



Homeowner's Guide and Warranty

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A. Your paints, appliances and mechanicals

Homeowner: _____

Address: _____

Closing date: _____

Interior paint colors/mfr's: _____

Exterior paint colors/mfr's: _____

Appliance & Mechanicals Information:

	<u>Manufacturer</u>	<u>Model</u>	<u>Serial #</u>	<u>Mfr's Website</u>
Furnace	_____	_____	_____	_____
Water Heater	_____	_____	_____	_____
Air conditioner	_____	_____	_____	_____
Range	_____	_____	_____	_____
Micro./Exhaust Hood	_____	_____	_____	_____
Dishwasher	_____	_____	_____	_____
Refrigerator	_____	_____	_____	_____
Washer	_____	_____	_____	_____
Dryer	_____	_____	_____	_____

B. Important local telephone numbers

<u>Service</u>	<u>Provider</u>	<u>Customer Service</u>	<u>Emergency</u>
Electricity	Franklin PUD www.franklinpud.com	547-5591	547-5591 (to report outages)
Natural gas	Cascade Natural Gas www.cngc.com	888-522-1130	888-522-1130 (if you smell gas)
Telephone	Qwest www.Qwest.com	800-423-8994	800-573-1311 (for repairs)
Cable	Charter Communications www.charter.com	396-0613 888-438-2427	
Garbage	Basin Disposal Inc.	547-2476	
Sewer & Water	City of Pasco www.pasco-wa.gov	545-3488	

	<u>Address</u>	<u>Phone #</u>
School District	_____	_____
Local library	_____	_____
Police Dept.	_____	_____
Fire Dept.	_____	_____
Drivers License	_____	_____
Post Office	_____	_____

C. Warranty Overview

All new homes built by **Evergreen Homes NW, LLC (“Evergreen Homes NW”)** are covered by a comprehensive one-year warranty that covers everything from balky windows to squeaky doors. While it does not cover maintenance items like changing furnace filters, it does warrant that the materials, workmanship and structural elements that went into your home are free of defects. In addition, the new appliances, hot water heater and furnace in your home are covered by the manufacturer’s warranties, the windows have a limited lifetime warranty, and your roof is covered by the manufacturer’s 30 year warranty.

Your limited one-year warranty covers only the original purchaser who resides in the home. It does not apply if the home is used as a rental property. The one-year period starts on the day you closed on the home, and it is not transferable if you sell the home.

This warranty is limited and the Builder’s liability will not exceed the purchase price paid for the home, nor shall it extend to consequential damages such as bodily injury, damage to personal property or damage to real property which is not part of the residence. Any action taken by the Builder to correct a defect will not extend the terms of this limited warranty.

In the sections that follow, the warranty for the various components of the home is limited to the express statements made in the paragraphs labeled “Warranty”. In each case, those warranties are subject to the “Limitations” which are also specified in each section. Taken together, these “Warranty” and “Limitations” provisions constitute the entire and only warranty that we make on your home. Other than these express statements, no person (including but not limited to realtors, agents, sales persons or construction personnel) is authorized to make any representations, understanding or warranty, either implied or express, on our behalf.

Exclusions: This Limited Warranty excludes any loss or damage which is not a covered defect, including:

- Normal wear and tear
- Loss or damage caused by termites, other insects, birds or animals
- Damage which the homeowner has not taken timely actions to minimize or prevent
- Loss or damage to any real property which was not originally part of the home sold
- Loss or damage caused by or resulting indirectly from accidents, riots, theft, falling objects, aircraft, vandalism, explosions, military conflict, lightning, windstorms, floods, hail, mudslides, earthquakes, dust storms, acts of God or any other occurrence that is deemed abnormal or outside the control of the Builder

- Bodily injury or damage to personal property
- Any conditions which do not result in actual damage to the home, including but not limited to uninhabitability or health risks due to the presence of electromagnetic fields, radon gas, formaldehyde, organic growth, radiation, or other pollutants and contaminants, or the presence of hazardous or toxic materials.
- Consequential damages, including but not limited to costs of shelter, food, moving and storage, transportation, and any other expenses related to inconvenience or relocation during repairs to the home, and any reduction in the market value of the home.
- Defects in outbuildings including but not limited to detached garages and detached carport (except outbuildings which contain the plumbing, electrical, heating, cooling or ventilation systems serving the home); site located swimming pools and other recreational facilities; boundary or retaining walls; fences, landscaping or other improvements not a part of the home itself.
- Any damage to the extent it is caused or made worse by negligence, improper maintenance or improper operation by anyone other than **Evergreen Homes NW**, its employees, agents or subcontractors.
- Damage caused or made worse by failure of the homeowner or anyone other than **Evergreen Homes NW**, its employees, agents or subcontractors, to comply with the warranty requirements of manufacturers of appliances, fixtures or items of equipment.
- Damage to the extent that it is caused or made worse by changes to the grading of the ground by anyone other than **Evergreen Homes NW**, its agents, or subcontractors.
- Failure of the homeowner to give **Evergreen Homes NW** notice of any defects by the earlier of either: within 30 days after discovery of the defect or within the first year after closing.
- Damage caused by sprinkler systems that put water against the house.
- Damage caused by dampness or condensation due to the homeowner failing to maintain adequate ventilation.
- Damage caused by changes, alterations or additions made to the home by anyone after the original sale closed.
- Damage caused by defects in materials or work supplied by anyone other than **Evergreen Homes NW**, its agents or subcontractors.

D. Making a Warranty Claim

To make a warranty claim during the first year that you are in your new home, first go to the **Evergreen Homes NW** website at www.evergreenhomesnw.com. In the navigation bar on the homepage you will find a button labeled “Warranty Info”. You can fill out the claim form on-line, or you can print it, fill it out by hand, and either fax it to us at 360-574-6850 or mail it to us at the address shown. You will receive confirmation from us that your request has been received within 5 working days.

All warranty requests must be submitted in writing either via email, by fax, or by mail. We need a written record of your request; we are unable to accept warranty service claims by telephone. **Evergreen Homes NW** will review any claim request you make and will advise you in writing of our decision on whether or not your claim is a covered defect, and if so, the timeframe within which we will correct the defect.

If suit is filed in a Washington Superior Court, the suit shall be decided according to the Mandatory Arbitration Rules (MAR), regardless of the amount in dispute. The MAR Arbitrator shall determine the validity and enforceability of a lien, if any. The parties expressly waive their right to a trial de novo (appeal) and further expressly agree to accept the Arbitrator’s decision as binding and final. In the event of a dispute or if a lawsuit arises in Washington and one or both parties seek and receive the assistance of legal counsel, the prevailing party shall be paid its attorney’s fees and costs (including expert witness fees, depositions, and the like) by the non-prevailing party. This contract shall be governed by Washington Law. Venue for any action arising out of this contract shall be Clark County, Washington.

