

NEW HOME CARE AND MAINTENANCE

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NEW HOME CARE AND MAINTENANCE

I. INTRODUCTION

Your new home has been built by professional tradesmen using modern construction techniques and quality materials. All work has been supervised by our staff of construction professionals to ensure that high standards of quality have been met. Your home has also been designed with long-lasting value, durability and beauty in mind.

A home is one of the last hand-built products left in the world. The final product is a complex combination of natural and manufactured materials, components and equipment. To preserve the value of your home, these various items will need regular service and maintenance. A little time spent regularly maintaining your home can save thousands of dollars in repair or replacement in the future. Failure to maintain your home's components may also lead to the voiding of manufacturers' and contractors' warranties. **This guide will provide you with an overall understanding of how to best care for and maintain your new home.**

Preventative maintenance on your new home should begin when you move in. Please take the time to carefully study this guide to become familiar with the procedures for care and maintenance. We recognize that it is impossible to anticipate and describe every item that may need attention on your home. We have included the most important items in this guide. A detailed description of each item can be found in Section III. You will find each subject listed in alphabetical order for ease of reference.

NATURAL BUILDING MATERIALS

Due to the moisture and temperature extremes found in the West, natural building materials such as wood and concrete are subject to repeated expansion and contraction. This can result in minor warping or shrinking of wood materials and hairline cracking of drywall, stucco, concrete and mortar. These effects are particularly noticeable in the first year after a new home has been built.

You can minimize these effects by maintaining a constant temperature in your home during the first year. This allows the wood, concrete and other material to dry or cure at an even rate and may eliminate larger settlement cracks. Minor cracks and displacement of wood and concrete are a normal part of the aging process of your home and do not affect its structural integrity.

Minor cracks and shrinkage in wood, concrete, and other natural materials are normal and do not affect the structural integrity of the home.

HOMEOWNERS ASSOCIATIONS

We recommend that you read and become familiar with all of your Homeowner's Association documents including the CC&R's and Design Guidelines. Before you do exterior maintenance or changes to your home such as repainting or replacing exterior fixtures, please consult the Community Manager of the Homeowner's Association first. This will ensure that the work that you do meets the regulations and guidelines that have been established for your neighborhood. This is particularly important if you plan to change an exterior color, erect a new structure or fence, add to or change your landscaping or install window coverings that are visible from the street or from neighboring properties.

Always check with your HOA Community Manager before making repairs or changes that affect the exterior appearance of your home.

IMPORTANT INFORMATION FOR NEW HOMEOWNERS

As a new homeowner, we encourage you to familiarize yourself with the following information. Detailed descriptions of these items are found in Section III of this manual. Please study these sections thoroughly!

Electrical Shutoff – In case of electrical emergency, turn off the main circuit breaker located inside the electrical service panel. See the “Electrical System” section of this manual.

Water Shutoff – In case of a plumbing emergency, water shutoff valves are located at the water meter, water service at the house, and at each plumbing fixture. See the “Plumbing System” section of this manual.

Gas Shutoff – Gas to your home can be turned off at the natural gas meter on the side of your house or at the propane tank. **Study the “Gas Systems” section of this manual for important information about gas safety and carbon monoxide awareness.**

Grading and Drainage – Altering the grading of your homesite can restrict water surface drainage and cause structural or water damage to your home or concrete flatwork. See the “Landscaping, Grading and Drainage” section of this manual.

Concrete Flatwork – Concrete drives, walks, and patios can be severely damaged by heavy vehicles or equipment. Do not allow heavy trucks or equipment to cross concrete flatwork when constructing pools or installing landscaping. If necessary, have your pool or landscape contractor build a thick “dirt ramp” across concrete surfaces before crossing to minimize the risk of damage. See the “Concrete Slabs and Foundations” section of this manual.

II. QUICK REFERENCE GUIDE TO PERIODIC HOME MAINTENANCE

Below is a quick reference guide of the most common maintenance items and when to perform the maintenance. **A detailed description of each item is contained in Section III of this guide.**

WEEKLY

- **Carpeting** – Vacuum all carpeting at least weekly. Dust and sand particles in the carpet can cause fibers to break down prematurely under normal traffic.

MONTHLY

- **Heating and Air Conditioning** – Inspect all air return filters for dust. Clean or replace filters monthly during heating and cooling seasons.
- **GFCI Devices** – Check all GFCI outlets and devices for proper operation by pushing the test button on the device. An inexpensive outlet tester can also be used to check GFCIs.
- **Plumbing** – Check under kitchen and bathroom sinks for leaks in drains or supply lines. Check all faucets for leaks or drips. Check around the water heater for leaks. Check toilets to make sure they shut off completely when the tank refills after flushing.
- **Faucets** – Check for proper flow of water. If the flow is reduced, remove and clean the aerator screens. Aerators may require more frequent cleaning during the first 60 days after move-in.
- **Range Hood** – Remove and clean the filters. Clean accumulated grease and dust from the fan housing.
- **Landscape and Irrigation System** – Check emitters on drip system and flush if clogged. Check sprinkler system for broken or misadjusted sprinkler heads. Adjust automatic timer for seasonal changes. Check lawn and plants for overwatering or underwatering. Check stakes and ties on young trees and plants. Re-stake if necessary.

BI-MONTHLY

- **Wood Cabinetry** – Treat wood surfaces with a high-quality wood furniture product. Avoid using products containing lemon oil. Also check cabinet door hinges, drawer glides, and pulls to assure screws are secure. Lubricate moving parts as needed with a small amount of silicone spray.
- **Exterior Doors** – Lubricate hinge pins with a small amount of silicone spray. Avoid using oil-based products as they will attract dust. Inspect finish for cracks or peeling and refinish as needed. Touch up paint on painted exterior doors as needed.

QUARTERLY

- **Windows and Patio Doors** – Check for proper operation. Lubricate rollers and locks with silicone spray as needed. Make sure weep holes are not clogged.
- **Interior Doors** – Lubricate hinge pins with a small amount of silicone spray.
- **Garage Doors** – Lubricate hardware and rollers. Inspect mechanism for free travel. Test the auto reverse mechanism and sensors on the garage door openers. Do not attempt to

make adjustments to overhead springs or openers yourself. Call a garage door professional if adjustments are necessary.

SEMI-ANNUAL

- **Tiled Surfaces** – Inspect floor, kitchen and bath tile for loose or missing grout and re-grout if necessary. Check caulking at tile backsplashes, tub surrounds and sinks. Re-caulk as necessary using a silicone-based tub and tile caulk.
- **Shower Doors and Tub Enclosures** – Inspect for proper fit. Adjust if necessary. Inspect caulking and re-caulk with silicone caulk if necessary.
- **Exterior Doors** – Re-paint or re-varnish as needed. Natural wood doors should be refinished once a year and more often if exposed to direct sunlight. Consult your Homeowner's Association Community Manager before you change the exterior color of your doors.
- **Rain Gutters and Deck Drains** – Inspect gutters and deck or balcony drains where applicable. Remove any debris that could cause blockages. Check after heavy storms.
- **Heating and Air Conditioning System** – Clean all vents and registers. Make sure outside units are clear of plants, grass, or anything that may block proper airflow.

ANNUALLY

- **Carpeting** – Clean as needed per manufacturer's recommendation.
- **Exterior Stucco, Wood and Paint** – Inspect for cracked or peeling paint. Check stucco and wood surfaces for excessive cracking. Caulk or fill large cracks and touch up or repaint if necessary. Southern and western exposures are especially subject to peeling and cracking. Inspect these areas more often. Consult your HOA Community Manager before you change exterior paint colors.
- **Roof** – Inspect for damaged tiles, shingles, or flashing after storms or high winds. Walking on roof tiles can cause them to break and may void your warranty. Check flat roofs for damage or tears to roofing materials and make sure scuppers are clear of debris. An annual inspection by a roofing professional is recommended for all roof types.
- **Heating and Air Conditioning System** – We highly recommend an inspection of the heating and air-conditioning systems by an HVAC professional every year.
- **Ornamental Steel Fencing, Railings and Gates** – Inspect ornamental steel or wrought iron work for rust spots and chipped or faded paint. Sand, prime, and repaint steel as needed.

III. DETAILED DESCRIPTION OF SYSTEMS AND COMPONENTS IN YOUR NEW HOME

The following is a list of systems, components and items in your new home which require regular maintenance. Each section is listed in alphabetical order for your convenience.

AIR CONDITIONING AND HEATING SYSTEMS

Your new home is equipped with a high-quality heating and cooling system that complies with local and state energy codes. The rated capacity of your system has been sized to accommodate the heating and cooling loads of your new home. Proper care and service will ensure many years of dependable operation and will help keep energy bills at a minimum. Please read the manuals provided by the manufacturer and become familiar with the use of both the heating and cooling cycles before you use them. These manuals are provided at the final orientation.

During operation of your heating and air conditioning system, all exterior doors and windows should be tightly closed. Also, keeping interior doors open will allow optimum air flow throughout the home.

As discussed in Section I of this guide, your heating and air-conditioning systems can play an important role during your first year after you move in. By maintaining an even temperature, you can minimize the contraction and expansion of the materials in your home.

HVAC SYSTEM CARE AND MAINTENANCE

- **Study the Manufacturer's Literature** provided to you at the Final Orientation.
- **Clean or change filters** as needed or according to the manufacturer's directions. Filters should be inspected at least monthly. In the desert areas of the Southwest, where higher usage and dusty conditions are typical, you will likely need to change your filters every 30 days. Clean filters can significantly reduce energy usage and will prolong the life of your HVAC system.
- **Have the HVAC system checked and serviced** by an air-conditioning professional at least once per year. This should be done well in advance of the peak heating or cooling seasons.
- **Keep all vents and registers clean** and free of dust, cobwebs and debris.
- **Keep outdoor units clear** of plants, grass, and other materials that may restrict air flow.
- **Installing sun screens** on windows and keeping window coverings closed during the heat of the day can ease the demand placed on your air conditioner and will save energy.
- **Check condensation lines** monthly during the cooling season. Your Customer Service Coordinator or Superintendent can point out the location of the condensation lines. Condensation lines allow condensation from the attic or interior unit to drain to the

outside of your home. Most attic-located units are equipped with a primary and a back-up condensation line. In this case only one line should be draining. Increased condensation flows are normal during periods of high humidity. If you suspect your condensation lines may be blocked, have them checked by an HVAC professional immediately.

HEAT PUMPS

Many of our homes are equipped with **heat pumps**. In regions with mild winter climates, heat pumps are a very effective and efficient means of heating and cooling. They are similar to a traditional air conditioner; however, they include a reversing valve that reverses the flow of refrigerant thus allowing the unit to heat as well as cool.

If your home is equipped with a heat pump, here are a few things to remember:

- During the heating cycle, the air coming from the registers will not be as warm as with a traditional furnace. The air may only be 82 to 90 degrees Fahrenheit as measured at the registers. This is a normal attribute of heat pumps.
- Heat pumps may occasionally experience frost build-up on the outdoor coil. If this occurs, the heat pump will go into a defrost cycle. During the defrost cycle the compressor will run without the large outdoor fan. Water or steam may also be seen coming from the outdoor unit and cool air may be felt at the registers. This is a normal operation and typically lasts only a few minutes.
- In colder climates, electric heating coils are sometimes installed at the air handler of a heat pump system to provide additional back-up heating. Heating coils are a less energy efficient means of heating your home and are typically designed to kick in only during periods of extremely cold temperatures.

GAS FURNACES

NOTE: Please refer to the “Gas Systems” section of this guide for important safety information regarding natural gas and propane gas systems.

Where available, your home may be equipped with a gas furnace designed to operate on natural gas or liquid propane gas (LPG). This is a very clean and quiet means of providing heat to your home. If your home is equipped with a gas furnace, the following are a few points to remember:

- Study the manufacturer’s owner’s manual for the gas furnace thoroughly prior to operation. Be sure to follow and observe all precautionary and safety procedures. Additional information can be found in the troubleshooting section of this manual.
- Your gas furnace may emit a light smoke or odor the first time it is used. This is due to the burning off of lightweight oils that are used during the manufacturing and packaging of the furnace and should only last a few minutes. As a precaution, open up doors and windows to allow any smoke to escape quickly. If the smoke is allowed to collect, the smoke detectors in your home may be set off until the smoke dissipates.

RADIANT HEAT SYSTEMS

NOTE: Please refer to the “Gas Systems” section of this guide for important safety information regarding natural gas and propane gas systems.

If your home is equipped with a radiant heat system, you will notice many differences from a traditional forced air system. Operating your new radiant heat system may take a while to get used to; however, once you understand how it operates you'll learn to appreciate its unique benefits.

Radiant heat systems use tubing which is installed under the slab (concrete floor) of your home. The home is heated by pumping hot water through the tubing. The heat passes through the slab to heat the air in your home. The boiler, which is typically located in the garage, is the heart of your heating system. The tubing under the slab is divided into several radiant heat zones, each of which is controlled by a separate thermostat. The number of zones is dependent upon the plan that you have purchased.

The thermostats do not have on/off switches, fan switches or cooling options. They should be set for the desired air temperature year-round. Please note that the thermostats are not monitoring the temperature of the floor, but the temperature of the air in the room. When the air temperature at the thermostat drops below the set temperature, the boiler will fire up and hot water will be pumped through the tubing in that particular zone.

It is important to remember that radiant heat systems need more time to warm up a zone than forced air systems. Do not expect immediate heat after adjusting a thermostat. It may take several hours to completely warm up a zone. Conversely, if the temperature has been set too high, it will take some time to cool down the zone after the thermostat is adjusted. Additionally, sunlight may heat a room during the day, causing no heat to go to that zone. This can cause a lag between the time the sun is no longer heating the room and the time it takes the radiant heat to kick in.

Because radiant heat systems are installed below the slab, you may notice slight cooling at exterior slab edges and door thresholds. Since the system is not designed to heat the floor but rather the air in the room above the floor, the temperature of the floor may not be a consistent temperature. This is due to the location of radiant tubes in the floor. This condition is not considered a defect and is not covered under the Limited Warranty.

If your home is equipped with a radiant heat system, we recommend that you familiarize yourself with the manufacturer's owner's manual for important information about use, care and safety.

NOTE: Radiant heat systems need to be inspected annually by a licensed plumbing or heating contractor. This should be done in the fall prior to the heating season.

AIR DUCTS and REGISTERS

The air ducts in your home have been designed to distribute conditioned air as evenly as possible to the various rooms. Temperature variations from room to room are common and can be caused by sun exposure, use of window coverings, floor plan, etc. Minor adjustments can be made to your duct work by closing vents to rooms that receive too much air and opening the vents of rooms that need more air.

You can keep your air ducts clean by replacing the filters often. After many years, dust buildup in the ductwork can decrease the efficiency of your system. If this occurs, hire a professional duct cleaning service to clean the air ducts.

