care products is highly recommended.
  - Do not use oil soaps, liquid or past wax products or other household cleaners that contain lemon oil, tung oil or ammonia.
  - Keep pet's nails trimmed and paws clean and free of dirt, gravel, grease, oil and stains.
  - Use a dolly and protective sheets of plywood when moving heavy objects.
  - Make certain furniture casters and floor protectors are clean and operate properly (a minimum of 1" continuous width is recommended).
  - Remove shoes with spiked or damaged heels before walking on the floor.
  - Exposure to the sun and UV rays accelerates the oxidation and aging of hardwood and fabrics. This causes the stain and/or hardwood to fade and/or change color. We recommend you rearrange rugs or furniture so the floor ages evenly.
- Your floor will wear more evenly if you use area rugs in heavily traveled areas and pivot-points (i.e. stair landings, room entries, etc.).
  - Use dirt-trapping walk-off mats at all exterior doors to keep sand, dirt, grit, grease and oil outside.

804877



**MANNINGTON HARDWOOD CARE AND MAINTAINANCE**

**You can protect your Mannington Hardwood Floor by following these easy guidelines.**

- Wood is a natural product that lives in a comfort zone of 35% - 55% relative humidity, and between 60 and 80 degrees Fahrenheit. To ensure the long life of your wood floor, the HVAC system should remain active at all times.
- Sweep or vacuum regularly, since built-up grit can damage the finish and surface of hardwood. The vacuum head must be a brush or felt type. Be certain the wheels of the vacuum are clean and do not damage the finish. Do not use a vacuum with a beater bar head.
- Remove spills promptly using a soft cloth and cleaning products recommended by Mannington.
- Never mop or flood your floor with water or other products. This can severely damage the flooring.
- The use of Mannington maintenance and floor-care products is highly recommended.
- Do not use oil soaps, liquid or paste wax products or other household cleaners that contain lemon oil, tung oil or ammonia.
- Keep pets nails trimmed and paws clean and free of dirt, gravel, grease, oil and stains.
- Use a dolly and protective sheets of plywood when moving heavy objects.
- Make certain furniture casters and floor protectors are clean and operate properly minimum of 1" continuous width is recommended).
- Remove shoes with spiked or damaged heel before walking on the floor.

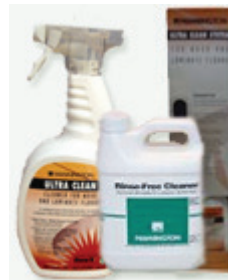
**Hardwood Stain Solver**

Even stubborn stains can be removed from your Mannington Wood Floor quickly and easily. Here's how to keep yours looking like new:

- Start with the first procedure listed.
- Only do the procedures necessary to resolve the problem. Always use a clean white cloth for wiping up stains, and turn it frequently to avoid spreading the stain.
- Rinse with clean water and allow area to dry between procedures.
- For items not covered by the following chart, call Mannington Consumer Services at 1-800-FLOOR-US (1-800-356-6787).

Stain/Problem	Procedure
Candle wax, chewing gum	Fill a plastic bag with ice and put it on the wax or gum until it becomes brittle enough to flake off. Then wipe area with a clean cloth dampened with mineral spirits. With a clean cloth gently wipe any remaining particles off. Scrape excess off with a dull knife.
Cigarette burns	For shallow surface burns, rub gently with fine steel wool coated lightly with mineral spirits. For deeper burns, scrape away charred areas with a small dull knife. Then rub the surface with fine steel wool and mineral spirits once more. Use the Mannington touch-up kit to finish.

Purchasing Mannington floor care product



Mannington floor care products may be purchased from a local Mannington Dealer





## MOHAWK HARDWOOD WARRANTY AND MAINTENANCE

### Hardwood - Summary of Mohawk's Limited Warranty for Prefinished Solid and Engineered Floors Manufacturing Defects

Mohawk ("Mohawk") hereby warrants to the original buyer ("Buyer"), the goods ("Mohawk Hardwood Floor product") to be free from manufacturing defects for as long as the Buyer owns the home. Hardwood is a natural product and may have naturally occurring blemishes. The Buyer/installer of the Mohawk Hardwood Floor product must use reasonable selectivity and hold out or cut off objectionable naturally occurring blemishes prior to installation.

#### Finish Warranty

The Mohawk Hardwood Floor product finish is warranted against wear through or lack of finish adhesion. See product sample or your retailer for duration of warranty on specific Mohawk Hardwood Floor products.

#### Additional Warranties Exclusively for Prefinished Engineered Floors

#### Structure Warranty

Mohawk hereby warrants to the Buyer of Mohawk engineered wood flooring products that, under normal use, the plies will not separate for as long as the Buyer owns the home.

#### Moisture Warranty

Mohawk hereby warrants to the Buyer of Mohawk engineered and longstrip wood flooring products against moisture damage due to topical spills or subfloor moisture under certain conditions for as long as the Buyer owns the home. Buyer must use Mohawk Wood Flooring Adhesive to be covered by this warranty. Warranties may vary by Mohawk Hardwood Floor product. Check the warranty that applies to the Mohawk Hardwood Floor product you wish to purchase. All Mohawk warranties are subject to conditions and exclusions.

For complete warranty and preventative maintenance information, visit [www.MohawkFlooring.com](http://www.MohawkFlooring.com).

### The Do's and Don'ts of Hardwood Care

While Mohawk hardwoods are brilliant performers, they aren't indestructible. You can help maintain their strength and lasting beauty by following these general guidelines, and helpful Do's and Don'ts to keep in mind when treating your Mohawk Hardwood Floors

#### Do's

- Do vacuum and sweep your floor frequently, especially in high-traffic areas.
- Do keep pets' nails trimmed and their paws free of dirt, gravel, grease, oil, and stains.





- Do use protective window coverings to block fade causing UV rays and excessive heat from direct sunlight, and rearrange rugs and furniture periodically to help your floor age evenly. Do remove shoes with spiked or damaged heels before walking on floor.
- Do use a humidifier during heating seasons to help reduce wood shrinkage and maintain proper relative humidity (between 35% - 55%).

#### **Don'ts**

- Do not wet-mop, damp-mop, or clean your floor with water or other liquids.
- Do not use hardwood floor-cleaning or buffing machines or steam cleaners.
- Do not use oil soaps, liquid or paste wax or other household products containing oil (such as citrus, lemon or tung oil), silicon or ammonia to clean floor.
- Do not use harsh cleaning aids such as steel wool pads, any scouring pads containing metal or scouring powders.
- Do not use 2-in-1 cleaners with polish that may contain acrylics or urethane polish to restore gloss.

#### **A Clean Routine**

Vacuum or sweep with a soft-bristle broom regularly, especially before using floor cleaners, to prevent gritty dirt and particle buildup that can scratch the wood's surface. Don't use vacuums with a beater bar or power rotary brush head. Wipe up spills and spots immediately with Mohawk FloorCare Essentials Hardwood & Laminate Flooring Cleaner applied directly to a clean white cloth. Use ice to harden tough substances such as candle wax or chewing gum and then gently scrape with a plastic scraper, such as a credit card. Be careful not to scratch the flooring surface. Wipe area clean with a soft, slightly damp cloth.

#### **Floor Mats Protect Your Floors**

High-quality floor mats at entrances and exits are key to reducing tile wear. They collect and trap all the corrosive substances that can be tracked in from outdoors, including dirt, sand, grit, oil, asphalt, or even driveway sealer.

Also use mats in areas of constant pressure, such as in front of vanities, kitchen sinks and stoves.

#### **Protective Pads On Furniture -- A Good Idea**

Attach felt or similar protective pads to all furniture legs, particularly heavy pieces. When you're moving furniture, appliances or other heavy objects, use a dolly; never slide or roll anything across the floor. If furniture has hard plastic or metal casters/wheels, use protective mats underneath or replace them with soft rubber casters.



## MOHAWK LAMINATE WARRANTY AND MAINTENANCE

### Laminate - Limited Lifetime Warranty and Maintenance for Residential Use

Mohawk Industries is so confident in the design and durability of our Mohawk laminate flooring products and accessories that we back them with a Lifetime Warranty. This Lifetime Warranty covers defects in material and/or workmanship which relate to joint integrity, staining, fading, wear, and moisture resistance during normal residential use.

- Joint Integrity—The Mohawk Uniclic® system will not fail.
- Stain Resistance—Mohawk flooring will resist staining.
- Fade Resistance—Mohawk flooring will resist fading from exposure to sunlight or artificial light.
- Wear Resistance—Mohawk flooring wear layer will not wear through the design layer.
- Water Resistance—Mohawk flooring will resist water damage.

### Limited Lifetime Warranty and Maintenance for Light/ Medium Commercial Use

Mohawk Industries is so confident in the design and durability of our Mohawk laminate flooring products and accessories that we back them with a 5-Year Medium Commercial Warranty. This warranty covers

defects in material and/or workmanship which relate to joint integrity, staining, fading, wear, and moisture resistance during normal use for some of our non-beveled edge 8mm and thicker products.

- Joint Integrity—The Mohawk Uniclic® system will not fail.
- Stain Resistance—Mohawk flooring will resist staining.
- Fade Resistance—Mohawk flooring will resist fading from exposure to sunlight or artificial light.
- Wear Resistance—Mohawk flooring wear layer will not wear through the design layer.
- Water Resistance—Mohawk flooring will resist water damage

### The Do's and Don'ts of Laminate Care

Mohawk laminates are specially designed to be easy-care, low maintenance floors. Following these general guidelines will help maintain their strength and prolong their beautiful appearance. Here's some helpful Do's and Don'ts to keep in mind when treating your Mohawk Laminate Flooring:

#### Do's

- Do dust-mop and vacuum your floor frequently, especially in high-traffic areas; only use a vacuum with a soft bristle brush.
- Do keep pets' nails trimmed and their paws free of dirt, gravel, grease, oil, and stains.





- Do remove shoes with spiked or damaged heels before walking on floor.
- Do avoid exposure to water as much as possible during inclement weather.

#### **Don'ts**

- \* Do not wet-mop or clean your floor with water or other liquid; for slightly damp maintenance, lightly spray laminate cleaner on a duster and wipe dry immediately.
- \* Do not use any type of cleaning machine such as spray mops, steam cleaners/mops, power cleaners or buffing machines.
- \* Do not use wax, polish, oils, soaps, detergents, shine enhancers, varnish, silicon or ammonia to clean floor.
- \* Do not use harsh cleaning aids such as steel wool pads, any scouring pads containing metal or scouring powders.
- \* Do not use 2-in-1 cleaners with polish that may contain acrylics or urethane polish to restore gloss.

#### **A Clean Routine**

Vacuum or sweep with a soft-bristle broom regularly, especially before using floor cleaners, to prevent gritty dirt and particle buildup that can scratch the floor's surface. Don't use vacuums with a beater bar or power rotary brush head. Wipe up spills and spots immediately with Mohawk FloorCare Essentials Hardwood & Laminate Flooring Cleaner applied directly to a clean white cloth. Carefully remove stubborn stains such as paint, oil, markers, lipstick and tar with an acetone-based fingernail polish remover. Use ice to harden tough substances such as candle wax or chewing gum and then gently scrape with a plastic scraper, such as a credit card. Be careful not to scratch the flooring surface. Wipe area clean with a soft, slightly damp cloth.

#### **Floor Mats Protect Your Floors**

High-quality floor mats at entrances and exits are key to reducing laminate wear. They collect and trap all the corrosive substances that can be tracked in from outdoors, including dirt, sand, grit, oil, asphalt,

or even driveway sealer. Also use mats in areas of constant pressure, such as in front of vanities, kitchen sinks and stoves.

#### **Protective Pads On Furniture — A Good Idea**

Attach felt or similar protective pads to all furniture legs, particularly heavy pieces. When you're moving furniture, appliances or other heavy objects, use a dolly; never slide or roll anything across the floor. If furniture has hard plastic or metal casters/wheels, use protective mats underneath or replace them with soft rubber casters.



## MOHAWK PREMIUM LUXURY FLOORING WARRANTY

### Premium Luxury Vinyl FLOORING WARRANTY

#### Premium Luxury Vinyl Flooring comes with:

*A 10 year Residential Warranty, only on our 2MM product; A Limited Lifetime Residential Warranty or a Limited 10-year Commercial Warranty on our 3MM product, depending on the application.*

This warranty covers defects in material and/or workmanship which relate to staining and wear during intended use.

#### **Stain Resistance**

Premium Luxury Vinyl Flooring will resist staining.

#### **Wear Resistance**

Premium Luxury Vinyl Flooring wear layer will not wear through the design layer.

To qualify for any repair or replacement, you will need to provide the original dated sales receipt or other documentation to demonstrate proof of purchase.

For your records, fill in the following information and keep in a safe place with your original documentation.

Retailer Name: \_\_\_\_\_

Retailer Address: \_\_\_\_\_

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

Product Name: \_\_\_\_\_

### General Terms and Conditions for Luxury Vinyl Flooring

Premium Luxury Vinyl Flooring carries the specific warranties listed above. In addition to the requirements specified for each of those particular warranties, the following general terms and conditions also apply. If you have questions regarding the warranty information, please contact the manufacturer or retailer.

