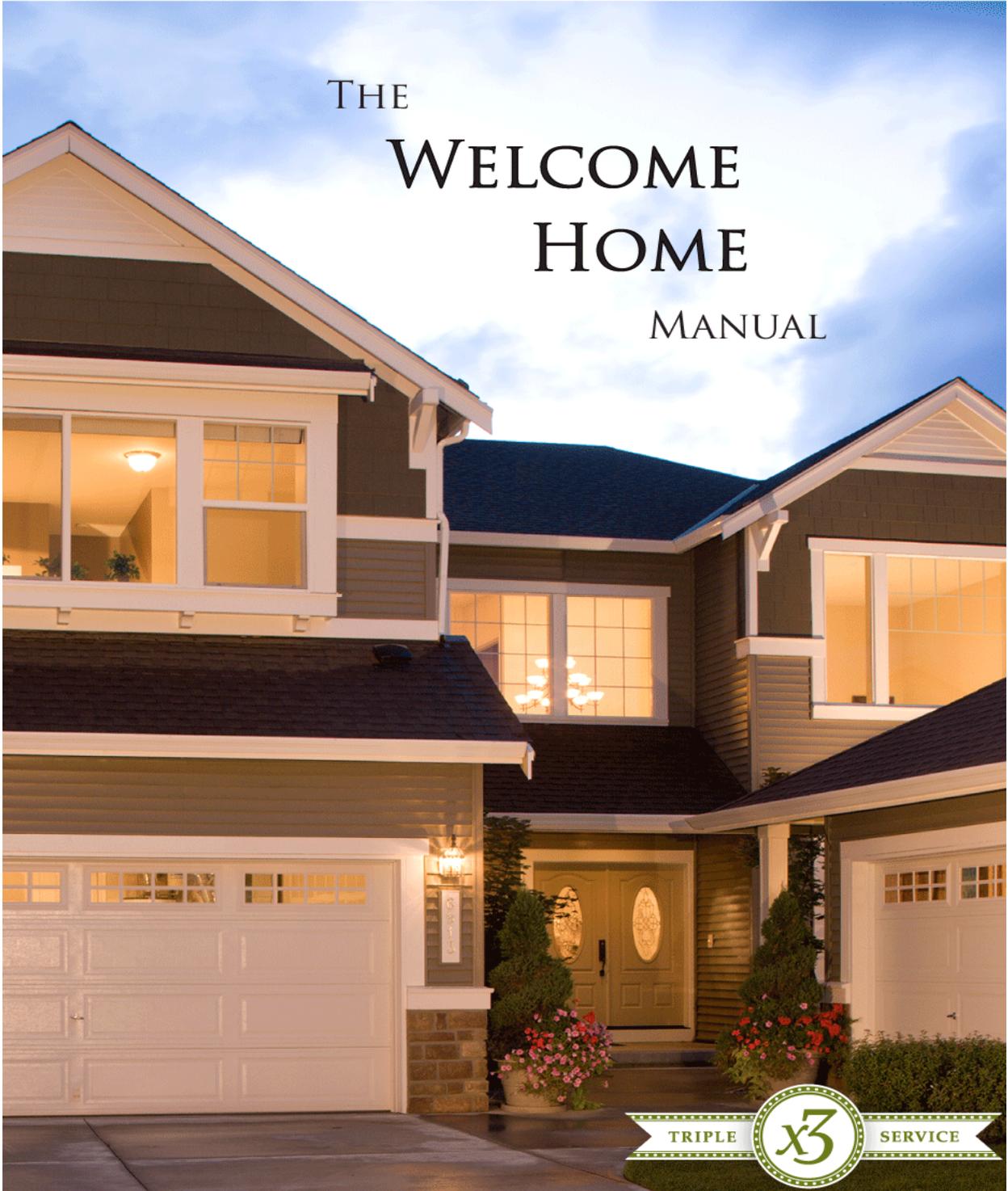


~ Silver Edition ~

THE
WELCOME
HOME
MANUAL



Polygon

X3 Service and Warranty



In order to help you maintain lasting quality and value in your new home, we provide a comprehensive warranty and service program to help take the guesswork and confusion out of obtaining warranty service.

In the following pages, this manual covers everything you need to know about your Warranty.

For more information about how to request warranty service, please see the *Warranty Service Requests* section.

Please refer to the *Warranty Performance Standards* section in the appendix of this manual for more information about the specific standards that are used to determine if a condition is covered under your home's warranty.

Your satisfaction is our number-one goal. We promise to respond to each request in a prompt, professional manner, whether you have been in your new home for three months or three years. That's part of the Polygon Advantage and our commitment to you.

Polygon

X3 Service and Warranty

(Continued)

Moving into your new home is an exciting time and the beginning of a great new experience. We want you to feel assured that we are committed to assisting you even after you've moved in and are getting adjusted to your new home. Your Polygon X3 Service provides industry-leading annual home visits for three full years. If the unexpected should happen, a dedicated Polygon warranty service staff is standing by to assist you in taking care of any warranty concerns. We also offer customer service professionals ready to answer any questions about your home warranty, product warranties, or questions relating to the purchase of your home or about your neighborhood.



Above and Beyond

Your home purchase includes services that go above and beyond a typical home warranty program. In addition to resolution for construction defects, we provide you with annual reviews for items such as drywall cracks, nail “pops,” and more. We are here to partner with you in your new homeownership experience. **We call this the Polygon X3 Service.**

During the term of the warranty, we offer to schedule several important events, including the optional 30-Day Care Visit and Annual Reviews at the end of years one, two and three. These events are designed to provide you the very best in customer care and assistance.

Although the common elements are the responsibility of the Association, if you see an area of concern or a defect in a common area, you should notify the HOA or its association management company. If the issue is not addressed through these avenues, you are welcome to contact us directly.

Warranty Term

Your home comes standard with the Polygon X3 Service program. This includes 36 months of service eligibility from the close of escrow of the original owner. Beyond the first three years, the ten year structural warranty applies only to major structural features of your home.

For common elements, the term of the warranty begins at the substantial completion of construction, or when the bulk of the community is put to its intended use, typically when the first certificate of occupancy is issued for a specific building.

Warranty Administration

Services under the Polygon X3 Service program are provided by Polygon Northwest's warranty team and subcontractors. Service will be provided according to the standards explained in the New Home Limited Warranty (NHLW) and the Performance Standards section of this manual. For more information on how to obtain service, please see the Warranty Service Requests section of this book.

We are proud of our warranty program and our warranty team. Your satisfaction with your home and our customer service remains our top priority. You are in good hands, so relax and enjoy your new home!

The optional 30-Day Care Visit

You will have the option to schedule a 30-day Care Visit after your closing to allow us to answer any questions that haven't already been addressed. This is simply a courtesy "check-in" to ensure you remember how to operate the features of your home systems that were described to you on your New Home Orientation. Please keep in mind that the 30-day Visit is not an opportunity to "re-walk" your home or point out additional cosmetic issues that may have been noticed after closing. **Cosmetic imperfections and minor inconsistencies in finishes are not addressed beyond closing.**

We suggest that once you've moved into your new home you keep a list of any questions or concerns as they arise, as your Warranty Service Representative can review these items with you during a 30-Day Visit.

Your Home's Annual Reviews

The Annual Reviews are great opportunities to make sure you have received the maximum benefit from your Polygon X3 Service program prior to its expiration. The yearly anniversary of the purchase of your home is a good time to address any issues or concerns that you may have noticed during the year. Typically, year-end items would include areas affected by your home's settling due to the drying out of the lumber used in your home, such as minor drywall cracks. Simply fill out a service request and a member of our warranty team will contact you and schedule a visit to review your concerns.

This request for year-end service can be done conveniently by visiting our website at www.polygonwarranty.com. There you will find information on submitting a Service Request. You may also mail us a service request. **We ask that the visit be scheduled for completion within 30 days of your closing anniversary date to maintain your eligibility to receive the Annual Review for that period of your warranty.**

Home Inspection Review

Should you need to sell your home during the 3-year Polygon X3 Service term, we offer another useful service that will not only make your transition smooth and easy, but assist you in obtaining the maximum selling price for your home.

If your home requires warrantable repairs completed due to your prospective buyer's independent home inspection report, we will arrange to have the Polygon Warranty Team review the inspection report against the Warranty Performance Standards of this manual. We will repair or correct warrantable items (as defined in the Warranty Performance Standards) which appear on the inspection list created by the home inspector.

Warranty Service Requests

HOW TO RECEIVE GENERAL WARRANTY SERVICE

PLEASE NOTE: REQUESTS FOR GENERAL WARRANTY SERVICE MUST BE SUBMITTED IN WRITING AT www.polygonhomes.com. THE POLYGON X3 SERVICE PROGRAM IS A SERVICE TO OUR CUSTOMERS WHO PURCHASE OUR HOMES. RENTERS OR TENANTS MAY BE ASKED TO REQUEST SERVICE THROUGH THE OWNER.

Get “settled-in” during your first month

Over the course of your first month in your new home, you may identify a few minor functional issues which are covered under the limited warranty. We encourage you to keep a list of these items and review them with your Warranty Service Specialist if you decide to schedule a 30-Day Care Visit. **Please remember that the 30-day Visit is not an opportunity to “re-walk” your home or point out additional cosmetic issues that may have been noticed after closing.**

In order for us to resolve your concerns in the timeliest fashion, we ask that you provide us your information through one of the several options listed below. We have created a network of professional individuals ready to assist you with your concerns as quickly as possible. You may choose from the option below that best meets your needs:

Online, 24-hours a day

Most of our non-emergency warranty service requests are received through our website. It is the easiest way to provide us your information, any time of day (or night) that is convenient for you, which will be issued automatically the next business day to our field staff. Simply go to www.polygonwarranty.com.

By Mail

You may also send us your information by mail. We ask that you provide your business and home telephone numbers, a brief description of the issue or problem, its location, and the date when the issue occurred or was first noticed by you. You may also want to include information regarding the best day and time to reach you or schedule service.

Send the information to:

Polygon Northwest Warranty

703 Broadway, Suite 510
Vancouver, WA 98660

Upon receipt of your written request, we will contact you regarding inspection of the problem and let you know if the item is covered by your warranty. If the item is covered, we will schedule the repair, take appropriate action, and request your signature upon completion of the repair. The timing of completion of the repairs depends upon the nature of the defect, any weather-related delays, scheduling of subcontractors, the availability of materials, and access to your home.

Right of Access

To receive general warranty service under the Polygon X3 program, **you must provide Polygon Northwest Warranty access to your home for completion of work requested between the hours of 8 a.m.–5 p.m., Monday through Friday**, with an adult present at your home. After hours and weekend appointments are reserved for emergency items only (as defined in our Emergency Service section below).

In order to limit scheduling inconvenience to you, we suggest that you accumulate a list of non-emergency warranty service request items rather than sending a request each time an item occurs. This also assists Polygon Northwest Warranty to serve you better by avoiding a need to access your home frequently. Failure to provide such access to Polygon Northwest Warranty within 10 days of first contact by Warranty personnel may relieve Polygon Northwest Warranty of its obligations under the Limited Warranty.

EMERGENCY SERVICE

An emergency, as defined by the Limited Warranty, includes the following:

- **Whole-house loss of heat** when the outside temperature is below 45 degrees F. (NOTE: **Non functioning air conditioning** is NOT an after-hours emergency, but will be rectified as soon as possible during business hours).
- **Whole-house loss of electricity.**
 - (Check with the utility company prior to reporting this circumstance to Polygon's Warranty Service or electrician.)
- **A plumbing leak** that requires the **entire water supply** to your home to be shut off.
- **Whole-house loss of water.**
 - (Again, check with your water department to be certain the problem is not a general outage in the area.)
- **A water/weather intrusion.**

NOTE: In the event of a GAS LEAK, call NW Natural Gas immediately at 1-800-882-3377.

If you experience any of the bulleted issues noted above, or if you are unsure about whether a concern is an emergency, please contact our answering service at 1-800-891-4701. Our on-call warranty specialists are always willing to assist you in determining the appropriate follow-up action.

If you are unable to obtain a response from Polygon Northwest Warranty within one hour, you may contact another licensed contractor. In the unlikely event you need to hire another licensed contractor, Polygon Northwest Warranty will reimburse you for emergency service costs, except as here noted:

Polygon Northwest Warranty reserves the right to review for reasonableness any charges incurred for such emergency services, and will not reimburse you for any amount deemed to be in excess of reasonable charges; will not reimburse you for emergency service costs in the event that a cost is for non-emergency services; and will not reimburse you in the event that the service rendered was for repairs or maintenance excluded by the Limited Warranty.

