

Caring for Your Home

FrontDoor Communities has constructed your home with carefully selected materials and the effort of experienced craftsmen and laborers under the supervision of our field personnel, with the administrative support of our office personnel. Although this group works from detailed plans and specifications, no two homes are exactly alike. Each one is unique; a home is one of the last hand-built products left in the world. Over time, each behaves differently and while high quality materials and workmanship have been used in creating your home, it requires care from the first day you own it. Regular homeowner maintenance is essential to providing a quality home for a lifetime. This section of our Handbook was assembled to assist you in that effort.

Homeowner Use and Maintenance Guidelines

We are proud of the homes we build and the communities in which we build them. We strive to create lasting value. This is best achieved when you, as the homeowner, know and perform appropriate maintenance tasks. Periodic maintenance is necessary because of normal wear and tear, the inherent characteristics of the materials used in your home, and normal service required by the mechanical systems. Natural fluctuations in temperature and humidity also affect your home, resulting in maintenance items.

We recognize that it is impossible to anticipate and describe everything needed for good home care. We focus on items that homeowners commonly ask about. The subjects are listed in alphabetical order to make finding answers to your questions convenient. Due to the variety of floor plans and optional features we offer homebuyers, this Handbook may discuss components that are not present in your home.

Prompt Attention

In addition to routine care, providing immediate attention to minor problems can prevent a more serious and sometimes costly repair later. Note also, that failure to perform routine maintenance can void warranty coverage on all or part of your home. By caring for your new home attentively, you ensure uninterrupted warranty coverage as well as your enjoyment of your home for years. The maintenance provided by each homeowner contributes significantly to the overall desirability of the community.

Manufacturer Literature

Please take time to read the literature (warranties and use and maintenance guides) provided by the manufacturers of consumer products and other items in your home. The information contained in that material is not repeated here. Although much of the information may be familiar to you, some points may differ significantly from homes you have had in the past. We make every effort to keep the information in this Handbook current. However, if any detail in our discussion conflicts with the manufacturer's recommendations, you should follow the manufacturer's recommendations. It is important to activate manufacturer's warranties by completing and mailing any registration cards included with their materials. In some cases,

manufacturer's warranties may extend beyond the one year limited warranty provided by FrontDoor Communities. It is in your best interests to be familiar with all product warranties.

Warranty

General

While we strive to build a defect-free home, we are realistic enough to know that, perfection cannot be the standard in homebuilding. With repeated use, an item in the home may fail to perform as it should. When this occurs, we will make the necessary correction so the component meets our warranty guidelines. Our warranty guidelines are standards that have been developed and accepted by the residential construction industry in general. We take that one step further as a proud member of the 2-10 Home Buyers Warranty Program (2-10 HBW). That means we are providing you with the best new home warranty coverage available.

What is Covered

One Year Workmanship Warranty – Your home will be free from defects in materials and workmanship for one year as defined in our Homecare Guidelines.

Two Year Systems Defect Warranty- Your home will be free from defects in the electrical, plumbing, and mechanical distribution systems two years as defined in our Homecare Guidelines.

Ten Year Structural Warranty – Your home will be free from structural defects from the effective date of the warranty for ten years.

The Warranty and Homecare section of this Handbook includes a description of our quality standards for the typical concerns that can come up in a new home. Included along with the description are homecare recommendations, our warranty guidelines for each item, and what we will do to remedy items that do not meet our standards.

A copy of the 2-10 HBW Warranty booklet is included in the appendix of this handbook. Please read through this information as this describes in detail the Construction Performance Guidelines we abide by, the warranty coverage and the warranty rights and responsibilities that you and FrontDoor Communities have.

Lastly, the following pages provide additional details on FrontDoor Communities policies regarding warranty administration and important information regarding initiating warranty service. If you have any questions regarding the policies, standards or procedures, please contact our office.

At Times We Break Our Own Rules–*In Your Favor*

Our criteria for qualifying warranty repairs are based on typical industry practices in the regions where we build. Please note that we reserve the right, at our discretion, to exceed these guidelines if common sense or individual circumstances make that appropriate, without being obligated to exceed all guidelines to a similar degree or for other homeowners whose circumstances are different.

We Sometimes Say No

With a product as complex as a home, different perspectives regarding which tasks are homeowner maintenance responsibilities and which are FrontDoor Communities warranty responsibilities are possible. If you request warranty service on a maintenance item, we can explain the steps you should take to care for the item. We are available to answer your homecare questions during and after your warranty period but providing normal maintenance for a home is every homeowner's job.

Transferability

If you sell your home during the term of the warranty the remaining amount of the warranty can be transferred to each successive owner. Please refer to the 2-10 HBW Warranty booklet for details on transferability.

Initiating Warranty Service

To add to the value of your home we have enrolled it in the 2-10 Homebuyers Warranty program. This is a comprehensive program that includes the following warranties:

- 1-year Workmanship coverage
- 2-year Systems coverage
- 10-year Structural coverage

A summary of the warranty program was included as part of your sales contract. A formal copy of the warranty and a warranty certificate will be mailed to you by the 2-10 Home Buyers Warranty Company within 30 days of closing.

As an enhancement to the warranty program we have contracted with 2-10 Home Buyers Warranty Front Line Service Division to administer warranty requests you may have. If you need to initiate a request for warranty service we ask that you contact a Front Line Service Coordinator directly. This is despite any urge you may have to contact either your Builder or Salesperson, as it will ensure appropriate follow through of your service requests and proper record keeping of the home's service history.

You may contact Front Line Service as follows:

- Via email at fdcwarranty@2-10.com
- By phone at: 800-811-8787 (M-F 7 a.m. – 5 p.m. MST)

You may also contact them with any questions you have regarding the warranty coverage on your home.

Emergency Service

While emergency warranty situations are rare, when they occur a prompt response is essential. The following situations are considered emergencies:

1. Any situation that threatens your safety.
2. Any situation that threatens further damage to your home.
3. A plumbing leak that requires total shut-off of all water.
4. A total loss of electricity.
5. A total loss of heat when the outside temperature is below 45 degrees.
6. A total loss of air conditioning when outside temperature is over 90 degrees.
7. A sewer-back up into the home.

In the case of a complete loss of service (gas, electricity, water) please check with your local utility before contacting a Trade Contractor.

If you suspect a gas leak, leave the home and call the gas company immediately for emergency service.

If your situation is an emergency, please do the following:

1. Take action to prevent significant damage to your home without endangering yourself.
2. During regular business hours, seek help from your Builder.
3. After regular business hours, on weekends or on holidays please contact the trade contractor from the list provided to you at your Homeowner Orientation. In the case of a complete loss of service (gas, electricity, water), please check with your local utility before contacting a trade contractor.
4. Contact a Front Line Service Coordinator by phone at 800.811.8787 (M-F 7 a.m.–5 p.m. MST)

Storm Damage or Natural Disaster

Contact your homeowner's insurance agent immediately. Contain damage as much as possible without endangering yourself. In extreme situations, photograph the damage.

Other Emergencies

In addition to emergency situations noted above, be prepared for other kinds of emergencies. Post phone numbers for the fire department, police, paramedics, and poison control near phones in your home. Have companies in mind in the event you need a locksmith, water extraction, glass breakage repair, or sewer router service. If you are new to the area, neighbors may be able to recommend good service providers.

Access to Your Home

Members of FrontDoor Communities' Building Team and service technicians of our trade contractors perform interior repairs only when an adult is available to accompany them. An adult is a person 18 or older who has your authorization to admit service personnel and sign completed Work Orders. We do not accept keys, nor will we permit our trade contractors to accept your key and work in your home without an adult present. While we recognize that this means processing warranty service items may take longer, we believe your peace of mind and security should be our first concern.

Exterior Items

Exterior items can usually be repaired without an adult present, provided access is available (for instance, no locked gate). However, we will contact you the day prior to any visit and let you know we will have someone on your property. If you prefer to meet with us and discuss the item(s) in question, we are happy to arrange an appointment to do that.

Work Hours

Many homeowners ask whether evening and weekend appointment times are available. FrontDoor Communities understands the desire for appointments outside normal business hours. However, in investigating how such appointments could be arranged, we discovered many factors that make extended service hours impractical.

- Many repairs require daylight for proper execution. This applies to drywall, paint, and exterior work of almost any type.
- We also found that most of the thirty to fifty independent trade contractors who helped us build your home—many of whom operate as small companies—were unable to work all week and also be available for extended hours. Therefore, the few repairs that could be performed in off-hours failed to eliminate the need for repair appointments during normal hours.
- Administrative staff and supervisors would need to be available to answer questions. Having some personnel work extended hours meant being short staffed during normal business hours.

Pets

FrontDoor Communities respects the pets that many homeowners count as members of their households. To prevent the possibility of an animal getting injured or lost, or giving in to its natural curiosity about tools and materials used for repairs, we ask that you restrict all animals to a comfortable location during any warranty visit. This policy is also for the protection of our employees and trade personnel. We have instructed FrontDoor Communities and trade personnel to reschedule the appointment if pets have access to the work area.

Your Belongings

In all work that we perform for our homeowners we are concerned that their personal belongings be protected. When warranty work is needed in your home, we ask that you remove vulnerable items or items that might make performing the repair difficult. FrontDoor Communities and trade personnel will reschedule the repair appointment rather than risk damaging your belongings.

Surfaces

We expect all personnel who work in your home to arrive with appropriate materials to cover the work area, protecting it from damage and catching the dust or scraps from the work being performed. Similarly, all personnel should clean up the work area, removing whatever excess materials they brought in.

Repair personnel will routinely check the work area for any existing damage to surfaces. They will document any scratches, chips, or other cosmetic damage prior to beginning repairs to avoid any later disagreement about how and when such damage occurred.

Signatures on Work Orders

Upon completion of warranty work you may be asked to sign a work order confirming a repair has been made. Signing a work order acknowledges that a technician worked in your home on the date shown and with regard to the items listed. It does not negate any of your rights under the warranty nor does it release us from any confirmed warranty obligation. If you prefer not to sign the work order, the technician will note that, sign the work order and return it to us for our records.

Completion Time

Regular review of outstanding work orders is part of our office routine. We strive to identify the cause for delays and get all warranty work completed within an appropriate and reasonable amount of time.

We intend to complete warranty Work Orders within thirty days of initiation unless you are unavailable for access. If a back-ordered part or similar circumstance causes a delay, we will let you know. Likewise, when weather conditions prevent the timely completion of exterior items, we track those items and follow up to ensure that they are addressed when conditions are right. Sometimes this can mean a wait of several months.

Missed Appointments

Good communication is one key to successful completion of warranty items. We strive to keep homeowners informed and to protect them from inconvenience. One of our challenges in this regard is when unexpected events sometimes result in missed appointments.

If a FrontDoor Communities employee or a trade person will be late, he or she should contact you as soon as the delay is recognized, offering you a choice of a later time the same day or rescheduling for a different day. If you must miss an appointment, we appreciate being alerted as soon as you realize your schedule has changed. We can put work orders on "hold" if necessary and re-open them when you inform us that your schedule offers a better opportunity to arrange access to the home.

Courtesy Walk

Approximately eleven months after your purchase, ***it is your responsibility*** to contact Front Line Service to set up a courtesy walk. To contact Front Line, e-mail their office at fdcwarranty@2-10.com with the subject line "Courtesy Walk, lot #, sub-division, address, last Name".

In this walk we will review and correct any warrantable issues you may have. A warranty list will be prepared by a FrontDoor Communities representative and will indicate items to be corrected that are consistent with the standards contained within the Homecare section of this manual. The generated list will be completed in 30 days or less in most cases. Access to your home, ordering parts, holidays or other issues could be a cause for delay. Please keep in mind that this service is being provided as a courtesy and the timeframe in which it is provided is designed to coincide with our trade contractors' obligation for warranting their work.

Homecare Guidelines & 1 Year Limited Warranty

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Air Conditioning

Homeowner Use and Maintenance Guidelines

Air conditioning can greatly enhance the comfort of your home, but if it is used improperly or inefficiently, wasted energy and frustration will result. These hints and suggestions are provided to help you maximize your air conditioning system. Your air conditioning system is a whole-house system. The air conditioning unit is the mechanism that produces cooler air. The air conditioning system involves everything inside your home including, for example, drapes, blinds, and windows.

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 on these windows.

Time is very important in your expectations of an air conditioning system. Unlike a light bulb, which reacts instantly when you turn on a switch, the air conditioning unit only begins a process when you set the thermostat. For example, if you come home at 6:00 p.m. when the temperature has reached 90 degrees F and set your thermostat to 75 degrees, the air conditioning unit will begin cooling, but will take much longer to reach the desired temperature. During the whole day, the sun has been heating not only the air in the house, but the walls, the carpet, and the furniture. At 6:00 p.m. the air conditioning unit starts cooling the air, but the walls, carpet, and furniture release heat and nullify this cooling. By the time the air conditioning unit has cooled the walls, carpet, and furniture, you may well have lost patience. If evening cooling is your primary goal, set the thermostat at a moderate temperature in the morning while the house is cooler, allowing the system to maintain the cooler temperature. The temperature setting may then be lowered slightly when you arrive home, with better results.

Once the system is operating, setting the thermostat at 60 degrees will *not* cool the home any faster and can result in the unit freezing up and not performing at all. Extended use under these conditions can damage the unit.

Adjust Vents

You can maximize airflow to the various rooms in your home by adjusting the vents. Likewise, when the seasons change, readjust them for comfortable heating.

Compressor Level

Maintain the air conditioning compressor in a level position to prevent inefficient operation and damage to the equipment.

Manufacturer's Instructions

The manufacturer's handbook specifies maintenance for the condenser. Review and follow these points carefully. Since the air conditioning system is combined with the heating system, follow

the maintenance instructions for your furnace as part of maintaining your air conditioning system.

Troubleshooting Tips: No Air Conditioning

Before calling for service, check to confirm that the:

- Thermostat is set to "cool" and the temperature is set below the room temperature.
- Blower panel cover is installed correctly for the furnace blower (fan) to operate. Similar to the way a clothes dryer door operates, this panel pushes in a button that lets the fan motor know it is safe to come on. If that button is not pushed in, the furnace will not operate.
- Air conditioner and furnace breakers on the main electrical panel are on. (Remember if a breaker trips you must turn it from the tripped position to the off position before you can turn it back on.)
- The 220 switch on the outside wall near the air conditioner is on.
- Switch on the side of the furnace is on.
- Filter is clean to allow airflow.
- Vents in individual rooms are open.
- Air returns are unobstructed.
- Air conditioner has not frozen from overuse.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call. Lack of air conditioning service is not an emergency. Air conditioning contractors in our region respond to air conditioning service requests during normal business hours and in the order received. Understandably, if your air conditioner is not working, you want it repaired quickly. In a typical scenario, many other homeowners across our region will discover they too need service on their air conditioners on the same hot day that you do. The trades who address these needs generally respond to calls on a first come, first serve basis. If your call for service comes during this time period, you may wait several days for a technician to arrive. For this reason, we recommend that you operate your air conditioner as soon as temperatures begin to warm. This way, if service is needed, you can avoid the rush and get a more satisfactory response.