E. Moving in

Before the move: transfer all of the utilities at your new address into your name so you will have running water, gas and electricity service. Set up telephone service if you plan to have a landline in your home, as well as cable or satellite TV, and an internet service. Also arrange for trash collection.

Be sure to notify the Post Office of your change of address, as well as your family, friends, employer, insurance companies, credit card companies, magazine subscriptions, charities, doctor and dentist, and holders of your investment accounts.

Preparing for the move: Now is a good time to dispose of things you don’t really want anymore. If you have household goods, furniture or clothing in good condition, hold a garage sale or consider donating to Goodwill, Habitat for Humanity, or the Salvation Army.

If you donate, keep a detailed list of the donated items and ask for a receipt as you may be able to take a tax deduction equal to the market value of the items.

As you pack, mark each box with the room it is to go into in your *new* home.

After the move:

- Find a good place to file this document along with the operating manuals for your appliances, furnace, water heater, sprinkler system or fireplace
- Fill out and send in any manufacturer's warranty cards you received
- Register to vote if you are in a new voting district
- Change the address on your driver's license
- Register your kids in their new schools
- Place fire extinguishers in your kitchen, garage, laundry room and master bedroom
- Check to see that each circuit breaker on your electrical panel is clearly marked with the room or appliance which it controls
- Locate the shut-offs for water and gas in case you ever need to turn them off
- Keep a tool kit handy for minor repairs and installing pictures or shelving

F. Concrete foundations, driveways, garage floor, patios

Concrete is very durable, but it is normal for cracks to form shortly after it is poured and throughout the life of the home, partly because different areas of the concrete expand and contract at different rates due to their different exposures. Any portions in contact with the ground maintain a fairly constant temperature, while any portions exposed to the air might be subject to extreme temperature changes. Expansion joints are designed to reduce the size and quantity of cracks, but will not eliminate them altogether. Shrinkage cracks in the expansion joints and in poured concrete walls are also to be expected.

Do not use salt or a commercial de-icer on concrete driveways, garage floors, patios or sidewalks as they will cause corrosive damage to the concrete surface.

Warranty: Concrete will crack, but if cracks exceed 1/4 of an inch in width or vertical displacement, repairs will be made by Builder. Type of repair will be at Builder's discretion but repaired concrete is likely to have a different color from the original. Cracks in foundation walls which exceed 1/4 of an inch will be filled by the Builder while cracks which may affect the structural integrity of the home will be repaired by Builder in the first year after closing. Concrete surfaces should not disintegrate to where large areas of aggregate are exposed under normal weather conditions. If they are, Builder will repair or replace concrete as needed for a period of one year after closing.

Limitations: This warranty does not cover cracks in foundations, garage floors, patios or sidewalks which are 1/4 inch or less in width or vertical displacement. Additionally, this warranty does not cover cracking, scaling, pitting or shifting of concrete which arises from normal temperature changes; nor does it cover damage caused by heavy vehicles, from the use of salt or other harmful chemicals, or damage from settling of sub-grade soil. Repaired concrete may not exactly match the color of the original concrete.

G. Floors, walls, ceilings and framing

Many of the components of your new home are made from wood, which expands and contracts in response to changes in temperature and humidity. Different materials expand and contract at different rates. Even in the best built homes like ours, this can cause imperfections such as small cracks in paint or drywall, and small separations in trim or flooring materials.

Evergreen Homes NW takes great pains to correct any unevenness during the building process, but some shrinkage is bound to occur, and it will be most noticeable in the first year after a home is built. As an example, the joists which support the floors and the trusses which support the roof will expand and contract at a slightly different rate than the studs which form the walls. This effect is usually most noticeable where the ceilings meets the walls, as the roof trusses are in the attic space, which is not temperature-controlled, while the walls experience much more consistent temperatures within the house. Some floor squeaks may occur due to lumber shrinkage and as flooring materials expand or contract with temperature or humidity changes. Overall, these changes will be minimized by keeping the interior temperature and humidity relatively stable throughout the year.

Additionally, wood decks and porches are vulnerable to twisting, warping or splitting over time as they endure much greater climatic changes than flooring inside the house.

Warranty: Some minor framing imperfections and unevenness should be expected. Builder will correct unevenness in ceilings or floors which exceed ¼ of an inch within a 36 inch measurement. Builder will correct an out-of-plumb wall which exceeds 7/8 inch within an 8 ft vertical measurement. Builder will correct any condition in which a wood or steel beam, floor joist or truss, or ceiling joist or truss deflects more than 1 inch in a 10 ft measurement.

Limitation: Floor squeaks are normal and are not covered by this warranty. Split or warped rafters, trusses or joists are normal and are not covered by this warranty.

H. Roofing and gutters

Your house is roofed with architectural asphalt shingles with a 30-year limited warranty by the manufacturer.

Homeowner's Responsibility: Keep your roof and gutters free of debris like leaves or tree branches, and check the roof carefully for damage or missing shingles after a wind-storm. Notify your home insurance carrier if there is any storm damage and get it repaired promptly.

Normal shrinkage of caulk around vents and flues on the roof can result in leaks. Check this caulking annually and replace as necessary.

Ice dams can form on the roof during severe cold weather, causing roof leaks as water backs up behind the dam. It is the homeowner's responsibility to prevent or remove ice dams.

Warranty: The Builder will correct or repair roof leaks during the first year after closing which are the result of defective materials or workmanship. When gutters are unobstructed by debris, the level of standing water in the gutter should not exceed 1 inch, or the Builder will level the gutter to correct this.

Limitation: This warranty does not cover damage caused by failure to maintain the caulking of vents or flues; damage caused by ice dams on the roof; damage caused by failure to clear obstructions from gutters; or damage caused by winds exceeding 30 mph. Damage caused by placement of any structure or apparatus on the roof not installed by Builder is also not covered by this warranty, nor is roof or shingle damage caused by severe weather such as hail, tornados, high wind, or damage caused by someone other than Builder walking on the roof.

I. Exterior doors and windows

Homeowner's Responsibility: Keep your doors and thresholds clean and free of dirt. Correct squeaky doors by oiling hinges or coating them with powdered graphite (available from hardware stores). If weather-stripping becomes loose or damaged, replace it. Exterior doors should have weather-stripping that blocks airflow under the door. Interior doors should have a gap at the bottom so the door does not rub on carpet (which can cause premature wear).

Sliding glass doors only lock from the inside. The bottom tracks must be kept clean for them to operate properly. If needed, apply a silicone spray to the tracks so they will slide freely.

Glass doors may be hard to see in certain conditions, so it is a good idea to keep the screen doors closed at all times. Placing a decoration on the glass will also make it more visible.