1. This warranty is for properly installed Premium Luxury Vinyl Flooring, according to the installation insert in the cartons of material. For the most up-to-date installation recommendations, please send an email to [LVTWarranty@us-unilin.com](mailto:LVTWarranty@us-unilin.com). Proof of compliance with the installation and maintenance instructions recommended by the manufacturer must be provided if a claim is filed. The installation instructions are included in the cartons of product or may be obtained by contacting your retailer. If installation is not performed by the end user, at least one copy of the installation and maintenance instructions and this residential warranty must be provided to the end user by the installer.
2. This warranty applies only to the first owner and the first installation of the product and may not be transferred. The "first owner" is the person stated as the buyer on the purchase document(s). This warranty applies only to first quality Premium Luxury Vinyl Flooring purchases made after the edition date of these warranty conditions for the designated time period when the product is installed in a private residence or light commercial application.
3. This product warranty only applies to defects inherent to the material supplied. This means any material or production defects acknowledged by Unilin Flooring. Unilin Flooring will repair or replace the product, at its option. When replacement of the flooring is made, only new material from the current product range at the time the complaint is upheld will be supplied by the distributor or retailer. There will be no other form of compensation. Responsibility under this warranty only applies to hidden defects. These are defects that were not visible before or during the installation of the laminate floor. Unilin Flooring can never be held liable and is not responsible for any secondary damage.



4. This warranty does not apply to Premium Luxury Vinyl Flooring that has been put to abnormal use or conditions or abused in any way. "Abnormal use or conditions" includes, but is not limited to, damage from plumbing/appliance leaks, storm or flood; damage from smoke, fire or other casualty events; damage caused by negligence, improper alterations of the original manufactured product. "Abuse" is any use of the flooring that is unreasonable considering the normal and expected uses of Luxury Vinyl Flooring in a residential or light commercial environment. The damage to the product must be evident, measuring per product unit (panel, accessory, etc.) at least 1.40 square centimeter or 0.5 square inch, and must not be the result of abusive, abnormal conditions or accidents, such as but not limited to, damage of a mechanical nature, severe impact or scratches (caused by dragging objects or furniture) or cutting. The feet of furniture must always be covered with appropriate protective material. Chairs, sofas or furniture with castors must be fitted with soft rubber wheels. An adequate protective mat or protective castor cups must be put under this furniture.
5. A suitable mat or sufficiently large transition area at the entrance door(s) must be used to prevent sand and/or dust from damaging the flooring.
6. This warranty does not apply to damage from exposure to extreme heat or sunlight exposure, dryness, or stains as a result of chemical or industrial products (other than recommended cleaning products).
7. This warranty excludes damage caused by hydrostatic pressure (water or moisture under the floor that is transmitted to the surface through exerted pressure) or other conditions that result in water or moisture being below the floor.
8. Material must be checked carefully for defects before and during installation and under sufficient lighting. Products with visible defects must not be installed under any circumstances. The retailer must be informed in writing of such defects within 15 days. After this time has elapsed, no further complaints will be accepted. Color and gloss issues resulting from material added to an existing installation at a later date and non-warranty related repairs are excluded from coverage.
9. Under no circumstances will Unilin Flooring be responsible for any loss of time, inconvenience, expenses, costs or other consequential damages caused by or resulting directly or indirectly from a problem about which a claim was made.
10. **Unilin Flooring OFFERS NO OTHER WARRANTY, EXPRESS OR IMPLIED, THAN THE ONE DESCRIBED HEREIN, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR SUITABILITY OF THE PRODUCT FOR A PARTICULAR PURPOSE, AND NO OTHER REMEDIES SHALL BE AVAILABLE EXCEPT FOR THOSE PROVIDED HEREIN.** Some states or countries do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.
11. The general warranty period is pro rata. A pro rata warranty is one that provides for a refund or credit that decreases according to a set formula as the warranty period progresses. The warranty value is reduced by the amount of time that you own it. When a claim is made, the value of the warranty becomes a percentage of ownership, per year, compared to the general warranty. Any services provided as part of this warranty do not extend the original warranty period. If the product for which a valid claim is made is no longer available, the customer will be able to choose a Premium Luxury Vinyl Flooring product of equal value from the current product range.
12. If there is a conflict between these general terms and conditions and the terms and conditions of the warranties as specified, the terms and conditions of the warranties as specified shall control.

For service under this warranty please contact retail location where you purchased your Premium Luxury Vinyl Flooring. Describe the problem and, in many cases, the retailer can provide you with a solution. For installation, maintenance and technical questions, please call Unilin Technical Services at 1-888-387-9882. Premium Luxury Vinyl Flooring is distributed by Unilin Flooring NC, LLC.





## **PORTICO CARPET WARRANTY BROCHURE**

Congratulations on your selection of Portico by Mohawk carpet. The Portico brand is part of the Mohawk family of brands, which includes some of the most prestigious names in the industry: Aladdin, Galaxy, Harbinger, Helios, Horizon, World, WundaWeve, Karastan and Mohawk. The Portico collection consists of the best styles from several of these brands creating this premium collection of fine carpets, designed to satisfy the discriminating tastes of the new homebuyer. Each Portico by Mohawk carpet represents the best combination of style, color, performance, and value.

The Mohawk tradition of making fine carpets began over 120 years ago. Today, Mohawk Industries is one of the largest floor covering manufacturers in the world, handling multiple products including ceramic tile, hardwood, laminate, and resilient flooring.

At Mohawk, our brand is our reputation. Thank you again for selecting Portico by Mohawk carpet, and we hope you enjoy the beauty and comfort of your new carpet for many years to come.

### **MOHAWK MAKES *the* ROOM**

#### **PORTICO by MOHAWK Carpet Performance Warranties**

All of the Mohawk warranties detailed in this brochure may not apply to each Portico by Mohawk carpet selection. The specific warranty coverage for each Portico by Mohawk carpet style is identified on the label on the back of the sample that was used when making the selection. Any questions regarding warranty coverage should be directed to the installing flooring subcontractor.

#### **Abrasive Wear Limited Warranty**

Mohawk Industries warrants that the surface pile of Portico by Mohawk carpet will not be worn by abrasion more than 10% as the result of normal foot traffic, within the specified period of warranty coverage (refer to the sample of the carpet selected for applicable warranty coverage or contact the installing flooring subcontractor). There are limitations to this warranty, which can be found in the General Terms and Conditions section of this brochure.

#### **Stain Resistance Limited Warranty**

Mohawk Industries warrants that the surface pile of Portico by Mohawk carpet will resist stains from most household foods and beverages better than a comparable untreated carpet, within the specified period of warranty coverage (refer to the sample of the carpet selected for applicable warranty coverage or contact the installing flooring subcontractor). Since no carpet is fully stain proof, this warranty excludes certain types of stains. These exclusions are part of the limitations to this warranty, which can be found in the General Terms and Conditions section of this brochure.

#### **Soil Resistance Limited Warranty**

Mohawk Industries warrants that Portico by Mohawk carpet will resist noticeable color change due to the accumulation of dry soil, when subject to normal indoor household foot traffic, within the specified period of warranty coverage (refer to the sample of the carpet selected for applicable warranty coverage or contact the installing flooring subcontractor). There are limitations to this warranty, which can be found in the General Terms and Conditions section of this brochure.

#### **Fade Resistance Limited Warranty**

Mohawk Industries warrants that Portico by Mohawk carpet styles will not show a permanent color change due to exposure to sunlight or atmospheric contaminants (including ozone), greater than one unit, within the specified period of warranty coverage (refer to the sample of the carpet selected for applicable warranty coverage or contact the installing flooring subcontractor). There are limitations to this

warranty, which can be found in the General Terms and Conditions section of this brochure.

### **Texture Retention Limited Warranty**

Mohawk Industries warrants that Portico by Mohawk carpet, if installed over recommended carpet cushion and properly maintained, will not show abnormal change in appearance from foot traffic as a result of the yarn tufts losing twist, within the specified period of warranty coverage (refer to the sample of the carpet selected for applicable warranty coverage or contact the installing flooring subcontractor). There are limitations to this warranty, which can be found in the General Terms and Conditions section of this brochure.

### **Anti-Static Limited Warranty**

Mohawk Industries warrants that Portico by Mohawk carpet will not generate static greater than 5.0 kilovolts (a level not discernable by most people), within the specified period of warranty coverage (refer to the sample of the carpet selected for applicable warranty coverage or contact the installing flooring subcontractor). There are limitations to this warranty, which can be found in the General Terms and Conditions section of this brochure.

### **Moth And Insect Resistance Limited Warranty**

Mohawk Industries warrants that Portico by Mohawk carpet constructed of 100% wool or a wool blend, will resist damage from moths and insects, within the specified period of warranty coverage (refer to the sample of the carpet selected for applicable warranty coverage or contact the installing flooring subcontractor). There are limitations to this warranty, which can be found in the General Terms and Conditions section of this brochure.

### **Manufacturing Defects Limited Warranty**

Mohawk Industries warrants that Portico by Mohawk carpet will be free from any defects in materials or workmanship, within the specified period of warranty coverage (refer to the sample of the carpet selected for applicable warranty coverage or contact the

installing flooring subcontractor). There are limitations to this warranty, which can be found in the General Terms and Conditions section of this brochure.

### **General Terms and Conditions On Your PORTICO by MOHAWK Carpet Warranties**

### **General Conditions For All PORTICO by MOHAWK Carpet Warranties**

- All of the Mohawk warranties detailed in this brochure may not apply to each Portico by Mohawk carpet selection. The specific warranty coverage for each Portico by Mohawk carpet style is identified on the label located on the back of the sample that was used when making the selection. Any questions regarding warranty coverage should be directed to the installing flooring subcontractor.
- These warranties apply only to carpet installed in owner-occupied, single-family, residential housing.
- These warranties cover first quality material only, and are not applicable to carpet sold as seconds, irregulars, used or mill ends.
- These warranties are extended only to the original purchaser and are not transferable.
- Some products carry additional warranties provided by the fiber and stain producers. These warranties take precedence over Mohawk warranties; therefore, any warranty service issues should be submitted directly to the warrantor. Consult the installing flooring subcontractor for contact information regarding warrantors other than Mohawk.
- Abrasive wear means fiber-loss from the carpet through abrasion resulting from normal foot traffic. The Abrasive Wear Limited Warranty is in effect only where your carpet has been installed over cushion meeting the standards noted in the Carpet Cushion section, and properly maintained according to the guidelines found in the Carpet Care section of this brochure.
- The Fade Resistance Limited Warranty will utilize the AATCC Gray Scale for standardized

comparisons of color differences (American Association of Textile Chemists and Colorists), to measure the extent of any color change.

- The Stain Resistance Limited Warranty excludes general soiling, stains from foods or beverages that contain strongly colored natural dyes, and stains from non-food and non beverage substances that destroy or change the color of carpet dyes. Examples of food and beverage stains excluded from this warranty include, but are not limited to mustard, red wine, coffee, herbal teas and hot beverages. Examples of other stains excluded from this warranty include, but are not limited to bleaches, acne medications, drain cleaners, plant food, pet stains, paint, iodine, hair dyes and shoe polish.
- The Texture Retention Limited Warranty is in effect only where your carpet has been installed over cushion meeting the standards noted in the Carpet Cushion section, and properly maintained according to the guidelines found in the Carpet Care section of this brochure, including proof of professional carpet cleaning every 12 to 18 months. Limitations For All PORTICO by MOHAWK Carpet Warranties
- **Improper Installation**  
Mohawk Industries is not responsible for damage to Portico by Mohawk carpet caused by improper installation. To qualify for Mohawk Industries warranties, Portico by Mohawk carpet must be installed according to the Carpet and Rug Institute Installation Standard CRI – 105. Examples of improper installation are wrinkling due to improper stretch, loss of tufts due to improper seam sealing, and seam peaking.
- **Improper Maintenance or Inadequate Care**  
Mohawk Industries is not responsible for damage to Portico by Mohawk carpet caused by improper maintenance or inadequate care, which could void all or part of the warranty coverage. Please follow the recommendations described in this brochure under “Carpet Care”.
- **Accidents, Abuse, or Abnormal Wear**  
Mohawk Industries’ carpet warranties do

not cover damage resulting from accidents or abuse such as tears, pulls, cuts, burns, flooding, and damage caused by pets. Damage caused by staining and soiling is also excluded except on those Portico by Mohawk carpets labeled with a Stain or Soil Resistance Warranty.

- **Carpet on Stairs, In Bathrooms, and In Kitchens**

Mohawk Industries’ carpet warranties do not cover damage or appearance changes on carpet installed on stairs, stair landings, in bathrooms, kitchens, outdoors, or in areas subject to other than ordinary foot traffic.

- **Pad Failure**

Mohawk Industries is not responsible for any damage or defects caused by failure of the carpet pad.