Limited Warranty Guidelines

The air conditioning system should maintain a temperature of 78 degrees or a differential of fifteen degrees from the outside temperature, measured in the center of each room at a height of five feet above the floor. Where there is excessive glass, expansive stairways, open foyers, sunrooms or cathedral ceilings this standard may not be attainable. Lower temperature settings are often possible, but neither the manufacturer nor FrontDoor Communities guarantee this. Rooms within the house may be warmer or cooler by up to four degrees as measured from the center of each room, at a height of five feet above the floor.

Alarm System

Homeowner Use and Maintenance Guidelines

If your home selections included pre-wire for an alarm system, you will arrange for the final connection and activation after you move-in. The alarm company will demonstrate the system, instruct you in its use, and provide identification codes for your family. We recommend that you test the system each month.

Limited Warranty Guidelines

FrontDoor Communities will correct wiring that does not perform as intended for the alarm system. FrontDoor Communities makes no representation that the alarm system will provide the protection for which it is installed or intended.

Appliances

The manufacturers of kitchen appliances work directly with homeowners if any repairs are needed for their products. Customer service phone numbers are listed in the use and maintenance materials for each appliance. Be prepared to provide the model and serial number of the item and the closing date on your home.

Appliance warranties are generally for one year; refer to the literature provided by the manufacturer for complete information. Remember to mail in any registration cards you receive with manufacturer materials. This assures that you can be contacted in the event of a re-call.

- Use cold water when operating your garbage disposal. This not only saves hot water you pay to heat, it preserves the garbage disposal motor.
- When baking, preheat your oven just five minutes before you use it. When possible, bake several items at the same time or at least consecutively. Turn the oven off a few minutes before baking time is done.
- Run the dishwasher when it has a full load and use the air-dry cycle. Avoid regular use of the rinse and hold cycle.
- Turn electric burners off a few minutes before cooking is complete.

Limited Warranty Guidelines

We confirm that all appliance surfaces are in good condition during your Homeowner Orientation. We assign all appliance warranties to you, effective on the date of closing. The appliance manufacturers warrant their products directly to you according to the terms and conditions of their written warranties.

Attic Access

Homeowner Use and Maintenance Guidelines

The attic space is neither designed nor intended for storage. We provide access to this area for maintenance of mechanical equipment located in the attic space. When you perform needed tasks in the attic, use caution and avoid stepping off wood members onto the drywall. This can result in personal injury or damage to the ceiling below. Your limited warranty does not cover such injury or damage.

Limited Warranty Guidelines

FrontDoor Communities and the local building department inspect the attic before your closing to confirm insulation is correct.

Brick

Homeowner Use and Maintenance Guidelines

Brick is one of the most durable and lowest maintenance finishes for a home's exterior. A record of your brick color is included in your selection sheets.

Efflorescence

The white, powdery substance that sometimes accumulates on brick surfaces is called efflorescence. This is a natural phenomenon and cannot be prevented. In some cases, you can remove it by scrubbing with a stiff brush and vinegar. Consult your home center or hardware store for commercial products to remove efflorescence.

Tuck-Pointing

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

Weep Holes

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

Limited Warranty Guidelines

We check the brickwork during the Homeowner Orientation to confirm correct installation of designated materials.

Cracks

Small cracks may appear in the mortar joints as a result of shrinkage. Any cracks exceeding 1/8" in width shall be repaired one time during the first year of ownership. These cracks will be repaired by tuck pointing and patching. FrontDoor Communities does not guarantee a color match of the mortar. We recommend waiting until the Courtesy Walk to request this repair to allow the house to stabilize as much as possible.

Cabinets

Homeowner Use and Maintenance Guidelines

If you selected wood or wood veneer cabinets for your home, expect differences in grain and color between and within the cabinet components due to natural variations in wood and the way it takes stain.

Cleaning

Products such as lemon oil or polishes that include scratch cover are suggested for wood cabinet care. Follow container directions. Use such products a maximum of once every 3 to 6 months to avoid excessive build-up. Avoid paraffin-based spray waxes and washing cabinets with water, as both will damage the luster of the finish.

Hinges

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

Moisture

Damage to cabinet surfaces and warping can result from operating appliances that generate large amounts of moisture (such as a crock pot) too near the cabinet. When operating such appliances, place them in a location that is not directly under a cabinet.

Limited Warranty Guidelines

During the orientation, we will confirm that all cabinet parts are installed and that their surfaces Meet FrontDoor Communities' standards.

Alignment

Doors, drawer fronts, and handles should be level and even.

Operation

Cabinets should operate properly under normal use.

Reveals

The reveals between the cabinets and the doors should be no greater than 1/4". FrontDoor Communities will correct this by adjustment within the first year of home ownership.

Separations

We will correct gaps between cabinets and the ceiling or cabinets and the walls by caulking or other means if the gap exceeds 1/4" (locations behind appliances are exempted from this repair).

Warping

If doors or drawer fronts warp in excess of 1/4" as measured from the face of the cabinet frame to the furthest point of warpage, FrontDoor Communities will correct this by adjustment or replacement.

Wood Grain

Readily noticeable variations in wood grain and color are normal in all wood or wood veneer selections. Replacements are not made due to such variations.

Carpet

Homeowner Use and Maintenance Guidelines

Your selection sheets provide a record of the brand, style, and color of floor coverings in your home. Please retain this information for future reference. Refer to the various manufacturers' recommendations for additional information on the care of your floor coverings.

Burns

Take care of any kind of burn immediately. First, snip off the darkened fibers. Then use a soap-less cleanser and sponge with water. If the burn is extensive, talk with a professional about replacing the damaged area.

Cleaning

You can add years to the life of your carpet with regular care. Carpet wears out because of foot traffic and dirt particles that get deep into the pile beyond the suction of the vacuum. The dirt particles wear down the fibers like sandpaper and dull the carpet. The most important thing you can do to protect your carpet is to vacuum it frequently.

Vacuum twice each week lightly and once a week thoroughly. Heavy traffic areas may require more frequent cleaning. A light vacuuming is three passes; a thorough job may need seven

passes. A vacuum cleaner with a beater-bar agitates the pile and is more effective in bringing dirt to the surface for easy removal.

Vacuuming high-traffic areas daily helps keep them clean and maintains the upright position of the nap. Remove carpet stains immediately. For best results, blot or dab any spill or stain; avoid rubbing. Test all stain removers on an inconspicuous area of the carpet, such as in a closet, to check for any undesirable effects.

Over time the carpet around the perimeter of each room and at the edges of the steps may be noticeably darker in color. This occurs because the vacuum cleaner is unable to reach the edges of the carpet to remove the dirt particles and is not considered a deficiency.

Refer to the manufacturers' instructions for information regarding any steam or other cleaning.

Crushing

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

Fading

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

Filtration

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

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. 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 a professional re-stretch the carpeting using a power stretcher, not a knee-kicker.

Seams

Carpet usually comes in 12-foot widths, making seams necessary in most rooms. Visible seams are not a defect unless they have been improperly made or unless the material has a defect, making the seam appear more pronounced than normal. The more dense and uniform the carpet texture, the more visible the seams will be.

Carpet styles with low, tight naps result in the most visible seams. Seams are never more visible than when the carpet is first installed. Usually with time, use, and vacuuming the seams become less visible. You can see examples in the model homes of how carpet seams diminish after they have been vacuumed repeatedly and have experienced traffic.

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. A good vacuuming, which makes the pile all go in the same direction, provides a temporary remedy.

Shedding

New carpeting, especially pile, sheds bits of fiber for a period of time. Eventually these loose fibers are removed by vacuuming. Shedding 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 off the snag. If the snag is especially large, call a professional.

Sprouting

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

Stains

No carpet is stain-proof. Although your carpet manufacturer designates your carpet as stain-resistant, some substances may still cause permanent staining. These include hair dyes, shoe polish, paints, and India ink. Some substances destroy or change the color of carpets, including bleaches, acne medications, drain cleaners, plant food, insecticides, and food or beverages with strongly colored natural dyes as found in some brands of mustard and herbal tea.

Refer to your care and maintenance brochures for recommended cleaning procedures for your particular fiber. Pretest any spot-removal solution in an inconspicuous area before using it in a large area. Apply several drops of the solution, hold a white tissue on the area, and count to ten. Examine both tissue and carpet for dye transfer and check for carpet damage.

Limited Warranty Guidelines

During your orientation, we will confirm that your carpet meets FrontDoor Communities' standards. We will correct stains or spots noted at this time by cleaning, patching, or replacement. FrontDoor Communities is not responsible for dye lot variations if replacements are made.

Edges

Edges of carpet along moldings and edges of stairs should be held firmly in place. In some areas, metal or other edging material may be used where carpet meets another floor covering.

Repairs

If carpet is damaged due to another warrantable repair, and the damage requires replacement of the carpet, FrontDoor Communities does not guarantee dye lot match.

Rippling

If carpet in your home has rippled, FrontDoor Communities will re-stretch it one time during the first year of warranty coverage. We recommend waiting until the Courtesy Walk to allow for stabilization of the home.

Seams

Carpet seams will be visible. Visible gaps or overlapping of the seams is a deficiency. FrontDoor Communities will repair any gaps or overlapping in the first year of warranty coverage.

Caulking

Homeowner Use and Maintenance Guidelines

Time and weather will shrink and dry caulking so that it no longer provides a good seal. As routine maintenance, check the caulking and make needed repairs. Caulking compounds and dispenser guns are available at hardware stores. Read the manufacturer's instructions carefully to be certain that you select an appropriate caulk for the intended purpose.

Kitchen

Check the caulking around the edge of your countertop and between your countertop and sink once per month and re-caulk as needed. If water is allowed to penetrate under the laminate to the wood below warping will occur and is not covered under your warranty.

Bathrooms

Check the caulking around the edges of your tub and shower and re-caulk as needed to prevent water damage.

Exterior

Generally, caulk is used anywhere two different building materials meet. Some examples of caulked areas would be around windows, around doors, where siding meets brick, under

thresholds and all places where cables, wires and pipes enter your home. It is extremely important to maintain the exterior caulk on your home to prevent moisture from entering and damaging your home. Regularly check the exterior caulk to confirm that it has not cracked or is pulling away.

Colored Caulk

Colored caulking is available where larger selections are provided. As with any colored material, dye lots can vary.

Latex Caulk

Latex caulking is appropriate for an area that requires painting, such as along the stair stringer or where wood trim meets the wall.

Silicone Caulk

Caulking that contains silicone will not accept paint; it works best where water is present, for example, where tub meets tile or a sink meets a countertop.

Limited Warranty Guidelines

During the Homeowner Orientation we confirm that appropriate areas are adequately caulked.

One-Time Repair

FrontDoor Communities will touch up interior and exterior caulking that has a gap wider than 1/8", one time during your first year of warranty coverage. We suggest that this be performed at your Courtesy Walk. After the touch-up is performed all interior and exterior caulking is considered homeowner maintenance.

Ceramic Tile

Homeowner Use and Maintenance Guidelines

Your selection sheets include the color of your ceramic tile.

Cleaning

Ceramic tile is one of the easiest floor coverings to maintain, simply vacuum when needed. Occasionally, a wet mopping with warm water may be appropriate. Avoid adding detergent to the water. If you feel a cleaning agent is required, use a mild solution of warm water and dishwasher crystals (they will not result in a heavy, difficult-to-remove lather on the grout). Rinse thoroughly. The ceramic tile installed on walls or countertops in your home may be washed with any non-abrasive soap, detergent, or tile cleaner. Abrasive cleaners will dull the finish.

Grout Discoloration

Clean grout that becomes yellowed or stained with a fiber brush, cleanser, and water. Grout cleansers and whiteners are available at most hardware stores.

Hollow Sounds

Occasionally tile will exhibit a “hollow” sound when walked on. This is generally due to small pockets of air that are present in the tile adhesive. Hollow spots are not considered a defect unless they result in a cracked tile in the first year of warranty coverage.

Sealing Grout

Sealing grout is your decision and responsibility. Once grout has been sealed, ongoing maintenance of that seal is necessary. Warranty coverage on grout that has been sealed is void.

Separations

Expect slight separations to occur in the grout between tiles. Cracks in the grout should be filled using premixed grout purchased from flooring or hardware stores. Follow package directions. Tile around showers should be checked regularly for cracks. Any cracks should be repaired immediately using premixed grout. Failure to do so will result in moisture penetrating behind the tile, which in turn will cause water damage to your home. Tile around bathtubs or countertops may appear to be pulling up after a time. This is caused by normal shrinkage of grout or caulk and shrinkage of wood members as they dry out. If this occurs, the best remedy is to purchase tub caulk or premixed grout from a hardware store. Follow directions on the container. This maintenance is important to protect the underlying surface from water damage.

Limited Warranty Guidelines

During the Homeowner Orientation we confirm that tile and grout meet FrontDoor Communities’ standards. We will repair or replace cracked, badly chipped, or loose tiles noted at that time. FrontDoor Communities is not responsible for variations in color or discontinued patterns. FrontDoor Communities is not responsible for color variations in replaced tile or grout.

Cracked or Loose Tile

Tiles should not crack or become loose. Should this occur within the first year of warranty coverage, FrontDoor Communities will correct it. We are not responsible for variations in color or discontinued patterns. Any tile repairs needed after that time is considered homeowner maintenance.

Grouting

A crack appearing in the grouting of ceramic tiles at joints or junctions with other materials is common. FrontDoor Communities will repair grouting, if necessary, one time during the first year of warranty coverage. We suggest this service be performed at the Courtesy Walk to allow for stabilization of the home. We are not responsible for color variations in grout or discontinued colored grout. Any grouting or caulking that is needed after the first year is considered homeowner maintenance.

Concrete

Homeowner Use and Maintenance Guidelines

Your home's concrete flatwork (the basement floor, porch, patio, driveway, garage floor, and sidewalks) are floating—they are not attached to the home's foundation walls. These are not a structural (load-bearing) element of the home and are covered by the one-year material and workmanship warranty. Movement of soils under concrete flatwork results in cracking. You may minimize this movement by following FrontDoor Communities' landscaping recommendations, the objective of which is to prevent moisture from reaching soils around and under the home.

Cleaning

Avoid washing exterior concrete slabs with cold water from an outside faucet when temperatures are high and the sun has been shining on the concrete. The abrupt change in temperature can damage the surface bond of the concrete. We recommend sweeping for keeping exterior concrete clean. If washing is necessary, do this when temperatures are moderate. Repeated cleaning of the garage floor by hosing can increase soil movement by allowing water to penetrate any existing cracks. We recommend sweeping to clean the garage floor.

Cracks

A concrete slab 10 feet across shrinks approximately 5/8" as it cures. Some of this shrinkage shows up as cracks. Cracking of concrete flatwork also results from temperature changes that cause expansion and contraction. During the summer, moisture finds its way under the concrete along the edges or through cracks in the surface. In winter, this moisture forms frost that can lift the concrete, increasing the cracking. Maintaining drainage away from all concrete slabs will minimize cracking from this cause. As cracks occur, seal them with a waterproof concrete caulk (available at hardware or home improvement stores) to prevent moisture from penetrating to the soil beneath. Sealing concrete cracks is considered homeowner maintenance.

Expansion Joints

We install expansion joints to help control expansion. However, as the concrete shrinks during the curing process, moisture can penetrate under the concrete and lift the expansion joint. When this occurs, fill the resulting gap with a gray silicone sealant, which you can purchase at most hardware stores.

