

**Woodstone Homes, Inc.**

**Homeowner Warranty Manual:**

# Caring for Your Home

Woodstone Homes, Inc. has constructed your home with quality materials and the labor of experienced craftsmen. Before using any material, it must meet our specifications for quality and durability. All work is done under our supervision to attain the best possible results for your investment.

A home is one of the last hand-built products left in the world. Once we have assembled the natural and manufactured materials, the components interact with each other and the environment. Quality materials and workmanship have been used in your home, this will require some care and homeowner maintenance. A home, like an automobile, requires care and attention from the very first day. General homeowner maintenance is essential to providing a quality home for a lifetime.

## **Homeowner Use and Maintenance Guidelines**

We are proud of the homes we build and the neighborhoods in which we build. We strive to create long-lasting value. This cannot be achieved unless you, as the homeowner, properly maintain your home and all of its components. 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.

Many times a minor adjustment or repair done immediately saves a more serious, time-consuming, and sometimes costly repair later. Note also that neglect of routine maintenance can void applicable limited warranty coverage on all or part of your home. By caring for your new home attentively, you ensure your enjoyment of it for years. The attention provided by each homeowner contributes significantly to the overall desirability of the community.

We recognize that it is impossible to anticipate and describe every attention needed for good home care, but we have covered many important details. The subjects covered include components of homes we build, listed in alphabetical order. Each topic includes suggestions for use and maintenance followed by Woodstone Homes, Inc. limited warranty guidelines. This manual may discuss some components that are not present in your home.

Please take time to read the literature 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 our information current and accurate. However, if any detail in our discussion conflicts with the manufacturer's recommendations, you should follow the manufacturer's recommendations. Activate specific manufacturer's warranties by completing and mailing any registration cards included with their materials. In some cases, manufacturer's warranties may extend beyond the first year and it is in your best interests to be apprised of such coverages.

## **Woodstone Homes, Inc. Limited Warranty Guidelines**

While we strive to build a defect-free home, we are realistic enough to know that errors may occur or that something in the home may not perform as intended. When either occurs, we will make necessary corrections. In support of this commitment, Woodstone Homes, Inc. provides you with a limited warranty. In addition to the information contained in the limited warranty itself, this manual includes details about one-year material and workmanship standards. The purpose is to let you know what our quality standard is for the typical concerns that can come up in a new home. The manual describes our standards for each item and what we will do to remedy items that do not meet our standards.

Our criteria for qualifying warranty repairs are based on typical industry practices in our region and meet or exceed those practices for the components of your home. However, we reserve the right to exceed these guidelines if common sense or individual circumstances dictate, without being obligated to exceed all guidelines to a similar degree or for all homeowners.

You will receive the signed limited warranty document at your closing. Please read through this information, as well as the service procedures discussed on the following pages. If you have any questions regarding the standards or procedures, contact our office.

*Our warranty service system is designed to accept written reports of non-emergency items. This provides you with the maximum protection **and** allows us to operate efficiently, thereby providing faster service to all homeowners. **Emergency reports are the only reports accepted by phone.***

## **Reporting Procedures**

**All service requests must be put in writing.**

### ***Forty-five Day Report***

In order for our service program to operate at maximum efficiency and for your own convenience, we suggest that you wait 45 days before submitting any warranty list. This allows you sufficient time to become settled in your new home and to thoroughly examine all components. Drywall concerns should wait until the 12-month report.

### ***Year-End Report***

Near the end of the eleventh month of your materials and workmanship warranty, you should submit a year-end report. We will also be happy to discuss any maintenance questions you may have at that time.

### ***Emergency Service***

As defined by the limited warranty, “emergency” includes the following situations and requires a direct call to the necessary subcontractor. A list of emergency contact numbers will be given to you at settlement and it will be important to put these in a place accessible to you when an emergency occurs.

- Total loss of heat during the winter months or air conditioner shut down in the summer. Check emergency shut off switch at top of basement stairs first.
- Total loss of electricity. (Check with the utility company before reporting this to Woodstone Homes, Inc. or our electrician.)
- Total loss of water. (Check with the water department to be certain the problem is not a general outage in the area.)
- Plumbing leak that requires the entire water supply to be shut off.
- Gas leak. (Contact your utility company or gas supplier or plumber if the leak is at the furnace or water heater supply lines.)
- Roof leak.
- Sewer / Septic problem or system shuts down.

Once you have contacted the correct subcontractor, we ask that you give our office a call to notify us of the nature of the emergency. This will enable us to follow up with you and the subcontractor to ensure all work was completed and your home is once again running properly.

### ***Other Warranty Service***

If you wish to initiate non-emergency warranty service between the 45-day and year-end report, you are welcome to do so by sending in a service request form. We will handle these requests according to the same procedures that apply to the 45-day and year-end reports.

### ***Kitchen Appliance Warranties***

The manufacturers of kitchen appliances will work directly with you if any repairs are needed for these products. Customer service phone numbers are listed in the use and care 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.

### **Service Processing Procedures**

You can help us to serve you better by providing complete information, including:

- Name, address, and phone numbers where you can be reached during business hours.
- A complete description of the problem, for example, "guest bath—cold water line leaks under sink," rather than "plumbing problem."

When we receive a warranty service request, we will contact you for an inspection appointment. Warranty inspection appointments are available Monday through Friday, 7 a.m. to 4 p.m. We inspect the items listed in your written request to confirm warranty coverage and determine appropriate action. Generally reported items fall into one of three categories:

- Trade contractor item
- In-house item
- Home maintenance item

If a trade contractor or an in-house employee is required to complete repairs, we issue a warranty work order and the repair technician contacts you to schedule the work. Warranty work appointments are available Monday through Friday, 7 a.m. to 4 p.m. We intend to complete warranty work orders within 15 workdays of the inspection unless you are unavailable for access. If a back-ordered part or similar circumstance causes a delay, we will let you know.

If the item is home maintenance, we will review the maintenance steps with you and offer whatever informational assistance we can. Woodstone Homes, Inc. does not provide routine home maintenance.

# Reporting Warranty Items

The many details of warranty coverage can be confusing. We hope this chart will make reporting items easier. If you do not know whom to contact, call our office and we will guide you.

<b>Appliances</b>	Contact the manufacturer directly with model and serial number, closing date, and description of problem.
<b>Emergency</b>	Contact the necessary subcontractor or Utility listed on the Emergency Listing. See the list received at Settlement.
<b>Non-emergency</b>	Mail or fax your written list of items to our office. You can find service request forms at the end of this manual or you can request more by calling our office:  70 Pottstown Pike P.O. Box 814 Uwchland, PA 19480 (610) 458-0157 Phone (610) 458-0246 Fax
<b>Storm damage or other natural disaster</b>	Contact your homeowner's insurance agent immediately. Contain damage as much as possible without endangering yourself. In extreme situations, photograph the damage.
<b>Hours</b>	Office: Monday through Friday, 8 a.m. until 5 p.m. Inspection appointments: Monday through Friday, 7 a.m. until 4 p.m. Work appointments: Monday through Friday, 7 a.m. until 4 p.m.
<b>Questions?</b>	Call the main office during normal business hours, (610) 458-0157.

# 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 conditioner 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 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 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***

Maximize air flow to occupied parts of 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.

