

# WARRANTY MANUAL

Candlelight  
Homes™  
*We Build Beautiful*



August 18, 2017

# WARRANTY SERVICE SUMMARY



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# Welcome

Dear Candlelight Homes Homeowner,

Congratulations on your decision to purchase a Candlelight home! We at Candlelight Homes believe in being an integral part of your community by creating and maintaining beautiful homes of which we all can be proud.

Candlelight Homes has designed this Homeowner's Manual to help guide you through your new home purchase. This manual contains important information to make this exciting time more enjoyable for you and your family.

Your new home is protected by the Candlelight Homes builder warranty. The performance standards contained in this Homeowner's Manual provide the basis of our commitment of service to you.

We at Candlelight Homes take great pride in each home we build. Our goal is to exceed your expectations, so please take the time to review this guide thoroughly. These important facts, helpful suggestions, and maintenance directions will help you preserve the quality and life of your new Candlelight home.

Sincerely,

The Candlelight Homes Team

# Utility and Emergency Services

## When to Call

Our trade contractors and local utility companies provide emergency response to the following conditions:

- » Total loss of heat when outside temperature drops below 50°F
- » Total loss of electricity or power to refrigerator or furnace
- » Total loss of water
- » Plumbing leak requiring shutoff of entire water supply
- » Gas leak

## Phone Numbers

|                   |  |                |
|-------------------|--|----------------|
| <b>GAS</b>        | Questar Gas .....  | 1-800-767-1689 |
| <b>POWER</b>      | Rocky Mountain Power .....                               | 1-877-508-5088 |
| <b>HEATING</b>    | <input type="checkbox"/> Blackfoot HVAC .....            | 801-250-6677   |
|                   | <input type="checkbox"/> Comfort Solutions .....         | 801-393-2206   |
|                   | <input type="checkbox"/> Titan Heating and Air .....     | 801-972-0905   |
| <b>PLUMBING</b>   | <input type="checkbox"/> C&A Plumbing .....              | 801-791-4099   |
|                   | <input type="checkbox"/> Hillcrest Plumbing .....        | 801-255-3463   |
|                   | <input type="checkbox"/> JD All Service Plumbing .....   | 209-814-1509   |
|                   | <input type="checkbox"/> Rheem W.H. (water heater) ..... | 800-432-8373   |
| <b>ELECTRICAL</b> | <input type="checkbox"/> Amp'd Electric .....            | 801-557-7051   |
|                   | <input type="checkbox"/> Surge Electric .....            | 801-623-7709   |
|                   | <input type="checkbox"/> Hanson Electric .....           | 801-808-9627   |
|                   | <input type="checkbox"/> Big Sky Electric .....          | 801-440-6777   |

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## Owner Login

Go to [www.CandlelightHomes.com/Warranty](http://www.CandlelightHomes.com/Warranty) and click the "Submit Claim" button. Your temporary login is listed below. You will be prompted to set up a new password the first time you visit the site. Details are on page 10.

### Temporary Login Information:

|           |   |
|-----------|---|
| User Name | <input type="text" value="Your Email Address"/> |
| Password  | <input type="text" value="Password123"/>        |

### New Login Information:

|           |                      |
|-----------|----------------------|
| User Name | <input type="text"/> |
| Password  | <input type="text"/> |

For emergencies during business hours, after hours, or on weekends and holidays, call the necessary trade contractor or utility company directly. Then please report your emergency to Candlelight Homes by entering a claim. Just click the "Submit Claim" button on the [www.CandlelightHomes.com/Warranty](http://www.CandlelightHomes.com/Warranty) page. Our warranty department will then follow up with you to make sure your claim has been resolved.

# Emergency Service

While emergency warranty situations are rare, prompt response is essential for resolution. Begin by checking items that are accessible to you. You can find troubleshooting tips throughout this manual to help with checking several of your home's components:

- » Electrical
- » Heating
- » Plumbing

Please refer to the individual categories located in the limited warranty section of this manual. Often, by taking the appropriate actions, you can solve the problem immediately or mitigate the situation until a technician arrives.

Note that if a service [gas, electricity, water] is out in an entire area, attention from the local utility company will be needed. Trade contractors are unable to help with such outages.

## **Air Conditioning**

Understandably, if your air conditioner is not working, you want it fixed as quickly as possible. In a typical scenario, many other Homeowners across our region will discover they too need service on their air conditioners on the same hot day that you do. The trades who address these needs generally respond to calls on a first come, first served basis. If your call for service is during one of these time periods, you may have to wait several days for a technician to arrive. For this reason, we recommend that you operate your air conditioner as soon as the temperature is consistently warm. In this way, if service is needed, you can avoid the rush and get a more satisfactory response.

## **Roof Leak**

While we agree with Homeowners that a roof leak is indeed an emergency, the reality is that repairs cannot safely or effectively be performed while the roof is wet. Submit a claim with the instructions listed in the Non-Emergency section of this manual, take appropriate steps to mitigate damage, and we will follow up when conditions are favorable for repairs.

*See Roof in the warranty section of this manual for more details.*

## **Other Emergencies**

In addition to emergency situations covered by our limited warranty, be prepared for other kinds of emergencies as well. Post phone numbers for the fire department, police, paramedics, and poison control near phones in your home. Have companies in mind in the event you need a locksmith, water extraction, glass breakage repair, or sewer roofer service.

## **Non-emergency**

First, check the troubleshooting tips under several individual headings located in this manual.

If those tips do not solve the problem, submit your claim on NewStar by going to [Candlelighthomes.com/Warranty](https://www.candlelighthomes.com/Warranty) and clicking on the "Submit a Claim" button. Follow the instructions in the "Requesting Warranty Service" section in the following pages.

## **Storm Damage or Other Natural Disaster**

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

# Requesting Warranty Service

During the first year of ownership, your new home is covered by our limited warranty, the details of which are defined in this Homeowner's Manual. The performance standards contained within provide the basis of our commitment of service to you. It will explain which items are covered under warranty and the procedure for requesting warranty service. We suggest that you review the Limited Warranty section of this manual before you request service. This will help determine if your request is covered by the Candlelight Homes Limited Warranty, or is considered to be your responsibility.

## Set Up Your Account in NewStar

Once you have entered Candlelight's warranty system, complete the following steps to set up your account:

- » Go to the email you have received from newstar@daiutah.com
- » Click on the link in the email
- » Follow the steps to update your user name and password

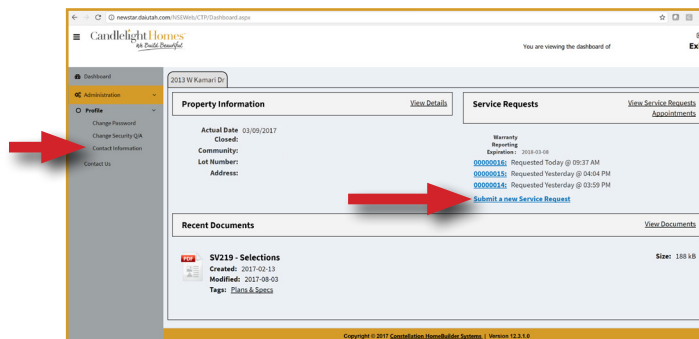
## Best Practices

Please make sure your name, email address, and phone number are correct in your profile. Also include the name and phone number for the person who should be contacted regarding each claim in the description box. This will provide the correct information so the appropriate subcontractor can call you to set up an appointment. Attaching a photo of the claim, if you have one, is the best way for us to determine how your claim should be handled.

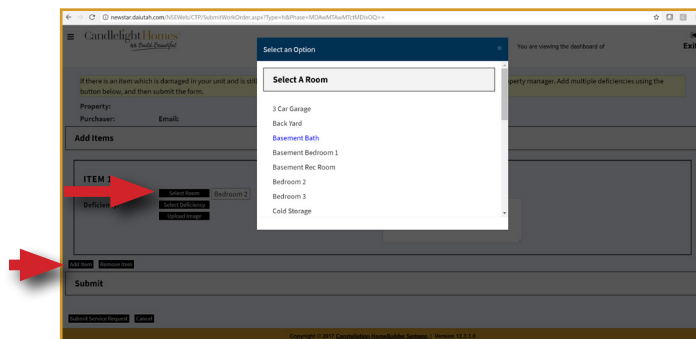
## How to Submit a Claim

Except for emergency situations, which are clearly specified in your Homeowner's Manual, all service requests must be submitted through NewStar. To create a claim, complete the following steps:

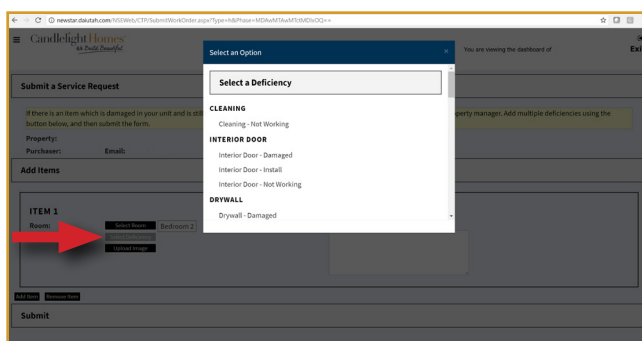
- » To access the NewStar website, go to CandlelightHomes.com/Warranty
- » Click the "Submit Claim" button
- » Once you are redirected to the NewStar website, sign in to your account with your new login and password
- » Enter your username and password (see page 5)
- » Under Administration > Profile > Contact Information, make sure your contact information is up to date
- » When finished, click the "Submit a new Service Request" link



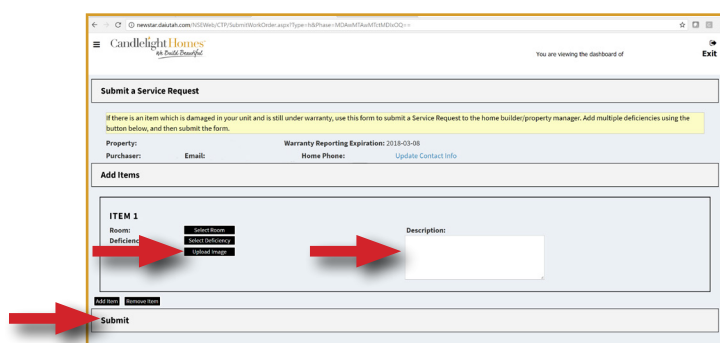
- » Under Item 1, click the “Select Room” button to select the option that best describes your room



- » Under Item 1, click the “Select Deficiency” button, then scroll through the options to find the deficiency that best applies to your service request



- » Type a brief description of the issue such as “Touch up paint” and your contact information for the subcontractor
- » If you have photos for your service request, click the “Upload Image” button
- » Click “Add Item” for each additional service request



- » Repeat the process for each item
- » Once all items are added and all fields are complete, click the “Submit” button at the bottom of the page

## Response Time

It is our Warranty Department’s policy to complete repairs and replacements within thirty (30) days from the receipt of your service request. However, due to circumstances beyond our control, some repairs may take more than thirty (30) days. Delays can be caused by things such as shortage of materials, back ordered parts from manufacturers, labor problems, inclement weather, and more. You will always be kept informed of any work scheduled for your home.

# Warranty Claim Processing

When we receive a warranty service request, we may contact you for an inspection appointment. Warranty inspection appointments are available Monday through Friday from 9:00 a.m. to 4:00 p.m. We inspect the items listed in your request to confirm warranty coverage and determine appropriate action. Generally, reported items fall into one of three categories. They are as follows:

- » Trade contractor item
- » In-house/builder item
- » Home maintenance item

If a trade contractor is required to perform repairs, we assign the claim to the appropriate trade contractor and describe the situation that needs to be addressed. If the item is home maintenance, we will review the maintenance steps with you and offer whatever informational assistance we can. Occasionally the inspection step is unnecessary, in which case we issue the claim to the trade contractor directly.

## Help Us to Serve You

We can provide service faster and more accurately if we have all the necessary information. With your warranty request, please include:

- » The best way to contact you, text or call, with phone number(s) where you can be reached during business hours
- » A complete description of the problem such “Cold water line leaks under sink in guest bathroom” rather than “plumbing problem”
- » Information about the best days or times to reach you. For instance, if calling you at work is acceptable, let us know. Otherwise, we will use your home phone number. If you are usually home on Thursday, include that information in your request.
- » Please keep in mind our regular business hours

## Repair Appointments / Work Hours

Many Homeowners ask whether evening and weekend appointment times are available. Candlelight Homes understands the desire for appointments outside of normal business hours, however, our office and trade partners only operate Monday through Friday. Although some rare circumstances, such as emergencies, may warrant after hours service, please plan for your normal warranty repairs to be performed Monday through Friday during regular business hours.

Our business hours are as follows:

- » Administrative staff: Monday through Friday | 9:00 a.m. to 5:00 p.m.
- » Inspection appointments: Monday through Friday | 9:00 a.m. to 4:00 p.m.
- » Work appointments: Monday through Friday | 9:00 a.m. to 4:00 p.m.

We appreciate your understanding and cooperation.

## **Construction Standards**

While we strive to build a defect-free home, we understand that, with repeated use, items in your home may fail to perform as they should. When this occurs, we will make the necessary corrections to ensure the items meet our warranty guidelines. In support of this commitment, Candlelight Homes provides you with a limited warranty, and follows the guidelines put forth by the National Association of Home Builders Residential Construction Performance Guidelines.

## **Sometimes We Break Our Own Rules... In Your Favor**

Our criteria for qualifying warranty repairs is based on typical industry practices in our region. Please note that we reserve the right to exceed these guidelines if common sense or individual circumstances make that appropriate. This does not mean that we are obligated to exceed all guidelines to a similar degree for all Homeowners.

## **Sometimes We Say No**

With a product as complex as a home, viewpoints can differ regarding which tasks are your responsibility and which are Candlelight Homes'. If you request warranty service on a maintenance item, we will happily walk you through the steps needed to care for the item. Even after the warranty period has expired, we are always available to answer your home-care questions. Providing normal maintenance for your home is your responsibility, but we are more than willing to provide professional advice.

## **Repair vs. Replace**

If a warranty-covered defect occurs and is reported during the warranty period, Candlelight Homes will repair or replace with the sole option of selecting the methods and materials used in the corrective measure.

This decision to "Repair or Replace" is solely that of Candlelight Homes or its representatives.

## **Access to Your Home**

Candlelight Homes conducts inspections of interior warranty items only when an adult is available to accompany our representative and point out the items listed in the request.

Both our in-house service technicians and those of our trade contractors will also perform repairs only when an adult is available to admit them to your home. An adult is a person 18 or older who has your authorization to admit service personnel and sign completed work orders.

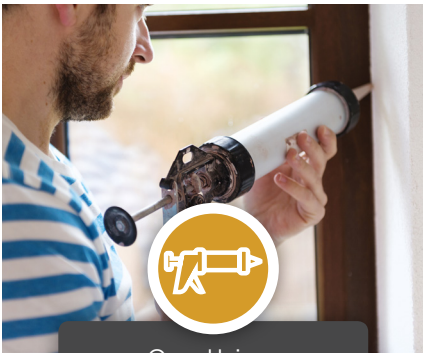
We do not accept, nor will we permit our trade contractors to accept your keys and gain access to your home without an adult present. While we understand that this means processing warranty service items may take longer, our primary concern is your peace of mind and security.

## **Exterior Items**

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

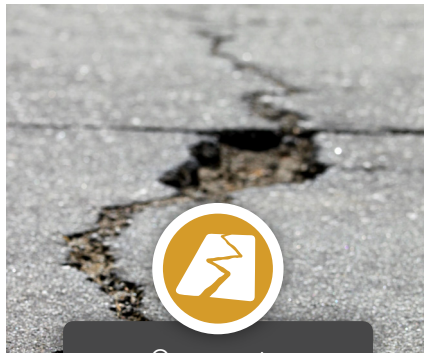
# LIMITED WARRANTY





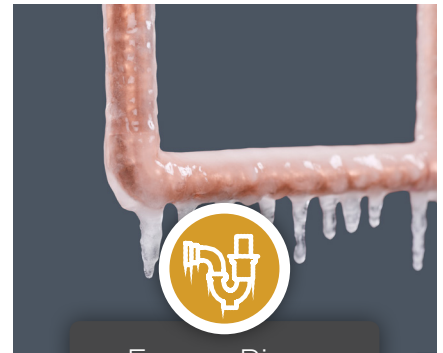
Caulking

Shrinking of caulk is inevitable. For best results, re-caulk interior and exterior locations regularly. This is especially important for wet areas.



Concrete

Concrete slabs will crack due to expansion and contraction. This is normal. Do not use ice melt products on your new concrete, as this can cause chipping or flaking and is not covered under your limited warranty. Please refer to your Homeowner's Manual for concrete crack tolerances.



Frozen Pipes

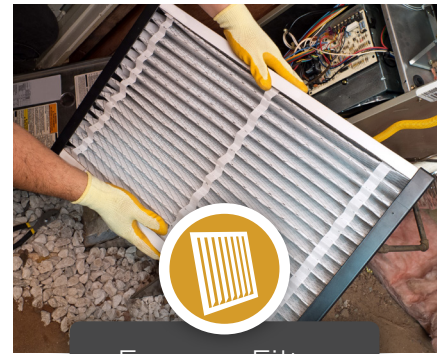
Winterizing your backflow preventer, plumbing, and sprinkler system prevents frozen pipes and harmful water damage. It is your responsibility to perform this yearly maintenance.



Garage Door

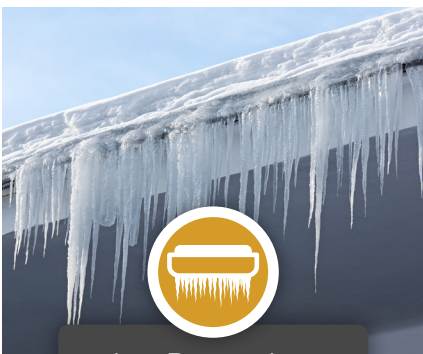
Keep objects away from your garage door sensors. You may need to adjust them if they become misaligned. Lubricate the door rollers and hinges every six months to ensure noise-free operation.

## The Most Common Requests That Are Not Covered Under Your Warranty



Furnace Filter

It is important to change your furnace filter on a monthly basis. Your furnace will work more efficiently during the winter and summer, you will save on your utility bills, and you will extend the life of your furnace.



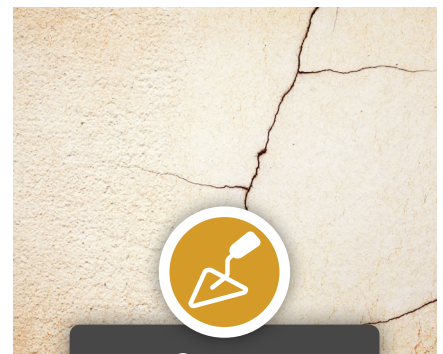
Ice Damming

Ice dams on roofs and in gutters are caused by extreme weather conditions. You may need to install heat cables to keep water flowing through your gutters. This will prevent overflow and ice buildup.



Paint

You will receive leftover paint from your home. This touch-up paint is perfect for minor nicks, scratches, and cosmetic maintenance.



Stucco

Some cracking is expected with a stucco exterior. This is normal for most cement products. Refer to your Homeowner's Manual for stucco crack tolerances.

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## **Pets**

Candlelight Homes respects that pets are true members of your family. To prevent the possibility of your animals getting injured or lost, we ask that you restrict all pets to a comfortable location during any warranty visit. This policy is also in place to protect our employees and trade personnel. We have instructed Candlelight Homes and trade personnel to reschedule the appointment if pets have access to the designated work area.

## **Personal Belongings**

In all work performed in your home, we always want to ensure that your personal belongings are protected. When warranty work is scheduled for your home, we ask that you remove vulnerable items or belongings that might make performing the repair difficult. We have instructed Candlelight Homes and trade personnel to reschedule the appointment if such items are present, rather than risk damaging your belongings.

## **Surfaces**

We expect all personnel who work in your home to arrive with the appropriate materials to cover the work area. This protects your home from damage and catches dust and scraps from the work being performed. Similarly, all personnel are expected to clean up the work area and remove any excess materials that have been brought in.

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

## **Signatures on Work Orders**

Signing a work order acknowledges that a technician worked in your home on the date shown and with regard to the items listed. It does not negate any of your rights under the warranty, nor does it release us from any confirmed warranty obligation. If you prefer not to sign the work order, the technician will note your preference, sign the work order, and return it to Candlelight Homes for our records.

## **Completion Time**

Regular review of outstanding warranty claims is part of our office routine. Checking with trades and Homeowners alike, we strive to identify the cause for delays and get all warranty work completed within an appropriate and reasonable timeframe.

## **Weather Delays**

We intend to complete warranty claims within 30 work days of the inspection unless your schedule prevents it. If a back-ordered part or similar circumstance causes a delay, we will let you know. Likewise, when weather conditions prevent the timely completion of exterior items, we will follow up to ensure that they are addressed when conditions are right. This means you may have to wait several months in some cases.

## **Missed Appointments**

Good communication is the key to successful completion of warranty items. We strive to keep you informed and protect you from inconvenience. We understand that unexpected events can result in missed appointments, however, we request that any cancellations be made in advance. If a Candlelight Homes employee or trade person will be late, he or she will contact you as soon as the delay is recognized, offering you a choice of a later time the same day or a completely different appointment.

## I. Introduction

We view the terms of your warranty as 1) what you can expect as our customer and 2) what your home expects from you in terms of preventive maintenance. It is our goal to help you understand how to prolong the life of your home through regular maintenance. None of the materials used in the construction of your home will last forever; however, they will last for a very long time if properly maintained.