Heavy Vehicles

Prohibit commercial or other extremely heavy vehicles such as moving vans and other large delivery trucks from pulling onto your driveway. We design and install concrete drives for conventional residential vehicle use only: family cars, vans, light trucks, bicycles, and so on.

Sealer

A concrete sealer, available at paint stores, will help you keep an unpainted concrete floor clean. Do not use soap on unpainted concrete. Instead, use plain water or, if necessary, a scouring powder.

Limited Warranty Guidelines

Concrete slabs are floating—they are not attached to the home's foundation walls. Because these slabs are not a structural (load-bearing) element of the home, they are excluded from coverage under the structural warranty. The limited warranty coverage is for one year.

Color

Concrete slabs vary in color. FrontDoor Communities provides no correction for this condition.

Cracks – Basement Floor

Minor cracks in the basement floor are caused by shrinkage and are common. Cracks exceeding 1/4" in width or 3/16" in vertical displacement are deficiencies and will be corrected if they occur within the first year of warranty coverage. Surface patching is an acceptable method for repairing. Subsequently, concrete slab maintenance is your responsibility.

Cracks – Basement or Foundation Walls

Cracks in basement walls wider than 1/8" or cracks that allow water to enter are considered deficiencies. Non-structural cracks will be repaired by surface patching, one time during the first year of warranty coverage.

Cracks – Garage Floor

Cracks exceeding 3/16" in width or 3/16" in vertical displacement are deficiencies and will be corrected if they occur within the first year of warranty coverage. Surface patching is an acceptable method for repairing. Subsequently, concrete slab maintenance is your responsibility.

Cracks – Patios and Sidewalks

FrontDoor Communities does not warrant against cracks in patios or sidewalks.

Cracks - Finished Floors

FrontDoor Communities will correct cracked, settling, or heaving concrete that ruptures finish floor materials that we installed as part of the home as you originally purchased it. FrontDoor Communities is not responsible for color variations or discontinued patterns or colors when finished floor material requires replacement.

Cracks – Steps/Stoops

Stoop or steps should not settle, crack or separate in excess of 1/4". FrontDoor Communities will take corrective action should this occur during the first year of warranty coverage. Surface patching is an acceptable method for repairing.

Cracks – Driveway

Cracks exceeding 1/4” in width or 3/16” in vertical displacement are deficiencies and will be corrected if they occur within the first year of warranty coverage. Surface patching is an acceptable method of repairing and will result in evident color variations on the surface of the driveway. Subsequently, driveway maintenance is your responsibility.

Flatness

Concrete floors in the habitable areas of the home are finished to a flatness to accommodate the floor covering installed. FrontDoor Communities is not responsible for grinding concrete after the close of your home to allow for the installation of a different floor covering.

Level Floors

Concrete floors in the habitable areas of the home will be level to within 1/4” within any 32” measurement with the exception of an area specifically designed to slope toward a floor drain.

Cracking at Brick or Masonry

Cracking between concrete and masonry is common. Cracks in excess of 1/4” will be corrected if they occur within the first year of warranty coverage.

Separation of Concrete

FrontDoor Communities will correct separation of concrete slabs from the foundation of the home if separation exceeds 1” within the first year of warranty coverage.

Spalling (Surface Chips)

Causes of spalling include repeated hosing of concrete for cleaning, animal urine, radiator overflow, fertilizer, snow and ice that has not been cleared, ice-melting agents, and road salts from vehicles. FrontDoor Communities does not warranty against spalling concrete. Repair of spalling is homeowner maintenance.

Standing Water

Water may stand on exterior concrete slabs for several hours after precipitation or from roof runoff. FrontDoor Communities will correct conditions that cause water to remain longer than 48 hours. This coverage is for the first year of ownership.

Efflorescence – Basement Floor

FrontDoor Communities does not warrant against efflorescence of basement floors. This is a normal condition.

Condensation

Homeowner Use and Maintenance Guidelines

When warm, moist air comes into contact with cooler surfaces, the moisture condenses. Outside we see this as dew; inside you may see it as a layer of moisture on glass windows and doors. This condensation comes from high humidity within the home combined with low outside

temperatures and inadequate ventilation. Family lifestyle significantly influences two out of three of these conditions.

New Construction

Some experts have estimated that a typical new home contains 50 gallons of water. Water is part of lumber, concrete, drywall texture, paint, caulk, and other materials used in building. Wet weather during construction adds more. This moisture evaporates into the air as you live in your home—adding to the moisture generated by normal living activities. Over time, this source of moisture will diminish.

Normal Activities

As you live in your home, your daily lifestyle contributes to the moisture in the air also. Cooking, laundry, baths and showers, aquariums, plants, and so on all add water to the air in your home. Likewise, your daily routine can mitigate the amount of moisture in your home and reduce condensation on interior surfaces.

Temperature

Avoid setting your thermostat at extreme temperatures. Heating your home will cause the materials to dry out faster, generating more moisture into the air; drying the materials out too fast also increases shrinkage cracks and separations.

Ventilation

Develop the habit of using exhaust fans in bathrooms and over the stove. When weather conditions permit, open windows so fresh air can circulate through your home. Keep the dryer exhaust hose clean and securely connected.

Limited Warranty Guidelines

Condensation results from weather conditions and a family's lifestyle. FrontDoor Communities has no control over these factors. The limited warranty coverage excludes condensation.

Countertops

Homeowner Use and Maintenance Guidelines

Use a cutting board to protect your counters when you cut or chop. Protect the counter from heat and from extremely hot pans. If something is too hot to put your hand on it, do not put it on the counter. Do not use countertops as ironing boards and do not set lighted cigarettes on the edge of the counter.

Caulking

The caulking between the countertop and the wall, along the joint at the backsplash (the section of counter that extends a few inches up the wall along the counter area), and around the sink may shrink, leaving a slight gap. Maintaining a good seal in these locations is important to keep moisture from reaching the wood under the countertop to prevent warping.

Cleaning

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

Mats

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

Limited Warranty Guidelines

During your Homeowner Orientation we confirm that all countertops meet FrontDoor Communities' standards. We repair noticeable surface damage such as chips, cracks, and scratches noted on the orientation list. Repair of surface damage noted subsequent to this is one of your home maintenance responsibilities.

Laminates

Laminated countertops will have one or more discernible seams. FrontDoor Communities will repair gaps or differential at the seams that exceed 1/16" during the first year of warranty coverage.

Cultured Marble

Edges should be smooth and even. Where backsplash joints occur at corners, the top edges should be even within 1/16".

Separation from Wall

Separation of countertops from walls, backsplash, and around sinks results from normal shrinkage of materials. FrontDoor Communities will re-caulk these areas one time during the first year of warranty coverage. Subsequently caulking is considered homeowner maintenance.

Damp Proofing

Homeowner Use and Maintenance Guidelines

We spray your exterior basement foundation walls with an asphalt damp proofing. Although we make every effort to assure a dry basement, during times of excessive moisture, you may notice some dampness. Over time, natural compaction of soils in the backfill areas will usually eliminate this condition. Careful maintenance of positive drainage will also protect your basement from this condition.

Limited Warranty Guidelines

Cracks

Cracks in basement walls exceeding 1/8” in width or which allow water to enter the basement will be corrected by surface patching or epoxy injection. These repairs will be performed once, within the first year of warranty coverage. Failure to adequately maintain drainage or improper installation of landscaping will void this portion of the warranty.

Cracking Paint

The damp proofing material was applied to the concrete before the foundation was backfilled. The foundation was then painted. The paint on the areas where the damp proofing material extends above the ground will crack. This is not a deficiency and is excluded from warranty coverage.

Decks

Homeowner Use and Maintenance Guidelines

Wood decks add to the style and function of your home. They also require regular maintenance to keep them looking their best.

Effects of Exposure

Wood decks are subject to shrinkage, cracking, splitting, cupping, and twisting. Nails or screws may work loose and will need routine maintenance. Plan to inspect your decks regularly, a minimum of once each year, and provide needed attention promptly to maintain an attractive appearance and forestall costly repairs. FrontDoor Communities recommends that you treat or stain your decks annually to keep them looking their best.

Foot Traffic

As you use your decks, abrasives and grit on shoes can scratch or dent the wood surface. Regular sweeping and mats can mitigate this but will not completely prevent it.

Outdoor Furniture

The surface of the decking can be damaged by moving grills, furniture, or other items. Use caution when moving such items to prevent scratches and dents.

Sealing or Water Repellent

To prolong the life and beauty of your deck, treat it periodically with a water repellent or wood preservative. Local home centers or hardware stores offer several products for this purpose. Always follow manufacturer directions carefully.

Snow and Ice

Heavy snow or ice that remains on the deck over long periods increases wear and tear on the deck. Prompt removal can reduce adverse effects. Use caution in shoveling to avoid chipping or scratching of the deck boards.

Limited Warranty Guidelines

Exposed wood decks are constructed to meet structural and functional design. During the Homeowner Orientation, we will confirm that the wood decks are in satisfactory condition.

Color Variation

Color variations are natural and excluded from warranty coverage.

Replacement Boards or Rails

Shrinkage, cracking, splitting, cupping, and twisting are natural occurrences in wood decks and are excluded from limited warranty coverage.

Doors and Locks

Homeowner Use and Maintenance Guidelines

Many of the doors installed in your home are wood products subject to such natural characteristics of wood as shrinkage and warpage. Natural fluctuations caused by humidity and the use of forced air conditioners/furnaces, showers, and dishwashers will impact wood products and accordingly your interior doors may require minor adjustments.

Bi-fold Doors

Interior bi-fold doors sometimes stick or warp because of weather conditions. Apply a silicone lubricant to the tracks to minimize this inconvenience.

Exterior Finish

To ensure longer life for your exterior doors, plan to refinish them at least once a year. Stained exterior doors with clear finishes tend to weather faster than painted doors. Treat the finish with a wood preserver every three months to preserve the varnish and prevent the door from drying and cracking. Re-seal stained exterior doors whenever the finish begins cracking or crazing.

Failure to Latch

If a door will not latch because of minor settling, you can correct this by making a new opening in the jamb for the latch plate (re-mortising) and raising or lowering the plate accordingly.

Hinges

You can remedy a squeaky door hinge by removing the hinge pin and applying a silicone lubricant to it. Avoid using oil, as it can gum up or attract dirt. Graphite works well as a lubricant but can create a gray smudge on the door or floor covering beneath the hinge if too much is applied.

Keys

Keep a duplicate privacy lock key where children cannot reach it in the event a youngster locks him or herself in a room. The top edge of the door casing is often used as a place to keep the key. A small screwdriver or similarly shaped device can open some types of privacy locks.

Locks

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

Shrinkage

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

Slamming

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

Sticking

The most common cause of a sticking door is the natural expansion of lumber caused by changes in humidity. When sticking is caused by swelling during a damp season, do not plane the door unless it continues to stick after the weather changes.

Before planing a door because of sticking, try two other steps: first, apply either a paste wax, light coat of paraffin, or candle wax to the sticking surface; or second, tighten the screws that hold the door jamb or door frame. If planing is necessary even after these measures, use sandpaper to smooth the door and paint the sanded area to seal against moisture.

Warping

If a door warps slightly, keeping it closed as much as possible often returns it to normal.

Weather Stripping

Weather stripping and exterior door thresholds occasionally require adjustment or replacement. Weather stripping adjustment or replacement is a homeowner maintenance responsibility.

Limited Warranty Guidelines

During the Homeowner Orientation we confirm that all doors are in acceptable condition and correctly adjusted. FrontDoor Communities will repair construction damage to doors noted on the orientation list.

Adjustments

Interior doors should open and close freely without binding, the lock should fit the keeper to maintain a closed position and the door should remain in an open or closed position. FrontDoor Communities will make necessary adjustments to doors, if necessary within the first year of warranty coverage.

Warping

FrontDoor Communities will repair doors that warp in excess of 1/4 inch (measured corner to corner) in the first year of warranty coverage.

Dragging

The bottom of interior doors should not drag the carpet. FrontDoor Communities will undercut doors if this occurs in the first year of warranty coverage.

Openings at the Bottom of Doors

Doors should have no more than 1 1/2" opening between the bottom of the door and the finished floor covering. FrontDoor Communities will adjust or replace doors with openings exceeding this standard within the first year of warranty coverage.

Drywall

Homeowner Use and Maintenance Guidelines

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

Ceilings

The ceilings in your home are best maintained by periodically removing dust or cobwebs as part of your normal cleaning and repainting as needed.

Repairs

With the exception of the one-time repair service provided by FrontDoor Communities at the Courtesy Walk, care of drywall is your maintenance responsibility. Most drywall repairs can be easily made. This work is best done when you redecorate the room. Repair hairline cracks with a coat of paint. You can repair slightly larger cracks with spackle or caulk. To correct a nail pop, reset the nail with a hammer and punch. Cover it with spackle, which is available at paint and hardware stores. Apply two or three thin coats. When dry, sand the surface with fine-grain sandpaper, and then paint. You can fill indentations caused by sharp objects in the same manner.

Limited Warranty Guidelines

During the Homeowner Orientation, we confirm that drywall surfaces meet FrontDoor Communities standards for quality.

One Time Repairs

One time during the first year of warranty coverage, FrontDoor Communities will repair drywall shrinkage cracks and nail pops and will touch up the repaired area using the same paint color used when the home was delivered. Touch-ups will most likely be visible. Repainting the entire wall or the entire room to correct this is your choice and responsibility. You are also responsible for custom paint colors or wallpaper that has been applied subsequent to closing. Due to the effects of time on paint and wallpaper, as well as possible dye lot variations, touch-ups are unlikely to match the surrounding area.

Lighting Conditions

FrontDoor Communities does not repair drywall flaws that are only visible under particular lighting conditions.

Six-Foot Rule

FrontDoor Communities does not repair drywall flaws that are only visible from less than six feet from the wall or ceiling.

Related Warranty Repairs

If a drywall repair is needed as a result of poor workmanship (such as blisters in tape) or other warranty-based repair (such as a plumbing leak), FrontDoor Communities completes the repair by touching up the repaired area with the same paint that was on the surface when the home was delivered. If more than one-third of the wall is involved, we will repaint the wall corner to corner. You are responsible for custom paint color or wallpaper that has been applied subsequent to closing. The effects of time on paint and wallpaper, as well as possible dye lot variations, mean touch-up may not match the surrounding area.

Easements

Homeowner Use and Maintenance Guidelines

Easements are areas where such things as utility supply lines can pass through your property. They permit service to your lot and adjacent lots, now and in the future. Your lot will also include drainage easements, meaning the runoff from adjacent lots pass across your property. Likewise, water from your property may run across a neighboring lot. Easements are recorded and are permanent. Trees, shrubs, gardens, play equipment, storage sheds, fences or other items which you install in or across these easements may be disturbed if service entities—such as the gas, electric, or phone companies—need access to lines for repairs or to connect service to nearby home sites. Utility companies, the United States Postal Service, and others have the right to install equipment in easements. These might include streetlights, mailboxes, or junction boxes to name a few. Neither FrontDoor Communities nor you as the homeowner have the authority to prevent, interfere with, or alter these installations. Plans for the location of such items are subject to change by the various entities involved. Because they have no obligation to keep FrontDoor Communities informed of such changes, we are unable to predict specific sites that will include such equipment. *See also Property Boundaries.*

Electrical System

Homeowner Use and Maintenance Guidelines

Know the location of the breaker panel; it includes a main shut-off that controls all the electrical power to the home. Individual breakers control the separate circuits. Each breaker is marked to help you identify which breaker is connected to which major appliances, outlets, or other service. Should a failure occur in any part of your home, always check the breakers in the main panel box.