*See also Grading and Drainage.*

### ***Humidifier***

If a humidifier is installed on the furnace system, turn it off when you use the air conditioning; otherwise, the additional moisture can cause a freeze-up of the cooling system.

### ***Manufacturer's Instructions***

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

### ***Temperature Variations***

Temperatures may vary from room to room by several degrees F. This is due to such variables as floor plan, orientation of the home on the lot, type and use of window coverings, and traffic through the home.

## **Woodstone Homes, Inc. Limited Warranty Guidelines**

The air conditioning system should maintain a temperature of 78 degrees F or a differential of 15 degrees from the outside temperature, measured in the center of each room at a height of five feet above the floor. Lower temperature settings are often possible, but this will not be guaranteed by either the manufacturer or Woodstone Homes, Inc.

### ***Compressor***

The air conditioning compressor must be in a level position to operate correctly. If it settles during the warranty period, Woodstone Homes, Inc. will correct this.

### ***Coolant***

The outside temperature must be 70 degrees F or higher for the contractor to add coolant to the system. If your home was completed during winter months, this charging of the system is unlikely to be complete and will need to be performed in the spring. Although we check and document this at orientation, your call to remind us is welcome in the spring.

### *Non-emergency*

Lack of air conditioning service is not an emergency. Heating and air conditioning contractors in our region respond to air conditioning service requests in the order received.

## **Alarm System**

### **Homeowner Use and Maintenance Guidelines**

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

### **Woodstone Homes, Inc. Limited Warranty Guidelines**

Woodstone Homes, Inc. will correct wiring that does not perform as intended for the alarm system.

## **Appliances**

### **Homeowner Use and Maintenance Guidelines**

Read and follow all manufacturers' instructions for the use and maintenance of each appliance in your home and keep them available for reference.

### *Manufacturer's Service*

If a problem arises with an appliance, call the customer service number listed in the manufacturer's warranty. When reporting warranty items to the appliance manufacturer, be prepared to supply the following details:

- Date of purchase (your closing date)
- Serial and model numbers, found on a metal plate or sticker on the side or bottom of each appliance
- Description of the problem

### *Registration*

Mail warranty registration cards directly to the manufacturer directly after settlement.

## Woodstone Homes, Inc. Limited Warranty Guidelines

We confirm that all appliance surfaces are in acceptable condition during your 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 these written warranties.

# Appliance Serial Numbers

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

Closing Date

<i>Appliance</i>	<i>Manufacturer</i>	<i>Model #</i>	<i>Serial #</i>	<i>Service Phone #</i>
Range				
Range Hood				
Cooktop				
Oven				
Microwave				
Dishwasher				
Disposal				

# Asphalt

## **Homeowner Care and Maintenance**

Asphalt is a flexible and specialized surface. Like any other surface in your home, it requires protection from things that can damage it. Over time, the effects of weather and earth movement will cause minor settling and cracking of asphalt. These are normal reactions to the elements and do not constitute improperly installed asphalt or defective material. Avoid using your driveway for one week after it is installed, by keeping cars, trucks and other heavy traffic off of it.

### ***Chemical Spills***

Asphalt is a petroleum product. Gasoline, oil, turpentine, and other solvent or petroleum products can dissolve or damage the surface. Wash such spills with soap and water, and then rinse them thoroughly with plain water.

### ***Weather***

Avoid any concentrated or prolonged loads on your asphalt, particularly in hot weather. High-heeled shoes, motorcycle or bicycle kickstands, trailers, or even cars left in the same spot for long periods can create depressions or punctures in asphalt.

### ***Nonresidential Traffic***

Avoid nonresidential traffic such as heavy trucks on your driveway; it was designed for residential use only. Such vehicles may cause permanent damage and/or void your warranty of the driveway.

### ***Seal coating***

Exposure to sunlight and other weather conditions will fade your driveway, allowing the surface gravel material to be more visible. This is a normal condition and not a material or structural problem. You do not need to treat the surface of your asphalt driveway. However, if you choose to treat it, wait a minimum of 12 months and use a dilute asphalt emulsion, rather than the more common coal tar sealant.

## **Woodstone Homes, Inc. Limited Warranty**

We perform any asphalt repairs by overlay patching. Woodstone Homes, Inc. is not responsible for the inevitable differences in color between the patch and the original surface. Seal coating can eliminate this cosmetic condition and is your responsibility.

### ***Alligator Cracking***

If cracking that resembles the skin of an alligator develops under normal residential use, Woodstone Homes, Inc. will repair it. If improper use, such as heavy truck traffic, has caused the condition, repairs will be your responsibility.

### ***Settling***

Settling next to your garage floor of up to 1-1/2 inches across the width of the driveway is normal. Settling or depressions elsewhere in the driveway of up to one inch in any eight-foot radius are considered normal. We will repair settling that exceeds these standards.

### ***Thermal Cracking***

Your driveway will exhibit thermal cracking, usually during the first 12 months. These cracks help your driveway adapt to heating and freezing cycles. Cracks should be evaluated in the hottest months—July or August. We will repair cracks that exceed 1/2 inch in width.

## **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 that may traverse 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.

### **Woodstone Homes, Inc. Limited Warranty Guidelines**

Woodstone Homes, Inc. and the local building department inspect the attic before your closing to confirm insulation is correct.

## **Brass 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, scratches from sharp objects, and abrasive cleaners can cause the protective coating to crack or peel, exposing the brass and resulting in spotting and discoloration.

### *Cleaning*

Initial care of these products requires only periodic cleaning with a mild, nonabrasive soap and buffing with a soft cloth.

### *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, 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.

## **Woodstone Homes, Inc. Limited Warranty Guidelines**

During the orientation we will confirm that brass fixtures are in acceptable condition. Woodstone Homes, Inc. 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.

# **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 the lower row of bricks. These holes allow moisture that has accumulated behind the brick to escape. Do not fill these weep holes or permit landscaping materials to cover them.

## **Woodstone Homes, Inc. Limited Warranty Guidelines**

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

### ***Cracks***

Cracks are a normal occurrence caused by heat or cold expansion and contracting. One time during the warranty period, we repair masonry cracks that exceed 3/16 inch.

# **Cabinets**

## **Homeowner Use and Maintenance Guidelines**

Your selection sheets are your record of the brand, style, and color of cabinets in your home. If you selected wood or wood veneer cabinets, expect differences in grain and color between and within the cabinet components due to natural variations in wood and the way it takes stain.

### ***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. Treat cabinets like fine furniture. Touch up kits are given to the homeowner for normal scrapes and scratches.

### ***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.

## **Woodstone Homes, Inc. Limited Warranty Guidelines**

During the orientation we will confirm that all cabinet parts are installed and that their surfaces are in acceptable condition.

### ***Alignment***

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

### ***Operation***

Cabinets should operate properly under normal use.

### ***Separations***

We will correct gaps between cabinets and the ceiling or cabinets and the walls by caulking or other means if the gap exceeds 1/8 inch (locations behind appliances are excepted from this repair).

### ***Warping***

If doors or drawer fronts warp in excess of 1/4 inch within 24 inches, we 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. Color fading or darkening is normal due to sunlight, heat, humidity, etc. and should be expected to some degree in all cabinets.