This Introduction is general and explanatory in nature, and does not create any independent warranty obligations on the part of Candlelight Homes. For more information concerning the Limited Warranty provided by Candlelight Homes, please refer to the following sections:

- II. The Limited Warranty
- III. The Limited Warranty Limitation of Liability
- IV. Warranty Exclusions
- V. Other Limited Warranty Terms

This Warranty is non-transferable and only applies to the original purchaser of the home.

### **What the Homeowner Can Expect from Candlelight Homes**

Subject to the terms of the Limited Warranty and the Warranty Coverage section in the pages to follow.

1. Lot Drainage - Your home has been placed on soil engineered to withstand the anticipated settlement based on soil conditions found in your area, and should not settle in such a way as to create structural problems during the one (1) year warranty period. Please refer to the "Drainage System and Engineered Grade" document received at your Homeowner Orientation for more information.
2. Concrete Surfaces - The concrete surfaces in your home should fulfill the functions for which they were intended without excessive settlement, cracking, or secondary damage such as leaking. Since concrete is likely to crack, standards are defined in detail in the Limited Warranty which follows. (Please see the Concrete Flatwork Topic in the Warranty Coverage section for more details).
3. Structural Integrity - Homes are constructed by multiple people using a variety of difficult materials, so some tolerances are to be expected. What we consider to be acceptable tolerances is defined in the detailed Warranty Coverage section.
4. Intrusion of the Elements - Your home should not leak. Exceptions may occur, such as driving rain forcing water into vents, windows, or under doors. Cold storage rooms and basements may show some signs of dampness and are not always waterproof, but under normal circumstances your home should protect you from the intrusion of the elements.
5. Mechanical Systems - The systems installed in your home to provide power, water, treated air, ventilation and waste disposal should work consistently with the Warranty Coverage section.
6. Finished Surfaces - Finished surfaces should maintain uniform or characteristic appearances for a reasonable period of time. Cracks or surface deterioration should be repaired as outlined in the Warranty Coverage section.
7. Personal Property - Candlelight Homes is not responsible for removing, replacing, or paying for Homeowner installed items such as fences, landscaping, sprinkler systems, light fixtures, furniture, wall paper, appliances, fixtures, etc., not included in the original sale of the home.

## What Your Home Should Expect From You

1. Your home and lot were designed with a particular drainage pattern that will carry surface water from rain and irrigation systems away from your foundation. Water should not be directed toward the foundation, either in the form of lot drainage or for the use of an irrigation system.
2. Concrete surfaces should be free of salts, other deicing chemicals, and excessive weight such as moving vans or storage pods. Yard drainage should be maintained in order to divert water away from concrete surfaces. This will eliminate the chance of undermining the surface and eroding the bearing soil.
3. Any structural additions to the home must be performed by professionals who understand load bearing issues. Local municipalities require permits for building additions to ensure that the structural integrity is maintained.
4. Caulk is used to seal windows and doors. This will require inspection on a regular basis and replacement when necessary.
5. The mechanical systems of your home are designed for normal use. Placing above average demands on them, such as plugging several electrical devices into one circuit, will present problems. Periodic maintenance (i.e. furnace filters) will allow the home to perform as designed.
6. Wood products in the home require cleaning and sealing to prevent problems such as water penetration and exposure to the elements. Painted or sealed surfaces must be cleaned and refinished on a regular basis. If these precautions are not taken, these materials will deteriorate over time.

Care and maintenance instructions are included in this manual for many of the components of your home. By following these instructions, the life of your home will be extended exponentially. You, as the Homeowner should read this Limited Warranty in its entirety to understand the protection it provides, exclusions that apply, and the performance standards which determine coverage in each case.

## II. The Limited Warranty

To the limited extent set forth herein (including but not limited to the Warranty Coverage section), Candlelight Homes warrants the home for a period of one (1) year beginning on the date of settlement and expiring on the one (1) year anniversary of the date of settlement, against any "Covered Defects". "Covered Defects" are defined as defects in workmanship and/or materials that are either part of the structure or are elements of the home as supplied by Candlelight Homes at the date of settlement. "Covered Defects" are more particularly described and explained in the "Warranty Coverage" section and expressly include the warranty exclusions set forth in part IV. The existence of a "Covered Defect" does not constitute a breach of this Limited Warranty, however, Candlelight Homes may be obligated to repair or replace the item to conform to the Warranty Coverage, as further set forth herein. This is not an insurance policy, nor a maintenance agreement, but a definition of what you, as the Homeowner have a right to expect in terms of warranties.

### III. The Limited Warranty Limitation of Liability

It is understood and agreed that Candlelight Homes' liability whether in contract, tort, statute, negligence or otherwise, is limited to the remedy provided in this Limited Warranty. Candlelight Homes' obligations under this Limited Warranty, and under the purchase agreement, are limited to repair and replacement of the covered defect only, as and to the extent provided in the Warranty Coverage section. Under no circumstances shall Candlelight Homes be liable for any special, indirect, or consequential damages. Including, without limitation, any damages based on a claimed decrease in the value of the home, bodily injury, damage to personal property, or damage to real property which is not part of the home, even if Candlelight Homes has been advised of the possibility of such damages. This Limited Warranty is the only warranty applicable to the purchase of this home. To the extent permitted by law, all other warranties, expressed or implied, including, but not limited to, all implied warranties of fitness, merchantability, or habitability, are disclaimed and excluded.

You acknowledge and accept such disclaimer and agree to waive any and all rights you may have under such representations and warranties, to the extent permitted by law. Except for the warranties provided in this Limited Warranty, you assume the risk of any and all damages hereafter, occurring in or appearing on the property or within your home, and other improvements constructed thereon regardless of the cause thereof. Your acceptance of the foregoing disclaimer is partially in consideration of the amount of the purchase price of the home, which is lower than it would be if Candlelight Homes was to be held responsible for any such disclaimed warranties or representations by virtue of said express or implied representations or warranties.

#### **Important notes**


In the event of any inconsistency between this Limited Warranty and the Warranty Coverage, the terms of this Limited Warranty shall control. If a defect occurs in an item covered by this Limited Warranty, Candlelight Homes will repair or replace it to the extent required to conform to the Warranty Coverage section. In the case of defects in structural elements, Candlelight Homes will repair or replace the structural element to restore the load-bearing function, as designed, and make such other repairs as are necessary to return the home to a safe status. The repair of a defect will include the correction, replacement, or refinishing of only those surfaces, finishes, and coverings that were damaged by the defect, and that were a part of the home when the title was first transferred by Candlelight Homes. Candlelight Homes will repair or replace surfaces, finishes, and coverings that require removal, in order for Candlelight Homes to repair or replace a defect, as to the extent required for the repair or replacement of these surfaces, finishes and coverings will be to approximately the same condition they were in prior to the defect, but not necessarily to a "like-new" condition. Candlelight Homes cannot guarantee, nor does it warrant, exact color matches with the original surrounding area due to factors such as fading, aging, or unavailability of the original materials. Candlelight Homes assigns the Homeowner warranties for particular appliances and equipment furnished by the manufacturer to Candlelight Homes. Candlelight Homes provides no warranty on those items except where the malfunction is due to damage during installation or improper installation. If it is necessary to request warranty service in such a case, the Homeowner must make a request directly to the manufacturer. In the unlikely event that the manufacturer is not responsive to the request, Candlelight Homes may assist the Homeowner in attempting to obtain the necessary repairs or replacements from the manufacturer. The benefits included in this Limited Warranty are only available when service is requested according to the procedures established by Candlelight Homes, as included in your warranty material. In addition, the Homeowner's failure to reasonably provide access to the home during normal working hours for making repairs will relieve Candlelight Homes from its obligations under this warranty. Candlelight Homes' aggregate total liability shall not exceed the original contract price of the home. Candlelight Homes reserves the right to use its judgment in determining the most appropriate method of repairing warranty defects. Candlelight Homes' offer to resolve an issue for which it bears no responsibility under this Limited Warranty does not create the responsibility to provide the resolution in another situation for which it bears no responsibility. Actions taken to cure defects will not extend the period of coverage specified in this Limited Warranty or any

applicable statutes of limitation or repose. If actions by Candlelight Homes relating to any obligations under this Limited Warranty are delayed by an event beyond its control, such performance will be excused until the delaying effects of the event are remedied. Such events include, but are not limited to, acts of God, acts of the common enemy, war, riot, civil commotion or sovereign conduct, or acts or omissions by you or any other person not a party of this Limited Warranty.

## IV. Warranty Exclusions

This Limited Warranty excludes the following specific items, and any other loss or damage which is not a Covered Defect. This includes, but is not limited to:

1. Loss of, or damage to, any real property which is not part of the home covered by this limited warranty is not included in the original purchase price of the home as stated in the closing documents.
2. Any damage to the extent it is made worse by:
  - a. Negligence, improper maintenance, or intentional or improper operation by anyone other than Candlelight Homes, its agents, or subcontractors. Including, but not limited to, damage resulting from rot, corrosion, or rust.
  - b. Failure by the Homeowner or anyone other than Candlelight Homes, its agents, or subcontractors to comply with the warranty requirements of manufacturers of appliances, fixtures, and equipment.
  - c. Failure by the Homeowner to give timely notice to Candlelight Homes of any defects.
  - d. Changes in the grading of the ground by anyone other than Candlelight Homes, its agents, or subcontractors.
  - e. Changes, alterations, or additions made to the home by anyone other than Candlelight Homes, its agents, or subcontractors after the Limited Warranty commencement date.
  - f. Dampness or condensation due to The Homeowner's failure to maintain adequate ventilation.
3. Loss or damage that the Homeowner has not taken timely action to minimize.
4. Any defect caused by, or resulting from, materials or work supplied by someone other than Candlelight Homes, its agents, or subcontractors.
5. Normal wear and tear or normal deterioration.
6. Loss or damage not otherwise excluded under this Limited Warranty, which does not constitute a defect in the construction of the home by Candlelight Homes, its agents, or subcontractors.
7. Loss or damage caused by, or resulting either directly or indirectly from, accidents, riots and civil commotion, theft, vandalism, fire, explosion, power surges or failures, smoke, water escape, falling objects, aircrafts, vehicles, acts of God, lightning, windstorm, hail, tornado, hurricane, mudslide, earthquake, and volcanic eruption.
8. Loss or damage caused directly or indirectly by flood, wind-driven water, surface water, overflow of a body of water, or spray from any of these (whether or not driven by wind), water which backs up from sewers or drains, changes in the water table which were not reasonably foreseeable at the time of construction, or water below the surface of the ground (including water which exerts pressure on, or seeps or leaks through, a building, sidewalk, driveway, foundation, swimming pool or other structure), wetlands, springs or aquifers.
9. Loss or damage caused by soil movement. Including, but not limited to, subsidence, expansion, or lateral movement of the soil (including flood and earthquake), which is covered by any other insurance or for which compensation is granted by state or federal legislation.
10. Loss or damage to the home, persons, or property directly or indirectly caused by termites, other insects, birds, vermin, rodents, or other wild or domestic animals.
11. Loss or damage resulting from the use of the home for non-residential purposes.
12. Any condition which does not result in actual damage to the home. Including, but not limited to, uninhabitability or



health risk due to the presence or consequence of electromagnetic fields (emfs), radon gas, mold, formaldehyde or other pollutants and contaminants, or the presence of hazardous or toxic materials.

13. Bodily injury or damage to personal property.
14. Loss or damage caused by, or resulting from, abnormal loading of structural elements by the Homeowner, which exceeds design loads as mandated by codes.
15. Consequential damages including, but not limited to, costs of shelter, food, transportation, moving and storage, any other expenses related to inconvenience or relocation during repairs to the home, and any diminution of the market value of the home.
16. Any appliance, equipment, or other item in your home which is a "consumer product" for the purposes of the Magnuson-Moss Warranty Act (15 U.S.C. 2301 through 2312), including, but not limited to, the dishwasher, range, microwave, or garbage disposal is hereby excluded from the coverage of this Limited Warranty.
17. Color Match: Color matches of materials used in original construction or in repair or replacement of defective items are excluded from coverage. This is due to uncontrollable factors such as dye lot, weathering, or normal wear and tear. This includes, but is not limited to, brick, cabinets, concrete, tile, cultured marble and other counter top materials, floor coverings, grout or mortar, paint, roof tile, stain on any wood surface, and stucco.

## V. Other Limited Warranty Terms

1. The Limited Warranty set forth herein is provided to the original purchaser of the home only, and is non-transferable. The Limited Warranty applies only to the use of the home as the initial Homeowner's place of residence.
2. Notwithstanding any language to the contrary set out in this Limited Warranty, nothing in this Limited Warranty shall be construed to limit or disclaim any warranty, whether statutory or implied at common law, which under state law cannot be lawfully limited or disclaimed.
3. This Limited Warranty shall be interpreted and enforced in accordance with the laws of the State of Utah.
4. This Limited Warranty cannot be modified, altered, or amended in any way except by a formal written instrument signed by Candlelight Homes and the Homeowner.
5. If any provision of this Limited Warranty is determined by a court of competent jurisdiction to be unenforceable, that determination will not affect the validity of the remaining provisions.

# Air Conditioning

## Homeowner Use and Maintenance Guidelines

Air conditioning can greatly enhance the comfort of your home, but if it is used improperly or inefficiently, wasted energy and frustration will result. The following hints and suggestions are provided to help you maximize your air conditioning system efficiency.

Your home air conditioning system is a whole-house system. The air conditioning unit is the mechanism that produces cooler air. The air conditioning system involves everything inside your home including, for example, drapes, blinds, and windows.

Your home air conditioning system is a closed system, which means that the interior air is continually recycled and cooled until the desired air temperature is reached. Warm outside air disrupts the system and makes cooling impossible. Therefore, you should keep all windows and doors closed while the unit is running. Even the heat from the sun shining through windows is intense enough to overcome the cooling effect of the air conditioning unit. For best results, close all blinds and drapes on these windows.

Time is very important in your expectations of an air conditioning system. Unlike a light bulb, which reacts instantly when you turn on a switch, the air conditioning unit only begins a process when you set the thermostat.

For example, if you come home at 6:00 p.m. when the temperature has reached 90 degrees F and set your thermostat to 75 degrees, the air conditioning unit will begin cooling, but will take much longer to reach the desired temperature. During the entire day, the sun has been heating not only the air in the house, but the walls, carpet, and furniture. At 6:00 p.m. the air conditioning unit starts cooling the air, but the walls, carpet, and furniture release heat and nullify this cooling. By the time the air conditioning unit has cooled these items, you may well have lost patience.

If evening cooling is your primary goal, set the thermostat at a moderate temperature in the morning while the house is cooler. This allows the system to maintain a cooler temperature. The temperature setting may then be lowered slightly when you arrive home, which will achieve better results. Once the system is operating, setting the thermostat at 60 degrees will not cool the home any faster and can result in the unit freezing up and not performing at all. Extended use under these conditions can damage the unit.

### Filter

The filter should be changed monthly during seasons of heavy use. A dirty filter reduces air flow through the coil and could cause the unit to “freeze up”. This is one of the most frequently overlooked details of furnace care.

### Adjust Vents

Maximize air flow to occupied parts of your home by adjusting the vents. Likewise, when the seasons change, readjust them for comfortable heating and cooling.

### Compressor Level

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

## Humidifier

If a humidifier is installed on the furnace system, turn it off when you use the air conditioning; otherwise, the additional moisture can cause a freeze-up of the cooling system. During times where the outside temperature is cold, the humidifier should be turned down.

## Manufacturer's Instructions

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

## Temperature Variations

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

For more comfortable living, turn the fan switch at the thermostat to the "on" position to continually cycle air through your home. The blower motor will run continuously, actually extending the life of the unit. Heating and cooling will only start up when the thermostat calls for a temperature increase or decrease.

## Ductwork noise

The popping or booming noise is the natural result of expansion and contraction of the ductwork system. It may not be possible to eliminate completely. Builder will adjust loud "oil canning" noise when possible.

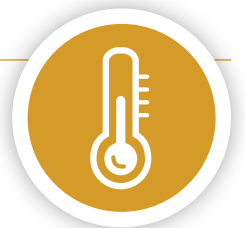
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## TROUBLESHOOTING TIPS: NO AIR CONDITIONING

Before calling for service, check to confirm the following:

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

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



## Candlelight Homes Air Conditioning Limited Warranty Guidelines

The air conditioning system should maintain a temperature of 78 degrees or a differential of 15 degrees from the outside temperature, measured in the center of each room at a height of five feet above the floor. Lower temperature settings are often possible, but neither the manufacturer nor Candlelight Homes guarantee this.

### Compressor

The air conditioning compressor must be in a level position to operate correctly. If it settles, take the necessary precautions to eliminate it from settling, such as adjust and maintain grade. See also Grading and Drainage.

### Coolant

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

### Non-emergency

Lack of air conditioning service is not an emergency. Air conditioning contractors in our region respond to air conditioning service requests during normal business hours and in the order received.

# Alarm System

## Homeowner Use and Maintenance Guidelines

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

## Candlelight Homes Alarm System Limited Warranty Guidelines

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

# Appliances

## Homeowner Use and Maintenance Guidelines

Please see your appliance manuals and your Appliance Service information sheet.

## Candlelight Homes Appliance Limited Warranty Guidelines

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

- » Whirlpool Contact: [www.whirlpool.com](http://www.whirlpool.com) 1-800-253-1301
- » Frigidaire Contact: Total Appliance Service 801-436-3333

Your closing documents are your proof of purchase.

|              | Model Number         | Serial Number        |
|--------------|----------------------|----------------------|
| Range        | <input type="text"/> | <input type="text"/> |
| Range Hood   | <input type="text"/> | <input type="text"/> |
| Cook Top     | <input type="text"/> | <input type="text"/> |
| Wall Oven    | <input type="text"/> | <input type="text"/> |
| Dishwasher   | <input type="text"/> | <input type="text"/> |
| Refrigerator | <input type="text"/> | <input type="text"/> |
| Freezer      | <input type="text"/> | <input type="text"/> |
| Microwave    | <input type="text"/> | <input type="text"/> |
| Washer       | <input type="text"/> | <input type="text"/> |
| Dryer        | <input type="text"/> | <input type="text"/> |
| Disposal     | <input type="text"/> | <input type="text"/> |

Please have model number and serial number ready when contacting the manufacturer.

# Asphalt

## Homeowner Use and Maintenance Guidelines

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

### Chemical Spills

Asphalt is a petroleum product. Gasoline, oil, turpentine, and other solvents or petroleum products can dissolve or damage the surface. Wash such spills with soap and water as soon as possible after they occur, and rinse thoroughly with water.

### Hot Weather

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

### Nonresidential Traffic

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

### Seal coating

Exposure to sunlight and other weather conditions will fade your driveway, allowing the surface gravel material to be more visible. This is a normal condition and not a material or structural problem. You do not need to treat the surface of your asphalt driveway. However, if you choose to treat it, wait a minimum of 12 months and use a dilute asphalt emulsion, rather than the more common coal tar sealant. Hairline cracks will usually be filled by the sealing process. Larger cracks can be filled or patched with a sand and sealer mixture prior to resealing.

## Candlelight Homes Asphalt Limited Warranty

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

### Alligator Cracking

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

### Settling

Settling of up to 1.5 inches across the width of the driveway is normal. Depressions elsewhere in the driveway up to one inch in any eight foot radius are also considered normal. We will repair any settling that exceeds these measurements.

### **Thermal Cracking**

Your driveway will exhibit thermal cracking, usually during the first 12 months after installation. These cracks help your driveway adapt to heating and freezing cycles. Cracks should be evaluated in the hottest months—July or August. We will repair cracks that exceed ½ inch in width.

## Attic Access

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

The attic space is neither designed nor intended for storage. If the insulation is compacted or compressed, the R-value can be significantly reduced. We provide access to this area for maintenance of mechanical equipment that may traverse the attic space. When you perform needed tasks in the attic, use caution and avoid stepping off wood members onto the drywall. This can result in personal injury or damage to the ceiling below. Your limited warranty does not cover such injury or damage.

### **Candlelight Homes Attic Limited Warranty Guidelines**

Candlelight Homes and the local building department inspect the attic before your closing to confirm insulation meets local building standards and codes. No warranty is offered for attic use as storage.

## Brick

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

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

#### **Efflorescence**

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

#### **Tuck-Pointing**

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

#### **Weep Holes**

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

## Candlelight Homes Brick Limited Warranty Guidelines

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

### Cracks

We can repair masonry cracks that exceed 3/16 inch once during your warranty period.

# Cabinets

## Homeowner Use and Maintenance Guidelines

Your selection sheets are your record of the brand, style, and color of cabinets in your home. If you selected wood or wood veneer cabinets, expect differences in grain and color between and within the cabinet components. This is due to natural variations in the wood and the way wood accepts stain. This is considered to be normal and is part of wood's appeal. All hardwood is sensitive to light, and the color will naturally deepen as it ages. Your finish may vary from the samples shown after being exposed to light for a longer period of time. For any other recommendations, please see the manufacturer's warranty.

### Cleaning

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

### Hinges

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

### Moisture

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

### Painted Cabinetry

Painted cabinets are a beautiful option, but special maintenance and care is required to maintain their striking appearance.

There are inherent characteristics in painted cabinetry that are considered normal and acceptable.

- » Wood is an imperfect product that takes in and expels moisture with changes in humidity even when finished. It is porous, and some woods are more porous than others.
- » Candlelight Homes offers painted cabinetry in several different colors and wood species, and each may have different characteristics when it comes to appearance and durability.
- » It is expected with painted cabinetry that the joints of the doors and face frames may show. Since wood naturally expands and contracts, the joints on a door or face frame do the same. You may see hairline cracks in the finish surface at the joints in both doors and face frames. These joints are normal and do not affect the strength of the door or face frames. Although they may not be prevalent when the product is new, over time as the wood takes in and

expels moisture, the joints may start to show. This is not considered a defect, as it is a characteristic of the wood.