POLYGON NORTHWEST EMERGENCY NUMBER

In the event of an emergency (see above for definition), please contact:

Polygon Northwest On-Call: 1-800-891-4701

Troubleshooting Guide

No Heat

- Ensure the thermostat is set to *On* and to a temperature calling for heat.
- Check that the power supply switch located near the furnace is in the *On* position.
- Check the electrical panel breaker for a tripped breaker and reset if necessary.
- Check that there is natural gas supply to the furnace and that all gas valves are open.

Plumbing Leak

- If the leak is from a plumbing fixture such as a faucet, ice maker, toilet supply or washing machine supply, turn off the water at the affected fixture by shutting off the valve located either behind or under the fixture.
- If the leak is from a source without a shut off valve, such as a shower or tub, turn off the main water shutoff valve, typically located near the hot water heater.
- If the leak is from a drain line, turn off the faucet or water source.
- After turning off the main valve, call our emergency telephone number and report the leak.
- Our on-call Warranty Service Specialist will contact you and take appropriate measures.

Lack of Water at a Plumbing Fixture

- Ensure that the valve is open.
- Check that the faucet aerator is free of debris.

Hot Water isn't Hot Enough

- Turn up the water temperature control valve one notch. Wait approximately one hour to allow the water temperature inside the water heater to increase. Test hot water temperature at an inside faucet. Repeat until inside hot water reaches desired temperature.

For a Hot Water Heater with a Tempering Valve:

- On your hot water heater, turn the water temperature control up one notch. Wait approximately one hour to allow the water temperature inside the water heater to increase. Turn the tempering valve all the way to cold. Using an inside faucet set to its hottest setting to gauge temperature, alternate between checking the water temperature and continuing to turn the tempering valve to hot until the running water temperature reaches desired heat.
- If you reach the hottest setting on the tempering valve and your water isn't hot enough, repeat step one. Repeat this process until water temperature reaches your desired setting.

No Power (to the kitchen, bath, garage or exterior outlets)

- Make sure the GFCI reset button (located in the center of your plug outlet) is not tripped; if it is, reset it by pushing it in.
- Ensure that the electrical circuit breaker located at the electrical panel is not tripped; if it is, reset it.

No Power (to the bedroom outlets)

- Make sure the AFCI circuit breaker located at the electrical panel is not tripped; if it is, reset it.

Maintaining Your Home

HOMEOWNER RESPONSIBILITIES

We strive to create long-lasting value in the homes we build and the neighborhoods we create. For this to be achieved, **you, the homeowner, will need to properly maintain your home and all of its components.** Periodic maintenance is essential, due to such factors as normal wear and tear, climatic conditions, fluctuations in temperature and humidity, the inherent characteristics of various materials used in your home and the normal service requirements of the mechanical systems.

Properly performed, regularly scheduled maintenance is a key component of home ownership that leads to lasting value. Often a minor adjustment or repair done immediately saves a more serious, time-consuming and costly repair later. **Note also that neglecting to perform routine maintenance can void applicable warranty coverage on all or part of your home.**

To assist and guide you along the way, we have designed an industry-leading **three-year partnership program, the Polygon X3 Service program.** We partner with you for your first three years in your home, sharing helpful information and homeownership tips on the included annual visits.

Additionally, in this Limited Warranty booklet, you will find a *Performance Standards* section that defines the standards pertaining to your warranty and contains an alphabetical listing of the components found in the homes we build, along with handy suggestions for your maintenance and care of these items.

Please also take the time to read the literature provided by the manufacturers of the materials, components, and consumer products in your home. (This information can be found in your home, and will be pointed out to you by your Customer Care Representative during your Home Orientation Tour.) Although much of the information may be familiar to you, some factors may be significantly different from homes in which you have lived in the past.

We make every effort to keep our information current and accurate. However, if any detail in our discussion conflicts with the manufacturer recommendations, the manufacturer recommendations must be followed. **Be sure to activate specific manufacturer warranties by completing and mailing the registration cards they included with their materials.** In some cases, manufacturer warranties may extend beyond the term of the warranty; it is in your best interest to take advantage of such coverage.

By caring for your new home attentively, you help assure your enjoyment of it for many years to come.

IMPORTANT NOTES:

The Polygon X3 Service Program is not a home maintenance plan. Homeowner maintenance is essential to maximizing the life of your new home. No representation is made that the warranty or the Polygon X3 Service Program replaces routine and necessary ongoing homeowner maintenance. Failure to perform routine homeowner maintenance can void warranty obligations.

The Polygon X3 Service Program is a service to our customers who purchase our homes. Renters or tenants may be asked to request service through the owner.

Recommended Homeowner Maintenance Schedule

As a homeowner in this community, you will want to pay careful attention to your home over the years. A regular inspection and maintenance program will protect your investment and ensure your home stands the test of time.

The HOA Board of Directors (with the assistance of the community association manager) is responsible for the inspection, maintenance, and repair (if needed) of common area elements. A portion of your dues funds these necessary duties. This will typically include such items as roadways, site lighting, sidewalks, parks, landscaping, and maintenance of any monuments, fencing, or other structures.

Taking care of your home is easy if you follow the recommendations provided to you in this manual. Doing so will keep your warranty coverage intact, keep your home looking beautiful, and help you enjoy your home in the years to come.

While this list is not exhaustive, the chart below summarizes the key components that you should inspect and maintain within and around your home, and gives you some tips on what to look for.

Recommended Homeowner Maintenance Schedule

Item	Action	Frequency
Air Filter, HVAC system	Replace	3 months, or as needed
Caulking - Exterior (doors, windows and trims)**	Inspect/replace	Annually
Caulking - Interior (wet areas, grout at countertops)	Inspect/replace	Annually, as needed
Drains - tub, showers and sinks	Inspect/clean	Annually, as needed
Fencing**	Inspect/stain	per CCR's, or 4 years
Fireplace (if installed)	Inspect/clean	Annually, as needed
Garage Overhead door	Inspect/Lubricate	Annually
Garbage Disposal	Flush/clean	Monthly
Gutters/Downspouts**	Inspect/clean	Autumn, or as needed
Hose bib(s)	Winterize/drain	Autumn
Irrigation system**	Winterize/drain	Autumn
Furnace HVAC system*	PROFESSIONAL SYSTEM CHECK BY FURNACE CONTRACTOR	Annually
Laundry dryer ducting	Inspect/Clean	Annually
Paint, exterior**	Repaint	4-6 years, or as needed
Plumbing drains	Inspect/clean	Every THREE months
Roofing**	Inspect/repair	After significant wind events & annually
Smoke detectors	Test/batt change	Spring/Autumn
Window tracks and weep holes	Inspect/clean	Spring/Autumn
<p>*Have the original HVAC contractor service your Heating system (and Air Conditioner, if installed) at least ONCE A YEAR to maintain warranties!</p>		
<p>**Exterior items maintained by HOA in multi-family homes</p>		

How to gain the most benefit from this Welcome Home Manual

The information in the following section (*Warranty Performance Standards*) offers important details about the components of your home and your community.

Please review the following warranty standards to understand what is considered a warrantable condition prior to submitting a warranty service request.

The standards listed here represent our commitment to you, our customer, and are used to determine whether conditions you report within your home or common elements are covered by your warranty.

The warranty applies only to the original installation of products and finishes that exceed the warranty performance standards listed in this manual.

Items that fall outside of these standards generally are not covered by this Limited Warranty. Please review this section, because it also contains important facts and tips about your duty as a homeowner to perform proper maintenance.

As noted here and throughout the warranty performance standards that follow, the Polygon Northwest X3 Service Program excludes:

- Minor inconsistencies in products and finishes
- Cosmetic damage noted after closing

The X3 Service Program is a service to our customers who purchase our homes. Renters or tenants may be asked to request service through the owner.

Warranty Performance Standards

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Warranty Performance Standards

(In Alphabetical Order)

The home components and features described in this section are located on the interior and exterior of your home. To understand who is responsible for the maintenance and condition of the exterior components and features, please refer to your community's Declaration (if a single-family community) or your Public Offering Statement (if a single-family detached condominium community), both of which are received at the time of home purchase. You may also contact the Association Manager, your community's Board of Directors, or Polygon's Warranty Department.

APPLIANCES

Homeowner Tips and Maintenance

As a homeowner, to properly care for your new appliances, you should read and follow all manufacturer instructions for each appliance in your home. **Please fill out and mail all warranty registration cards directly to the manufacturer.** Failure to do so may void the manufacturer's warranty and/or complicate future service if needed.

If appliance service is needed, please refer to the appliance literature for warranty guidelines and customer service numbers. When reporting warranty items to the appliance manufacturer, be prepared to supply the following: The date of purchase (your closing date); The serial and model numbers (found on a metal plate on the side or bottom of each appliance); A description of the problem.

Rolling out refrigerators or sliding appliances onto hardwood flooring can easily dent or scratch the floor. Avoid this while moving or servicing your appliances by protecting or covering the floor with a rigid surface.

Please be aware **regular dryer duct cleaning is recommended by the manufacturer, and is considered part of routine homeowner maintenance.**

Warranty Standards for Major Appliances

All major appliance warranties are provided solely by the appliance manufacturer for ONE YEAR. Major appliance function and operation is excluded from the Polygon X3 Service Program.

- "Major Appliance" refers to refrigerator, range, oven, oven hood, microwave oven, dishwasher, clothes washer and dryer.
- The major appliances were installed properly and in a workmanlike manner.
- **Cosmetic damage and surface imperfections** which are NOT noted on the New Home Orientation Tour are not warrantable items.

ASPHALT

Homeowner Tips and Maintenance

Asphalt is typically a common element maintained through your HOA and association management company, except for privately owned driveways. Asphalt is a product that combines sand, gravel, and petroleum-based

products to form driving and parking surfaces. It has many of the characteristics of concrete, such as expansion and contraction during temperature changes.

You should watch for standing water, leaves, and debris around storm drains that could affect good drainage and relay any concerns to your association management company. Special care needs to be taken to protect asphalt surfaces from oil, solvents, gasoline, antifreeze, and other chemicals. These chemicals will damage the asphalt and lead to premature deterioration.

Warranty Standards for Asphalt

- The asphalt was installed properly and in a workmanlike manner.
- Some areas of **standing water** are acceptable. We will address areas with standing water where the water is over 1/2" deep over a 10-square-foot or larger area measured after 48 hours of no rain or snowfall.
- **“Rolled” or broken edges** are possible from vehicle traffic over corners or edges. This condition is not considered a warrantable issue.
- In some instances, it may become necessary to **replace or patch** a section of asphalt. This is a normal procedure, but it can produce variations in the color and appearance of the asphalt surface. We are not responsible for producing a perfect match in color or texture when performing a warrantable asphalt repair.

ATTICS

Homeowner Tips and Maintenance

The attic space is built with engineered roof systems and is not intended to be used as a storage space. Access to the attic is provided mainly for the purpose of routine maintenance. In our condominium communities, attics are considered limited use common elements of the building, and should not be accessed without HOA approval.

Warranty Standards for Attics

- **Insulation and ventilation** have been installed in the attic according to the proper building codes.
- **Vent screen damage** can occur from pests and utility trades during after-market installations, and is not a warrantable condition. Only omissions from original construction will be addressed during the term of the warranty.
- **Wind-driven rain or snow** through air vents and louvers is not a deficiency.
- **Depressed insulation from workers access** is not a deficiency.
- During extreme weather events involving wind, some **tapping, vibrating, or squeaking noises** may be heard in the attic area. These are not a cause for concern, as insulation baffles, along with gutters and downspouts, are known to produce sounds of this nature in extreme weather. These are not considered deficiencies. Please refer to *Gutters and Downspouts* in the *Roofing* section for more information.

CABINETS and COUNTERTOPS

Homeowner Tips and Maintenance

Wood is a natural product. All cabinets and bathroom vanities in your new home are affected by changes in temperature and humidity. They will contract or expand as the temperature changes, and are also affected by seasonal changes. Additionally, wood textures, graining, and color may vary. All wood finishes exhibit change over time. Minor warpage is common and should be expected within certain tolerances (see Warranty Standards for Cabinets below).

The factory finish on cabinets and vanities should be cared for as one cares for fine wood furniture. Products such as lemon oil, “Liquid Gold”, “Old English Furniture Polish”, and scratch covers in general are suggested for caring for wood-finish cabinets. Laminated or white-painted cabinets can be cleaned periodically with mild, non-ammonia-based products. **Minor surface scratches** due to normal use can be touched up with products readily available at hardware supply stores.

Overloading of cabinets can result in serious damage to the cabinets and shelving. Overloading can also cause the cabinets to come loose from their mountings and fall. Heavy dishes should be put in the lower cabinets or distributed to balance their weight.

A small amount of silicone lubricant will improve the action of **stiff drawer guides and door hinges**. Hardware will loosen with repeated use and should be periodically tightened.