EXHAUST FANS and DRYER VENTS

Your home is equipped with electric exhaust fans at the kitchen, bathrooms and laundry area to assist in removing smoke, odors, and moisture. For best results clean the exhaust fans and filters every six months.

Your home is also equipped with a dryer vent. A clean dryer vent will allow your dryer to operate efficiently and your laundry to dry more quickly. Always empty the lint trap after each dryer load. Check your dryer vent annually for lint build up or blockages. If you notice a decrease in your dryer's performance, always check the dryer vent first. Air duct cleaning companies can check and clean dryer vents.

A NOTE ABOUT THE LIMITATIONS OF HEATING AND COOLING SYSTEMS

Please note that during periods of extremely hot or cold weather your HVAC system may be subject to some limitations in its heating or cooling abilities. Your heating system may only heat the interior of your home up to 70 degrees and the cooling system may only cool to 78 degrees or a 30-32 degree split between outside and inside air temperature. These are normal standards and should not be a cause for alarm during periods of extreme temperatures.

APPLIANCES

The appliances in your new home were selected for their durability, ease of use, and appearance. You will be provided with owner's manuals for each appliance in your home during your final walk-through and orientation. We recommend that you study the use and care sections of these manuals prior to using your appliances. You should also fill out and mail the warranty cards provided for each appliance.

Appliance warranties are provided by the manufacturer. For warranty or service questions contact the manufacturer directly at the service number listed in your warranty. You will need to be prepared to provide the model and serial number of the appliance along with your close of escrow date.

BEFORE CALLING FOR WARRANTY SERVICE, TRY THE FOLLOWING TIPS:

- Check the electrical panel for possible tripped circuit breakers.
- Is the appliance plugged in?
- Is the door closed and locked on the dishwasher?
- Is the water supply turned on to the dishwasher or washing machine?
- If your garbage disposal jams, use a hex wrench on the bottom of the disposal to turn the shaft and dislodge the jam. **Make sure the switch is off first!**
- Check the electrical reset button on the garbage disposal.

BALCONIES AND WALK DECKS

Your new home may feature balconies or walk decks. The floor surface of your balcony is typically sealed with a durable coating designed to last for many years. The coating is designed to prevent water from passing through the deck surface to the drywall or living space below. Below is a list of things to remember if you have a walk deck or balcony:

- **Do not puncture**, nail or drill through the protective deck coating.
- **Inspect the deck surface regularly** for cracks or holes in the deck coating. If found have them repaired immediately.
- **Do not store or install heavy items** on your deck including heavy equipment, hot tubs large potted plants, wading pools, etc. Balconies and walk-decks typically are not engineered to support extremely heavy loads. This may result in structural damage.
- **Keep any drains or scuppers clean and free of debris.** If your deck has drains, weep holes, or scuppers, keeping them clean will allow water on the deck to escape quickly and will prevent possible water damage to your home.
- **We do not recommend installing outdoor carpeting or tile** on your deck or balcony as this may damage the protective deck coating and impede the normal flow of water.
- **Remember to consult your Homeowner's Association Community Manager or Design Review Committee before you make any changes to your balcony or walk deck.**

BLUE STAKE – “Call before you dig!”

Most states require that anyone who intends to excavate on their property must contact Blue Stake or the utility locating service for their area, first. Typically two or three working days notice is required. Whether you are having a pool excavated or just planting a tree, always call Blue Stake before digging. Blue Stake is a free service that arranges for the various utility companies to locate and mark the underground utilities on your lot.

Following are the various Blue Stake contacts for all of the current Estancia Homes communities. Call for a free brochure or log on for more information about their services.

ARIZONA: Arizona Blue Stake, Inc.
In Maricopa County – Call (602) 263-1100
Statewide – Call 1-800-782-5348
www.azbsinc.com

NEW MEXICO: One Call System, Inc.
Statewide – Call 1-800-321-ALERT
www.nmonecall.org

UTAH: Blue Stakes of Utah Utility Notification Center, Inc.
In Salt Lake – (801) 532-5000
Statewide – 1-800-662-4111
www.bluestakes.org

Below is a list the various colors used to mark utilities and what they represent.

RED – Electrical Power Lines

YELLOW – Gas or Oil Lines

ORANGE – Communications (Telephone, Data, Cable TV)

BLUE – Water Lines

GREEN – Sanitary Sewer System

WHITE – Used by excavators to mark the proposed area of excavation.

CABINETS

NATURAL WOOD CABINETRY

Natural wood cabinets are constructed of finished hardwoods such as oak, maple, cherry or hickory. They should be treated in the same manner as fine wood furniture. With proper care and maintenance your cabinets will last for many years. The species and style of your cabinets can be found on your colorization selection sheet.

Because your wood cabinetry is a natural product, it is common to see **color and grain variations** as well as mineral deposits within each piece of wood. Likewise, **wood doors and panels may warp up to 1/8" in 30"** before being covered by the Limited Warranty.

WOOD CABINETRY CARE AND MAINTENANCE

- **Remove spills promptly** to avoid permanent stains. Use a blotting action with a clean, soft cloth.
- **Avoid excessive moisture.** Repeated exposure to water can quickly destroy the finish on your cabinets. Always dry cabinets completely with a clean, soft cloth when exposed to moisture.
- **Heat and Steam can damage wood cabinetry.** Avoid using appliances such as toasters, crockpots and coffee makers directly below your upper wall cabinets. The steam and/or heat can cause the wood and finish to deteriorate. Damage caused by heat or moisture is not covered by the Limited Warranty.
- **Use high quality wood care products** such as Formbys[™] or Guardsman[™]. Use the same products and techniques used on fine wood furniture. Your local hardware store can provide you with several products and information to care for your wood cabinetry.
- **Minor nicks or scratches can be covered with a putty stick.** These come in several different colors and are available at home improvement and hardware stores.
- **Do not use** products that contain lemon oil or ammonia as they will damage the finish. Avoid using paste wax as it will build up and yellow over time. Never use scrubbing pads or abrasive cleaners.

THERMO FOIL CABINETRY

White Thermo Foil cabinetry can be cleaned using mild cleaners or water and mild detergent. Always dry completely with a soft towel or cloth. Never use abrasive cleaners or scrubbers.

IMPORTANT NOTE: Heat from toasters, toaster ovens, coffee makers, and other heat-producing appliances can cause the Thermo Foil coating on your cabinetry to shrink, blister or delaminate. Never use these appliances directly beneath your upper wall-mounted cabinets. Heat damage to Thermo Foil cabinetry is not covered by the Limited Warranty.

CABINET HARDWARE CARE AND MAINTENANCE

- If cabinet hinges or drawer glides stick or become sluggish, use a small amount of silicone lubricant on the moving parts. Open and close the door or drawer several times to work the lubricant in. Be sure to wipe off any excess lubricant with a clean soft cloth.
- Check the screws on the hinges, door guides, and door pulls to be sure they are secure.
Do not overtighten!

CAULKING

Caulking is one of the items that should be kept high on your list of preventative maintenance. Time and weather will cause caulking to dry out and shrink. This is especially true in the hot, dry climates of the Southwest. When caulking shrinks or dries out, it no longer provides a proper seal and damage to other components may occur. As a part of your routine maintenance, you should inspect the caulking around your sinks, tubs, countertops, cultured marble, windows, thresholds, exterior door casings, etc. If repair is needed, inexpensive caulking guns and several varieties of caulking compounds are available at hardware stores and home centers.

NOTE: The maintenance of caulking is not covered under the terms and conditions of the Limited Warranty. We will correct loose or deteriorated interior caulking one time during the first year after Close of Escrow. Damage caused to other components due to failure to properly maintain caulking will be considered the responsibility of the homeowner.

CAULKING TIPS

- Latex and Latex Acrylic Caulking work best for areas that require painting. It can be smoothed with a wet finger or sponge and cleans up with soap and water.
- Silicone Caulk works best where water is present such as at a tub or sink. Some silicone caulks will not accept paint. Some siliconized caulks are water-soluble and can be smoothed with water. 100% Silicone caulks are not water-soluble and will require an appropriate solvent to smooth and clean up. Ask your hardware store clerk for advice.
- When caulking glass or mirrors, use only 100% silicone caulk. Other types of caulk can cause the reflective material on mirrors to turn black or fail.
- Colored grout caulks are available through flooring and tile stores. These caulks can be used where typical tile grout may crack such as along door thresholds or cabinetry. They come in colors that closely match most grout colors. Check your colorization sheet to determine the color of your grout.

CONCRETE SLABS AND FOUNDATIONS

Concrete is a major structural component of your new home. In most cases, your home's foundation, slab, driveway, walks and patios are made of poured in place concrete. While concrete is very durable and requires minimal care, there are some simple things you can do to care for your concrete.

Additionally, all concrete is subject to minor cracking and settling and should not be a cause for alarm. Due to varying soil conditions, weather, seismic activity, and the natural characteristics of cement-based products, a certain amount of cracking is unavoidable. While minor cracks are not pretty, they are not likely to reduce the serviceability or structural integrity of the concrete.

CONCRETE CARE AND MAINTENANCE

- **Maintain positive drainage away from all concrete and foundations.** Standing water can cause serious damage to concrete. Do not alter your home's grading or drainage and do not irrigate close to your home's foundation. Damage caused to your concrete due to altering the grading or drainage is not covered by the Limited Warranty.
- **Keep plants and lawns at least two to three feet away from foundations.** Direct all sprinklers and irrigation systems away from foundations, patios and driveways.
- **Do not plant trees or large plants close to foundations and concrete flatwork.** The roots of such plants can cause your foundation or concrete to lift, heave or crack over time.
- **Check the control joints on all exterior concrete regularly.** Control joints provide a natural place for your concrete to crack as it expands and contracts. Once these cracks open up, it is a good idea to use an elastomeric or flexible caulking designed for use on concrete surfaces to seal the cracks in the control joints. This will prevent water from getting beneath the concrete which may cause heaving or settling of the soil below.
- **Keep concrete free of dirt, debris and oil.** Concrete flatwork should be swept off rather than hosed off with water. If you find it necessary to hose off your concrete, make sure the outside temperature is moderate. Abrupt changes in the temperature of concrete can cause surface damage or hairline cracks. Be sure to remove oil or grease spills quickly before they penetrate into the concrete. High-pressure power washing may also damage the surface of your concrete.
- **Residential driveways are not designed for heavy trucks or equipment.** Do not allow heavy moving or delivery trucks to park on or cross your driveway. Severe damage may occur. Be especially aware of trucks delivering landscaping materials or concrete for pools or patios.
- **Do not install outdoor carpeting on your exterior concrete.** Outdoor carpeting will inhibit the drainage of water and will void your Limited Warranty.
- **Remove snow or ice from concrete flatwork promptly** with a shovel or snow blower.
- **Do not use salt or chemicals to remove ice or snow from your concrete.** These chemicals can etch and rapidly break down the surface of your concrete. Concrete damaged by the use of salt or chemicals is not covered by the Limited Warranty.

- **Always check with your HOA Community Manager prior to applying concrete paint or decorative coatings to your driveway, front porch or walkway.**

NATURAL CHARACTERISTICS OF CONCRETE

Because concrete is a natural material and is usually installed and finished by hand it may exhibit many of the following conditions. These conditions are typical of concrete and are not covered by the Limited Warranty.

- **Concrete slabs can vary by color and shade.**
- **Cracks up to 3/16"** in width or 1/8" vertical displacement are normal of concrete surfaces. Materials to fill cracks are available at hardware stores and home centers.
- **Minor imperfections, dips, or ridges** in slabs and exterior flat work of up to 1/4" in 10' are normal due to hand placing and finishing of concrete.
- **Standing water of up to 3/16"** on exterior concrete flat work is normal.
- **Efflorescence** (white powdery deposits) is a natural occurrence on concrete surfaces.
- **Crazing** or "spider web" cracks on the surface of concrete flat work is a normal condition and is not covered by the Limited Warranty unless it causes deterioration and spalling of the concrete surface.

DO NOT ALTER THE ORIGINAL GRADING AND DRAINAGE AROUND YOUR HOME. POSITIVE DRAINAGE MUST BE MAINTAINED AWAY FROM THE FOUNDATION AND SLAB OF YOUR HOME. INCORRECT DRAINAGE CAN CAUSE STRUCTURAL OR WATER DAMAGE TO YOUR HOME.

COUNTERTOPS

The countertops in your home have been selected for their durability and style. With proper care they will remain beautiful and functional for many years. Below is a list of many of the countertop types that may have been offered in your home.

- Laminate (Such as WilsonArt[™] or Formica[™])
- Solid Surface (Such as Corian[™])
- Ceramic, Granite, Marble or Stone Tile
- Granite, Marble or Stone Slab
- Cultured Marble (See section on Cultured Marble in this guide)

Your countertops are covered under the Limited Warranty against defects in materials or workmanship for a period of one year. **Chips, cracks, scratches or other damage to the countertops will be covered by the Limited Warranty only if reported at the time of Final Orientation.**

COUNTERTOP CARE AND MAINTENANCE

- **Always use a cutting board** to protect your countertops when preparing food.
- **Never set hot plates, pans, or skillets** directly on the countertop surface.

- **Lighted cigarettes** can leave permanent burn marks on your countertop.
- **Re-caulk** as needed at backsplashes and sinks due to shrinkage and settling. This will prevent damage to the cabinets, walls, and subsurfaces.
- **Treat seams of laminate tops** with paraffin (candle wax) every 2 to 3 months. This helps keep water from entering the seam causing the particle board to expand.
- **Avoid using abrasive or gritty cleaners, bleaches or solvents** on all countertop surfaces. Tops should be cleaned with only with mild, non-abrasive cleaners.
- **Minor scratches can be hand-buffed** with a soft cloth and paste wax.
- **Wipe up all spills immediately** to prevent stains from setting in.
- **Avoid dropping pots or pans** on countertops. This can cause your countertop to crack or chip.
- **Rubber drain mats** can trap water on the countertop causing the laminate or subsurface of the countertop to warp or blister. Remove rubber mats and dry the countertop immediately after use.
- **Repair loose, cracked, or missing grout** on tile countertops immediately to prevent water damage to the plywood subsurface and mud-work below.

A Note about Ceramic Tile Countertops

Ceramic tile comes in hundreds of styles and colors allowing you much flexibility in customizing your countertops. Ceramic tile is purchased in lots that have the same texture and color. Some styles and colors may also be discontinued due to changing decorating trends. Because of these factors an exact replacement tile may be difficult if not impossible to obtain. **We encourage you to save any tile that may be left over. You may also want to ask your design consultant about purchasing extra tile for future repairs.**

CULTURED MARBLE

Cultured marble is manufactured by mixing natural ground stone with a polyurethane resin and a gel coat finish. This process provides a durable and decorative surface that is non-porous and resistant to stains. Because of the mixing process and use of natural materials, color, shade and veining can vary from one piece to another.