The windows in your home are low-E, double pane, argon-filled vinyl windows with a lifetime warranty. If sliders seem balky, try spraying a little silicone spray in the tracks. The sliding portion of the window can also be removed for ease of cleaning. Check the caulking around windows (and doors) twice a year to make sure seals are complete and unbroken. Repair or replace the caulking as necessary.

Condensation may form on the inside surface of the window, or in some cases on the outside, but this is normal. However, if condensation forms between the two panes there is something wrong and you should request a service call from the manufacturer's representative.

Garage doors should be lubricated with silicone spray at least twice a year to ensure ease of use. Lubricate the lock mechanism, pulleys and rollers.

Warranty: Sliding glass doors and garage doors are warranted to be free of defects in materials and workmanship and to operate to the manufacturer's specifications for one year after closing.

Windows are warranted by their manufacturer for their lifetime. When extreme temperature differences or high humidity levels occur, condensation will collect on interior window surfaces. Windows are warranted to operate as designed or Builder will repair or adjust them.

Limitations: Sliding glass doors are glazed with tempered safety glass to minimize injury in case of an accident. Tempered glass is very brittle and is not warranted against breakage unless it is broken at the time the sale closes. This warranty does not cover windows with broken glass or damaged screens unless such damage was noted at the time of closing. This warranty does not cover garage doors which warp or sag due to being left open for extended periods of time. Garage doors will not be warranted if the garage door opener is installed by someone other than Builder or its subcontractor.

J. **Exterior paint, siding, and vents**

Homeowner's Responsibility: The expected life of exterior paint can vary depending on orientation to the sun, amount of shade, and the type of material which is painted. Fading of paint, especially under prolonged exposure to harsh sunlight, is normal. Wood shingles, board-and-batten siding, and wood trim generally need to be repainted after 3-4 years, while fiber-cement siding may last 4-6 years before it needs to be repainted.

Fiber cement siding is a durable, low-maintenance product which can be kept clean and looking its best through periodic pressure washing, or by using a broom or brush with soft bristles to remove dirt. If you look carefully, you will see that joints where the ends of boards meet are not caulked. Instead, a rectangular piece of metal pan flashing is placed behind the joints to prevent infiltration of water or wind.

Caulking around doors and windows, and at corners, needs to be maintained to continue to work properly. This is the homeowner's responsibility. How soon the caulking will need to be replaced depends on the orientation of the house and local climatic conditions.

Vents in the foundation of your home are necessary to allow circulation of air through the crawlspace. Maintaining adequate ventilation will help prevent moisture and condensation from forming in the crawlspace, so make sure your vents are not blocked unless the temperature is below freezing. In freezing weather, it is a good idea to place a Styrofoam cover over each vent to help keep your crawlspace warm and prevent freezing water pipes. You can make your own covers or buy them at a hardware store. Once the temperature is above freezing, remove the covers so air can circulate in the crawlspace once again.

Your yard should slope away from the foundation everywhere, but especially where the foundation vents are located. Make sure that the vents are above the level of the yard to prevent water from running into them and thereby getting into your crawlspace. So when you are adding landscaping, do not build up the level of the yard along the foundation with woodchips, mulch or other materials to a height above the bottom of the vents.

Warranty: While some fading of paint is normal as weathering occurs, Builder warrants that paint or stain will not crack, peel, flake or otherwise deteriorate during the first year after closing. If deterioration occurs, Builder will refinish the area in question to match the surrounding area as closely as possible. If more than 50% of a wall is affected, Builder will correct entire wall.

Builder will correct paint splatters or smears on other surfaces, or faulty application of paint or stain, if problem is documented at time of closing.

Fiber cement siding is covered by a 50-year manufacturer's warranty.

All exterior trim and siding on the home is warranted to be free of defects in materials and workmanship for a period of one year after closing.

While some separation between siding board ends or trim boards is normal, Builder will correct separations exceeding 3/16 inch by caulking the gap or some other method.

Hairline cracks in stucco, concrete, masonry or plaster surfaces are common, but Builder will correct cracks which exceed 1/8 inch in width.

Limitations: This warranty does not cover color-fastness of paints and stains, or cracks and peeling of paint arising from causes other than defects in workmanship or materials. Variations in stain absorption by exterior woods are not covered by this warranty, nor are defects which were not noted at the time of closing.

K. Flooring materials

Inside the house you may have several different floor coverings:

Homeowner's Responsibility: Hardwood flooring may shrink and crack when it gets cold and the furnace is on. The wood will lose moisture as it is exposed to drier air, which can cause gaps between boards. This is normal, but you may be able to minimize the effect by having a humidifier added to your heating system. Do not try to fill gaps which form in the winter with wood putty or filler. When summer arrives, the wood will expand back to its natural position.

Laminate floors are durable, but they are installed differently from hardwood. Most laminates are installed as "floating floors" instead of being nailed to the subfloor, so they can move a little as you walk on them. Laminates are susceptible to water damage so don't let spills stand on them. Do not "flood mop" a laminate floor and do not use abrasive cleaners (laminate cleaners are available at many hardware stores or home centers.) An easy way to keep a laminate floor clean is to vacuum or use a Swiffer sweeper or an equivalent. It is a good idea to put felt pads on the feet of chairs or tables to avoid risk of scratching the flooring.

Vinyl floors won't shrink or crack, but they need to be kept clean...each manufacturer has their own tips and recommended cleaning products and procedures so consult your homeowner packet for the information that applies to your vinyl floor. Because of expansion and contraction of the floor joists and subflooring, you may notice raised nail heads: these can usually be re-driven using a block of wood and a hammer. Try to keep water off vinyl floors near bathtubs or toilets: if water seeps into the underlayment through a seam it can cause the seam to lift or peak.

Ceramic tile floors may experience minor cracking in the grout lines as the house settles and dries after construction. This is normal and can easily be repaired after it occurs by applying a little bit of fresh grout mix to the crack (extra grout mix was provided along with your homeowner's packet). Keep your tile floors clean by wet mopping or vacuuming. Re-sealing tile floors after 6 months will help prevent stains.

Carpeting comes in standard widths and seaming is unavoidable in most installations. We make every effort to limit the number of seams and to locate them unobtrusively. Nonetheless, seams are noticeable, especially with flat, even-pile carpeting, and the tautness of carpeting tends to be reduced when the humidity increases.

You should clean and maintain your carpets per the manufacturer's recommendations, which may vary depending on the type of carpet. This information is in your homeowner's packet. Carpeting is made either with continuous or non-continuous fibers. Carpets with non-continuous fiber will fill up your vacuum bags during the first few vacuum cleanings: this is normal and does not indicate a defect in the carpet. To extend the useful life of your carpets, it is helpful to have them cleaned professionally, more often if you have a large family and a lot of dirt is tracked in and less often if they receive lighter usage. Steam cleaning can be hard on carpeting, while conventional shampooing tends to be less harsh.