- » The end grains on doors and drawer fronts may also show through the paint. Tighter grained woods such as maple may lessen the appearance of the end grains, but will not completely eliminate them from showing.
- » Painted cabinets also have a tendency to show chips, nicks, and dings more readily than stained cabinetry.

Maintenance of your painted cabinetry is essential to keeping it looking new for many years. Care should be taken to keep any excess water or moisture away from your painted cabinetry. Never use a steamer or steam cleaner on or around any wood surface. Water that is allowed to seep into the joints or open end grains may cause the wood to prematurely expand and could cause the paint to flake or chip. Cleaning painted cabinetry should be done using a slightly damp lint free cloth. A highly diluted mild detergent such as Dawn Dish-soap may be used in soiled areas. Any excess water should be removed immediately and dried thoroughly.

## **Candlelight Homes Cabinet Limited Warranty Guidelines**

During the orientation, we will confirm that all cabinet parts are installed correctly and that their surfaces are in acceptable condition. Candlelight Homes will replace or repair significant items noted prior to closing. Items requiring special lighting or viewing from specific angles to be visible will not be changed.

### **Alignment**

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

### **Operation**

Cabinets should operate properly under normal use.

### **Separations**

We will correct gaps between cabinets and the ceiling or cabinets and the walls by caulking if the gap exceeds 1/8 inch. Locations behind appliances are excluded from this repair.

### **Warping**

If doors or drawer fronts warp in excess of 1/4 inch within 24 inches, we will correct this by adjustment or replacement.

### **Wood Grain**

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

### **Painted cabinets**

Painted cabinets will show hairline cracks at all joints in the doors and face frames. The construction seams where two cabinets meet may be more visible on painted cabinets compared to stained cabinets and have a higher tendency to show chips, nicks, and dings. No type of steam or steam cleaner should be used to clean cabinets or come in contact with cabinets, as loose or peeling paint caused by moisture is not covered under this warranty. Hairline cracks in the joints of doors and face frames are also not covered under warranty and repair or touch up is Homeowner responsibility.

# Carpet

## Homeowner Use and Maintenance Guidelines

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

### Cleaning

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

Vacuum twice each week lightly and once a week thoroughly. Heavy traffic areas may require more frequent cleaning. A light vacuuming is three passes; a thorough job may need seven passes. A vacuum cleaner with a beater-bar agitates the pile and is more effective in bringing dirt to the surface for easy removal.

Vacuuming high-traffic areas daily helps keep them clean and maintains the upright position of the nap. Wipe spills and clean stains immediately. For best results, blot or dab any spill or stain and avoid rubbing. Test stain removers on an inconspicuous area of the carpet, such as in a closet, to check for any undesirable effects. Have your carpet professionally cleaned regularly. A good time line is usually after 18 months in your home and then once a year after that.

### Crushing

Furniture and traffic may crush a carpet's pile fibers. Frequent vacuuming in high-traffic areas and glides or cups under heavy pieces of furniture can help prevent this.

Rotating your furniture to change the traffic pattern in a room promotes more even wear. Some carpets resist matting and crushing because of their level of fiber, but this does not imply or guarantee that no matting or crushing will occur. Heavy traffic areas such as halls and stairways are more susceptible to wear and crushing. This is considered normal.

### Fading

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

### Filtration

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

### Fuzzing

In loop carpets, fibers may break. Simply clip the excess fibers. If it continues, call a professional.

## **Pilling**

Pilling or small balls of fiber can appear on your carpet, depending on the type of carpet fiber and the type of traffic. If this occurs, clip off the pills. If they cover a large area, seek professional advice.

## **Rippling**

With wall-to-wall carpeting, high humidity may cause rippling. If the carpet remains rippled after the humidity has left, have a professional re-stretch the carpet.

## **Seams**

Carpet usually comes in 12-foot widths, making seams necessary in most rooms.

Visible seams are not a defect unless they have been improperly made or the material has a defect, making the seam appear more pronounced than normal. The more dense and uniform the carpet texture, the more visible the seams will be.

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

## **Shading**

Shading is an inherent quality of fine-cut pile carpets. Household traffic causes pile fibers to assume different angles, and as a result, the carpet appears darker or lighter in these areas. A good vacuuming, which makes the pile all go in the same direction, provides a temporary remedy.

## **Shedding**

New carpeting, especially pile, sheds bits of fiber for a short period of time. Eventually these loose fibers are removed by vacuuming. Shedding usually occurs more with wool carpeting than with nylon or other synthetics.

## **Sprouting**

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

## **Stains**

No carpet is stain-proof. Although your carpet manufacturer designates your carpet as stain-resistant, some substances may still cause permanent staining. These include hair dyes, shoe polish, paints, and India ink. Some substances destroy or change the color of carpets, including bleach, acne medication, drain cleaner, plant food, insecticide, and food or beverages with strongly colored natural dyes.

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



### **Static**

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

## **Candlelight Homes Carpet Limited Warranty Guidelines**

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

### **Edges**

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

You may notice the sharp edges of the “tack strip” around all edge and stairs, this is not a defect, but is how the carpet is held in place. The sharp points can be tapped down with a hammer.

### **Seams**

Carpet seams will be visible. Candlelight Homes will repair any gaps or fraying.

# Caulking

## Homeowner Use and Maintenance Guidelines

Time and weather will shrink and dry caulking so that it no longer provides a good seal. As routine maintenance, check caulking regularly and make needed repairs. Caulking compounds and dispenser guns are available at most hardware stores. Be certain that you select the appropriate caulk for your intended purpose.

### Colored Caulk

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

### Latex Caulk

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

### Silicone Caulk

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

## Candlelight Homes Caulking Limited Warranty Guidelines

During the orientation we confirm that appropriate areas are adequately caulked. Maintenance of caulked areas is your responsibility.

All new homes go through a period of settlement, so your home may experience some minor material shrinkage, cracking, and other events which are normal and customary. Examples include small cracks in drywall and paint, and separation where dissimilar materials meet each other. For example, where moldings meet sheetrock, or where tile grout meets a sink. In most cases, paint and caulking is all that is necessary to conceal the types of blemishes that result from the natural expansion and contraction of construction material. Because these events are normal and customary, they are not a defect or structural defect covered by this express limited warranty.

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

# Ceramic Tile

## Homeowner Use and Maintenance Guidelines

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

### Cleaning

Ceramic tile is one of the easiest floor coverings to maintain. Simply vacuum when needed, and occasionally mop with warm water. Avoid adding detergent to the water. If you feel a cleaning agent is required, use a mild solution of warm water and dishwasher crystals as they will not result in a heavy lather on the grout. Rinse thoroughly.

The ceramic tile installed on walls or countertops in your home may be washed with any nonabrasive soap, detergent, or tile cleaner. Abrasive cleaners will dull the finish.

### Grout Discoloration

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

### Sealing Grout

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

### Separations

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

Caulk and grout around bathtubs or countertops may appear to be pulling up after time. This is caused by normal shrinkage of grout or caulk and shrinkage of wood members as they dry out. If this occurs, the best remedy is to purchase tub caulk or premixed grout from a hardware store. Follow directions on the container. This maintenance is important to protect the underlying surface from water damage.

## Candlelight Homes Ceramic Tile Limited Warranty Guidelines

During the orientation, we confirm that tile and grout areas are in acceptable condition. We will repair or replace cracked, badly chipped, or loose tiles noted during that time.

Cracks in grout lines that result in loose tiles or gaps in excess of 1/16 inch will be repaired. The contractor will repair grouting, if necessary, one time only, and is not responsible for color variations or discontinued colored grout. The Homeowner is responsible for re-grouting these joints after the one-time repair.

Tile lippage greater than 1/16-inch is considered excessive, except where the material is designed with an irregular height (such as handmade tile). We will repair any lippage that exceeds these performance guidelines.

# Concrete Flatwork

## Homeowner Use and Maintenance Guidelines

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

Natural movement and shrinkage of the basement slab or any concrete slab can result in cracking. Minimize this movement by following Candlelight Homes' landscaping recommendations, the objective of which is to prevent moisture from reaching soils around and under the home.

### Cleaning

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

### Cracks

A concrete slab ten feet across shrinks approximately 5/8 inch as it cures. Some of this shrinkage can show itself in the form of cracks. Cracking of concrete flatwork can also result from temperature changes that cause expansion and contraction.

During the summer, moisture finds its way under the concrete along edges or through cracks in the surface. In winter, this moisture forms frost that can lift the concrete and increase cracking. Maintaining drainage away from all concrete slabs will minimize cracking from this cause.

As cracks occur, seal them with a waterproof concrete caulk to prevent moisture from penetrating to the soil beneath. This can be found at hardware or home improvement stores.

### Expansion Control Joints

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

### Heavy Vehicles

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

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

Driving or parking on snow creates ice on the drive, which magnifies the effects of snow on the concrete surface. Remove ice and snow from concrete slabs as promptly as possible after snow storms. Protect concrete from abuse by chemical agents such as pet urine, fertilizers, radiator overflow, repeated hosing, or deicing agents, such as road salt that can drip from vehicles. All of these items can cause spalling (chipping of the surface) of concrete. These are covered by this warranty.

### **Post-Tension Slabs**

If your home is built on a post-tension slab, avoid any action that penetrates the concrete. The risk of hitting a cable or tendon, which is under considerable tension, can be extremely dangerous.

### **Sealer**

A concrete sealer, available at local hardware stores or concrete product suppliers, should be applied to all exterior concrete and interior garages yearly. This will help you keep an unpainted concrete floor protected from the effects of moisture and chemicals. It will also help keep it clean. Do not use soap on unpainted concrete. Instead, use plain water and washing soda or, if necessary, a scouring powder.

## **Candlelight Homes Concrete Flatwork Limited Warranty Guidelines**

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

### **Cracks**

If a concrete crack reaches 1/4 of an inch in width or vertical displacement, Candlelight Homes will patch or repair it one time during the warranty period. Subsequently, concrete slab maintenance is your responsibility. If you prefer to have the slab replaced, we will obtain a price for you and assist in scheduling the work upon receipt of your payment. However, we advise against this expense since the new slab will crack as well.

### **Color**

Concrete slabs vary in color. Candlelight Homes provides no correction for this condition.

### **Finished Floors**

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

### **Level Floors**

Concrete floors in the habitable areas of the home will be level to within 3/8 inch within any 32 inch radius with the exception of an area specifically designed to slope toward a floor drain. Builder will repair by surface patching.

### **Separation**

Candlelight Homes will correct separation of concrete slabs from the home if separation exceeds one inch.



### **Settling or Heaving**

Candlelight Homes will repair slabs that settle or heave in excess of two inches or if such movement results in negative drainage (toward the home) or in hazardous vertical displacement.

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

Causes of spalling include repeated hosing of concrete for cleaning, animal urine, radiator overflow, fertilizer, uncleared snow and ice, ice-melting agents, and road salts from vehicles. Repair of spalling is a home maintenance task and is not covered under this warranty.

### **Edge Chipping**

Edge chipping due to expansion and contraction of concrete flat work or the supporting soils is not covered under this limited warranty.

### **Standing Water**

Water may stand on exterior concrete slabs for several hours after precipitation or from roof runoff. Candlelight Homes will correct conditions that cause water to remain longer than 24 hours unless it is from roof runoff of melting snow or ice.

### **Garage Slabs**

Minor puddling is common but should not exceed 3/8 of an inch in a 32 inch radius. If a puddle exceeds these parameters, the builder will repair by resurfacing the concrete. Builder will not be responsible for color variations.

### **Porch caps**

Water leakage into porch storage rooms from porch caps is not unusual and is not covered by this Limited Warranty. Candlelight Homes will not be responsible for improper landscaping, maintenance, or negligence of the Homeowner in controlling water on the porch. Acts of nature such as driving rain or snow are not covered under this warranty.

### **Control Joints**

*See also Intrusion of Elements*

# Condensation

## Homeowner Use and Maintenance Guidelines

When warm, moist air comes into contact with cooler surfaces, the moisture condenses. Outside we see this as dew, inside you may see it as a layer of moisture on glass windows and doors. This condensation comes from high humidity within the home combined with low outside temperatures and inadequate ventilation. Family lifestyle significantly influences two out of three of these conditions. You may notice condensation in cold storage ceilings or basement foundation walls, this is normal and caused by differences between inside and outside temperatures. You can insulate these areas to minimize this effect.

### Humidifier Operation

If your home includes a humidifier, closely observe manufacturer's directions for its use. Instructions to turn the humidifier off during air conditioning season are typical. Moderate settings in winter can maintain desired comfort levels without contributing too much moisture to your home. You may need to experiment to find the correct level for your family's lifestyle.

### New Construction

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

### Normal Activities

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

### Ventilation

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

*See also Ventilation.*

## Candlelight Homes Condensation Limited Warranty Guidelines

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

# Countertops

## Homeowner Use and Maintenance Guidelines

Use a cutting board to protect your counters when cutting or chopping. Also protect the counter from heat and extremely hot pans. If you cannot put your hand on it, do not put it on the counter. Do not use countertops as ironing boards and do not set lit cigarettes on the edge of the counter.

## Candlelight Homes Countertop Limited Warranty Guidelines

During your orientation we confirm that all countertops are in acceptable condition.

We repair noticeable surface damage such as chips, cracks, and scratches noted on the orientation list. Repair of surface damage noted subsequent to this is one of your home maintenance responsibilities.

### Caulking

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

### Laminates

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

### Manufactured Marble

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

### Granite

The granite you have purchased is a very versatile material that has luxurious look and feel as well as durability. Granite does require care and maintenance in order to maintain the luxurious look it has now. Normal good housekeeping practices need to be applied, such as immediately removing spills and discretionary use of coasters and placemats.

*See also Care and Maintenance.*

### Sealing

Granite countertops are presealed by us with an impregnating sealer prior to installation. It is recommended that the countertops be resealed every six months to one year, depending on how heavily the countertops are used. Resealing is an easy task that you, as the Homeowner can perform. Sealers can be purchased at most home centers. We recommend a water based sealant. It is a good idea to test any new sealer on a small, inconspicuous area of the countertop before sealing the whole surface.

## Seams

All seams are visible, especially on light colored countertops. The seams, however, should not have valleys or depressed gaps at the seams. Any of these gaps will be filled with the appropriate filler when notification is received within thirty days of closing.

Homeowner is responsible for keeping all seams dry. Separation due to excessive water on seams is not covered by this warranty.

## Cleaning

Avoid abrasive cleaners that will damage the luster of the surface. Frequently cleaning the granite with lukewarm water is usually all that is required to maintain the appearance. Wipe the countertops thoroughly with soft, clean cloths and dry thoroughly. Acidic or abrasive cleaners should never be used on granite. Specialty stone cleaners are available at most home centers if needed or desired.

## Stain Removal

Stains are a result of exterior products introduced into the stone. Typically they are organic in nature and usually oil or rust related. Surface stains can generally be removed by cleaning the granite with a stone cleaning product. By identifying the type of stain, you can more readily remove the stain. Look for color, shape, and environmental factors that may have caused the stain. Many additional tips are available online.

## Separation from Wall

Separation of countertops from walls, backsplashes, and around sinks results from normal shrinking of materials. Subsequent caulking will be your maintenance responsibility.

*See also Caulking.*

# Damp-proofing

## Homeowner Use and Maintenance Guidelines

We spray your foundation walls with an asphalt emulsion damp-proofing material. This is not waterproofing. Although we make every effort to assure a dry basement, during times of excessive moisture you may notice some dampness. Over time, natural compaction of soils in the backfill areas will usually eliminate this condition. Careful maintenance of positive drainage will also protect your basement from dampness.

## Candlelight Homes Damp-proofing Limited Warranty Guidelines

Candlelight Homes will correct conditions that allow water flow to enter the basement, unless the cause is improper installation of landscaping or failure to adequately maintain drainage and grade.

# Decks

## Homeowner Use and Maintenance Guidelines

Wood decks add to the style and function of your home and are a high-maintenance part of your home's exterior.

### Effects of Exposure

Wood decks are subject to shrinking, cracking, splitting, cupping, and twisting. Nails or screws may work loose and will need routine maintenance. Plan to inspect your decks regularly, and provide needed attention promptly to maintain an attractive appearance and prevent costly repairs. Candlelight Homes recommends that you treat or re-stain your decks annually to keep them looking their best and protect them from exposure effects.

### Foot Traffic

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

### Outdoor Furniture

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

### Sealing or Water Repellent

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

### Snow and Ice

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

## Candlelight Homes Decks Limited Warranty Guidelines

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

### Sealing / Color Variation

Sealing your redwood deck is your responsibility. Color variations are a natural result of the way in which wood accepts stain and are excluded from limited warranty coverage.

### Replacement Boards or Rails

Shrinkage, cracking, splitting, cupping, and twisting are natural occurrences in wood decks and are excluded from limited warranty coverage. Candlelight Homes does not provide corrections when problems occur due to lack of normal Homeowner maintenance.

# Doors and Locks

## Homeowner Use and Maintenance Guidelines

The doors installed in your home are wood products subject to natural characteristics of wood such as shrinking and warping. Natural fluctuations caused by humidity and the use of forced air furnaces, showers, and dishwashers, may occasionally require minor adjustments.

### Bi-fold or Bypass Doors

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

### Exterior Doors

To ensure longer life for your exterior wood doors, plan to refinish them at least once a year. Stained exterior doors with clear finishes tend to weather faster than painted doors. Treat the finish with a wood preserver every three months to preserve the varnish and prevent the door from drying and cracking. Reseal stained exterior doors whenever the finish begins cracking or crazing. Separation between exterior door frames / Brick molding is normal due to the materials expansion and contraction rates of the different materials. This is not a warranty item that would need repair.

### Hinges

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

### Keys

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

### Locks

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

### Shrinking

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

### Slamming

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

## Candlelight Homes Doors and Locks Limited Warranty Guidelines

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

### Sticking

The most common cause of a sticking door is the natural expansion of lumber caused by changes in humidity.

### Threshold / Weather Stripping

Weather stripping and exterior door thresholds occasionally require adjustment or replacement. This is considered to be Homeowner maintenance and is not covered under this warranty.

1. Remove the cap plugs on the top of the cap.
2. Adjust the screws to the desired cap height.
3. Replace the cap plugs.

Do not use solvents on the sill. To clean, use water and a soft rag.

### Warping

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

Candlelight Homes will repair 6'8" tall doors that warp in excess of 1/4" and 96" tall doors that warp in excess of 3/8" with the plane of the door.

### Opening and Closing by Gravity

Doors should not open or close by the force of gravity. Candlelight Homes will adjust the door as necessary to meet the standard.

### Failure to Latch

If a door will not latch because of minor settling, this can be corrected by adjusting the strike plate (re-mortising) and raising or lowering the plate accordingly. Candlelight will adjust this one time during the warranty period.

## Drywall

### Homeowner Use and Maintenance Guidelines

Slight cracking, nail/screw pops, or seams may become visible in walls and ceilings. These imperfections are normal and should be expected within given tolerances. Nail/screw pops are normal and caused by the shrinkage of the wood and normal deflection of rafters or other materials to which the drywall is attached. They are beyond the builder's control and are not covered under this warranty.

*See also Expansion and Contraction.*

## Repairs

With the exception of the one-time crack (1/16" in width and greater than 6") repair service provided by Candlelight Homes, care of drywall is your maintenance responsibility. Most drywall repairs can be easily made. This work is best done when you redecorate the room.

Repair hairline cracks with a coat of paint. You can repair slightly larger cracks with spackle or caulk. To correct a nail pop, reset the nail with a hammer and punch or a screw with a screw driver. Cover it with spackle, which was supplied to you at your orientation. Apply two or three thin coats. When dry, sand the surface with fine-grain sandpaper, and then paint. You can fill indentations caused by sharp objects in the same manner.

## Candlelight Homes Drywall Limited Warranty Guidelines

During the orientation, we confirm that drywall surfaces are in acceptable condition.

### One Time Repairs

One time during the materials and workmanship warranty, Candlelight Homes will repair drywall shrinkage cracks 1/16" or greater in width and six inches or greater in length, and will touch up the repaired area using the same paint color that was on the surface when the home was delivered, if Candlelight Homes was responsible for interior painting. Touch-ups will be visible.

Repainting the entire wall or the entire room to correct this is your choice and responsibility. You are also responsible for custom paint colors or wallpaper that has been applied subsequent to closing. Due to the effects of time on paint and wallpaper, as well as possible dye lot variations, touch-ups are unlikely to match the surrounding area.

### Nail/Screw Pops

Nail/screw pops are normal and caused by the shrinkage of the wood and normal deflection of rafters or other materials to which the drywall is attached. They are beyond the builders control and are not covered under this warranty. Excessive (greater than 15) nail/screw pops could be considered abnormal and will be repaired by Candlelight Homes. Paint touch-up for nail/screw pop repair is your responsibility.

### Lighting Conditions

Candlelight Homes does not repair drywall flaws that are only visible under particular lighting conditions. A good rule is, stand ten feet away looking straight at the defect, if it is not visible, it is not a defect.

### Related Warranty Drywall Repairs

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

# Easements

## Homeowner Use and Care Guidelines

Easements are areas where such things as utility supply lines can pass through your property. They permit service to your lot and adjacent lots, now and in the future. Your lot will also include drainage easements, which means the runoff from adjacent lots passes across your property. Likewise, water from your property may run across a neighboring lot. Easements are recorded and are permanent.

Trees, shrubs, gardens, play equipment, storage sheds, fences, extra driveways and walkways, RV parking, or other items that you decide to install in or across these easements may be disturbed if service entities—such as the gas, electric, or phone companies— need access to lines for repairs, or to connect service to nearby home sites.

Utility companies, the United States Postal Service, and others have the right to install equipment in easements. These might include streetlights, mailboxes, or junction boxes to name a few. Neither Candlelight Homes nor you as the Homeowner have the authority to prevent, interfere with, or alter these installations. Plans for the location of such items are subject to change by the various entities involved. Because they have no obligation to keep Candlelight Homes informed of such changes, we are unable to predict specific sites that will include such equipment.