# **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.

### ***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 trampled 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. Wipe spills and clean stains immediately. For best results, blot or dab any spill or stain; avoid rubbing. Test stain removers on an out-of-the-way area of the carpet, such as in a closet, to check for any undesirable effects. Have your carpet professionally cleaned regularly, usually once a year. Consult with flooring contractor for proper stain remover and procedure. Some problem conditions that may occur with your new carpet and our suggested remedies are presented below.

### ***Burns***

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

### ***Crushing***

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

### ***Fading***

Science has yet to develop a color that will not fade with time. All carpets will slowly lose some color due to natural and artificial 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. May also be caused by moving large pieces of furniture on carpet by sliding or pushing.

### ***Seams***

Carpet usually comes in 12-foot widths, making seams necessary in most rooms. Visible seams are not a defect unless they have been improperly made or unless the material has a defect, making the seam appear more pronounced than normal. The more dense and uniform the carpet texture, the more visible the seams will be. Carpet styles with low, tight naps result in the most visible seams. Seams are never more visible than when the carpet is first installed. Usually with time, use, and vacuuming the seams become less visible. You can see examples of how carpet seams diminish after they have been vacuumed and have experienced traffic in the model homes.

### ***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 and 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.

### ***Static***

Cooler temperatures outside often contribute to static electricity inside. To avoid the problem, look for carpets made with anti-static. You can also install a humidifier to help control static build-up.

### ***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.

### ***Seams***

Carpet seams will be visible. Woodstone Homes, Inc. will repair any gaps or fraying.

## **Woodstone Homes, Inc. Limited Warranty Guidelines**

During your orientation, we will confirm that your carpet is in acceptable condition. We will correct stains or spots noted at this time by cleaning, patching, or replacement. Woodstone Homes, Inc. will not be responsible for dye lot variations if replacements are made.

# **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.

### ***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.

## **Woodstone Homes, Inc. Limited Warranty Guidelines**

During the orientation we confirm that appropriate areas are adequately caulked.

### ***One-Time Repair***

We will touch up caulking one time during your materials and workmanship period. We suggest that this be performed with your 11-month service.

*See also Countertops, Expansion and Contraction, Stairs, and Wood Trim.*

# Ceramic Tile

## Homeowner Use and Maintenance Guidelines

Your selection sheets include the brand and 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 nonabrasive 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.

### *Sealing Grout*

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

### *Separations*

Expect slight separations to occur in the grout between tiles. This grout is for decorative purposes only; it does not hold the tile in place. Cracks in the grout can be filled using premixed grout purchased from flooring or hardware stores. Follow package directions.

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.

## **Woodstone Homes, Inc. Limited Warranty Guidelines**

During the orientation we confirm that tile and grout areas are in acceptable condition. We will repair or replace cracked, badly chipped, or loose tiles noted at that time. Woodstone Homes, Inc. is not responsible for variations in color or discontinued patterns. New grout may vary in color from the original.

### ***One-Time Repair***

Cracks appearing in grouting of ceramic tiles at joints or junctions with other materials are commonly due to shrinkage. Woodstone Homes, Inc. will repair grouting, if necessary, one time during the first year. We are not responsible for color variations in grout or discontinued colored grout. Any grouting or caulking that is needed after that time is your responsibility.

# **Concrete Flatwork**

## **Homeowner Use and Maintenance Guidelines**

By maintaining good drainage, you protect your home's foundation and the concrete flatwork: the basement floor, porch, patio, garage floor, and sidewalks.

Concrete slabs 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 not covered by the structural warranty.

We install a flexible collar around the top of the furnace plenum. Gas and water lines include flexible connections, and drain lines have slip joints. The basement stairs do not rest on the floor and the support posts under the I-beam are separated from the floor slab. Woodstone Homes, Inc. incorporates all of these details in the construction of the basement floor because we know the floor will move in response to the soils. Movement of the basement slab or any concrete slab results in cracking. Minimize this movement by following Woodstone Homes, Inc. 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 inch 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.

### ***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***

Do not permit heavy vehicles such as moving vans or concrete trucks to drive on your concrete work. We design and install this concrete for residential use only.

### ***Ice, Snow, and Chemicals***

Remove ice and snow from concrete slabs as promptly as possible after snow storms. Protect concrete from abuse by chemical agents such as pet urine, fertilizers, radiator overflow, repeated hosing, or de-icing agents, such as road salt that can drip from vehicles. All of these items can cause spalling (chipping of the surface) of concrete. Use only approved deicing crystals on your new concrete walk ways and other concrete slab areas, salt crystals will damage concrete.

### ***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 and washing soda or, if necessary, a scouring powder.

## **Woodstone Homes, Inc. Limited Warranty Guidelines**

Concrete slabs 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 not covered by the structural warranty. The limited warranty coverage is for one year unless the requirements of your loan state otherwise.

### ***Color***

Concrete slabs vary in color. No correction is provided for this condition.

### ***Cracks***

If concrete cracks reach 3/16 inches in width or vertical displacement, Woodstone Homes, Inc. will patch or repair them one time during the warranty year. Subsequently, concrete slab maintenance is your responsibility. If you prefer to have the slab replaced, we will obtain a price for you and assist in scheduling the work upon receipt of your payment. However, we advise against this expense since the new slab may crack as well.

### ***Finished Floors***

Woodstone Homes, Inc. will correct cracks, settling, or heaving that rupture finish floor materials that we installed as part of the home as you originally purchased it.

### ***Level Floors***

Concrete floors in the habitable areas of the home will be level to within 1/4 inch within any 32-inch measurement with the exception of an area specifically designed to slope toward a floor drain (sump crock or exit).

### ***Separation***

Woodstone Homes, Inc. will correct separation of concrete slabs from the home if separation exceeds one inch.

### ***Settling or Heaving***

Woodstone Homes, Inc. will repair slabs that settle or heave in excess of 2 inches or if such movement results in negative drainage (toward the house) or hazardous vertical displacement.

### ***Spalling (Surface Chips)***

Causes of spalling include repeated hosing of concrete for cleaning, animal urine, radiator overflow, fertilizer, uncleared snow and ice, ice-melting agents, and road salts from vehicles. Repair of spalling is a home maintenance task.

### *Standing Water*

Water may stand on exterior concrete slabs for several hours after precipitation or from roof run-off. Woodstone Homes, Inc. will correct conditions that cause water to remain longer than 12 hours unless it is from roof run-off of melting snow or ice.

## **Condensation**

### **Homeowner Use and Maintenance Guidelines**

Condensation on interior surfaces of the windows and frames comes from high humidity within the home combined with low outside temperatures and inadequate ventilation. Family lifestyle significantly influences these conditions. If your home includes a humidifier, closely observe manufacturer's directions for its use, especially during periods of cooler temperatures.

*See also Ventilation.*

### **Woodstone Homes, Inc. Limited Warranty Guidelines**

Condensation results from a family's lifestyle and Woodstone Homes, Inc. has no control over this. 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 you cannot 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, 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 laminates and to prevent warping. Check for gaps around sink edge to avoid water from entering.

### *Cleaning*

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

### ***Mats***

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

### ***Wax***

Wax is not necessary, but it can be used to make counters gleam.

*See also Ceramic Tile.*

## **Woodstone Homes, Inc. Limited Warranty Guidelines**

During your orientation we confirm that all countertops are in acceptable condition. We repair noticeable surface damage such as chips, cracks, and scratches noted on the orientation list. Repair of surface damage that occurs during or after your move-in is one of your home maintenance responsibilities.