Cultured marble is typically used for bathroom countertops, shower pans and surrounds, garden tubs, tub decks, and bathtub surrounds. With proper care, your cultured marble surfaces will provide years of trouble-free service and beauty.

CULTURED MARBLE CARE AND MAINTENANCE

- **Clean with a mixture of water and mild detergent.**
- **Do not use gritty or abrasive cleaners or scrubbing pads.**
- **Apply carnauba wax every few months** to prevent hard water spots, reduce scratching and maintain shine and luster.
- **Bleach and nail polish remover** can damage or dull the surface of cultured marble.
- **Avoid placing hot curling irons, hair rollers, or cigarettes** directly on cultured marble

surfaces to prevent burn marks.

- **Do not drop heavy or blunt objects** on cultured marble surfaces. This can cause the surface to chip, crack or shatter.

DOORS, LOCKS AND WOOD TRIM

DOORS

Many of the doors and door frames in your new home are made of painted or varnished wood or wood composites. Wooden doors are subject to expansion and contraction caused by temperature and humidity variations, including the effects from evaporative cooling in the summer months. This can result in warping, sticking or cracking of the doors. Such conditions are normal of wood products and can often be easily corrected.

EXTERIOR DOORS

Refinishing

Exterior doors will require regular maintenance to maintain their beauty and usefulness. Check the finish of your doors every few months. Paint or varnish protect the door from the elements. If the finish breaks down, permanent damage may occur. Natural finished wood doors will require regular refinishing especially if exposed to direct sun light or moisture.

Note: Always check with your Homeowner's Association Community Manager before changing the color of your exterior doors.

Cracks

Small cracks may also develop during a dry season and may disappear during more humid weather. If the cracks do not disappear over time, they can be easily filled with wood putty, caulking compound or filler, obtained at your local hardware store or home center.

Fiberglass Doors

Fiberglass doors are commonly used at the front entry or other exterior locations. They are either stained or painted and can be easily touched up. Keep fiberglass doors clean with a damp cloth.

Metal Exterior Doors

Metal exterior doors are commonly used at garage service doors or mechanical closets. Metal doors require very little maintenance. They can be touched up or repainted with latex enamel paint. Dents can be filled with bondo-type fillers and then sanded and repainted.

INTERIOR DOORS and WOODWORK

Many interior doors are of a "hollow-core" construction. Care should be taken to prevent the doors from being punctured or damaged. Never kick open or hit an interior door and always use caution when moving furniture or appliances through doorways.

The woodwork and wood shelving in your home will likely experience some shrinkage over time. This may be noticeable at door casings, baseboards, shelving joints and supports, and stair rails. This condition is normal and is to be considered the Homeowner's responsibility to keep these items maintained. Caulking and wood putty can be used to treat cracks and separation of joints.

DOOR CARE AND MAINTENANCE

- **Keep hinge pins lubricated** with a small amount of silicone spray or graphite lubricant. Never use oil-based products as they will attract dirt and cause buildup within the hinge.
- **If your doors warp or stick**, try coating the surface of the door with paraffin (candle wax) or a light coat of paste wax where it rubs on the door frame.
- **Revarnish or repaint** exterior doors regularly to protect the door from weather.
- **Keep all weather stripping, thresholds and door sweeps adjusted** and in good repair to minimize your heating and cooling bills.
- **Bi-pass door tracks should be kept free of dirt and grit.** The rollers and tracks can be lubricated with silicone spray or paraffin as needed. Avoid using oil-based lubricants.

DOOR LOCKS and HANDLES

Builder's Keys

Many lock manufacturers provide locks that can be opened with a master builder's key during the course of construction. These locks have been designed to "trip" the tumblers when the permanent homeowner key is used, thus locking out the master builder's key. If your locks are equipped with this feature, it will not be necessary to re-key the locks upon close of escrow. To lock out the builder's key when you move into your home, simply insert your homeowner key into each of the locks and deadbolts on your home and lock and unlock 3 or 4 times using the key.

Polished Brass Locksets and Hardware

If your door locks and handles are finished with polished brass, you will need to take special precautions to protect the finish. Polished brass locksets are treated with a clear protective coating or lacquer to protect the brass from corrosion and tarnishing. The Limited Warranty does not cover damage to polished brass hardware due to corrosion. Following are some tips to keep your polished brass locks looking their best.

- Clean with a mild, non-abrasive, non-lemon furniture polish or wax and buff with a soft cloth. Pledgetm and Carnauba wax are both recommended by Kwiksettm.
- Avoid caustic agents or solvents such as lacquer thinner, denatured alcohol, and harsh cleaners. These will destroy the protective finish and damage the brass.
- Always remove hardware before re-varnishing or re-painting your door. Paint and varnish can destroy the finish on polished brass hardware.
- Lubricate locks and cylinders with a spray-in graphite lubricant.

GARAGE DOORS

(See section entitled "Garage Doors and Openers")

DRYWALL

The interior walls and ceilings of your home and garage are finished with 1/2" or 5/8" thick gypsum wallboard. Wallboard typically comes in 4'x12' sheets that are cut to size and nailed or screwed to the wall studs or ceiling rafters and trusses. The joints and nail dimples are then treated with tape and drywall mud to provide a finished surface. In many regions, the drywall is also textured using a hand-troweled or machine-sprayed process.

While every effort is made to conceal the drywall joints, it is virtually impossible to completely hide them. Drywall joints can often be detected upon careful inspection or under certain lighting conditions. High-sheen paints such as "eggshell" or "semi-gloss" will often magnify the joint locations making them more noticeable. Visible tape joints are not covered under the terms and conditions of the Limited Warranty.

As your home settles, minor cracks and nail "pops" may appear. This is a normal condition and can be caused by the normal shrinkage of the lumber or expansion and contraction of the concrete foundation and slab. High winds, expansive soils, and minor earthquakes can also affect the drywall in your home. Repair of drywall cracks and nail pops is the responsibility of the homeowner.

Minor drywall cracks, popped nails, and separated corner beads will be repaired one time during the first year if requested by the homeowner. This one-time repair excludes normal wear and tear and damage caused by the homeowner.

DRYWALL CARE AND MAINTENANCE

- **Cracks** can be filled with latex caulking, spackle or all-purpose drywall compound. Sand repairs and touch-up paint as needed.
- **Popped nails** should be reset using a finish or drywall hammer. The "dimple" can then be filled with spackle or all-purpose compound. Sand and paint when finished.
- **Extensive damage to drywall** such as large holes in the surface or damaged corner bead should be repaired by a professional drywaller to ensure proper texture match to the existing drywall.
- **Avoid spraying water** on exterior drywall surfaces such as patio ceilings or garage interiors. Excess moisture can cause the tape joints to fail and the texture to peel or flake off.

ELECTRICAL SYSTEM

The electrical system in your new home is designed to strictly comply with local and national building codes. The system has been rated and sized according to normal residential use. Any changes or additions to the electrical system can result in fire or damage and may void the electrical portion of the Limited Warranty.

If electrical changes are necessary, we highly recommend that you hire a licensed electrician to make the changes. Be aware that most cities and municipalities require a permit before making changes or additions to your electrical system.

ELECTRICAL SERVICE PANEL

The location of the electrical service panel will be pointed out by our representative at your final orientation. In most cases you will have a combination panel with the meter and utility company access on the left side and the circuit breaker access on the right. The panel is typically located on the side of the house close to the front. Some homes may be equipped with a sub panel. In this case the meter and main breaker would be located outside your home while the circuit breakers would be located in a separate sub panel inside the garage or other interior location. **NEVER OPEN THE METER/UTILITY COMPANY SIDE OF THE PANEL. SEVERE INJURY OR DEATH COULD RESULT.**

CIRCUIT BREAKERS

The circuit breakers for your electrical system are located in the service panel or sub panel. Each home is equipped with a main breaker and several smaller circuit breakers. The main breaker will turn off power to the entire home. The other circuit breakers are labeled and will shut off a portion of the electrical system or a major appliance.

Circuit breakers will trip if a circuit becomes overloaded. This can result from too many appliances being used on a circuit, a worn-out cord or defective appliance motor, or using an appliance with too high of a load requirement.

To reset a tripped circuit breaker, first unplug or turn off all appliances on the affected circuit. Then move the breaker all the way to the OFF position and then back again to the ON position. If a circuit breaker trips repeatedly, make sure everything is unplugged from the circuit. If the breaker trips with everything unplugged, the circuit will need to be repaired by a licensed electrician. If the breaker remains on, then one of the unplugged items is defective and will need repair or replacement.

Troubleshooting tips:

- If power loss is in one area of your home, then check the individual circuit breaker.
- If power loss is experienced throughout the home, then check the main breaker.
- If power does not return after resetting the main breaker, check the neighborhood for a possible power outage.
- If a circuit breaker trips repeatedly, unplug all appliances from that circuit. If it still trips, call a licensed electrician.

GROUND FAULT CIRCUIT INTERRUPT DEVICES (GFCI or GFI)

Your home is equipped with Ground Fault Circuit Interrupt devices also referred to as GFCIs or GFIs. A GFI device looks like a normal outlet except for test and reset buttons and in some cases indicator lights. Your home will likely have two or more GFI devices.

Additional outlets will be wired on the same circuit as the GFI device and will be labeled as such. **GFI outlets are located in bathrooms, kitchens, garage and exterior locations to help prevent dangerous electrical shock.** If a GFI circuit is not working, check the GFI device and reset if tripped

IMPORTANT NOTE: DO NOT PLUG REFRIGERATORS, FREEZERS, or other major appliances into GFI outlets. The electrical surge that occurs from these appliances will trip the GFI device and shut down the circuit. Rancho Viejo is not responsible for food loss caused by tripped GFIs or circuit breakers.

OUTLETS AND SWITCHES

Electrical outlets and switches are located in convenient locations throughout your home. They are designed for normal household use. Please observe the following tips and precautions when using your electrical outlets:

- Never overload an outlet beyond its rated capacity. Fire or damage to your electrical system may occur.
- Do not use power strips or multiple extension cords to increase the capacity of an outlet.
- Some outlets may be controlled by a wall switch. Often, these outlets may be installed upside down to differentiate them from the other outlets in your home.

CAUTION: Children and infants can be seriously injured by inserting small metal objects into electrical outlets. Installing inexpensive protective covers on your outlets can prevent this. These devices are available at most hardware stores, grocery and drugstores.

LIGHTING FIXTURES

The lighting fixtures in your new home are designed for standard wattage bulbs. To avoid excessive heat and possible fire, NEVER exceed the recommended wattage labeled on the fixture. In most cases the bulbs should not exceed 60 watts. Also avoid using halogen bulbs which burn much hotter than standard incandescent bulbs.

SMOKE DETECTORS

Smoke detectors have been installed in various locations throughout your home in conformance with local and national building codes. Smoke detectors are designed to detect the possible presence of smoke and provide a warning to the occupants of the home. The smoke detectors installed in your home are wired to the electrical system and are also equipped with backup batteries. When the backup batteries need replacement, the smoke detector will chirp occasionally. Replace the batteries to correct this situation.

NOTE: Prior to operating the gas furnace on your home the first time, open all doors and windows to allow the smoke, caused by the burn-off of packing oils on the furnace, to dissipate. This will minimize the chance of the smoke detectors being set off.

UNDERGROUND UTILITIES

Before doing any digging around your home or lot, call your local utility locating service or Blue Stake to have all underground utilities located and marked. This service is usually free of charge. Remember, you can be held responsible for damage to utilities caused by you or others in your employ while digging.

EXTERIOR WALLS, SURFACES and TRIM

The exterior finishes on your new home have been chosen for their beauty, durability, and ease of care. These surfaces are typically made of natural materials such as stucco, wood, masonry or fiber-cement siding, and will require regular maintenance. We recommend that you inspect the exterior surfaces of your home every few months and maintain as needed.

STUCCO

Stucco is a natural cement-based material and as such is subject to expansion and contraction. Hairline cracks will often develop in the stucco surface and are not a cause for alarm. **Cracks that exceed 1/16"** in width should be repaired with a sanded, elastomeric caulk or stucco repair product and touched up with paint. Cracks exceeding 1/16" in width are covered by the Limited Warranty and will be repaired one time during the first year if requested by the homeowner. Cracks less than 1/16" are not covered by the Limited Warranty.

Cement-based stucco is a porous product and will absorb water if exposed to heavy rain or sprinklers. A moisture barrier has been installed between the stucco and the wood framing of your home to prevent water that may penetrate the stucco from entering the structure.

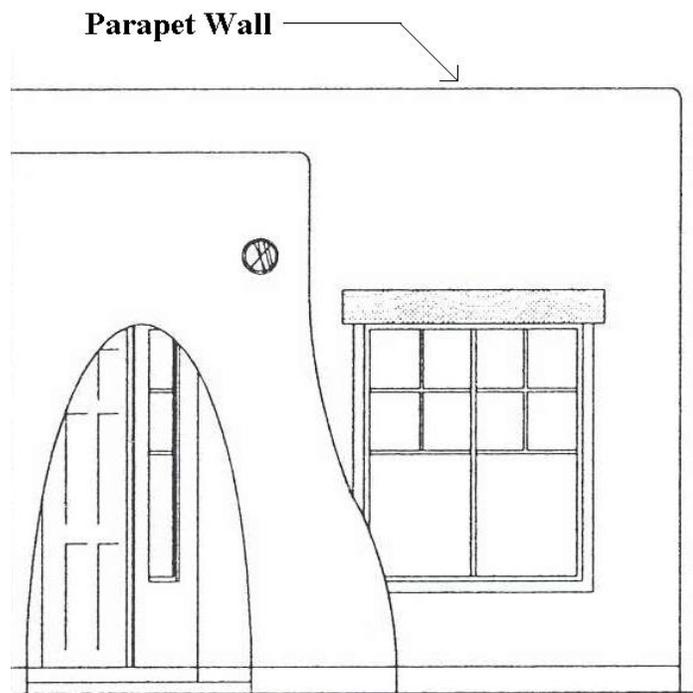
As a cement-based product, stucco can sometimes be prone to the accumulation of **efflorescence**. Efflorescence is a white, powdery, crystalline deposit that can accumulate on the surface of stucco, masonry or concrete. As cement-based materials cure and are exposed to water, salts and minerals inside may be carried by moisture and deposited on the surface. These salts and minerals may "burn" through the paint or color-coat on stucco, concrete or block. This is especially noticeable when dark colors are used. Because efflorescence is a naturally occurring process, it is not covered by the Limited Warranty.