For countertops, always use a cutting board when cutting or chopping foods. Protect the counters from heat and extremely hot pans (if you cannot put your hand on a pan, do not put the pan on the counter). Avoid abrasive cleaners that will damage the luster of the surface. **Cabinets in sink locations** require extra care to maintain an appropriate finish. Be sure to **promptly wipe up any water** that may routinely drip on lower or surrounding doors and drawers, as the finish may become compromised.

Expansion and settling cracks are not unusual between countertops and backsplashes. It is important to keep moisture from reaching the wood under laminates and ceramic tile. On laminate countertops, a siliconized latex caulking is typically installed in the joint between countertop and backsplash. On ceramic and granite counters, a grout caulk is recommended to keep a good seal in the corners. **The inspection and regular maintenance of caulking is your responsibility.**

Warranty Standards for Cabinets and Countertops

- During your orientation, you have the opportunity to verify that your cabinets and countertops were installed properly and in a workmanlike manner. **Variations in wood grain and color** are to be expected in all style selections and are not a defect.
- Only cosmetic issues that are noted on the New Home Orientation Tour will be repaired by us, such as **chips, scratches, uneven handles, or door or drawer function issues.**
- **Wood finishes** will change over time with use (especially in sink environments, see above) and UV exposure, and are not considered deficiencies. **Variations in wood grain and color** are to be expected in all style selections and are not a defect.
- **Warpage** in excess of 1/4” measured from the face of the cabinet will be repaired or the doors or drawers replaced. Variations in wood texture or color on replacements may be expected.
- **Cabinet separation from walls or ceilings** in excess of 1/4” will be repaired, or cabinet replaced. Variations in wood texture or color may be expected on replacements.
- Warrantable repairs for laminate countertops include: **loose or delaminated** countertop surface material; **laminated seams** open in excess of 1/16”, and **loose or detached wood bullnose trim.**

- **Hairline cracks and minor separations** of backsplash surfaces are to be expected, and are not defects. We will assist in regrouting/caulking gaps in excess of 1/8” on annual visits only.
- See also the *Ceramic Tile & Interior Stone* section for more information on **granite, stone, and ceramic tile** countertops.

CARPETING

Homeowner Tips and Maintenance

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

Vacuuming high-traffic areas often, as well as regular vacuuming of all carpeted areas, will help keep carpets clean and extend their useful life. Spills should be blotted and stains spot-cleaned immediately. Always dab a stain; avoid rubbing it. Stain removers should be tested first on an out-of-the-way area of the carpet, such as in a closet, to check for any undesirable effects.

Shedding is normal in new cut-pile carpets. Vacuuming removes the loose fibers without harming the carpet.

If **tufts** are pulled up from the carpet, clip them off with scissors. Never pull them. To remove yarn tufts that stick up higher than the carpet, clip off excess length with scissors. Do not use a knife. This is not a carpet manufacturing defect.

Carpet ridges can be caused by sliding heavy furniture around, thereby loosening the carpet stretch. Use helpers to safely lift and move furniture to protect carpet.

Texture changes are most apparent in high-traffic areas and in front of furniture. **Pile crush** is usually mistaken for wear. It is not actual yarn wear, but it gives that appearance due to the pile lying over. Pile crushing is aggravated by soiled shoes, pets, and bare feet. Although it cannot be eliminated, it is best minimized by regularly vacuuming against the lay of the tufts with a beater bar or by using a brush with a pile-grooming feature to lift and restore the crushed pile. **Loss of twist** can be reduced by preventive measures such as use of a soft-backed rug in high-traffic areas.

All carpets will slowly lose some color due to natural and artificial forces in the environment. **Fading** can be reduced by:

- Frequently removing soil by vacuuming
- Regularly cleaning furnace filters (if applicable)
- Periodically having carpets professionally cleaned
- Reducing sunlight exposure with window coverings

Warranty Standards for Carpeting

- Carpeting was installed properly and in a workmanlike manner.
- Only **stains or spots** noted on the New Home Orientation Tour will be corrected by us via cleaning, patching, or replacement. Stains resulting from **air filtration** soil, and any stains or spots not identified on the New Home Orientation Tour, are not warranted by us.
- **Gaps** greater than 1/8” (between joined carpet edges) **or fraying at seams** causing the fibers to be dislodged from the carpet mat will be repaired during the term of the warranty, *only if not due to excessive*

wear and tear or pet damage. A carpet representative may be called out to verify manufacturing quality and installation.

- **Gaps** between baseboards and the surface of the carpet are to be expected and are not considered defects.
- **Gaps along stair edges** are required for drywall installation, and to ensure stair treads and risers do not bind. Gaps between treads or risers and walls **that exceed ½” only** may be addressed for the term of the warranty. Flexible foam filler to stiffen carpet support is an acceptable resolution.
- **Loose carpet** *due to installation or manufacturing issues only* will be re-stretched and reattached during the term of the warranty. A carpet representative may be called out to verify manufacturing quality and installation. **Carpet ridges** can be caused by sliding furniture around and are not warrantable.
- **Tack strips** are placed along carpet edges to ensure carpet stretch is maintained. Tack strips may sometimes be noticeable without shoes at room transitions or stairs, and are not considered a defect in installation. **Raking or tapping the pins** is an acceptable method of addressing concerns in noticeable areas.
- The construction and finish characteristics of certain carpet styles will show seams more readily. **Seam visibility** is not considered a defect.
- Should carpet replacement (whole or partial) become necessary for any warrantable reason, **color and pile variations** in the replacement are to be expected and are not defects.

Carpet performance characteristics are covered under the manufacturer’s warranty that applies to your carpet and are not warranted by us.

CAULKING

Homeowner Tips and Maintenance

Caulking is used in various places on both the interior and exterior of your home. Caulking is typically used to smooth transitions from trim to trim and trim to wall, but in some specific locations, such as kitchen and bath counters, the caulking helps to resist moisture as well.

Time and weather cause caulking to shrink and dry so that it no longer provides a good seal. It is recommended that you **regularly check both the exterior and interior of your home for any places that may need to be re-caulked.** On the interior, areas like bathrooms and kitchens should be reviewed. On the exterior, likely locations can be found around doors and windows and on exterior trims.

You are responsible for maintaining the proper caulking for the life of your home. Local hardware stores and home improvement centers can provide a variety of products for specific caulking needs. Carefully read the product information prior to caulking. Many caulks have specific application guidelines.

Regular maintenance of caulking is a homeowner responsibility. Failure to maintain caulking and any **damage resulting from deteriorated caulk** is not considered a warrantable item.

Warranty Standards for Caulking

- **Hairline cracks and minor separations** are to be expected, and are not defects. We will assist in caulking gaps in excess of 1/8” on annual visits only.

CERAMIC TILE and INTERIOR STONE

Homeowner Tips and Maintenance

Ceramic tile and interior stone products are designed to provide a functional durability and natural beauty to various surfaces within your home. During the New Home Orientation Tour we confirm that tile, stone and grout areas are in an acceptable condition.

The ceramic tile, granite or slate installed on walls, countertops, or floors in your home may be washed with any non-abrasive soap or detergent. Abrasive cleaners may dull the finish. Grout that becomes discolored can be cleaned with a fiber brush, grout cleanser, and water. Grout cleansers are available at most hardware stores, home improvement centers, and tile distributors.

It is natural for slight **separations and hairline cracks** to occur in the grout between tiles, counters, and backsplashes over time. Grout plays an important role in maintaining the integrity of the surface. **Grout requires regular inspection and maintenance by you as the homeowner.**

We do not seal grout, stone, quartz, or tile. We suggest you discuss sealing, cleaning, and maintenance options with professionals at a hardware or tile store.

Warranty Standards for Ceramic Tile and Interior Stone

- Ceramic tile, granite, quartz, and stone products have been installed properly and in a workmanlike manner.
- **Variations in stone products (such as thickness, color and patterns)** are to be expected and are not covered under the warranty. Some natural stone, such as slate, has a **rough, uneven finish. Veining and porosity** is a natural feature of granite. This is typical and can vary from slab to slab, sometimes differing at joined seams, or from other countertops within the same room; this is not considered a defect.
- Only **cosmetic damage** such as chips or scratches noted on the New Home Orientation Tour will be repaired or replaced.
- **Hairline cracking** is not unusual and can sometimes occur naturally in the thin sections of granite slabs, especially around sinks. Filling and patching are acceptable repairs; color variations may be expected on repairs.
- **Cracked or loose tiles**, not due to homeowner neglect or accidental damage, will be repaired or replaced during the term of the warranty.
- **Grout cracks** in excess of 1/8" will be repaired by us during the term of the warranty on annual visits only. **Hairline cracks and minor separations** of backsplash surfaces are to be expected, and are not defects requiring warranty service.
- We are not responsible for **matching color** in **repaired grout** or tile or **discontinued products**.

CONCRETE

Homeowner Tips and Maintenance

The concrete used in the construction of your new home is mixed to industry standards and applied by professionals. However, concrete has, by the very nature of the material, inherent tendencies with cracking, flaking, chipping, and discoloration over time. There is no known prevention to totally eliminate these issues.

Concrete is a porous material that expands and contracts with temperature changes and settlement. Shrinkage is part of the normal curing process which may take several months, or even years, to complete. During this time, hairline cracks are likely to develop. These will not follow identical patterns in every home. Expansion and contraction joints have been used as required to minimize and somewhat control the amount of cracking. Such cracks are normal and do not affect the performance of the concrete.

The foundation of your home has been installed in accordance with the plans and specifications of your particular home and building design. The walls of the foundation are poured concrete with steel reinforcing rods; however, cracks can still develop in a foundation wall. Unless there is water seepage coming through such a crack, it is most likely a surface crack that will not compromise the structural integrity of your home. If you observe a crack in a foundation wall that shows evidence of water seepage, you should report this to us as soon as possible.

It is not uncommon to see moisture on your garage floor as the concrete cures. As mentioned above, concrete is a porous material that freely transmits water vapor. Therefore, some **slab moisture** can be expected at different times of the year due to seasonal temperature changes and moisture condensation.

It is never a good practice to store any untreated organic material (i.e. cardboard boxes) on a garage floor – doing so can promote growth of mold and mildew. If storage of organic material is necessary, elevating these products from the floor with metal shelving or treated lumber is recommended.

Maintaining good drainage away from your home protects both your home's foundation and the floor slab and will minimize cracking and other forms of movement. Avoid planting landscaping too close to the foundation, and do not edge gardens or pathways with materials that will dam water around the foundations.

Protect concrete from damage that can be caused by chemical agents such as **pet urine, fertilizers, anti-freeze, oil, repeated power washing, or harsh de-icing agents (such as road salt)**. All of these items can cause "spalling" of concrete. Spalling is the cratering or chipping away of the surface of concrete.

The driveways, sidewalks, and garage floors in your community are not designed to withstand the weight of heavy commercial vehicles and we are not responsible for damage caused by such vehicles.

Sweeping is the recommended method of keeping exterior concrete clean. If washing is necessary, do this when temperatures are moderate.

Ice and snow should be removed from concrete driveways, walkways, and patios as promptly as possible after snowfall.

Any common elements are maintained through the HOA and association management company. Concerns about any common element concrete exceeding the specifications listed in the Warranty Standards below should be directed to your HOA or association management company.

Warranty Standards for Concrete

- The concrete was installed properly and in a workmanlike manner. **Variations in color and aggregate patterns in all concrete systems are typical and unavoidable.**
- **Only cosmetic appearance items** noted on the New Home Orientation Tour may be remedied prior to closing. **Patching, pointing, or other repairs** are to be expected. Cosmetic irregularities identified after close of escrow are not warrantable conditions.
- **Hairline cracks and color variations** in garage, basement, and slab floors are to be expected. We will repair **horizontal or vertical separation** in excess of 1/4" during the term of the warranty by patching, filling, or other remedies.

- **Foundation cracks** in excess of 1/8" in width and **cracks that permit water to enter through the foundation**, including the garage or storage units, will be repaired by surface patching or pointing during the term of the warranty. **Exposed earthquake straps** recessed at foundation will be surface patched if requested for the term of the warranty. Color variation is to be expected on patching.
- Minor separation of patios, porches and stoops is normal. We will repair **porches and stoops that pull away or settle** in excess of 1" for the term of the warranty. **Structural patio/porch slab cracks in excess of 1/4" vertical or horizontal displacement** will be corrected by us during the term of the warranty. Surface patching or pointing is acceptable.
- Some areas of **standing water** are acceptable. On exterior concrete flatwork, we will address areas with standing water where the water is over 1/2" deep over a 10-square-foot or larger area measured after 48 hours of no rain or snowfall. **Garage slabs** may hold **small puddled areas** of rainwater or snow draining from vehicles, or after the garage is hosed out; this is not considered a defect. Some rain and wind patterns may produce **collected water near or around the garage overhead door**. See *Doors and Locks* for more details on the performance of the garage overhead door.
- **Driveways, walkways, garage slabs, and patios** are considered flatwork and are non-structural in nature. We are not responsible for damage to or **discoloration of concrete** due to freezing conditions, fertilizers, **settlement**, petroleum products, or the use of salt and/or other de-icing chemicals which may cause **spalling**.
CONCRETE SPALLING IS NOT A WARRANTABLE CONDITION.
- **Efflorescence** is a natural process of discoloration that can be caused by the lime content of concrete and is not a warrantable condition.