- **Problems with Moisture**

Mohawk Industries’ carpet warranties do not cover problems caused by wetting or persistence of excessive moisture.

- **Changes in Carpet Color**

Mohawk Industries’ carpet warranties do not cover changes in carpet color resulting from external causes, such as fading due to sunlight, ozone, or spills of household chemicals and other non-food and non-beverage substances. This limitation may not apply on those Portico by Mohawk carpets labeled with a Stain or Fade Resistance Warranty.

- **Differences From Samples**

Mohawk Industries’ carpet warranties do not cover minor and normal differences in color or texture between the sample used in making the selection and the actual carpet.

- **Replacement of Discontinued Carpet**

In the event replacement is necessary under the terms of the Portico by Mohawk carpet warranty, and the effected Portico by Mohawk carpet has been discontinued, a Portico by Mohawk carpet of comparable quality will be substituted.

- **Geographic Locale**

These warranties apply only in the United States and Canada.

• **Consequential or Incidental Damages**

Mohawk Industries excludes and will not pay consequential or incidental damages under these warranties. This means any loss, expense, or damage other than to the carpet itself that may result from a defect in the carpet. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the exclusion or limitation may not apply.

All charges should be submitted to the Mohawk Customer Relations Department for evaluation and review.

\* These warranties give specific legal rights, and may also have other rights, which vary from state to state.

**Implied Warranties**

NO IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, EXTEND BEYOND THE SPECIFIED TERMS OF COVERAGE OF THE WRITTEN MOHAWK INDUSTRIES WARRANTIES. Implied warranties are those, which the law presumes to have been given by the seller even though they are not set out in writing. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply.

**Warranty Remedy**

The liability of Mohawk Industries under these limited warranties shall be limited to the actual cost of repair or replacement of the affected area of the carpet extending to the nearest wall, doorway, or entrance. Mohawk Industries reserves the right to correct any defect prior to the carpet being removed or replaced. If replacement is warranted, Mohawk Industries will arrange a credit to the installing flooring subcontractor as a percentage of the replacement cost of new carpet, according to the terms of the warranty coverage. The following prorated schedule identifies the credit that will be issued as a percentage of the replacement cost of new carpet, based upon the length of time the carpet has been in use. This schedule applies to all Portico by Mohawk carpet warranties of five years or greater:

**10 Years**

1st Year 100%	6th Year 50%
2nd Year 100%	7th Year 40%
3rd Year 80%	8th Year 30%
4th Year 70%	9th Year 20%
5th Year 60%	10th Year 10%

**5 Years**

1st Year 100%	4th Year 30%
2nd Year 100%	5th Year 10%
3rd Year 50%	

**Carpet Cushion Recommendations**

The Cushion under your carpet is one of its most important components. It is the base that helps the carpet retain its texture and appearance. A cushion is sold by its thickness and density. A cushion that is too soft will adversely affect the performance of the carpet. A cushion that is too thick interferes with the anchoring of the carpet. You must use a cushion within the recommended specifications in order to qualify for Mohawk Industries warranties (includes any cushion meeting FHA minimum requirements).

For residential installation, we recommend a cushion of no more than 7/16 inch thick, and no less than 1/4 inch thick, with 6 pounds per cubic foot of density, or equivalent.

For berber style carpets, we recommend a cushion of 3/8 inch thickness with 8 pounds per cubic foot of density, or equivalent.

**Homeowner Obligations Under the PORTICO by MOHAWK Carpet Warranties**

In order to maintain and protect the homeowners coverage under the terms of these warranties, the homeowner must do the following:

1. Keep a record of the carpet style(s) purchased, the date of the purchase, any applicable invoice(s), and the warranties that apply to the particular carpet(s).

2. Install the carpet according to the guidelines of the Carpet and Rug Installation Standard CRI – 105.
3. Maintain the carpet according to the recommendations found in the “Carpet Care” section of this brochure.
4. Be able to show proof of periodic cleaning by a certified professional cleaning service. A minimum of one professional cleaning every 18 months is required.

### **How To Make A Claim**

If it is believed there may be a defect with the homeowners Portico by Mohawk carpet and the homeowner wants to file a claim under these warranties, the homeowner must notify the installing flooring subcontractor in writing. Describe the problem being experienced with the Portico by Mohawk carpet, and the flooring subcontractor will take the appropriate action, which may include arranging for a visual inspection. If the homeowner is unable to contact the flooring subcontractor (the builder may be able to provide assistance), write to Mohawk Industries to arrange for an inspection and analysis by our authorized representative.

#### **Contact us at:**

Mohawk Industries, Inc., Attn: Customer Relations,  
P.O. Box 12069, Calhoun, GA, 30703.

### **Carpet Care and Maintenance Recommendations**

Portico by Mohawk carpet requires routine care and regular maintenance in order to maintain the beauty of its' appearance over time. The recommendations in this section are in accordance with guidelines required to maintain the coverage of the limited warranties and will prolong the life of the carpet.

#### **Preventative Maintenance**

1. The use of mats or runners at all home entrances and on uncarpeted areas adjacent to carpet will reduce soil and moisture in traffic areas. These mats and runners should be cleaned regularly.

2. The use of furniture coasters to distribute the of heavy items is also recommended, especially for furniture with wheels. Take care when moving furniture with wheels by putting a protective barrier between the wheels and the carpet.
3. To extend the beauty of your carpet, close drapes or blinds during hours of direct sunlight.
4. Exercise extreme caution with all bleaches, tile cleaners, mildew removers, oven cleaners, drain openers and plant food. They are strong chemicals that can permanently discolor or dissolve carpet fibers.

### **Vacuum Regularly**

1. Most dirt, and even dust, takes the form of hard particles. When left in the carpet, these gritty, sharp particles abrade the pile of the carpet. Regular vacuuming not only prolongs the life of the carpet, but will enhance its appearance as well. Most soiling in carpet is of the dry, particle type, which can be removed with a vacuum cleaner.
2. Vacuum high traffic lanes daily, medium to high traffic areas twice weekly, and the entire house at least once a week.
3. Use a vacuum with a rotating brush or beater bar. Change the bags often and check the beater bars for burs or gouges, so as not to damage the surface of the carpet. Some thick loop pile carpets will fuzz if a rotating brush vacuum is used. In this case we recommend a suction vacuum only.

### **Stain Removal**

1. Treatment of the affected area should begin immediately upon discovery. The more time that elapses before treatment, the more difficult a stain will be to remove.
2. First scrape food spill gently with a spoon or dull knife, removing as much as possible.
3. Always work from the outer edge of the stain towards the center to avoid spreading. Blot, do not rub or scrub, as the carpet may fuzz (for any stain removal, use a white cloth or paper towel for cleanup).

4. When using a mild detergent, use a clear non-bleach laundry detergent. Do not use cloudy detergents as they can leave a sticky residue. Use only 1/4 teaspoon of detergent to 32 ounces of water. Follow detergent cleaning with clear water rinsing (until all detergent residue is removed) and then blot dry as much as possible.

## **Cleaning Recommendations**

1. Even with regular vacuuming, soil particles and oily dirt will cling to the carpet fibers. With foot traffic these particles and oily dirt are driven deep into the carpet. We recommend professional hot water extraction every 12 to 18 months. Periodic cleaning, using the hot water extraction method performed by a certified carpet care professional, will refresh carpet appearance.
2. The most used areas, such as entrances, doorways, traffic lanes, and in front of chairs will collect dirt faster than other areas. Clean these areas as they begin to show soil. This will stop dirt from spreading and will extend the time between professional cleaning.

**Thank You For Choosing PORTICO  
by MOHAWK Carpet!**



## Carpet Care & Maintenance



[shawfloors.com](http://shawfloors.com)

## Preventive Maintenance

## General Stain Removal Instructions

Protecting your investment is up to you...

*Like other fine furnishings, carpet requires proper care, and you should reference your residential warranty for specific care requirements. There are also a few simple steps you can take to insure the lasting beauty of your new carpet:*

### Prevention

Keep the dirt/soil out. Use walk-off mats at entrances and other areas to keep outside dirt and moisture from being tracked onto the carpet. Clean mats frequently. Keep your sidewalks and entrances free of excessive dirt.

### Vacuum Frequently

The best way to reduce dirt accumulation and prolong the life of your carpet is to vacuum, vacuum, vacuum! Most dirt, even dust, is in the form of hard particles. When left in the carpet, these gritty, sharp particles abrade the pile as effectively as sandpaper. How frequently should you vacuum? That depends on the amount of foot traffic and household soil to which your carpet is exposed. More use means more frequent vacuuming. Shaw recommends a vacuum cleaner with a rotating brush or "brush/beater bar" to agitate the pile and mechanically loosen soil particles. The exception to this is for shag styled products with longer yarns which might tend to wrap around a rotating brush. For these styles we recommend a suction-only vacuum.

**Also, be aware that some vacuums have overly aggressive action which may damage the surface of your carpet. An inexpensive, less efficient vacuum can remove surface dirt but will not effectively remove the hidden particles embedded in the pile.**

For your vacuum to conform to the highest industry standards, make sure that it is certified through the Carpet and Rug Institute (CRI) Seal of Approval/ Green Label Vacuum Cleaner Program. Visit [www.carpet-rug.org](http://www.carpet-rug.org) for details and listings.

### Spots & Spills

Prompt attention to spots and spills is essential. Some spilled materials will stain or discolor carpet if not removed promptly. Other spills can leave a sticky residue that may result in increased soiling if not removed.

No carpet is stain proof, although many are stain resistant, which allows time for removal.



#### Scrape:

Remove as much of food spills as possible by scraping gently with a spoon or dull knife.



#### Absorb:

Absorb wet spills as quickly as possible by blotting repeatedly with white paper or cloth towels.



#### Blot:

Always blot; never rub or scrub abrasively, as a fuzzy area may result. When blotting, work from the outer edge in toward the center of the spot to avoid spreading the spill.



#### Rinse:

Always follow up with water to remove detergent residue that may become sticky and cause rapid resoiling.



#### Weight:

Remove remaining moisture by placing several layers of white towels over the spot and weigh them down with a heavy object that will not transfer color, such as a plastic jug of water.



## Spot Removal

**Shaw's R2X® Stain & Soil Remover** is recommended for all types of spot cleaning and is available from your floor covering retailer or through [www.shawfloors.com](http://www.shawfloors.com). It is approved under the Carpet and Rug Institute's (CRI) Seal of Approval certification. Additional cleaning products in the CRI certification program are listed at [www.carpet-rug.org](http://www.carpet-rug.org). Do not use any household cleaners other than those listed in this program, since many household products contain chemicals that may permanently damage your carpet.

If one of the recommended products is not readily available you may use the guidelines below:

## Cleaning Solutions



### Detergent:

Mix 1/4 teaspoon clear hand dish-washing detergent with 1 cup warm, not hot, water. Use a clear, non-bleach liquid dishwashing detergent such as Dawn, Joy, or clear Ivory.



### Hydrogen Peroxide/Ammonia:

Mix 1/2 cup hydrogen peroxide (3% solution available in drug stores) with one teaspoon undiluted, unscented, clear (non-sudsy) household ammonia. Use within two hours of mixing.



### Vinegar:

1 part white vinegar to 1 part water



### Ammonia:

One tablespoon to one cup water.



### Solvent:

Liquid, non-oily, non-caustic type sold for spot removal from garments. Use products for grease, oil, and tar removal such as Carbona and Afta. Do not apply directly to carpet to prevent carpet damage. (See Procedure A on page 9.)

The following chart lists the most common household stains and the procedure used to remove them. If using more than one procedure, allow to dry in-between.

Stain	Procedure	Stain	Procedure
Beer	B	Ink-India, Marking Pen	A, M
Berries	M	Kool-Aid	M
Blood	M	Lemonade	M
Butter	A	Makeup	A, B
Candle Wax	O, A	Mayonnaise	B
Candy (sugar)	B	Mercurochrome	M
Catsup	M	Merthiolate	M
Chewing Gum	G, A	Milk	B
Chocolate	B	Mixed Drinks (liquors)	M
Chalk	P	Mud (dried)	P, B
Coffee	M	Mustard	M
Cooking Oil	A, B	Nail Polish	L
Crayon	A, B	Paint-Latex	B
Dirt or Clay	P, B	Paint-Oil	A
Dyes (Blue, Black, etc.)	M	Pet Food	M
Excrement	B	Shoe Polish	A, M
Fruit Juice/Drinks	M	Soft Drinks	M
Furniture Polish	A	Tar	A
Grease-Food	A, B	Tea	M
Grease-Auto	A	Urine	D, M
Glue-White	B	Vomit	B, M
Glue-Hobby	A, L	Wine	B, M
Ice Cream	B	Unknown	A, B
Ink-Ball Point Pen	A		

Please reference your specific warranty for covered stains. The stain removal procedures recommended on the following page are provided to assist in maintaining your carpet and reflect the best information available. Remember, **no carpet is stain proof.**

**WARNING:** Certain products found in most homes can cause irreparable damage to your carpet. Bleaches, tile cleaners, mildew removers, oven cleaners, drain openers, pesticides, and some plant foods can have strong chemicals which discolor or dissolve carpet fibers. Acne medications containing benzoyl peroxide, a very powerful bleach, are capable of permanently damaging your carpet and most other fabrics as well.