Mild efflorescence can be cleaned off and painted over. To remove efflorescence, use a stiff natural fiber brush and wash with a mixture of five parts water to one part vinegar. Immediately follow the vinegar wash with a rinse of diluted household ammonia followed with a fresh water rinse. Once the efflorescence is removed, and the surface is completely dry, prime the surface using Kilz™ primer or Dunn Edwards brand Eff-Stop™ masonry sealer. The surface can be re-painted with the original exterior wall paint. Excessive efflorescence may require light repair of the stucco surface prior to repainting.

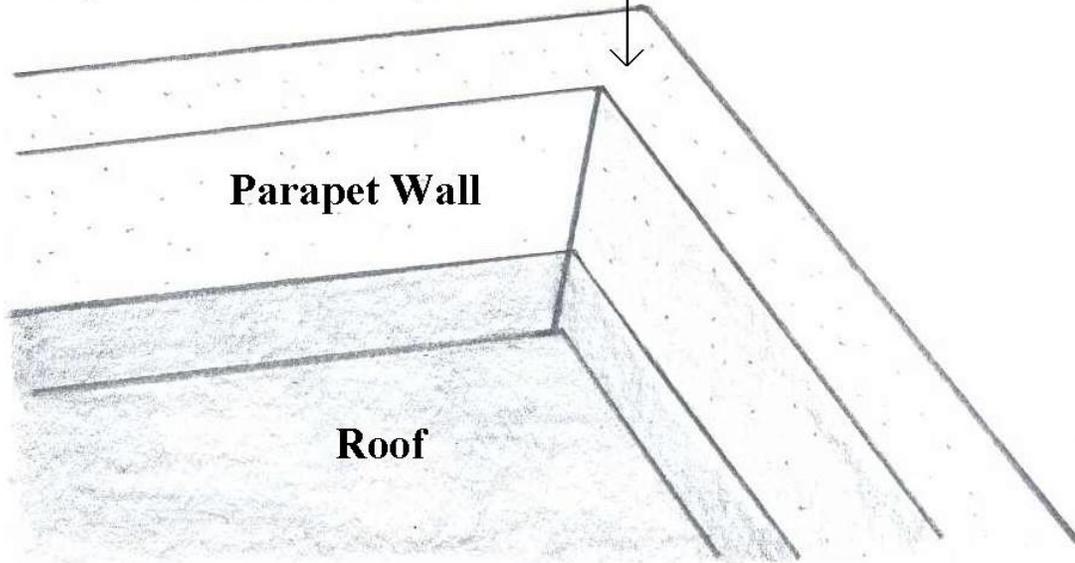
STUCCO PARAPET WALLS

Parapet walls on flat-roofed homes require regular inspection and maintenance. A parapet is the portion of the exterior wall that extends above the low-sloped roof. The top, horizontal surfaces of the parapet wall are more likely to develop stucco cracks than the vertical surfaces due to more direct exposure to rain, snow and ultra-violet radiation. Once cracks develop in the top of the parapet, the effects of moisture and freeze-thaw can quickly result in significant damage to the stucco and underlying moisture barrier.

Inspect parapet walls at least annually for cracks. Cracks should be filled with a high-quality textured acrylic elastomeric caulk such as PhenoPatch Elastomeric Custom Patch, Dap Elastopatch, Quikrete Stucco Repair caulk, Kelly Moore Kel-Seal Textured Elastomeric Sealant or a similar product. Repaired cracks can be painted with exterior acrylic paint color-matched to the original paint or synthetic color coat.



Inspect parapet walls annually for cracks. Seal and repair as needed to prevent damage to structure and stucco system.



STUCCO CARE and MAINTENANCE

- Fill cracks exceeding 1/16" with appropriate patching material, such as a high quality textured acrylic elastomeric caulk, and touch-up with exterior acrylic paint.
- Do not allow sprinklers to spray directly on stucco surfaces.
- Never cover the metal weep screed at the bottom of the stucco wall with dirt or concrete.
- Always keep dirt and landscape materials a minimum of 4" to 6" below the bottom of the stucco weep screed.
- After several years the painted or color-coated surface on the stucco may become faded, chalky or burned out from efflorescence. Stucco can be repainted with exterior acrylic paint made for masonry or stucco. Contact a professional paint contractor or supplier for information on which paints and primers are recommended for your home.
- Rust spots may occasionally show up on stucco surfaces due to small iron particles in the sand of the stucco. If this occurs, scrape off the particle, prime the spot with Kilz™ primer, and touch up with the original paint.

WOOD SURFACES

Wood can be found on various surfaces on the exterior of your home. These may include wood fascia, eaves, overhangs, doors, jambs, casings, beams, posts, corbels, gate slats, etc. Because wood is a natural and porous material, it must be protected with paint, varnish, or other sealers to prevent damage from the elements.

We recommend that you inspect all exterior wood surfaces frequently. If you find areas with cracked or peeling paint or varnish, you will need to sand the surface and refinish promptly. Surfaces that receive direct sunlight will need more frequent maintenance. Cracks in wood surfaces can be repaired with caulk, putty or appropriate fillers.

EXTERIOR WOOD CARE and MAINTENANCE

- Inspect wood surfaces often and re-paint or varnish as needed.
- Fill cracks with appropriate caulk or wood filler and use touch-up paint.
- Caulk door jambs and casings as needed and touch up with paint.
- See “Doors” section for tips on maintaining natural wood doors.

WOOD VIGAS, LATILLAS, PEELED LOGS AND ROUGH SAWN LUMBER

New Mexico style vigas, latillas, peeled logs and rough sawn lumber are natural wood products. It is normal for these products to have knots, mineral deposits and other imperfections. They are likely to split, crack, shrink, bow, twist or sag. Sap may seep and develop on the surface and drip. Occasionally, insects may be found in the cracks and voids of these materials. These are natural qualities of rough-hewn wood products which lend to their rustic character and beauty. These characteristics are excluded from the Limited Warranty. As these wood products shrink, gaps may develop between the wood and stucco or drywall. Sealing or repairing such gaps is considered homeowner maintenance and is excluded from the Limited Warranty.

FENCING

Fencing comes in many different styles and materials and will vary by community and region. Below you will find information about the most common types of fencing used in our region.

Before adding to existing fencing or building any new fences, always consult first with the Homeowner’s Association Community Manager and your local building officials for information regarding design, location, height, and permit requirements. If the fence is a shared fence on the property line, the adjacent property owners must also agree to additional work.

BLOCK OR MASONRY FENCING

Note: Block fencing is designed and built for privacy. It is not designed to support heavy loads or lateral forces. Do not allow children to climb on block fences. Individual blocks may come loose and fall causing physical harm.

Block fencing is long lasting and requires very little maintenance. As with other cement-based products, block fencing may develop small cracks in the block or mortar. Such cracks are normal and should not raise concern. Cracks can be repaired using grout, caulking or stucco patching compound.

Block fencing may be subject to a natural phenomenon known as **efflorescence**. Efflorescence is a white, powdery, crystalline deposit that can accumulate on surfaces of stucco, masonry or concrete. As cement-based products cure and are exposed to moisture, the salts and minerals inside are carried to the surface. These salts and minerals can burn

through the paint on stucco, concrete or block. This is especially noticeable when dark colors are used. Because efflorescence is a naturally occurring process, it is not covered by the Limited Warranty.

Mild efflorescence can often be simply repainted. To remove efflorescence, use a stiff natural fiber brush and wash with a mixture of five parts water to one part vinegar. Immediately follow the vinegar wash with a rinse of diluted household ammonia followed with a fresh water rinse. Once the efflorescence is removed, and the surface is completely dry, prime the surface using Kilz™ primer or Dunn Edwards brand Eff-Stop™ masonry sealer. The surface can then be painted with the original exterior wall paint.

If your block fence has been stuccoed, refer to the “Exterior Walls and Surfaces” section of this guide and review the section on “Stucco.” The stucco on block fences may develop small hairline cracks along the mortar joints of the block beneath. This is a normal condition due to the dissimilar materials and cannot be prevented.

ORNAMENTAL IRON FENCING

Fencing made of ornamental steel tubing or wrought iron will last for many years if properly maintained. Such fencing is subject to rusting. Nicks and scratches should be sanded and touched up with primer and appropriate touch-up paint. Rust-resistant spray paints such as Rustoleum™ are excellent for touching up or repainting iron fencing and gates. Do not allow standing water to gather around iron fence posts and direct all sprinklers away from iron fencing to minimize rusting.

FIREPLACES

NOTE: Please see the “Gas System” section of this guide for safety information on gas appliances and tips to prevent carbon monoxide build-up in your home.

Your fireplace is an excellent way to create a warm, cozy atmosphere in your home while providing some supplemental heat. However, it is not designed to heat the entire home. Your fireplace will typically be one of three types: woodburning, woodburning with gas logs, or a sealed gas (direct-vent) unit.

Always study the manufacturer’s instructions and owners manual before operating your fireplace. These are provided to you at the final orientation. Below are some suggestions that will help you receive maximum enjoyment from your fireplace while avoiding problems and hazards.

WOOD-BURNING FIREPLACES

Note: Many municipalities have banned the construction of wood-burning fireplaces due to air-quality concerns. Wood-burning fireplaces are not available in all Estancia Homes communities.

When operating your wood-burning fireplace:

- Become familiar with the manufacturer's instructions.
- Make sure the damper is in the open position before building a fire. Please note that dampers will be removed if gas plumbing or gas logs are installed. We will not reinstall dampers once removed.
- Open a nearby window about one inch to provide proper draft to the fireplace.
- Always use a fire grate. Never build fires directly on the floor of the fire box.
- Always keep fires small, slow, and steady burning. Large fires are unsafe and can damage the fireplace.
- Natural hardwoods burn best. Do not use manufactured logs, green or wet wood, or construction lumber. Wood that is high in creosote or pitch can cause buildup on the chimney flue resulting in a fire hazard.
- Never use liquid fire starter.
- Firewood should be stored outside and away from the home as it attracts insects and termites.
- Always keep the fire screens closed while fire is burning.
- Do not close glass doors over a roaring fire.
- NEVER leave the fire unattended and always extinguish fires completely before leaving the home or retiring to bed.
- Do not use your fireplace to burn trash.
- Do not close the damper until the fire is completely out and the embers are cold.
- Keep the firebox clean by removing ashes only after they are completely cold.
- We recommend that you have your chimney flue inspected and cleaned regularly by a professional chimney sweep.

SEALED GAS FIREPLACES

If your home is equipped with a sealed gas or direct vent gas fireplace, please refer to the manufacturer's owner's manual for information about use, care and safety. Also refer to the "Gas" section of this guide for additional safety precautions.

KIVA FIREPLACES

Kiva style fireplaces are either pre-fabricated or constructed on site using masonry products and are finished with a decorative plaster. These materials expand and contract with use and will often develop cracks in the plaster finish. Such cracks are characteristic of Kiva fireplaces and add to their rustic charm. Gaps may also result between the fireplace and adjacent drywall surfaces. Normal cracking or gaps are not covered by the Limited Warranty. Excessive cracking will be reviewed on a case-by-case basis at the 11-Month Review. Any decision to repair excessive cracks in Kiva fireplaces will be at the sole discretion of Estancia Homes Homes.

FLOORING

Our Design Centers offer the finest quality flooring types and styles available. Your colorization selection sheets provide a record of the brands, styles, and colors of your floor coverings. Because flooring styles and colors change with current design trends, we recommend that you save any left-over materials and remnants for future repairs. You may also purchase additional materials through your design center.

Please inspect the flooring in your new home carefully during the Final Orientation. Any damage or defects in your flooring must be noted during the Final Orientation to be covered by the Limited Warranty. Subsequent damage such as broken or chipped tiles, torn or stained carpeting, ripped or scuffed vinyl, and scratched wood flooring are not covered by the Limited Warranty and are the responsibility of the homeowner.

Your flooring will provide the longest life and usefulness if you provide routine maintenance and care. The following sections will give you many suggestions to care for your flooring.

GENERAL FLOORING CARE

- Place mats at all entrances to your home to help prevent dirt and grit from being tracked onto your flooring. Use mats with a non-staining vinyl backing. Mats with latex or rubber based backing can stain some floors.
- Make sure all furniture legs have large, non-staining protectors. Replace all metal or rubber glides and casters with a hard plastic variety.
- Use blinds or drapes to prevent your flooring from being exposed to direct sunlight. Over time your flooring may discolor, fade or deteriorate due to sun exposure.
- Wipe up all spills immediately with a damp cloth or mop.
- Keep floors clean. Dirt and grit can act like sandpaper and damage your new floors.

CARPET

The carpeting in your new home has been supplied and installed by an established and recognized carpet manufacturer and distributor. In addition to the Rancho Viejo Limited Warranty, your carpeting carries a Manufacturer's Warranty. Please contact the manufacturer directly for a copy of the warranty.

Most carpeting will exhibit various attributes during its life. Be aware that these items are normal and do not necessarily require warranty service. Some of the most common attributes are discussed below:

Seams

Because carpeting comes in rolls which are typically 12' wide, seams will be necessary in most rooms. Depending on the type of carpet these seams are often visible and are not to be considered a defect. Seams are most visible in carpets with short, tight naps and in looped piles or berbers. Seams may also be slightly raised or "peaked" due to the additional thickness of the seam tape beneath the carpet. Seams are typically most visible when the

carpeting is first installed. Over time and with frequent vacuuming, the seams will typically become less visible. If seam separation occurs, have them re-seamed as soon as possible to prevent permanent damage to the carpeting at the seam.

Dye Lots

Because carpeting is manufactured in lots, the color and texture of the carpeting in your home will not match the showroom samples exactly.

Crushing

Crush marks in the pile of your carpeting may be visible following installation. This typically occurs during the packaging and storage of the carpet roll and can be compared to the wrinkles found in a new packaged shirt. Crushing will commonly correct itself within 90 days with regular use and vacuuming. In some extreme cases steaming or pile brushing can be used to eliminate crush marks.

Shedding

Some carpets may release loose fibers when new. This is especially evident in non-continuous filament and cut pile carpets. Shedding is a normal condition and will become less noticeable with time and regular vacuuming.

Stain Resistance

Many of today's carpet fibers are manufactured with stain-resistant products to help protect your carpeting from dirt and spills. Unfortunately, no carpet is totally stain proof. Many substances will cause permanent staining including makeup, inks, food coloring, mustard, hair dyes, fruit juice or wine, etc. Other substances will cause permanent damage to the pile or backing of the carpet including bleach, drain cleaners, solvents, etc. Always take care when using these products near carpeted areas. Any warranty claims related to staining must be filed directly with the fiber manufacturer.

Furniture Dents

Carpet dents will typically correct themselves over time after the piece of furniture is removed. For stubborn dents, use a grooming tool or vacuum to loosen the matted fibers. Steaming can also be used if necessary. Be aware that the carpet pad and backing will need several days to return to their original shape.