*See also Property Boundaries.*

# Electrical System

## Homeowner Use and Maintenance Guidelines

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

### Breakers

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

### Breakers Tripping

Breakers trip because of overloads caused by plugging too many appliances into the circuit, a worn cord or defective appliance, or operating an appliance with too high an amp requirement for the circuit. The starting of an electric motor can also trip a breaker.

If any circuit trips repeatedly, unplug all items connected to it and reset the circuit. If it trips when nothing is connected to it, you need an electrician. If the circuit remains on, one of the items you unplugged is defective and will require repair or replacement.

## **Buzzing**

Fluorescent fixtures use transformer action to operate. This action can cause a buzzing sound.

## **Fixture Location**

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

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

GFCI receptacles have a built-in element that senses fluctuations in power caused by various effects. Quite simply, the GFCI is a circuit breaker. Building codes require installation of these receptacles in bathrooms, the kitchen, outside (porches and holiday lighting), and the garage (areas where an individual can come into contact with water while holding an electric appliance or tool). Heavy appliances such as freezers or power tools will trip the GFCI breaker.

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

## **Arc-Fault Circuit Interrupters (AFCI)**

Arc fault circuit interrupters, or AFCIs, are devices that provide a higher level of protection by detecting hazardous arcing conditions and shutting down the electricity before a fire can start.

AFCIs offer greater protection than traditional breakers because they are equipped with advanced internal electronics that detect arc fault hazards traditional breakers were not designed to recognize.

AFCIs are installed on bedroom circuits and dining and living rooms. Each AFCI circuit has a test and reset button at the breaker. Once each month, press the test button. This will trip the circuit. To return service, reset the breaker. These are typically found in the main electrical breaker box located in the home.

## **Grounded System**

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

## **Light Bulbs**

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

## **Luminous Light Panels**

Translucent panels covering ceiling lights are made of polystyrene plastic. To clean, gently push up, tilting the panel slightly and remove it from the fixture frame. Wash with a diluted (one to two percent) solution of mild detergent and warm water. Do not rinse, as the soap film that remains reduces static electricity that attracts dust.

Over time, the plastic panel may yellow and become brittle. Replacement material can be found at home centers and hardware stores. Most suppliers will cut the panel to fit, so if you need to purchase a replacement, be sure to note the size. Bulbs for these fixtures can be purchased at home centers or hardware stores. Avoid exceeding the wattage indicated inside the fixture.

## Modifications

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

## Outlets

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

## Underground Cables

Before digging, check the location of buried service leads by calling the local utility locating service. In most cases, wires run in a straight line from the service panel to the nearest public utility pad. Maintain positive drainage around the foundation to protect electrical service connections.

## Under or Over-Cabinet Lights

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

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## TROUBLESHOOTING TIPS: NO ELECTRICAL SERVICE



### No Electrical Service Anywhere in the Home

Before calling for service, check to confirm the following:

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

### No Electrical to One or More Outlets

Before calling for service, check to confirm the following:

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

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

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## Candlelight Homes Electrical System Limited Warranty Guidelines

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

### **Designed Load**

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

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

Candlelight Homes is not responsible for food spoilage that results from plugging refrigerators or freezers into a GFCI outlet or landscape damage due to an irrigation timer being plugged into a GFCI outlet that has tripped.

### **Power Surge**

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

### **Modifications**

Any warranty otherwise provided for electrical is voided upon person(s) changing, modifying, adding to, or tampering with the house electrical system in any way. For example, basement additions which "tie-in" to existing house wiring void the electrical portion of this warranty.

# Expansion and Contraction

## Homeowner Use and Maintenance Guidelines

Changes in temperature and humidity cause all building materials to expand and contract. Dissimilar materials expand or contract at different rates. This movement results in separation between materials, particularly dissimilar ones. You will see the effects in small cracks in drywall and in paint, especially where moldings meet drywall, at mitered corners, and where tile grout meets a tub or sink. While this can alarm an uninformed Homeowner, it is normal.

Shrinking of the wood members in your home is inevitable and occurs in every new home. Although this is most noticeable during the first year, it may continue beyond that time. In most cases, caulk and paint are all that you need to conceal this minor evidence of a natural phenomenon. Even properly installed, caulking shrinks and cracks. Maintenance of caulking is your responsibility.

Plumbing drain pipes expand and contract as hot water flows through them. This can cause a ticking sound inside the wall or drainage path. This is normal and requires no repair.

## Candlelight Homes Expansion and Contraction Limited Warranty

All new homes go through a period of settlement and movement. Your home may experience some minor material shrinkage, cracking, and other events which are normal and customary. Examples include small cracks in drywall and paint, and separation where dissimilar materials meet each other. For example, where moldings meet sheet rock, or where tile grout meets a sink. In most cases, paint and caulking is all that is necessary to conceal these types of blemishes that result from the natural expansion and contraction of construction material. Because these events are normal and customary, they are not a defect or structural defect covered by this express limited warranty.

*See also Drywall and Caulk.*

# Fencing

## Homeowner Use and Maintenance Guidelines

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

### Drainage

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

## **Homeowner Association Design Review**

If you choose to add fencing after moving into your new home, keep in mind the need to obtain approval from the Design Review Committee of your Homeowners association. Specific requirements about style, height and position on the lot are described in the current design review guidelines which you can obtain from a committee member.

Special requirements apply to homes on corner lots where drivers must have adequate visibility. Additionally, in some communities, zoning laws may impact private fencing. Your responsibilities include checking on such details. Information may also be found in the CC&Rs for your subdivision.

Candlelight Homes recommends that you engage the services of professionals to install your fence. Be certain to inform a fence installer of all design review requirements.

*See also Property Boundaries.*

## **Variation**

Height and location of Candlelight Homes installed fences will vary with lot size, topography, and shape. Candlelight Homes must meet the requirements of the design review process just as any Homeowner would.

## **Wood Fences**

The lumber used to construct wood fences is rough cedar. Over time it will crack, warp, and split. Unless extreme, these conditions require no action on your part. As the wood ages and shrinks, nails may become loose and require attention. Check the posts and gates twice a year for loose hardware and make needed adjustments.

## **Wrought Iron Fencing**

Wrought iron is subject to rusting if it is not maintained. Use touch-up paint on any scratches or chips. Inspect the fence twice a year and touch-up as needed. Plan to repaint the entire fence every one to two years to keep it looking its best.

As with wood fencing, prevent sprinklers from spraying your wrought iron fence or rails and check monthly to confirm that water does not stand around the fence posts. Make corrections to drainage as needed to prevent this.

## **Vinyl Fencing**

Vinyl fencing is an excellent and durable product if treated and maintained properly. Do not paint or use harsh chemicals to clean the fence, use only a mild soap and water.

Warranty does not cover impact of foreign objects, tornado, hurricane, violent storms, normal weathering of surfaces, abnormal discoloration due to improper maintenance, or acts of God.

## **Candlelight Homes Fencing Limited Warranty**

If fencing is part of your home purchase, we will confirm the acceptable condition of the fence during your orientation. Candlelight Homes will correct fence posts that become loose during the warranty period. Be aware that damage to fencing caused by severe weather should be referred to your Homeowner insurance company and is specifically excluded from warranty coverage.

# Fireplace

## Homeowner Use and Maintenance Guidelines

### Gas Fireplace

Candlelight Homes offers direct-vent gas fireplaces. If you ordered this type of fireplace, it is demonstrated during the orientation. Read and follow all manufacturers' directions. A slight delay between turning the switch on and flame ignition is normal. The flames should ignite gently and silently. If you notice any deviation from this and/or any gas smell, immediately shut off the switch and report it to the gas company.

Excessive winds can cause a downdraft, which can blow out the pilot, requiring you to relight it before using the fireplace.

*Caution: The exterior vent cover for a direct-vent gas fireplace becomes extremely hot when the fireplace is operating.*

## Candlelight Homes Fireplace Limited Warranty Guidelines

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

# Foundation

## Homeowner Use and Maintenance Guidelines

We install the foundation of your home according to the recommendations of our consulting engineer. The walls of the foundation are poured concrete with steel reinforcing rods. To protect your home's foundation, follow the guidelines for installation and maintenance of landscaping and drainage in this manual.

### Cracks

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

### Dampness

Due to the amount of water in concrete, basements may be damp. Condensation can form on water lines and drip onto the floor. Water leakage into a porch storage room from the porch cap is not covered by this warranty.

### Future Construction in Basement

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

## Candlelight Homes Foundation Limited Warranty Guidelines

### Cosmetic Imperfections

Slight cosmetic imperfections in foundation walls, such as a visible seam where two pours meet or slight honeycombing (aggregate visible), are possible and require no repair unless they permit water to enter. Foundation plastering is a cosmetic application that is subject to weather and irrigation damage and is not covered under this warranty.

### Cracks

Shrinkage or backfill cracks are not unusual in foundation walls, especially at the corners of basement windows. Candlelight Homes will seal cracks that exceed 1/8 inch in width or permit water to enter.

### Leaks

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

## Overhead Garage Door

### Homeowner Use and Maintenance Guidelines

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

#### Light Visible

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

#### Lubrication

Every six months, apply a lubricant such as silicone spray to all moving parts, such as track, rollers, hinges, pulleys, and springs. At the same time, check to see that all hardware is tight and operating as intended without binding or scraping.

#### Opener

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

If Candlelight Homes installed a door opener as one of your selections, we will demonstrate the electric eye that provides a safety stop in the event someone crosses through the opening while the overhead door is in motion during orientation. Use care not to place tools or other stored items where they will interfere with the function of the electric eye.

Expect to replace the battery in the garage opener remote controls about once a year. The battery is usually a nine volt.



### **Painting**

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

### **Safety**

Follow the manufacturer's instructions for safe and reliable operation. Do not allow anyone except the operator near the door when it is in motion. Keep hands and fingers away from all parts of the door. Do not allow children to play with or around the door.

For your safety, after the expiration of the one-year warranty, have adjustments made by a qualified specialist. The door springs are under a considerable amount of tension and require special tools and knowledge for accurate and safe servicing. Have the door inspected by a professional garage door technician after any significant impact to the door.

## **Candlelight Homes Overhead Garage Door Limited Warranty Guidelines**

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

### **Sag**

The garage door may sag slightly due to its weight and span.

### **Electric Eye**

It is your responsibility to keep objects away from the electric safety eye. Adjustments are your responsibility if they are bumped out of alignment.

# Gas Shut-Offs

## Homeowner Use and Maintenance Guidelines

You will find shut-offs on gas lines near their connection to each item that operates with gas. In addition, there is a main shut-off at the meter. We point these out during the orientation.

### Gas Leak

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

## Candlelight Homes Gas Shut-offs Limited Warranty Guidelines

The gas company is responsible for leaks up to the meter. Candlelight Homes will correct leaks from the meter into the home during the warranty period.

# Ghosting

## Homeowner Use and Maintenance Guidelines

Recent feedback from Homeowners (in both old and new homes) regarding black sooty stains which develop on surfaces in homes (on carpet, walls, ceilings, appliances, mirrors, and around area rugs—to list a few examples) have caused much investigation and research.

The conclusion of the research and laboratory tests has been that the majority of this staining or “ghosting” results from pollution of the air in the home caused by burning scented candles. Incomplete combustion of hydrocarbons as these candles burn contributes a considerable amount of soot to the air. This sooty substance then settles or accumulates on surfaces of the home. The sooty deposits are extremely difficult to remove and some surfaces (light-colored carpet, for instance), are almost impossible.

The popularity of scented candles has increased in recent years. If this is an activity that is part of your lifestyle, we caution you about the potential damage to your home. When this condition results from Homeowners burning candles or other lifestyle choices, the resulting damage is excluded from our limited warranty coverage.

*See also Carpet/Filtration.*

# Grading and Drainage

## Homeowner Use and Maintenance Guidelines

The final grade around your home has been inspected and approved for proper drainage of your lot by the local building officials as well as Candlelight Homes. Yards drain from one to another. You and your neighbors share an overall drainage plan for the community. Use caution when installing landscaping, fencing, or additions to your home to prevent causing water problems on adjacent lots.

### Drainage

Typically, the grade around your home should slope six inches in the first ten feet, tapering to a two percent slope in most cases, depending on lot size. Drainage swales do not always follow property boundaries. Maintain the slopes around your home to permit the water from draining away from the home as rapidly as possible. This is essential to protect your foundation. Failure to do so can result in major structural damage and will void your warranty. On lots where homes are close together, pay special attention to maintaining that slope. Note: you may want to invest in a full gutter system to help, but it will not prevent dirt from settling. That is a home owner maintenance item. Please refer to the "Drainage System and Engineered Grade" document you signed at your orientation.

### Exterior Finish Materials

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

### Roof Water

Candlelight Homes installed downspout extensions on your gutter system to prevent water from pooling at your foundation. Keep these maintained and in place at all times so the water drains away from your home quickly. Where the extension terminates at finished landscape locations, such as in lawn areas, keep the grass trimmed away from the pop up emitter to allow the unit to drain and function as intended.

*See also Gutters and Downspouts/Landscaping.*

### Subsurface Drains

Occasionally Candlelight Homes installs a subsurface drain to ensure that surface water drains from a yard adequately. Keep this area and especially the drain cover clear of debris and grass so that the drain can function as intended.

*See also Landscaping.*

## Candlelight Homes Grading and Drainage Limited Warranty Guidelines

We established the final grade to ensure adequate drainage away from the home.

Maintaining this drainage is your responsibility. If you alter the drainage pattern after closing, or if changes in drainage occur due to lack of maintenance, the limited warranty is void.

## Settling

The area we excavated for your home's foundation was larger than the home to allow space to work. In addition, some trenching is necessary for installation of utility lines.

Although we replaced and compacted the soil, it does not return to its original density.

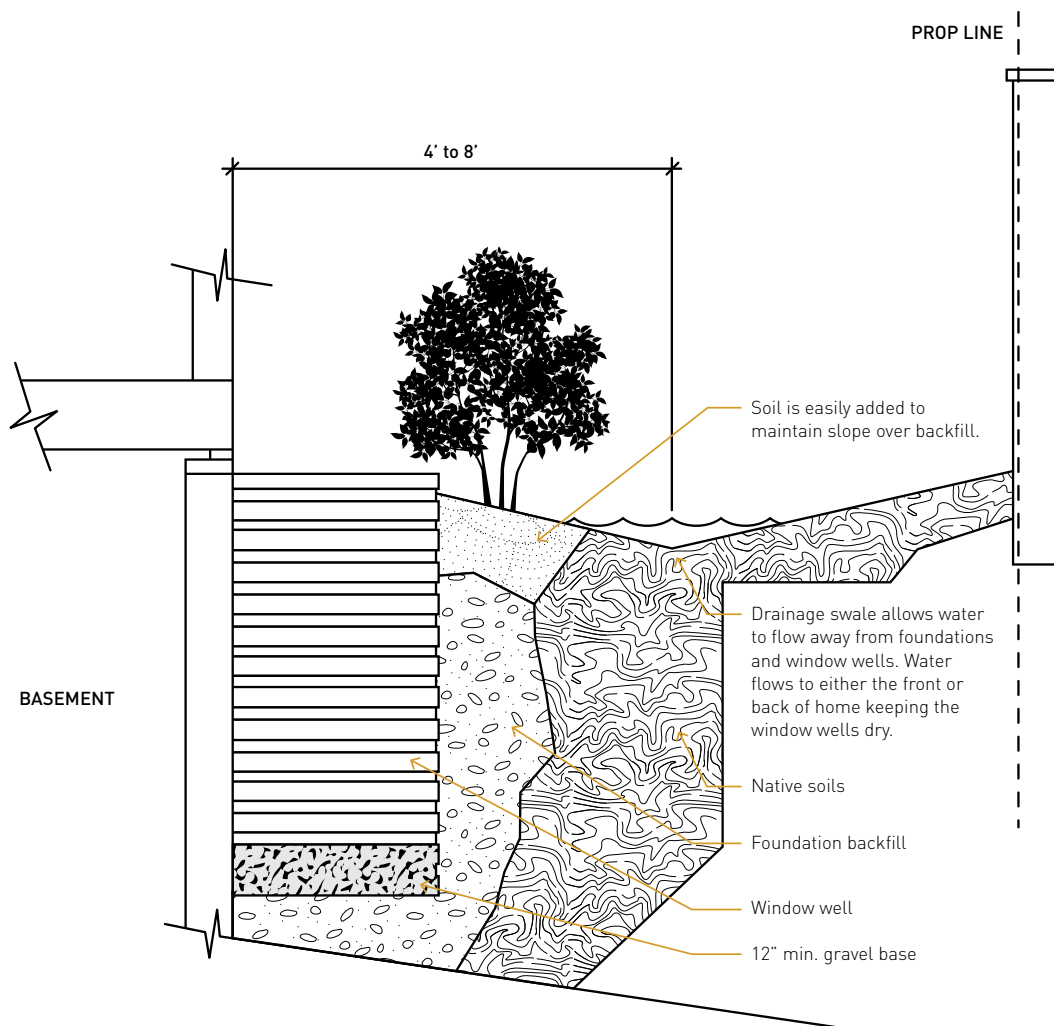
Some settling will occur, especially after prolonged or heavy rainfall or melting of large amounts of snow. Settling can continue for several years. Inspect the perimeter of your home regularly for signs of settling and fill settled areas as needed to maintain positive drainage. Maintenance of the grade around your home is your responsibility.

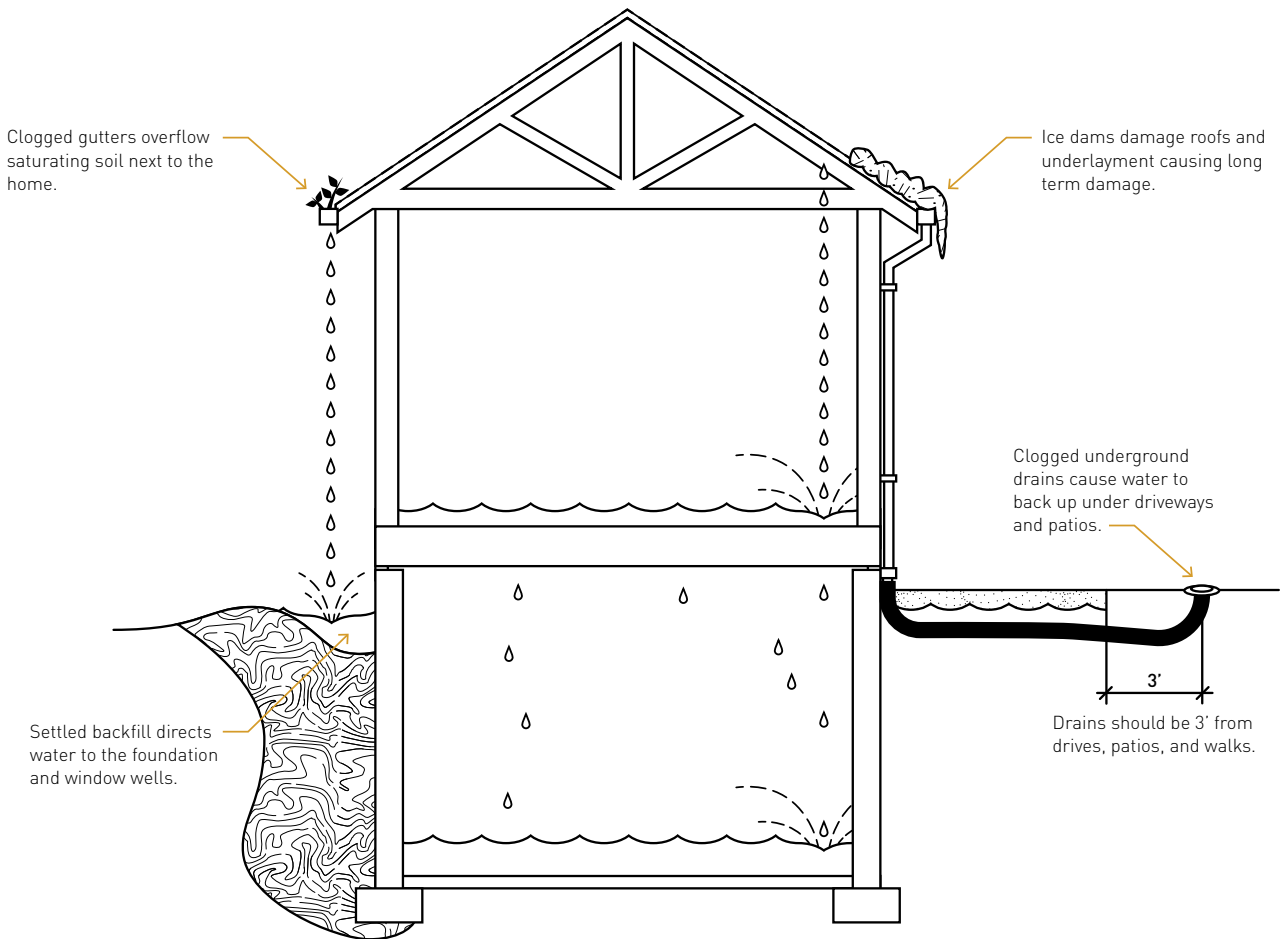
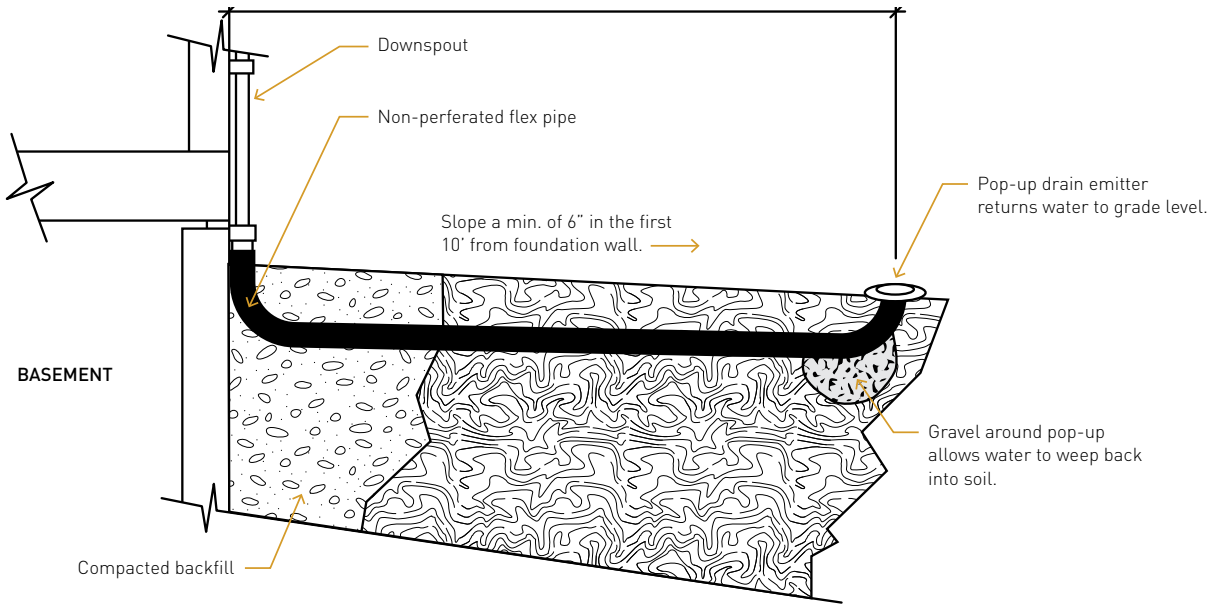
## Erosion

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

## New Sod

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





**DON'T LET DRAINAGE PROBLEMS  
WREAK HAVOC ON YOUR HOME**



## Recommendations

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

### Swales

Candlelight Homes does not alter drainage patterns to suit individual landscape plans. Typically, a lot receives water from and passes water onto other lots. Therefore changes in grade often affect adjacent or nearby lots. Candlelight Homes advises against making such changes. After heavy rain or snow, water may stand in swales up to 48 hours.