## Stain Removal Procedures

## Stain Removal Procedures

### Reminder:

With any stain, scrape or blot up excess spill prior to procedure. Always follow up with water to remove detergent residue that may become sticky and cause rapid resoiling.

### Procedure A:

Apply solvent to dry towel/cloth. Blot, don't rub. Repeat application if necessary. Follow with Procedure B.

### Procedure B:

Apply detergent solution (see "Cleaning Solutions") using a damp towel. Blot, don't rub. Use a fresh, damp cloth towel to remove all detergent residue. Blot; finish with pad of paper towels weighted with a heavy object such as a jug of water or glass baking dish. If any stain remains, repeat.

### Procedure D:

Apply detergent solution (see "Cleaning Solutions") using a damp towel. Blot, don't rub. Use a fresh, damp cloth towel to remove all detergent residue. If spot remains, apply ammonia/water solution (see "Cleaning Solutions") using a damp towel. Blot, don't rub. Apply white vinegar (undiluted), only after stain is removed. Apply water rinse with a damp towel. Blot; finish with weighted pad of towels.

### Procedure G:

Freeze with ice cubes. Shatter with blunt object such as a butter knife or back of spoon. Remove chips before they melt. If color remains, follow with solvent (Procedure A).

### Procedure L:

Apply solvent remover (non-oily acetone type) to a white, cotton towel and apply to spill. Do not saturate carpet. Pick up softened material using a clean, white paper towel, push toward center of the spot (to avoid spreading material). Repeat above to soften and carefully remove a layer of the material each time. Haste may spread the stain and/or damage the carpet. Follow with Procedure B. If spot remains, apply ammonia solution using a damp cloth. Blot, don't rub. Apply white vinegar (undiluted), only after stain is removed. Apply water rinse with a damp towel. Blot; finish with weighted pad of towels.

### Procedure M:

Apply detergent solution (see "Cleaning Solutions") to white towel, leave 3-5 minutes. Blot, don't rub. If stain is removed, finish with a water rinse, then blot, then apply a pad of weighted paper towels. If stain is not removed, continue as follows: Apply ammonia solution using a damp cloth. Blot, don't rub. Apply hydrogen peroxide solution (see "Cleaning Solutions"), let stand 2-3 hours under a weighted sheet of plastic wrap. Repeat application of hydrogen peroxide and allow to dry until removal is complete. Apply white vinegar only after stain is removed. Apply water with damp towel. Blot and dry with weighted pad of paper towels.

### Procedure O:

Cover with white cotton towel or brown paper. Lightly apply warm iron to towel or paper until material is absorbed. Be sure towel is large enough to cover the stained area. Never touch the iron directly onto the carpet, as the fiber may melt. Change towel or rotate same towel to a clean area and repeat until all material is absorbed.

### Procedure P:

Vacuum as much as possible. Loosen remaining material by tapping with a scrub brush or toothbrush. Tap with brush, do not scrub. Vacuum again. If stain remains, use detergent solution in Procedure B.

### Clean Most Frequently Used Areas More Often

The most frequently used areas of your carpet — entrances, doorways, traffic lanes, seating areas, etc. will collect dirt much faster than other areas. By cleaning these areas when they first show signs of soiling you can prevent the dirt from spreading to the rest of the carpeted areas of the house.

## Professional Cleaning

Periodic professional cleaning of the overall carpet is highly recommended. The frequency of overall cleaning may vary depending on the level and type of traffic and the conditions to which your carpet is exposed. This may range from as little as 6 months to 24 months between cleanings. Your carpet should be properly cleaned at least once every 24 months to maintain its appearance and useful life.

Shaw recommends only hot water extraction, utilizing carpet cleaning products, equipment, and systems certified through the Carpet and Rug Institute's Seal of Approval Program. These products are listed at [www.carpet-rug.org](http://www.carpet-rug.org). **Warning:** Non-approved cleaning products and topical treatments, applied by you or by a professional carpet cleaner, may result in damage to your carpet that will not be covered by your warranty.

Shaw recommends that professional service be performed by an IICRC certified firm. Locate a professional cleaner through the Institute of Inspection, Cleaning and Restoration Certification (IICRC) at 1-800-835-4624 or [www.iicrc.org](http://www.iicrc.org). Cleaning by other professional services may result in damage that will not be covered by your warranty.

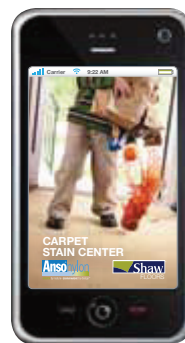
## Do-it-yourself Systems

If you decide to rent a steam cleaning machine and do it yourself, remember recommended carpet cleaning equipment and cleaning products should have certification in the CRI Seal of Approval Programs ([www.carpet-rug.org](http://www.carpet-rug.org)).



P.O. Drawer 2128  
Dalton, GA 30722-2128

[shawfloors.com](http://shawfloors.com)



Download our free  
Carpet Stain Center app  
on your iPhone now!





Inspired by the realities of life!

**STERLING**  
A KOHLER COMPANY

Everything Sterling puts its name on is painstakingly designed and precision-engineered to ensure excellence. With proper care and cleaning, your high-quality product will stand the test of time. This brochure is designed to provide you with the complete care and cleaning information you will need to help your STERLING® product maintain its beauty and performance for years to come.





## Baths, Showers and Whirlpools Care & Cleaning

STERLING® baths, showers and whirlpools are constructed from solid Vikrell® material for superior strength and durability. To keep your bath, shower or whirlpool in top shape, keep these tips in mind.

### How to Care for Your Bath, Shower or Whirlpool

- Do not use abrasive cleansers or acidic solvents on Vikrell surfaces as they may cause surface dullness or discoloration.
- Wipe your bath or shower unit with a soft cloth after each use to prevent a buildup of soap and scum.

### How to Flush Your Whirlpool System

Flush your whirlpool system twice a month or more, depending upon usage.

1. Adjust the jets fully clockwise so there is no air induction.
2. Fill the bath with warm water to a level 2" above the highest jets, or leave water in the bath after using.
3. Add two teaspoons of a low-foaming, powder automatic dishwasher detergent and 20 ounces of household bleach (5% to 6% sodium hypochlorite) to the water.
4. Run the whirlpool for 5 to 10 minutes. Then shut off the whirlpool and drain the water.
5. If desired, rinse the bath surfaces with water.
6. Clean bath surfaces as needed with recommended cleaners.

### Products to Consider for Standard Vikrell

- Fantastik Heavy Duty All Purpose Cleaner
- Lysol Mold & Mildew Blaster
- Super Iron Out Multi-Purpose Rust Stain Remover
- Glass Plus Glass & Multi-Surface Cleaner
- Tilex Mold & Mildew Remover
- Soft Scrub Total All Purpose Cleaner With Bleach
- Formula 409 Multi-Surface Cleaner

### Products to Consider for Decorated Vikrell

- Fantastik Heavy Duty All Purpose Cleaner
- Super Iron Out Multi-Purpose Rust Stain Remover
- Glass Plus Glass & Multi-Surface Cleaner
- Soft Scrub Total All Purpose with Bleach
- Formula 409 Multi-Surface Cleaner

### Care Tip

Use mild cleansers for weekly cleaning.

### General Care and Cleaning

For best results, keep the following in mind:

- Test first. Always test cleaning solutions on an inconspicuous area first before applying to the entire surface.
- Wipe clean. Wipe surfaces clean and rinse completely with water immediately after applying cleaner. Rinse and dry any overspray that lands on nearby surfaces.
- Don't let cleaners soak. Do not allow cleaners to sit or soak.
- Avoid abrasive materials. Use a soft, dampened sponge or cloth. Never use an abrasive material such as a brush or scouring pad to clean surfaces.



## Vikrell Sinks Care & Cleaning

Crafted of solid, high-gloss Vikrell material, STERLING® sinks deliver exceptional strength, uniform color and superior resistance to stains and scratches. Keep your sinks in peak condition with these tips.

### How to Care for Your Sinks Made of Vikrell Material

- Do not use abrasive cleansers or acidic solvents on Vikrell surfaces, as they may cause surface dullness or discoloration.
- Wipe your kitchen or bathroom sink with a soft cloth after each use to prevent a buildup of soap and scum.

### Products to Consider

- Clorox Disinfecting Bathroom Cleaner
- Fantastik Heavy Duty All Purpose Cleaner
- Lysol Mold & Mildew Blaster
- Super Iron Out Multi-Purpose Rust Stain Remover
- Tilex Bathroom Cleaner
- Tilex Mold & Mildew Remover

### Care Tip

Sterling recommends using mild cleaners for weekly cleaning of kitchen or bathroom sinks made of solid Vikrell material.

### General Care and Cleaning

For best results, keep the following in mind:

- Test first. Always test cleaning solutions on an inconspicuous area first before applying to the entire surface.
- Wipe clean. Wipe surfaces clean and rinse completely with water immediately after applying cleaner. Rinse and dry any overspray that lands on nearby surfaces.
- Don't let cleaners soak. Do not allow cleaners to sit or soak.
- Avoid abrasive materials. Use a soft, dampened sponge or cloth. Never use an abrasive material such as a brush or scouring pad to clean surfaces.





## Toilets and Bathroom Sinks Care & Cleaning

Bathroom sinks and toilets made of vitreous china are scratch- and abrasive-resistant with a surface that won't stain or fade. Maintain the look of your toilet or sink look with these tips.

### How to Care for Your Vitreous China Toilets and Bathroom Sinks

- Rinse thoroughly and use a soft cloth to wipe the product dry after each use.
- Soft abrasive cleaners may be used when necessary to clean vitreous china products. Strong abrasive cleaners will scratch and dull the surface.
- Use toilet bowl cleaners on the inside of the bowl only.
- Do not use in-tank toilet cleaners as they can damage the flush valve and other working parts.
- Wipe any splashes of cleaner solutions from plastic or plated surfaces immediately.

### Products to Consider

- Clorox Disinfecting Bathroom Cleaner
- Comet Bathroom Cleaner
- Fantastik Heavy Duty All Purpose Cleaner
- Formula 409 Multi-Surface Cleaner
- Green Works Multi-Surface Cleaner
- Lysol Power Bathroom Cleaner
- Soft Scrub Lemon Cleanser
- Tilex Bathroom Cleaner

### Rust Removal

- Super Iron Out Multi-Purpose Rust Stain Remover
- Bar Keepers Friend MORE Spray & Foam Cleaner

### Care Tip

Over time, hard water deposits may clog toilet rim holes and trapways. To clean, purchase a commercial cleaner that's recommended for the removal of hard water deposits. Follow all instructions on the package.

### General Care and Cleaning

For best results, keep the following in mind:

- Test first. Always test cleaning solutions on an inconspicuous area first before applying to the entire surface.
- Wipe clean. Wipe surfaces clean and rinse completely with water immediately after applying cleaner. Rinse and dry any overspray that lands on nearby surfaces.
- Don't let cleaners soak. Do not allow cleaners to sit or soak.
- Avoid abrasive materials. Use a soft, dampened sponge or cloth. Never use an abrasive material such as a brush or scouring pad to clean surfaces.



## Bath & Shower Door Care & Cleaning

High-quality STERLING® doors feature solid construction for years of trouble-free use and tempered safety glass for your protection. Keep your bath or shower door looking beautiful and clean with these tips.

### CleanCoat® Technology

Cleansers or abrasives are not recommended for glass doors treated with CleanCoat. Simply wipe down doors regularly with a soft cloth and water to keep the glass looking clean.

NOTE: The "Products to Consider" may be used on glass doors treated with CleanCoat technology but are not necessary.

### How to Care for Your Bath and Shower Doors

- How to Care for Your Bath and Shower Doors
- For glass surfaces, use a quality glass cleaner and a clean cloth to clean the mirror surface. Carefully follow the glass cleaner manufacturer's instructions.
- Occasionally wipe the doors with a mild detergent diluted in water to keep the glass panels and anodized aluminum parts looking new.
- Never use bristle brushes, abrasive sponges, scouring powder or sharp instruments on metalwork or glass panels. They will scratch some metal and glass surfaces.
- For metal surfaces, never use abrasive cleansers or cleaners containing ammonia, bleach, acids, waxes, alcohol or solvents as they may damage the finish. Use of harsh cleaning agents may void Sterling's warranty obligations.
- Do not let cleaners sit or soak on surfaces.
- To avoid soap deposits or lime buildup in hard-water areas, make a point to wipe the door dry after each use.
- Rinse and wipe fixtures after each use to prevent soap buildup.

### Products to Consider

- Green Works Multi-Surface Cleaner
- Mr. Clean Multi-Purpose Cleaning Spray With Febreze Meadows & Rain
- Windex Original

### Care Tip

Keep shower doors ajar so that air can circulate to reduce mildew growth.