Air Filtration

If your home is equipped with a forced-air heating and cooling system, the normal airflow in your home can cause your carpet to act as a filter. This is especially noticeable at the bottom of closed interior doors and along walls. As air is forced between the bottom of the door and the carpet, airborne dust and particulates are deposited in the carpet fibers. Over time noticeable stains may appear especially in light-colored carpets. Keeping interior doors open and vacuuming regularly will help minimize this effect.

Sprouts, Snags and Burns

Sprouts are small tufts of carpet fibers that stick up higher than the rest of the carpet. Snags are fibers that have been pulled loose from the carpet backing. Sprouts, snags and small

burns can be removed by carefully clipping with scissors or nail clippers. Never try to pull out loose tufts or snags as this will create a run in the carpet.

A NOTE ABOUT CARPET PILE REVERSAL

Pile reversal is a natural phenomenon that can occur in various types of carpeting. Pile reversal changes the predominant lay of the carpet pile often along a noticeable line. The carpet often appears to be different colors on either side of the line due to the way light is reflected off the opposing carpet fibers.

Scientists have been unable to fully explain this situation and research into pile reversal is still in progress. Once pile reversal occurs it is permanent and cannot be cured by brushing or wet treatment. It is the general opinion that pile reversal is most common in carpets that have a dense pile in a plain texture and solid color. It is more evident in polyester or olefin fibers but has occasionally occurred in nylon carpet.

GENERAL CARPET CARE AND MAINTENANCE

- **Vacuum at least weekly** to remove dust and debris that can cause staining and accelerate carpet wear and traffic patterns.
- **Blot up all spills immediately** using a clean soft terry towel. Always blot or gently rub; never scrub or brush, as it will damage the carpet fibers.
- **Sparkling water, club soda or plain tap water** can be used on stubborn spills if blotted dry with a clean terry towel. Avoid saturating.
- **Have carpeting professionally cleaned** on a regular basis. Contact the manufacturer of your carpet for recommended cleaning methods.
- **Carpet Protectors:** Professional carpet cleaners can apply carpet protector while cleaning. Only use carpet protectors that have been approved by the manufacturer.
- **Use non-staining vinyl-backed mats** or color-fast woven throw rugs at exterior doors and at tile to carpet transitions to stop dirt before it gets to your carpet.
- **The following substances can permanently stain or damage your carpet:** Acne medications, makeup, bathroom cleaners, bleach, drain cleaners, furniture polish, insecticides, oven cleaners, plant food and fertilizers, toilet bowl cleaners, solvents, disinfectants, and pool chemicals.

CERAMIC TILE

CAUTION: Ceramic tile floors can be slippery when wet. Use extreme caution when walking on a wet floor.

Ceramic tile provides a very durable and decorative flooring, countertop or wall surface. However, it requires proper care to maintain its beauty and usefulness. The brand and style of tile in your home can be found on your color selection sheets. The following sections describe many of the common characteristics of ceramic tile.

Variation in color, texture, size and shape

Ceramic tile is manufactured using natural materials and a kiln or baking process which causes variations in color, texture, size and shape. Color and texture variations from tile to tile are considered normal. The tile in your home may also be a slightly different color or texture when compared to the showroom samples. Additionally, tiles may shrink or cure at different rates during the baking process resulting in some tiles to be slightly out of square or a slightly different size. These slight imperfections may be noticeable in the grout lines between tiles but do not warrant repair unless they are excessive or uncharacteristic of the selected tile.

Cracks

Cracks may occur in the tile grout lines or across the surface of individual tiles. This can occur from natural shrinkage of the materials or from minor shifting, cracking, and expansion and contraction of the concrete slab below. Grout cracking and tile cracking related to slab cracks will be repaired under the Limited Warranty once during the first year if requested by the homeowner. Rancho Viejo will not be responsible for variations in tile or grout color or for discontinued styles or colors. Homeowner damage and normal wear and tear are excluded from the Limited Warranty.

Grout Color Variation

Tile grout is a cementitious material composed of several natural and manufactured ingredients. Color variation is common and can be effected by mixing, hydration, curing rates, temperature, humidity, tile characteristics, etc. The use of waxes, sealers, cleaning solutions and chemicals can also change the color of the grout. Variations in grout color are not covered by the Limited Warranty unless they are excessive and must be reported within 30 days after the Final Orientation.

Grout Sealer

Many brands of grout have sealer already mixed in. Additional sealing, if desired, is the responsibility of the homeowner. High quality, penetrating sealers that allow the grout to breathe work best. New grout may not match grout that has been sealed. **Be aware that grout sealers can cause discoloration to the grout and may weaken the grout and tile bond. The Limited Warranty does not cover damage caused by grout sealers.**

CERAMIC TILE CARE AND MAINTENANCE

- **Vacuum ceramic tile floors regularly** to remove dust and debris.
- Ceramic tile can be cleaned using a mop and clear warm water. Rinse the mop and change the water frequently to prevent re-depositing the dirt back onto the grout and tile.
- If a cleaning agent is required to remove heavier soil, use a mild solution of warm water and dishwasher detergent or trisodium phosphate. Be sure to rinse thoroughly with a mop and clear water, rinsing the mop frequently.
- Do not use vinegar, harsh chemicals, acid-based cleaners or abrasive cleansers on tile floors. These can damage, weaken, or scratch the tile glaze and grout.
- Repair loose or cracked grout with a grout mix available at tile stores and home centers. See your color selection sheets for brand and color.

- Cracked or separated grout at thresholds, cabinet bases, and along baseboards can be repaired with a flexible colored caulk made for this purpose. This caulk is available at tile and flooring stores and comes in colors to match most grout.
- Note: Nails of dogs or cats can cause scratches and pitting in tile grout.

NATURAL STONE

CAUTION: Stone floors can be slippery when wet. Use extreme caution when walking on a wet floor.

Natural stone flooring comes in many different varieties including travertine, granite, flagstone, marble, slate, onyx, or serpentine. These stones can come in various finishes:

Polished: A highly reflective glassy surface. This finish is often found on granite or marble surfaces.

Honed: A smooth surface with little or no light reflection. This finish is popular on travertine and some granites.

Textured: Natural cleft, flamed, or rough surface with no light reflection. Flagstone and slate are examples of stone that typically have a textured surface.

NATURAL STONE CARE and MAINTENANCE

- Use a vacuum or untreated dust mop to remove dust and debris from natural stone floors. Sand, dust and grit can cause damage to stone floors quickly due to their abrasiveness.
- Blot up all spills immediately to prevent staining.
- Damp mop floors regularly using clear warm water. Rinse mop and change water often. For heavily soiled floors, use a neutral ph-7 cleaner formulated specifically for stone surfaces.
- “Stone soap” is available for use on honed and textured stone surfaces. Available at tile flooring stores, stone soap cleans and conditions, providing additional stain protection.
- For Showers: Use a shower squeegee after each use. Use a stone polish every 3 months to increase water run off. Remove soap scum with a non-acidic soap scum remover or a solution of ½ cup ammonia to 1 gallon clean water. Frequent or over-use of ammonia solution can eventually dull the surface of the stone.
- Never use vinegar or lemon-based products, harsh or acidic cleaners, abrasive cleansers, or furniture polish on natural stone surfaces.
- Re-seal your stone floors as needed with a penetrating stone and grout sealer. There are many professional stone care companies that provide this service.
- Stone surfaces which have become scratched or dulled after many years of use, can be re-honed or re-polished to restore their original appearance. Contact a natural stone care professional for more information.

VINYL FLOORING

CAUTION: Vinyl flooring can be slippery when wet. Use extreme caution when walking on a wet floor.

Vinyl flooring provides a beautiful, affordable and low-maintenance alternative to higher-priced tile or stone flooring. If vinyl flooring has been installed in your home, please study the following information to get the most out of your floor.

Vinyl on concrete slabs

If your vinyl flooring has been installed over a concrete slab, minor concrete imperfections such as trowel marks or small cracks may be visible through the vinyl surface. This is a normal situation and is not covered by the Limited Warranty.

VINYL FLOORING CAUTIONS:

- **Dents, tears and scratches:** Vinyl flooring is a very soft material that is susceptible to dents tears and scratches. Use caution when moving heavy appliances or furniture to avoid tearing or wrinkling the surface. High heels and narrow furniture rests can permanently dent your vinyl flooring.
- **Moving furniture or appliances:** If you must move heavy furniture or appliances across your vinyl floor, always use plywood or hardboard runways to protect the floor. Runways should be used even if you use an appliance dolly or if the heavy item is equipped with wheels or rollers. Failure to use runways can result in tears or damage to the vinyl.
- **Use wide, non-staining protectors** under all furniture. Casters on moveable furniture are not recommended but if used should have a minimum 3/4" flat surface width. Replace metal protectors or casters with hard plastic. Felt floor protectors will help chairs slide without damaging the vinyl.
- **Use doormats** with a non-staining vinyl backing at each entrance to your home to prevent dirt, sand, grit, oil, asphalt, etc., from being tracked onto your floor.
- **Protect from direct sunlight.** The combination of heat and radiation from direct sunlight can fade or discolor your vinyl over time.

VINYL FLOORING CARE AND MAINTENANCE

- **Sweep your floor regularly** (at least once a week).
- **Prevent stains** by wiping all spills promptly.
- **Use the manufacturer's brand floor care products.** Most vinyl manufacturers sell products formulated specifically for their floors. These products are available at most home centers. The most common brands include Armstrong[™], Mannington[™], Domco[™], and Congoleum[™]. Check your colorization sheets for the brand and style of vinyl flooring in your home.
- **Regular mopping** with the manufacturer's brand of floor cleaner will keep your floor looking bright and new.
- **Restore the shine** to your vinyl floor with the manufacturer's brand floor polish.
- **Your floor will need occasional stripping** to remove floor polish build up. Use a cleaner/stripper made or recommended by the manufacturer of your vinyl.
- **Never use** wax, detergent, solvents, abrasive cleaners, or "mop and shine" products. These will dull or damage the surface of your vinyl floor.

- **Never use a beater bar when you vacuum.** The beater bar can visibly damage the surface of the vinyl floor.

For additional information on your vinyl flooring, contact the manufacturer directly or go to their website at www.armstrong.com, www.mannington.com, www.domco.com, or www.congoleum.com.

LAMINATE FLOORING

Laminate flooring allows homeowners to capture the warmth and beauty of natural hardwood flooring without the upkeep, maintenance, and expense. Laminate floors are similar to laminate countertops but are many times harder. They are very durable and require very little care to maintain their appearance.

LAMINATE FLOORING CARE AND MAINTENANCE

- **Never wax, polish, sand, seal, or lacquer** your laminate floor.
- **Never use scouring pads** or abrasive cleansers.
- **Never flood the floor** with water or cleaner.
- **Use felt protectors** on the bottom of furniture.
- **Vacuum regularly** to remove loose dirt and debris.
- **Spot clean as needed** with water and a clean, soft cloth.
- **Damp mop occasionally** with a cotton string mop and clean water or with a cleaning solution made specifically for laminate floors. Avoid using excessive amounts of water. Dry the floor immediately and thoroughly with a clean, soft towel or cloth.
- **Wipe up wet spills immediately** to prevent moisture from penetrating the seams.

Contact the manufacturer of your laminate flooring directly for more information.

NATURAL HARDWOOD FLOORING

Natural hardwood flooring provides a sense of warmth and beauty unsurpassed by most other flooring types. Hardwood flooring can be a custom solid hardwood floor that is sanded and finished on site or a more common and affordable pre-finished and laminated hardwood floor. The following guidelines will help you care for your hardwood floor:

HARDWOOD FLOORING CARE AND MAINTENANCE

Note: It is important to keep temperature and humidity levels in your home as constant as possible to prevent swelling, shrinking or cracking of your wood floor.

- **Sweep or vacuum frequently** to remove loose dirt and debris that can scratch your wood floor and breakdown the finish.
- **Use a dry dust mop** to remove fine dust and to shine the floor.
- **Do not use water** to mop or clean the floor. Never permit water to stand on hardwood

floors.

- **Floor cleaners formulated for hardwood floors** are available at most home centers and can be used when a thorough cleaning is needed.
- **Wipe up all spills promptly** to prevent stains, warping and swelling.
- **Felt furniture protectors are recommended** to prevent scratches and scuffs.
- **High-heeled shoes** can cause dents in your hardwood floor.
- **Nails of dogs or cats** can cause scratches or gouging on hardwood floors.
- **Refinishing** of your hardwood floors may be necessary after many years of use. Contact a professional hardwood flooring company if refinishing is required.
- **Use of a home humidifier** in dry climates can help prevent excessive shrinkage of hardwood floors.
- **Move area rugs occasionally** to prevent the floor from aging and discoloring at different rates.
- **Touch-up kits** are available for many pre-finished hardwood floors to repair minor dents and scratches.

FRAMING AND LUMBER

Most of today's homes are constructed of wood framing. The frame is built upon the concrete foundation or slab and makes up the structure or skeleton of the home. The lumber used to build the frame and roof system is top quality construction grade lumber. Most of the lumber has been kiln-dried to minimize shrinking, warping, and deflection. However, even kiln-dried lumber can have a moisture content of approximately 19%. When the lumber is shipped from the cool, moist climates of the Pacific Northwest or Canada to the dry Western States the lumber begins to dry out. This drying process can continue for a year or more after you move into your new home.

Over time, as your wood frame dries, settles, and shrinks, your home may develop settling cracks in the drywall and stucco. You may notice the caulking shrink and crack, drywall nails "pop" through the finished wall surface, and second story floors settle or sag slightly. The ceiling portion of the roof trusses may also rise with temperature variations causing minor cracks where the interior walls and ceiling meet. As your home settles and dries, you may even hear creaking or popping noises and notice floor squeaks on upper levels. While all this may seem alarming and disturbing, it is perfectly normal. Wood is a natural product and will expand, contract, shift, and warp given temperature and humidity variations.

Fortunately, the majority of this "settling in" period takes place during the first year as the home goes through the various seasons. By maintaining a constant temperature in your home during the first year by means of your heating and air-conditioning system, you can minimize the effects of this process. We recommend you leave your thermostat set in the comfort zone even when at work or on vacation during the first year.

Because of this drying and settling process, you may request a one-year repair on drywall and stucco through our Customer Service Department. We will repair drywall cracks and nail pops and will repair any open stucco cracks once at the end of the first year. After the one-

year repair, this maintenance will become the Homeowner's responsibility; however, the majority of this cracking takes place during the first year. Please refer to the "Drywall" and "Exterior Wall" sections of this manual for additional information about settling cracks.

The growth rings found in dimensional lumber also affect the shape of the board as it dries. You may have noticed this if you've ever tried to find a perfectly straight 2x4 at a lumber yard or home center. It is very rare to find a perfectly straight board. Because of this, it is also rare to find a perfectly straight wall, ceiling, or window opening. Minor variances or "bows" can probably be found in various places throughout your home. While we do our best to straighten and adjust the studs and framing prior to installing drywall, some imperfections will still exist. The building industry has developed standards and tolerances that dictate how much variance is acceptable.