### ***Laminates***

Laminated countertops will have one or more discernible seams. Woodstone Homes, Inc. will repair gaps or differential at the seams that exceed 1/16 inch.

### ***Manufactured Marble***

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

### ***Separation from Wall***

Separation of countertops from walls, backsplash, and around sinks results from normal shrinkage of materials. Woodstone Homes, Inc. will recaulk these areas one time during the materials and workmanship warranty. Subsequently caulking will be your home maintenance responsibility.

# **Doors and Locks**

## **Homeowner Use and Maintenance Guidelines**

The doors installed in your home are wood products subject to such natural characteristics of wood as shrinkage and warpage. Due to natural fluctuations of humidity and the use of forced air furnaces, showers, and dishwashers, interior doors may occasionally require minor adjustments.

### ***Bifold Doors***

Interior bifolds sometimes stick or warp due to weather conditions. Apply a silicone lubricant to the tracks to minimize this inconvenience.

### ***Exterior Finish***

To ensure longer life for your exterior wood 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. Reseal 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 (remortising) 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.

### ***Locks***

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

### ***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 loosens the hardware and causes the door to sag.

### ***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.

### ***Sticking***

The most common cause of a sticking door is the natural expansion of lumber due to changes in humidity. When sticking is due to 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 hinge 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.

## **Woodstone Homes, Inc. Limited Warranty Guidelines**

During the orientation we confirm that all doors are in acceptable condition and correctly adjusted. Woodstone Homes, Inc. will repair construction damage to doors noted on the orientation list.

### ***Adjustments***

Due to normal settling of the home, doors may require adjustment for proper fit. Woodstone Homes, Inc. will make such adjustments.

### ***Panel Shrinkage***

Panels of wood doors shrink and expand in response to changes in temperature and humidity. Although touching up the paint or stain on unfinished exposed areas is your home maintenance responsibility, Woodstone Homes, Inc. will repair split panels that allow light to be visible.

### ***Warping***

Woodstone Homes, Inc. will repair doors that warp in excess of 1/4 inch.

# 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 and studs to which the drywall is attached.

### *Repairs*

With the exception of the one-time repair service provided by Woodstone Homes, Inc., 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.

## Woodstone Homes, Inc. Limited Warranty Guidelines

During the orientation, we confirm that drywall surfaces are in acceptable condition. One time during the materials and workmanship warranty, Woodstone Homes, Inc. will repair drywall shrinkage cracks and nail pops and touch up the repaired area using the same paint color that was on the surface when the home was delivered. Touch-ups will 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*

**Woodstone Homes, Inc. does not repair drywall flaws that are only visible under particular lighting conditions.**

### *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), Woodstone Homes, Inc. 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 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-up may not match the surrounding area.

## **Electrical Systems**

### **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 first.

#### ***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.

#### ***Breaker Tripping***

Breakers trip due to 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 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 is defective and will require repair or replacement.

#### ***Buzzing***

Fluorescent fixtures use transformer action to operate. This action sometimes causes a buzzing.

#### ***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). Heavy appliances such as freezers or power tools will trip the GFCI breaker.

***Do not plug a refrigerator or food freezer into a GFCI-controlled outlet. The likelihood of the contents being ruined is high and the limited warranty does not cover such damage.***

Each GFCI receptacle 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 eight outlets.

### ***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 orientation.

### ***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 PA One Call at 1-800-242-1776. In most cases, wires run in a straight line from the meter box to the nearest public utility pad or junction/splice box. Maintain positive drainage around the foundation to protect this service.

## **Woodstone Homes, Inc. Limited Warranty Guidelines**

During the orientation we confirm that light fixtures are in acceptable condition and that all bulbs are working. Woodstone Homes, Inc.'s limited warranty excludes any fixture you supplied.

### ***Designed Load***

Woodstone Homes, Inc. will repair any electrical wiring that fails to carry its designed load to meet specifications. If electrical outlets, switches, or fixtures do not function as intended, Woodstone Homes, Inc. will repair or replace them.

### ***GFCI (Ground-Fault Circuit-Interrupters)***

Woodstone Homes, Inc. is not responsible for food spoilage that results from your plugging refrigerators or freezers into a GFCI outlet.

### ***Power Surge***

Power surges are the result of local conditions beyond the control of Woodstone Homes, Inc. and are excluded from limited 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 limited warranty coverage. Installation of surge protectors on sensitive equipment may help to protect them.

# **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.

## **Woodstone Homes, Inc. Limited Warranty**

Woodstone Homes, Inc. provides one-time repairs to many of the effects of expansion and contraction. See individual categories for details.

# **Fireplace**

## **Homeowner Use and Maintenance Guidelines**

Most of us feel a fireplace is an excellent way to create a warm, cozy atmosphere. However, without sufficient information, your use of the fireplace can result in heat (and dollars) being wasted. To help prevent that, consider the following points.

Look upon burning a fire as a luxury that adds much to the atmosphere but just a little to the heat in a home. About 10 percent of the heat produced by a fire is radiated into the house. In many older homes, the air used by the fireplace for combustion is replaced with cold outside air drawn in through cracks around doors and windows. However, your home is constructed so tightly that this does not happen. We install a fresh air vent to supply the fireplace with combustion air and reduce the amount of heated air the fire draws from your house. Open this vent before starting the fire as you do the damper.

Close the damper and cold air vent when not in use. Leaving these open is equivalent to having an open window in the house. One caution on the use of glass doors: do not close them over a roaring fire, especially if you are burning hard woods (such as oak or hickory) because this could break the glass. Also, when closing the doors over a burning fire, open the mesh screens first. This prevents excessive heat build-up on the mesh, which might result in warping or discoloration.

Your objective in building a fire should be a clean, steady, slow-burning fire. Begin with a small fire to allow the components of the fireplace to heat up slowly. Failure to do so may damage the fireplace and can void the warranty. Start the fire by burning kindling and newspaper under the grate; two to three layers of logs stacked with air space between, largest logs to the rear, works best. One sheet of paper burned on top of the stack will help the chimney start to draw. Any logs 6 inches in diameter or larger should be split.

***Do not burn trash in the fireplace and never use any type of liquid fire starter.***

Remove old ashes and coals from under the grate when completely cool. A light layer is desirable as an insulator and will help to reflect heat.

### ***Chimney Cleaning***

Creosote and other wood-burning by-products accumulate inside the flue over a period of time. This build-up can be a fire hazard. The way you use your fireplace and the type of wood you burn determine the frequency of your chimney cleanings. For instance, burning soft woods or improperly seasoned woods necessitates more frequent cleaning. Hire a qualified chimney sweep for this cleaning.

### ***Spark Arrester***

If the spark arrester becomes clogged, the diminished airflow will affect the performance of the fireplace and may be a fire hazard. Have the arrester cleaned professionally when needed.

### ***Gas Fireplace***

Woodstone Homes, Inc. offers gas log inserts for your fireplaces. If you ordered this type of fireplace, it is not demonstrated during the orientation. Read and follow all manufacturers' directions and make sure to contact the fireplace vendor directly to request a demonstration.