Warranty: Builder warrants hardwood floors, laminate floors, carpeted floors, vinyl floors and ceramic tile floors to be free of defects in materials or workmanship for one year after closing.

Cracks or gaps in hardwood floors greater than 3/16 inch will be repaired by Builder. Smaller cracks are normal due to expansion and contraction of the wood and will not be repaired.

For ceramic or tile floors, Builder will replace any broken tiles which are noted at the time of closing. Cracks in the grout lines which are 1/8 inch or wider will be repaired by the Builder but smaller cracks are normal and will not be repaired unless adjacent tiles become loose.

If your carpeting becomes loose during the first year after closing, Builder will re-secure it, and will re-stretch it if it should stretch excessively. If visible gaps occur at seams, Builder will correct them.

Limitations: This warranty does not cover cracks or gaps in hardwood floors which are 1/8 inch or less, or normal squeaks from expansion, contraction or shrinkage of the flooring. For vinyl floors, this warranty does not cover raised nail heads which have not broken the surface of the flooring, or seam lifting or separation arising from water spillage around tubs, showers or toilets. It also does not cover damage from sharp objects such as spike heel shoes. Cutting or replacing small defective areas of a vinyl floor is an acceptable repair.

For ceramic or tile floors, this warranty does not cover damaged, cracked or broken tiles which were not noted at the time of closing, nor tiles damaged by dropping a heavy object on them after occupancy. Cracks in the grout lines 1/8 inch or less are normal and are not covered by this warranty.

For carpeted floors, this warranty does not cover fading of color due to sunlight or stains once the home is occupied. It also does not cover carpet seams which are reasonably visible, or carpet which is reasonably loose due to humidity increases or normal wear and tear.

L. Drywall and interior paint

Homeowner's Responsibility: Drywall is a relatively soft material which can be easily dinged or dented. It is fastened to wood framing members which expand and contract with temperature changes, and which dry out for the first 9-12 months after the house is built. Some nail pops are to be expected, but the best time to repair them is after the drying process is complete. Pound in any protruding nail heads with a nail-punch and then fill the depression with joint compound or drywall spackle. After the spackle dries, use a spray can (from the hardware store or home center) to spray on texturizer to match the surrounding wall, and then repaint to match. Touch-up paint has been provided, and your paints/colors are listed at the beginning of this guide.

Cracks in the drywall where the wall meets the ceiling can also be repaired with joint compound or spackle. These cracks are usually small so spraying on texturing material is not necessary. Sometimes these cracks will reappear after a particularly cold winter, so don't be surprised if you wind up repairing the same crack several times.

Your interior paint has a satin finish and can usually be cleaned with a damp rag. Use the provided touch up paint if the wall is permanently stained or does not clean easily. Never use solvent based cleaners or abrasives to clean painted walls, doors or trim.

Warranty: Slight irregularities on the finished drywall surfaces are normal. Obvious defects such as blisters in the drywall tape, poorly concealed seam lines, nail pops which break the surface, and cracks more than 1/8 inch wide will be repaired by Builder and re-painted to match the original color as closely as possible. Such conditions should be reported near the end of the one year warranty period as repairs will be made one time only.

The paint on your wall, doors and trim is warranted to not crack, peel, flake or otherwise deteriorate during the first year after closing. If defects occur, Builder will re-touch affected areas, matching the color as closely as possible one time during the warranty period and not thereafter.

Limitations: For drywall, this warranty does not cover nail pops which do not break the surface, or minor cracks which are 1/8 inch wide or less. Touch-up paints may not exactly match the original color. Drywall and painting repairs will only be made once during the one year warranty period. This warranty does not cover any painted surfaces which have been repainted or modified by someone other than the Builder. Touch-up paint will match the original as closely as possible, but the match may not be exact even when the original paint is used.

M. Interior doors

Homeowner's Responsibility: Doors may expand or contract when the temperature or humidity level changes, causing them to stick or rub. Graphite spray in the tracks or jamb should help prevent sticking. Make sure door latches align properly with striker plates for proper closure. Adjust the striker plate up or down if necessary. All doorknobs and door hinges will need lubrication periodically. Oil, graphite or a silicone spray lubricant will all help prevent squeaks. Remove the hinge pins by holding a large nail or small screwdriver on the underside of the pin and tapping it upwards to free the pin. Take out one at a time, lubricate it, and replace it before doing the next one.

Warranty: We warrant your interior doors to be free of defects in materials or workmanship for one year after closing. We will repair or replace doors that become inoperable or have splits or cracks wider than 1/8 inch during this period. While some hairline splitting is normal in door panels, if light is visible through the door Builder will fill the split and touch-up the repaired area with paint which matches the original paint as closely as possible.

Builder will correct warping during this period which exceeds ¼ inch across the length or width of the door. If the gap between the bottom of the door and the finished floor exceeds 1 ½ inches, Builder will correct the gap.

Limitations: This warranty does not cover splits in doors which are less than 1/8 inch or do not allow light to visibly pass through the door, and Builder will not repair warps which are ¼ inch or less across the length or width of the door.

N. Interior trim, cabinets and vanities

Homeowner's Responsibility: Because of expansion or contraction of trim pieces when the temperature or humidity changes, gaps at joints are normal over time. Keeping the house at an even temperature will help minimize this affect.

Interior trim which has been painted can be easily cleaned with a damp cloth or sponge. If your home has natural wood trim, the finish is clear polyurethane with a satin sheen. Small scrapes or scuffs can be repaired by wiping it with a soft cloth dampened with lacquer thinner. Don't over-wipe or you may remove the polyurethane entirely.

Kitchen cabinets and bathroom vanities are factory finished and should be cared for as indicated by the manufacturer's materials located in your homeowners packet. They can usually be cleaned with a damp rag or sponge. Repair scratches using the touch-up kit which is provided in your homeowner's packet. The color of your cabinets may alter slightly as they are exposed to sunlight. This is normal.

When cabinets or vanities get splashed, wipe off the moisture as letting them stay wet can harm the finish. If water damage occurs the Builder will not be responsible.

Warranty: If gaps at joints in moldings or trim pieces exceed 1/8 inch, or if the gap between the molding and the adjacent surface exceed 1/4 inch during the first year after closing, Builder will repair or fill the gap and re-paint the repaired area with touch-up paint which matches the original as closely as possible.

For cabinets and vanities, Builder will repair or replace drawers, doors or other operating parts which do not function properly. Builder will also repair or replace drawer fronts or doors which split or which warp more than 1/4 inch across the length or width. If a cabinet separates from an adjacent wall by more than 1/4 inch, Builder will correct the separation (filling the gap with caulk is an acceptable means of repair.)