GARAGE DOORS and OPENERS

Rancho Viejo selects and installs only the safest and highest quality garage doors from the top manufacturers in the industry. Your garage door is the largest piece of moving equipment in your home. With a properly designed garage door system, regular maintenance, and safety instruction to all family members, your garage door can provide years of safe, secure and trouble-free operation.

Like most mechanical equipment, garage doors and openers are easy to use and provide tremendous convenience. And like most mechanical equipment, garage doors can cause injury or even death if operated improperly. It is very important for you and your family to be aware of potential hazards associated with the use of garage doors.

GARAGE DOOR SAFETY

- **Do Not** stand or walk under a moving door.
- **Do Not** let children or adults play "beat the door."
- **Do Not** let children play with or use the transmitters or remote controls. Always keep them out of the reach of children. Wall controls should be at least 5' above the floor.
- **Do** teach all family members how to use the emergency release in case someone is pinned by the door.
- **Do** discuss garage door safety with your children. Explain the danger of being trapped under the door and the importance of keeping hands and fingers away from all moving parts and section joints.
- **Do** keep the door in sight until it completely stops when using the opener.

Springs

Extension and torsion springs, along with the attached hardware, are under extreme tension at all times. All tension must be released from springs before any work is performed on the spring, door sections, or hardware. **For your protection, you should never attempt to repair, replace, remove, or make adjustments to the garage door system including the springs, cables, door sections, and/or bottom corner brackets.**

ONLY A PROFESSIONALLY TRAINED GARAGE DOOR TECHNICIAN SHOULD RELIEVE SPRING TENSION AND/OR SERVICE THE MAJOR COMPONENTS OF YOUR GARAGE DOOR.

Door Sections

As with any door, caution must be used when opening or closing it. Do not attempt to manually close a garage door by placing fingers between the sections as a place to grab onto the door. Serious injury could result! Use the step plate, lift handle, or pull rope attached to the door to pull the door open or closed.

Bottom Brackets

The bottom corner brackets on your garage door are attached to the springs, which are under extreme tension. Never attempt to loosen them unless all tension is first removed from the springs. **Only a professionally trained garage door technician should relieve the springs of any tension.**

Garage Door Opener and Controls

Your garage door opener is a great convenience, but can cause injury if used improperly. Never let anyone “race to beat the door” as it closes. Keep the wall control panel at least 5’ above the floor and the remote controls away from children. Instruct children never to play underneath the area where the garage door closes. Always keep the door in full view as it operated and do not leave the area until the door completely opens or closes.

Warning Labels and Tags

Most garage doors and openers are equipped with warning labels and tags on the door, opener emergency release cord and at the wall control. Study the warning labels and all literature provided with your garage door. Never remove the safety labels. Most manufacturers will provide you with a free safety label kit to replace missing or damaged labels. These can be received by calling the manufacturer directly.

Automatic Reverse Mechanisms

All new garage door openers are required to have an automatic reverse mechanism. If the garage door comes in contact with any object on the way down, it should stop and reverse automatically. You can test the auto reverse mechanism by placing a 2x4 flat on the ground below the garage door and then push the control button to close the door. When the door hits the 2x4, it should stop and re-open. If it does not reverse automatically, contact a garage door professional immediately to service and adjust the opener.

Photo Eyes

As a double safety guard, photo eyes should be in place on all garage doors with openers. Unlike the automatic reversing mechanism, nothing has to physically touch the door before it reverses. Once the invisible beam from the photo eye is broken, the door reverses automatically.

GARAGE DOOR CARE AND MAINTENANCE

Perform the following maintenance monthly. Lubricate seasonally or as needed. Always call a qualified garage door technician if adjustment is required or if any parts need replacement.

- **Door Balance Test** (with or without opener):
Start with the door closed. If you have a garage door opener, use the release mechanism so you can operate the door by hand when doing this test. You should be able to lift the door smoothly and with little resistance. It should stay open around 3 - 4' above the floor. If it does not, it is out of adjustment. Have it adjusted by a professional garage door technician.
- **Automatic Reverse Test** (if equipped with opener):
Start with the door in the open position. Place a 2x4 or other 1-1/2" thick piece of wood flat on the floor at the center of the garage door. Push the transmitter or wall control to close the door. The door must reverse when it hits the 2x4. If it does not reverse, have the opener and door serviced immediately.
- **Force Setting Test** (if equipped with opener):
Test the force setting by holding the bottom of the door as it closes. If the door does not reverse readily, the force setting may be excessive and need adjusting. Consult your owner's manual or have a professional garage door technician make the adjustment. Always perform the automatic reverse test after adjusting the force setting.
- **Visual Inspection**
Visually inspect the garage door springs, cables, rollers, pulleys, and other door hardware for signs of wear. If you suspect problems, have a qualified garage door technician make the repairs.
- **Lubrication**
Lubricate the moving parts of the door, including rollers, hinges, and locks with a silicone spray lubricant. Lubricate the chain or screw drive of opener according to the instructions in the owner's manual.

GAS SYSTEMS

If your home is equipped with a natural gas system (CNG) or a propane gas system (LP) you are probably already aware of the benefits of gas. Water heaters recover faster, furnaces provide quick quality heat, fireplaces burn cleaner and turn on with the flip of a switch, and gas ranges are the first choice of cooks. Most gas appliances are also less expensive to operate compared to their electric counterparts.

While today's gas appliances are much safer than older-generation models, following are a few simple tips will ensure the safety of you and your family.

GAS SYSTEM SAFETY GUIDELINES:

What does gas smell like?

Natural gas and propane have a scent or “odorant” added which smells like “rotten eggs.” This distinctive odor will help you detect a gas leak. Most natural gas and propane companies can provide you with a “scratch and sniff” pamphlet that will help you recognize the scent of gas.

What do I do if I smell gas?

If you ever smell gas or suspect a gas leak, follow these procedures:

1. **EXTINGUISH** all smoking materials and other open flames.
2. **WALK CALMLY**, don't run, from the premises. Walking quickly or running across a room may create static electricity and ignite a leak.
3. Avoid anything that can create a spark.
 - DO NOT** turn light switches on or off.
 - DO NOT** use the telephone.
 - DO NOT** unplug appliances.
4. **SHUT OFF** the gas supply using the natural gas shut-off valve located at the meter on the side of the house, or shut off the propane gas using the shut-off valve located at the tank.
5. Go to the closest phone **AWAY FROM** the premises and call the gas company. Do not use a cell phone near the premises.
6. Stay outside until the leak has been found and fixed.
7. Have the technician from the gas company re-light your gas appliances and equipment.

You may get a momentary whiff of gas when turning on a gas range. **However, if the smell of gas lasts more than an instant, the continuing gas odor means you have a serious gas leak. Any persistent gas smell is your signal to take immediate action!**

PILOT LIGHTS

Many modern gas appliances and equipment are equipped with pilotless ignition which eliminates the need for a constant pilot light. However, some appliances such as water heaters and gas fireplaces may have a constantly burning pilot light. If pilot lights need to be re-lit, follow the manufacturer's instructions **exactly**. Failure to follow the instructions can result in explosion or physical injury. We highly recommend calling your gas company or plumber to re-light pilot lights.

Because pilot lights are constantly burning, combustible products like kerosene, gasoline, solvents and cleaners should never be used or stored in the same area or room as a gas appliance. If you must use a combustible product, **always turn off the gas supply and extinguish pilot lights when using combustible products in the same area as a gas appliance**. For example, when using solvent in the garage to clean auto parts, shut off the gas supply to the water heater and make sure the pilot light is extinguished first.

A WARNING ABOUT CARBON MONOXIDE

Carbon monoxide is a colorless, odorless, tasteless and toxic gas produced as a by-product of fuel combustion. Any fuel-burning appliance, vehicle, tool, or other device has the potential to produce dangerous levels of carbon monoxide gas. Examples of carbon monoxide-producing devices commonly found around the home include furnaces, fireplaces, gas water heaters and stoves, grills, automobiles, etc. A person exposed to carbon monoxide may develop flu-like symptoms including dizziness, headache, nausea, fatigue and drowsiness. **In extreme cases, carbon monoxide can cause death.**

Your gas appliances and heating system are designed to provide many years of worry-free comfort, value and safety for your family. Gas equipment that's not properly installed and maintained, however, can produce excessive carbon monoxide. The danger of carbon monoxide poisoning can easily be avoided by following the safety guidelines listed below.

SAFETY GUIDELINES

TO PREVENT CARBON MONOXIDE BUILD UP:

- Have your gas appliances serviced annually by a professional service technician.
- Regularly inspect and clean fireplace chimneys, and water heater and furnace flues.
- Keep all vents and flues clear and free of obstructions. Have corroded, damaged, or rusted parts replaced.
- Use appliances only for their intended purposes and operate in strict accordance with the manufacturer's instructions.
- Provide plenty of fresh air when operating wood-burning stoves, fireplaces, or gas logs.
- Do not operate fireplaces or gas logs when sleeping.
- Never leave your car running or operate gasoline-powered engines in the garage. Always open the garage door before starting your car.
- Consider installing carbon monoxide detectors in your home. These inexpensive devices are available at hardware stores and home centers.

ADDITIONAL GUIDELINES FOR GAS SYSTEMS:

- Connecting or disconnecting of gas lines must only be done by trained technicians or a licensed plumber.
- Do not store propane cylinders inside your home, garage or other buildings.
- If your gas appliances become flooded or wet, have them inspected and serviced before using them again.
- Make sure only approved appliance connectors are used.

INSULATION

Your new home has been insulated to meet national and local code requirements. The insulation in your home is part of our standard energy package, which also includes high efficiency air-conditioning systems, insulated windows, and attic ventilation, which all work together to decrease your heating and cooling bills. Inadequate insulation and air leakage are

the leading causes of energy waste in most homes. Your home may include fiberglass insulation, sprayed or blown cellulose or a combination of both.

Fiberglass Insulation

Fiberglass batts are commonly used in walls and are typically rated at R-13 for 2x4 walls or R-19 for 2x6 walls. When you combine the R-value of the wall insulation with the R-value of the Styrofoam or other wall materials, you determine the composite R-value. For example, a 2x6 wall with R-19 fiberglass batts and a 1" foam board used on a one-coat stucco system can give you a composite R-value of approximately R-22 to R-24.

Fiberglass batts are also found in attics, especially in areas that are difficult to access with a blown-in system. Most fiberglass attic insulation is rated at R-30 but can be upgraded to R-38. Occasionally, loose fiberglass may be blown into attic spaces much like cellulose insulation discussed below.

Cellulose Insulation

Cellulose is the most common type of blown-in insulation. It is a loose fill material which is blown in place using pneumatic equipment. The R-value of blown-in insulation is typically determined by the thickness or weight of the material. For example, R-38 blown cellulose is approximately 10-1/2" to 11" average depth when installed. However, over time the insulation may settle by up to 2". The most accurate way to determine R-value of blown insulation, especially if it has settled, is by using the "cookie-cutter" method. This is done by taking an insulation sample using a 1' square metal box or "cookie cutter" and then weighing the insulation to determine the R-value.

When cellulose is used in walls it contains special additives or bonding agents to prevent it from settling. Wall-spray cellulose provides a more void and compaction-free installation and a slightly higher R-value than traditional fiberglass batt insulation.

INSULATION CARE AND MAINTENANCE

While the insulation in your home is virtually maintenance-free, there are a few things you can do to keep your home well insulated.

- Do not crush or compact blown-in insulation in your attic. Compressing the insulation will decrease the insulation R-value.
- When using the attic access, always replace the insulation batt on top of the access panel.
- Make sure all weather-stripping, exterior door sweeps, and thresholds are in good working condition. Replace or adjust as needed.
- Inspect exterior caulking annually and re-caulk as necessary. Check all windows, door jambs and casings, and thresholds.
- Keep window coverings closed during the heat of the day or if exposed to direct sunlight. Consider installing shade screens during the summer months to decrease heat gain in your home.
- Do not block or remove attic vents.
- Refer to the "Air Conditioning" section of this manual for additional energy saving tips.

LANDSCAPING, GRADING and DRAINAGE

GRADING and DRAINAGE

The lot grading for your homesite has been carefully engineered and graded to standards that have been established by local building authorities to ensure proper drainage. This drainage pattern must be maintained by you or anyone who does landscaping on the lot for you. **Failure to maintain proper drainage can result in damage to your home and its foundation.**

IT IS THE HOMEOWNER'S OBLIGATION AND RESPONSIBILITY TO MAINTAIN THE DRAINAGE AS IT WAS DESIGNED AND GRADED AT THE TIME OF INITIAL OCCUPANCY.

Any alteration of the drainage on your homesite will void the landscaping and drainage section of your Limited Warranty. Any damage caused to the home, lot, or property of others due to alteration of the drainage is the responsibility of the homeowner. If you delay the installation of your landscaping, erosion and silt build-up may damage or alter the grading and drainage of your lot. Landscaping should be installed as soon as possible after Close of Escrow.

Drainage Swales

The earth around the foundation of your home has been graded so that it slopes away from the house, retaining walls, and concrete flat work, providing positive water drainage. We often construct drainage swales (shallow ditches) to ensure that water drains away from your home and off your lot to a street, alley, wash or greenbelt. These swales are sometimes inadvertently filled in by homeowners or by soil erosion or grass sodding. It is the homeowner's responsibility to maintain these swales and keep drainage away from the house foundation.

Planters

Planters should never be constructed against the foundation of your home or along concrete flatwork such as drives or walks. Water trapped against the foundation can cause structural damage to your home. Avoid planting grass or plants that require excessive watering near the foundation of your home.

Settling

Backfilled areas on your homesite, such as utility trenches or foundation excavations, may settle after a heavy rain or excessive irrigation. We will fill settled areas one time during the first year if reported by the homeowner. Subsequent settling should be filled promptly to maintain proper drainage and is the Homeowner's responsibility.

Onsite Retention

Certain municipalities and communities may require each individual homesite to retain storm water until natural seepage into the ground occurs. This is called onsite retention. If your

homesite has onsite retention, engineers have calculated the volume of water to be held on your lot and have designed the grade, berms and slab elevations accordingly. Do not add fill dirt or attempt to level out retention areas.

French Drains

Some homesites may require the installation of French drains to allow for proper drainage. French drains consist of a drain grate located at a low spot in the yard which is attached to underground drainpipes. Water collected at the drain grate will travel through the pipes and will dump out at a lower elevation, often at a wash or drainage swale. If your home is equipped with French drains, check the grates monthly to make sure they are unobstructed and free of debris. Check the drainpipes seasonally by flushing with water from a garden hose.