Breakers

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

Breakers Tripping

Breakers trip because of overloads caused by plugging too many appliances into the circuit, a worn cord or defective appliance, or operating an appliance with too high a voltage requirement for the circuit. The starting of an electric motor can also trip a breaker. If any circuit trips repeatedly, unplug all items connected to it and press the reset. If it trips when nothing is connected to it, you need an electrician. If the circuit remains on, one of the items you unplugged may be defective and will require repair or replacement.

Buzzing

Fluorescent fixtures use transformer action to operate. This action sometimes causes a buzzing and is not a defect.

Fixture Location

We install light fixtures in the locations indicated on the plans. Moving fixtures to accommodate specific furniture arrangements or room use is your responsibility.

GFCI (Ground-Fault Circuit-Interrupters)

GFCI receptacles have a built-in element that senses fluctuations in power. Quite simply, the GFCI is a circuit breaker. Building codes require installation of these receptacles in bathrooms, the kitchen, outside, and the garage (areas where an individual can come into contact with water while holding an electric appliance or tool). GFCI's are very sensitive and may trip in an electrical storm. Heavy appliances such as freezers, hairdryers or power tools may also trip the GFCI receptacle.

Caution: Never plug a refrigerator or food freezer into a GFCI-controlled outlet. If the GFCI trips, the likelihood of the contents being ruined is high and the limited warranty does not cover such damage.

Each GFCI circuit has a test and reset button. Once each month, press the test button. This will trip the circuit. To return service, press the reset button. If a GFCI breaker trips during normal

use, it may indicate a faulty appliance and you will need to investigate the problem. One GFCI breaker can control up to three or four outlets.

AFCI (Arc-Fault Circuit Interrupter)

An arc-fault circuit interrupter is a circuit breaker, located in the breaker panel box, is designed to “trip” if a fixture that is plugged into the circuit shorts out. Building codes require that all bedroom lights and receptacles be attached to an AFCI. When the AFCI “trips” (turns off) fixtures and devices connected to the circuit should be inspected for broken, cut, pinched or damaged cords or defective parts that can cause a short. When identified, the defective fixture(s) or device(s) must be disconnected from the circuit prior to resetting the GFCI.

The AFCI is identifiable by a white trip (test) button. When an AFCI has been tripped, the switch lever will be in the neutral (center) position. To reset the AFCI, push the lever to the “off” position and then “on”. It is recommended that the AFCI be tested yearly. To test the AFCI, push the white test button. When functioning properly the circuit breaker will trip, turning power off. The AFCI must be reset after it has been tested.

Grounded System

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

Light Bulbs

You are responsible for replacing burned-out bulbs other than those noted during your Homeowner Orientation.

Luminous Light Panels

Translucent panels covering ceiling lights are made of polystyrene plastic. To clean, gently push up, tilting the panel slightly and remove it from the fixture frame. Wash with a diluted (1 to 2 percent) solution of mild detergent and warm water. Do not rinse; the soap film that remains reduces static electricity that attracts dust. Over time, the plastic panel may yellow and will become brittle and may need to be replaced if it cracks or breaks. Replacement material can be found at home center and hardware stores. Most suppliers will cut the panel to fit so if you need to purchase a replacement, be sure to note the size you need. Bulbs for these fixtures can be purchased at home centers or hardware stores. Avoid exceeding the wattage indicated inside the fixture.

Modifications

If you wish to make any modifications, contact the electrician listed on the Emergency Phone Numbers you receive at the orientation. Having another electrician modify your electrical system during the warranty period can void that portion of your limited warranty.

Outlets

If an outlet is not working, check first to see if it is controlled by a wall switch or GFCI. Next, check the breaker. If there are small children in the home, install safety plugs to cover unused outlets. This also minimizes the air infiltration that sometimes occurs with these outlets. Teach children to never touch electrical outlets, sockets, or fixtures.

Underground Cables

Before digging, 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. Maintain positive drainage around the foundation to protect electrical service connections.

Under- or Over-Cabinet Lights

The selection of optional under or over cabinet lighting provides either task lighting or atmosphere to your kitchen. We suggest you note the size and type of bulbs in these fixtures and keep replacements on hand.

Troubleshooting Tips: No Electrical Service

No Electrical Service Anywhere in the Home

Before calling for service, check to confirm that the:

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

No Electrical to One or More Outlets

Before calling for service, check to confirm that the:

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

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

Limited Warranty Guidelines

During the Homeowner Orientation, we confirm that light fixtures are in acceptable condition and that all bulbs are working.

Drafts From Electrical Outlets

Drafts from electrical outlets installed on exterior walls are normal in new home construction and are excluded from warranty coverage.

Light Fixture Tarnish

The tarnishing or discoloration of light fixtures is excluded from warranty coverage.

Outlets, Fixtures, Switches

All outlets, fixtures and switches should operate as intended. FrontDoor Communities will repair or replace any that do not operate during the first year of warranty coverage. Wiring in walls shall carry the designated load for the first two years of warranty coverage.

Power Surge

Power surges are the result of local conditions beyond the control of FrontDoor Communities and are excluded from warranty coverage. These can result in burned-out bulbs or damage to sensitive electronic equipment such as TVs, alarm systems, and computers. Damage resulting from lightning strikes is excluded from warranty coverage.

Expansion and Contraction

Homeowner Use and Maintenance Guidelines

Changes in temperature and humidity cause all building materials to expand and contract. Dissimilar materials expand or contract at different rates. This movement results in separation between materials, particularly dissimilar ones. You will see the effects in small cracks in drywall and in paint, especially where moldings meet drywall, at mitered corners, and where tile grout meets tub or sink. While this can alarm an uninformed homeowner, it is normal. Shrinkage of the wood members of your home is inevitable and occurs in every new home. Although this is most noticeable during the first year, it may continue beyond that time. In most cases, caulk and paint are all that you need to conceal this minor evidence of a natural phenomenon. Even though properly installed, caulking shrinks and cracks. Maintenance of caulking is your responsibility.

Maintenance

Caulk in dry weather when temperatures are moderate. Check all locations, such as:

- Foundation penetrations (electrical, phone, water, cable TV, and gas line entrances)
- Around fans and vents
- Joints between door or window frames and siding
- Check weather stripping on all exterior doors and adjust as needed. Ensure that door thresholds are a good fit—most are adjustable.
- After any activity in the attic, check that the insulation is evenly distributed

Limited Warranty Guidelines

As a courtesy, FrontDoor Communities provides one-time repairs to many of the effects of expansion and contraction if required during the first year of warranty coverage. Thereafter, maintenance is a homeowner maintenance responsibility. *See individual categories such as drywall and caulk for details.*

Fencing

Homeowner Use and Maintenance Guidelines

Depending on the community in which your home is located, fencing may be included with your home, it may be an optional item, or it may be an item you consider adding after your move-in. When FrontDoor Communities installs fencing as part of your new home, we confirm its good condition during your Homeowner Orientation. All types of fencing require some routine attention.

Drainage

In planning, installing, and maintaining fencing, allows existing drainage patterns to function unimpeded. When installing a fence, use caution in distributing soil removed to set posts to avoid blocking drainage swales. Plan enough space under the bottom of a wood fence for water to pass through.

Homeowner Association Design Review

If you choose to add fencing after moving into your new home, keep in mind the need to obtain approval from your homeowners association. Specific requirements about style, height, position on the lot are described in the current design review guidelines which you can obtain from the homeowners association. Special requirements may apply to homes on corner lots where drivers must have adequate visibility. Additionally, in some communities zoning laws may impact private fencing. Your responsibilities include checking on such details. FrontDoor Communities recommends that you engage the services of professionals to install your fence. Be certain to inform a fence installer of all design review requirements. *See also Property Boundaries.*

Variation

Height and location of FrontDoor Communities installed fences will vary with lot size, topography, and shape. FrontDoor Communities must meet the requirements of the homeowners association and its design review process just as any homeowner would.

Wood Fences

The lumber used to construct wood fences is typically pressure treated or rough cedar. Over time it will crack, warp, and split. As the wood ages and shrinks, nails may come loose and require attention. Also check the posts and any gates twice a year and tighten hardware or make needed adjustments. Repairs and/or adjustments to wood fence are a homeowner maintenance responsibility.

Wrought Iron Fencing

Wrought iron is subject to rusting, if it is not maintained. Use touch-up paint on any scratches or chips. Inspect the fence twice a year and touch-up as needed, then plan to repaint the entire fence every one to two years to keep it looking its best. Prevent sprinklers from spraying your wrought iron fence or rails. Check monthly to confirm that water does not stand around the fence posts. Make corrections to drainage as needed to prevent this.

Limited Warranty Guidelines

If fencing is part of your home purchase, we will confirm the acceptable condition of the fence during your Homeowner Orientation. Be aware that damage to fencing caused by severe weather should be referred to your homeowner insurance company. Fencing is specifically excluded from warranty coverage.

Fireplace

Homeowner Use and Maintenance Guidelines

Please follow the instructions of your fireplace manufacturer.

Limited Warranty Guidelines

Fireplaces are not intended to be the sole heat source in the home. The fireplace should function properly when FrontDoor Communities and the manufacturer's directions are followed.

Air Infiltration

Drafts from fireplaces are normal in new home construction and are excluded from warranty coverage.

Chimney Separation

Separation of a brick chimney from a newly constructed home may occur. FrontDoor Communities will repair separation from the main structure in excess of 1/2" in 10 feet. Caulking is acceptable in most cases.

Cracks

Normal shrinkage of mortar results in hairline cracks in masonry. FrontDoor Communities will repair cracks that exceed 1/8" in width once during the first year of warranty coverage. The repair consists of pointing or patching and the mortar color will be matched as closely as possible, but exact color match is not guaranteed. Exterior masonry may have chips, irregular surfaces, and color variations, which occur during manufacturing, shipping, or handling. Unless such conditions affect the structural integrity of the home, no repair is provided.

Discoloration

Discoloration of the firebox or brick is a normal result of use and requires no corrective action. Mortar-style fireplaces may develop cracks due to temperature changes and other factors.

Downdraft

Extremely high winds can result in a downdraft in the chimney which forces smoke into the home. This condition should be temporary and occasional. FrontDoor Communities will determine and correct continuous malfunction if caused by a construction or design defect.

Glass Doors

During the Homeowner Orientation we confirm that glass fireplace doors, when included with the home, are in acceptable condition. Subsequent to closing cosmetic damage to the glass doors is excluded from warranty coverage.

Water Infiltration

In unusually heavy or prolonged precipitation, especially when accompanied by high winds, some water can enter the home through the chimney. The limited warranty excludes this occurrence.

Flooring

See Carpet, Hardwood, Resilient Flooring, Ceramic Tile, Rough Carpentry

Foundation

Limited Warranty Guidelines

We consult with an engineer prior to the installation of the foundation of your home. The foundation is poured concrete or concrete block with steel reinforcing rods. To protect your home's foundation, follow guidelines for installation and maintenance of landscaping and drainage in this Handbook.

Cracks

Even though an engineer designed the foundation and we constructed it according to engineering requirements, surface cracks can still develop in the wall. Surface cracks are not detrimental to the structural integrity of your home. If a crack develops in a foundation wall that allows water to come through, follow the procedures for submitting a warranty claim.

Dampness

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

Future Construction in Basement

If you decide to perform additional construction in the basement, obtain guidelines from a licensed engineer, obtain a building permit, and comply with all codes and safety requirements. FrontDoor Communities does not warrant that you will be able to obtain such a permit because of the possibility that building codes may change.

Cosmetic Imperfections

Slight cosmetic imperfections in foundation walls, such as visible seams where two pours meet or slight honeycombing (aggregate visible), are possible and require no repair unless they permit water to enter.

Cracks

Shrinkage or backfill cracks are not unusual in foundation walls, especially at the corners of basement windows. FrontDoor Communities will seal cracks that exceed 1/4 inch in width.

Foundation Drain Tile

Foundation drains shall be exposed to daylight and extend past each end of the foundation. Maintenance of the drain tile is the homeowner's responsibility and is excluded from the warranty coverage.

Leaks

FrontDoor Communities will correct conditions that permit water to enter the basement, provided you have complied with the drainage, landscaping, and maintenance guidelines.

Peeling Paint

If your home has a basement foundation, damp proofing material was applied to the concrete before the foundation was backfilled. The areas where the damp proofing material extends above the ground will crack. This is not a deficiency and is excluded from warranty coverage.

Garage Overhead Door

Homeowner Use and Maintenance Guidelines

Since the garage door is a large, moving object, periodic maintenance is necessary.

Light Visible

Garage overhead doors cannot be airtight. Some light will be visible around the edges and across the top of the door. Weather conditions may result in some precipitation entering around the door as well as some dust especially until most homes in the community have landscaping installed.

Lock

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

Lubrication

Every 6 months, apply a lubricant such as silicone spray to all moving parts: track, rollers, hinges, pulleys, and springs. Avoid over lubricating to prevent drips on vehicles or the concrete floor. At the same time, check to see that all hardware is tight and operating as intended without binding or scraping.

Opener

To prevent damage to a garage door opener, be sure the door is completely unlocked and the rope-pull has been removed before using the operator. If you have an opener installed after closing on your home, we suggest that you order it from the company that provided and installed the garage door to assure uninterrupted warranty coverage. Be familiar with the steps for operation of the door in the event of a power failure. If FrontDoor Communities' installed a door

opener as one of your selections, during the Homeowner Orientation we demonstrate the electric eye that provides a safety stop in the event someone crosses through the opening while the overhead door is in motion. Use care not to place tools or other stored items where they interfere with the function of the electric eye. Expect to replace the battery in the garage opener remote controls about once a year.

Painting

Repaint the garage door when you repaint your home, or more often if needed to maintain a satisfactory appearance.

Safety

Follow the manufacturer's instructions for safe and reliable operation. Do not allow anyone except the operator near the door when it is in motion. Keep hand and fingers away from all parts of the door except the handle. Do not allow children to play with or around the door. For your safety, after the expiration of the one-year warranty, have any needed adjustments made by a qualified specialist. The door springs are under a considerable amount of tension and require special tools and knowledge for accurate and safe servicing. Have the door inspected by a professional garage door technician after any significant impact to the door.

Limited Warranty Guidelines

The garage door should operate smoothly and with reasonable ease. The door can become misaligned and require adjustment, which FrontDoor Communities will provide during the first year of warranty coverage. Installation of a garage door opener subsequent to closing on the home voids warranty coverage on the doors, tracks and all of the moving parts.

Gas Shut-Offs

Homeowner Use and Maintenance Guidelines

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. We point these out during the Homeowner Orientation.

Gas Leak

If you suspect a gas leak, leave the home and call the gas company immediately for emergency service.

Limited Warranty Guidelines

The gas company is responsible for leaks up to the meter. FrontDoor Communities will correct leaks from the meter into the home during the first year of warranty coverage.