Limitations: This warranty does not cover gaps or separations of 1/8 inch or less between moldings or trim pieces, or gaps of 1/4 inch between moldings and the adjacent surface. For cabinets and vanities, this warranty does not cover scratches, nicks or other damage which was not noted at the time of closing. It also does not cover water damage due to standing water or unevenness of color caused by exposure to sunlight or due to natural variations in wood grains.

O. Countertops

Homeowner's Responsibility: Laminate counters in the kitchen, bath rooms or laundry room should be cleaned with a damp rag or sponge. For stubborn spills, mild detergent will help. Do not use abrasive cleaners or scrub pads. Laminate is very durable, but you should not use it as a cutting surface...use a cutting board as sharp utensils can scratch it. And while laminated kitchen counters are heat resistant, they are not heat proof. Do not place hot pots or pans on laminate as the heat can burn the surface or release the glue which fastens the laminate to the countertop.

Be sure that the caulking between the laminate countertop and the backsplash along the wall is in good condition and does not allow water to leak down the wall. If your laminate counter has an exposed wood edge, regular maintenance will be needed as excessive exposure to water will damage its finish. If it becomes damaged, lightly sand it and re-coat it with lacquer or polyurethane with a clear satin finish.

Your tile counters were treated with grout sealant prior to closing, but it is a good idea to re-seal them after 6 months or so to help minimize risk of stains. Cracks in the grout can be easily repaired with a caulking which matches the grout color. Avoid dropping heavy objects on tile counter as this can chip or crack tiles. Be sure that caulking between the counter and the adjacent wall is kept in good repair or mold growth and water damage to the wall can occur.

Granite counters should be sealed with sealant recommended for granite prior to use. These sealants are available from hardware stores or home centers. Here again, avoid dropping heavy objects on granite counters as this can result in chips or cracks. Keep the

caulking between the counter and the wall in good repair to prevent mold growth and water damage to the wall.

Cultured marble vanity tops or sinks should be cleaned with mild liquid cleaning agents. Since cultured marble burns and discolors, do not place cigarettes or hot appliances on it.

Warranty: Laminated countertops are warranted to be free of defect in materials or workmanship for one year after closing. Surface cracks or chips which are noted at closing will be repaired by Builder, but any damage occurring after closing will not be covered. Builder will repair joint separations or surface alignment differentials of more than 1/16 inch. Unless it is caused by burning, delaminating of the countertop will be repaired by the Builder during the one year warranty period. If a gap forms between a countertop and wall which exceeds 1/8 inch, Builder will caulk the gap during the warranty period.

Tile and granite counters are warranted to be free of defects in materials or workmanship for one year after closing. Due to normal shrinkage that occurs as grout dries over time, it is the homeowner's responsibility to re-grout hairline cracks in the grout, and to re-caulk as necessary between horizontal tiles and vertical backsplash tiles.

Limitations: For laminated countertops, this warranty does not cover heat damage; scratches, nicks or damage caused by sharp utensils or abrasive cleaners which was not reported at closing; or gaps between the countertop and wall of 1/8 inch or less.

For tile and granite counters, this warranty does not cover stains or damage which was not noted at the time of closing, or damage caused by dropping heavy objects on the counter. Cracks in the grout lines which are 1/8 inch wide or less are not covered by this warranty, and it is the homeowner's responsibility to maintain the caulk between counters and the adjacent walls in good repair.

P. Plumbing system, sinks, fixtures and glass shower doors

Homeowner's Responsibility: Your plumbing system has been thoroughly tested and checked for leaks. However, should a leak occur, close the nearest shut-off valve until a qualified plumber can fix it. If a sewer line leaks, try to trace it back to the fixture which is the source and don't use that fixture until you can get it repaired by a qualified plumber.

Sinks and faucets: clean sink surfaces with warm water and a non-abrasive cleanser. If a sink drains slowly, gently take apart the U-shaped trap (don't put excessive stress on the assembly as you unscrew it) and remove any accumulated debris or hairballs which may be

clogging it. If you are not able to remove the trap you can pour in some drain cleaner as this may dissolve the clog. Drain cleaners contain powerful chemicals, so don't spill any on the surface of the sink itself. If your home has a septic system, do not use drain cleaners as they will negatively affect the effectiveness of your system.

If your sink suffers from a weak flow, it may have a clogged aerator. This is located on the end of the faucet. Unscrew it and inspect the filter screens for debris. They can usually be cleaned by washing out the sand or grit which is clogging them. In some cases, soaking the screens in vinegar will dissolve deposits which may have formed.

Faucets are usually quite trouble-free. If a faucet leaks, it is usually a worn or defective washer. Be careful to close faucets just hard enough to stop the flow of water: if closed too forcefully the washer can be cut, resulting in leaks or drips.

Toilets: Your home is equipped with water-conserving toilets which use only 1.6 gallons per flush. Condensation will sometimes form on the outside of the toilet tank...this is normal, it is not a leak. If the toilet clogs, use a rubber toilet plunger to clear the obstruction. You can help prevent some clogs by never flushing baby diapers, sanitary napkins, paper towels, hair or dental floss as your toilet is not designed to accommodate these materials.

If your toilet starts to overflow, turn off the water shut-off valve which is located on the water supply line at the base of the toilet. If the toilet runs constantly, you can try gently bending down the lever controlling the float mechanism so it shuts off sooner.

Tubs and showers: Clean surfaces with warm water and a non-abrasive cleaner. Tile enclosures should be treated with grout sealer before use, while fiberglass enclosures should only be cleaned with products designed for use on fiberglass (available at hardware stores or home centers). Drains which are clogged or drain slowly can often be unclogged by using a rubber plunger to clear out obstructions. If this doesn't work, pour in some drain cleaner as this may dissolve the clog. If your home has a septic system, do not use drain cleaners as they will negatively affect the effectiveness of your system. Do not walk in tub or shower enclosures with shoes on as this can scratch the surface.

Glass shower doors are made of tempered glass for your safety, but tempered glass is brittle and there is no warranty against breakage. The Builder will make adjustments if necessary to ensure ease of operation, but maintenance of caulking is the responsibility of the homeowner.

Jetted tubs (or spa baths): Do not turn on the jets unless the outlets are covered by several inches of water. Otherwise, damage to the pump motor may occur. If the jets won't turn on, check the GFI (ground fault interrupter) outlet and see if the breaker needs to be reset (which you can do by pushing it in).

Water heater: Be sure to read the manufacturer's manual for detailed operating instructions. If the pilot light on a water heater which uses natural gas goes out, the start-up instructions will be on the side of the tank. Do not store flammable materials near a gas water heater.

Gas water heaters have a shut-off valve on the front of the unit. These are usually colored red. Typically, the shut-off is in the open position when the valve lever is parallel to the supply line. To shut it off, turn the valve lever perpendicular to the supply line.

If you are going to be away from home for an extended time, it is a good idea to turn the temperature down to its lowest setting to conserve energy. Then turn it back to its normal setting when you return.