CONDENSATION and HUMIDITY

Homeowner Tips and Maintenance

Moisture condensation on interior surfaces of windows and frames is typically the result of high humidity within the home and low outside temperatures. Humidity increases can also occur in the summer with hot air outside, and naturally cooler air in your home, especially if you have a lower room or basement.

Condensation can also be significantly influenced by family lifestyle. Wet towels in the bathroom contribute to moisture and condensation. Allowing the bathroom exhaust fan to run for an hour or more after you shower will help prevent excessive moisture and reduce mildew.

Proper ventilation is important to maintaining good indoor air quality. A whole house-ventilation system is provided with a timer. The fan should be run every day to exchange stale air with fresh outside air. Outside air is drawn in through vents in your windows and/or a fresh air intake at your furnace. Proper functioning of your ventilation system is important to limit levels of humidity. Insufficient or improper use of your home's ventilation and heating or conditioning system may cause moisture to accumulate in your home and may cause growth of mold or mildew.

Excess moisture condensation can be a contributory factor to the growth of microbial spores and mildew inside homes. It is your responsibility to **ensure that all ventilation systems** (bath fans, exhaust hoods, whole-house fans, and window vents) installed in your home **are clearly understood and functioning properly**. Always use your bathroom exhaust fans when bathing and the stove exhaust hood when cooking for best results in managing interior condensation. Proper furnace and Air Conditioner operation is key in maintaining appropriate levels of humidity in your home.

Warranty Standard for Condensation and Humidity

- There is no warranty for **condensation** or subsequent **mildew growth due to condensation** on windows, walls, floors, trims or ceilings.
- **Condensation on interior surfaces of windows** during winter months occurs naturally due to heating the home and is not considered a defect.
- **Increased levels of humidity** are designed to be controlled by the conditioning systems in your home (furnace, air conditioner, wall heaters, exhaust fans, fresh air vents). Failure to operate those systems regularly or adequately may cause an unwanted increase in humidity and/or condensation, and is not a warrantable condition.
- **Condensation or discoloration between the window** panes is covered under the manufacturer's warranty (See *Windows* section for more information).

CRAWLSPACES

Homeowner Tips and Maintenance

Crawlspaces are a design-build practice in the Northwest to ensure your home's framing structure is separated from the natural moisture in the earth below your home. This is accomplished with several types of vapor barriers between materials and on top of earth, along with air vents that allow fresh air to circulate under your home and keep moisture levels low. Under-floor insulation ensures your plumbing and your living space are protected from seasonal temperature changes.

Due to our damp Northwest climate, a special drainage system is incorporated into your crawlspace to ensure any moisture that could arise from ground water swelling or other sources is adequately drained from underneath your home. A functioning low point drain with backflow prevention device is installed to provide adequate seasonal drainage from an interconnected pipe-and-gravel area drain field.

It is important to recognize that the crawlspace under your home is an active environment; **seasonal weather can produce varying levels of moisture and humidity**. The design of your crawlspace system is to ensure any potential moisture stays underneath the continuous vapor barrier, and drains effectively from underneath your home through a low point drain or sump pump if needed.

It is a good practice for you to inspect the crawlspace at least on an annual basis to ensure vents are not blocked by debris. The plastic should be flat and continuous. If after-market contractors (i.e., cable, plumbing, HVAC, etc.) enter the crawlspace for custom work after close of escrow, you will need to confirm with them that they are accountable for ensuring all insulation and systems are intact when they are complete with their work.

Crawlspaces should never be used for storage of personal belongings, even if placed on protective platforms, as the natural humidity and moisture can have a negative effect on those items.

If a sump pump is installed (either in the crawlspace or outside your home) it should be seasonally tested by pouring a bucket of water into the sump pit. The pump should turn on, remove the water from the pit and shut itself off in a matter of seconds. Ensure that the float and the check valve move freely.

To clean your sump pit, remove any dirt, sand, gravel and other debris to increase the pump's efficiency and prolong its life. Ensure that the discharge line opening is free of obstructions so that water can be pumped through the line and out of the sump pit. **If you are unable to perform this yourself, a local licensed and bonded plumbing company should be contacted to help you with your routine sump pump maintenance.**

Warranty Standards for Crawlspace

- A functioning low point drain with backflow prevention device is installed to provide adequate seasonal drainage from an interconnected pipe-and-gravel area drain field. The crawlspace drainage system and vapor barrier has been installed properly and in a workmanlike manner.
- If needed, a **sump pump** may be installed to assist with removal of moisture. The manufacturer's warranty and operation manual applies to the performance of the sump pump.
- There is a complete and overlapped vapor barrier to minimize moisture transmission. **Dirt or dried mud on the surface of the vapor barrier** does not negatively affect its performance and does not require replacement.
- **Soft or muddy soil** or **small pockets of trapped moisture** under the plastic, due to worker traffic, are not considered deficiencies. **Seasonal moisture** under the plastic is typical, as long as it does not exceed a total of 30 sq. ft. and a depth of 4" in any one area. There should not be **standing water** on top of the plastic at any time of the year.
- **Water entering through crawlspace vents or cracks in the foundation** will be addressed for the term of the warranty only, provided nearby landscape grading has not been modified after close of escrow.
- There is an adequate amount of natural **venting** provided for the square footage of the crawlspace. If required, a mechanical fan may be installed to ensure appropriate venting is present. The manufacturer's warranty and operation manual applies to the performance of the fan.
- All **under-floor insulation** is appropriately fastened and in place between floor joists and around any exposed water supply lines. **Insulation blocking air vents** will be corrected for the term of the warranty.
- Framing attachment is as required. Appropriate **separation between framing members and concrete** is in place. Some **excess foundation bolts** that are unused may be present and are not considered a deficiency.

DECKS

Homeowner Tips and Maintenance

Depending on the style of home you have purchased, deck structures can differ from elastomeric coating to individual planks of exterior decking material such as pressure treated wood, cedar, or composite products. All decks require periodic maintenance of some type. Deck maintenance is the responsibility of each homeowner, unless the deck is part of the limited common element of an HOA. In those cases, the HOA should be contacted if maintenance is required.

Elastomeric deck coating (waterproofing) is a rubber-like, durable deck surface which requires regular inspection and maintenance. You should verify that there are no cracks or holes in the waterproof coating. Decks can be damaged in a number of ways and the following information should be considered:

- Leaves and pine needles can stain the deck and accumulate, impairing drainage.
- Anything placed directly on the deck that can trap water and hold moisture against the deck such as potted plants, planter boxes, etc. can cause failure of the surface.
- Care should be taken to ensure that the feet on deck furniture do not damage the waterproof coatings.
- Cigarettes and excessive heat from barbecues can also damage the surface.
- Avoid using heavy planters and pots. When in doubt, contact your HOA regarding weight restrictions.

- Decks can be cleaned with mild detergent and water.

Deck railings are an important safety feature of your home and should not be altered in any way. Railings require regular inspection and maintenance to ensure they are sturdy and functioning as intended.

- Do not attach or mount anything to the railings.
- Nails or screws may work loose and require regular homeowner maintenance.
- Periodically inspect the condition of the railings to ensure that they are tightly secured.
- Railings can be cleaned with mild detergent and water.

If applicable, any damage to or looseness of the deck railing system should be reported to us (or the HOA if a limited common element) during the warranty term.

Warranty Standards for Decks

- The deck coating, rails, and structure have been installed properly and in a workmanlike manner.
- Only **paint/finish, coating deficiencies affecting weatherization, or assembly irregularities noted on the New Home Orientation Tour** will be repaired by us. **Variations in stain, elastomeric coloring, grain and wood knots** can be expected, and are not considered deficiencies.
- Wood and deck products exposed to the elements will react and crack. **Splits, bowing, and twisting** are characteristics of treated lumber and some exterior decking materials and are not covered. Certain types of wood should be sealed continuously. **This is considered a homeowner maintenance item, unless the deck is a limited common element of the HOA. Damage caused by abuse or neglect of maintenance is not a warrantable condition.**
- **Rails that become loose or detached** will be repaired by us (or the HOA, if limited use common element) during the term of the warranty.

DOORS & LOCKS

Homeowner Tips and Maintenance

The doors installed in your home are wood, fiberglass, composite wood products, or metal and are subject to such natural processes as shrinkage and warping. Because of natural fluctuations of humidity and some settling in the home, doors may require minor adjustments to ensure proper operation. **Other than the warranty standards listed below, interior door adjustments and care are a routine homeowner maintenance item.**

Keep a “privacy lock key” in a place where children cannot reach it, in the event a youngster locks himself or herself in a room. The top edge of the door casing is often used as a place to keep the key. Some types of privacy locks can be opened with a small screwdriver or similarly shaped device if a key cannot be located.

Exterior doors can become out of adjustment with regular use, and as the house settles. Exterior doors are designed to minimize intrusion of the elements under normal weather conditions; however, extreme weather may find its way even past weather-stripping that is correctly installed and secured. **Solid-core wood exterior entry doors should be refinished annually as a homeowner maintenance item to ensure weather fastness.**

In some cases, storm doors may be helpful for homeowner consideration and installation. Be sure to check with your HOA Rules and Regulations for any guidelines on storm doors for your community.

Lubricate hinges, bi-fold door tracks and pocket doors to insure smooth and quiet operation. Ensure door handles and locksets are secured and tightened periodically as needed. Door tracks should be kept free of dirt and debris to prevent sticking. Weather stripping and/or any threshold at exterior doors will occasionally require adjustment. If weather stripping becomes loose, simply reinstall it by hand.

The garage overhead door is a large moving object; follow the manufacturer's instructions for use and perform periodic maintenance to help assure its safe and reliable operation. Garage doors should operate properly and smoothly. Garage doors may not seal completely as the garage is an unconditioned area of your home. Even a door installed to manufacturer specifications will allow some entrance of the elements and daylight within reason.

Your home may have included an automatic garage door opener when the home was purchased. The electric eye can easily become misaligned and cause problems with proper door operation. You will need to maintain the alignment of the “electric eye” feature which senses if an object is in the path of the door. **Check for misalignment prior to calling for service.** You can also refer to the owner’s manual for the opener for operation and maintenance information.

Warranty Standards for Doors and Locks

- The doors and locks were installed properly and in a workmanlike manner and verified for operation prior to closing. Only **cosmetic damage in the door and hardware finish noted on the New Home Orientation Tour** will be repaired by us.
- Due to normal settling of the home and seasonal variations, **doors may require adjustment for proper fit and operation.** Doors that **fail to latch and lock securely** will be adjusted or repaired by us during the term of the warranty, typically on annual visits. **Squeaks and unusual noises** are not warrantable conditions, and are considered routine homeowner maintenance.
- On **interior passage doors, gaps** in excess of 1 ½” on the bottom edge will be corrected unless required by code for appropriate airflow. **Closet door gaps** on the bottom edge in excess of 2” will be repaired/replaced.
- **Door warpage** in excess of 1/4" in length and/or width will be repaired or replaced by us during the term of the warranty. **Variations in color** on replacement doors may be evident, and is not a considered a deficiency.
- **Door panel shrinkage** is a normal process of expansion and contraction and not considered a defect. **Splits or gaps** in exterior door surfaces in excess of 1/8” will be filled or patched. Some color variation may be expected.
- **Air infiltration** may be noticeable around exterior doors during high winds. Extreme weather or pressurized water due to cleaning may find its way even past weather-stripping that is correctly installed and secured. **Improper weather-stripping or exterior door fit** will be repaired during the term of the warranty.
- The **overhead garage door** is intended for privacy and security only. As the garage is not a living space, the overhead door is weather-resistant, but it is not *weather-proof*. There is no representation that the overhead door is impervious to driving rains, snow, dust, daylight, or pests.
- **Improper garage door opener function and operation** *due to original installation only* will be addressed during the term of the warranty. **Overhead door emergency release cord** was installed properly prior to closing. Missing/broken emergency cords after close of escrow is not a warrantable item. Lost, broken, or non-functioning **portable garage door remotes** are not considered warrantable items.

Please note: Installation of a third-party garage door opener after the close of escrow can void the overhead door installation warranty.