### Winter Grading

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

Confirm that we have completed your grading before beginning landscaping.

# Gutters and Downspouts

## Homeowner Use and Maintenance Guidelines

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

### Extensions

Candlelight Homes installed downspout extensions on your gutter system to prevent water from pooling at your foundation. Keep these maintained and in place at all times so water drains away from your home quickly. Where the extension terminates at finished landscape locations, such as in lawn areas, keep the grass trimmed away from the pop up emitter to allow the unit to drain and function as intended. Extensions should discharge outside of rock or bark beds so that water is not dammed behind the edging materials that might be used.

*See also Landscaping, Grading, and Drainage*

### Leaks

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

### Snow and Ice

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

*See also Roof/Ice Dam.*

## Candlelight Homes Gutters and Downspouts Limited Warranty Guidelines

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

### Leaks

We correct leaks that occur during the warranty period.

### Overflow

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

### Standing Water

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

# Hardwood and Laminate Floors

## Homeowner Use and Maintenance Guidelines

In daily care of hardwood and laminate flooring, preventive maintenance is the primary goal.

### Cleaning

Sweep on a daily basis or as needed. Never wet-mop, damp mop, steam-clean or direct spray moisture (i.e. wet spray Swiffer) on hardwood or laminate flooring. Excessive water causes swelling, warping, delamination, and joint separation, which voids the warranty. Remove spills promptly using a clean soft cloth. Protect your floor from water around pet dishes, dishwasher, and refrigerator. Most manufacturers recommend using a hard surface flooring cleaner, which is available at most hardware stores. REMEMBER – Moisture and wood don't mix. Period.

### Dimples

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

### Filmy Appearance

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

### Furniture Legs

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

### Humidity

Ideal humidity level for a home is between 35 and 55 percent. Wood floors respond noticeably to changes in climate and humidity in your home. Especially during winter months, the individual planks or pieces expand and contract as water content changes. A humidifier is recommended in dry climates to minimize expansion and contraction of wood flooring.

### Mats and Area Rugs

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

### Separation

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

*See also Warping.*

### **Shoes**

Keep high heels in good repair. Heels that have lost their protective cap (thus exposing the fastening nail) will exert over 8,000 pounds of pressure per square inch on the floor. That's enough to damage hardened concrete, so it will most definitely mark your wood floor.

### **Sun Exposure**

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

### **Traffic Paths**

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

### **Warping**

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

### **Wax**

Waxing and the use of products like oil soap are neither necessary nor recommended by the manufacturer. The preferred maintenance is preventative cleaning to maintain the desired luster.

## **Candlelight Homes Hardwood / Laminate Flooring Limited Warranty Guidelines**

During the orientation Candlelight Homes will confirm that your hardwood or laminate floors are in acceptable condition. We will correct any readily noticeable cosmetic defects listed during this time. You are responsible for proper routine maintenance of hardwood or laminate floors.

### **Swelling, warping, delamination and joint separation**

Candlelight Homes will repair or replace defective flooring if it is determined to be an installation or manufacturer defect. Moisture related damage is not covered under this warranty.

### **Color match**

If a repair to a hardwood or laminate floor is necessary for any reason, exact color match may not be possible. Candlelight Homes will make every effort to match product, but due to dye lot differences, a perfect match will not be guaranteed.

*See also Care and Maintenance.*

# Heating System: Gas Forced Air

## Homeowner Use and Maintenance Guidelines

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

### Adjust Vents

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

### Avoid Overheating

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

### Blower Panel (Fan cover)

You need to position the blower panel cover correctly for the furnace blower to operate. This panel compresses a button that tells the blower it is safe to operate. Similar to the way a clothes dryer door operates, this panel pushes in a button that lets the fan motor know it is safe to come on. If that button is not pushed in, the furnace will not operate.

### Combustion Air

Furnaces installed by Candlelight Homes in basements, utility closets, attics or crawl spaces include a combustion air duct. The outside end of this duct is covered with a screen to minimize insects or animals from entering. Cold air coming in through this duct means it is functioning as it should.

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

### Compressor Level

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

*See also Grading and Drainage.*

### Duct Cleaning

Exercise caution before spending money on professional ductwork cleaning services. A study by the EPA found no proof that ductwork cleaning improves indoor air quality, nor was evidence found that it prevents health problems. For more information contact the EPA and request document EPA-402-K-97-002. Or click the link below to view this information on their website.

## **Ductwork Noise**

The popping or booming noise is the natural result of expansion and contraction of the ductwork system. It may not be possible to eliminate completely. Candlelight Homes will adjust loud oil canning noises when possible.

## **Filter**

A clean filter will help to keep your home clean and reduce dusting chores. Remember to change or clean the filter monthly during the heating season (year-round if you also have air conditioning). A clogged filter can slow airflow and cause your air conditioner to freeze up. Although it takes less than one minute to change the filter, this is one of the most frequently overlooked details of normal furnace care.

## **Fuse**

The fuse is located in the circuit board, and is a three amp fuse. It absorbs any spikes in the line such as close electrical strikes or power surges. Unlike old fuses that burn out and clearly indicate that they are blown, these fuses, similar to automobile fuses, have a spring that depresses when tripped. Unless you have examined these quite carefully before, it may be hard to determine if the fuse has blown. We suggest that you buy some extra fuses of the same size in case a replacement is needed.

## **Furnished Home**

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

## **Gas Odor**

If you smell gas, call the gas company immediately.

## **Humidifier**

If a humidifier is installed on the furnace system, turn it off when you use the air conditioning; otherwise, the additional moisture can cause a freeze-up of the cooling system. During times where the outside temperature is colder, the humidifier should be turned down.

## **Manufacturer's Instructions**

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

## **Odor**

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

## **On-Off Switch**

The furnace has an on-off blower switch. This switch looks like a regular light switch and is located in a metal box outside the furnace. When turned off, this switch overrides all furnace commands and shuts down the blower. This is usually done only when maintenance service is being performed, although young children have been known to turn the furnace off using this switch.

## **Pilot**

Today, furnaces are much easier to use than those of the past. Modern furnaces come with an electronic ignition system, rather than the old pilot light.

## **Registers**

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

## **Return Air Vents**

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

## **Temperature Variations**

Depending on the style of home, temperatures may vary from room to room and floor to floor by several degrees Fahrenheit. This is due to such variables as floor plan, orientation of the home on the lot, type and use of window coverings, and traffic through the home. The furnace blower will typically cycle on and off more frequently and for shorter periods during severe cold spells.

For more comfortable living, turn the fan switch at the thermostat to the "on" position to continually cycle air through your home. The blower motor will run continuously, actually extending the life of the unit. Heating and cooling will only start up when the thermostat calls for a temperature increase or decrease.

## **Thermostat**

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

## **Trial Run**

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

# WEATHERIZING YOUR BACKFLOW PREVENTER

1



Turn off the main sprinkler supply. Then turn off the ball valves at both ends of the unit.

2



Twist the screw 1/4 turn on all three relief valves to bleed the pressure.

3



Remove the two screws on the top of the wedge piece.

4



Pull up on the wedge piece to remove it.

5

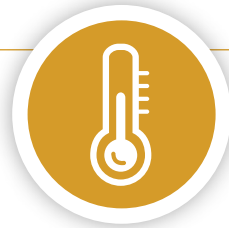


Remove the backflow body and store it in a warm place, but not in a garage.

6



Re-open both ball valves 1/8 turn and leave them in a partially opened position to drain remaining water. Even a small amount of water left in the unit will freeze and could crack the housing.



## TROUBLESHOOTING TIPS: NO HEAT

Before calling for service, check to confirm the following:

- » Thermostat is set to “heat” and the temperature is set above the room temperature.
- » Blower panel cover is installed correctly for the furnace blower (fan) to operate.
- » Breaker on the main electrical panel is on. (Remember, if a breaker trips you must turn it from the tripped position to the off position before you can turn it back on.)
- » Switch on the side of the furnace is switched to “on”.
- » Fuse in furnace is good. (See manufacturer literature for size and location.)
- » Gas line is open at the main meter and on the side of the furnace.
- » Filter is clean to allow airflow.
- » Vents in individual rooms are open.
- » Air returns are unobstructed.

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

## Candlelight Homes Heating System Limited Warranty Guidelines

Candlelight Homes will install heating systems according to local building codes, as well as to engineering designs of the particular floor plan.

Adequacy of the system is determined by its ability to establish a temperature of 70 degrees Fahrenheit, as measured in the center of the room, five feet above the floor. In extremely cold temperatures (ten degrees below zero or colder), the system should be able to maintain a temperature differential of 80 degrees from the outside temperature.

### Duct Placement

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

### Ductwork

Although the heat system is not a sealed system, the ductwork should remain attached and securely fastened. If it becomes unattached, Candlelight Homes will repair it as needed.

Popping or booming noise is a natural result of expansion and contraction of the ductwork system. It may not be possible to eliminate completely. Candlelight Homes will adjust loud oil canning noise when possible.

### Thermostat

Thermostats are calibrated to +/- five degrees.

# Humidifier

## Homeowner Use and Maintenance Guidelines

Operate a humidifier only with the furnace, not with the air conditioner. If you notice condensation on windows, the humidifier should be adjusted to a lower setting. Clean the moisture pad according to the manufacturer's instructions and suggested timetable.

## Candlelight Homes Humidifier Limited Warranty Guidelines

Refer to the manufacturer's limited warranty for information regarding coverage of the humidifier.

Note: if you do not adjust your humidifier to outside temperature and humidity, it can result in too much moisture in the air which can cause damage to interior finishes and mold.

# Insulation

## Homeowner Use and Maintenance Guidelines

The effectiveness of blown insulation is diminished if it is compressed. As the last step in any work done in your attic, such as the installation of speaker wire, you should confirm that the insulation lays smooth and even. Do not step on drywall ceilings, because this can result in personal injury or damage to the drywall.

Electrical outlets normally emit noticeable amounts of cold air when outside temperatures are low.

## Candlelight Homes Insulation Limited Warranty Guidelines


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

# Landscaping

## Homeowner Use and Maintenance Guidelines

Providing complete details on landscape design is beyond the scope of this manual. Many excellent books, videos, and computer software programs are available that offer you this information. Local nurseries and landscape professionals can also assist you.

In planning your landscaping, think of proportion, texture, color, mature size, maintenance needs, soft and hard surfaces, lighting, fencing, edging, and water requirements. A beautiful yard requires considerable planning and regular attention. Most Homeowners take years to achieve the yard they want. Planning to install items in stages can spread the cost and work over several seasons.



Whatever the source of your design, plan to install the basic components of your landscaping as soon after closing as weather permits. In addition to meeting your Homeowner association or CC&Rs requirements to landscape in a timely manner, well-designed landscaping prevents erosion and protects the foundation of your home.

### **Backfill**

We construct the foundation of your home beginning with an excavation into the earth. When the foundation walls are complete, the area surrounding them is backfilled. Soil in this area is not as compact as undisturbed ground. Water can penetrate through the backfill area to the lower areas of your foundation. This can cause potentially severe problems such as wet basements, cracks in foundation walls, and floor slab movement. Avoid this through proper installation of landscaping and good maintenance of drainage.

Backfill areas will settle and require prompt Homeowner attention to avoid damage to your home and voiding of the structural warranty.

Keep downspout extensions in the down position to channel roof runoff away from the foundation area of your home. Routine inspection of downspouts, backfill areas, and other drainage components are an excellent maintenance habit.

*See also Grading and Drainage.*

### **Back Flow Preventer**

Recent building codes have required the installation of back flow preventers in your sprinkler system to prevent pesticides and other contaminants from entering your home water system. It is necessary to remove and weatherize your back flow preventer each fall before temperatures reach freezing. Weatherization of the back flow preventer is your responsibility. See the weatherization instructions on page 81.

### **Bark or Rock Beds**

Make sure edging around decorative rock or bark beds is far enough away to allow for free flow of water away from the home. You can use a non-woven landscape fabric between the soil and rock or bark to restrict weed growth while still permitting normal evaporation of ground moisture.

### **Erosion**

Until your yard is established and stable, erosion will be a potential concern. Heavy rains or roof runoff can erode soil. The sooner you restore the grade to its original condition, the less damage will occur.

Erosion is of special concern in drainage swales. If swales become filled with soil runoff, they may not drain the rest of the yard, causing further problems. Correcting erosion is your responsibility. You may need to protect newly planted seed with erosion matting or reseed to establish grass in swales. It can take several years to fully establish your lawn in such challenging areas.

### **Hired Contractors**

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

## Natural Areas

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

## Planning

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

## Plant Selection

Use plants that adapt well to your local climate. Favor native over exotic species, and consider future size, shape, and growth of the plant.

*See also Property Lines.*

## Requirements

Check with your local building department and Homeowners association before designing, installing, or changing landscaping for any regulations you are required to follow.

## Seeded Lawns

If lawn seeding is part of your home purchase, consider this as the first step in establishing your yard. Remember that the forces of nature are far stronger than grass seed. You will need to over-seed at some point, perhaps more than once. Heavy storms can cause washouts and erosion that you will need to correct. It generally takes at least three growing seasons to establish a good lawn, longer if weather conditions are difficult or if you do not have the time to devote to lawn care.

Before over-seeding, remember to fill any slight depressions with a light layer of topsoil. Minimize traffic of all kinds on newly seeded areas and avoid weed killer for at least 120 days. Keep the seed moist, not wet.


## Sod

Newly placed sod requires extra water for several weeks. Be aware that new sod and the extra watering it requires can sometimes create drainage concerns (in your yard or your neighbor's) that will disappear when the yard is established and requires normal watering. It is your responsibility to adjust sprinkler time clock settings a few weeks after move in.

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

## Sprinkler System

If Candlelight Homes included a sprinkler system with your home, we can have the installer demonstrate the system and make final adjustments shortly after you move in at your request. The installer will note and correct any deficiencies in the system at that time.



Whether we install your sprinkler or you install it yourself, keep these points in mind:

- » You are responsible for routine cleaning and adjusting of sprinkler heads as well as shutting the system down in the fall. Never install spray heads within three feet of the foundation. Failure to drain the system before freezing temperatures occur can result in broken lines, which will be your responsibility to repair. Candlelight Homes suggests that you have the system blown out to ensure water is out of the lines. You may contact the office for a trade contractor reference.
- » Remove the back flow preventer to avoid freezing and damaging the unit.
- » Conduct weekly operational checks to ensure proper performance of the system.
- » Direct sprinkler heads away from the home. Trickle or bubbler-type irrigation systems are recommended for use adjacent to your home's foundation.

Automatic timers permit you to water at optimum times whether you are at home, away, awake, or asleep. The amount of water provided to each zone can be accurately and consistently controlled and easily adjusted with a timed system.

### **Stones**

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

### **Trees**

Trees are one of the most important features of an attractive community. They add significant value to the homes we build. We take steps to protect and preserve existing trees in the area of your home, but in spite of our best efforts, existing trees located on construction sites can suffer damage from construction activities. These damages can manifest months after the completion of construction.

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

Remember to water trees during the summer or during warm dry periods in the winter.

Add mulch and avoid tilling or planting flower beds around trees. This is especially important while trees are recovering from the construction process.

Trees and other plant materials that exist on the lot when construction begins, and are not part of any landscaping installed by Candlelight Homes, are excluded from warranty coverage.

### **Utility Lines**

A slight depression may develop in the front lawn along the line of the utility trench. To correct this, roll back the sod, spread topsoil underneath to level the area, and then relay the sod.

Before any significant digging, check the location of buried service leads by calling the local utility locating service. In most cases, wires and pipes run in a straight line from the main service to the public supply.

*See also Easements.*



## **Erosion**

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

## **Weeds**

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

## **Xeriscape®**

Candlelight Homes recommends careful consideration of landscape design and selection of planting materials to minimize the demands of your yard on water supplies. Detailed information about Xeriscape® is available from reputable nurseries. This has the triple benefit of helping the environment, saving on water bills, and reducing the amount of moisture that can reach your foundation.

# **Candlelight Homes Landscaping Limited Warranty Guidelines**

## **Watering systems**

Watering systems installed by Candlelight Homes are warranted against installation and product defects for one growing season. All adjustments to spray heads after closing are your responsibility.

## **Plants, sod, and trees**

Candlelight Homes will confirm the healthy condition of all plant materials during the orientation as well as the condition of the sprinkler system. Maintaining landscaping is your responsibility. Neglect will void the warranty. Plants, sod, and trees are warranted for 30 days from date of closing or landscape completion, whichever is later.

## **Weatherization**

Remember to weatherize your system each fall before temperatures reach freezing. Failure to perform this task voids your warranty.

# Mildew

## Homeowner Use and Maintenance Guidelines

Mildew is a fungus that spreads through the air in microscopic spores. Mildew loves moisture and feeds on multiple different surfaces. On siding, it may look like a layer of dirt, so to determine if you are in fact dealing with mildew, wipe the surface with a cloth or sponge dampened with bleach. If the bleach causes the surface to lose its dark appearance, you are most likely seeing mildew.

Cleaning mildew from your home is your responsibility. Solutions that remove mildew are available from local paint or home improvement stores. Wear protective eye-wear and rubber gloves for this task as the chemicals that remove mildew are unfriendly to humans.

## Candlelight Homes Mildew Limited Warranty Guidelines

We will remove any mildew noted during the orientation. Candlelight Homes' warranty excludes mildew.

# Mirrors

## Homeowner Use and Maintenance Guidelines

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

## Candlelight Homes Mirrors Limited Warranty Guidelines

Candlelight Homes will confirm that all mirrors are in acceptable condition during the orientation. We will correct scratches, chips, or other defects to mirrors noted at that time.

# Paint and Stain

## Homeowner Use and Maintenance Guidelines

Because of changes in the formula for paint (such as the elimination of lead to make paints safer), painted surfaces must be washed gently using mild soap and as little water as possible. Avoid abrasive cleaners, scouring pads, or scrub brushes. Flat paints show washing marks more easily than gloss paints do. Often better results come from touching up rather than washing the paint.

### Colors

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

### Exterior

Regular attention will preserve the beauty and value of your home's exterior. Check the painted and stained surfaces annually. Repaint before much chipping or wearing away of the original finish occurs, as this will save you the cost of extensive surface preparation.

Plan on refinishing the exterior surface of your home approximately every two to three years or as often as your paint manufacturer suggests for your area and climate.

Climatic conditions control the chemical structure of the paint used on the exterior. Over time, the finish will fade and begin to dull. Depending on the exposure to weather of each surface, the paint on some parts of your home may begin to show signs of deterioration sooner than others.

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

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

### Severe Weather


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

### Stain

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

### Touch-Up

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



We provide leftover samples of the paint used on your home. Store these with the lids tightly in place and in a location where they are not exposed to extreme temperatures.

### **Wall Cracks**

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

*See also Drywall.*

## **Candlelight Homes Paint and Stain Limited Warranty Guidelines**

During your orientation Candlelight Homes will confirm that all painted or stained surfaces are in acceptable condition. They will touch up paint as indicated on the orientation list. You are responsible for all subsequent touch-up, except painting we perform as part of another warranty repair.

### **Cracking**

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

### **Fading**

Expect fading of exterior paint or stain caused by the effects of sun and weather. Candlelight Homes' limited warranty excludes this occurrence.

### **Touch-Up Visible**

Paint touch-up will be visible under certain lighting conditions. Slight differences in sheen are not covered under this warranty.