### General Care and Cleaning

For best results, keep the following in mind:

- Test first. Always test cleaning solutions on an inconspicuous area first before applying to the entire surface.
- Wipe clean. Wipe surfaces clean and rinse completely with water immediately after applying cleaner. Rinse and dry any overspray that lands on nearby surfaces.
- Don't let cleaners soak. Do not allow cleaners to sit or soak.
- Avoid abrasive materials. Use a soft, dampened sponge or cloth. Never use an abrasive material such as a brush or scouring pad to clean surfaces.



## Stainless Steel Sinks Care & Cleaning

Constructed of high-grade stainless steel with nickel and chrome content, STERLING(R) sinks provide excellent corrosion resistance and are made to withstand the wear and tear of everyday use. Keep your sink looking great with these tips.

### How to Care for Your Stainless Steel Sinks

- Clean stainless steel at least once a week.
- Always apply stainless steel cleaner and polish with a nonabrasive cloth or sponge working with, not across, the grain.
- Do not use steel wool, wire brushes or abrasive sponge pads. Use only nonscratch cleaning pads.
- Cleaners containing chloride (bleach) are not recommended. If used, rinse the surface immediately to prevent corrosion.
- Most stainless steel products will scratch from everyday use. However, these scratches will blend over time to create a unique finish.
- Do not store open containers of cleaners or chemicals such as acids, bleach, sodium chloride, lye, toilet bowl cleaner, drain cleaner or hard-water stain removal products under your sink.

### Products to Consider

- Fantastik Heavy Duty All Purpose Cleaner
- Formula 409 Multi-Surface Cleaner
- Windex Original
- Bar Keepers Friend Soft Cleanser
- 3M Stainless Steel Cleaner & Polish

### For Rust Removal

- Autosol Rust Remover
- Bar Keepers Friend MORE Spray & Foam Cleaner

### Care Tip

Allowing water to evaporate on metal will form water deposits. To avoid this and keep your product looking beautiful, it is important to wipe the sink clean with a soft cloth after each use.

### General Care and Cleaning

Allowing water to evaporate on metal will form water deposits. To avoid this and keep your product looking beautiful, it is important to wipe the sink clean with a soft cloth after each use.

- Test first. Always test cleaning solutions on an inconspicuous area first before applying to the entire surface.
- Wipe clean. Wipe surfaces clean and rinse completely with water immediately after applying cleaner. Rinse and dry any overspray that lands on nearby surfaces.
- Don't let cleaners soak. Do not allow cleaners to sit or soak.
- Avoid abrasive materials. Use a soft, dampened sponge or cloth. Never use an abrasive material such as a brush or scouring pad to clean surfaces.



More inspiration is online.

For a complete look at the breadth of  
exciting STERLING® bath and kitchen  
products and warranty information, visit  
[SterlingPlumbing.com](http://SterlingPlumbing.com)

**DISCLAIMER**

Success with cleaners and procedures is dependent upon such factors as the hardness and temperature of the water, using exact quantities of ingredients, changes in cleaning formulas and the condition of the product being cleaned. Since there are variations within these factors, Sterling cannot guarantee the effectiveness of the formulas mentioned.

Inspired by the realities of life!

**STERLING**  
A KOHLER COMPANY

Kohler Co., Kohler, Wisconsin 53044  
Printed in U.S.A.  
800.STERLING



## LIMITED LIFETIME PRODUCT WARRANTY EASTERN REGION | NEW CONSTRUCTION

**RESIDENTIAL: LIFETIME FOR MAINFRAME | 20 YEARS FOR IGU & COMPONENTS**  
**COMMERCIAL: 10 YEARS FOR MAINFRAME, IGU & COMPONENTS**  
**ALL: 2 YEARS SKILLED LABOR & SHIPPING | TRANSFERABLE**

**Coverage.** This Warranty covers windows and doors (“Product”) manufactured by MI Windows and Doors, LLC (“MI”) sold for new construction in its Eastern Region<sup>1</sup> after July 15, 2016. It attaches to the Product at the time of sale by MI and is provided to the initial purchaser of the Product. The Warranty transfers to all subsequent Product owners, and the selling owner should provide this document to a buyer before or at the time of sale.

Upon proper notice of a claim by the Product owner (“Owner”) received during the warranty period and per the terms stated herein (“Claim”), MI will provide replacement parts (“Parts”) to correct a nonconformity in material or workmanship causing a significant impairment in usage of the Product or an obstruction of vision through the insulated glass unit (“IGU”) (collectively “Nonconformity”).

**Residential Dwelling.** MI will provide Parts to correct a Nonconformity for a Claim made by an Owner of an Owner-Occupied Residential Dwelling<sup>2</sup> as follows: **Mainframe:** at no charge for a Claim made during the lifetime of the Product. **IGU & components:** at no charge for a Claim made in years 1-10 from the date of manufacture (“Manufacture Date”), and at 50% of list price for a Claim made in years 11-20 from the Manufacture Date.

**Commercial Application.** MI will provide Parts at no charge to correct a Nonconformity in the mainframe, IGU or components for a Claim made within 10 years of the Manufacture Date by an Owner of a structure other than an Owner-Occupied Residential Dwelling.

**Labor & Shipping.** MI will provide Skilled Labor<sup>2</sup> necessary to repair the Product and pay shipping costs for two (2) years from the Manufacture Date. Owner is responsible for the cost of all non-skilled labor, and for any labor or shipping costs for a Claim received more than two (2) years after the Manufacture Date. A fee will be charged for inspections requested more than two (2) years after Manufacture Date.

MI shall not be responsible for the cost of labor or materials required for repairing or restoring any material or surfaces beyond the Product. MI is not responsible for any labor when a complete replacement unit is provided. Owner must provide access to the interior and exterior of the Product, and provide any scaffolding or lift equipment necessary to reach Product not accessible with a 15’ extension ladder. Where safe and practical access is not available, MI shall be required to provide only the Parts and will not be responsible for labor. If Owner fails to appear for a scheduled appointment, MI may leave the Parts and/or charge a separate fee to return and complete the service.

**Modified Coverages.** Laminated and painted frames: 10 years for peeling, blistering, or excessive ultraviolet discoloration. Blinds between the glass and integral shades: 10 years for obstruction of vision and one (1) year for significant impairment in usage. Simulated divided light: 10 years for Nonconformity. Laminated and impact IGUs: Five (5) years for Nonconformity. Insect screens: Two (2) years for Nonconformity. Hardware in coastal applications: Two (2) years for corrosion.

**Warranty Claim Process.** Submit claims to: MI Customer Care, P.O. Box 370, Gratz, PA 17030 | W: [www.miwindows.com](http://www.miwindows.com) | E: [CustomerCare@miwd.com](mailto:CustomerCare@miwd.com) | P: (717) 365-2500 | F: (717) 365-3780. MI shall have no obligation under this Warranty without prior notice as provided herein. Owner must submit a claim during the coverage period and within 30 days of discovering the perceived Nonconformity. Notice must include contact information, order number, and description of the issue. Photographs are required unless unobtainable. MI shall investigate and respond in a timely manner per the terms of this Warranty, including inspecting the Product at its option. Parts may not be an aesthetic match to the original. MI reserves the right to discontinue or modify its products. When that occurs, MI shall substitute parts or product of equal value or quality. MI may elect to provide a complete replacement unit or refund the price of the affected Product in full satisfaction of its obligations.

**Disclaimers & Limitation of Remedies.** MI makes no warranty for Product sold for new construction in its Eastern Region beyond that contained in this writing. **ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY WITH RESPECT TO MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR ARISING FROM THE COURSE OF PERFORMANCE, COURSE OF DEALING, OR USAGE OF TRADE, ARE DISCLAIMED.** If disclaimer of implied warranties is prohibited by law, they are limited to the applicable duration in this Warranty. The remedies herein shall be the buyer’s exclusive remedy regardless of MI’s negligence. **MI SHALL NOT BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, PERSONAL INJURY, LOST PROFITS, LOSS OF USE, DIMINUTION IN VALUE, OR PUNITIVE DAMAGES.** In no event shall MI’s liability exceed the price of the covered Product. Some states do

not allow limitations on how long an implied warranty lasts, or exclusions of incidental and consequential damages, so the related limitations or exclusions may not apply to you. This Warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Any liability of MI is contingent upon Owner (past or present) fulfilling its notice obligations as stated herein. Owner shall have no standing to assert any legal claim without first submitting a Notice of Legal Claim form ([www.miwindows.com/LegalClaim](http://www.miwindows.com/LegalClaim)) and waiting the requisite 45 days. This Warranty may only be modified by a writing signed by an officer of MI. Any act or omission of MI does not create a new warranty or extend the term of this Warranty. MI makes no representation regarding the useful life of MI Product.

**Excluded Conditions.** This Warranty does not cover, and MI has no obligation to respond to, a Nonconformity caused in whole or part by:

- An application, configuration, or installation exceeding the capacity of the Product design or in violation of applicable codes, plans, and specifications; mishandling of Product; failure to properly incorporate Product into the building envelope; installation in inappropriate openings or not in conformance with MI installation instructions, AAMA or ASTM installation standards, or good building practices.
- Normal wear and tear, aging, weathering, or corrosion; lack of product maintenance, misuse, or abuse; interior moisture or condensation. Normal weathering includes the gradual fading, chalking, or darkening of any colored surface.
- Glass breakage; glass blemishes, scratches, or other imperfections allowable for standard B grade glass under applicable ASTM standards; or reflection of solar energy (sunlight) off of the Product.
- Alterations or modifications of the Product or components, such as field mulls, reinstallation, application of tints or films, caulk, or paint finishes; installation of security systems or window coverings; or sources of undue stress, pressure, water, heat, or cold.
- Power washing or the use of harsh chemicals such as brick wash, acids, salts, abrasive cleaners, or solvents; Acts of God, or any other condition or cause beyond MI's control.

This Warranty covers only Product confirmed to have a Nonconformity. Where product testing occurs, Owner must give MI prior notice and opportunity to observe, and identify anticipated test methods. Without its prior agreement, MI shall not be required to respond to testing results or extrapolations to non-tested Product, nor shall it contribute to the cost of testing. MI is not responsible for determining the suitability of its products for surrounding building components or wall design.

MI products are tested in accordance with procedures established by AAMA and NFRC. The tests measure the performance of sample products in a laboratory setting. MI manufactures its products using the methods and materials used in fabrication of the tested product. However, product components and manufacturing processes involve a range of tolerances which can cause variance among tested values, and in-field evaluation of a product can affect test results as well. For these reasons, MI does not warrant its test results.

The thermal performance of many window products are enhanced by insertion of gases into the inner space of the IGU. Given the nature of these gases and technology used to manage them, MI does not warrant specific gas retention or fill levels and performance variation may occur.

**Requirement Before Initiating Legal Proceeding.** Before initiating a legal proceeding against MI under any legal theory, an Owner (past or present) must first give MI notice of its intent to file a legal claim by filling out and submitting the Notice of Legal Claim form available at [www.miwindows.com/LegalClaim](http://www.miwindows.com/LegalClaim). Owner must wait 45 days after submitting the Notice of Legal Claim to initiate a legal proceeding in order to allow MI the opportunity to investigate and tender a resolution for issues claimed. Follow the instructions under Warranty Claim Process for standard warranty service requests.

**Window Safety.** Screens on MI products are intended to keep out insects and are not intended to provide security or for the retention of persons or objects. Fall prevention devices, such as window opening control devices, can be installed on windows in order to lessen the risk of accidental falls. If fall prevention devices are desired or required for a window, check with your distributor for options sold by MI.

<sup>1</sup> MI's Eastern Region is all states within The United States other than AK, AZ, CA, CO, HI, ID, MT, NM, NV, OR, UT, WA, and WY.

<sup>2</sup> Owner-Occupied Residential Dwelling includes any single-family detached home, townhome, or condominium unit used by the Owner as his/her primary residence.

<sup>3</sup> Skilled Labor is labor provided where the work to repair the Product requires special knowledge or skills not possessed by Owner or tools not available to Owner. Minor repairs, such as replacing a sash or lock, do not require Skilled Labor.

**INSERT**

**Limited Warranty. Customer Supplied  
document.**





# **INSERT**

**Take Care of Your Concrete Surfaces.  
Customer Supplied Document**





# 12

## Section 12 | Notes & Memory Pages

---











# 13

## Section 13 | Standard of Performance

---



## Section 13 | Standard of Performance



### K. Hovnanian Contractors of Ohio

Many of the components that make up your new home will require ongoing maintenance by you to ensure their proper function. There will be some conditions that will require follow up on our part to correct their function. Our commitment to you is to expeditiously and professionally correct “construction defects” in accordance with the terms and conditions of the HOME BUILDER’S LIMITED WARRANTY (“Limited Warranty”) which we have provided on your home. Additionally, during the first year following closing, under our One Year Customer Service Program, we will evaluate and, if appropriate, remedy minor problems in your home that do not rise to the level of a construction defect under the Limited Warranty, but fail to meet the standards of performance provided on the following pages.