A slight delay between turning the switch on and flame ignition is normal. The flames should ignite gently and silently. If you notice any deviation from this and any gas smell, immediately shut off the switch and report it to the gas company.

Excessive winds can cause a downdraft, which can blow out the pilot, requiring you to relight it before using the fireplace. Also may cause blow back of smoke into house during use of wood burning fireplaces.

## **Woodstone Homes, Inc. Limited Warranty Guidelines**

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

### ***Discoloration***

Discoloration of the firebox or brick is a normal result of use and requires no corrective action.

Masonry fireplaces may develop cracks due to temperature changes and other factors.

### ***Downdraft***

Although extremely high winds can result in a downdraft, this condition should be temporary and occasional. We will determine and correct continuous malfunction if caused by a construction or design defect.

### ***Glass Doors***

During the orientation we confirm that glass fireplace doors, when included with the home, are in acceptable condition. **These doors must not be closed on gas log fireplaces.**

### ***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.

## **Foundation**

### **Homeowner Use and Maintenance Guidelines**

The walls of the foundation are poured concrete. To protect your home's foundation, follow guidelines for installation and maintenance of landscaping and drainage in this manual.

### ***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 duct work 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.

Woodstone Homes, Inc. does not warrant that you will be able to obtain such a permit because of the possibility that building codes may change.

## **Woodstone Homes, Inc. Limited Warranty Guidelines**

The foundation of your home has been designed and installed according to the recommendations of an engineer. The walls of the foundation are poured concrete with steel reinforcing rods.

### ***Cracks***

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

### ***Cosmetic Imperfections***

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

### ***Leaks***

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

# **Garage Overhead Door**

## **Homeowner Use and Maintenance Guidelines**

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

### ***30-Weight Oil***

Every six months, apply a 30-weight automobile oil or similar lubricant to all moving parts: track, rollers, hinges, pulleys, and springs. At the same time, check to see that all hardware is tight and operating as intended without binding or scraping. Avoid over lubricating to prevent drips on vehicles or the concrete floor.

### ***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. Do not paint interior or exterior locks.

## ***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 manual operation of the door in the event of a power failure.

If Woodstone Homes, Inc. installed a door opener as one of your selections, during 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. If the eyes do not line up with each other and/or lights are not lit the opener may not operate. Be sure these eyes are not disturbed.

## ***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 hands 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.

## **Woodstone Homes, Inc. Limited Warranty Guidelines**

The garage door should operate smoothly and with reasonable ease. The door can become misaligned and require adjustment, which Woodstone Homes, Inc. will provide unless the problem is caused by the installation of a garage door opener subsequent to closing on the home.

### ***Light Visible***

Garage overhead doors cannot be airtight. Some light will be visible around the edges and across the top of the door. Severe weather conditions may result in some precipitation entering around the door.

# 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 tank and second stage regulator. We point these out during the orientation. If you suspect a gas leak, leave the home and call the gas company immediately for emergency service.

## Woodstone Homes, Inc. Limited Warranty Guidelines

The propane supplier (Amerigas) is responsible for leaks up to the regulator. Woodstone Homes, Inc. will correct leaks from the regulator into the home.

# Gas Water Heater

## 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. 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*

Most hot water heaters have automatic ignition, turn on gas and plug in unit, pilot will cycle and self ignite. 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. To light the water heater pilot, first remove the cover panel on the tank to expose the pilot. Then rotate the on-off pilot knob to the pilot position. When the knob is in this position, the red button can be depressed.

While depressing the red button, hold a match at the pilot. Once the pilot lights, continue to hold

the red button down for 60 seconds. When you release the red button, the pilot should stay lit. If it does not, wait several minutes to allow the gas to dissipate from the tank and repeat the entire process. If it stays lit, rotate the on-off pilot knob to the on position.

Reinstall the cover panel and then adjust the temperature setting with the regulating knob on the front of the tank. Thermostats are now in a closed area on the unit to prevent tampering. 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.

### ***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.

### ***No Hot Water***

If you discover that you have no hot water, check the pilot, temperature setting, power, gas and water supply valve before calling for service. Refer to the manufacturer's literature for specific locations of these items and other troubleshooting information. Amerigas will perform service to hot water heaters, leased to homeowners for the first 5 years.

## **Woodstone Homes, Inc. Limited Warranty Guidelines**

Refer to the manufacturer's limited warranty for information regarding coverage of the water heater. *See also Plumbing.*

# **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.

### ***Drainage***

Typically, the grade around your home should slope 1 foot in the first 10 feet, tapering to a 2 percent slope. In most cases, drainage swales do not follow property boundaries. Maintain the slopes around your home to permit the water to drain away from the home as rapidly as possible. This is essential to protect your foundation. Failure to do so can result in major structural damage and will void your warranty.

### ***Roof Water***

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

### ***Rototilling***

Rototilling can significantly change drainage swales. You can minimize this by rototilling parallel to the swales rather than across them.

### ***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 snow. Settling can continue for several years. Inspect the perimeter of your home regularly for signs of settling and fill settled areas as needed to maintain positive drainage.

*See also Landscaping.*

## **Woodstone Homes, Inc. 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 should not interfere with the drainage away from your home. If these areas settle during the first year, Woodstone Homes, Inc. will fill the areas one time and subsequently will provide you with fill dirt to maintain positive drainage.

### ***Erosion***

Woodstone Homes, Inc. is not responsible for weather-caused damage to unlandscaped 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.

### ***Recommendations***

Woodstone Homes, Inc. documents the grades that exist at the time of delivery of your home or as soon thereafter as possible. The ground must be dry and free of frost to make these determinations. Once final grades are set, Woodstone Homes, Inc. will inspect drainage problems reported in writing during the warranty period, compare grades to those originally established, and advise you on corrective actions you might take.

### ***Soil Information***

We provide soil information when the purchase agreement is written or as soon thereafter as it becomes available. Landscaping recommendations are designed based on soils and engineering reports and thus may vary slightly.

### ***Swales***

Woodstone Homes, Inc. 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. Woodstone Homes, Inc. advises against making such changes. After heavy rain or snow, water may stand in swales up to 48 hours.

### ***Under Concrete***

Woodstone Homes, Inc. will fill visible sunken areas under concrete during the first year.

### ***Winter Grading***

Due to weather conditions, especially during winter and early spring, the final grade may not have been established at the time of closing. We document the status of your grading at the time of delivery. When conditions permit, grading work will continue. Confirm that we have completed your grading before beginning landscaping.

# Gutters and Downspouts

## Homeowner Use and Maintenance Guidelines

Check gutters periodically and remove leaves or other debris. Materials that accumulate in gutters can slow water drainage from the roof, cause overflows, and clog the downspouts.

Houses in the area are prone to falling leaves and should have leaf guards installed by homeowner.

### *Extensions or Splash blocks*

Extensions 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.

### *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.

## Woodstone Homes, Inc. Limited Warranty Guidelines

Gutters over 3 feet long are installed with a slight slope so that roof water will flow to the downspouts.

### *Leaks*

We correct leaks that occur during the warranty period.

### *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 one inch) 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**

Door knobs 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.

### **Woodstone Homes, Inc. Limited Warranty Guidelines**

We confirm that all hardware is in acceptable condition during orientation. The limited warranty excludes repairs for cosmetic damage subsequent to the orientation.