### **Wood Grain**

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

# Pests and Wildlife

## Homeowner Use and Maintenance Guidelines

Insects such as ants, spiders, wasps, and bees, as well as animal life such as woodpeckers, squirrels, mice, and snakes, may fail to recognize that your home belongs to you. Addressing concerns involving these pests and wildlife comes with being a Homeowner.

For informational resources on these pests, contact the state wildlife service, animal control authorities, the county extension service, or pest control professionals.

## Candlelight Homes Pests and Wildlife Limited Warranty Guidelines

Candlelight Homes includes no warranty for insect or pest intrusion.

# Phone Jacks

## Homeowner Use and Maintenance Guidelines

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

## Candlelight Homes Phone Jacks Limited Warranty Guidelines

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

# Plumbing

## Homeowner Use and Maintenance Guidelines

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

### Aerators

Even though your plumbing lines have been flushed to remove dirt and foreign matter, small amounts of minerals may enter the line. Aerators on the faucets strain much of this from your water. Minerals caught in these aerators may cause the faucets to drip because washers wear more rapidly when they come in contact with foreign matter. It also can happen faster in areas where the water has very hard mineral deposits.

*See also Dripping Faucet.*

## Basement Construction

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

## Cleaning

Follow manufacturer's directions for cleaning fixtures. Avoid abrasive cleansers containing ammonia or vinegar. Clean plumbing fixtures with a soft sponge and soapy water, then polish with a dry cloth to prevent water spots. **IMPORTANT:** The use of any automatic toilet cleaners that are applied inside the toilet tank will void the warranty. In-tank cleaners can damage the rubber, metal, and plastic components of tank parts, which in turn can cause leaks.

## Clogs

The main causes of toilet clogs are domestic items such as disposable diapers, excessive amounts of toilet paper, sanitary supplies, Q-tips, dental floss, and children's toys. Improper garbage disposal use also causes many plumbing clogs. Always use plenty of cold water when running the disposal. This recommendation also applies to grease. Supplied with a steady flow of cold water, the grease congeals and is cut up by the blades. If you use hot water, the grease remains a liquid, then cools and solidifies in the sewer line. Allow the water to run 10 to 15 seconds after shutting off the disposal.

You can usually clear clogged traps with a plumber's helper (plunger). If you use chemical agents, follow directions carefully to avoid personal injury or damage to the fixtures.

Clean a plunger drain stopper, usually found in bathroom sinks, by loosening the nut under the sink at the back, pulling out the rod attached to the plunger, and lifting the stopper. Clean and return the mechanism to its original position.

## Dripping Faucet

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

## Extended Absence

If you plan to be away for an extended period, you should turn off your water supply lines and unplug your softener if you have one. You may also wish to shut off the water heater. Do this by turning off the cold water supply valve on top and the gas control at the bottom. Keep the pilot on and set the temperature to its lowest or "vacation" setting. Check manufacturer's directions for additional hints and instructions.

*See also Extended Absence checklist.*

## Fiberglass Fixtures

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

## Freezing Pipes

Provided the home is heated at a normal level, pipes should not freeze at temperatures above 0°F. Set the heat at a minimum of 55°F if you are away during winter months. Keep garage doors closed to protect plumbing lines running through this area from freezing temperatures.

In unusually frigid weather, or if you will be gone more than a day or two, open the cabinet doors under sinks in the bathrooms and kitchen to allow warm air to circulate around pipes. Use an ordinary hair dryer to thaw pipes that are frozen. Never use an open flame.

## Jetted Tubs

If your home includes a jetted tub follow manufacturer directions for its use and care.

Never operate the jets unless the water level is at least one inch above them. Clean and disinfect the system every one to two months, depending on usage. To do this, fill the tub with lukewarm water and add one cup of liquid chlorine bleach or you can use a ½ cup of dish detergent. Run the jets for 10 to 15 minutes, drain and fill again. Run for 10 minutes with plain water. Drain.

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

## Laundry Tub

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

## Leaks

Isolate minor leaks with the stop valve at each fixture. If a major plumbing leak occurs, the first step is to turn off the supply of water to the area involved. This may mean shutting off the water to the entire home. Then contact the appropriate contractor listed in the Emergency section of this manual.

## Low Flush Toilets

In the search for a balance among comfort, convenience, and sensible use of natural resources, the government has prohibited the manufacture of toilets using more than 1.6 gallons of water per flush.

As a result of implementing this water saving regulation, flushing twice is occasionally necessary to completely empty the toilet bowl. Even with this additional flushing, you are still saving water and complying with the law. In addition, flow restrictors are installed into most faucets and all shower heads that cannot be removed. We apologize for any inconvenience this may cause.

## Low Pressure

Occasional cleaning of the aerators on your faucets (normally every three to four months) will allow proper flow of water. The water department controls the overall water pressure, and the Pressure Reducing Valve (PRV) controls the pressure to your home. This valve is located just inside where your water line enters the home. It is not recommended that you change the factory settings on this device.

## **Main Shut-Off**

The water supply to your home can be shut off entirely in two locations. The first is at the meter and the second is at the main valve in the basement. We will point both of these out during your orientation.

## **Marble or Manufactured Marble**

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

## **Outside Faucets (Hose Bib or Sill Cock)**

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

## **Porcelain**

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

## **Running Toilet**

To stop running water, check the shut-off float in the tank. You will most likely find it has lifted too high in the tank, preventing the valve from shutting off completely. In this case, gently reach into the tank and pull straight up on the float control until it stops the water at the correct level. The float should be free and not rub the side of the tank or any other parts. Also check the chain or rubber lift 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. Do not use bleach tablets or toilet drops that have bleach, as they will deteriorate the flapper and washers, cause the toilet to run, and void the warranty.

## **Shut-Offs**

Your main water shut-off is located in your basement or near where the main water line enters the home. You should use this shut-off for major water emergencies such as a water line break, installing a sprinkler system, or building an addition to your home. Each toilet has a shut-off on the water line under the tank. Hot and cold shutoffs for each sink are on the water lines underneath. We will review these during your orientation.

## **Sprinklers**

You should routinely inspect sprinkler heads and provide seasonal service to maintain proper operation.

*See also Landscaping/Sprinkler.*

## Stainless Steel

Clean stainless steel sinks with soap and water to preserve their luster. Avoid using abrasive cleaners or steel wool pads, as these will damage the finish. Also prevent bleach from coming into prolonged contact with the sink, as it can pit the surface. An occasional cleaning with a good stainless steel cleaner will enhance the finish and keep things looking as good as new. Rub in the direction of the polish or grain lines and dry the sink to prevent water spots. Also, a baking soda paste with soft cloth will work to remove film and leave the sink clean and shiny.

Avoid leaving produce on a stainless steel surface, since prolonged contact can stain the finish. Also avoid using the sink as a cutting board, as sharp knives will gouge the finish.

## Water Filter or Softener

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

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## TROUBLESHOOTING TIPS: PLUMBING



### No Water Anywhere in the Home.

Before calling for service, check to confirm the following:

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

### No Hot Water *See Water Heater*

### Leak Involving One Sink, Tub, or Toilet

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

### Leak Involving a Main Line

- » Turn water off at the meter in your home.
- » Call emergency number for the plumber listed in the Emergency section for service.

### Back Up at One Toilet

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

- » Shut off the water supply to the toilet involved.
- » Use a plunger to clear the blockage.
- » Use a snake to clear the blockage.

- » If you've been in your home fewer than 30 days, contact Candlelight Homes or the plumber listed on your Emergency Phone Numbers sheet.
- » If you've been in your home over 30 days, contact a roofer service.

### **Sewer Back Up Affecting Entire Home**

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

### **Sewer Smell at Laundry Room or Mechanical Room**

- » Floor drains incorporate a P-trap in them to eliminate sewer gases from backing up into your home. Pour water into the trap every few weeks or when you notice a smell.

### **No hot water at master bath tub**

- » Increase the temperature to the hot water valve on the tub by locating the temperature control valve under the master vanity sink (between the hot and cold lines). Loosen the screw on the top of the turn valve, lift up on the valve and increase or decrease as desired.

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

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## **Candlelight Homes Plumbing Limited Warranty Guidelines**

During the orientation Candlelight Homes will confirm that all plumbing fixtures are in acceptable condition and are functioning properly, and that all faucets and drains operate freely.

### **Clogged Drain**

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

### **Cosmetic Damage**

Candlelight Homes will correct any fixture damage noted on the orientation list.

### **Exterior Faucets**

Candlelight Homes will repair leaks at exterior faucets noted on the orientation list.

Subsequent to orientation, repair of a broken line to an exterior faucet is your responsibility. Garden hoses should never be left attached to faucets in freezing conditions, as this may cause them to leak or burst.

## Freezing Pipes

Provided the home is heated at a normal level, pipes should not freeze. Set heat at 55 degrees Fahrenheit if you are away during winter months. Keep garage doors closed to protect plumbing lines that run through this area. Freezing pipes are excluded from this warranty.

## Leaks

Candlelight Homes will repair leaks in the plumbing system. If a plumbing leak caused by a warranted item results in drywall or floor covering damage, Candlelight Homes will repair or replace items that were part of the home as originally purchased. They do not make adjustments for secondary damages such as wallpaper, drapes, and personal belongings. Insurance should cover these items.

## Noise

Changes in temperature or the flow of the water itself will cause some noise in the water and drain pipes. Drain pipes will expand and contract as hot water flows through them, causing a ticking sound inside the wall. This is normal and requires no repair. Candlelight Homes will repair persistent water hammer. Expect temperatures to vary if water is used in more than one location in the home at the exact same time.

*See also Expansion and Contraction*

## Supply

Candlelight Homes will correct construction conditions that disrupt the supply of water to your home if they involve service from the main water supply, provided actions of yours have not caused the problem. Disruption of service due to failure of the water department system is the responsibility of the water department to correct.

## Laundry Floor Drain Pan

Candlelight Homes offers a laundry floor drain pan that can be selected as an optional feature. It should be noted that this option is available as a means of capturing and discharging minor leaks that can occur from directly within the plumbing of the washing machine, or possibly an overflow, and is limited to that purpose. It is not designed to contain all types of leaks that can occur in the Laundry Room plumbing systems.

For example, leaks from sources such as, but not limited to, burst supply hoses, faucet hose connection leaks, or dislodged waste water hoses will not be contained by the laundry floor drain pan, and subsequent damage from these types of leaks is not covered under the Limited Warranty, with or without the optional laundry floor drain pan installed.

# Property Boundaries

## Homeowner Use and Maintenance Guidelines

At your preconstruction meeting you will receive a copy of a plot plan that shows your lot and the location of your home on the lot. To construct the home, Candlelight Homes has established the property boundaries and corners.

During construction, some of the monuments that mark the lot corners may be affected or covered up by grading, excavation, installation of utility lines, and other typical construction activities. If you wish to install a fence or swimming pool; or add a deck or patio; or otherwise establish a permanent structure, to your home, we advise that you have professional surveyors locate and mark property boundaries to be certain they are accurate and you have found all corners.

*See also Easements.*

# Railings

## Homeowner Use and Maintenance Guidelines

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

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

## Candlelight Homes Railings Limited Warranty Guidelines

During the orientation, Candlelight Homes will confirm that all railings are in good condition.

Candlelight Homes installs railings in positions and locations to comply with applicable building codes. Railings should remain securely attached with normal use.

# Resilient Flooring

## Homeowner Use and Maintenance Guidelines

Although resilient floors are designed for minimum care, they do have maintenance needs. Follow any manufacturer's specific recommendations for care and cleaning.

Some resilient floors require regular application of a good floor finish. This assures a high gloss will be retained. However, avoid using cleaning or finishing agents on the new floor until the adhesive has thoroughly set. This will take about two weeks.

### Color and Pattern

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

### Limit Water

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

### Moving Furniture

Moving appliances across resilient floor covering can result in tears and wrinkles.

Install coasters on furniture legs to prevent permanent damage. If you do damage the resilient floor, you can have it successfully patched by professionals. If any scraps remain when installation of your floor covering is complete, we leave them in the hope that having the matching dye lot will make such repairs less apparent.

### No-Wax Flooring

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

### Raised Nail Heads

Raised nail heads are the result of movements of the floor joist caused by natural shrinkage and deflection. We have used special nails and glued the underlayment to help minimize this movement. If a nail head becomes visible through resilient flooring, place a block of wood over it and hit the block with a hammer to reset the nail. If this does not fix the problem then follow normal warranty request procedures.

### Scrubbing and Buffing

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

## **Seams**

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

## **Candlelight Homes Resilient Flooring Limited Warranty Guidelines**

Candlelight Homes will confirm that resilient floor covering is in an acceptable condition during your orientation. Candlelight Homes' limited warranty does not cover damage to resilient floors caused by moving furniture or appliances into the home. They can assist you in contacting professionals who can repair such damage if it does occur.

Candlelight Homes is not responsible for discontinued selections.

## **Adhesion**

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

## **Ridges**

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

## **Seams**

Seams will occur and are sealed at the time of installation. Candlelight Homes will correct gaps in excess of 1/16 inch where resilient flooring pieces meet or 1/8 inch where resilient flooring meets another material. Candlelight Homes will correct curling at seams unless caused by excessive water.

# Roof

## Homeowner Use and Maintenance Guidelines

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

### Clean Gutters

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

### Ice Dam

On occasion, depending on conditions and exposure, rising heat from inside your home can melt snow on the roof. When this happens, that water can run down and reach the cold eaves, causing it to freeze. An accumulation of this type of ice dams the subsequent runoff and the water begins to back up, overflowing the gutter system or sometimes working its way up under shingles, ultimately leading into your home through windows or ceilings.

If your home design or orientation makes it vulnerable to this occurrence, you may want to install an electric heat tape in the susceptible areas. You can contact a roofer to break away the remaining ice if you wish.

### Leaks

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

### Limit Walking

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

### Severe Weather

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



## TROUBLESHOOTING TIPS: ROOF LEAKS

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

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

- » Plumbing leak
- » Open window on a higher floor
- » Ice dam
- » Clogged gutter or downspout
- » Blowing rain or snow coming in through code required roof vents
- » Gap in caulking

Minimize potential property damage by:

- » Placing a container under dripping water.
- » If a ceiling is involved, using a screwdriver to poke a small hole in the drywall to release the water.
- » Removing personal belongings to prevent damage to them. If damage occurs, contact your Homeowner insurance company to submit a claim.
- » Reporting the leak to Candlelight Homes during first available business hours.

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

## Candlelight Homes Roof Limited Warranty Guidelines

Candlelight Homes will repair roof leaks other than those caused by severe weather such as heavy winds, hail damage, or some action you have taken, such as walking on the roof.

Roof repairs are made only when the roof is dry.

### Ice Dam

An ice build-up (ice dam) may develop at or above the eaves during extended periods of cold and snow. Your Homeowner insurance may cover this damage which is excluded from this warranty.

### Inclement Weather

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

# Rough Carpentry

## Candlelight Homes Rough Carpentry Limited Warranty Guidelines

### **Squeaks**

Squeaks caused by a loose subfloor are unacceptable, but totally squeak-proof floors cannot be guaranteed.

Candlelight Homes will refasten any loose sub-floor or take other corrective action to attempt to reduce squeaking within reasonable repair capability without removing floor or ceiling finishes.

There are many possible causes of floor squeaks. One of the more common sources of squeaks is wood moving along the shank of a nail. Squeaking frequently occurs when lumber, plywood, or boards move slightly when someone walks over them. Boards and plywood may become loose due to shrinkage of the floor structure or subfloor as it dries after installation or seasonal changes in temperature and humidity. Nails used to fasten metal connectors (joist hangers, tie-down straps, etc.) may cause squeaks. Because of the nature of wood and construction methods, it is practically impossible to eliminate all squeaks during all seasons. Clearly, some squeaks are more objectionable than others.

Although Candlelight Homes does not warrant against floor squeaks, a reasonable effort will be made to correct them.

### **Floor Deflection**

Floors will deflect (bend) when walked on. This will be more noticeable next to hutches, bookcases, pianos, chairs, kitchen islands with granite counter tops and other heavy furniture. All beams, joists, headers, and other structural members have been sized according to the engineer's specifications, the manufacturer's specifications and local building codes. This is not a structural deficiency and Candlelight Homes will take no action for this occurrence.

### **Floor Level**

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

### **Plumb Walls**

Candlelight Homes will correct walls that are out of plumb more than 1/2 inch in an eight foot distance, or walls that are bowed more than 1/2 inch in any 32 inch measurement.

# Shower Doors or Tub Enclosures

## Homeowner Use and Maintenance Guidelines

Shower doors and tub enclosures require minimal care. Using a squeegee to remove water after a bath or shower will keep mineral residue and soap film to a minimum. A coating of auto wax can also help prevent buildup of minerals and soap.

- » Use cleaning products suggested by the manufacturer to avoid any damage to the trim and hardware.
- » Avoid hanging wet towels on corners of doors; the weight can pull the door out of alignment and cause it to creak.
- » Check and touch-up caulking on an as needed basis.

*See also Caulking.*

## Candlelight Homes Shower Doors or Tub Enclosures Limited Warranty Guidelines

During your orientation, Candlelight Homes will confirm the good condition of all shower doors and tub enclosures.

Candlelight Homes warrants that shower doors and tub enclosures will function according to manufacturer specifications.

# Siding

## Homeowner Use and Maintenance Guidelines

Siding expands and contracts in response to changes in humidity and temperature.

Slight waves are visible in siding under moist weather conditions, while shrinking and separations will be more noticeable under dry conditions. These behaviors cannot be entirely eliminated.

### Wood and Wood Products

Wood or wood-product siding will require routine refinishing. The timing will vary with climatic conditions. Maintain caulking to minimize moisture entry into the siding. Note that some paint colors will require more maintenance than others and some sides of the home may show signs of wear sooner based on their exposure to the elements.

Some wood siding, such as cedar, is subject to more cracking and will require more maintenance attention.

### Vinyl

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

### Cement Based Products

Cement based siding will require repainting and caulking just as wood products do.

*See also Paint and Wood Trim.*

## Candlelight Homes Siding Limited Warranty Guidelines

Candlelight Homes warrants all siding to be free of defects in material and workmanship. They will confirm the good condition of the siding during your orientation.

Subsequent damage to the siding will be your responsibility to repair.

Candlelight Homes will caulk and apply touch-up paint to cracks that exceed 3/16 inch.

We provide this repair one time only near the end of the first year. Paint or stain touch-up will not match.

We will correct any separation at joints or where siding meets another material if the separation allows water to enter the home. Candlelight Homes will correct delaminating siding.

## Smart Home Technology

### Homeowner Use and Maintenance Guidelines

We confirm that all Smart Home devices are in acceptable condition and installed correctly during your orientation. We assign all Smart Home warranties to you, effective on the date of closing. Each of the Smart Home manufacturers warrant their products directly to you according to the terms and conditions of those written warranties. It is the Homeowner's responsibility to set up each Smart Home device.



#### Nest Learning Thermostat

The Nest Learning Thermostat automatically adapts with your life and the changing seasons. Just use it for a week and it programs itself. If you've just installed your Nest Learning Thermostat or if you've reset it to defaults, you'll need to complete the setup interview. Click the "Setup" link on the right to access the online step-by-step guide for your Nest Learning Thermostat.



[Get App](#)

Serial / Model #



#### The Ring Pro Video Doorbell

You can see who's at the front door right from your phone. You'll have peace of mind knowing that your kids are home safely from school or that your expected package was delivered on time. Click the "Setup" link on the right to access the online step-by-step guide for your Ring Pro Video Doorbell.



[Get App](#)

Serial / Model #



### Kevo Touch-to-Open Smart Lock

Fumbling with your keys is a thing of the past. With remote locking and unlocking, you can schedule, send, and delete eKeys right in the palm of your hand. Click the "Setup" link on the right to access the online step-by-step guide for your Kevo Touch-to-Open Smart Lock.

Serial / Model #



[Get App](#)



### LiftMaster Garage Door Opener with MyQ Technology

Open or close your garage door from anywhere or set a schedule right from your phone. With monitoring and activity alerts, every time you drive away, you can be confident your home is secure. Click the "Setup" link on the right to access customer support for your LiftMaster Garage Door Opener.

Serial / Model #



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### Sonos — The Wireless Home Sound System

Sonos fills as many rooms as you want with great-sounding music, movies and TV. Click the "Setup" link on the right to access the online customer care page for help setting up your Sonos products.

Serial / Model #



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# Smoke / Carbon Monoxide Detectors

## Homeowner Use and Maintenance Guidelines

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

### Battery

If a smoke detector makes a chirping sound, it is a sign that the battery needs to be replaced. Follow manufacturer instructions for installing a new battery. Most smoke detectors use a nine volt battery.

### Cleaning

For your safety, clean each smoke detector monthly to prevent a false alarm or lack of response in a fire. After cleaning, test the alarm to confirm the alarm is working. All alarms should sound when testing.

### Locations

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

## Candlelight Homes Smoke / CO Detector Limited Warranty Guidelines

Candlelight Homes does not represent that the smoke detectors will provide the protection for which they are installed or intended. We will test smoke detectors during the orientation to confirm that they are working and to familiarize you with the alarm. Subsequent maintenance is your responsibility. You are responsible for obtaining fire insurance.

# Stairs

## Homeowner Use and Maintenance Guidelines

No known method of installation prevents all vibration or squeaks in a staircase. A shrinkage crack will develop where the stairs meet the wall. When this occurs, apply a thin bead of latex caulk and, when dry, touch up with paint.

## Candlelight Homes Stairs Limited Warranty Guidelines

Although Candlelight Homes does not warrant against stair vibration and squeaks, a reasonable effort will be made to correct them without removing floor coverings.

# Stucco

## Homeowner Use and Maintenance Guidelines

Stucco cracks are normal with some exceptions. Stucco is a brittle cement product placed over a home that expands and contracts with temperature changes. When the wood members of your home move because of this expansion, the rigid stucco base does not move, resulting in cracking. This is normal and does not reduce the function of the stucco in any way. Waterproof membranes are placed behind the stucco base coat preventing water intrusion when the stucco cracks.