DRYWALL

Homeowner Tips and Maintenance

As heating and cooling acclimatize your home, there is a normal and expected amount of movement of the framing. Slight cracking, nail pops, and/or seams may become visible in walls and ceilings; however, every home is different and will perform differently depending on environmental conditions, orientation to the sun, and amount and type of furniture in place. **Hairline cracks, nail pops, and minor separations** of drywall surfaces are to be expected, and are not deficiencies.

Drywall settling cracks and nail pop repairs should be deferred until the house has had time to settle and dry. Your annual home review is a great time to group together any needed drywall repairs and have them taken care of at once.

Most drywall repairs can be easily made with products which are readily available at paint and hardware stores or home improvement centers. Hairline cracks can typically be covered with just a dab of paint. Small cracks can be filled with a latex caulking product, and then touched up with paint when dry. To correct a nail pop, reset the nail with a hammer. Cover it with lightweight spackle. When dry, sand gently if needed, and then lightly cover with spray texture.

Warranty Standards for Drywall

- The drywall was installed properly and in a workmanlike manner.
- **Minor variations in texture**, visible in different lighting conditions throughout the day, are unavoidable and will not be addressed after close of escrow.
- We will provide repairs of all **drywall cracks** in excess of 1/8" in width; **nail pops, blisters in tape and corner bead cracks** during the term of the warranty on annual visits. Any necessary **repainting** following drywall repairs will be done by us with the original paint. **Paint and texturing match** may have slight variation and is not warrantable.
- You will be responsible for **custom colors, wallpaper, or other wall treatments** that have been applied subsequent to your home's closing date, or we will avoid repairs on those walls.
- We do not move furniture items to conduct routine settling issues.

ELECTRICAL

Homeowner Tips and Maintenance

The electrical system is designed to be capable of carrying the designated load for normal residential use to your electrical box.

The circuit breaker panel is typically located in the garage or other easily accessible location. This panel contains the electrical circuit breakers for your home. **Be certain you know the location of the master circuit panel.** Circuit breakers have three positions: On, Off, and Tripped. When a **circuit breaker** trips, it must first be turned to the "Off" position before it can be turned back to the "On" position. Switching the breaker directly from Tripped to "On" will not restore service.

If an **outlet is not working**, follow these steps to troubleshoot before calling for service:

- Check first to see if it is an outlet that is controlled by a wall switch.
- Next, check the breaker at the main panel.
- Third, check for a tripped GFCI (see below).

Breakers will often trip when the circuit is overloaded by having too many appliances plugged into it. Worn electrical cords, defective electrical items, and appliances with high amperage can also trip a circuit breaker as can starting an electric motor. If any **circuit trips repeatedly**, unplug all items connected to it and reset it. If it trips when nothing is connected to it, an electrician may be needed and the problem should be reported. If the circuit remains on, one of the items you unplugged is defective and requires repair or replacement.

GFCI receptacles have a built-in element that senses fluctuations in power. Quite simply, the GFCI is an in-line circuit breaker. Building codes require installation of these receptacles in outlet circuits in bathrooms, kitchens, outdoors, and in garages (that is, in any areas where an individual can come into contact with water while holding an electric appliance or tool).

Each GFCI receptacle has a test button and a reset button. Once each month the test button should be pressed. This will trip the circuit. To return service, press the reset button. If a GFCI breaker trips during normal use, it may be an indication of a faulty appliance or an overloaded circuit, and some investigation is in order. An important point to remember is that one GFCI breaker can control up to three or four outlets, sometimes in other rooms (i.e., bathrooms).

NOTE: Heavy appliances such as freezers or power tools will trip the GFCI breaker. Do not plug a refrigerator or food freezer into a GFCI-controlled outlet; the likelihood of the contents being ruined is very high, and such damage is not considered a warrantable condition.

Do not exceed the manufacturer's recommendation for maximum **bulb wattage**. You are responsible for any damage caused by using light bulbs in excess of the manufacturer's recommendation. **If a lighting fixture is not functioning, first check fixture with a replacement bulb before calling for service.** Fluorescent fixtures use a transformer in their operation that may cause a **buzzing sound**. Also, a **slight dimming of the lights** can occur when your furnace or air conditioner first starts. This is normal and is not an electrical problem. Although it pulls a large amount of electricity to start, once the system is running, electrical current flow returns to normal.

Smoke alarms require periodic homeowner maintenance. See the manufacturer's manual for instructions on maintenance, testing and re-setting. **Batteries** in smoke alarms should be replaced regularly. It's a good idea to replace the batteries in your smoke alarms at the same time you turn your clocks forward and back each year. As the alarms are connected to each other, it is important that you replace all of the alarm batteries. Use a marker to record the date on the battery; it will help remind you when it was last changed. The smoke alarms installed in your home are not designed to be fire-prevention or fire-extinguishing devices. They are designed to be an early warning system. All homeowners should establish their own emergency evacuation processes.

Do not tamper with, or add to, your electrical system. If you want to make any modifications, contact a licensed and bonded electrician and your HOA (if applicable).

NOTE: After-market installations to the electrical system of your home can void that portion of warranty coverage.

Warranty Standards for Electrical System

- The electrical system was installed properly and in a workmanlike manner. Only **cosmetic damage to fixtures noted on the New Home Orientation Tour** will be repaired by us.
- If any **connection, outlet, switch, circuit breaker (to include GFCI), fixture, or in-wall wiring run** does not work properly due to original manufacture or installation, it will be repaired or replaced during the term of the warranty. We are not responsible for discontinued fixtures.

- **Overloaded circuits** or owner usage of **defective appliances** that cause system failure is not a warrantable condition.
- **Fixtures installed by anyone other than the original contractor** are not covered by warranty.
- **Light fixtures, switches, smoke alarms and outlets** were installed in the locations indicated on the house plans and **will not be moved** by us. Replacement batteries are not warrantable items.
- **Air infiltration around electrical outlets** is common. No action is required under the warranty.
- **Power surges** are the result of local conditions beyond our control. We are not responsible for subsequent damage.
- 1-800-891-4701 emergency service is required **only if there is no power to the entire home, not due to community utility outages**. Partial circuit outages and alerting smoke alarms are not an after-hours emergency. Routine electrical concerns will be resolved during regular business hours.

FIREPLACE

Homeowner Tips and Maintenance

In many communities, direct-vent gas fireplaces are included. In other communities, electric fireplaces are included. Your fireplace is checked during the New Home Orientation Tour to confirm that it is operational.

On gas fireplaces, there may be a **delay between turning the switch on and flame ignition**, and this is not a malfunction. The flame should ignite gently and silently. **If the flame does not ignite**, or if you notice an **unusual odor**, shut the wall switch off immediately, close the gas valve at the fireplace, and report this to the gas company. Your fireplace may be in need of service. Read and follow any manufacturer's directions. On gas fireplaces, **flame height** is non-adjustable and is set by fireplace technicians when installed or professionally serviced only.

Electric fireplaces typically have a small unit that generates heat. You should avoid placing flammable materials (such as silk plants) in front of fireplaces. Read and follow any manufacturer's directions.

NOTE: Periodic maintenance (annual, or as needed) by a certified technician is recommended for optimum fireplace use. If not maintained, warranty may not apply.

Warranty Standard for Fireplaces

- The fireplace was installed properly and in a workmanlike manner.
- Only **cosmetic damage** noted on the New Home Orientation Tour will be repaired by us.
- A fireplace is not intended to be the **primary heat source** in your home on a regular basis.
- Custom after-market accessories such as **blower fans, automatic thermostats** and **remotes** can modify operation and function and may void installer's warranty if negatively affecting fireplace operation.
- **Discoloration** of the firebox, brick, and glass doors is the normal result of use and is not considered a deficiency.
- **Air drafts** may be felt when near the firebox, especially during extremely windy weather. This is due to the required venting of the firebox system, and is not considered a deficiency.

NOTE: A non-functioning fireplace is not deemed an emergency situation, as it is not the sole source of heat in the home. Fireplace issues will be resolved during regular business hours only.

FENCES & GATES

Homeowner Tips and Maintenance

Your fencing is provided as a “good-neighbor” privacy feature for your yard. **Each owner is responsible for the ongoing maintenance of the fencing that faces their yard.** Most owners “pitch in” with each other if structural posts need to be replaced between their yards.

Fence slats can work loose over time, and may need occasional re-securing. Wood can fade with exposure to the weather, and may need to be re-stained or replaced due to splits or warpage. It is a good idea to inspect your fencing seasonally to ensure it is in good repair.

Warranty Standards for Fences and Gates

- The fencing was installed properly and in a workmanlike manner. Only functional items noted on the New Home Orientation Tour will be corrected prior to closing.
- **Splits, cracks, and variations in colors, grain, and knots** are typical in exterior wood applications and are not considered warrantable items.
- **Loose or fallen fence slats** that are the result of high-winds, pet damage, or homeowner negligence are not a warrantable condition. **Warped fence slats** can occur over time and are not warrantable.
- **Warped posts or fence framing members** that crown more than 1/2” in 32” will be replaced during the term of the warranty.
- **Gates that become inoperable** due to warping or settlement will be repaired. Latch adjustments are acceptable repairs.

FRAMING & CARPENTRY

Homeowner Tips and Maintenance

Under normal circumstances the framing of your home should not require maintenance. Please contact us during the warranty term should you have any questions or concerns about the framing of your home.

The wood used to construct (the framing) your home is a natural product. **Minor settlement over time due to structural loading and dry out is normal and to be expected.** The resultant minor drywall cracks or nail pops can be addressed on annual visits as discussed in the drywall section.

In our wood-floor homes, the sub-floor has been glued, nailed and screwed to minimize the occurrence of the plywood squeaking and coming loose. However, due to the characteristics of wood framing which involves continual expansion and contraction, **a squeak-free flooring system cannot be guaranteed.**

Warranty Standards for Framing and Carpentry

- The home was framed properly and in a workmanlike manner.
- **Floors will deflect** when walked on. This will be more noticeable next to hutches, bookcases, heavy chairs, etc. Glasses or bottles placed on kitchen islands may rattle with kitchen traffic. This is not a structural deficiency and therefore is not addressed under the warranty.
- Some floor squeaks are unavoidable. **A squeak-proof floor is not guaranteed.** Shrinkage in floor framing can cause squeaks. We will make a *reasonable* attempt to resolve traffic-area squeaks in carpeted areas on annual visits only. Removal of hard surface flooring to resolve squeaks is not considered a warrantable item.

- **Floors** will be flat to within 1/4" within any 32" distance; if they are not, we will make repairs during the term of the warranty.
- **Unevenness in ceilings** exceeding 1/4" within a 32" measurement will be corrected by us during the term of the warranty.
- **Gaps along stair edges** are required for drywall installation, and to ensure stair treads and risers do not bind. Gaps between treads or risers and walls **that exceed 1/2" only** may be addressed for the term of the warranty. Flexible foam filler to stiffen carpet support is an acceptable resolution.
- **Walls** that are more than 3/4" out of plumb in an 8' distance will be corrected by us during the term of the warranty.
- **Bows or bulges in interior walls** exceeding 1/4" within a 32" horizontal or vertical measurement will be corrected by us during the term of the warranty.
- **Out-of-square walls** not noted prior to closing are not considered a warrantable item.
- **Bows or bulges on exterior walls** due to earthquake straps at the foundation shifting are not considered warrantable items, unless causing the siding to detach from the structure of the home.

GRADING & DRAINAGE

Homeowner Tips and Maintenance

Exterior grading and surface water drainage issues in common areas are maintained through your HOA and association management company. The final grades around your home have been inspected and approved for proper drainage.

It is essential that the slopes around your home be maintained to permit surface water to drain away from your home as rapidly as possible. Failure to do so can void portions of your structural warranty. Furthermore, many areas in your community have drainage swales that are designed to conduct water away from multiple buildings. **Do not change the grade or block the free flow of water through these swales.** Changing the grade will result in adverse effects to your community and, in many instances, is specifically prohibited in your covenants, conditions and restrictions.

During construction, it is necessary to excavate an area larger than the foundation of your home. In addition, some trenching is necessary for installation of utility lines. Although the soil is replaced and re-compacted, it does not return to its original density. **Some settlement will occur**, especially after prolonged rainfall. This can continue to occur for the first few years. This is not considered a deficiency.

Here in the Pacific Northwest, you should expect periods of extended wet weather and not be concerned if your **yard is wet or squishy** during the fall and winter months. If **puddles of standing water** near drains remain long after the weather clears and things dry out, it may be a sign that your yard drains need maintenance or repair.

Warranty Standards for Grading and Drainage

- The community and area around your home was graded properly and drains were installed in a workmanlike manner.
- We are not responsible for **damage or erosion** around your home or in landscaped common areas resulting from extreme weather events.
- If you notice **excessive settlement near your building's foundation**, report the condition to us within the warranty term, or consult a qualified person thereafter. If foundation perimeter areas experience soil consolidation, we will address this during the term of the warranty.