Ghosting

Homeowner Use and Maintenance Guidelines

Recent feedback from homeowners (in both old and new homes) regarding black sooty stains which develop on surfaces in homes (on carpet, walls, ceilings, appliances, mirrors, and around area rugs— to list a few examples) have caused much investigation and research. The conclusion of the research and laboratory tests has been that the majority of this staining or "ghosting" results from pollution of the air in the home caused by burning scented candles. Incomplete combustion of hydrocarbons as these candles burn contributes a considerable amount of soot to the air. This sooty substance then settles or accumulates on surfaces of the home. The sooty deposits are extremely difficult to remove; on some surfaces (light-colored carpet, for instance), they are impossible to clean completely away. The popularity of scented candles has increased many-fold in recent years. If this is an activity that is part of your lifestyle, we caution you about the potential damage to your home. When this condition results from homeowners burning candles or other lifestyle choices, the resulting damage is excluded from our limited warranty coverage. *See also Carpet/Filtration.*

Grading and Drainage

Homeowner Use and Maintenance Guidelines

The final grades around your home have been inspected and approved for proper drainage of your lot. Yards drain from one to another. You and your neighbors share an overall drainage plan for the community. Use caution when installing landscaping, fencing, pools or additions to your home to prevent causing water problems on adjacent lots.

Drainage

The grade around your home should slope away from the home. Note, that in most cases, drainage swales do not follow property boundaries. Regular maintenance of the slopes around your home is required to ensure that water drains away from the home as rapidly as possible. This is essential to protect your foundation. Failure to perform regular maintenance of slopes can result in major structural damage and will void your warranty.

Exterior Finish Materials

Maintain soil levels six inches below siding, stucco, brick, or other exterior finish materials. Contact with the soil can cause deterioration of the exterior finish material and encourages pest infestations.

Roof Water

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

Settling

The area we excavated for your home's foundation was larger than the home to allow room to work. In addition, some trenching is necessary for installation of utility lines. Although we replaced and compacted the soil, it does not return to its original density. Some settling will occur, especially after prolonged or heavy rainfall or melting of large amounts of snow. Settling can continue for several years. Homeowners should inspect the perimeter of the home regularly for signs of settling and fill settled areas as needed to maintain positive drainage.

Subsurface Drains

Occasionally FrontDoor Communities installs a subsurface drain to ensure that surface water drains from a yard adequately. Keep this area and especially the drain cover clear of debris so that the drain can function as intended. *See also Landscaping.*

Limited Warranty Guidelines

We established the final grade to ensure adequate drainage away from the home. Maintaining this drainage is your responsibility. If you alter the drainage pattern after closing, or if changes in drainage occur due to lack of maintenance, the limited warranty is void.

Backfill Settlement

Backfilled or excavated areas around the foundation and at utility trenches that settle in excess of six inches are a deficiency. If these areas settle during the first year, FrontDoor Communities will fill them.

Erosion

FrontDoor Communities is not responsible for weather-caused damage to un-landscaped yards after the final grade has been established or the closing date, whichever occurs last.

New Sod

New sod installation and the extra watering that accompanies it can cause temporary drainage problems, as can unusually severe weather conditions.

Swales

FrontDoor Communities does not alter drainage patterns to suit individual landscape plans. Typically, a lot receives water from and passes water on to other lots, so changes in grade often affect adjacent or nearby lots. FrontDoor Communities advises against making such changes. After heavy rain or snow, water may stand in swales within twenty feet of your home for up to 48 hours.

Under Concrete

FrontDoor Communities will fill visible sunken areas under concrete during the first year of warranty coverage.

Gutters and Downspouts

Homeowner Use and Maintenance Guidelines

Check gutters periodically and remove leaves or other debris. Materials that accumulate in gutters (such as roof aggregate and pine needles) can slow water drainage from the roof, cause overflows, roof leaks and clog the downspouts. Failure to maintain your gutters may result loss of warranty coverage.

Extensions or Splash Blocks

Extensions or splash blocks should discharge outside of rock or bark beds so that water is not dammed behind the edging materials that might be used.

Ladders

Use caution when leaning ladders against gutters, as this may cause dents.

Leaks

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

Paint

Gutters and downspouts are either factory painted or painted by our trade contractors to match your home. You should repaint them when you repaint your home.

Snow and Ice

Clear excess snow from downspouts as soon as possible to allow the gutter to drain and to prevent damage. Severe ice or snow build-up can damage gutters, and such damage is not covered by the limited warranty. *See also Roof/Ice Dam.*

Limited Warranty Guidelines

Leaks

We correct leaks in gutters that occur during the first year of warranty coverage.

Overflow

Gutters may overflow during periods of excessively heavy rain. This is expected and requires no repair.

Standing Water

Small amounts of water (up to ½”) will stand for short periods of time in gutters immediately after rain. No correction is required for these conditions.

Hardware

Homeowner Use and Maintenance Guidelines

Doorknobs and locks should operate correctly with little attention. Over time, they may need slight adjustments due to normal shrinkage of the framing. Occasionally, you may need to tighten screws or lubricate.

Limited Warranty Guidelines

We confirm that all hardware is in acceptable condition during Homeowner Orientation. The limited warranty excludes repairs for cosmetic damage subsequent to the orientation. FrontDoor Communities will repair hardware items that do not function as intended during the first year of warranty coverage.

Hardwood Floors

Homeowner Use and Maintenance Guidelines

In daily care of hardwood floor, preventive maintenance is the primary goal. The word “hardwood” DOES NOT refer to the actual hardness of the wood. Hardwood only describes the type of tree from which the wood is taken. Many customers believe that a hardwood floor should not dent, scratch or gouge, which certainly is not the case. You should also keep in mind that finishes do not make wood harder; top coats are designed to protect the natural beauty of wood ONLY. There can be no manufacturing defect related to hardness as variation in hardness is controlled by nature, NOT the manufacturer.

Cleaning

Sweep on a daily basis or as needed. *Never wet-mop a hardwood floor.* Excessive water causes wood to expand and will damage the floor. Wipe up spills with a cleaner recommended by the hardwood manufacturer.

Dimples

Hardness varies from tree to tree, board to board and from one growing location to another. It is, in fact, in the control of Mother Nature. Corners of dropped objects such as cans, tools or other

similar items will indent most hardwood flooring and is not considered a manufacturing defect. Furniture, such as tables and chairs can also leave dimples in hardwood flooring.

Filmy Appearance

A white, filmy appearance can result from moisture, often from wet shoes or boots.

Furniture Legs

Install proper floor protectors on furniture placed on hardwood floors. Protectors will allow chairs to move easily over the floor without scuffing. Regularly clean the protectors to remove any grit that may have accumulated.

Humidity

Wood floors respond noticeably to changes in humidity in your home. During the winter (especially) individual planks or pieces expand and contract as water content in the air changes. A humidifier helps but does not eliminate this reaction.

Mats and Area Rugs

Use protective mats at the exterior doors to help prevent sand and grit from getting on the floor. Gritty sand is wood flooring's worst enemy. However, be aware that rubber backing on area rugs or mats can cause yellowing and warping of the floor surface.

Pet Damage

A pet's nails will scratch the surface of hardwood floors. Keeping your pet's nails trimmed will help to prevent scratching. Hardwood floor surfaces will be reviewed during the Homeowner Orientation to ensure they meet FrontDoor Communities' standard for finish quality.

Separation

Wood flooring is a natural product and like the trees from which they come, it will expand and contract as it takes on and gives up moisture with the changes of the seasons. It is common for gaps to develop around the edges and ends of the individual boards as these changes occur. Often the gaps appear in periods of cold weather when the heat is on and the air in the home is very dry. Likewise, it is normal for these gaps to close up in the humid summer months. If such seasonal movement is restricted, the flooring can fail as the wood is unnaturally compressed during periods of expansion. *See also Warping*

Shoes

Keep high heels in good repair. Heels that have lost their protective cap (thus exposing the fastening nail) will exert over 8,000 pounds of pressure per square inch on the floor. That's enough to damage hardened concrete; it will mark your wood floor. Avoid walking on your wood floors with spike or stiletto heeled shoes. A 110 lb woman with stiletto heels can exert as much as 1400 lbs per square inch on the flooring. Wood flooring will indent severely under this much pressure.

Spills

Clean up food spills immediately with a dry cloth. Use a cleaner recommended by the flooring manufacturer for tough food spills.

Splinters

When floors are new, small splinters of wood can appear.

Sun Exposure

Exposure to direct sunlight can cause irreparable damage to hardwood floors. To preserve the beauty of your hardwood floors, install and use window coverings in these areas.

Traffic Paths

A dulling of the finish in heavy traffic areas is likely.

Warping

Warping will occur if the floor repeatedly becomes wet or is thoroughly soaked even once. Slight warping in the area of heat vents or heat-producing appliances is also typical.

Wax

Waxing and the use of products like oil soap are neither necessary nor recommended. Once you wax a polyurethane finish floor, recoating is difficult because the new finish will not bond to the wax. The preferred maintenance is preventive cleaning and recoating annually or as needed to maintain the desired luster.

Limited Warranty Guidelines

During the Homeowner Orientation we will confirm that hardwood floors meet FrontDoor Communities' standards for quality. We will correct any readily noticeable cosmetic defects listed during the orientation. You are responsible for routine maintenance of hardwood floors.

Over-boarding

Hardwood boards may vary in height from board to board. Adjoining boards should be no more than a dime thickness in height difference.

Separations

Shrinkage will result in separations between the members of hardwood floors. If these exceed 1/8", FrontDoor Communities will fill them one time during the first year of warranty coverage. FrontDoor Communities is not responsible for removing excess filler that appears on the surface if the boards expand due to subsequent changes in humidity and expel the filler.

Heating System: Gas Forced Air

Homeowner Use and Maintenance Guidelines

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

Adjust Vents

Experiment with adjustable registers in your home to establish the best heat flow for your lifestyle. Generally, you can reduce the heat in seldom-used or interior rooms. This is an individual matter and you will need to balance the system for your own family's needs.

Avoid Overheating

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

Combustion Air

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

Caution: Never cover or block the combustion air vent in any way. Outside air is needed to supply the furnace with sufficient oxygen. Blocking the combustion air vent will cause the furnace to draw air down the vent pipe and pull poisonous gases back into your home.

Duct Cleaning

Exercise caution before spending money on professional ductwork cleaning services. A study by the EPA found no proof that ductwork cleaning improves indoor air quality, nor was evidence found that it prevents health problems.

Ductwork Noise

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

Filter

A clean filter will help to keep your home clean and reduce dusting chores. Remember to change or clean the filter monthly. A clogged filter can slow airflow and cause cold spots in your home. Although it typically takes just minutes to change the air filter, this is one of the most frequently overlooked details of normal furnace care. Buy filters in large quantity for the sake of convenience. You will find the size and type printed along the edge of the filter that's in your furnace. If you have a permanent, washable, removable filter, you need to clean this monthly. Use water only to clean the filter, tap to dry or air dry, and leave unit off for a brief period. Do not use soaps or detergents on the filter.

Furnished Home

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

Gas Odor

If you smell gas, call the gas company immediately.

Odor

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

On-Off Switch

The furnace has an on-off blower switch. This switch looks like a regular light switch and is located outside the furnace. When turned off, this switch overrides all furnace commands and shuts down the blower. This is usually done only when maintenance service is being performed, although young children have been known to turn the furnace off using this switch. (If your furnace is a high-efficiency model, it does not have a pilot or an on-off switch.)

Registers

Heat register covers are removable and some are adjustable. You are responsible for adjusting the dampers in these covers to regulate the heat flow within the home. Registers in the rooms farther away from the furnace will usually need to be opened wider.

Return Air Vents

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

Temperature

Depending on the style of home, temperatures can normally vary from floor to floor as much as 10 degrees or more on extremely cold days. The furnace blower will typically cycle on and off more frequently and for shorter periods during severe cold spells.

Thermostat

The furnace will come on automatically when the temperature at the thermostat registers below the setting you have selected. Once the furnace is on, setting the thermostat to a higher temperature will not heat the home faster. Thermostats are calibrated to within plus or minus 5 degrees.

Trial Run

Have a trial run early in the fall to test the furnace. (The same applies to air conditioning in the spring.) If service is needed, it is much better to discover that before the heating season.

Troubleshooting Tips: No Heat

Before calling for service, check to confirm that the:

- Thermostat is set to "heat" and the temperature is set above the room temperature.

- Blower panel cover is installed correctly for the furnace blower (fan) to operate. This panel compresses a button that tells the blower it is safe to operate. Similar to the way a clothes dryer door operates, this panel pushes in a button that lets the fan motor know it is safe to come on. If that button is not pushed in, the furnace will not operate.
- Breaker on the main electrical panel is on. (Remember, if a breaker trips you must turn it from the tripped position to the off position before you can turn it back on.)
- Switch on the side of the furnace is on.
- Fuse in furnace is good. (See manufacturer literature for size and location.)
- Gas line is open at the main meter and at the side of the furnace.
- Filter is clean to allow airflow.
- Vents in individual rooms are open.
- Air returns are unobstructed.

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

Limited Warranty Guidelines

We will install heating systems according to local building codes, as well as to engineering designs of the particular model home. Adequacy of the system is determined by its ability to establish a temperature of 70 degrees F, as measured in the center of the room, 5 feet above the floor. In extremely cold temperatures (10 degrees below or colder), the system should be able to maintain a temperature differential of 80 degrees from the outside temperature.

Duct Placement

The exact placement of heat ducts may vary from those positions shown in similar floor plans.

Ductwork

Although the heat system is not a sealed system, the ductwork should remain attached and securely fastened. If it becomes unattached, FrontDoor Communities will repair as needed within the first two years of warranty coverage.

Furnace Sounds

Expansion or contraction of metal ductwork results in ticking or popping sounds. While eliminating all these sounds is impossible, FrontDoor Communities will correct oil canning. (Oil canning occurs when a large area of sheet metal like those found in air ducts makes a loud noise as it moves up and down in response to temperature changes.)

Refrigerant Lines

Refrigerant lines shall not leak during normal operation. Should this occur in the first two years of warranty coverage FrontDoor Communities will correct.

Insulation

Homeowner Use and Maintenance Guidelines

The effectiveness of blown insulation is diminished if it is uneven. As the last step in any work done in your attic (for example, the installation of speaker wire), you should confirm that the insulation lays smooth and even. Do not step on drywall ceilings, because this can result in personal injury or damage to the drywall. Drafts from electrical outlets installed on exterior walls are normal in new home construction and is excluded from warranty coverage.

Limited Warranty Guidelines

FrontDoor Communities will install insulation to meet or exceed the building codes applicable at the time of construction and outlined as part of your purchase agreement.

Landscaping

Homeowner Use and Maintenance Guidelines

Providing complete details on landscape design is beyond the scope of this Handbook. Many excellent books, videos, and computer software programs are available that offer your this information. Local nurseries and landscape professionals can also assist you. In planning your landscaping, think of proportion, texture, color, mature size, maintenance needs, soft and hard surfaces, lighting, fencing, edging, and water requirements. A beautiful yard requires considerable planning and regular attention. Most homeowners take years to achieve the yard they want. Planning to install items in stages can spread the cost and work over several seasons. No matter the source of your design, plan to install the basic components of your landscaping as soon after closing as weather permits. In addition to meeting your homeowner association requirements to landscape in a timely manner, well-designed landscaping prevents erosion and protects the foundation of your home.

Additions

Before installing patio additions, pools or other permanent improvements, consider soil conditions in the design and engineering of your addition.