Woodstone Homes, Inc. will repair hardware items that do not function as intended.

## **Hardwood Floors**

### **Homeowner Use and Maintenance Guidelines**

In daily care of hardwood floor, preventive maintenance is the primary goal.

#### ***Cleaning***

Sweep on a daily basis or as needed. Never wet mop a hardwood floor. Excessive water causes wood to expand and can possibly damage the floor. When polyurethane finishes become soiled, damp-mop with a mixture of one cup vinegar to one gallon of warm water. When damp-mopping, remove all excess water from the mop. Check with the hardwood company if your floor has a water-based finish.

#### ***Dimples***

Placing heavy furniture or dropping heavy or sharp objects on hardwood floors can result in dimples.

### ***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. Especially during winter months the individual planks or pieces expand and contract as moisture content 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.

### ***Separation***

Expect some shrinkage around heat vents or any heat-producing appliances, or during seasonal weather changes.

*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.

### ***Spills***

Clean up food spills immediately with a dry cloth. Use a vinegar-and-warm-water solution 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.

## **Woodstone Homes, Inc. Limited Warranty Guidelines**

During the orientation we will confirm that hardwood floors are in acceptable condition. We will correct any readily noticeable cosmetic defects listed during the orientation. You are responsible for routine maintenance of hardwood floors.

### *Separations*

Shrinkage will result in separations between the members of hardwood floors. If these exceed 1/8 inch, Woodstone Homes, Inc. will fill them one time. Woodstone Homes, Inc. 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**

## **Homeowner Use and Maintenance Guidelines**

Good maintenance of the 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 the adjustable registers in your home to establish the best heat flow for your lifestyle. Generally, you can reduce the heat in seldom-used rooms by closing or partially closing the registers. Interior rooms do not have heat/air conditioning feeds. 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 may damage material in the home. In the beginning, use as little heat as possible and increase it gradually.

### ***Blower Panel***

You need to position the blower panel cover correctly for the furnace blower (fan) to operate. This panel compresses a button that tells the blower it is safe to operate. If this panel is not on properly, the unit will not function.

### ***Combustion Air***

Furnaces we install in basements or in closets include combustion air vents, thus using outside air for combustion, not inside air.

**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.**

### ***Ductwork Noise***

Some popping or pinging sounds are the natural result of ductwork heating and cooling in response to air flow as the system operates. Metal ductwork attached to the bottom of joists may cause some noise as well.

### ***Filter***

Remember to change or clean the filter monthly during the heating season (year-round if you also have air conditioning). A clogged filter can slow air flow and cause cold spots in your home. Although it takes less than one minute to change the filter, this is one of the most frequently overlooked details of normal furnace care. Buy filters in large quantity for the sake of convenience.

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.

### ***Fuse***

Some furnaces have a fuse directly above the on-off switch. This fuse is an S10, S12, or S15 fuse. It absorbs any spikes in the line such as close electrical strikes or power surges. Unlike old fuses that burn out and clearly indicate that they are blown, these fuses, similar to automobile fuses, have a spring that depresses when tripped. Unless you have examined these quite carefully before, it may be hard to determine if the fuse has blown. We suggest that you buy some extra fuses of the same size to have on hand.

### ***Gas Odor***

If you smell gas, leave the house immediately, take the phone, shut off gas outside and call gas company and 911 if necessary.

### ***Odor***

A new heating system may emit an odor of burning oil 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 in a metal box 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 but has an emergency shut off switch at top of the basement stair (red cover plate). Check to make sure both switches are in the “on” position before calling for service.

### ***Pilot***

On models with manually lit pilots, lighting the furnace pilot involves several steps. First, remove the cover panel to expose the pilot. Then rotate the on-off pilot knob to pilot. When the knob is in this position, you can depress the red button. While depressing the red button, hold a match at the pilot. Once the pilot lights, continue to hold the red button down for 30 to 60 seconds. When you release the red button, the pilot should stay lit. If it does not, wait several minutes to allow any gas to dissipate from the furnace area and repeat the entire process. If the pilot stays lit, rotate the on-off pilot knob to the on position. Reinstall the cover panel. You can find these instructions on a sticker on the furnace and in the manufacturer's literature.

### ***Registers***

Heat register covers are removable and 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 air flow 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 and cooling

seasons.

## **Woodstone Homes, Inc. 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, Woodstone Homes, Inc. will repair as needed.

### ***Furnace Sounds***

Expansion or contraction of metal ductwork results in ticking or popping sounds. While eliminating all these sounds is impossible, Woodstone Homes, Inc. will attempt to 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.)

### ***Thermostat***

Thermostats are calibrated to plus or minus 5 degrees.

# **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 a TV antenna), 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. Electrical outlets normally emit noticeable amounts of cold air when outside temperatures are low.

## **Woodstone Homes, Inc. Limited Warranty Guidelines**

Woodstone Homes, Inc. 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**

### ***Additions***

Before installing patio additions 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 and splash blocks, backfill areas, and other drainage components is an excellent maintenance habit.

*See also Grading and Drainage.*

### ***Bark or Rock Beds***

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

### ***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 Woodstone Homes, Inc.

### ***Irrigation***

Make provisions for efficient irrigation. 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 the structure. Regularly drain and service sprinkler systems.

### ***Planning***

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

*See also Xeriscape.*

### ***Plant Selection***

Plant with regard to your local climate. Favor native over exotic species. Consider ultimate size, shape, and growth of the species.

### ***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.

### ***Soil Mix***

Provide good soil mixes with sufficient organic material. Use mulch at least 3 inches deep to hold soil moisture and to help prevent weeds and soil compaction. In areas with high clay content, prepare the soil before installing your grass. First cover the soil with 2 inches of sand and 1 inch of manure that is treated and odorless. Rototill this into the soil to a depth of 6 inches (rototill parallel to the swales). Whether you use seed or sod, this preparation helps your lawn to retain moisture and require less water. Installing a lawn over hard soil permits water to run off with little or no penetration and your lawn will derive minimal benefit from watering or rain.

Apply appropriate fertilizer and weed and pest controls as needed for optimal growth. Investigate organic compounds for additional protection of the environment.

### *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 re-lay the sod or fill depression with topsoil, rake smooth, seed and straw.

### **Woodstone Homes, Inc. Limited Warranty**

Landscape materials we install are not warranted. We will confirm the healthy condition of all plant materials during the orientation. Maintaining landscaping is your responsibility.

## **Mildew**

### **Homeowner Use and Maintenance Guidelines**

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

### **Woodstone Homes, Inc. Limited Warranty Guidelines**

We will remove any mildew noted during the orientation. Woodstone Homes, Inc. warranty excludes mildew.

## **Mirrors**

### **Homeowner Use and Maintenance Guidelines**

To clean your mirrors, use any reliable liquid glass cleaner or polisher available at most hardware or grocery stores. Avoid acidic cleaners and splashing water under the mirror; either can cause the silvering to deteriorate. Avoid getting glass cleaners on plumbing fixtures as some formulas can deteriorate the finish.

### **Woodstone Homes, Inc. Limited Warranty Guidelines**

We will confirm that all mirrors are in acceptable condition during the orientation. Woodstone

Homes, Inc. will correct scratches, chips, or other damage to mirrors noted during the orientation.