- We will address **grading or drainage issues that cause areas of standing surface water** larger than 30 sq. ft. for more than 48 hours within 10 feet of the foundation after a rain event during the term of the warranty. Frost, snow, and excessive saturation can extend the period of dry out.
- **Wet or squishy sod** is typical for our Northwest climate and may be present in areas of your yard throughout the year; this is not a warrantable item. Underground water table is variable and cannot always be reasonably predicted. **Soil that retains moisture for extended periods of time** is not a warrantable condition.
- Unfinished rear yards are typically finish-graded away from the home and covered with erosion-controlling bark dust. There is no warranty provision for **fine-grade, adding or removing top soil, or custom drainage beyond 10 feet of the foundation** of the home for personal landscaping plans.
- **Drains should function** as they were intended to and remain free flowing. We will repair drains that fail to do so during the term of the warranty, unless due to damage, homeowner modification or negligence of maintenance.
- Specific concerns regarding **grading or drainage in common areas** should be directed to your HOA and association management company.
- **Dampness of newly constructed concrete walls and garage slabs** is common and not considered a deficiency.
- Please refer to the *Landscaping* section for further details regarding yard drainage.
- Please refer to the *Crawlspaces* section for further details regarding crawlspace drainage.
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GUTTERS AND DOWNSPOUTS

Homeowner Tips and Maintenance

Gutters and downspouts are designed to direct roof run-off water away from the home and foundation. **Clearing of gutters and downspouts are homeowner maintenance items.** Unless you are living in a condominium home with common exterior elements, gutters and downspouts need to be checked regularly by you and cleared of leaves and other debris. Failure to do so can cause clogging and overflowing of gutters and downspouts. **Gutters may overflow** during a period of excessively heavy rain or if there is a clog in a downspout. If this should occur, the system will need to be cleared. If you are uncomfortable doing this work, you should consult with a qualified maintenance person.

Downspouts are placed to carry water to the ground and into the storm water system that directs the flow away from your home's foundation. Downspout extensions should be kept connected to the storm drain system so that roof run-off is channeled well away from the foundation area. **Routine inspection of downspouts, and other drainage components, is recommended.**

Warranty Standards for Gutters and Downspouts

- The downspouts and gutters were installed properly and in a workmanlike manner.
- We will repair **gutter leaks** at connections (when not caused by clogged gutters or downspouts). **If service is requested for a leak and the gutter is found to simply be clogged with leaves, you will incur a service charge for the visit.**
- **Gutters that become detached** during the term of the warranty will be repaired during the term of the warranty, if not due to homeowner damage or neglect.
- Certain wind conditions can cause gutters and downspouts to **vibrate and rattle**. This is normal and not considered a defect.

- It is expected that small amounts of **standing water** (up to 1") may be present in gutters. No correction is required for this condition.

HARDWOOD FLOORING

Homeowner Tips and Maintenance

Wood is a natural product and is therefore subject to a number of natural processes. **Variations in grain and color** occur normally in wood products and are not considered deficiencies. Wood is further subject to **seasonal expansion and contraction** due to changes in temperature and humidity. This may result in changes in floor noise throughout the year, with some **pops and squeaks** as wood expands and contracts. Additionally, some **shrinkage** or warping can be expected around heat vents or any heat-producing appliance.

Minor surface scratches and imperfections will occur during normal installation and preparation of hardwood floors; this is typical and is not considered a defect. When wood floors are new, **small splinters of wood** may be evident. **Dimples or scratches** can be caused when furniture is moved or heavy or sharp objects are dropped. Extra care must be taken to protect your hardwood from damage when moving appliances or furniture. Felt pads applied to the feet of furniture can help protect the floor finish.

Warping will occur if the floor repeatedly becomes wet, or is thoroughly soaked even one time. Food spills should be cleaned up immediately.

A **dulling of the finish in heavy traffic areas** is likely. At exterior doors, use protective mats or area rugs approved for hardwood floors to help keep sand, grit, and moisture from getting on your floor. A **white, filmy appearance** may be caused by wear and/or moisture (often from wet shoes or boots). Please be aware that hardwood floors can be damaged by high-heeled shoes.

Yellowing and warping can result from the floor's contact with the rubber backing on area rugs or mats. Ultraviolet light (sunlight) may cause a floor finish to change in color and to vary from the finish color under furniture and area rugs, inside pantries, etc. Care should be taken to protect hardwood floor surfaces from **prolonged exposure to direct sunlight**.

Refer to the flooring manufacturer's recommendations for proper care and maintenance.

Warranty Standards for Hardwood Flooring

- The hardwood floor was installed properly and in a workmanlike manner. Only **cosmetic flaws that are readily noticeable (from an observer's standing position) and noted on the New Home Orientation Tour list** will be corrected by us. This may involve filling and touch up. Any subsequent cosmetic item is not warrantable.
- We will correct **gaps in end joints that are in excess of 1/8"** in width with wood filler or replacement at our option during the term of the warranty.
- Some **pops and squeaks** may be evident in your floor and are not considered defects. A floor manufacturer or other professional may be consulted in extreme cases to determine installation and use.
- **Replacement flooring** installed in the course of warranty work may not exactly match your existing flooring; we are not responsible for discontinued wood flooring styles or natural variations in color.
- **Air infiltration under baseboards on exterior walls** during windy weather is not uncommon. No action is required under the warranty.

HEATING & COOLING SYSTEMS

Homeowner Tips and Maintenance

The heating and cooling systems installed in your home will provide you with many years of comfort if given proper care and maintenance. Good maintenance of your furnace, electric heating units, and cooling systems can save energy dollars and prolong the life of your furnace and electric heaters. **Carefully read and follow the manufacturer's literature on use and care.** The guidelines here include only general information.

Depending on the design type of your home, you will have either electric or forced-air heating, or a combination of both. **It is your responsibility to properly maintain your heating and cooling system.**

NOTE: Furnaces require annual service by the original contractor to maintain warranties.

Remember to **check your furnace filter** monthly during the heating season and replace as needed. Non-maintenance of your furnace filters will affect performance and could void your warranty coverage. **Periodic dusting and cleaning of heating units**, both electric and forced-air, will help maintain the efficiency of your heating system. Extreme dust accumulation could be a fire hazard.

The furnace or electric heaters will come on automatically when the room temperature at the thermostat varies from the setting you have selected. Setting the thermostat to a higher temperature will not heat your home faster, and setting the thermostat lower will not cool your home faster. **Wall thermostats** are calibrated to within plus or minus 5 degrees F.

It is normal for a heating system to emit a **slight odor** for a few moments when it is first turned on after an extended period of not being used (such as after the summer months). This is due to dust that has accumulated on the burners and heat exchanger inside the furnace and on electric heat elements. However, for forced air furnaces, **if you smell gas**, turn the gas valve off, leave your home, and call the gas company immediately.

Experiment with the adjustable forced-air heat registers and/or dampers in your home to establish the best heat and cooling flow for your lifestyle. Generally, heating can be reduced in seldom-used interior rooms. This can also be done with electric heat units that have individual controls. Heat is a very individual matter and it is your responsibility to **balance the system** to fit your lifestyle.

The free flow of heat from forced-air vents and electric heating units is critical to the optimum operation of your heating system. It is not advisable to place anything too close to these components, such as furniture, drapes or large décor objects; doing so could hinder the efficient flow of heat and create a potential fire hazard. **Maintaining proper clearances** can also protect objects from heat damage. Care should also be taken to position furniture, draperies or décor objects where they do not block or obstruct **return-air vents**.

It is not unusual to hear a **“popping” sound** through the ductwork during operation of your furnace. Electric heating units may make a similar sound, which is due to the expansion and contraction of materials in response to heat. **Furnace airflow noises** at return air grill vents are typical.

Proper ventilation is important to maintaining good indoor air quality. A whole house-ventilation system is provided with a timer. The fan should be run for a minimum of 8 hours every day to exchange stale air with fresh outside air. Outside air is drawn in through vents in your windows and/or a fresh air intake at your furnace. **Proper use of your ventilation system is important to limit levels of humidity.** Insufficient or improper use of your home's ventilation system may cause moisture to accumulate in your home and may cause growth of mold or mildew. These events are not warrantable conditions.

No Power at Furnace or Air Conditioner

Here are some common reasons for loss of power at the furnace or air conditioner:

*Check the **fuses at the electrical panel** are in the “ON” position.

*Forced-air furnaces commonly have a **wall switch** located within six feet of the furnace that controls electricity to your furnace. Be sure it is in the “ON” position.

*If the **furnace panel(s)** are not secure, there is also a built-in safety On/Off switch in the furnace itself that shuts the furnace off. Check to see that the panels are properly secured

*For air conditioning units, ensure the **outside disconnect** has not been turned off for any reason.

Check these locations above before calling for service.

PLEASE NOTE: Emergency service is provided only for non-functioning furnaces or electric heat within the warranty period when the outside temperature is below 45 degrees, or if the unit is leaking water into your home. If this is the case, call 1-800-891-4701 to reach our answering service.

Non-functioning air conditioning is not considered an emergency situation, and will be repaired as quickly as possible within regular business hours.

Warranty Standards for Heating and Cooling

- The HVAC system was installed properly and in a workmanlike manner, and condensation lines were unobstructed at delivery of the home.
- Your furnace and/or electric heating units (baseboard and in-wall) are warrantable by the manufacturer’s limited warranty, and for three years under the warranty. However, **homeowner negligence, damage, or non-maintenance of the system as recommended by the manufacturer and outlined above can void warranty coverage. Annual service by a licensed technician is required to maintain these warranties.**
- **Cooling:** The cooling system (if installed) in your home is designed to maintain a temperature of **78 degrees Fahrenheit** measured 5 feet above the center of the floor in the room where the thermostat is located. ASHRAE (American Society of Heating, Refrigerating and Air-Conditioning Engineers) specifications indicate a 15 degree difference between outdoor and indoor temperature is acceptable. If outdoor temperatures rise above 93 degrees for sustained periods of time, the temperature may rise above 78 degrees.
- **Heating:** The heating system should be able to maintain a temperature of **70 degrees Fahrenheit** measured 5 feet above the center of the floor in the room where the thermostat is located, according to ASHRAE (American Society of Heating, Refrigerating and Air-Conditioning Engineers) specifications. If your heating system is a forced-air furnace, the furnace blower may cycle on and off more frequently and for shorter periods of time during severe cold spells.
- All rooms will **vary in temperature** by 5 or 6 degrees; 8 or 10 degrees can be noted between upstairs and downstairs rooms. This is acceptable under industry standards. **System balance**, as mentioned above under homeowner tips and maintenance, can greatly reduce the fluctuations between areas of the home.
- **Ductwork that separates or becomes detached** is covered during the term of the warranty.
- The exact **placement of heat ducts and thermostats** may vary from the positions shown in similar floor plans and from those in the model home.

- Wall **thermostats** are calibrated to within plus or minus 5 degrees F.
- **Expansion and contraction noises** due to the operation of electric heating and cooling systems (including ductwork noises and return air grill noises) are not warrantable conditions.
- **Clogged condensation lines** can occur under normal use. This is a homeowner maintenance item.
- On air conditioning systems purchased prior to closing, **charge depletion** is considered routine annual maintenance and is not a warrantable condition, unless professionally determined to be a result of original installation.
- Installation of a **custom, after-market air conditioner** can create a non-warrantable HVAC condition. **The original installer warrants the system as originally installed only.**
- The addition of **custom, after-market thermostats** (such as a NEST or ECOBEE system) can cause system malfunctions, and therefore can create a non-warrantable condition. **The original installer warrants the HVAC system as originally installed only.**
- **Exhaust vents that flap** in windy weather is typical due to air displacement between the interior and exterior air pressures of the home and is not considered a warrantable condition.

INSULATION

Homeowner Tips and Maintenance

Insulation is found in the exterior walls, crawl space (if applicable) and attic of your home. It is designed to create an envelope around your home that improves its energy efficiency. In many cases, when workers install items such as security alarms or additional cable lines after your move-in, they remove the required insulation. **Ensure that your contractor pays special attention to properly reinstalling the insulation.**

Warranty Standards for Insulation

- Insulation was installed properly and in a workmanlike manner.
- This warranty assures only that your insulation *as originally installed* will meet the **applicable energy code requirements** for our climate and region. Blown-in insulation will settle over time and may need periodic “overlayment”; this is considered a homeowner responsibility. **Depressed insulation from workers** is not considered a defect.

LANDSCAPING

Homeowner Tips and Maintenance

Landscape material includes plants, trees, shrubs, bark dust, gravel, and grass. Some landscaping is in the common element of your community, and some may be in your privately owned yard.