The *standards of performance* listed on this and subsequent pages are intended to provide you with an understanding of corrective actions that may be performed by us during the first year, as well as, to better inform you of items that are your responsibility as the homeowner. If the timeframe indicated has expired or a performance standard is not enumerated, we will determine if the condition present constitutes a construction defect under the terms of the Limited Warranty.

Damage that you cause or you made worse by your negligence, improper maintenance, improper operation, or any alteration, modification, repair or addition is excluded by this limited warranty. It is very important that you review this material and become familiar with its content.

Decisions regarding the scope of repair, the repair technique, replacement, or replacement vs. repair is ours alone. Please note that when repair or replacement is undertaken, we may be unable to match original materials because of fading, changes in color lots, discontinued patterns, or other factors beyond our control.

# Section 13 | Standard of Performance

## SITE WORK – GRADING & DRAINAGE

Condition	Your Responsibility	Our Responsibility
Ground settles around foundation, utility trenches or other filled areas, keeping water from draining away from home.	1. Remove and replace shrubs, sod or other landscaping affected by the placement of fill.	1. Fill excessively settled areas that affect proper drainage (1 year).
Site drains improperly	1. Maintain the grades and swales (sloped low areas) after we have properly established them. 2. Insure established drainage patterns are not impeded by decking, landscaping, patios, pools, driveways, walls, etc. that you install. 3. Do not change the grade of the soil away from the foundation by building planters, raised beds or other blocking construction. 4. Damage caused by changes in drainage and grading is your responsibility. 5. Install a properly sized sump pump if we have installed a sump pit, but someone other than us has installed a sump pump. 6. Keep yard drains clean and clear of debris. 7. Remove Storm Water BMP'S once yard is established.	1. Establish the proper grades away from your home. Where lot lines permit, the protective slope will be 6" in 10' around the foundation. 2. Water will not stand or pond in crawl spaces. 3. After a rain, water typically will not stand or pond within 10' of the home for more than 24 hours or for more than 48 hours in drainage swales or areas where a sump pump discharges. 4. Decisions about the suitability of grading or ponding will not be made if the ground is saturated or frozen or if frost or snow is present. 5. Only those conditions presented to us in the first year after the warranty date/home or warranty date/common elements will be remedied.

## DRIVEWAY ASPHALT

Condition	Your Responsibility	Our Responsibility
Pitch or grade of driveway allows more than 1/2" of standing water or more than 1/2" depression	1. Annually seal the asphalt surface with a quality asphalt sealer. 2. Do not use vehicles with dual tires or heavy equipment on asphalt driveway.	1. Saw, cut remove and patch the affected area of the driveway that settles more than 1/2 " (1 year). 2. Frost heave is not included. The driveway may or may not return to its original level upon thawing.

# Section 13 | Standard of Performance

## POURED CONCRETE

Condition	Your Responsibility	Our Responsibility
Cracks in basement or foundation walls	<ol style="list-style-type: none"> <li>1. Please note that shrinkage cracks are common in concrete foundation walls and are not covered by this limited warranty as expressly provided under "Our Responsibility."</li> <li>2. Seal all above grade cracks</li> </ol>	1. Cracks more than 1/4" wide or those that leak water will be repaired (1 year).
Cracks in basement floor or garage slab	1. Please note that minor cracks are normal and are not covered by this limited warranty as expressly provided under "Our Responsibility."	1. Cracks more than 3/16" wide or 3/16" in vertical displacement will be repaired (1 year).
Uneven concrete floors or slabs		1. In rooms designed to be inhabited, pits, depressions or raised surfaces greater than 3/8" in 32" will be repaired (1 year).
Cracks in concrete slab-on-grade floors under finished flooring	1. Please note that old and new finished flooring materials may not match.	1. Cracks that rupture finished flooring material will be repaired (1 year).
Pitting scaling, spalling, flaking or chipping of concrete surfaces covered by this limited warranty	<ol style="list-style-type: none"> <li>1. Avoid damaging concrete with salt, chemicals, mechanical equipment, etc.</li> <li>2. Deterioration caused by the factors listed above or other factors beyond our control is not covered.</li> <li>3. Please note that minor chipping is normal and are not covered by this limited warranty as expressly provided under "Our Responsibility."</li> </ol>	1. Surfaces that disintegrate more than 50% of any control joint section to the point where the s exposed and loosened under normal use and weather conditions will be repaired one time only within the first year after closing.
Settling, heaving or separating of stoops, steps or garage floors		1. Stoops, steps or garage floors that settle, heave or separate more than 1" from home will be repaired (1 year).
Standing water on stoops, steps and Patios	1. Please note that it is normal for small amounts of water to stand on stoops or steps following a rain and are not covered by this limited warranty as expressly provided under "Our Responsibility."	1. Outdoor stoops and steps that hold water at a depth in excess of 1/4" for more than 24 hours a rain event will be repaired (1 year).
The interior concrete slab has a loose, sandy surface, sometimes referred to as "dusting."		1. The surface will be repaired to be suitable for the finish flooring that the contractor had reason to anticipate would be supplied (1 year).

**NOTE: Concrete repairs often will not match the color or texture of existing concrete surfaces. This is normal and we are not responsible for matching surfaces.**

# Section 13 | Standard of Performance

## MASONRY

Condition	Your Responsibility	Our Responsibility
Above grade cracks in masonry or veneer walls	1. Please note we are not responsible for matching colors of old and new materials.	1. Cracks more than 1/4" wide in mortar joints in masonry walls will be repaired (1 year).
An exposed concrete wall has pits, surface voids, or similar imperfections in it.		1. Contractor will repair imperfections that are 1" in diameter or depth, using a material designed to fill holes in concrete (1 year).
A Cold joint is visible on exposed poured concrete foundation walls		1. The contractor will cosmetically repair any cold joint greater than 1/4", using a material designed to fill cracks in concrete.
Efflorescence is present on the surface of masonry or mortar		1. This condition is not covered by this limited warranty.

## ROUGH CARPENTRY

Condition	Your Responsibility	Our Responsibility
Subfloor or stair squeaks or appear to be loose	1. Please note that a squeak-proof floor or stairs is not guaranteed.	1. This condition is not covered by this limited warranty.
Uneven wood floors		1. Any floor with more than 1/4" ridge or depression within any 32" measurement when measured in any direction to the joists will be repaired (1 year).
Bowed walls or other interior surfaces		1. Any wall that bows more than 1/2" out of line within any 32" horizontal or vertical measurement taken at least 16" from any sheetrock corner or opening will be repaired (1 year).
Out-of-plumb walls		1. Any walls that are more than 1/4" out of plumb for any 32" vertical measurement will be repaired (1 year).
Springiness, bounce, shaking or visible sag is present in the floor system.	1. Please note that deflection in a wood floor system is normal.	1. This condition is not covered by this limited warranty.
Joints of roof sheathing are visible through shingles		1. This condition may occur during certain sunlight and is not covered under this limited warranty.
Roof trusses have lifted from the adjoining interior walls	1. Deflection is a normal condition that is considered a part of the engineered design of the roof trusses.	1. This condition is not covered by this limited warranty.

# Section 13 | Standard of Performance

## INTERIOR FINISH CARPENTRY – KITCHEN CABINETS, COUNTERTOPS & TRIM

<b>Condition</b>	<b>Your Responsibility</b>	<b>Our Responsibility</b>
Countertop separates from wall	1. Maintain countertop and caulk as required throughout lifetime of countertop.	1. Cracks that are greater than 1/4" will be repaired once after closing or occupancy, whichever comes first (1 year). 2. Caulking is an acceptable remedy.
Gaps between cabinets or between the cabinets, ceiling or walls.		1. Gaps of more than 1/4" wide will be corrected (1 year).
Trim or molding has open joints between moldings and the surfaces to which they are attached.	1. Do not overload cabinetry.	1. Open joints in molding or between moldings and surfaces wider than 1/8" will be repaired (1 year). 2. Caulking and putty are an acceptable remedy.
Cabinet door or drawer binds or will not stay closed		1. Adjust or replace hardware to meet performance standard (1 year).
Granite, marble, stone, or solid-surface countertop has texture or color variations.	Please note: Color variations in natural products are acceptable.	1. This condition is not covered by this limited warranty.

## EXTERIOR FINISH CARPENTRY

<b>Condition</b>	<b>Your Responsibility</b>	<b>Our Responsibility</b>
Trim has open joints between pieces of trim, including siding and masonry	1. Maintain exterior finish by caulking and painting.	1. Joints that are more than 1/4" wide or those that do not keep out the elements will be repaired (1 year). 2. Caulking is an acceptable remedy.
Clearance between exterior siding and finished grade is inadequate	1. Maintain a 6" clearance between siding and finished grade.	1. We will insure a 6" clearance exists between siding and finished grade at the time of closing. Our responsibility does not continue after closing.

# Section 13 | Standard of Performance

## THERMAL & MOISTURE PROTECTION

<b>Condition</b>	<b>Your Responsibility</b>	<b>Our Responsibility</b>
Basement leaks	1. Maintain proper grades and drainage around the home and landscaping to properly avoid water problems in the home.	1. Water actually trickling into the basement will be repaired (1 year). 2. Dampness on walls and floor is not a defect.
Insulation	1. Please note that insulation does not render a wall or room soundproof.	1. The home will be insulated as required to meet applicable local building requirements at the time of building permit. No other warranty obligation exists.
Rain or snow leaks into roof though louvers and vents	1. Please note that homes must have louvers and vents for proper ventilation. Elements that enter through these opening are not our responsibility.	1. This condition is not covered by this limited warranty.
Ice build-up on roof	1. Ice is likely to build up on eaves of the roof during prolonged cold spells. Clean snow or ice build up from gutters, downspouts and vertical elements such as fireplace chases.	1. Roof or flashing leaks caused by ice build up are not our responsibility. (See next condition.)
Roof or flashing leaks	1. Clean leaves from valleys, gutters and downspouts.	1. Roof or flashing leaks will be repaired (1 year).
Bowed or wavy siding		1. Repair any condition that exceeds 1/2" in difference over a 32" length. (1year)
Gutters overflow during a heavy rain	1. Gutters may overflow during heavy rain. Keep gutters and downspouts free from debris.	1. Contractor will repair the gutter if it overflows during a normal rain.
Leaks in gutters or downspouts	1. Keep leaves and debris out of gutters to allow water to flow properly. 2. Do not lean ladders against gutters and downspouts.	1. Gutters and downspouts that leak at connections will be repaired (1 year).
Standing water in gutters	1. Keep leaves and debris out of gutters to allow water to flow properly.	1. If more than 1" of water stands in a gutter that is not clogged with debris, the gutter will be repaired (1 year).
Leaks in exterior (outside) walls from inadequate caulking	1. Properly installed caulking may shrink and must be maintained by you during your home's lifetime.	1. If water enters the home, we will repair leaking joints or cracks in the exterior wall surface around openings and flashing (1 year).

# Section 13 | Standard of Performance

## DOORS & WINDOWS

Condition	Your Responsibility	Our Responsibility
Outside wood or plastic doors are warped	1. If you paint outside doors, they must be properly prepared.	1. Doors will be repaired if they no longer work, are no longer weather resistant, or are warped more than 1/4" when measured diagonally from corner to corner (1 year). 2. Any new door will be refinished to match other doors as closely as possible.
Interior door or closet doors are warped		1. Doors that warp more than 1/4", measured diagonally from corner to corner will be repaired or replaced (1 year). 2. Any new door will be finished to match other doors as closely as possible. 3. Doors warped from hangers are not covered.
Door panels split		1. We will repair a split in a panel if light is visible through the split. We will make this repair only once and only within the first year (1 year).
Garage doors do not operate properly	1. Keep all moving parts lubricated. 2. If you install a garage door opener, we are no longer responsible for the door's operation.	1. Garage doors that don't operate properly under normal use will be adjusted or corrected (1 year).
Rain or snow leaks through garage doors	1. Please note that during severe weather conditions, some leakage may be normal.	1. Leakage from a failure to properly install the garage door per manufacturer's specifications will be repaired (1 year).
Windows do not function properly	1. Keep tracks and rollers clean, lubricated and adjusted.	1. Improperly functioning windows will be corrected so they are relatively easy to operate (1 year).
Condensation or frost forms on inside surfaces of windows	1. If a humidifier is installed, you must follow the manufacturer's recommendation for proper settings. 2. Condensation may occur on interior window surfaces with extremes in temperature and humidity and individual living habits can impact humidity levels.	1. This condition is not covered by this limited warranty.
Air leaks in or around doors and windows	1. It is often recommended that storm doors be installed in areas with high winds.	1. If air comes in because doors, windows or weatherstripping were fitted poorly, the improperly fitted components will be repaired (1 year).