If you are going to turn off the water supply, be sure to shut off the gas supply first before turning off the water supply. If you have an electric water heater, shut off the electricity first.

Your hot water heater is equipped with a pressure relief valve. Once a year you should test the pressure relief valve by pulling up on the lever for a moment until water is discharged through the valve...this confirms that it is working properly. To avoid getting sprayed with hot water, do not stand in front of the discharge pipe. If the pressure relief valve does not discharge water, you should consult with a qualified plumber.

Garbage disposer: When you operate your disposer, it is best to use cold (not hot) water. To avoid clogging the unit or its drain trap, do not put grease, oil, paint, paint thinner, or vegetable or fruit peels into it. If it does clog, unplug it and try to turn the inner chamber from the bottom by using the Allen wrench which came with the unit (and which you should store in the cabinet underneath the sink). After it turns freely again, plug it back in, press the reset button (on the bottom of the unit) and it should operate normally. If this doesn't work, you should consult with a qualified plumber.

Water supply shut-off: Make sure you know where the shut-off for the main water supply is located. The shut-off has a round faucet handle which, when turned several times in a clockwise direction, shuts off the water supply for the whole house.

Note: If your home has fire sprinklers, there is a separate shut-off for this system. However, it is never a good idea to turn off the fire sprinkler water supply for an extended time as this will eliminate an important source of fire protection while it is off.

Warranty: Your plumbing system, sinks and fixtures are warranted for one year after closing. If pipes leak or freeze as a result of defective materials or workmanship, the Builder will make necessary repairs.

If plumbing fixtures leak or malfunction, the Builder will correct it if it is due to faulty workmanship or defective materials. If a drain or sewer line clogs, the Builder will correct it within the home if it is due to faulty workmanship or defective materials.

Glass shower doors are warranted to be free of defects in materials or workmanship for one year after closing, and Builder will make adjustments if necessary to ensure ease of operation.

We do not warrant jetted tubs, hot water heaters or garbage disposers since these items are separately warranted by the manufacturers.

Limitations: This warranty does not cover leaky or dripping faucets arising from worn or cut washers. It also does not cover jetted tubs, hot water heaters or garbage disposers, which are warranted by the manufacturers. Visible defects or scratches in fixtures or shower doors which were not reported at closing are not covered by this warranty.

Q. Lighting system and fixtures

Electric panel: the electric panel which controls all of the circuits in your house is located on a wall in the garage. The main circuit breaker will shut off the entire panel and every circuit within the house. Each individual circuit breaker is marked with a description of what rooms or appliances it controls.

Homeowner's Responsibility: Circuit breakers are either ON, OFF or they are tripped, in which case power is interrupted. Most individual circuits are rated for 15 or 20 amps. If they are overloaded with more current than that, they will trip and require resetting. If

you go from tripped directly to ON, power will not be restored. You have to go from tripped, to OFF, and then to ON.

Generally, circuit breakers are tripped when the circuit is overloaded with too many devices. If a breaker trips repeatedly, you may need to unplug one or more of the devices being used on that circuit, or one of the devices may have a faulty cord which is leaking electrical current (and therefore should be replaced as it is unsafe to use).

Ground fault interrupter (GFI) circuits are typically located where there is exposure to water, including the kitchen, bathrooms, garage, or exterior outlets. GFI outlets are more sensitive than regular circuit breakers to better protect you. They have test and reset buttons so they can easily be reset if they are tripped. If the reset button doesn't pop back out when you push the test button, consult with a qualified electrician to replace the GFI switch/outlet. If the reset button does pop out when you push the test button, it is working as designed and now you just push the reset button back in and it will operate normally. GFI outlets should not be used for high-load appliances like freezers, refrigerators, or shop tools.

GFI outlets are often linked to several outlets in different locations. If there is no power in an outlet and the circuit breaker for that area is not tripped, it usually means that a GFI outlet has been tripped. Check all of your GFI outlets to find out which one it is, and then reset it. If there is still no power at the tripped outlet, a certified electrician should be called. Exterior outlets are usually on a GFI circuit, so if it is not functioning, it is usually because the GFI has been tripped. Check your GFI outlets to find out which one needs to be reset.

Never change exterior bulbs in the rain--wait for dry conditions. When you change bulbs, do not use a bulb with a higher wattage than what the manufacturer recommends on the fixture.

Fixtures that come with standard incandescent bulbs can usually accommodate longer lasting, more energy efficient compact fluorescent bulbs as well.

Warranty: The electrical system, switches and light fixtures originally installed in the home are warranted to be free of defects in materials or workmanship for one year after closing. The Builder will inspect and repair the wiring and components of the electrical system should they fail to operate properly under normal residential use, or should circuit breakers activate frequently or continuously when under normal load conditions.

Limitations: This warranty does not cover defects in lighting fixtures which were not reported at the time of closing; doorbell chimes (which are warranted and serviced by the manufacturer or installer); or any additions or modifications to the electrical system or lighting fixtures made by someone other than the Builder.

R. Heating, ventilation and air conditioning

Homeowner's Responsibility: Modern natural gas furnaces are reliable and long lasting, but require regular maintenance. To work properly you must change the filter every 6 months (sooner if it appears dirty). If you have an electrostatic system you should clean the filter every 1-2 months. Check the instruction manual for your furnace to make sure you follow the recommended maintenance interval.

The main air duct next to the furnace contains a damper which you can use to regulate air flow. If you have a two story house, you can use this damper to direct either more or less air to the second story. In the summer, you may want more cool air to go upstairs, while in the winter you may want to reduce the amount of warm air going upstairs.

Ductwork may make a ticking or crackling sound when the metal expands and contracts due to temperature changes. This is normal.

Your natural gas supply feeds in through the garage. The main shut-off is on the exterior of the garage side wall where the gas line enters the house. You can tell the shut-off is in the open position if the valve lever is parallel to the gas line. When the valve lever is perpendicular to the gas line, it is closed (or shut-off).

Your gas furnace has a shut-off on the supply line in the front of the unit. The shut-off valve is usually colored red or yellow.

Before calling for service on your heating system, check the circuit breaker for the furnace at the main electrical panel. If you are not receiving sufficient heat in a room, be sure the room registers and dampers are open. Also check to ensure the air filter is not dirty as this will reduce air flow.

Air conditioning: several lines run from the base of the furnace to the condenser unit which is located outside. Under normal operating conditions, some water will come out of the condensate line. This is not a concern. The most important thing to keep your air

conditioner operating properly is to regularly change the furnace filter. A clogged furnace filter will result in your air conditioner having to work harder (and use more energy) to get its job done. Also be sure that plants are not growing close to the condenser unit. Plants should be at least 2' away or they can trap heat near the unit and shorten its operating life.