### Drainage

To ensure proper drainage, keep dirt and concrete flatwork a minimum of six inches below the stucco screed (mesh underneath final coat of stucco). Do not pour concrete or masonry over the stucco screed or right up to the foundation.

### Efflorescence

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

### Sprinklers

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

## Candlelight Homes Stucco Limited Warranty Guidelines

IMPORTANT: Colors cannot be exactly matched.

### Cracks

If a stucco crack exceeds 1/8 of an inch in width and 24 inches in length, it will require a repair. Keep in mind that most often a repair stands out more than the crack itself. Colors cannot be matched. If the crack is within that standard, no action will be taken. Stucco is a brittle cement product that is subject to expansion and contraction.

# Sump Pump

## Homeowner Use and Maintenance Guidelines

If conditions on your lot made it appropriate, the foundation design includes a perimeter drain and/or sump pump. The perimeter drain runs around the foundation to gather water and channel it to the sump pit, or crock. When the water reaches a certain level, the pump comes on and pumps the water out of your home. Read and follow the manufacturer's directions for use and care of your sump pump.

### Continuous Operation

The pump may run often or even continuously during a heavy storm or long periods of rain. This is normal under such conditions.

### Discharge

Know where the discharge for your sump pump system is and keep the end of the drain clear of debris so that water can flow out easily.

### Power Supply

The sump pump runs on electricity. If power goes off, the pump cannot operate. Storm water (not sewage) could then enter your basement. You may wish to install a back-up system to guard against this possibility. Homeowner insurance does not usually cover damage to your property from this source, so you may want to obtain a rider to cover this.

### Roof Water

Ensure that roof water drains quickly away from the home to avoid circulating it through your sump pump. Keep extensions downspout in place to channel water away from your home. See also Gutters and Downspouts

### Routine Check

Periodically check to confirm the pump is plugged in, the circuit breaker is on, and that the pump operates. To check the operation of your sump pump, pour five gallons of water into the sump pump crock (hole). The pump should come on and pump the water out. Follow this procedure once a year.

### Trees and Shrubs

Avoid planting trees or shrubs with aggressive root growth patterns near your home's foundation. The roots can make their way into the perimeter drain and eventually clog the system.

## Candlelight Homes Sump Pump Limited Warranty Guidelines

During your orientation, Candlelight Homes will discuss the sump pump and confirm it is operational. The pump is classified as an appliance and is warranted by the manufacturer. Pump maintenance is your responsibility.

# Swimming Pools

## Homeowner Use and Maintenance Guidelines

If your home includes a swimming pool, be aware of important safety and care requirements. Local ordinances require that you secure the pool area with a fence and locked gate to prevent unauthorized entry and use of your pool. Establish safe practices with children regarding proper pool behaviors and circumstances under which they can enter the water.

### Chemicals

Carefully study and follow information regarding the pool's chemistry. You are responsible for supplying all appropriate chemical treatments.

### Cleaning

Regular cleaning of the pool's surface is essential for comfortable and healthy enjoyment. Keep glass and debris out of the pool area.

### Filters and Pumps

Maintain the pool filters and pumps according to each manufacturer's directions.

### Professional Services

Consider retaining the services of a professional pool service to clean the pool, maintain the systems, and treat the water.

## Candlelight Homes Swimming Pools Limited Warranty Guidelines

During the orientation, Candlelight Homes will confirm that all pool surfaces are in acceptable condition. Repair of any surface damage noted subsequent to that is your responsibility. The pool installer will set a separate appointment with you to instruct you in the use and care of equipment and review chemical treatment of the pool water.

Pool equipment should function as designed provided you follow all maintenance steps.

# Termites

## Homeowner Use and Maintenance Guidelines

We treat the foundation of your home for termites and we can provide you with a copy of the certificate confirming that treatment upon request. Treatment for other types of insect or animal infestation is your responsibility.

### Regular Inspections

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

- » Check for wrinkles or waves in wood trim.
- » Tap wood to see if it sounds or feels hollow.
- » Inspect under the carpet tack strip by lifting the edge of carpet in the corner of a room. The tack strip is untreated and provides a convenient path for termites through your home.
- » Watch for tubes of dirt, called mud tubes, which extend from the soil up to your home.
- » Keep soil away from any wood parts of your home.
- » Be certain all roof water and precipitation moves quickly away from your home's foundation.
- » Avoid storing wood on the ground and against your home.
- » Maintain a safe zone of at least two feet in width around the perimeter of your home. Avoid planting grass or shrubs, installing any sprinkler device, or digging of any kind in this area. If you disturb this area, have it re-treated to restore protection.
- » Before installing stepping stones, river rock, concrete, or so on against the home, chemically treat the area that will be underneath the new material.
- » If you add onto or change the exterior of your home, be sure to have the areas treated first.

If you believe you see signs of termites or if you have any questions, contact your termite treatment company for guidance.

# Ventilation

## Homeowner Use and Maintenance Guidelines

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

### Attic Vents

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

### Crawl Space Vents

Homes with crawl spaces usually include two or more vents. Open crawl space vents for summer months and close them for winter months, pulling insulation over them.

Failure to close these vents and replace insulation may result in plumbing lines freezing in the crawl space. This occurrence is not covered by your warranty.

### Daily Habits

Your daily habits can help keep your home well ventilated, such as the following:

- » Do not cover or interfere in any way with the fresh air supply to your furnace.
- » Develop the habit of running the hood fan when you are cooking.
- » Run the bath fans when bathrooms are in use.
- » Air out your home by opening windows for a time when weather permits.

Proper ventilation will prevent excessive moisture from forming on the inside of the windows. This helps reduce cleaning chores considerably.

## Candlelight Homes Ventilation Limited Warranty Guidelines

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

# Water Heater: Gas

## Homeowner Use and Maintenance Guidelines

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

### Condensation

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

### Drain Tank

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

### Pilot

Please refer to the manufacturer's instructions on the front of the appliance.

### Safety

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

### Temperature

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

---

## TROUBLESHOOTING TIPS: NO HOT WATER

Before calling for service, check to confirm that the:

- » Pilot is lit. (Directions will be found on the side of the tank.)
- » Temperature setting is not on "vacation" or too low.
- » Water supply valve is open.

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

---



## Candlelight Homes Water Heater Limited Warranty Guidelines

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

*See also Plumbing.*

# Windows, Screens, and Sliding Glass Doors

## Homeowner Use and Maintenance Guidelines

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

### Condensation

Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. Your family's lifestyle controls the humidity level within your home. If your home includes a humidifier, closely observe the manufacturer's directions for its use.

*See also Condensation*

### Screen Storage and Maintenance

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

### Sills

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

### Sliding Glass Doors

Sliding glass doors are made with tempered glass, which is more difficult to break than ordinary glass. If broken, tempered glass breaks into small pieces rather than large splinters which can easily cause injury. It is your responsibility to ensure the weep holes are clear of debris. Vinyl doors and windows are flexible and may bump the frame when closing. This is normal and requires no repair.

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

### Sticking Windows

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

### Weep Holes

In heavy rains, water may collect in the bottom channel of window frames. Weep holes are provided to allow excess water to escape to the outside. Keep the bottom window channels and weep holes free of dirt and debris for proper operation.

## Candlelight Homes Windows, Screens, and Sliding Glass Doors

### Limited Warranty Guidelines

Candlelight Homes will confirm that all windows, screens, and sliding glass doors are in acceptable condition during the orientation. Candlelight Homes will repair or replace broken windows or damaged screens noted on the orientation list. Windows should operate with reasonable ease and locks should perform as designed. If they do not, Candlelight Homes will provide adjustments before occupancy.

### Condensation

Candlelight Homes provides no corrective measure for condensation.

Condensation that accumulates between the panes of glass in dual-glazed windows indicates a broken seal. Candlelight Homes will replace the window if this occurs during the warranty period.

### Infiltration

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

### Locks

Candlelight Homes verifies proper function of the sliding door locks at your orientation. Subsequent adjustments and maintenance of locks is your responsibility.

### Scratches

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

### Tinting

Candlelight Homes does not warrant damage to glazing or frames due to home owner installation of window tinting.

### Tracks

Sliding patio doors and screens shall slide properly on their tracks at the time of substantial completion of the project. The cleaning and maintenance necessary to preserve proper operation are consumer responsibilities. Sliding doors and windows may bump the frame when closing. This is normal and requires no repairs.

# Wood Trim

## Homeowner Use and Maintenance Guidelines

Shrinking of wood trim occurs during the first two years of installation or longer, depending on temperature and humidity. All lumber is more vulnerable to shrinking during the winter, when the heater is used more frequently. Maintaining a moderate and stable temperature helps to minimize the effects of shrinking. Wood will shrink less lengthwise than across the grain. Wood shrinking can result in separation at joints of trim pieces. You can usually correct this with caulk and touch-up paint.

Shrinking may also cause a piece of trim to pull away from the wall. If this occurs, drive in another nail close to but not exactly in the existing nail hole. Fill the old nail hole with putty and touch up with paint as needed. If the base shoe (small trim between base molding and the floor) appears to be lifting from the floor, this is probably due to slight shrinking of the floor joists below. Again, you can correct this condition by removing the old nails and re-nailing. You may prefer to wait until after the first heating season to make any needed repairs at one time.

*See also Expansion and Contraction*

## Candlelight Homes Wood Trim Limited Warranty Guidelines

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

### Exterior

Candlelight Homes will caulk and apply touch-up paint to cracks in exterior trim components that exceed 3/16 inch. We provide this repair one time only near the end of the first year. Paint or stain touch-up will not match. We will correct any separation at joints that allows water to enter the home.

### Raised Grain

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

# CARE & MAINTENANCE



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# Caring for Your Home

Candlelight Homes has constructed your home with carefully selected materials and the effort of experienced craftsmen and laborers under the supervision of our field personnel. Although this group works from detailed plans and specifications, no two homes are exactly alike, so over time, each behaves differently.

Although quality materials and workmanship have been used in creating your home, similar to an automobile, it requires care from the very first day of ownership. Regular Homeowner maintenance is essential to managing a quality home that lasts a lifetime. This section of our manual was assembled to assist you in that effort.

## **Homeowner Use and Maintenance Guidelines**

We are proud of the homes we build and the neighborhoods in which we build them. We strive to create lasting value. This is best achieved when you, as the Homeowner, know and perform appropriate maintenance tasks that are expected of you. Periodic maintenance is necessary because of normal wear and tear, the inherent characteristics of the materials used in your home, and normal service required by the mechanical systems. Natural fluctuations in temperature and humidity also affect your home, which can result in maintenance attention. The natural and manufactured materials interact with each other and their environment.

We recognize that it is impossible to anticipate and describe every attention needed for good home care. We have focused on items that Homeowners commonly ask about. The subjects are listed in alphabetical order to make finding answers to your questions as convenient as possible. Because we offer home buyers a variety of floor plans and optional features, this manual may discuss components that are not present in your home.

## **Checklists**

You will find several checklists included in this manual. These cover fire prevention reminders, energy and water conservation tips, suggestions for extended absences, appliance service information, home maintenance supplies list, and a maintenance schedule. Again we make no claim that we have included every detail. We do believe we have provided you with a good start, and we've allowed space for you to add your own notes to our checklists.

## **Prompt Attention**

In addition to routine care, quite often there are times that minor maintenance attention provided immediately can save you from experiencing a more serious, time-consuming, or costly repair at a later time. Note also that neglecting routine maintenance can void applicable limited warranty coverage on all or part of your home. By caring for your new home attentively, you ensure uninterrupted warranty coverage as well as continuous enjoyment of your home for years. The attention provided by each Homeowner contributes significantly to the overall desirability of the community.

## **Manufacturer Literature**

Please take time to read the literature (warranties and use and care guides) provided by the manufacturers of consumer products and other items at the end of this manual.

Although much of the information may be familiar to you, some points may differ significantly from homes you have had in the past. We make every effort to keep the information in this manual current. However, if any detail in our discussion conflicts with the manufacturer's recommendations, you should follow the manufacturer's recommendations.

Activate specific manufacturer's warranties by completing and mailing registration cards included with materials. In some

cases, manufacturer's warranties may extend beyond the first year and it is in your best interests to know about such coverage.

## Fire Prevention

Fire safety should be practiced by all family members. Awareness of potential dangers and taking preventive action can prevent extensive damage and result in the most efficient and expedient response. Keep these hints in mind and add your own reminders in the space provided on the next page.

### Train Family Members

- » Ensure that all family members know what escape routes exist in your home.
- » Conduct a fire drill with family members every few months.
- » Test the smoke detectors to ensure they function correctly and that everyone recognizes the sound. Follow the manufacturer's directions for cleaning and servicing all of your smoke detectors.
- » As soon as possible, teach young children how and when to dial 911.
- » Have a general use fire extinguisher and inform all family members of its location and use.
- » Teach children the safe use of appliances such as irons and toasters.

### Practice Prevention

- » Store matches away from children and heat sources.
- » Avoid smoking in bed.
- » Avoid leaving small children home alone, even for a short time.
- » Maintain appliances in clean and safe working condition.
- » Avoid overloading electrical outlets.
- » Ensure that all electrical cords are in good condition.
- » Use correctly sized fuses.
- » Avoid having any flammable objects or materials near the stove.
- » Keep the range hood filter clean to prevent grease buildup.
- » Allow space for cooling around electrical equipment.
- » Unplug the iron when it is not in use. Do not leave an iron unattended while turned on.
- » Use electric blankets with care, following manufacturer directions.
- » Store volatile materials (paint, gasoline for the lawn mower, and so on) in appropriate containers, away from flames (such as pilot lights) or heat sources. Many trash collection services offer a means for you to dispose of hazardous items. Check with your service provider for details.
- » Keep the barbeque clear of flammable objects and materials.
- » During holidays, ensure that all cords and connections are in good condition and of appropriate capacity for electrical decorations
- » If you decide to remodel, finish the basement, or add onto your home, obtain a building permit and work with trained professionals. Ensure that all building department inspections occur and that the work complies with all applicable codes. This also applies to installing a gas line for an outdoor barbeque, a gas fireplace, clothes dryer, and so on.

# Extended Absences

Whether it's for vacation, business travel, or other reasons, nearly all of us will leave our home for days or weeks at a time. With some preparation, such absences can be managed uneventfully. Keep these guidelines in mind and add additional reminders that are appropriate to your situation.

## Plan in Advance

- » Ask a neighbor to keep an eye on the property. If possible, provide them with a way to reach you while you are away.
- » If you will be gone an especially long time (over two weeks) consider arranging for a house sitter.
- » Arrange for someone to mow the lawn or shovel snow.
- » Notify local security personnel or police of the dates you will be away.
- » Stop mail, newspapers, and other deliveries.
- » Use lighting timers (available at hardware stores for \$10 to \$20).
- » Confirm that all insurance policies that cover your property and belongings are current and provide sufficient coverage.
- » Mark valuable items with identifying information. Consider whether you have irreplaceable items that should be stored in a bank vault or security box.

## As You Leave

- » Forward phone calls to a relative or close friend.
- » Unplug computers and other electronic devices that might be harmed in an electric storm.
- » Leave window coverings in their most typical positions.
- » Confirm that all doors and windows are locked and the deadbolts are engaged.
- » Shut off the main water supply. Set the thermostat on the water heater to "vacation" to save energy. Unplug your water softener.
- » Store items such as your lawn mower, bicycles, or ladders in the garage.
- » Disengage the garage door opener (pull on the rope that hangs from the mechanism). Use the manufacturer's lock to bolt the overhead door. Caution: Attempting to operate the garage door opener when the manufacturer's lock is bolted will burn out the motor of your opener. Upon your return, unlock the garage door first, then re-engage the motor to restore normal operation. Simply push the button to operate the opener and it will reconnect.
- » Leave a second car in the driveway.
- » Summer: Turn your air conditioner fan to on. Set the thermostat to 78.
- » Winter: Set the thermostat to a minimum of 55. Leave doors on cabinets that contain plumbing lines open. Leave room doors open as well. This allows heat to circulate.
- » Arm your security system, if applicable.

# Energy and Water Conservation

Good planning and thoughtful everyday habits can save significant amounts of energy and money. Keep these hints in mind as you select and use your home's features.

## Heating and Cooling

- » Keep all your home's systems in clean and good working order to prevent inconvenience and maximize efficiency. Arrange for a professional to service heat and air conditioning systems a minimum of once every two years.
- » Keep filters clean or replace them regularly.
- » Learn how to use your day/night thermostat for comfort and efficient energy use.
- » If you have a zoned system (more than one furnace and separate controls) think through operating schedules and temperature settings to maximize comfort and minimize energy consumption.
- » During cold days, open window coverings to allow the sun to warm your home. Close them when the sun begins to set.
- » Limit use of your fireplace in extremely cold or windy weather when the chimney draft will draw room air out at an extreme rate.
- » During the winter, humidifying the air in your home allows the air to retain more heat and is a general health benefit. Note: If condensation develops on your windows, you have taken a good thing too far and need to lower the setting on the humidifier. Avoid use of the humidifier when you are using your air conditioner.
- » Ceiling fans cost little to operate and the moving air allows you to feel comfortable at higher temperatures.
- » On hot days, close all windows and the window coverings on windows facing the sun to minimize solar heating and reduce demands on your air conditioner.
- » Whole house fans draw cool outside air into the home through open windows, often effectively creating a comfortable temperature. Avoid running a whole house fan at the same time as air conditioning.
- » Plan landscaping elements that support efficient energy use:
  - » Deciduous trees provide shade during the summer and permit solar warming in winter.
  - » Evergreen trees and shrubs can create a windbreak and reduce heating costs.
  - » Position trees to shade the roof and still allow good air flow around the home.
  - » Plant shrubs and trees to shade the air conditioner without obstructing air flow around the unit.
- » Keep the garage overhead doors closed.

## Water and Water Heater

- » Set your water heater at 120 degrees if your dishwasher has a water booster heater. If not, set the water heater at 140 degrees
- » Follow the steps outlined in the manufacturer's directions for draining water from your water heater in order to remove accumulated hard-water scale that builds up inside the tank. Timing will depend on the nature of your water supply.
- » Correct plumbing leaks, running toilets, or dripping faucets as soon as possible.
- » Keep aerators clean.
- » If you have a swimming pool, consider using solar heating power.

## Appliances

- » In selecting your home's appliances, compare the information on the (yellow and black) Energy Guide sticker. Sometimes spending a bit more up front can reduce operating costs over the life of the appliance, conserving energy at the same time.
- » Use cold water when operating your disposal. This not only saves hot water you pay to heat, it preserves the disposal motor.
- » When baking, preheat your oven just five minutes before you use it. When possible, bake several items at the same time or at least consecutively. Turn the oven off a few minutes before baking time is done.
- » Microwave rather than using the range when possible, especially during hot weather.
- » Run the dishwasher when it has a full load and use the air-dry cycle. Avoid regular use of the rinse and hold cycle.
- » Turn electric burners off a few minutes before cooking is complete.
- » Refrigerators with the freezer on top generally use significantly less energy than side-by-side models. Select an appropriate size for your needs. Two small refrigerators use more energy than one large one.

## Electrical

- » Use LED, compact fluorescent bulbs, or fluorescent tubes where possible. Incandescent bulbs are the least efficient source of light.
- » Turn lights and other electric items off when you finish using them or leave the room.
- » Caulk in dry weather when temperatures are moderate. Check all locations, such as:
  - » Foundation penetrations (i.e. electrical, phone, water, cable TV, and gas line entrances)
  - » Around fans and vents
  - » Joints between door or window frames and siding
- » Check weather-stripping on all exterior doors and adjust as needed. Ensure that door thresholds are a good fit—most are adjustable.
- » After any activity in the attic, check that the insulation is evenly distributed.

# Granite Care and Maintenance

The granite you have purchased is a very versatile material that has luxurious look and feel as well as high durability. It does require some care and maintenance in order to preserve these qualities. Normal good housekeeping practices need to be applied, such as immediately removing spills of any type and the discretionary use of coasters and placemats.

## Sealing Countertops

Granite countertops are presealed by the manufacturer with an impregnating sealer prior to installation. It is recommended that the countertops be resealed every six months to one year, depending on how heavily the countertops are used. Resealing is an easy task that you, as the Homeowner can perform. Sealers can be purchased at most home centers, we recommend a water based sealant. It is a good idea to test any new sealer on a small, inconspicuous area of the countertop before sealing the entire surface.

## Cleaning Countertops

Frequently cleaning the granite with lukewarm water is in general all that is required to maintain the appearance. Wipe the countertops thoroughly with soft, clean cloths and dry thoroughly. Acidic or abrasive cleaners should never be used on granite. Specialty stone cleaners are available at most home centers if needed or desired.

## Stain Removal

Stains are a result of exterior products introduced into the stone, typically they are organic in nature, usually oil or rust related. Surface stains can generally be removed by cleaning the granite with a stone cleaning product. By identifying the type of stain, it can more readily be removed. Look for color, shape, and the environmental factors that may have caused the stain.

### Common Types of Stains:

- » **Oil-Based** (*grease, tar, cooking oil, cosmetics, and milk*) – An oil-based stain will darken the granite
- » **Organic** (*coffee, tea, tobacco, paper, fruit, food, leaves, urine, bark, and bird droppings*) – Likely a pinkish-brown stain
- » **Metal** (*iron, rust, copper, and bronze*) – Iron or rust stains are orange to brown in color and follows the shape of the staining object such as bolts, nails, screws, cans, flower pots, etc.
- » **Biological** (*mold, mildew, algae and fungus*) – These stains appear to be more of a topical growth rather than a deep stain
- » **Ink** (*pen, magic marker, and ink*) – Obvious appearance

### Tough Stains May Require a Poultice:

- » Prepare the poultice – white paper towels soaked in the appropriate cleaner and drained with no liquid dripping.
- » Wet the stained area down with distilled water.
- » Apply the poultice to the stained area, making sure the poultice extends beyond the area of the stain by at least one inch.
- » Cover the poultice with plastic and tape the edges to seal it.
- » Allow the poultice to dry thoroughly, approximately 24 to 48 hours. The drying process is what pulls the stain out of the granite and into the poultice.
- » Remove the poultice from the stain. Rinse the area with distilled water and buff dry with a soft cloth.