# Section 13 | Standard of Performance

## DOORS & WINDOWS CONTINUED

Condition	Your Responsibility	Our Responsibility
Sliding doors do not operate properly	1. Keep tracks/rollers clean, lubricated and adjusted.	1. Inoperative sliding doors will be repaired if caused by an underlying defect in construction (1 year).
Locks on doors or windows don't operate properly	1. Keep windows locked when not open.	1. Any hardware that does not meet manufacturer's standards will be repaired (1 year).
An exterior door will not close and latch		1. During the warranty period the contractor will adjust the door or the latching mechanism if the door does not close or latch (1 year).
A sliding patio door or screen will not stay on track or a sliding patio door does not roll smoothly.	1. Cleaning and maintenance are necessary to preserve proper operation.	1. One Time Only within the first year (1 year) the contractor will adjust the door or screen.

## FINISHES

Condition	Your Responsibility	Our Responsibility
Cracks in inside walls or ceilings	1. Please note that cracks in inside walls and ceilings are not unusual and are not covered by this limited warranty except as expressly provided under "Our Responsibility." 2. You are responsible for returning the surface to its original condition, including re-painted surfaces.	1. Cracks wider than 1/8" will be repaired only once and only within the first year (1 year).
Nail or screw pops that break the surface of wallboard	1. You are responsible for returning the surface to its original condition, including re-painted surfaces.	1. These imperfections will be repaired only once and only within the first year after closing (1 year).
Cracks and bead pops	1. You are responsible for returning the surface to its original condition, including re-painted surfaces.	1. Cracks wider than 1/8" will be repaired only once and only within the first year (1 year).
Cracks in floor, counter or wall tile	1. Report to us all cracked or chipped tiles prior to closing. 2. Please note that tile patterns and colors and grout colors may not match original installation.	1. Cracked tiles caused by an underlying defect in construction will be repaired (1 year).
Loose floor, counter or wall tile		1. Loose tiles caused by an underlying defect in construction will be repaired (1 year).



# Section 13 | Standard of Performance

## FINISHES CONTINUED

Condition	Your Responsibility	Our Responsibility
Cracks in grout of ceramic tile or at junctions between tile and other material	<ol style="list-style-type: none"> <li>1. Please note that grout shrinks, which causes cracks, and is considered normal and are not covered by this limited warranty except as expressly provided under "Our Responsibility."</li> <li>2. Re-grout cracks as needed during home's lifetime.</li> <li>3. Grout repairs may not match original applications.</li> </ol>	<ol style="list-style-type: none"> <li>1. Cracked grout caused by an underlying defect in construction will be repaired only once and only in the first year (1 year).</li> </ol>
Nail or screw pops break the surface of resilient flooring	<ol style="list-style-type: none"> <li>1. Please note that we cannot guarantee or be responsible for matching old and new flooring.</li> </ol>	<ol style="list-style-type: none"> <li>1. Nail and screw pops that are visible in natural light will be repaired (1 year).</li> </ol>
Depressions or ridges in resilient flooring that result from irregular subfloor	<ol style="list-style-type: none"> <li>1. Please note that we cannot guarantee or be responsible for matching old and new flooring.</li> </ol>	<ol style="list-style-type: none"> <li>1. Readily apparent ridges or depressions that are more than 1/8" high or deep will be repaired if caused by underlying construction defect. The ridge or depression measurement is the gap created at one end of a 6" straightedge placed over the depression or ridge with 3" of the straightedge to one side of the defect, held tightly to the floor (1 year).</li> </ol>
Resilient flooring lifts, bubbles or becomes unglued	<ol style="list-style-type: none"> <li>1. Please note that we cannot guarantee or be responsible for matching old and new flooring.</li> </ol>	<ol style="list-style-type: none"> <li>1. These defects will be repaired if caused by an underlying defect in construction (1 year).</li> </ol>
Visible seams or shrinkage gaps at joints in resilient flooring	<ol style="list-style-type: none"> <li>1. Please note that we cannot guarantee or be responsible for matching old and new flooring.</li> </ol>	<ol style="list-style-type: none"> <li>1. Gaps wider than 1/32" between pieces of resilient flooring will be repaired (1 year).</li> <li>2. Gaps between flooring and other materials more than 1/16" wide (only the affected area) will be repaired (1 year).</li> </ol>
Open seams in carpeting	<ol style="list-style-type: none"> <li>1. Visible seams are not a defect and are not covered by this limited warranty except as expressly provided.</li> </ol>	<ol style="list-style-type: none"> <li>1. Openings of gaps in the carpet backing at seams will be repaired if caused by an underlying defect in construction (1 year).</li> </ol>
Wall-to-wall carpeting comes up, is loose or stretched	<ol style="list-style-type: none"> <li>1. You must arrange for or move furniture and other personal items to facilitate repair procedures.</li> </ol>	<ol style="list-style-type: none"> <li>1. Wall-to-wall carpeting we install as a primary floor covering that has loosened from the material to which it was attached will be re-attached or re-stretched (1 year).</li> </ol>
Spots on or minor fading of carpet	<ol style="list-style-type: none"> <li>1. Please note that spots or minor fading can occur naturally when carpet is exposed to light.</li> </ol>	<ol style="list-style-type: none"> <li>1. This condition is not covered by this limited warranty.</li> </ol>

# Section 13 | Standard of Performance

## FINISHES CONTINUED

<b>Condition</b>	<b>Your Responsibility</b>	<b>Our Responsibility</b>
Outside paint peels	<ol style="list-style-type: none"> <li>1. Fading paint or stain is normal and not considered a defect and is not covered by this limited warranty except as expressly provided.</li> <li>2. Please note that we cannot be responsible for matching existing paint or stain.</li> </ol>	<ol style="list-style-type: none"> <li>1. Paint or stain which peels will be repaired (1 year).</li> <li>2. Only areas that are affected will be prepared and refinished.</li> </ol>
Interior paint does not cover underlying surface, interior surface is splattered with paint, brush and roller marks show, and lap marks show on interior painted or stained areas.	<ol style="list-style-type: none"> <li>1. These conditions will not be readily visible when viewed from a standing position facing the surface at a distance of 6 feet under normal lighting conditions.</li> </ol>	<ol style="list-style-type: none"> <li>1. Contractor will re-coat or repair the affected areas as to meet the performance guidelines as closely as practical during the warranty period (1 year).</li> </ol>
Painting made necessary by other repair work	<ol style="list-style-type: none"> <li>1. Please note that we will not be responsible for matching existing paint or stain.</li> </ol>	<ol style="list-style-type: none"> <li>1. Painting required by other repair work – except those involving drywall – for which we are responsible will be undertaken (1 year).</li> </ol>
Varnish or lacquer finish on inside woodwork deteriorates	<ol style="list-style-type: none"> <li>1. Protect varnish areas from extreme sunlight.</li> </ol>	<ol style="list-style-type: none"> <li>1. Areas of woodwork where the finish has peeled will be retouched only once and only within first year (1 year).</li> </ol>
Interior paint peels	<ol style="list-style-type: none"> <li>1. Maintain paint per manufacturer's specifications.</li> </ol>	<ol style="list-style-type: none"> <li>1. Affected areas will be touched up only once (1 year).</li> </ol>
Blemishes, scratches, nicks or chips in real or synthetic marble, plastic laminate, porcelain or fiberglass		<ol style="list-style-type: none"> <li>1. This condition shall be addressed prior to customer acceptance at closing and therefore is not covered by this limited warranty.</li> </ol>

## TRIM AND MOLDINGS

<b>Condition</b>	<b>Your Responsibility</b>	<b>Our Responsibility</b>
Nails are not properly set or nail holes are not properly filled.	<ol style="list-style-type: none"> <li>1. Please note: After finishing, nails and nail holes should not be readily visible from a standing position facing the surface at a distance of 6 feet under normal lighting conditions. After painting or staining, putty colors will not match variations in wood color.</li> </ol>	<ol style="list-style-type: none"> <li>1. The contractor will take action necessary to meet performance guidelines. Puttying of nail holes in base and trim molding installed in unfinished rooms and areas not exposed to view (such as inside closets) is not included in this guideline (1 year).</li> </ol>

# Section 13 | Standard of Performance

## INTERIOR STAIRS

Condition	Your Responsibility	Our Responsibility
A stair riser or tread squeaks	1. Please note: totally squeak proof stair risers or treads cannot be guaranteed.	1. Contractor will re-fasten any loose risers or treads or take other reasonable cost effective action, based on his or her best judgment, to eliminate squeaking without removing treads or ceiling finishes (1 year).
Gaps exist between interior stair railing parts		1. Contractor will ensure that individual parts of the railing are securely mounted. Any remaining gaps will be filled or the parts will be replaced if they exceed 1/8" in width (1 year).

## HARDWOD FLOORING

Condition	Your Responsibility	Our Responsibility
Gaps exist between hardwood floor boards	1. Proper humidity level in home must be maintained.	1. At time of substantial completion, gaps in flooring should not exceed 1/8" in width. Contractor will repair gaps that do not meet the performance guidelines (1 year).
Excessive lippage is observed along the joints of prefinished wood flooring products		1. Lippage greater than 1/16" will be repaired by the contractor to meet the performance guidelines if the lippage was caused by elements within the contractor's control (1 year).

## DOORS

Condition	Your Responsibility	Our Responsibility
Bifold and bypass doors come off their track during normal operation	1. Cleaning and maintenance necessary to preserve proper operation.	1. One Time Only within the first year (1 Year) the contractor will adjust any bifold or bypass door that will not stay on its track during normal operation.
Interior door operation		1. One Time Only within the first year (1 year) the contractor will adjust the door as necessary if it does not operate smoothly.

# Section 13 | Standard of Performance

## LANDSCAPING, PLANTS, TREES & SPRINKLER SYSTEMS

<b>Condition</b>	<b>Your Responsibility</b>	<b>Our Responsibility</b>
Plant(s) or tree(s) fail to bud or leaf	<ol style="list-style-type: none"> <li>1. Proper care is required. That includes fertilizer, water, and bed maintenance.</li> <li>2. Do not over water or fertilize.</li> <li>3. Protect plant(s) and tree(s) from damage by trimmers and mowers.</li> </ol>	<ol style="list-style-type: none"> <li>1. Plant(s) or tree(s) that fail to bud or leaf in a reasonable time in the spring will be inspected (1 year).</li> <li>2. Plant(s) or tree(s) may be slow to bud or leaf the first year. If they are showing signs of delayed maturity this is not a defect.</li> <li>3. Plant(s) and tree(s) found damaged or improperly maintained are not covered by this limited warranty.</li> <li>4. Plant(s) or tree(s) found to be dead will be replaced with the same size material as initially installed (1 year).</li> </ol>
Sprinkler System not operating properly	<ol style="list-style-type: none"> <li>1. Proper maintenance to shut down, start up and test is required.</li> </ol>	<ol style="list-style-type: none"> <li>1. This condition is not covered by this limited warranty.</li> </ol>

## ELECTRICAL SYSTEMS

<b>Condition</b>	<b>Your Responsibility</b>	<b>Our Responsibility</b>
Fuses blow or circuit breakers – excluding ground fault interrupters – kick out	<ol style="list-style-type: none"> <li>1. Do not overload circuits.</li> </ol>	<ol style="list-style-type: none"> <li>1. Wiring circuits will be checked to make sure they conform with approved local codes in effect at the time of building permit (1 year).</li> </ol>
Air leaks around electrical outlets	<ol style="list-style-type: none"> <li>1. Please note that cold air can be drawn in through an outlet on an exterior wall into a room.</li> </ol>	<ol style="list-style-type: none"> <li>1. This condition will be repaired one time after closing if caused by underlying defects in construction (1 year).</li> </ol>
Electrical outlets, switches or fixtures malfunction		<ol style="list-style-type: none"> <li>1. Defective outlets, switches or fixtures will be repaired or replaced (1 year).</li> </ol>
Ground fault interrupters frequently trip	<ol style="list-style-type: none"> <li>1. Please note that these are sensitive safety devices that are installed into the electrical system to protect you from electrical shock. Normally, such tripping of GFIs does not indicate a construction defect, and they are not covered by this limited warranty except as expressly provided under “Our Responsibility.”</li> <li>2. A tripped GFI often indicates an overloaded circuit or a faulty ground in the connected appliance. Please check your appliance or circuit load.</li> </ol>	<ol style="list-style-type: none"> <li>1. Interrupters that trip as a result of defective installation will be corrected in accordance with the electrical requirement in effect at the time of receipts of building permit (1 year).</li> </ol>

# Section 13 | Standard of Performance

## ELECTRICAL SYSTEMS CONTINUED

Condition	Your Responsibility	Our Responsibility
Electrical wiring does not carry its designed load for normal residential use	1. Please note that we are not responsible for conditions beyond our control or those caused by alterations following closing.	1. Originally installed wiring that does not conform to approved local electrical requirements in effect at the time of receipt of building permit will be repaired (2 years).