Warranty: Your furnace, ventilation units and air conditioner are warranted by their manufacturers. The Builder warrants that the distribution system, including ductwork and registers, are free of defects in materials or workmanship for one year after closing. If ductwork separates or a segment becomes unattached, the Builder will repair it for one year after closing.

Limitations: This warranty does not cover the furnace, ventilation units (including exhaust fans) or air conditioner as those units are warranted and serviced by their respective manufacturers.

S. Appliances and fireplace

Homeowner's Responsibility: The appliances in your new home are warranted by the manufacturers. Information concerning these warranties, and contact information for the manufacturers, is contained in the owner's manuals supplied with each appliance. If you have a warranty or service issue, contact the manufacturer directly.

Gas range: if your home is equipped with a gas range, the gas shut-off valve for the unit is usually located at the back of the lower cabinet containing the range, either on one side of the range or at the back.

Fireplace: if your home contains a gas operated fireplace, the controls are located behind the removable panel at the bottom of the fireplace. The gas shut-off valve, usually colored red, is in the same area. Consult the owner's manual for operating instructions.

Fireplaces require periodic cleaning to remove dust, dirt or any build-up resulting from gas combustion.

Other gas appliances: if your home has a gas supply line at the back patio for a barbeque grill, or a gas supply line for a gas operated clothes dryer, shut-off valves (usually colored red) will be located on the supply lines. The shut-off valve will be open if the valve lever is parallel to the supply line, and it is closed if the lever is perpendicular to the supply line.

Warranty: We do not warrant the appliances or fireplace in your home as these are warranted by the manufacturers.

T. Attic and storage spaces

Homeowner's Responsibility: The access to the attic is through a panel or trap door typically located in the laundry room ceiling or the ceiling of one of the bedroom closets. There will sometimes be access to storage space located above the garage. If you walk in the attic, be very careful to not step on a drywall ceiling as it will not support your weight. Only step on wood: either the trusses which support the roof or the tops of walls.

Because of the insulation in the attic, it is often difficult to see where it is safe to walk and where it is not. Use extreme caution. Attic space which is designed for storage will have load bearing trusses and a hard surface such as plywood which can be safely walked upon.

Warranty: Not applicable. We strongly discourage walking in the attic unless it was designed for storage (see above).

U. Mold prevention

Mold is a naturally occurring fungus that spreads through the air by means of microscopic spores which are borne by the wind. There are thousands of varieties and they are found everywhere that life can be supported. While builders put a lot of effort into controlling mold, it cannot be eliminated.

While many molds are essential to life, uncontrolled growth of mold within a home can lead to allergic reactions, respiratory conditions or even infections. Experts disagree about the level of mold exposure that may cause health problems, and the U.S. Center for Disease Control states that a clear link between toxic mold and serious health conditions has not been proven. Nonetheless, it is widely believed that the less mold the better for the occupants of a house.

Homeowner's Responsibility: Mold achieves maximum growth under temperate conditions where moisture is present. To prevent or minimize mold growth, it is essential that moisture and humidity be reduced.

The best way to control and minimize mold growth is to follow a regimen of good housekeeping and regular maintenance while eliminating the sources of moisture which mold must have to grow. Keeping the humidity in your home low (40% or lower) is best. A sign of excess humidity is condensation on windows or other hard surfaces within the home.

- When someone bathes or showers, continue to run the bathroom exhaust fan for at least 15 minutes afterwards to help prevent build-up of excess moisture.
- Vent clothes dryers to the outside.
- Keep moisture out of the crawlspace...maintain drainage away from the house. One warning sign of a damp crawlspace is a musty odor. If present, find and clean the source of the odor.
- Don't allow sprinklers to spray water directly on the house.
- Prevent roof leaks and repair damaged or missing shingles promptly.
- Minimize potted plants within the house as they are often a source of molds.
- Consider using a dehumidifier or an electronic air cleaner.
- A good way to detect a leak is if you see discolored ceiling paint or wet spots on a floor, wall or ceiling. Then find the source of the leak and repair immediately.
- Regularly change your furnace filter.
- Mold often thrives in tub or shower enclosures, especially in tile grout lines. Use a good bath tile cleaning product to kill any mold found there and regularly seal the grout lines so they won't absorb moisture.
- Use the kitchen exhaust fan to ventilate the kitchen when humidity is noticeable.
- Inspect condensation pans under refrigerators or air conditioners for mold growth.
- Make sure that caulking around windows, doors, sinks, tubs and showers is in good condition, as this will keep moisture from penetrating to where it doesn't belong.

Regular cleaning and vacuuming will also help reduce mold levels. Mold can actually grow on dust and dirt. Mild bleach solutions and most tile cleaners are effective in preventing or eliminating mold growth. Be sure to regularly check for mold inside cabinets, under sinks and behind toilets.

Warranty: Not applicable. Mold cannot be prevented, but it can be minimized by following the guidelines and maintenance suggestions provided in this booklet.

V. **Landscaping and fencing**

Your yard: the boundaries of your front yard are marked by steel pins embedded in the curb, sidewalk or street, while the rear corners are marked by small steel pegs with a yellow cap.

Homeowner's Responsibility: Most new homes come with landscaped front yards. Landscaping the side and rear yards is the responsibility of the homeowner. The grass, shrubs, and trees in the front yard will require care and maintenance starting when the homeowner takes possession. Grass and shrubs will require regular watering, as will trees

until they are well established and have deep root systems. One sign of insufficient watering is if plants look shriveled or withered during hot weather, usually a sign of heat stress and inadequate watering. If you have heavy clay soils it is possible to overwater and drown shrubs and trees. This is not a risk with sandy or loamy soils. A simple test is to stick your finger into the soil about a foot from the trunk of the tree. If the top 2 inches are dry, water the area close to the trunk for 5 minutes. During dry, hot periods, water all shrubs and perennials for 1 minute every day. Adjust your watering schedule if the weather is cool or wet. Read the section below for tips on how to adjust the sprinkler system to meet the needs of your plants.

To ensure a nice lawn, keep the sod or seed constantly moist for the first 3 weeks so the roots can get well established. If you let it get too dry during the first month you may wind up with a thin lawn or gaps in the sod. The following schedule should work well:

- Days 1-7: Water morning, noon, mid-afternoon and evening for 5-10 minutes.
- Days 8-21: Water morning, noon, and late afternoon for 7-8 minutes.
- After 3 weeks, let the lawn dry out until you can walk on it without sinking in.
- When dry enough, mow with the mower set on the highest setting, being careful to not catch the edges of the sod, skid around corners, or otherwise disturb the sod.
- Continue with regular watering so that the lawn is receiving 1" – 1 ½" per week. Early morning is the best time as it helps to prevent diseases.