Backfill

We construct the foundation of your home beginning with an excavation into the earth. When the foundation walls are complete, the area surrounding them is backfilled. Soil in this area is not as compact as undisturbed ground. Water can penetrate through the backfill area to the lower areas of your foundation. This can cause potentially severe problems such as wet basements, cracks in foundation walls, and floor slab movement. Avoid this through proper installation of landscaping and good maintenance of drainage. Backfill areas will settle and require prompt attention to avoid damage to your home and voiding of the structural warranty. Keep downspout extensions in the down position to channel roof runoff away from the foundation area of your home.

Routine inspection of downspouts, backfill areas, and other drainage components is an excellent maintenance habit. *See also Grading and Drainage.*

Bark or Rock Beds

Do not allow edging around decorative rock or bark beds to dam the free flow of water away from the home. You can use a non-woven landscape fabric between the soil and rock or bark to restrict weed growth while still permitting normal evaporation of ground moisture.

Erosion

Until your yard is established and stable, erosion will be a potential concern. Heavy rains or roof runoff can erode soil. The sooner you restore the grade to its original condition, the less damage will occur. Erosion is of special concern in drainage swales. If swales become filled with soil runoff, they may not drain the rest of the yard, causing further problems. Correcting erosion is your responsibility. You may need to protect newly planted seed with erosion matting or reseed to establish grass in swales. It can take several years to fully establish your lawn in such challenging areas.

Hired Contractors

You are responsible for changes to the drainage pattern made by any landscape, concrete, deck, or pool contractor. Discuss drainage with any company you hire to do an installation in your yard. Do not permit them to tie into existing drainage pipes without approval from FrontDoor Communities.

Natural Areas

During construction, we remove construction debris from natural areas. Removing dead wood, tree limbs, fallen trees, or other natural debris from the remainder of your natural area is your responsibility.

Planning

Locate plants and irrigation heads out of the way of pedestrian or bicycle traffic and car bumpers. Allow for efficient mowing and growth when planting groves of trees or single trees. Group plants with similar water, sun, and space requirements together.

Plant Selection

Make your plant selections with regard to your local climate. Favor native over exotic species. Consider ultimate size, shape, and growth of the species. *See also Property Lines.*

Requirements

Check with your local building department and homeowners association before designing, installing, or changing landscaping for any regulations that they require you to follow.

Seeded Lawns

If lawn seeding is part of your home purchase, consider this just the first step in establishing your yard. Remember that the forces of nature are far stronger than grass seed. You will need to overseed at some point, perhaps more than once. Heavy storms can cause washouts and erosion that you will need to correct. It generally takes at least three growing seasons to establish a good

lawn, longer if weather conditions are difficult or if you do not have the time to devote to lawn care. Before over-seeding, remember to fill any slight depressions with a light layer of topsoil. Minimize traffic of all kinds on newly seeded areas and avoid weed killer for at least 120 days. Keep the seed moist, not wet.

Sod

Newly placed sod requires extra water for several weeks, water in the cool part of the day (ideally just before sunrise), at regular intervals, for the first three weeks. Be aware that new sod and the extra watering it requires can sometimes create drainage concerns (in your yard or your neighbor's) that will disappear when the yard is established and requires normal watering.

Sprinkler System

If FrontDoor Communities included a sprinkler system with your home, we will demonstrate the system and make final adjustments shortly after you move in. The installer will note and correct any deficiencies in the system at the same time. Whether we install your sprinkler or you install it yourself, keep these points in mind.

You are responsible for routine cleaning and adjusting of sprinkler heads as well as shutting the system down in the fall. Failure to drain the system before freezing temperatures occur can result in broken lines, which will be your responsibility to repair.

Conduct weekly operational checks to ensure proper performance of the system. Direct sprinkler heads away from the home. Trickler or bubbler-type irrigation systems are not recommended for use adjacent to your home.

Automatic timers permit you to water at optimum times whether you are at home, away, awake, or asleep. The amount of water provided to each zone can be accurately and consistently controlled and easily adjusted with a timed system. Check the system after a power outage and keep a battery in place if your system offers that as a backup.

Standing Water

Areas within ten feet of your home and swales within twenty feet of your home should not hold water for longer than 48 hours.

Stones

The soil in your area may have stones and rocks. Removing these naturally occurring elements is a maintenance activity. If FrontDoor Communities installs seed or sod, large rocks will be picked up and surface raking performed. You will need to provide continued attention to this condition as you care for your yard.

Trees

FrontDoor Communities values trees as one of the features that make up an attractive community and add value to the homes we build. We take steps to protect and preserve existing trees in the area of your home. In spite of our efforts, existing trees located on construction sites can suffer

damage from construction activities, which manifest months after the completion of construction.

Damage to existing trees can be caused by such things as compaction of soil in the root zone, changing patterns of water flow on the lot, disturbing the root system, and removing other trees to make room for the home. The newly exposed tree may react to conditions it is unaccustomed to. Caring for existing trees, including pruning dead branches or removing these trees altogether is your responsibility.

Remember to water trees during the summer or during warm dry periods in the winter. Mulch around trees and avoid tilling or planting flowerbeds around trees. This is especially important while trees are recovering from the construction process. Trees and other plant materials that exist on the lot when construction begins are excluded from warranty coverage.

Utility Lines

A slight depression may develop in the front lawn along the line of the utility trench. To correct this, roll back the sod, spread topsoil underneath to level the area, and then relay the sod. Before any significant digging, check the location of buried service leads by calling the local utility locating service. In most cases, wires and pipes run in a straight line from the main service to the public supply. *See also Easements.*

Waiting to Landscape

If you leave ground un-landscaped, it erodes. Correcting erosion that occurs after closing is your responsibility.

Weeds

Weeds will appear in your new lawn whether seed or sod is used. Left un-maintained, your yard will quickly begin to show weeds. When soil is disturbed, dormant seeds come to the surface and germinate. The best control is a healthy lawn, achieved through your regular care and attention.

Limited Warranty Guidelines

We will confirm the healthy condition of all plant materials during the Homeowner Orientation. After closing of the home, all landscaping is entirely the responsibility of the Homeowner. All plant materials including existing trees, newly planted trees, shrubs, grass sod, and seeded grass areas are excluded from the warranty coverage.

Mildew

Limited Warranty Guidelines

The limited warranty excludes mildew.

Mirrors

Homeowner Use and Maintenance Guidelines

To clean your mirrors, use vinegar and water or vinegar based cleaner. Do not use ammonia-based cleaners as they can cause the silvering to deteriorate.

Limited Warranty Guidelines

We will confirm that all mirrors are in acceptable condition during the Homeowner Orientation. FrontDoor Communities will correct scratches, chips, or other damage to mirrors noted during the Homeowner Orientation.

Paint and Stain

Homeowner Use and Maintenance Guidelines

Painted surfaces must be washed gently using mild soap and as little water as possible. Avoid abrasive cleaners, scouring pads, or scrub brushes. Flat paints show washing marks more easily than gloss paints do. Often better results come from touching up rather than washing flat paint.

Colors

Your selection sheets are your record of the paint and stain color names, numbers, and brands in your home.

Exterior

Regular attention will preserve the beauty and value of your home. Check the painted and stained surfaces of your home's exterior annually. Repaint before much chipping or wearing away of the original finish occurs; this will save the cost of extensive surface preparation. Plan on refinishing the exterior surface of your home approximately every two to three years or as often as your paint manufacturer suggests for your area and climate. Climatic conditions control the chemical structure of the paint used on the exterior. Over time, this finish will fade and dull a bit. Depending on the exposure to weather of each surface, the paint on some parts of your home may begin to show signs of deterioration sooner than others.

When you repaint the exterior of your home, begin by resetting popped nails and removing blistered or peeling portions of paint with a wire brush or putty knife. Sand, spot with primer, and then paint the entire area. Use a quality exterior paint formulated for local climate conditions.

Avoid having sprinklers spray water on the exterior walls of your home. This will cause blistering, peeling, splintering, and other damage to the home.

Severe Weather

Hail and wind can cause a great deal of damage in a severe storm, so inspect the house after such weather. Promptly report damage caused by severe weather to your insurance company.

Stain

For minor interior stain touch-ups, a furniture-polish-and-stain treatment is inexpensive, easy to use, and will blend in with the wood grain. Follow directions on the bottle.

Touch-Up

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

Store paint with the lids tightly in place and in a location where they are not subjected to extreme temperatures.

Wall Cracks

We suggest that you wait until after the first heating season to repair drywall cracks or other separations due to shrinkage. *See also Drywall.*

Limited Warranty Guidelines

During your Homeowner Orientation we will confirm that all painted or stained surfaces meet FrontDoor Communities' standards for quality. FrontDoor Communities will touch up paint as indicated on the Homeowner Orientation list. You are responsible for all subsequent touch-up, with the exception of painting we perform as part of another warranty repair.

Cracking

As it ages, exterior wood trim will develop minor cracks and raised grain. Much of this will occur during the first year. Raised grain permits moisture to get under the paint and can result in peeling. This is not a defect in materials or workmanship. Paint maintenance of wood trim and gutters is your responsibility.

Fading

Expect fading of exterior paint or stain caused by the effects of sun and weather. The limited warranty on your home excludes this occurrence.

Touch-Up Visible

Paint touch-ups will be visible under certain lighting conditions.

Wood Grain

Because of wood characteristics, color variations will result when stain is applied to wood. This is natural and requires no repair. Today's water-base paints often make wood grain visible on painted trim. FrontDoor Communities does not provide corrections for this condition.

Pests and Wildlife

Homeowner Use and Maintenance Guidelines

Insects such as ants, spiders, wasps, and bees, and animal life such as woodpeckers, squirrels, mice, and snakes, may fail to recognize that your home belongs to you. Addressing concerns involving these pests and wildlife goes with being a homeowner. Informational resources include, among others, the state wildlife service, animal control authorities, the county extension service, pest control professionals, Internet, and public library. Removal of pests and wildlife subsequent to closing is the responsibility of the homeowner.

Phone Jacks

Homeowner Use and Maintenance Guidelines

Your home is equipped with telephone jacks as shown on the blueprints and selection sheets. Initiating phone service, additions to phone service, and moving phone outlets for decorating purposes or convenience are your responsibility.

Limited Warranty Guidelines

FrontDoor Communities will repair wiring that does not perform as intended from the phone service box into the home for the first year of warranty coverage. From the service box outward, care of the wiring is the responsibility of the local telephone service company.

Plumbing

Homeowner Use and Maintenance Guidelines

Your plumbing system has many parts, most of which require little maintenance. Proper cleaning, occasional minor attention, and preventive care will assure many years of good service from this system.

Aerators

Even though your plumbing lines have been flushed to remove dirt and foreign matter, small amounts of minerals may enter the line. Aerators on the faucets strain much of this from your water. Minerals caught in these aerators may cause the faucets to drip because washers wear more rapidly when they come in contact with foreign matter. *See also Dripping Faucet.*

Basement Construction (if applicable)

If you perform any construction in your basement, ensure that the plumbing lines in the basement or crawl space are not isolated from the heating source without insulation being added.

Cleaning

Clean bath fixtures with a soft damp cloth and warm water or glass cleaner. Do not use cleaners that contain abrasives or pads with green fibrous surfaces, this may scratch and void the warranty.

Clogs

Stoppages in the plumbing system are covered under warranty for thirty days after the closing of your home. After that all stoppages are considered Homeowner maintenance. The main causes of toilet clogs are domestic items such as disposable diapers, excessive amounts of toilet paper, sanitary supplies, Q-tips, dental floss, and children's toys. Improper garbage disposal use also causes many plumbing clogs. Always use plenty of cold water when running the disposal. This recommendation also applies to grease; supplied with a steady flow of cold water, the grease congeals and is cut up by the blades. If you use hot water, the grease remains a liquid, then cools and solidifies in the sewer line. Allow the water to run 10 to 15 seconds after shutting off the disposal. You can usually clear clogged traps with a plumber's helper (plunger). If you use chemical agents, follow directions carefully to avoid personal injury or damage to the fixtures. Clean a plunger drain stopper—usually found in bathroom sinks—by loosening the nut under the sink at the back, pulling out the rod attached to the plunger, and lifting the stopper. Clean and return the mechanism to its original position.

Disposer

When using your garbage disposer, always run cold water and continue running the water for fifteen seconds after the disposer is turned off. For directions on cleaning and releasing disposer jams, see the information provided at the your Homeowner Orientation.

Dripping Faucet

You can repair a dripping faucet by shutting off the water at the valve directly under the sink, then removing the faucet stem, changing the washer, and reinstalling the faucet stem. The shower head is repaired the same way. Replace the washer with another of the same type and size. You can minimize the frequency of this repair by remembering not to turn faucets off with excessive force. (Please note that some manufacturers do not use rubber washers.)

Extended Absence

If you plan to be away for an extended period, you should consider draining your water supply lines. To do this, shut off the main supply line and open the faucets to relieve pressure in the lines. You may also wish to shut off the water heater. Do this by turning off the cold water supply valve on top and the gas control at the bottom. Drain the tank by running a hose from the spigot on the bottom to the basement floor drain. If you leave the tank full, keep the pilot on and set the temperature to its lowest or "vacation" setting. Check manufacturer's directions for additional hints and instructions.

Fiberglass Fixtures

For normal cleaning use a non-abrasive bathroom cleanser and sponge or nylon cleaning pad. Avoid steel wool, scrapers, and scouring pads. Auto wax can provide a shine and restore an attractive appearance.

Freezing Pipes

Provided the home is heated to a normal level, and the supply lines to the exterior hose bibs are drained, pipes should not freeze at temperatures above 0 degrees Fahrenheit. Set the heat at a minimum of 55 degrees F if you are away during winter months. Keep garage doors closed to protect plumbing lines running through this area from freezing temperatures. You should open cabinet doors to allow warm air to circulate around pipes in unusually frigid weather or if you will be gone more than a day or two. Use an ordinary hair dryer to thaw pipes that are frozen. Never use an open flame.

Jetted Tubs

If your home includes a jetted tub, follow manufacturer directions for its use and maintenance. Never operate the jets unless the water level is at least one inch above the jets. Keep long hair away from the jets and intakes where it might become tangled—a potentially dangerous event.

Clean and disinfect the system every one to two months, depending on usage. To do this, fill the tub with lukewarm water and add one cup of liquid chlorine bleach. Run the jets for 10 to 15 minutes, drain and fill again. Run for 10 minutes with plain water, drain.

Auto wax will help seal and preserve your tub's surface. Avoid abrasive cleansers.

Laundry Tub

If you have a laundry room tub, the faucet may not have an aerator. This is to allow the laundry tub faucet to accept a hose connection.

Leaks

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

Low Flush Toilets

We want to draw your attention to a water-saving regulation that went into effect in 1993, which prohibits the manufacture of toilets that use more than 1.6 gallons of water per flush. In the search for a balance among comfort, convenience, and sensible use of natural resources, the government conducted several studies. The 1.6-gallon toilet turned out to be the size that consistently saves water.

As a result of implementing this standard, flushing twice is occasionally necessary to completely empty the toilet bowl. Even though you flush twice on occasion, rest assured that overall you are saving water and we have complied with the law. Similarly, flow restrictors are manufactured into most faucets and all shower heads and cannot be removed. We apologize for any inconvenience this may cause.