## PLUMBING, WATER SUPPLY & SEPTIC SYSTEMS

Condition	Your Responsibility	Our Responsibility
Plumbing pipes have frozen or burst	1. Remove hoses and drain water from pipes and outside faucets when they are exposed to freezing temperatures. 2. We are not responsible for conditions beyond our control or those caused by alterations following closing.	1. Pipes that freeze or burst as a result of an underlying defect in construction will be repaired (1 year).
Faucets or valves leak		1. Faucets or valves that leak due to deficiencies in workmanship or materials will be repaired (1 year).
Deficiencies in plumbing fixtures, appliances, or trim fittings	1. Maintain per manufacturer's specifications.	1. Any fixture, appliance or fitting that does not meet manufacturer's standards will be repaired (1 year).
Noisy water pipes	1. Some noise in water pipes is natural and results from the water flow and expansion of pipes. These are not defects covered by this limited warranty except as expressly provided under "Our Responsibility."	1. Improperly anchored pipes that create a pounding noise will be repaired (2 years).
Leaks in pipes	1. Please note that condensation on pipes is not the same as a leak and is not a deficiency.	1. Leaks in the drain, waste, vent or water pipes will be repaired (2 years).
Stopped up sewers, fixtures or drains	1. You are responsible for the cost of repairing sewers, fixtures and drains clogged because of your actions. 2. Please note that we are not responsible for any deficiency that is not construction related, including any failure of municipal systems. 3. Notify us immediately if a deficiency is determined to be a construction defect.	1. Sewers, fixtures and drains that are clogged because of defects in construction will be repaired (1 years).

# Section 13 | Standard of Performance

## PLUMBING, WATER SUPPLY & SEPTIC SYSTEMS CONTINUED

Condition	Your Responsibility	Our Responsibility
Water supply system does not deliver water	<ol style="list-style-type: none"> <li>1. Please note that we are not responsible for water quality.</li> <li>2. We are also not responsible for problems caused by conditions beyond our control, including failures relating to delivery of water from a municipal water system.</li> </ol>	<ol style="list-style-type: none"> <li>1. Problems associated with connections to municipal or private water mains and supplies or installation of on-site wells caused by deficiencies in workmanship and materials – as specified by applicable building and plumbing requirements in effect at the time of installation – will be repaired (2 years).</li> </ol>
Tub/Shower leaks at walls, base or door Corner	<ol style="list-style-type: none"> <li>1. Maintain Caulk to prevent leaks</li> </ol>	<ol style="list-style-type: none"> <li>1. We will repair leaking caused by cracked caulk. (1 Year)</li> </ol>

## MECHANICAL SYSTEMS

Condition	Your Responsibility	Our Responsibility
Inadequate air conditioning	<ol style="list-style-type: none"> <li>1. Balance dampers and registers and make other minor adjustments for change of seasons and maintain proper window treatment to optimize cooling capabilities.</li> <li>2. Maintain unit per manufacturer's specifications.</li> <li>3. Replace and keep filters clean</li> </ol>	<ol style="list-style-type: none"> <li>1. Cooling system is designed to maintain an indoor temperature of 75°F. The temperature is measured in the center of each room at a height of 5' above the floor (under local outdoor summer design conditions as specified in ASHRAE handbook). If the temperature outside is above 87°F, cooling system must be able to maintain an inside temperature that is 15° below the outside temperature. Federal, state, or local energy requirements take precedence. <b>We</b> will repair the cooling system so that is provides the required temperature (1 year).</li> </ol>
Clogged condensation drain lines	<ol style="list-style-type: none"> <li>1. Condensation drain line may clog under normal use. <b>You</b> should keep these clear. Prior to using the cooling system each season, check condensation lines to ensure the drain lines are clear.</li> </ol>	<ol style="list-style-type: none"> <li>1. <b>We</b> will provide clear condensation drain lines at closing or first occupancy, whichever occurs first. After this, <b>you</b> are responsible for keeping the condensation drain lines clear.</li> </ol>
There is condensation on the outside of air handlers, refrigerant lines or ducts.		<ol style="list-style-type: none"> <li>1. <b>This condition is not covered by this limited warranty</b></li> </ol>
Ductwork makes ticking and crackling noises		<ol style="list-style-type: none"> <li>1. The ductwork may make ticking and crackling noises when the metal in it expands from the heat and contracts from the cold. This condition is natural and is not a <b>deficiency</b>.</li> </ol>

# Section 13 | Standard of Performance

## MECHANICAL SYSTEMS CONTINUED

Condition	Your Responsibility	Our Responsibility
Inadequate heating	1. Balance dampers and registers and make other minor adjustments for change of season. 2. Maintain unit per manufacturer's specifications.	1. Heating system is designed to maintain an indoor temperature of 70°F. The temperature is measured in the center of each room at a height of 5' above the floor (under local outdoor winter design conditions as specified in the ASHRAE handbook). Federal, state, or local energy requirements take precedence. <b>We</b> will repair the heating system so that it provides the required temperature (1 year).
Leaks in refrigerant lines		1. <b>We</b> will repair all leaking refrigerant lines and will recharge the unit, unless <b>you</b> caused the damage (1 & 2 years).
Ductwork makes a booming noise		1. This booming is called "oilcanning." <b>We</b> will repair the ductwork (1 year).

# Section 13 | Standard of Performance

## DEFICIENCIES & DEFINED STRUCTURAL ELEMENT FAILURE (10 YEAR STRUCTURAL WARRANTY)

**DEFICIENCY (IES)** means defects in materials or workmanship used in constructing the **HOME**. The defects must fail to conform with the standards and tolerances described in the **STANDARD OF PERFORMANCE** section of this **BUILDER'S LIMITED WARRANTY**. **OUR** failure to complete the **HOME** or any portion of the **HOME** does not constitute a **DEFICIENCY**.

**DEFINED STRUCTURAL ELEMENT FAILURE** means that one or more of the structural elements identified below contains a flaw of such a magnitude that the warranty tolerance is exceeded. The only structural elements **WE** cover and their respective tolerances are as follows:

<b>Defined Structural Element</b>	<b>Warranty Tolerance</b>
<b>Arches / Masonry</b>	Crack of 1/4" in width in arch, or settlement in span of arch of 1/2"
<b>Floor Systems / Structural Concrete</b>	Crack of 3/16" in width and 3/16" vertical displacement
<b>Floor Systems / Joists</b>	<b>DEFLECTION</b> no greater than design spec'
<b>Floor Systems / Trusses</b>	<b>DEFLECTION</b> no greater than design spec
<b>Foundation / Concrete Beams</b>	Crack of 1/8" in width, or <b>DEFLECTION</b> of 1/4" in 30"
<b>Foundation / Wood Beams: Built-up, Laminated or Solid</b>	<b>DEFLECTION</b> of 3/4" in 8'
<b>Foundation / Steel Beam</b>	<b>DEFLECTION</b> no greater than design spec
<b>Foundation / Footings</b>	Crack of 1/4" in width
<b>Foundation / Concrete Walls</b>	Crack of 1/4" in width and 1/4" vertical displacement
<b>Foundation / Masonry Walls</b>	Crack of 1/4" in width
<b>Foundation / Concrete Columns</b>	Bow of 1" in 8', <b>or</b> out-of-plumb 1" in 8'
<b>Foundation / Masonry Columns</b>	Out-of-plumb 1" in 8' measured from base of column
<b>Foundation / Steel Columns</b>	Out-of-plumb 1" in 8' measured vertically
<b>Foundation / Wood Columns</b>	Bow of 3/4" in 8', <b>or</b> out-of-plumb 3/4" in 8"
<b>Lintels &amp; Headers / Concrete, Masonry, Steel or Wood</b>	<b>DEFLECTION</b> no greater than design spec
<b>Roof Framing / Ridge Beam</b>	<b>DEFLECTION</b> of 1" in 8'
<b>Roof Framing / Rafters – Common, Jack or Valley/HIP</b>	<b>DEFLECTION</b> or bow of 1" in 8'
<b>Roof Framing / Ceiling Joists</b>	<b>DEFLECTION</b> no greater than design spec
<b>Roof Framing / Trusses</b>	<b>DEFLECTION</b> no greater than design spec
<b>Structural Beams &amp; Girders / Steel</b>	<b>DEFLECTION</b> no greater than design spec
<b>Structural Beams &amp; Girders / Wood – Solid, Built-up or Laminated</b>	<b>DEFLECTION</b> no greater than design spec
<b>Structural Columns / Concrete</b>	Bow of 1" in 8', <b>or</b> out-of-plumb 1" in 8'



# Section 13 | Standard of Performance

## DEFICIENCIES & DEFINED STRUCTURAL ELEMENT FAILURE (10 YEAR STRUCTURAL WARRANTY)

Defined Structural Element	Warranty Tolerance
Structural Columns / Masonry	Out-of-plumb 1" in 8'
Structural Columns / Steel	Out-of-plumb 3/8" in 8' measured vertically
Structural Columns / Wood	Bow of 3/4" in 8', or out-of-plumb 3/4" in 8'
Load Bearing Walls & Partitions / Studs	1/2" out of line in 32" horizontal measurement or 1/2" out of line in 8' vertical measurement

**DEFLECTION** means the difference in elevation of high and low points along a diagonal, horizontal, or vertical plane caused by stress induced deformation of a load bearing member. **DEFLECTION** is measured from any two end points and a third reference point. The reference point may be located at any distance between the two end points.

**EMERGENCY CONDITION** means an event or situation that creates the imminent threat of damage to the **HOME** or the **COMMON ELEMENTS** related thereto, or results in an unsafe living condition due to **DEFICIENCIES** or **DEFINED STRUCTURAL ELEMENT FAILURES** that **YOU** become aware of at a point in time other than **OUR** normal business hours and **YOU** are unable to obtain **OUR** prior written approval to initiate repairs to stabilize the condition or prevent further damage.

**HOME** means a single family residence either attached or detached or a condominium or cooperative unit in a multi-unit residence structure covered by this **BUILDER'S LIMITED WARRANTY**. **HOME** does not include, without limitation, the following: detached garages, detached carports, outbuildings (except outbuildings that contain electrical, plumbing, heating, cooling or ventilation **SYSTEMS** used by the **HOME**); swimming pools and other recreational facilities, driveways, walkways, decks, patios, porch steps, stoops, boundary walls, retaining walls, bulkheads, fences, landscaping (including but not limited to sodding, seeding, shrubs, trees, plants), off-site improvements, or any other improvements that are not part of the **HOME**.

**HOMEOWNER** means the first person to whom a **HOME** (or unit in a multi-unit residential structure) is sold, or for whom such **HOME** is constructed, for occupancy by such person or such person's family, and such person's successors in title to the **HOME** and/ or mortgage in possession provided by a Subsequent Home Buyer Acknowledgment and Assignment for (**PWC** Form 302) is signed by the subsequent **HOMEOWNER**.

**POLLUTANTS** means all solid, liquid, or gaseous irritants or contaminants. The term includes, but is not limited to, petroleum products, smoke, vapors, soot, fumes, acids, alkalis, toxic chemicals, radon gas, and waste materials, including materials to be recycled.

**PWC** means Professional Warranty Service Corporation which administers the warranty program in which **WE** participate. As such, **PWC** assumes no other liabilities in connection with this **BUILDER'S LIMITED WARRANTY**. The **PWC** mailing address is:

Professional Warranty Service Corporation  
P.O. Box 800  
Annandale, VA 22003-0800

# Section 13 | Standard of Performance

**STANDARD OF PERFORMANCE** means the standards and tolerances for materials and workmanship that are used in this **BUILDER'S LIMITED WARRANTY** to determine **OUR** responsibility for repairing **DEFICIENCIES** as identified in this document.

**SYSTEMS** means the following:

- (a) Plumbing system – gas supply lines and fittings; water supply, waste and vent pipes and their fittings; septic tanks and their drain fields; and water, gas and sewer services piping and their extensions to the tie-in of a public utility connection or on-site well and sewage disposal system.
- (b) Electrical system – all wiring, electrical boxes, switches, outlets, and connections up to the public utility connection.
- (c) Heating, Cooling, and Ventilation system – all duct-work; steam, water and refrigerant lines; and registers, connectors, radiation elements and dampers.

**WARRANTY DATE-COMMON ELEMENTS** means the Warranty Date for the first **HOME** to transfer title or be used for residential purposes in a multi-unit residential building. The **WARRANTY DATE-COMMON ELEMENTS** may be different from the **WARRANTY DATE-HOME** of **YOUR HOME**. Contact **YOUR** condominium association to determine the date when coverage began on **YOUR COMMON ELEMENTS**.

**WARRANTY DATE-HOME** means the date the title for the **HOME** is transferred by **US** to the first **HOMEOWNER** or the date the **HOME** is first used for residential purposes, whichever comes first.

**WE, US, OUR** means the **BUILDER**.

**YOU, YOUR** means the **HOMEOWNER**.

## WARRANTY DEPARTMENT CONTACT INFORMATION

To better service our homeowners, we have updated our warranty service procedures. You can now request warranty service in three easy ways:

**By Phone – 877.832.6231**

**By Email – [service123@khov.com](mailto:service123@khov.com)**

**Through Our Online Service System – [www.khov.com/warranty](http://www.khov.com/warranty)**

**Warrenty Department Hours – M-F 7:30 AM to 4:30 PM (EST)**