# Paint and Stain

## Homeowner Use and Maintenance Guidelines

Due to changes in the formula for paint (such as the elimination of lead to make paints safer), 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, homeowners prefer the results obtained by touching up rather than washing.

### *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.

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 mix 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.

We provide samples of each paint used on your home except for exterior paint. Store these 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.*

## **Woodstone Homes, Inc. Limited Warranty Guidelines**

During your orientation we will confirm that all painted or stained surfaces are in acceptable condition. Woodstone Homes, Inc. will touch up paint as indicated on the orientation list. You are responsible for all subsequent touch-up, except 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 is your responsibility.

### ***Fading***

Expect fading of exterior paint or stain due to the effects of sun and weather. Woodstone Homes, Inc. limited warranty excludes this occurrence.

### ***Wood Grain***

Due to 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. Woodstone Homes, Inc. does not provide corrections for this condition.

# Phone Jacks

## **Homeowner Use and Maintenance Guidelines**

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

## **Woodstone Homes, Inc. Limited Warranty Guidelines**

Woodstone Homes, Inc. will correct outlets positioned so that a phone cannot be installed due to a cabinet or countertop that is part of the original home.

Woodstone Homes, Inc. will repair wiring that does not perform as intended from the phone service box into the home. From the service box outward, care of the wiring is the responsibility of the local telephone service company.

# Plumbing

## **Homeowner Use and Maintenance Guidelines**

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 overall 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.

### ***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. Remove and rinse aerators for several months after settlement or when needed.

*See also Dripping Faucet.*

### ***Basement Construction***

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***

Follow manufacturer's directions for cleaning fixtures. Avoid abrasive cleansers. They remove the shiny finish and leave behind a porous surface that is difficult to keep clean. Clean plumbing fixtures with a soft sponge and soapy water (a nonabrasive cleaner or a liquid detergent is usually recommended by manufacturers). Then polish the fixtures with a dry cloth to prevent water spots. Care for brass fixtures with a good-quality brass cleaner, available at most hardware stores. Caution: most brass fixtures have protective layer.

### ***Clogs***

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.

### ***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 diverter 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.) Most faucets and shower diverters are washerless faucets and require changing cartridges. A plumber is recommended for this service.

### ***Extended Absence***

If you plan to be away for an extended period (30 days or more) or during severe winter conditions, you should drain 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. Auto ignition hot water heaters do have easy access to the thermostat.

### ***Freezing Pipes***

Provided the home is heated at a normal level, pipes should not freeze at temperatures above 0 degrees F. Set the heat at 65 degrees F if you are away during winter months. Keep garage doors closed to protect plumbing lines running through this area from freezing temperatures. In unusually frigid weather or if you will be gone more than a day or two, open cabinet doors to allow warm air to circulate around pipes. Use an ordinary hair dryer to thaw pipes that are frozen. Never use an open flame.

### ***Gold or Brass Finish***

Avoid using any abrasive cleaners on gold or antique brass fixtures. Use only mild detergent and water or a cleaning product recommended by the manufacturer.

### ***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 Pressure***

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

### ***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***

Outside faucets are frost-proof, but in order for this feature to be effective, you must remove hoses during cold weather, even if the faucet is located in your garage. If a hose is left attached, the water that remains in the hose can freeze and expand back into the pipe, causing a break in the line. Repair of a broken line that feeds an exterior faucet is a maintenance item. Note that Woodstone Homes, Inc. does not warrant sill cocks against freezing.

### ***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 newspaper 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, check the shut-off float in the tank. You will most likely find it has lifted too high in the tank, preventing the valve from shutting off completely. In this case, gently bend the float rod down until it stops the water at the correct level. The float should be free and not rub the side of the tank or any other parts. Also check the chain on the flush handle. If it is too tight, it will prevent the rubber stopper at the bottom of the tank from sealing, resulting in running water. Most toilet floats are vertical instead of horizontal and slide up and down versus a pivot arm and should not have this problem.

### ***Shut-Offs***

Your main water shut-off is located near your meter. You use this shut-off for major water emergencies such as a water line break or when you install a sprinkler system 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.

### ***Stainless Steel***

Clean stainless steel sinks with soap and water to preserve their luster. Avoid abrasive cleaners; these will damage the finish. An occasional cleaning with a good stainless steel cleaner will enhance the finish. Avoid leaving produce on a stainless steel surface, since prolonged contact with produce can stain the finish.

### ***Tank 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. If removing the toilet tank lid, be careful not to drop onto toilet tank or tile or wood floors.

## **Woodstone Homes, Inc. Limited Warranty Guidelines**

During the orientation we will confirm that all plumbing fixtures are in acceptable condition and that all faucets and drains operate freely. Woodstone Homes, Inc. 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***

Woodstone Homes, Inc. will correct any fixture damage noted on the orientation list. Repairing chips, scratches, or other surface damage noted subsequent to the orientation list is your responsibility.

### ***Exterior Faucets***

Woodstone Homes, Inc. will repair leaks at exterior faucets noted on the orientation list. Subsequent to orientation, repair of a broken line to an exterior faucet is your responsibility.

### ***Freezing Pipes***

Provided the home is heated at a normal level, pipes should not freeze. Set heat at 65 degrees F if you are away during winter months. Keep garage doors closed to protect plumbing lines that run through this area.

### ***Leaks***

Woodstone Homes, Inc. will repair leaks in the plumbing system. If a plumbing leak caused by a warranted item results in drywall or floor covering damage, Woodstone Homes, Inc. 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). Insurance should cover these items.

### ***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. Woodstone Homes, Inc. will repair persistent water

hammer. Expect temperatures to vary if water is used in more than one location in the home.

### ***Supply***

Woodstone Homes, Inc. will correct construction conditions that disrupt the supply of water to your home.

## **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. We leave any remnants of floor covering materials for this reason.

### ***No Wax***

The 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 to help minimize this movement. No glue is used to secure underlayment. 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.

### ***Scrubbing and Buffing***

Frequent scrubbing or electric buffing is harder on floors than regular foot traffic. Use acrylic finishes if you scrub or buff.

### ***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 or seam sealer at tub or floor joints to seal seams at those locations. Avoid getting large amounts of water on the floor from baths and showers.

## **Woodstone Homes, Inc. Limited Warranty Guidelines**

We will confirm that resilient floor covering is in acceptable condition during your orientation. Woodstone Homes, Inc. 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. Woodstone Homes, Inc. is not responsible for discontinued selections.

### ***Adhesion***

Resilient floor covering should adhere. Woodstone Homes, Inc. will repair lifting or bubbling and nail pops that appear on the surface.

### ***Ridges***

Woodstone Homes, Inc. has sanded and filled the joints of underlayment to minimize the possibility of ridges showing through resilient floor coverings. Ridging is measured by centering a 6-inch straight edge perpendicular to the ridge with one end tight to the floor. If the opposite end of the straight edge is 1/8 inch or more from the floor, Woodstone Homes, Inc. will repair this condition.

### ***Seams***

Seams will occur and are sealed at the time of installation. Woodstone Homes, Inc. will correct

gaps in excess of 1/16 inch where resilient flooring pieces meet or 1/8 inch where resilient flooring meets another material. Woodstone Homes, Inc. will correct curling at seams unless caused by excessive water.

# Roof

## **Homeowner Use and Maintenance Guidelines**

The shingles on your roof do not require any treatment or sealer.