Low Pressure

Occasional cleaning of the aerators on your faucets (normally every three to four months) will allow proper flow of water. Your local water company/department controls the overall water pressure.

Main Shut-Off

The water supply to your home can be shut-off entirely in two locations. The first is at the street as part of your water meter. The second is typically on the water service side of your home and either outside the home near the hose bib or backflow preventer, inside the home near the water heater or in the basement. We will point both of these out during your Homeowner Orientation.

Marble or Manufactured Marble

Marble and manufactured marble will not chip as readily as porcelain enamel but can be damaged by a sharp blow. Avoid abrasive cleansers or razor blades on manufactured marble; both damage the surface. Always mix hot and cold water at manufactured marble sinks; running only hot water can damage the sink.

Outside Faucets

Freeze damage to water pipes is not covered under this warranty. It is your responsibility to winterize your home. For detailed information on winterizing, refer to the information given to you at the Homeowner Orientation.

Porcelain

You can damage porcelain enamel with a sharp blow from a heavy object or by scratching. Do not stand in the bathtub wearing shoes unless you have placed a protective layer of cardboard over the bottom of the tub. If you splatter paint onto the porcelain enamel surfaces during redecorating, wipe it up immediately. If a spot dries before you notice it, use a recommended solvent.

Running Toilet

To stop running water, turn the water level adjustment screw on top of the water control. There is a water level line etched on the inside back of the tank.

Shut-Offs

Your main water shut-off is located near the water heater or in the basement. You use this shut-off for major water emergencies such as a water line break or build an addition to your home. Each toilet has a shut-off on the water line under the tank. Hot and cold shut-offs for each sink are on the water lines under the sink.

Sprinklers

You should routinely inspect sprinkler heads and provide seasonal service to maintain proper functioning. *See also Landscaping/Sprinkler.*

Stainless Steel

Clean stainless steel sinks at least once a week to remove any build up in the grain. Use a strong cleanser like Barkeepers Friend. Rub in the direction of the polish or grain lines. Do not rub against the grain, as this will cause scratches. Do not use steel wool pads on the sink. Always dry the sink to prevent water spots.

Prevent bleach from coming into prolonged contact with the sink as it can pit the surface.

Avoid leaving produce on a stainless steel surface, since prolonged contact with produce can stain the finish.

Also avoid using the sink as a cutting board; sharp knives will gouge the finish.

Local water conditions affect the appearance of stainless steel. A white film can develop on the sink if you have over-softened water or water with a high concentration of minerals. In hard water areas, a brown surface stain can form appearing like rust.

Toilet Care

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

Never use chemical tablets or dispensers in the tank. Prolonged use of these products will deteriorate the working mechanism of the tank and gaskets. Use of these products will void the warranty.

Water Filter or Softener

If you install either a water filter or a water softener, carefully read the manufacturer's literature and warranty for your specific model.

If your home includes a septic system, prior to installing a water softener, discuss with the vendor whether the system you are considering will adversely affect your septic system. *See also Septic System.*

Troubleshooting Tips: Plumbing

No Water Anywhere in the Home

Before calling for service, check to confirm that the:

- Main shut off on the meter inside your home is open.
- Main shut off at the street is open.
- Individual shut-offs for each water-using item are open.

No Hot Water

- See Water Heater

Leak Involving One Sink, Tub, or Toilet

- Check caulking and grout.
- Confirm shower door or tub enclosure was properly closed.
- Turn water supply off to that item.
- Use other facilities in your home and report problem on next business day.

Leak Involving a Main Line

- Turn water off at the meter in your home.
- Call emergency number for service.

Back Up at One Toilet

If only one toilet is affected, corrections occur during normal business hours.

- Shut off the water supply to the toilet involved.
- Use a plunger to clear the blockage.
- Use a snake to clear the blockage.
- If you've been in your home fewer than 30 days, contact the plumber listed on your Emergency Phone Numbers sheet.
- If you've been in your home over 30 days, contact a router service.

Sewer Back Up Affecting Entire Home

- If you've been in your home fewer than 30 days, contact the plumber listed on your Emergency Phone Numbers sheet.
- If you've been in your home over 30 days, contact a router service.
- Remove personal belongings to a safe location. If items are soiled, contact your homeowner's insurance company.

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

Limited Warranty Guidelines

During the Homeowner Orientation we will confirm that all plumbing fixtures meet FrontDoor Communities' standards and are functioning properly, and that all faucets and drains operate freely.

Clogged Drain

FrontDoor Communities will correct clogged drains that occur during the first 30 days after closing. If a household item is removed from a clogged drain during this time, we will bill you for the drain service. After the first 30 days, you are responsible for correcting clogged drains.

Cosmetic Damage

FrontDoor Communities will correct any fixture damage noted on the Homeowner Orientation list. Repairing chips, scratches, or other surface damage noted subsequent to the orientation list is your responsibility.

Freezing Pipes

Provided the home is heated at a normal level, and the home has been properly winterized, pipes should not freeze. FrontDoor Communities is not responsible for frozen water pipes or damage caused by frozen pipes.

Leaks

FrontDoor Communities will repair leaks in the plumbing system within the first two years of warranty coverage. If a warrantable plumbing leak results in drywall or floor covering damage, FrontDoor Communities will repair or replace items that were part of the home as originally purchased. We do not make adjustments for secondary damages (for example, damage to wallpaper, drapes, and personal belongings). Your homeowner's insurance should cover these items.

Condensation on the pipes is not considered leakage and is not a deficiency.

Noise

Changes in temperature or the flow of the water itself will cause some noise in the pipes. This is normal and requires no repair. FrontDoor Communities will repair persistent water hammer.

Supply

FrontDoor Communities will correct construction conditions that disrupt the supply of water to your home if they involve service from the main water supply to your home, provided actions of yours have not caused the problem, for the first two years of warranty coverage.

Disruption of service due to failure of the water department system is the responsibility of the water department to correct.

Temperature

Expect temperatures to vary if water is used in more than one location in the home at the exact same time. This is normal and therefore excluded from warranty coverage.

Plumbing Fixtures

Homeowner Use and Maintenance Guidelines

The manufacturer treats brass fixtures with a clear protective coating, electro-statically applied, to provide beauty and durability. This coating is not impervious to wear and tear.

Atmospheric conditions, sunlight, caustic agents such as paints, and scratches from sharp objects can cause the protective coating to crack or peel, exposing the brass and resulting in spotting and discoloration.

Cleaning

Clean bath fixtures with a soft damp cloth and warm water or glass cleaner. Do not use cleaners that contain abrasives or pads with green fibrous surfaces, this may scratch the surfaces and void the warranty.

Corrosion

Unless you have ordered solid brass fixtures, the brass on your fixtures is a coating on top of a base metal. Water having a high mineral content is corrosive to any brass—coated or solid.

Polish

When peeling, spotting, or discoloration occurs on brass you can sometimes restore the beauty of the metal by completely removing the remaining coating and hand-polishing the item with a suitable brass polish. Applying a light coat of wax and buffing with a soft cloth helps maintain the gloss.

Tarnish

Like sterling silver, brass will gradually tarnish and eventually take on an antique appearance.

Limited Warranty Guidelines

During the orientation we will confirm that fixtures meet FrontDoor Communities' standards. FrontDoor Communities does not warrant against corrosion damage to the external surfaces or internal workings of plumbing fixtures. This limitation includes solid brass or brass-coated fixtures.

Property Boundaries

Homeowner Use and Maintenance Guidelines

To construct your home, FrontDoor Communities had the property surveyed to establish the property boundaries and corners. During construction, some of the monuments that mark the lot corners may be affected or covered up by grading, excavation, installation of utility lines and other typical construction activities.

If you wish to install a fence, swimming pool, add a deck or patio to your home, or otherwise establish a permanent structure, we advise that you have professional surveyors locate and mark property boundaries to be certain they are accurate and you have found all corners. FrontDoor Communities will not locate your property pins after the close of your home. *See also Easements.*

Railings

Homeowner Use and Maintenance Guidelines

Stained or wrought iron railings in your home require little maintenance beyond occasional dusting or polishing. Protect railings from sharp objects or moisture. Cover them during move-in so large pieces of furniture do not cause dents or scratches.

Stained railings will show variation in the way the wood grain took the stain. Some designs show seams where pieces of wood came together to form the railing.

Limited Warranty Guidelines

During the Homeowner Orientation we will confirm that all railings are in good condition. FrontDoor Communities installs railings in positions and locations to comply with applicable building codes. Railings should remain securely attached with normal use. Should the railing become loose due to improper installation, FrontDoor Communities will repair within the first year of warranty coverage.

Resilient Flooring

Homeowner Use and Maintenance Guidelines

Although resilient floors are designed for minimum care, they do have maintenance needs. Follow any manufacturer's specific recommendations for care and cleaning. Some resilient floors require regular application of a good floor finish. This assures you of retaining a high gloss. However, avoid using cleaning or finishing agents on the new floor until the adhesive has thoroughly set. This will take about two weeks.

Color and Pattern

Your color selection sheets provide a record of the brand, style, and color of floor coverings in your home. Please retain this information for future reference.

Limit Water

Wipe up spills and vacuum crumbs instead of washing resilient floors frequently with water. Limit mopping or washing with water; excessive amounts of water on resilient floors can penetrate seams and get under edges, causing the material to lift and curl.

Moving Furniture

Moving appliances across resilient floor covering can result in tears and wrinkles. Install coasters on furniture legs to prevent permanent damage. If you damage the resilient floor, you can have it successfully patched by professionals.

No-Wax Flooring

Resilient flooring installed in your home is the no-wax type. No-wax means a clear, tough coating that provides both a shiny appearance and a durable surface. However, even this surface will scuff or mark. Follow the manufacturer's recommendations for maintaining the finish.

Raised Nail Heads

Raised nail heads are the result of movements of the floor joist caused by natural shrinkage and deflection. We have used special nails and glued the underlayment to help minimize this movement. If a nail head becomes visible through resilient flooring, place a block of wood over it and hit the block with a hammer to reset the nail.

Seams

Any brand or type of resilient flooring may separate slightly due to shrinkage. Seams can lift or curl if excessive moisture is allowed to penetrate them. You can use a special caulking at tub or floor joints to seal seams at those locations. Avoid getting large amounts of water on the floor from baths and showers.

Limited Warranty Guidelines

We will confirm that resilient floor covering is in acceptable condition during your Homeowner Orientation. FrontDoor Communities limited warranty does not cover damage to resilient floors caused by moving furniture or appliances into the home. We can assist you in contacting professionals who can repair such damage if it occurs in your home. FrontDoor Communities is not responsible for discontinued selections.

Adhesion

Resilient floor covering should adhere. FrontDoor Communities will repair lifting or bubbling and nail pops that appear on the surface, within the first year of warranty coverage.

Repairs

If a warrantable issue results in damage to the resilient flooring, FrontDoor Communities will repair it. Patching is an acceptable method of repair.

Ridges

FrontDoor Communities has sanded and filled the joints of substrate to minimize the possibility of ridges showing through resilient floor coverings. Ridging is measured by centering a 6" straight edge perpendicular to the ridge with one end tight to the floor. If the opposite end of the straight edge is 1/8" or more from the floor, FrontDoor Communities will repair this condition. This portion of the warranty applies to the first year of warranty coverage only.

Seams

Seams will occur and are sealed at the time of installation. FrontDoor Communities will correct gaps in excess of 1/32" where resilient flooring pieces meet or 1/8" where resilient flooring meets another material. FrontDoor Communities will correct curling at seams unless caused by excessive water. This portion of the warranty applies to the first year of warranty coverage only.

Roof

Homeowner Use and Maintenance Guidelines

The shingles and or tile on your roof does not require any treatment or sealer. The less activity your roof experiences, the less likely it is that problems will occur.

Clean Gutters

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

Ice Dam

On occasion, depending on conditions and exposure, as rising heat from inside your home melts snow on the roof, the water runs down and when it reaches the cold eaves, it may freeze. . This icy build-up (ice dam) is excluded from this warranty but your homeowner insurance may cover this damage. An accumulation of this type of ice dams the subsequent runoff and the water begins to back up, sometimes working its way up and under shingles, ultimately leading into your home through windows or ceilings.

Leaks

While a roof leak is indeed an emergency, the reality is that repairs cannot safely or effectively be performed while the roof is wet. Should you experience a roof leak, try to detect the exact location. This will greatly simplify finding the area that requires repair when the roof is dry. Take appropriate steps to mitigate damage and contact our office with the information. We will follow up when conditions make repairs possible.

Limit Walking

Limit walking on your roof. Your weight and movement can loosen the roofing material and in turn result in leaks. Never walk on the roof of your home when the shingles are wet—they are slippery.

Severe Weather

After severe storms, do a visual inspection of the roof for damages. Notify your insurance company if you find pieces of shingle in the yard or shingle edges lifted on the roof.

Troubleshooting Tips: Roof Leak

Please keep in mind that roof leaks cannot be repaired while the roof is wet. However, you can get on the schedule to be in line when conditions dry out, so do contact us if your roof leaks.

Confirm the source of the water is the roof rather than from a:

- Plumbing leak
- Open window on a higher floor
- Ice dam

- Clogged gutter or downspout
- Blowing rain or snow coming in through code required roof vents
- Gap in caulking

Where practical, place a container under dripping water. If a ceiling is involved, use a screwdriver to poke a small hole in the drywall to release the water.

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

Remove personal belongings to prevent damage to them. If damage occurs, contact your homeowner insurance company to submit a claim.

Report the leak to HBW 2-10 Warranty.

Limited Warranty Guidelines

Normal Weather

FrontDoor Communities will correct any roof or flashing leaks that have occurred under normal weather conditions within the first year of warranty coverage.

Inclement Weather

Storm damage is excluded from warranty coverage. Notify your homeowner insurance company if storm damage is discovered.

Rough Carpentry

Limited Warranty Guidelines

Exterior Sheathing

Exterior sheathing and sub-flooring should not delaminate on the finish side. FrontDoor Communities will correct this if it occurs in the first year of warranty coverage.

Floor Deflection

Floors will deflect (bend) when walked on. This will be more noticeable next to hutches, bookcases, pianos, chairs, and other heavy furniture. This is not a structural deficiency and FrontDoor Communities will take no action for this occurrence.

Floor Flatness

Floors will be level to within 1/4" within any 32" distance as measured perpendicular to any ridge or indentation.

Floor Level

FrontDoor Communities will correct floor slope that exceeds L/240 of the room within the first year of warranty coverage

Floor Squeaks

Some floor and stair squeaks are unavoidable. FrontDoor Communities does not guarantee a squeak-proof floor. However, we will make a reasonable effort to correct them one time during the first year of warranty coverage. Subsequent floor squeaks are considered Homeowner maintenance.

Plumb Walls and Ceilings

FrontDoor Communities will correct walls that are out of plumb more than 1/2" in an 8-foot distance or walls that are bowed more than 1/4" in any 32".

Walls Out of Square

The diagonal of a triangle with sides of twelve feet and sixteen feet shall be twenty feet plus or minus 1/2". If walls do not meet this standard, FrontDoor Communities will repair during the first year of warranty coverage.

Shower Doors or Tub Enclosures

Homeowner Use and Maintenance Guidelines

Shower doors and tub enclosures require minimal care. Using a squeegee to remove water after a bath or shower will keep mineral residue and soap film to a minimum.