LANDSCAPING

IMPORTANT NOTE: Always have underground utilities located and marked before commencing any landscaping project. Refer to the “Blue Stake” section of this manual for information on free utility locating services in your area.

Homeowners should make arrangements to install front and rear landscaping as soon after Close of Escrow as possible. In addition to meeting HOA requirements to landscape in a timely manner, well-designed landscaping will prevent erosion to your homesite and will protect the foundation of your home. Be aware that landscaping can change the grade and drainage of your lot. All landscape plans must show accommodations for drainage. Altering the grading and drainage of your homesite can void portions of the Limited Warranty on your home. We suggest that you consult a professional landscape contractor to design your landscaping with proper drainage in mind.

LANDSCAPING PLANS

Landscaping plans must be approved by the Homeowner’s Association prior to commencement of landscaping work. Submit plans as early as possible to ensure approval in a timely manner. Refer to the CC&Rs and Design Guidelines or contact the Homeowner’s Association directly for information regarding landscape requirements in your community.

Future changes to your landscaping including the installation of pools, spas, patios, walkways, fences, walls, lighting, playground equipment, etc., must be approved by the HOA Design Review Committee prior to installation.

LANDSCAPING GUIDELINES

- Do not alter the builder-constructed drainage and swales.
- Properly installed landscaping will allow water to drain away from foundations, drives, walks, patios, retaining walls, etc. Landscaping which allows water to stand against concrete and foundations will eventually cause structural damage and should be corrected immediately.

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- When choosing and locating plants, consider the mature size of the plant and provide ample room for growth. Never plant trees or large shrubs along foundations, drives or walks. Root systems of large plants can cause concrete to heave or lift.
- Use of native, drought-resistant plants is recommended to conserve water.
- Finished landscaping should be minimum 6" to 8" below the finished floor of your home. Keep all landscaping below driveways, walks, patios and doorsills.
- Irrigation lines should be kept a minimum of 36" from your home's foundation.
- Do not construct raised planters or mounds next to the foundation of your home. Structural damage, dry-rot, mold, or flooding can occur.
- Never plant sod along the foundation of your home. Grass requires frequent, heavy watering and should be kept at least 36" from the foundation.
- Landscaping can adversely affect the termite barrier of your home. Refer to the "Termite" section of this manual for important information about protecting your home from termites.

BUILDER-INSTALLED LANDSCAPING

If your home includes a landscaping package, plant material will be warranted for a period of 12 months. Parts and any default in workmanship are also covered. The Limited Warranty covers a one-time plant replacement during this period. The Warranty only applies if there is reasonable evidence that the plant was properly cared for. Plants and trees are not warranted against frost or extreme weather conditions. It is the Homeowner's responsibility to take proper actions to protect young or tender plants.

After installation of landscaping and plant materials, you are responsible to provide proper care and attention for their establishment and growth. Plants and trees will need to be watered at least weekly for the first 6 to 12 months and more frequently during the hot summer months. Fertilizing is not recommended during the first year.

LANDSCAPE CARE AND MAINTENANCE

- Irrigation System: Check emitters on drip system monthly and flush or replace if clogged. Check more frequently during hot, dry summer months. Check sprinkler system monthly for broken or misadjusted sprinkler heads. Adjust automatic timer quarterly for seasonal changes.
- Check lawn and plants monthly for overwatering or underwatering.
- Check stakes and ties on young trees and plants monthly. Re-stake if necessary.
- Keep trees and shrubs properly trimmed to ensure full shape and to keep within space limitations.
- Fertilize lawns and plants regularly to maintain healthy roots and foliage. Do not fertilize newly planted trees and plants for the first year.
- Decomposed granite areas should be treated with pre-emergent annually to prevent weed growth. Use Round-Up[™] or other systemic weed killer to treat weeds that do take root.
- Protect tender plants against frost.

MIRRORS and BATH ACCESSORIES

The mirrors, shower doors and enclosures, towel bars, and other bathroom accessories will last for years with proper care. Below are some tips to care for your bathroom accessories.

NOTE: Scratches, dents, or damage to mirrors, shower enclosures and accessories are not covered by the Limited Warranty after delivery of the home and must be noted at time of Final Orientation. Scratches must be visible at a distance of three feet to qualify for repair or replacement.

MIRRORS

The best way to clean your mirrors is with a clean, soft cloth and warm water. Make sure you don't allow the edges of the mirror to get or remain wet. Over time, the water can attack and damage the backing of the mirror. If you do get water on the edges of the mirror, wipe dry immediately.

To clean more difficult spots, use a quality ammonia-free glass cleaner. Do not allow the glass cleaner to come in contact with the mirror backing to prevent mirror damage. Never use acidic, or abrasive cleaners or scrubbers on your mirrors.

CLEANING TIP: Try applying warm water or glass cleaner directly onto a clean, soft cloth first and then wipe the mirror surface clean. This will help prevent water or glass cleaner from coming in contact with the mirror backing.

GLASS SHOWER DOORS AND PANELS

Your shower doors will need very little maintenance other than cleaning. The hinges or rollers can be lubricated with a silicone lubricant if needed. Do not let the lubricant come in contact with the anodized surfaces of the door or enclosure frame.

Clean the glass with warm water and polish with a clean, soft cloth. Keep a squeegee in the shower to wipe off the glass after each use. If a cleaning agent is needed, use mild glass cleaner that is designed for use with anodized aluminum surfaces to prevent damage to the door or enclosure frame.

Most cleaners that are designed to remove water spots and mineral deposits are also harmful to glass and anodized aluminum. The best way to prevent mineral deposits is to dry the shower enclosure with a clean, soft cloth after each use.

ALUMINUM FRAMES AND ACCESSORIES

The aluminum material in your shower enclosure and bath accessories is durable and resistant to water damage. We recommend that you wipe it dry with a soft cloth or towel after each shower when possible. Aluminum frames and accessories should be cleaned at least weekly with a soft, damp cloth to remove buildup and water spots. Occasional cleaning with a mild cleaning agent may be necessary. Find one that is compatible for use with glass

and anodized aluminum and be sure to rinse thoroughly. **Never use an abrasive cleaner of any kind.**

PAINT

Paints or stains have been used on many surfaces of your new home. While today's latex-based paints offer excellent durability, protection, and moisture resistance, the hot, dry climates of the West can quickly break down painted surfaces. The following information provides helpful information regarding the maintenance of painted or stained surfaces.

Exterior Surfaces

The paint on the exterior of your home is subject to tremendous abuse from rain, storms, heat, sunlight and the expansion and contraction of the building materials. In some climates, your home's exterior may need repainting as often as every two to three years. Wood surfaces such as fascia, overhangs, and door jambs and casings may need re-painting annually. Inspect the painted surfaces of your home's exterior every 3 to 6 months for chalking, cracking, or flaking. Repainting early before the original paint chips or peels will save time and money in surface preparation later and will prevent damage to the surface beneath.

Stained wood surfaces, such as oak or alder doors, jambs, and casings may require refinishing as often as every six months especially if the surface is exposed to direct sunlight. Here again, early maintenance on stained wood surfaces can prevent extensive surface preparation work or damage to the wood.

Interior Surfaces

The paint used on the interior of your home will typically last much longer than that on the exterior. Areas subject to moisture or steam such as bathrooms, kitchens, or utility rooms will need more frequent repainting. Inspect these areas often.

Touch Up

Upon delivery of your new home, you should receive a paint touch up kit which includes a small can of each color and type of paint in your home. Additional paint can be purchased from a paint supplier. See your colorization sheets for the brand, types and colors of the paint used on your home.

When touching up, use a high quality paintbrush designed for use with latex paints. Wooster[™] and Purdy[™] are both excellent brands of paintbrushes and can be purchased for about \$15. Most touch ups can be done with a 2" to 3" brush. Thin the paint slightly with water. This will help the brush marks to recede as the paint dries. Keep the touch up area as small as possible. Keep the brush marks all in the same direction and feather in to the existing paint. When painting over drywall repairs, three to four coats of paint may be necessary to prevent the repair from "flashing" through the paint.

Fading

Painted surfaces will fade over time especially if exposed to sun, weather and artificial light.

This may be noticeable when touching up paint at a later time. The touch-up paint may not match the original paint in color or sheen. This is a normal occurrence and is not covered by the Limited Warranty.

Efflorescence

Efflorescence is a white, powdery, crystalline deposit that can accumulate on surfaces of stucco, masonry or concrete. As cement-based products cure and are exposed to moisture, the salts and minerals inside are carried to the surface. These salts and minerals can burn through the paint on stucco, concrete or block. This is especially noticeable when the popular dark, earthtone colors are used. Because efflorescence is a naturally occurring process, it is not covered by the Limited Warranty.

Mild efflorescence can often be simply repainted. To remove extensive efflorescence, use a stiff natural fiber brush and wash with a mixture of five parts water to one part vinegar. Immediately follow the vinegar wash with a rinse of diluted household ammonia followed with a fresh water rinse. Once the efflorescence is removed, and the surface is completely dry, prime the surface using Kilz™ primer or Dunn Edwards brand Eff-Stop™ masonry sealer. The surface can then be painted with the original exterior wall paint.

Wood Grain

Due to the natural characteristics and grain patterns of wood, color variations will occur when wood is stained. This is normal and not a cause for repair.

PLUMBING SYSTEMS

The plumbing system in your home is a complex combination of water piping, drain piping, valves, faucets, and fixtures. The system has been designed to meet stringent local and national building codes. The following sections provide a general overview of the various components of your plumbing system.

EMERGENCY WATER SHUTOFF PROCEDURE

The main water shut offs for your home should be pointed out by the Rancho Viejo representative during your Final Orientation. Make sure each member of your family knows where the shutoffs are located and how to turn them off in case of a plumbing emergency.

NOTE: Always turn off the water heater when shutting off water to your home.

Main Water Shutoff – Water Meter

The water to your home can be shut off at the water meter, which is typically located in the front yard near the street. To shut off the water, remove the lid to the water meter box and use a crescent wrench or pliers to turn the valve clockwise until it stops.

Some water companies require the plumber to install a separate gate valve just past the water meter. This valve will typically be located in a small round or square box near the water meter box. To turn off, remove the cover and turn the valve clockwise until it stops.

Main Water Shut Off – Water Service

A shut-off valve is often located at the water service, the location where the water line from the meter enters the house. Turn the valve lever clockwise to turn off water to the house.

Secondary Water Shut Off Valves

Most of the plumbing fixtures in your home are equipped with shut off valves or “angle stops.” You will find these under sinks, behind toilets, behind the washing machine, and at the top of the water heater. Use these valves to turn off the water to a malfunctioning plumbing fixture until it can be repaired. **Remember to turn off the electricity or gas to the water heater when turning off the water supply to the house or water heater!**

Irrigation Systems

When installing irrigation systems for your landscaping, have the landscaper tap into the water line upstream from the Main Water Shutoff Valve. This will allow you to shut off the water to your home while leaving the water on to your landscaping. This is particularly useful if your home is used only part of the year or if you are away from home for long periods of time.

DRAIN STOPPAGES

NOTE: Plumbing drain stoppages are excluded from the Limited Warranty and will be repaired only if reported to Customer Service within 72 hours of the Close of Escrow.

Most drain stoppages occur at the drain traps (see section on “Drain Traps” below). Drains can become stopped by the normal build-up of grease, hair, soap, etc. To prevent the stoppage of drains, run hot water through the drain each week for a couple of minutes to break down and wash away any buildups.

For stubborn blockages, a few vigorous pumps with a plunger will often free the obstruction. Once the stoppage is cleared, run hot water through the drain for several minutes. If a stoppage cannot be cleared with a plunger, contact a licensed plumber to clear the drain. Avoid using drain cleaners. The harsh chemicals in drain cleaners can damage your drains, toilets, or disposal.

DRAIN CARE AND MAINTENANCE

- Never use a drain or toilet to dispose of grease, Q-tips, paper towels, diapers, feminine hygiene products or kitchen scraps.
- Always run cold water when using the garbage disposal. Let the water run for an additional 10 to 15 seconds after turning off the disposal.
- Large or fibrous kitchen and vegetable scraps should be thrown in the garbage, not the disposal.
- Run hot water down each drain for 2 to 3 minutes weekly to keep traps clean.
- Bathroom drain screens may become clogged with hair. Remove and clean as needed.
- Avoid harsh drain cleaners. They can cause damage to toilets and drains.

DRAIN TRAPS

Each plumbing drain in your home is equipped with a U-shaped pipe called a **trap**. The traps are designed to hold drain water providing a barrier between your home and the sewer or septic system. The traps prevent airborne bacteria, odors, sewer gas, and insects from entering your home from the sewer system. When drains aren't used for an extended period of time, the water in the traps may evaporate. It is recommended that you run water down each drain of your home at least every two weeks.

FAUCETS AND FIXTURES

The faucets and plumbing fixtures in your home are designed to add beauty and provide years of trouble-free use. Most of these fixtures are plated with polished brass, chrome, or nickel. With proper care, the fixtures will retain their beauty and function for years to come.

Aerators

Most faucets are equipped with aerators to reduce splashing by adding air to the stream of water. The aerators will need to be cleaned regularly to remove debris and mineral deposits. To clean, unscrew the aerator from the mouth of the faucet by hand. Do not use pliers as this will damage the metal plating on the aerator. Remove debris by rinsing the washers and screens of the aerator with water. Replace the parts in their original order and screw the aerator back onto the faucet. Repeat the process every few months.

FAUCET CARE AND MAINTENANCE

- Clean faucets with warm water, then dry and polish with a clean, soft cloth.
- A mild detergent or pH-neutral cleaner may be used to clean stubborn spots. Do not use scrubbers or abrasive or acid-based cleaners. Never use cleaners on traditional brass finishes.
- Do not allow water to accumulate at the base of faucets. Dry the faucet and base after each use to prevent corrosion and tarnishing.
- Avoid excessive force when turning faucets on and off to prevent damage to valve parts and seals.
- If handles become loose, tighten the set screw with a small Allen wrench or screwdriver.

GARBAGE DISPOSAL

CAUTION: Never stick your hand in the disposal. Serious injury may result.

The garbage disposal installed on your kitchen sink is a quality-built appliance. By following the simple tips listed below, it will provide years of trouble-free service.

GARBAGE DISPOSAL USE and CARE TIPS

- Keep a moderate flow of **COLD** water flowing while grinding food waste. Let water

flow for an additional 10 to 15 seconds after turning disposal off.

- Always keep disposal motor running until grinding is completed
- It is okay to grind some hard materials such as small bones or fruit pits. The particles will create a scouring action inside the grinding chamber.
- Grinding citrus peelings will help freshen up drain smells.
- Don't use hot water when grinding food waste. However, it is okay to drain hot water into the disposal when it is not running.
- Don't grind fibrous material like corn husks, artichokes, etc., to avoid possible drain blockage. Throw these items out with your household waste.