Landscaping, including the automatic sprinkler systems in parks, open spaces, most front yards and other common areas within the community is maintained through your HOA and association management company. Your HOA has an annual maintenance plan which includes pruning, fertilizing and mowing. If common area landscape elements need attention, please contact your HOA Management company representative.

Pet owners should protect the landscaping in their own yards and community by diligently cleaning up after their pets. Pet urine, especially in female dogs, is highly acidic and will damage sod and grass areas. **Please be aware: In common element areas, homeowners may be individually assessed for damaged landscaping due to pet negligence.**

Landscaping within your property boundaries, unless otherwise specified in your Declaration, is maintained by you.

A **sprinkler system** may have been provided for your yard. Even if an area covered by your watering system is part of the HOA limited common element, it is your responsibility to understand the function of the timer system and how the zones are allocated to ensure your lawn remains healthy and viable. An owner's manual has been provided with your sprinkler timer that explains how to accurately set up your watering schedule. Your new lawn requires a great deal of care in order for the grass to thrive. **Water your lawn** early in the morning or after sundown for best results. For your private yard, it is a good idea to consult with a local nursery or other reliable service that offers lawn care and maintenance suggestions for fertilization and weed control.

Depending on the orientation of your home and the amount of sun/shade in your yard, it is not uncommon to experience areas of **wet or squishy sod** throughout the year. As a homeowner, it is important to monitor the amount of water distributed to areas of your private yard and to modify it accordingly to minimize this concern as much as possible.

Warranty Standards for Landscaping

- All landscaping was installed properly and in a workmanlike manner.
- If proper care and maintenance as described above is followed, all landscaping installed by us on your property is warranted against defects for 90 days after your close of escrow, and in common areas for 90 days after acceptance by the HOA and association management company (if applicable). **Lack of watering or reasonable care and maintenance** voids our obligation to correct.
- **Red thread disease, crane fly damage, and other naturally occurring phenomena** that affect the health of plant materials are not covered.
- Neither the HOA nor the builder is responsible for replacing **burned or dried out sod or dead shrubs** due to pet urine or damage.
- Your **sprinkler system** (if installed) should operate as intended. If it does not, it will be repaired or modified during the warranty period. However, **programming the timer** is an owner responsibility. **Damage** to the system from pets, mowers, or other forms of negligence are not covered.
- We will address **grading or drainage issues that cause areas of standing surface water** larger than 30 sq. ft. for more than 48 hours within 10 feet of the foundation after a rain event during the term of the warranty. Frost, snow, and excessive saturation can extend the period of dry out.
- **Wet or squishy sod** is typical for our Northwest climate and may be present in areas of your yard throughout the year; this is not a warrantable item.
- Underground water table is variable and cannot always be reasonably predicted. **Soil that retains moisture for extended periods of time** is not a warrantable condition.
- Unfinished rear yards are typically finish-graded away from the home and covered with erosion-controlling bark dust. There is no warranty provision for **fine-grade, adding or removing top soil, or custom drainage beyond 10 feet of the foundation** of the home for personal landscaping plans.
- Specific concerns regarding **grading or drainage in common areas** should be directed to your HOA and association management company.
- If a **utility company** disturbs your landscaping, they are responsible for repairing those areas.
- Please refer to the *Grading and Drainage* section for further details regarding yard drainage.

PAINT & STAIN

Homeowner Tips and Maintenance

Your New Home Orientation is the opportunity for you to verify that all painted and stained surfaces are acceptable. However, **paint touch-ups and staining are final at the time of closing** (other than completion of warrantable repairs as needed throughout the warranty period).

Painted or stained surfaces, whether **interior or exterior**, are homeowner maintenance items which should be **periodically inspected and maintained** as necessary. Please see the maintenance schedule included in this manual for more information. Be aware that paint touch-ups are sometimes visible under certain lighting conditions.

Painted **interior woodwork** has been coated with washable latex paint. These areas may be wiped down with a soft sponge and mild soapy water. **Drywall surfaces** should be touched up with matching paint rather than wiped with a wet sponge or any type of cleanser. Spackle may be used to cover any small defects prior to paint touch-up. It is recommended that you wait a minimum of 30 days after move-in before washing painted trim. Do not use abrasive cleaners, scouring pads, or brushes.

You will receive a paint touch-up kit containing small amounts of all interior paints used in your home. This paint should be stored so as not to be exposed to freezing temperatures. **Your paint colors have been provided to you on a sticker on the hot water heater.**

Warranty Standards for Paint and Stain

- Paints and stains were applied properly and in a workmanlike manner.
- Only paint items noted on the New Home Orientation Tour will be repaired by us. You will be responsible for any subsequent paint touch-ups, unless they are part of another repair covered under warranty.
- Some variation in shades of paint and “**flashing**” (**sheen differences**) will be noticeable on wall and ceiling surfaces when viewed from certain angles. This is not considered a defect.
- Should any painted surface require touch-up as the result of a repair covered under warranty, **we do not guarantee exact color and finish match** of paint or of texturing on walls, ceilings, or trim.
- **Paint failure, fading, or damage to painted surfaces** due to weather, wear and tear, damage, or cleaning is not covered.
- We do not restore after-market **custom colors, wall treatments, or wall coverings** affected by a repair covered under warranty.

PLUMBING

Homeowner Tips and Maintenance

The plumbing system in your home has been installed to meet all applicable requirements and plumbing standards in this area. The plumbing system consists of all water supply lines, drain lines, vent piping, shut-off valves, and plumbing fixtures (including sinks, tubs and showers).

Your **main water shut-off valve** will be identified for you during your New Home Orientation Tour. It is important to know and remember the location of this shut-off valve in case of emergencies, such as a water line freeze or pipe break. **Individual shut-off valves** are located under the sinks and behind the toilets. Be sure to use these first in the unlikely event of a plumbing leak.

Aerators and screens located at the ends of faucets can be unscrewed and should be cleaned as needed.

A non-abrasive cleaner such as “Soft Scrub” or a liquid cleaner approved for the surface is recommended for **fiberglass and porcelain**.

Stainless steel sinks should be cleaned with soap and water to preserve their luster. Do not use abrasive cleaners, as they can damage the finish. An occasional cleaning with a good stainless steel cleaner will enhance and protect the finish. Care should be taken to avoid leaving produce or any highly acidic food on a stainless steel surface. This can cause residual food marks on the steel surface.

The **amount of water flow** to any plumbing location may increase or decrease as other plumbing fixtures within your home are operated. The **sound of water running through the walls** is a normal occurrence. The sound occurs as water drains through the pipes and does not indicate a leak. This is considered normal. The builder cannot remove these noises.

To **stop running water in a toilet**, check the shut-off float in the tank. You will most likely find it has lifted too high in the tank, preventing the valve from shutting off completely. In this case, adjust the set screw for the float until the water remains at the correct level. The float should be free and should not rub against the side of the tank or any other parts. Also check the chain on the flush handle; if it is too tight it will prevent the rubber stopper at the bottom of the tank from sealing, resulting in running water.

To avoid **frozen pipes**, heat should never be turned all the way off if you are away during winter months; be sure it is set at 65 degrees. **Cut off water supply to outside faucets and drain the water line.** In unusually frigid weather, when you will be gone for more than a day or two, open cabinet doors beneath sinks to allow warm air to circulate around pipes. An ordinary hair dryer can be used to thaw pipes that are frozen. **It is the homeowner’s responsibility to take extra measures to protect water pipes from freezing.**

Plumbing clogs may be caused by many different factors. **Drain clearing and maintenance is an ongoing homeowner responsibility.** It’s a good idea to have a plumber’s helper (plunger) available.

Warranty Standards for Plumbing

- The plumbing, water shut-off valves, and faucets and fixtures were installed properly and in a workmanlike manner.
- Only **cosmetic imperfections or surface damage** noted on the New Home Orientation Tour will be corrected by us. This includes all visible fixtures such as sinks, faucets, toilets, tubs and showers.
- All plumbing components that fail due to original materials and/or workmanship only will be repaired by us during the term of the warranty.
- Clogging of sewer or drain lines and plumbing fixtures resulting from **construction debris only** will be corrected by us. **Clogs resulting from homeowner negligence or failure to keep foreign materials out of the system are excluded from coverage under the warranty, and you will be billed for the plumber’s service.**
- **Frozen or damaged plumbing** due to extreme winter weather events are not warrantable. Winterization of hose faucets is an owner responsibility.
- Changes in temperature or the flow of the water itself may cause pipes to expand and contract, resulting in **ticking or popping noises**. This is typical and is not a deficiency.
- Excessive **“water hammer” (rattling or knocking noises when water is started or stopped)** due to improperly secured pipes only will be repaired by us during the term of the warranty.
- **Shower/tub squeaks** may occur through use and as the structure of your home settles over time. Like floor systems, a reasonable attempt may be made to minimize this during the warranty term. However, a completely squeak-free shower, tub, or combo unit cannot be guaranteed.

ROOFING

Homeowner Tips and Maintenance

The roofing, vents and flashing components of your roof system should not leak under normal weather conditions. However, roofs can leak under extreme weather conditions (i.e., strong, wind-driven rains can blow rain up the roof and into vents).

Although **periodic inspections of your roof** are necessary, excessive foot traffic on your roof can damage the shingles. Weight and movement will have a tendency to loosen and break roofing material. This could result in a roof leak. **No one should attempt to walk on a wet roof or a roof that is frosted over.** It is best to call a roofing professional for any roof inspections or repairs, including replacing shingles.

Authorized persons walking on a roof should always follow safety requirements, including roping off and using **fall-arrest devices**. Fall-arrest devices attached to the roof during the course of construction may not be safe for later use. Prior to their use, they should be thoroughly inspected by qualified personnel. When not in use, they should be covered with a weatherproof boot to prevent leakage.

Keep the **roof valleys** clean. A build-up of leaves and debris can create a natural dam. The resulting back up of water can cause roof leakage. After **severe storms**, a visual inspection of the roof to identify any potential damage is recommended. If applicable, contact your homeowner's insurance company immediately or a roofing specialist if you notice any storm-related damage from the ground.

Warranty Standards for Roofing

- Roofs were installed properly and in a workmanlike manner, and should not leak if properly maintained by the homeowner.
- **Severe weather conditions** such as ice and snow build-up, high winds exceeding shingle manufacturer tolerances, hurricanes, tornadoes or extensive driving rain can cause damage. **Storm damage of this type is excluded from this warranty.**
- **Attic vents and louvers** are required by local codes to properly vent the home. Infiltration of rain or snow depends of the force and direction of the wind. We cannot be responsible for force and direction of prevailing wind-driven rain or snow.
- **Warrantable roof repairs** are made only when the roof is dry.

SIDING & EXTERIOR FINISHES

Homeowner Tips and Maintenance

The exterior of your home is finished with some combination of fiber cement siding, brick or stone veneer, and various wood trims.

Fiber Cement Siding and Wood Trims

Fiber cement siding is a very durable siding material. Typically it is composed of a Portland cement and a cellulose fiber blend that will not burn, will not rot, inhibits fungus growth, and is termite resistant.

Fiber cement siding will need to be painted after a few years. Before painting, remove dirt or mildew from the surface. Dirt should be removed with a soap and water solution. Cleaning the siding ensures a clean surface to which the paint can adhere. Mildew should be removed with a bleach and water solution. Before painting, killing mildew is absolutely essential, as any mildew let on the surface will eventually grow through the new coat of paint.

Be aware that improper **holes or penetrations of the siding** to hang planters or modify the exterior of your home may void the manufacturer's limited product warranty and may affect coverage under the warranty. It could cause water intrusion, resulting in subsequent damage.

Also check to ensure **wood trims** around windows, doors, etc., are caulked well on a seasonal basis. These boards can dry out and shrink over time, and good maintenance will help maintain their viability.

Brick and Stone

Brick and stone have a reputation for durability and low maintenance. However, minor chipping, cracks, or mortar shrinkage and cracking are normal and should not cause concern.

Occasionally, a white powdery substance called **efflorescence** may appear on masonry. This is a normal occurrence and does not indicate that there are any problems with the product. While efflorescence can be removed, it will usually disappear over time. Consult your home center or hardware store for instructions regarding the removal of efflorescence.

Periodically, **stone and brick joints should be inspected** for signs of loose material, cracking mortar joints, or water intrusion. As a homeowner, you will need to regularly inspect and maintain the masonry.

Hairline cracks and minor separations of all exterior materials are to be expected, and will require regular homeowner maintenance. **Regular maintenance of caulking is ultimately a homeowner responsibility.** Failure to maintain caulking and any **damage resulting from deteriorated caulk** is not covered under this warranty.