Regular mowing to a height of 2 ½ to 3 inches is ideal. Try to remove no more than one third of the blade length at any one time. Most people cut their lawns too short, which impairs root growth and encourages weeds. Leaving the clippings on the lawn will act as a natural fertilizer, but do not leave clumps of cuttings as this will kill the grass underneath.

New lawns require more frequent fertilization than established lawns. For the first year, 4 applications, between April and October, are best. After the first year, you can cut back to twice a year. Organic lawn fertilizers are now available which are effective and do not pollute groundwater. Lawn fertilizers should be applied according to product directions to achieve even coverage. An accidental overdose of fertilizer in one spot will burn and kill the lawn. Water immediately after fertilizer application, unless the fertilizer contains a weed killer, in which case the directions may indicate that you should wait 24 hours.

Soil acidity can be a problem for lawns in the Pacific NW. An early spring application of horticultural lime can help neutralize the acidity. In addition, periodic aeration and dethatching will keep the grass root system healthy and vigorous.

Grade: your yard has been carefully graded to drain water away from the home. If the grade is modified with the result that moisture or water enters the crawlspace, your warranty could be voided.

Fencing: Make sure that any fencing you install around your yard is compatible with the CC&R's for your neighborhood in terms of height, materials, design, and color.

Warranty: Grass, shrubs and trees require special attention especially during the first year, in the form of regular watering or fertilizing. Once the yard has been fine graded, the Builder does not warrant grass or other plantings, and does not warrant any subsequent erosion or damage due to rain, weather, irrigation, or any other reason.

W. Irrigation system and outside hose bibs

Homeowner's Responsibility: Carefully read the operator's manual for your sprinkler system. This will tell you how to set the timer and how to fine-tune the adjustment of sprinkler heads. The timer is located on a wall in the garage where it is plugged into a GFI (ground fault interrupter) outlet.

Your irrigation system has a main control and shutoff valve located in a plastic box (with a green lid), which is in the front yard. You must shut off the valve in this box during the winter months when it is not being used, to avoid freezing or damaging the water lines when temperatures may drop below freezing. The backflow mechanism is located on the side of your home and is about 6 inches above grade. Your system does not require an annual test.

Do not over-water plants or shrubs near the foundation in such a way that the house is sprayed or puddles form near the foundation, as this could cause leakage into your crawlspace. You can adjust the spray patterns of your sprinklers to prevent this problem.

If your plants look shriveled or withered in hot weather, it may be due to insufficient watering. You can modify the time of each watering, as well as how often each area is watered, by adjusting the control system in your garage. It is best to water plants early in the morning rather than later in the day when it is hotter and more water is lost to evaporation.

Your house has at least two outside water faucets or hose bibs...one near the rear patio and one in front on a garage wall. Each faucet has an anti-siphon device which will typically drip water when it is first turned on or turned off. This is normal. When temperatures

drop below freezing at night, it is a good idea to shut off the water supply to the faucet located on the garage wall, and then drain the faucet by opening the valve. After it is drained, close the faucet. This will prevent freezing and the risk of a burst water pipe. The faucet near the rear patio doesn't have a shut-off since it is located in a "warm" wall of the house.

Warranty: Your irrigation system and outside hose bibs are warranted to be free of defects in materials or workmanship for one year after closing.

Limitations: Damage to the irrigation system, including sprinkler heads or hose bibs, which is not noted at the time of closing is not covered by this warranty. Changes, additions or modification to the irrigation system or hose bibs not installed by the Builder are not covered by this warranty.

X. Caulking, weather-stripping, and winterizing your home

Homeowner's Responsibility: Regularly inspect caulk around doors and windows and replace it if it is not in good condition. The purpose of caulk is to prevent infiltration of outside air or moisture/water, so it will not function well if it is dried out or cracked. Good caulking is flexible and can shrink or contract as the weather changes without losing its adhesion to the material which it is sealing.

Weather-stripping on doors may tear or deteriorate as it ages, at which point it should be replaced. Faulty weather-stripping will result in wasted energy and higher utility bills.

When temperatures may drop below freezing, there are a number of things you should do:

- Keep the garage doors closed as much as possible.
- Disconnect garden hoses from the outside faucets.
- Cover crawlspace vents with Styrofoam covers to keep the crawlspace warm (but remove them once it warms up again to allow good air circulation).
- Shut-off the water supply to the hose bib on the side of the garage and cover the other outside faucet with a Styrofoam faucet cover.
- In extreme cold, leave cabinet doors open under sinks that are on exterior walls. This allows warm air to circulate, which helps prevent pipes from freezing.
- Do not use salt or a corrosive de-icing chemical on concrete as it may damage the surface. If necessary, keep some sand handy to improve traction on an icy driveway, sidewalk or patio.

Warranty: Not applicable

Y. Setting up your maintenance schedule

Homeowner's Responsibility: Maintaining your home will require both periodic and seasonal activities. Establishing a schedule for regular maintenance is the best way to ensure that your home provides the comfort and security that you want, while maximizing the value of your home.

Here are some things you should do every month:

- Clean the blades on your garbage disposer by grinding some ice cubes with hot water.
- Clean (or replace) the filter on your range hood.
- Check for leaks around toilets, under sinks, and around the dishwasher.
- Freshen and clean sink drains by running hot water while adding baking soda.
- Spot clean any stains in carpets.
- If you have an electrostatic air cleaner, check the filter and replace it if it is dirty.

Every 6 months:

- Replace your furnace filter. If visibly dirty, try changing every 3-4 months instead.
- Check and replace the batteries on your smoke detectors.
- Check each of your fire extinguishers to make sure they are properly charged.
- Check your ground fault interrupter (GFI) outlets to make sure they are working.
- Remove any lint build-up in your clothes dryer vent to prevent clogging.
- Inspect the caulking around your sinks, bathtubs and showers.
- Inspect the grout lines on any tile surfaces and repair or re-seal as necessary.
- Check the roof for missing or damaged roof shingles.
- Inspect and clean gutters and downspouts if applicable.
- Inspect doors and windows for proper caulking or weather-stripping.
- Apply silicone spray to the wheels on your garage door(s).

Annually:

- Apply silicone spray to the runner tracks of sliding windows or patio doors to ensure easy opening and closing.
- Have your furnace and heat pump maintained by a licensed HVAC repairman.
- Check your hot water heater for rust or signs of deterioration, and test the pressure relief valve to make sure it is functioning properly.

Evergreen Homes NW is proud of the high quality which has been built into every aspect of your new home. We are confident that it will provide you with years of enjoyment and comfortable living. To keep it in top condition, be sure to follow the maintenance guidelines detailed in this document, and in the instruction booklets for individual appliances or products which are included in the packet of materials given to you.

We sincerely wish you all the best in your new home,
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I agree to the terms of the Evergreen Homes NW Homeowner's Guide and Warranty.

Home Buyer's Signature

Home Buyer's Signature

Print Name Date

Print Name Date