DISPOSAL TROUBLESHOOTING

How to fix a jammed disposal:

1. **TURN OFF THE DISPOSAL!** It is very important that the electrical switch is in the OFF position.
2. Turn off the water.
3. Locate the Self Service Wrench provided with your disposal or use a 1/4" Allen wrench.
4. Insert the wrench in the hole at the bottom, center of the disposal.
5. Work the wrench back and forth until the disposal spins freely in both directions.
6. Remove the item that was jammed with a pair of tongs or long pliers. **DO NOT** stick your hand into the disposal.
7. After the jam has been cleared, turn on the disposal with cold water running.
8. If the disposal doesn't turn on, push the electrical reset button on the bottom of the disposal and try it again.

NOTE: Small metal objects such as paper clips or coins may require professional service to remove. Contact a licensed plumber or appliance repair professional if you cannot fix the jam using the above procedure.

What to do if the disposal doesn't run:

1. **TURN OFF THE DISPOSAL.**
2. Turn off the water.
3. Push the reset button on the bottom of the disposal.
4. Check the disposal cord to make sure it's plugged in.
5. Check the circuit breaker at the main electrical panel and reset if necessary,

If your disposal still won't run after following the procedures above, contact a plumber or appliance repair professional.

What to do if the water drains slowly:

If the disposal drains slowly, use a plunger to clear the blockage in the drain line. **DO NOT** use a drain snake or chemical drain cleaner to clear a blocked disposal drain. If you cannot remove the blockage with a plunger, contact a licensed plumber.

HOT WATER RECIRCULATION LOOP

If your home is equipped with a hot water recirculation loop, the hot water lines for each plumbing fixture have been looped together from the water heater, throughout the home and back to the water heater. A pump is installed near the water heater to pump hot water through the loop to provide instant or near-instant hot water to each fixture. Often, the pump will be equipped with a timer so that it will only run during certain times of the day.

The recirculation pump will operate for years without any maintenance. Using the timer will increase its life. While the pump itself uses very little energy, the constant cooling of the hot water as it recirculates through the loop will cause the water heater to run more often thus increasing your energy costs. We highly recommend setting the timer to run only during the times of day when you are likely to be home or will need hot water.

Be aware that even with the recirculation pump running, it may take several seconds before hot water reaches an individual faucet.

SOFT WATER LOOP

If your home is equipped with a soft water loop, it has been pre-plumbed for a water softening system. Since soft water is not recommended for drinking or for plants, the icemaker tap, exterior hose bibs and cold water supply at the kitchen faucet are not connected to the soft water loop. Only use a licensed plumber to install water softening equipment to your soft water loop.

TOILETS

Toilets are made of vitreous china, a glasslike material that is almost impervious to staining. Vitreous china is brittle and will easily crack, break or shatter if dropped or hit with a hard object.

CLEANING

Clean the bowl of your toilets with a quality toilet bowl cleaner and a brush. The outer surfaces of the toilet can be cleaned with warm water or a mild bathroom cleaner and a soft cloth. Do not use abrasive scrubbers or cleansers that can scratch the surface.

Never use toilet cleaners that are placed in the toilet tank. The harsh chemicals found in these cleaners can damage the rubber seals in the toilet and will corrode the metal hardware inside the tank. Also, if the toilet ever overflows, the chlorine bleach and blue dye from these cleaners can permanently damage or stain carpet and flooring.

WATER-SAVER TOILETS

In an effort to conserve water, the Federal Government has required all new homes be

equipped with low-flow toilets that use 1.6 gallons or less per flush. Because of this requirement, newer toilets will often clog more easily than toilets in older homes.

To prevent toilet clogs:

- **Never use the toilet to dispose of** Q-tips, disposable diapers or wipes, paper towels, dental floss, or feminine hygiene products.
- **Do not flush** large quantities of toilet paper at once.
- **Keep a toilet plunger** handy in case a toilet becomes blocked. Usually a few vigorous pumps with a plunger will free the obstruction.
- **Never use chemical drain cleaners** to clear toilet blockages. The harsh chemicals can damage the seals of the toilet and may void the Limited Warranty on the toilet.

Please note that the toilet bowl will typically hold the water from one flush. Repeated flushing to clear a clogged toilet can cause the bowl to overflow and can cause water damage to your home. If a toilet becomes clogged, always turn off the water at the valve behind the toilet until the clog can be removed.

If you cannot clear a toilet blockage with a plunger, contact a licensed plumber. Some blockages may require the removal of the toilet to clear.

HOW TO FIX A TOILET THAT KEEPS RUNNING

First, check the flapper at the bottom of the toilet tank. If the chain is too tight or the flapper is worn out, it will not seat properly allowing water to keep running from the tank into the bowl. Adjust the chain or replace the flapper as needed. Occasionally the left over chain can also get stuck between the flapper and the opening. Trim or adjust the chain to correct. If the flapper is not the cause of the constant running, next check the float inside the toilet tank. If the float is adjusted too high, excess water in the tank will flow through the drain tube before the tank valve has a chance to shut off. This can be corrected by adjusting the float downward inside the tank. The tank or drain tube will often have water level marks so that you can fine tune the float and fill valve to shut off at the proper water level.

The parts inside the toilet tank may need replacement as often as every 3 to 5 years. Most repairs are fairly simple and can be done by the average do-it-yourselfer. Toilet tanks parts such as flappers, floats and fill valves are relatively inexpensive and can be found at most hardware stores and home centers. Not brave enough to try it yourself? Call a professional plumber to replace worn out toilet parts as needed.

TOILET SEATS

Toilet seats can become loose through normal usage and their care is a homeowner maintenance item. Be sure not to overtighten the plastic or nylon screws or the threads may strip. Care should be taken to avoid chipping the surface of the toilet seat and lid. Dropping or slamming the toilet seat or lid can cause the seat to crack. Replacement toilet seats are available at most hardware and home improvement stores and are simple to install.

TUBS AND SHOWERS

The bathtubs and shower stalls in your home may be constructed of fiberglass, acrylic, porcelain on steel or cast iron, or cultured marble. Clean with a mild liquid soap or bathroom cleaner and warm water. Avoid harsh chemicals and abrasive cleaners that can dull or scratch the finish. A non-abrasive automotive type wax will restore shine and protect fiberglass, acrylic, or cultured marble surfaces. See the section on “Cultured Marble” for more information.

VACUUM BREAKERS

Most municipalities require vacuum breakers on all hose bibbs and irrigation systems. These devices prevent water from garden hoses and irrigation systems from backflowing or siphoning back into the household water supply and contaminating drinking water. Never remove hose connection vacuum breakers from exterior hose bibbs. If one should become damaged, blocked or inoperable, a replacement can be purchased at home centers and hardware stores for as little as \$5.00 to \$10.

Irrigation systems should be equipped with a larger pressure vacuum breaker which is installed upstream from the irrigation valve box. Some above-ground irrigation valves have anti-siphon vacuum breakers built in and may not require a pressure vacuum breaker. Contact your local building inspection department for more information about the type of irrigation vacuum breakers required for your area.

WATER HEATER

HEALTH NOTE: Do not use hot water from the tap for drinking or cooking. Water from water heaters may be high in metal content and is not recommended for drinking.

The water heater installed in your home is covered by a Manufacturer’s Warranty. Warranty claims should be made directly with the manufacturer.

WATER HEATER TEMPERATURE SETTING

The thermostat on your water heater is typically preset at the factory at about 120 degrees Fahrenheit. Rancho Viejo employees and plumbers cannot change the temperature setting on the water heater. If you wish to raise the temperature setting, refer to the manufacturer’s instructions.

<p>USE EXTREME CAUTION WHEN SETTING THE WATER TEMPERATURE. EXCESSIVELY HIGH WATER TEMPERATURES CAN CAUSE SEVERE BURNS AND INJURY. FAMILIES WITH SMALL CHILDREN, ELDERLY OR DISABLED PERSONS AT HOME SHOULD KEEP THE WATER HEATER SET AT 120 DEGREES.</p>

Below is a chart showing the approximate time for hot water to cause burns:

125 degrees F – 1-1/2 to 2 minutes
130 degrees F – About 30 seconds
135 degrees F – About 10 seconds
140 degrees F – Less than 5 seconds
145 degrees F – Less than 3 seconds
150 degrees F – About 1-1/2 seconds
155 degrees F – About 1 second

Remember that higher water temperatures also use more energy and will shorten the life of your water heater.

WATER HEATER CARE and MAINTENANCE

- Flush your water heater every six months to remove accumulated sediment. This will increase the life of your water heater and keep it operating efficiently. Refer to the manufacturer's manual for flushing instructions.
- Check the water heater regularly for leaks in the tank or plumbing connections. If the tank is rusted or leaking, the water heater will need to be replaced.
- The heating elements on electric water heaters will prematurely burn out and require replacement in areas with very hard or corrosive water. Contact a licensed plumber if you suspect the heating elements are burned out.
- If you notice a foul odor in your hot water, the anode tube in the water heater may need to be replaced.
- Proper ventilation is very important for gas water heaters. Never restrict the supply of fresh air to your gas water heater. Also, check the exhaust flue regularly to make sure it is unobstructed.

ROOFING

The most common residential roofing materials used today are concrete tile, or composite shingles. Flat-roofed homes may have a spray polyurethane foam roof (SPF), asphalt or modified-bitumen built-up roofing system, or a thermoplastic olefin membrane roof (TPO). Each of these materials perform very well in the weather extremes of the western states. **It is good practice to have your roof inspected annually by a roofing professional. Parapet walls on flat-roofed homes should also be inspected annually.** See the Exterior Walls Stucco section for more information on parapet walls.

Homeowner access to the roof is not recommended. Walking on the roof can break roof tiles or damage shingles and membranes. Holiday decorations and Christmas lights should be installed from a ladder not from the roof. A ladder and long pole or broom can be used to retrieve items from the roof or clean roof valleys of debris.

The Limited Warranty on your roof covers leaks caused by defective materials or

workmanship. The Limited Warranty does not cover damage caused by circumstances beyond the builder's control. These include damage caused by homeowners or others accessing the roof, storm or wind damage, snow or ice build-up, falling objects, etc. Your roof should be visually inspected after severe weather. Storm-related damage may be reported to your insurance company

SPRAY POLYURETHANE FOAM ROOFING (SPF)

Polyurethane foam roofing is a highly effective roofing system for flat roofs. It provides excellent waterproofing qualities as well as increased insulation values. Foam roofing also reduces air infiltration and noise transmission giving you a quieter, more energy efficient home.

Foam roofing typically consists of a thick layer of closed-cell polyurethane foam and a protective layer of either elastomeric coating or gravel combined with elastomeric coating on vertical surfaces. The coating or gravel is applied to protect the foam from ultraviolet (UV) damage and provides protection from normal weather and some foot traffic. The elastomeric coating is typically applied in two sprayed-on coats and may include mineral granules in the final coat to aid in UV protection. Maintaining the protective coating is the most important factor in preserving and extending the life of a foam roof. Some installers will apply the two layers of protective coating in different colors thus allowing homeowners to more readily identify the need to recoat the roof as the top layer breaks down revealing the first layer.

Breaches in the protective coating or gravel layer will allow UV light to break down and deteriorate the foam leading to possible water intrusion and expensive repairs.

It is highly recommended that homeowners have their foam roof inspected annually by a certified foam roof inspector. Spot repairs and maintenance of the roofing system and protective layer should be performed promptly as needed. A complete reapplication of elastomeric coating will be needed approximately every five to seven years to maintain the integrity of the roof system.

Annual inspection and maintenance of foam roofs should include the following items. This list includes common maintenance items but should not be considered all-inclusive.

- Inspect all canals (scuppers), drains, gutters and downspouts. Check the seal of the roofing system at these locations. Clear any leaves, debris, dirt, etc.
- Inspect all vents, roof penetrations and sky lights. Make sure the system is adequately sealed and rain caps and skirts are in place.
- Inspect roofing system for cracks,
- Check elastomeric coating for pinholes, cracks, cuts, moisture intrusion, blisters, delamination, exposed foam, aging, or other damage or deterioration.
- On roofs with a gravel protective layer, ensure adequate gravel coverage and thickness to prevent exposure of uncoated foam.
- Check the stucco system on parapet

- splits, and damage from storms, hail, birds, animals or foot traffic.
 - Inspect for blisters or areas of inner separation of the foam layers or elastomeric coating
- walls adjacent to the roof. Seal any cracks that develop with elastomeric or polyurethane caulking. Pay special attention to the top surface of parapet walls.

In addition to annual roof inspections and routine maintenance, homeowners must avoid any activities that would damage or compromise the foam roofing system. Such activities include the following:

- Avoid foot traffic on roof other than for inspections and maintenance.
- Do not shovel snow from roof. If massive snow build-up requires snow removal, do not allow shovel to come in contact with roofing surface.
- Do not install satellite dishes or other equipment on or through the roofing system or parapet walls.

WINDOWS

The windows on your new home are constructed with insulated, dual-pane glass. The air barrier between the two panes provides additional insulating properties and adds to the energy efficiency of your home. The two panes of glass are separated by an air-tight seal. Moisture or fogging between the panes is a sign that the seal has become damaged or broken and will require repair by a professional glass company. NOTE: Butt-glazed windows are constructed of single-pane glass and do not have the same insulating properties as dual-pane windows. Butt-glazed windows are a decorative architectural feature where two pieces of glass meet or “butt” up to each other at a corner without a frame in between.

The window frames on your new home are constructed of aluminum or wood. These materials will last for years with proper maintenance. Windows that open will have weep holes at the exterior of the bottom track. During cold weather, condensation may accumulate on the inside of the window and during periods of blowing rain, water may work its way between the fixed and moving window panels. The weep holes allow this water to drain to the outside of the window frame. During high winds, air and dust may penetrate through your window frames and weep holes. This is normal and should not be a cause for concern.

WINDOW CARE AND MAINTENANCE

- Keep window tracks clean by loosening dirt and debris with a broom or brush. Use a vacuum wand to remove the loose debris.
- Aluminum frames and tracks can be cleaned with warm water.
- Apply a small amount of silicone lubricant or paraffin wax to aluminum tracks and rollers regularly and after each cleaning. Do not use oil or petroleum-based lubricants which attract dirt and over time can damage the track and rollers.
- Inspect the window caulking and seals of your window annually. Repair or replace any

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damaged or missing caulk or seals.

- Do not install window film or tinting to your dual pane windows. Tinting can cause excessive heat build-up between the panes of glass which may damage the seals. Many window manufacturers may void the warranty of windows with films or tinting installed.

NOTE: Scratched or broken glass, damaged window frames, and ripped, bent or missing screens are not covered by the Limited Warranty and must be reported during the Final Orientation. Scratches on glass must be visible in daylight at 15' to qualify for replacement.