Additionally, **cracking or delamination of wood** decks, fences, porches, railings and trims occurs with normal exposure to the elements and is to be expected. Certain types of wood should be painted or sealed continuously; this is considered a homeowner maintenance item.

Warranty Standards for Siding and Exterior Finishes

- Siding, wood trims, and brick and stone were installed properly and in a workmanlike manner.
- **Variations in brick or stone products** are to be expected and are not covered under the warranty. We are not responsible for **color matching or texture differences in repaired areas** or in discontinued products.
- **Separation between siding, masonry, and trim** in excess of 3/8" will be caulked or sealed during the warranty term on annual visits only. New caulk in painted areas will be touched up only and may not match older paint in surrounding areas.
- **Brick and stone that come loose** will be repaired during the warranty term on annual visits.
- **Stone and siding elevation heights** are determined prior to backfill and grading, and will differ from home to home based on individual site conditions, even at homes with similar plan styles. Stone elevations will not be modified after close of escrow.
- **Mortar cracks** in excess of 1/8" will be repaired by surface patching or pointing during the warranty term on annual visits. Mortar patching color may not match and is not a deficiency.
- Siding will be **replaced or repaired** as needed per manufacturer's specifications (i.e., **delamination, excessive gapping**, etc.) unless caused by owner neglect to maintain siding properly. If repairs/replacement is deemed necessary on painted products, only new materials will be painted.
- **Manufacturer warranties** will be utilized as appropriate.
- Siding that is **loose or fallen** due to improper installation will be repaired or replaced.
- **Damage from storms** is not a warrantable condition.

TRIM & MOULDINGS (interior)

Homeowner Tips and Maintenance

Separation of wood trim and backsplashes from adjacent material is a normal result of shrinkage that can require caulking and/or touch-up painting as a repair.

Shrinkage may cause a piece of trim to pull away from the wall. Tacking the trim back in place can be accomplished with a finish nail and hammer. Separation of wood trim from the adjacent material and at trim joints is a normal result of shrinkage that may require caulking and paint touch up as a repair.

Warranty Standards for Trim and Mouldings

- The interior surface wood trim was installed properly and in a workmanlike manner.
- Only those items noted on the New Home Orientation Tour will be repaired by us.
- **Minor imperfections in texture, nail dimples, and painting** are to be expected and are not covered under the warranty.
- **Hairline cracks and minor separations** are typical and not considered defects.
- We will repair **open joints in mouldings** or between **mouldings and adjacent surfaces** if the gap is more than 1/8" wide during the term of the warranty on annual visits. Caulking or puttying is an acceptable repair.

VINYL FLOORING

Homeowner Tips and Maintenance

Vinyl flooring is designed to be a resilient, water resistant floor covering that adds color and designer patterns to various areas of your home. Although vinyl floors are designed for minimal care, they do require maintenance.

- Wipe up spills and vacuum crumbs instead of washing vinyl floors frequently with water. Mopping or washing with water should be limited; **excessive amounts of water on vinyl floors can get under edges, causing the material to lift and curl.**
- Special emphasis should be placed on **maintaining the caulking** where flooring meets tub and shower walls. Numerous caulking products are available at both hardware and paint stores, and store personnel should be able to make recommendations. Regularly inspect **caulking at tubs and showers** to ensure that water infiltration is prevented.
- Use extreme caution when moving appliances or furniture across vinyl floor coverings. **Tears and wrinkles** can result. Coasters should be installed on furniture legs to prevent permanent damage.
- Some area rugs can cause **discoloration** of the vinyl flooring beneath them.

Warranty Standards for Vinyl Flooring

- The vinyl flooring was installed properly and in a workmanlike manner. **Stains, spots, gouges and/or cuts noted on the New Home Orientation Tour only** will be repaired by us. No warranty is offered on these cosmetic items beyond the orientation.
- The following items will be repaired by us during the term of the warranty:
 - Vinyl flooring that becomes **loose** or that **lifts** or **bubbles**. This excludes damage caused by factors such as damage or negligence (such as excessive water puddling or exposure). Bubbles may be repaired by injecting adhesive through a cut placed in the flooring.
 - **Nail pops** that break through the surface of the vinyl flooring.

- **Gaps in seams** in excess of 1/8" or curling of seams not due to homeowner negligence or excessive water damage.
- **Depressions or ridges** that exceed 1/8" in height or depth (measured with a straight edge perpendicularly over the ridge and the deflection measured no more than 3" from the ridge).
- **Color variation** with replacement vinyl is beyond our control and is not guaranteed.
- **Patching and vinyl seam sealers** are acceptable methods of vinyl flooring repair.

WATER HEATER

Homeowner Tips and Maintenance

Your water heater is either gas or electric and typically holds at least 40 gallons of water. Some of our homes have two water heaters. This will have been reviewed with you on your New Home Orientation. An information pamphlet attached to the side of the heater contains details on recommended temperature settings, relighting the pilot light (if equipped), energy saving tips, as well as cleaning and draining instructions. In all cases, hot water heater care and maintenance is a homeowner responsibility. **Carefully read and follow the manufacturer's literature for your specific model of water heater.**

The area around a water heater should be kept clean to prevent operation interference. The top of an electric water heater should never be used as a storage shelf. Do not store flammable or combustible materials near your hot water heater.

If you discover that you have no hot water, check the **temperature setting, breaker panel, gas supply (if applicable) and water supply valve** before calling for service.

Warranty Standards for the Water Heater

- The water heater was installed properly and in a workmanlike manner.
- Some slight **rusting of fittings and surfaces** due to condensation of hot and cold materials is typical with use and is not a deficiency.
- Your water heater is covered for **active leaks** and **non-functionality due to original installation only** during the first three years of the warranty term.
- The manufacturer's limited warranty typically provides for a longer duration.

WINDOWS, SCREENS & PATIO DOORS

Homeowner Tips and Maintenance

The windows in your home should operate with relative ease and locks should perform as designed. Some windows may be easier to operate than others. The **ease of operation** can change with expansion and contraction, causing some windows and sliding doors to become stiffer from time to time. This is normal and to be expected.

Clean vinyl surfaces with warm, clear water and only use cleaners approved for vinyl surfaces. Do not use any abrasive cleaners. **Clean glass** with products designed for glass cleaning and that do not contain any abrasives. Do not use any type of scrubber or scrubber sponge on either glass or vinyl surfaces. Make certain that **the tracks on windows and sliding doors** are kept clean and free of debris. Silicone lubricants are recommended. **"Weep holes"** are located in these bottom tracks to drain to the exterior and need to be kept clean to prevent water intrusion during heavy rains.

Condensation on interior surfaces of glass panes and/or frames is typically the result of high humidity within the home and low outside temperatures. Proper ventilation can help minimize this occurrence. For more information on ventilation, please refer to the *Condensation* portion of this booklet. Many vinyl windows contain an operable **fresh-air vent** which is considered part of your home's ventilation system.

Most sliding windows (both vertical and horizontal) are designed for an average pull. If **sticking** occurs or excessive pressure is required to open or close, a silicone lubricant is recommended.

Sliding doors lock from the inside only; there is no key. Acquaint yourself with the operation of the door hardware for maximum security.

Warranty Standards for Windows, Screens and Patio Doors

- Windows and patio doors were installed properly and in a workmanlike manner.
- Only **cosmetic damage or functionality issues** noted on the New Home Orientation Tour will be repaired.
- **Scratched, cracked or broken glass** is not covered under this warranty.
- **Broken, bent, torn, or missing screens** are not covered under this warranty. Some screens may have varying **gaps between the screen and window frame** up to 1/8" at the edges to allow for spring-tensioned installation and removal; this is not a defect.
- **Double-hung windows that do not stay in place when open** are permitted to slide up to 2" after lifting. Beyond this tolerance, sash balances can be adjusted by the window manufacturer representative.
- Due to narrow heights and heavy glass panels, some **sliding windows and glass doors may contact frames when closing**; this is not a defect. Simply push or pull on the frame while sliding to maneuver into locking position.
- If **condensation forms between the glass panels**, the window manufacturer will resolve this issue under their warranty.

- *End of Warranty Performance Standards* -

TEN-YEAR WARRANTY ON STRUCTURAL COMPONENTS ONLY

For the first ten years of this Limited Warranty which begins on the date of your closing, your home is warranted to be free from “Major Structural Defects”.

The Criteria for Establishing a Major Structural Defect

All three (3) parts of the Major Structural Defect criteria must be met to classify as a Structural Defect. These criteria are intended for coverage of catastrophic failure of load-bearing elements of the home:

1. **Actual physical damage** to one or more of the following load-bearing elements of the home (see list a-h below).
2. **Actual physical damage** caused by the failure of such load-bearing elements which affect their load-bearing function
3. **Actual physical damage** to the load-bearing element to the extent the home becomes unsafe or unlivable.

The Following List Would Constitute Load-Bearing Elements

- a) Structural columns
- b) Load-bearing walls and partitions
- c) Floor systems (structural slabs, joists and trusses only)
- d) Roof framing members and systems (rafters and trusses only)
- e) Foundation systems and footings (which are an integral part of the home and are structurally attached)
- f) Load-bearing beams
- g) Load-bearing girders
- h) Load-bearing lintels (other than lintels supporting veneers)

Elements which are NOT considered to be Major Structural Defects, include, but are not limited to:

1. Brick, stucco, or stone veneer
2. Finish flooring material and floor coverings
3. Plaster, lathes or drywall
4. Wall tile or paper and other wall coverings
5. Non-load-bearing partitions and walls
6. Doors, windows, trim, cabinets, hardware, insulation, paint, stains
7. Appliances, fixtures or items of equipment
8. Heating, cooling, ventilating, plumbing, electrical, and mechanical systems
9. Roof shingles, tar paper, all sheathing and other surface material
10. Any type of exterior siding
11. Concrete floors (i.e., garages and non-structural flatwork)
12. Decks and porches

NEW HOME LIMITED WARRANTY (NHLW) TERM

Should you need to sell your home during the warranty term, you will have the ability to demonstrate that your home is a better value for a prospective buyer because your home is under warranty.

The NHLW is a legal document that governs the Polygon X3 Service Program for 36 months, and structural issues for up to ten (10) years from the original close of escrow. However, **the Polygon X3 Service Program is a 36-month program that DOES require a \$100 transfer fee if the home is sold during the first three years, and must be transferred into the new owner's name within 10 days of close of escrow to remain in effect.**

Beyond the first three years, the NHLW remains in force (over structural components only) for up to ten (10) years from the date of the original purchaser's close of escrow, regardless of change of ownership, with no subsequent transfer fees needed.

POLYGON X3 SERVICE AND WARRANTY TERM

Unless stated otherwise, the Polygon X3 Service Program term will be **three (3) years (i.e., 36 months) from the date of original close of escrow.**

Transferring Your Polygon X3 Warranty Service

The Polygon X3 Service is included with your new home purchase, which provides the most comprehensive coverage available for three full years after you close on your home.

The Polygon X3 Service is fully transferable to a new owner. Simply fill out the Polygon X3 Service Transfer form, and send it to us with the transfer fee. **(This form must be received in our office within 10 days of the new close of escrow date to remain effective).** See form on the next page.

POLYGON X3 SERVICE TRANSFER FORM

Following the submission of this form to Polygon Northwest **within 10 days of the close of escrow**, along with the **transfer fee of \$100.00**, any coverage remaining under the POLYGON X3 SERVICE CONTRACT applicable to the home specified on the NHLW Warranty Form is transferred to the subsequent homeowner. Any obligations under the POLYGON X3 SERVICE CONTRACT to any subsequent homeowner shall not exceed the limit of liability remaining at the time of transfer, if any.

The undersigned home buyer(s) hereby acknowledge and agree:

I/we acknowledge that I have reviewed, understand and agree to all the terms of the POLYGON X3 SERVICE CONTRACT.

Transfer of the POLYGON X3 SERVICE CONTRACT does not extend its duration. The term of the warranty begins on the date of the close of escrow of the original purchaser.

I/we understand that I/we am/are responsible for the maintenance of the home including maintenance of the grade of the land surrounding the home, and that the builder shall not be responsible for any defect of damage to the home which is the result of my/our failure to maintain the home.

I/we acknowledge and agree to the Binding Arbitration Procedure contained in the New Home Limited Warranty.

Signature of Current Homeowner(s):

_____ **Date:** _____

_____ **Date:** _____

Signature of Subsequent New Home Buyer(s):

_____ **Date:** _____

_____ **Date:** _____

INSTRUCTIONS: Within 10 days of the close of escrow, complete this form, enclose a check in the amount of \$100.00 payable to Polygon WLH, LLC, and a photocopy of applicable settlement/closing documents indicating transfer of title and mail to:

**Polygon Northwest Company
Attn: Warranty Transfer
703 Broadway, Suite 510
Vancouver, WA 98660**