Use cleaning products suggested by the manufacturer to avoid any damage to trim and hardware. The use of improper cleaning agents or abrasives could lead to the premature fading, delaminating or product failure, and could void the warranty.

Avoid hanging wet towels on corners of doors; the weight can pull the door out of alignment and cause it to leak.

Check and touch-up caulking on an as needed basis.

Limited Warranty Guidelines

During your Homeowner Orientation we will confirm the good condition of all shower doors and tub enclosures. FrontDoor Communities warrants material and workmanship for shower doors and tub enclosures for a period of one year.

Siding

Homeowner Use and Maintenance Guidelines

Siding expands and contracts in response to changes in humidity and temperature. Slight waves are visible in siding under moist weather conditions; shrinkage and separations will be more noticeable under dry conditions. These behaviors cannot be entirely eliminated.

Vinyl

Vinyl siding will occasionally require cleaning. Start at the top to avoid streaking and use a cleaning product recommended by your siding manufacturer. Follow directions carefully.

Cement Based Products

Refer to manufacturer's instructions for care and maintenance. *See also Paint and Wood Trim.*

Limited Warranty Guidelines

FrontDoor Communities will confirm the good condition of the siding during your Homeowner Orientation. Subsequent damage to the siding will be your responsibility to repair.

Bows (Vertical Displacement Across Three or More Courses of Siding)

Cement based products and vinyl siding should not bow in excess of ½" in 32". FrontDoor Communities will repair any siding that does not meet this standard during the first year of warranty coverage.

Waves (Horizontal Displacement That can Be Confined to a Single Course of Siding) Cement Based Products

Waves in cement based products should not exceed ½" in 32". FrontDoor Communities will repair any siding that does not meet this standard during the first year of warranty coverage.

Vinyl Siding

Waves in vinyl siding may be due to temperature and climate changes, and can exceed ½" in 32". This condition is normal and requires no action by FrontDoor Communities.

Smoke Detectors

Homeowner Use and Maintenance Guidelines

Read the manufacturer's manual for detailed information on the care of your smoke detectors.

Battery

If a smoke detector makes a chirping sound that is a sign that the battery needs to be replaced. However, you should change all smoke detector batteries twice each year. Follow manufacturer instructions for installing a new battery. Most smoke detectors use a 9-volt battery.

Cleaning

For your safety, clean each smoke detector monthly to prevent a false alarm or lack of response in a fire. After cleaning, push the test button to confirm the alarm is working.

Locations

Smoke detectors are installed in accordance with building codes, which dictate locations. FrontDoor Communities cannot omit any smoke detector and you should not remove or disable any smoke detector.

Limited Warranty Guidelines

FrontDoor Communities does not represent that the smoke detectors will provide the protection for which they are installed or intended. We will test smoke detectors during the Homeowner Orientation to confirm that they are working and to familiarize you with the alarm.

Stairs

Homeowner Use and Maintenance Guidelines

No known method of installation prevents all vibration or squeaks 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.

Limited Warranty Guidelines

FrontDoor Communities does not guarantee squeak-proof stairs. However, we will make a reasonable effort to correct squeaks one time within the first year of warranty coverage, without removing floor or ceiling finishes.

Termites

Homeowner Use and Maintenance Guidelines

We treat your home for termites and provide you with a certificate confirming that treatment. Plan to renew this treatment annually or as directed by the literature that accompanies the certificate. Treatment for other types of insects or animal infestations is your responsibility.

Regular Inspections

Regularly inspect your home for signs of termites or conditions that would allow their attack.

- Check for wrinkles or waves in wood trim.
- Tap wood to see if it sounds or feels hollow.
- Watch for tubes of dirt, called mud tubes that extend from the soil up to your home.
- Keep soil away from any wood parts of your home.
- Be certain all roof water and precipitation moves quickly away from your home's foundation.
- Avoid storing wood on the ground and against your home.
- Maintain a safe zone of at least two feet in width around the perimeter of your home. Avoid planting grass or shrubs, installing any sprinkler device or digging of any kind in this area. If you disturb this area, have it re-treated to restore protection.
- Before installing stepping stones, river rock, concrete, or so on, against the home, chemically treat the area that will be underneath the new material.
- If you add onto or change the exterior of your home, be sure to have the areas treated first.
- If you believe you see signs of termites or if you have any questions, contact your termite treatment company for guidance.

Limited Warranty Guidelines

We certify treatment of your foundation for termites at closing. This is our final action for termites. Your home warranty excludes damage from termites or any other insect (such as ants) or animal (such as mice) infestations.

Ventilation

Homeowner Use and Maintenance Guidelines

Homes today are built more tightly than ever. This saves energy dollars but creates a potential concern. Condensation, cooking odors, indoor pollutants, radon, and carbon monoxide may all accumulate. We provide mechanical and passive methods for ventilating homes. Your attention to ventilation is important to health and safety. Building codes require attic and crawl space vents to minimize accumulation of moisture.

Attic Vents

Attic ventilation occurs through vents in the soffit (the underside of the overhangs) or on gable ends. Driving rain or snow sometimes enters the attic through these vents. Do not cover them to prevent this. Instead, cover the insulation near the vent to prevent it from becoming wet. When you do this, precipitation that blows in safely evaporates and ventilation can still occur.

Daily Habits

- Your daily habits can help keep your home well ventilated:
- Do not cover or interfere in any way with the fresh air supply to your furnace.
- Develop the habit of running the hood fan when you are cooking.
- Run the bath fans when bathrooms are in use.
- Air your house by opening windows for a time when weather permits.
- Proper ventilation will prevent excessive moisture from forming on the inside of the windows. This helps reduce cleaning chores considerably.

Limited Warranty Guidelines

FrontDoor Communities warranty guidelines for active components (for example, exhaust fans) are discussed under the appropriate headings (such as electrical systems, heating system, and so on). No additional warranty coverage is provided for normal ventilation.

Water Heater: Electric or Gas

Water and Water Heater

- We recommend setting your water heater at 120 degrees. Safety factors should be considered when adjusting your hot water heater to a temperature above 120 degrees. Refer to manufacturer's literature regarding temperature setting for additional information.
- Follow the steps outlined in the manufacturer's directions for draining water from your water heater in order to remove accumulated hard-water scale that builds up inside the tank. Timing will depend on the nature of your water supply.
- Correct plumbing leaks or dripping faucets as soon as possible.

Homeowner Use and Maintenance Guidelines

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

Condensation

Condensation inside your new water heater may drip onto the burner flame of a gas hot water heater. This causes no harm and in most cases will disappear in a short period of time.

Drain Tank

Review and follow manufacturer's timetable and instructions for draining several gallons of water from the bottom of the water heater. This reduces the build-up of chemical deposits from the water, prolonging the life of the tank and saving energy dollars.

Pilot

Never light a gas pilot when the water heater tank is empty. Always turn off the gas before shutting off the cold water supply to the tank.

Water heaters sometimes collect small quantities of dirty water and scale in the main gas lines, which may put out the pilot light. While away from home for an extended period of time, set the temperature to its lowest point and leave the pilot lit. If the pilot light should go out, follow the manufacturer's instructions for relighting.

Pressure Relief Valve

The temperature-pressure relief valve must be manually operated at least once a year. Refer to the manufacturer's instructions for operating the temperature relief valve.

Safety

Vacuum the area around a gas-fired water heater to prevent dust from interfering with proper flame combustion. Avoid using the top of a heater as a storage shelf.

Temperature

The recommended thermostat setting for normal everyday use is "normal." Higher settings can result in wasted energy dollars and increase the danger of injury from scalding. Hot water will take longer to arrive at sinks, tubs, and showers that are farther from the water heater.

Troubleshooting Tips: No Hot Water

Before calling for service, check to confirm that the:

- Pilot is lit on a gas hot water heater. (Directions will be found on the side of the tank.)
- Breaker for hot water heater is not tripped.
- Temperature setting is not on "vacation" or too low.
- Water supply valve is open.

Refer to the manufacturer's literature for specific locations of these items and possibly other troubleshooting tips.

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

Limited Warranty Guidelines

The hot water heater is an appliance and we assign all appliance warranties to you, effective on the date of closing. The appliance manufacturers warrant their products directly to you according to the terms and conditions of their written warranties. Refer to the manufacturer's limited warranty for information regarding coverage of the water heater.

Water Heater: Tankless

Water and Water Heater

- We recommend setting your water heater at 120 degrees. Safety factors should be considered when adjusting your hot water heater to a temperature above 120 degrees. Refer to manufacturer's literature regarding temperature setting for additional information.
- Follow the steps outlined in the manufacturer's directions for draining water from your water heater in order to remove accumulated hard-water scale that builds up inside the tank. Timing will depend on the nature of your water supply.
- Correct plumbing leaks or dripping faucets as soon as possible.

Homeowner Use and Maintenance Guidelines

Professional Preventive Maintenance

It is recommended that a periodic inspection of the water heater burner, relief valve, air intake filter, water filter, and venting system be made by a qualified service technician.

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

Burner

It is recommended that the burner be inspected annually by a qualified service technician.

Cleaning

Vacuum around the water heater to remove any dust, dirt, and/or lint buildup. Clean the water heater and the remote control with a damp soft cloth and mild detergent. Gently wipe and completely dry all surfaces. Check the air intake and vent outlet for blockage and/or debris.

Pressure Relief Valve

The pressure relief valve must be manually operated at least once a year. Refer to the manufacturer's instructions for operating the pressure relief valve.

Venting System

The venting system should be inspected annually by a qualified service technician to ensure all of the vent sections are secure and airtight.

Water Filter

Refer to manufacturer's literature regarding the care and maintenance required for any water filter that may be part of your tankless hot water heater.

Limited Warranty Guidelines

The hot water heater is an appliance and we assign all appliance warranties to you, effective on the date of closing. The appliance manufacturers warrant their products directly to you according

to the terms and conditions of their written warranties. Refer to the manufacturer's limited warranty for information regarding coverage of the water heater.

Windows, Screens, and Sliding Glass Doors

Homeowner Use and Maintenance Guidelines

Contact a glass company for re-glazing of any windows that break. Glass is difficult to install without special tools.

Acrylic Block

Clean during moderate temperatures with only a mild soap and warm water using a sponge or soft cloth and dry with a towel. Avoid abrasive cleaners, commercial glass cleaner, razors, brushes, or scrubbing devices of any kind. Minor scratches can often be minimized using by rubbing a mild automotive polish.

Aluminum

Clean aluminum metal surfaces with warm, clear water. Do not use powdered cleaner. After each cleaning, apply a silicone lubricant. Clean glass as needed with vinegar and water, a commercial glass cleaner, or the product recommended by the window manufacturer.

Condensation

Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. Your family's lifestyle controls the humidity level within your home.

Screen Storage and Maintenance

Many homeowners remove and store screens for the winter to allow more light into the home. To make re-installation more convenient, label each screen as you remove it. Use caution: screens perforate easily and the frames bend if they are not handled with care. Prior to re-installing the screen, clean them with a hose and gentle spray of water.

Sills

Window sills in your home are made of wood, wood product, man-made marble, marble or drywall. The most common maintenance activity is dusting. Twice a year, check caulking and touch-up as needed. Protect wood and wood product sills from moisture. If you arrange plants on a sill, include a plastic tray under the pot.

Sliding Glass Doors

Sliding glass doors are made with tempered glass, which is more difficult to break than ordinary glass. If broken, tempered glass breaks into small circular pieces rather than large splinters, which can easily cause injury. It is likely that sliding glass door tracks will show wear from regular use over time.

Keep sliding door tracks clean for smooth operation and to prevent damage to the door frame. Silicone lubricants work well for these tracks. Acquaint yourself with the operation of sliding door hardware for maximum security.

Sticking Windows

Most sliding windows (both vertical and horizontal) are designed for a 10-pound pull. If sticking occurs or excessive pressure is required to open or close a window, apply a silicone lubricant. This is available at hardware stores. Avoid petroleum-based products.

Tinting

Applying tinting or foil lining to dual pane windows can result in broken windows due to heat buildup. Some manufacturers void their warranty on the windows if you apply tinting or foil lining. Contact the manufacturer to check on their current policy before you apply such coatings.

Weep Holes

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.

Limited Warranty Guidelines

We will confirm that all windows, screens, and sliding glass doors meet FrontDoor Communities' standards for quality during the Homeowner Orientation. FrontDoor Communities will repair or replace broken windows or damaged screens noted on the orientation list. Windows should operate with reasonable ease and locks should perform as designed. If they do not, FrontDoor Communities will provide adjustments within the first year of warranty coverage.

Condensation

Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. You influence the humidity level within your home; FrontDoor Communities provides no corrective measure for this condition.

Condensation that accumulates between the panes of glass in dual-glazed windows indicates a broken seal. FrontDoor Communities will replace the window if this occurs during the first year of warranty coverage. After the first year of coverage, a broken seal is the homeowner's responsibility. A manufacturer's warranty may apply and should be investigated.

Infiltration

Some air and dust will infiltrate around windows, especially before the installation of landscaping in the general area. FrontDoor Communities' warranty excludes this occurrence.

Scratches

FrontDoor Communities confirms that all window glass is in acceptable condition at the Homeowner Orientation. Minor scratches on windows can result from delivery, handling, and other construction activities. FrontDoor Communities will repair or replace windows that have

scratches readily visible from a distance of four feet. FrontDoor Communities does not replace windows that have scratches visible only under certain lighting conditions. Scratches found after closing are considered Homeowner responsibility.

Tinting

If you add tinting to dual-glazed windows, all warranties are voided. Damage can result from condensation or excessive heat build-up between the panes of glass. Refer to the manufacturer's literature for additional information. *See also Ventilation.*

Wood Trim

Homeowner Use and Maintenance Guidelines

Shrinkage of wood trim occurs during the first two years or longer, depending on temperature and humidity. All lumber is more vulnerable to shrinkage during the heating season. Maintaining a moderate and stable temperature helps to minimize the effects of shrinkage. Wood will shrink less lengthwise than across the grain. Wood shrinkage can result in separation at joints of trim pieces. You can usually correct this with caulking and touch-up painting.

Shrinkage may also cause a piece of trim to pull away from the wall. If this occurs, drive in another nail close to, but not exactly in, the existing nail hole. Fill the old nail hole with putty and touch up with paint as needed.

If the base shoe (small trim between base molding and the floor) appears to be lifting from the floor, this is probably due to slight shrinkage of the floor joists below. Again, you can correct this condition by removing the old nails and re-nailing.

You may prefer to wait until after the first heating season to make any needed repairs at one time. *See also Expansion and Contraction*

Limited Warranty Guidelines

During the Homeowner Orientation we will confirm that wood trim meets FrontDoor Communities' standards. Minor imperfections in wood materials may be visible and will require no action. FrontDoor Communities will correct readily noticeable construction damage such as chips and gouges listed during the orientation.

Exterior

FrontDoor Communities will caulk and apply touch-up paint to cracks in exterior trim components that exceed 1/8 inch. We provide this repair one time only near the end of the first year. Paint or stain touch-up will not match. We will correct any separation at joints that allows water to enter the home during the first year of warranty coverage.

Raised Grain

Because of the effects of weather on natural wood, you should expect raised grain to develop. This is normal and not a defect in the wood or paint. Warranty coverage excludes this condition.