### *Clean Gutters*

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

### ***Leaks***

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

### ***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.

## **Woodstone Homes, Inc. Limited Warranty Guidelines**

Woodstone Homes, Inc. will repair roof leaks other than those caused by severe weather, such as hail damage, or some action you have taken, such as walking on the roof. Roof repairs are made only when the roof is dry.

### ***Ice Build-Up***

Ice build-up may develop in the eaves during extended periods of cold and snow. Damage that results from this is excluded from warranty coverage. Your insurance may cover this damage.

### ***Inclement Weather***

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

## **Rough Carpentry**

### **Woodstone Homes, Inc. Limited Warranty Guidelines**

Some floor and stair squeaks are unavoidable. Although Woodstone Homes, Inc. does not warrant against floor squeaks, a reasonable effort will be made to correct them.

### ***Floor Deflection***

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

### ***Floor Level***

Floors will be level to within 1/4 inch within any 32-inch distance as measured perpendicular to any ridge or indentation. Woodstone Homes, Inc. will correct floor slope that exceeds 1/240 of the room.

### ***Plumb Walls***

Woodstone Homes, Inc. will correct walls that are out of plumb more than 1/2 inch in an 8-foot distance or walls that are bowed more than 1/4 inch in any 32-inch measurement.

## **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 certain weather conditions; this cannot be entirely eliminated.

Wood or wood-product siding will require routine refinishing. The timing will vary with climatic conditions.

### **Woodstone Homes, Inc. Limited Warranty Guidelines**

Woodstone Homes, Inc. will caulk and apply touch-up paint to cracks that exceed 3/16 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 or where siding meets another material if the separation allows water to enter the home. Woodstone Homes, Inc. will correct delaminating siding.

# Smoke Detectors

## Homeowner Use and Maintenance Guidelines

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

### *Cleaning*

For your safety, clean each smoke detector monthly to prevent a false alarm or lack of response in a fire. See the manual for cleaning instructions. The manual suggests removing smoke detector, vacuuming the entire unit and wiping off the face of the unit with a damp cloth. After cleaning, reinstall and push the test button to confirm the alarm is working.

## Woodstone Homes, Inc. Limited Warranty Guidelines

Woodstone Homes, Inc. 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 orientation to confirm that they are working and to familiarize you with the alarm. You are responsible for obtaining fire insurance.

# 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.

## Woodstone Homes, Inc. Limited Warranty Guidelines

Although Woodstone Homes, Inc. does not warrant against stair vibration and squeaks, a reasonable effort will be made to correct them.

# Stucco

## Homeowner Use and Maintenance Guidelines

Stucco is a brittle cement product that is subject to expansion and contraction. Minor hairline cracks will develop in the outer layer of stucco. This is normal and does not reduce the function

of the stucco in any way.

### ***Drainage***

To ensure proper drainage, keep dirt and concrete flatwork a minimum of 6 inches below the stucco screed (mesh underneath final coat of stucco). Do not pour concrete or masonry over the stucco screed or right up to the foundation without expansion joint.

### ***Efflorescence***

The white, powdery substance that sometimes accumulates on stucco surfaces is called efflorescence. This is a natural phenomenon and cannot be prevented. In some cases, 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.

### ***Sprinklers***

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

## **Woodstone Homes, Inc. Limited Warranty Guidelines**

One time during the warranty period, Woodstone Homes, Inc. will repair stucco cracks in excess of 3/16". The repair will not exactly match the surrounding area.

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

Homes with crawl spaces usually include two or more vents. Open crawl space vents for summer months and close them for winter months, pulling insulation over them. Failure to close these vents and replace insulation may result in plumbing lines freezing in the crawl space. This occurrence is not covered by your warranty.

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.
- Ditto 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.

## **Woodstone Homes, Inc. Limited Warranty Guidelines**

Woodstone Homes, Inc. warranty guidelines for active components (for example, exhaust fans) are discussed under the appropriate headings (such as electrical systems, heating system, and so on).

# **Damp proofing**

## **Homeowner Use and Maintenance Guidelines**

We spray your foundation walls with an asphalt damp proofing material. 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.

# **Windows, Screens, and Patio Doors**

## **Homeowner Use and Maintenance Guidelines**

Contact the manufacturer or supplier for re-glazing of any windows that break. Glass is difficult to install without special tools.

### ***Cleaning***

Clean aluminum vinyl surfaces with warm, clear water. Do not use powdered cleaner. After each

cleaning, apply soap and water. 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. If your home includes a humidifier, closely observe the manufacturer's directions for its use.

### ***Door Locks***

Acquaint yourself with the operation of patio door hardware for maximum security.

### ***Door Tracks***

Keep patio door tracks clean for smooth operation and to prevent damage to the door frame. Silicone lubricants work well for these tracks.

### ***Invisible Glass***

Under certain lighting conditions, door glass may be hard to see. If you keep the screen fully closed when the glass door is open, your family will be accustomed to opening something before going through.

### ***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 soap and water. This is available at hardware stores. Avoid petroleum-based products.

### ***Storing Screens***

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.

### ***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.

## **Woodstone Homes, Inc. Limited Warranty Guidelines**

We will confirm that all windows and screens are in acceptable condition during the orientation. Woodstone Homes, Inc. 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.

### ***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; Woodstone Homes, Inc. provides no corrective measure for this condition.

Condensation that accumulates between the panes of glass in dual-glazed windows indicates a broken seal. Woodstone Homes, Inc. will replace the sash or sashes if this occurs during the warranty period.

### ***Infiltration***

Some air and dust will infiltrate around windows, especially before the installation of landscaping in the general area. Woodstone Homes, Inc. warranty excludes this occurrence.

### ***Scratches***

Woodstone Homes, Inc. confirms that all window glass is in acceptable condition at the orientation. Minor scratches on windows can result from delivery, handling, and other construction activities. Woodstone Homes, Inc. will replace windows that have scratches readily visible from a distance of 4 feet. Woodstone Homes, Inc. does not replace windows that have scratches visible only under certain lighting conditions.

### ***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 nailing. You may prefer to wait until after the first heating season to make any needed repairs at one time when redecorating.

*See also Expansion and Contraction.*

## Woodstone Homes, Inc. Limited Warranty Guidelines

During the orientation we will confirm that wood trim is in acceptable condition. Minor imperfections in wood materials will be visible and will require no action. Woodstone Homes, Inc. will correct readily noticeable construction damage such as chips and gouges listed during the orientation.

### *Exterior*

Woodstone Homes, Inc. will caulk and apply touch-up paint to cracks in exterior trim components that exceed 3/16 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.

### *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.

## Sample Maintenance Schedule

Item	Mthly	Qtly	Semiann	Annually	Comment
Clean and test smoke alarms	X				
Test and reset all GFCIs & arch faults	X				
Clean and change furnace filter	X				
Operate heat system			X		early in the fall
Operate air conditioning system			X		early in the spring
Inspect drainage			X		
Seal concrete cracks			X		
Inspect exterior paint or stain			X		
Touch up caulk			X		
Touch up grout			X		
Lube garage overhead door and tighten bolts			X		
Drain some water from bottom of water heater				X	or as directed by the manufacturer's literature
Clean gutters			X		
Operate pressure relief valve on water heater				X	