Repeat as necessary if the stain is not fully removed. It could take as many as five applications for difficult stains. Keep in mind that some stains may be impossible to completely remove.

# Floor Care Guide


We provide this sheet as a general guide to help you maintain the beauty of your new floors. Please take a moment to read it as it should answer all your floor care questions. You may also refer to the manufacturer's websites for more detailed information about the care and maintenance of your specific floor types. You will find these websites listed at the end of this document.

## Carpet Care and Maintenance

### Appearance Retention

With the emergence of man-made fibers as the principal pile material for carpets and rugs, the primary factor in wear life has shifted from abrasion resistance to a multifaceted characteristic we call appearance retention. Except in very unusual circumstances, carpets made of nylon or polyester will not wear out in the usual way — pile fiber abrading away until the backing shows through. However, the appearance of these fabrics may deteriorate over a period due to dirt accumulation, crushing of the pile fiber, and accidental damage including burns, stains, and rips. With good care, original appearance of properly constructed carpet can be maintained over a long period. Appearance retention is affected by many factors including:

1. Type of Soil – This factor is, of course, fixed and unalterable for a given installation. It should be one of the prime considerations when color and pattern are selected. Dark, oily soil should preclude use of light colors, while light clay or cement dust would show readily on deep tones.
2. Amount of Soil - Physical volume of soil will be greatest at the junction of the carpet with hard surface areas. Amount of soil can often be reduced through use of grates, mats or other shoe cleaning devices.
3. Carpet Color - Pile texture, color, and fiber optics are set when the carpet is selected. Give thoughtful consideration to these factors prior to making a purchase. Soiling appearance can be reduced by matching carpet color to ambient soil.
5. Carpet Construction - Two aspects of carpet construction, density and fiber optics have a pronounced effect on appearance retention. A tight tuft twist is the key to crushing performance. Adequate density will also help to prevent crushing.
6. Maintenance - This is the most important aspect of carpet appearance retention. Following are recommended procedures designed to maintain carpets at a high level of appearance throughout their useful life.
  - a. Prevention – Keep the dirt/soil out. Use walk-off mats at entrances and other areas to keep outside dirt and moisture from being tracked onto the carpet. Clean mats frequently. Keep your sidewalks and entrances free of excessive dirt.
  - b. Vacuum Frequently – The best way to reduce dirt accumulation and prolong the life of your carpet is to vacuum, vacuum, vacuum! Most dirt, even dust, is in the form of hard particles. When left in the carpet, these gritty, sharp particles abrade the pile as effectively as sand-paper. How frequently should you vacuum? That depends on the amount of foot traffic and household soil to which your carpet is exposed. More use means more frequent vacuuming. Manufacturers recommend a vacuum cleaner with a rotating brush or “brush/beater bar” to agitate the pile and mechanically loosen soil particles. The exception to this is for shag styled products with longer yarns which might tend to wrap around a rotating brush. For these styles, we recommend a suction-only vacuum. Also, be aware that some vacuums have overly aggressive action which may damage the surface of your carpet. An inexpensive, less efficient vacuum can remove surface dirt but will not effectively remove the hidden particles



embedded in the pile. For your vacuum to conform to the highest industry standards, make sure that it is certified through the Carpet and Rug Institute (CRI) Seal of Approval/Green Label Vacuum Cleaner Program.

- c. Spots and Spills – Prompt attention to spots and spills is essential. Some spilled materials will stain or discolor carpet if not removed promptly. Other spills can leave a sticky residue that may result in increased soiling if not removed. No carpet is stain proof, although many are stain resistant, which allows time for removal.
    - » Scrape: Remove as much of food spills as possible by scraping gently with a spoon or dull knife.
    - » Absorb: Absorb wet spills as quickly as possible by blotting repeatedly with white paper or cloth towels.
    - » Blot: Always blot; never rub or scrub abrasively, as a fuzzy area may result. When blotting, work from the outer edge in toward the center of the spot to avoid spreading the spill.
    - » Rinse: Always follow up with water to remove detergent residue that may become sticky and cause rapid re-soiling.
    - » Weight: Remove remaining moisture by placing several layers of white towels over the spot and weigh them down with a heavy object that will not transfer color, such as a plastic jug of water.
  - d. Spot Removal – Use a stain and soil remover that is approved by the Carpet and Rug Institutes’ (CRI) Seal of Approval certification. Do not use any household cleaners other than those listed in this program, since many household products contain chemicals that may permanently damage your carpet.
  - e. Stain Removal Procedures – Stain removal will vary depending on the type of stain. Please refer to your carpet manufactures website for more information.
  - f. Professional Cleaning – Periodic professional cleaning of the overall carpet is highly recommended. The frequency of overall cleaning may vary depending on the level and type of traffic and the conditions to which your carpet is exposed. This may range from as little as six months to two years between cleanings. Your carpet should be properly cleaned at least once every 24 months to maintain its appearance and useful life. Your carpet manufacture recommends only hot water extraction, utilizing carpet cleaning products, equipment, and systems certified through the Carpet and Rug Institute’s Seal of Approval Program. Warning: Non-approved cleaning products and topical treatments, applied by you or by a professional carpet cleaner, may result in damage to your carpet that will not be covered by your warranty. Your carpet manufacturer recommends that professional service be performed by an IICRC certified firm.
  - g. Do it Yourself Systems – If you decide to rent a steam cleaning machine and do it yourself, remember that recommended carpet cleaning equipment and cleaning products should have certification in the CRI Seal of Approval Programs.
    - » Always read and follow directions of the cleaner and machine manufacture, do not improvise. Mix all solutions per directions – more is NOT better. Remove furniture if possible. If an item cannot be moved, use plastic protectors under legs to prevent staining.
    - » Unsuitable shampoos can cause immediate and long-term problems. Mixed as directed, the shampoo should have an alkalinity of pH 9.5 or lower. pH test paper can be found at swimming pool, aquarium, or janitorial supply stores. A high-alkaline shampoo can cause color fastness problems, immediate and delayed.
7. Accidental Intruders – Materials that are accidentally placed on carpet can have two general types of action. Immediate or regular acting spills can be seen at once and results are obvious. Latent acting spills are not obvious and may not cause a color change for months. A trigger force like heat and moisture is often needed for them to begin discoloration reactions.

- a. LATENT Materials causing a loss of color:
  - » Benzoyl peroxide in skin creams, lotions, and acne medicines. These can also be found in a few foot care products under trade names.
  - » Liquid bleach, dry laundry bleach, hair bleach, or bleaching dry cleansers.
  - » Pool chemicals such as chlorine, copper sulfate, and other bacteria and algae killers.
  - » Disinfectants and phenol based household chemicals will extract and destroy dyes.
  - » Fade cream such as age spot removers have reducing agents that destroy dyes.
- b. LATENT Materials that change the color:
  - » Pesticides like some flea, tick, spider, and cockroach poison will cause red dyes to go blue or green.
  - » Dandruff shampoos containing sulfur compounds will develop a dark brown stain, often with a blue fringe.
  - » Liquid plant foods can give a dark brown or blue stain beginning at the carpet back and working up.
  - » Tile and toilet bowl cleaners use acids to remove hardness and scum that will stain, remove dyes, or dissolve fiber. Toilet bowl cleaners fit this category
  - » Mildew stoppers usually have chlorine based compounds. They may selectively bleach or destroy dyes and the trademark colorant stain.

8. What to do About –

- a. Pile Crushing – Pile becomes crushed or compacted with use. Vacuum with a “beater-bar” vacuum or groom with a carpet rake to restore and lift crushed pile. Change direction of vacuuming often.
- b. Dents - (From furniture or heavy objects) Shift location of furniture from time to time. Brush dented area, or use a grooming tool to loosen and stand-up the mashed tufts. Using a steam iron, steam the dented area lightly and brush up the tufts with your fingertips. **DO NOT LET IRON TOUCH THE CARPET!**
- c. Sprouts - To remove yarn tufts that stick up higher than the carpet, clip off excess length with scissors or fingernail clippers. Do not use a knife.
- d. Snags - If tufts are pulled out of the carpet, clip off with scissors. Never pull them. A long “run” may occur. Snags occur most frequently in loop pile constructions.
- e. Shedding - Shedding is normal in new cut pile carpets. The amount shed is of no consequence. Regular vacuuming will remove the loose fibers without harming the carpet.
- f. Fuzzing - Most noticeable in older loop pile carpets, fuzzing is the pile of loose fibers still bound at one end. Fiber breakage, surface wear, and the cutting of filaments is caused by embedded grit. Vacuum frequently to remedy this, and carefully clip off protruding fibers.
- g. Pilling - Small balls of entangled fibers and lint can be safely clipped off with scissors.
- h. Shading - Shading is a characteristic of dense, cut pile carpets, such as Saxony or Plush, caused by natural light reflecting differently from the tips and sides of tufts. This adds rich, luxurious color variation to the beauty of the carpet. For a uniform effect, make final vacuum strokes in the same direction.
- i. Burns - Remove the charred tips of burned fibers by cutting with curved fingernail scissors. If the burned spot is deep, it may require replacement.
- j. Roll crush - Roll crush is a “wrinkle” which affects only the face pile. As is the case with other fabrics, the

condition can occur during packaging and storage. Roll crush will normally disappear within ninety days if properly maintained. The condition can be corrected by steaming and pile brushing, but this should be used as a secondary method.

9. Miscellaneous Carpet Information

- a. Seams - Seams in carpeting are common and inherent features. Carpet is a textile product, which comes in twelve foot widths. Several factors including the quality of the carpet, pile height, density, room layouts, and color may affect the visibility of the seams. Please consult your selection assistant for carpet suggestions that may be less likely to show seams. Be assured that an experienced professional will install your carpet and that all seams will be properly made. Invisible seams are not possible.
- b. Looped Berber - It is important to understand that there is a higher likelihood to see seams in Berber carpet. Buyers are often romanced by the beauty of looped Berber and are unaware of the seam situation. Simply put, if you are choosing looped Berber carpet, be prepared to see all seams. We will employ the latest technology to mitigate the problem, but seams will show more than with traditional cut pile carpet.

10. Carpet Stain Information - There is a great deal of advertising on stain resistant carpets. We have discovered that in many areas, consumers are coming into our showrooms with unrealistic expectations of the technology. Please note that no carpet is stain proof. While most of the stain treatments employed in today's carpets are made with stain release or stain repelling agents, some staining may still occur, especially over time and in high traffic areas. Stain treatment will increase your ability to clean up food and beverage stains, not prevent them. Depending on the type of substance causing the stain, removal may require substantial repeated cleanings. You need to refer to your particular stain treatment brochure for recommended carpet care and cleaning instructions. This is an exciting new technology and carries with it many benefits. However, it is not an end to carpet stains or carpet wearing.

## Ceramic Tile, Marble, and Granite

1. VARIATION - Tile often varies greatly in shading, veining, and marbling with each packaged carton. This is considered a part of the inherent beauty of these products, and is to be expected. In addition, individual tiles may vary in size, height, width and thickness. As a result of these characteristics, when the product is installed it may be uneven in appearance. You should expect to have some tiles higher than others, especially on floors. The degree of unevenness may depend largely on the quality of the subfloor as well as the product itself.
2. SCRATCHES - Marble and granite are not a fire glazed product as are most ceramic tiles. Quarried marble and granite have a softer surface. In the finished installation you may notice scratches. These are unavoidable due to packaging, installation, and grouting processes. We do not consider these scratches to be defective or require replacement.
3. GENERAL IMPERFECTIONS - Imperfections not visible by an adult standing at a distance of ten feet, or visible with only reflective light, are acceptable and do not necessitate any repairs. Inherent imperfections are unique characteristics that enhance the beauty of any natural product.
4. REPAIRS - In the event your marble or ceramic tile requires a repair, please remember that the new grout and tile may not match the color of the existing application.
5. DURABILITY - Tile is the most durable flooring available. It is color-permanent, abrasion resistant, and will not cut, tear, gouge or puncture.

## 6. MAINTENANCE

- a. Ceramic Tile - Contaminants and spills on glazed ceramic tile are generally easier to clean than most other unglazed ceramic and porcelain surfaces. Glazed tile products should be cleaned routinely with an all-purpose, low VOC household or commercial cleaner. The product chosen should also be grout joint cleaning compatible. The type of product may vary depending on the tile application and use. A multipurpose spray cleaner, which removes soap scum, hard water deposits, and mildew designed for everyday use, can be used on wall tile areas in residential baths and showers.
- b. The entire area should be cleaned and scrubbed with cleaner solution and a cotton mop, cloth, sponge, or non-metallic brush. Rinse with clean water to remove any cleaning solution residue. Remember that you should sweep or vacuum floor areas prior to cleaning to remove any dust or debris. Routine cleaners should never contain hazardous or polluting products such as acid or ammonia. Acids can damage the grout and the glazed surface of the tile, while ammonia can discolor the grout.
- c. Unglazed Tile - Unglazed tile should be cleaned routinely with concentrated tile cleaners that have a neutral pH for safe regular use. These cleaners are better suited for removing grease, oils and normal spills from unglazed products. Again, these products will vary depending on the application, amount of traffic, and use. The product chosen should also be compatible with cleaning the grout joints at the same time.
- d. Glass Tiles - For routine cleaning, use any non-abrasive cleaning compound recommended for either glass or tile.
- e. Metal Tiles - To clean metal tiles, use a liquid non-abrasive household cleaner. DO NOT use scouring pads, steel wool, sandpaper or other abrasive products. Avoid cleaners containing ammonia, bleach, or other hazardous compounds. Always test in a small, inconspicuous area when using a new cleaner to ensure compatibility.
- f. Natural Stone - To insure your natural stone products will provide you with a lifetime of beauty and utility, a proper maintenance program is crucial. Natural stone products are porous by nature and require a different maintenance program than traditional ceramic tile. Many cleaners acceptable for use on ceramic tile can stain, damage or dull stone. Dirt and dust will scratch the surface of stone, so stone floors should be vacuumed or dust mopped frequently to remove abrasive agents from the surface. Natural stone should be cleaned with neutral cleaners, and stone cleaners should never contain acid or bleach. Acids, even a light solution of vinegar and water, will etch and eventually damage natural stone.
- g. Stone Cleaners - Only use cleaners specifically designed for cleaning stone. These cleaners contain no acids and are concentrated neutral pH cleaners that will not affect existing sealers or wax-type coatings. The surface of the stone should be dampened with clean water. This will keep the cleaning solution on the surface so it can be effective. A solution of the cleaner and water mixed to manufacturer instructions should be applied to the stone surface with a sponge or mop. On walls, kitchen counters, or vanity tops, a spray bottle can be used to apply the cleaning solution. Allow sitting for manufacturer's specified amount of time (usually three to five minutes), and then agitate with a sponge, synthetic mop, or soft bristle brush. Mop up dirty solution and buff dry.
- h. Once the stone has been cleaned, you can periodically apply a wax-type floor finish to enhance the beauty and luster of polished stone. Apply the finish with a spray applicator and buff immediately with a white nylon pad. Reapply as often as needed, depending on volume of surface traffic. Stone requires the consistency of routine maintenance program. Wax-type floor products are not designed to restore original shine, but are intended to maintain and protect. It can be purchased from most home improvement centers or through your local professional floor covering dealer.

## Pre-Finished and Engineered Hardwood


*Imperfections should be expected*

Your hardwood floor is manufactured in accordance with accepted industry standards that permit imperfections in an amount not to exceed five percent of the area covered by hardwood. These imperfections may be of a manufacturing or natural type. The use of stain, wax fillers, and putty for correcting imperfections during installation are accepted as normal procedure. Due to seasonal changes in climate, and thus the actual moisture content of the wood, you are likely to experience periodic squeaking within the floor. These squeaks will come and go over time. Wood, as a natural product, varies from piece to piece. It will have grain and color variances consistent with the grade and species of flooring selected.

1. Shading - Shading variance may occur if wood is subjected to direct sunlight. Suitable window coverings should be installed to help prevent this occurrence.
2. Area Rugs - Use doormats outside each entrance to your home to prevent dirt, sand, grit and other substances such as oil, asphalt, and driveway sealer from being tracked onto your floor. Pad or rug-hold materials placed under area rugs should be carefully selected. Some do not breathe and can negatively affect your hardwood.
3. Popping - On plank floors there is a possibility of popping due to planks spanning a slight dip in the slab or sub-floor. This is normal on slab floors and may correct itself.
4. Cracks - Although your new floor will start tight together, as a natural product, it will continue to absorb and expel moisture. This natural process may cause the flooring to expand and contract from season to season, which can result in cracks between some of the boards. Some stain colors, usually light ones, will show this process more than others.
5. Maintenance - Vacuum or sweep your hardwood floor at least once a week. Use a lightweight stick vacuum, an electric broom, or a quality dust mop to remove fine particles of dirt that can harm the finish. Always clean spills and other accidents immediately. This will help maintain the beauty and durability of your floor. Only use cleaning products that are recommended for hardwood floors with a polyurethane finish, and always follow the manufacturer's instructions.
6. IMPORTANT - Do not use Fantastik, Formula 409, dishwashing detergent, powdered all-purpose cleaners, Murphy's Oil Soap, paste wax, Endust, Pledge, Future, Mop 'n Glo, Brite, or other products not recommended for use on hardwood floors.

Care and Maintenance - Remember, like any floor covering, your factory finished wood floors will show signs of wear over time depending on the size and lifestyle of your family. By observing a few precautions and setting up a regular cleaning routine, you can expect years of beauty from your floor. The following are examples of the reasonable and necessary maintenance you are expected to perform:

1. Sweep or vacuum regularly. Built-up grit can damage the surface of the wood. The vacuum head must be a brush or felt type. Do not use a vacuum with a beater bar head. Be sure the wheels of the vacuum are clean and do not damage the finish.
2. Remove spills promptly using a soft cloth and cleaning products recommended for use on hardwood floors.
3. Never wet-mop, damp-mop, or clean your floor with water or other products. This can severely damage



the flooring and damage resulting from these actions will not be covered under warranty. Do not use hardwood floor cleaning machines or steam cleaners.


4. Use a manufacturer-recommended cleaner with a terry cloth mop. Always vacuum the floors prior to cleaning, and do not allow excess cleaner to remain on the floor surface as this may permanently damage the wood fiber.
5. Do not use oil soaps, liquid or paste wax products, or other household cleaners that contain citrus oils, lemon oil, tung oil, silicon, or ammonia, as warranties do not cover damage caused by non-recommended products. Use of these and other such products will harm the long-term performance of your floor and may also affect its recoatability.
6. Do not use two in one cleaners with polish that contain acrylics or urethane to restore gloss. Damage resulting from the use of these products will not be covered under warranty and may produce unsatisfactory results when not applied properly.
7. Keep pet nails trimmed and paws free of dirt, gravel, grease, and oil.
8. Place protective felt pads beneath furniture legs and feet to reduce scratches and dents. Replace pads as needed.
9. Use a dolly and protective sheets of plywood when moving heavy objects, furniture, or appliances.
10. Make certain furniture casters are clean and operate properly (a minimum 1" wide vinyl surface where it comes in contact with wood is recommended). Clean wheels periodically to remove dirt and debris.
11. Remove shoes with spiked or damaged heels before walking on floor.
12. Exposure to the sun accelerates the oxidation and aging of wood. This can cause the stain and/or wood to fade and to change color. We recommend that you rearrange rugs and furniture periodically so the floor ages evenly. Exotic species such as Brazilian Cherry are more susceptible to color change during the aging process. This warranty does not cover damage from the sun's UV rays.
13. Use area rugs in high traffic areas and pivot points (e.g., stair landings, room entries, etc.), especially if you have a large family or indoor pets.
14. Keep the proper relative humidity in your home between 35% and 55%.

## Job Finish Hardwood

*Imperfections should be expected.*

These imperfections may be of a milling or natural type. The use of stain, wax fillers, and putty for correcting imperfections during installation is accepted as normal procedure. Due to seasonal changes, and thus the actual moisture content of wood, your flooring is likely to experience periodic squeaking. These squeaks will come and go over time. Wood, as a natural product, varies from piece to piece, and will have grain and color variances consistent with the grade and species of flooring selected.

1. If your floor is a job or site finished floor, please stay off the floor for 24 hours after the last coat of finish is applied. No shoes and only light traffic are recommended for the next three days. Rugs and heavy furniture should be kept off for at least two weeks.

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2. **Finish** - The finish on your floor can last approximately three to five years under normal use. After wear patterns start to become noticeable, you will need to have a maintenance coat of finish applied. If the wear goes through all the coats and into the color coat, a total refinish will be required to restore the floor.
  3. **Shading** - Shading variance may occur if wood is subjected to direct sunlight. Suitable window coverings should be installed to help prevent this occurrence.
  4. **Area Rugs** - Use doormats outside each entrance to your home to prevent dirt, sand, grit and other substances such as oil, asphalt, and driveway sealer from being tracked onto your floor. Pad or rug-hold materials under area rugs should be carefully selected. Some do not breathe and can negatively affect your hardwood.
  5. **Popping** - On plank floors there is a possibility of popping due to planks spanning a slight dip in the sub-floor. This is normal and may correct itself.
  6. **Cracks** - As humidity in the air changes from season to season, it is normal to notice small cracks between boards. The wider the boards, the wider the cracks may be. The National Wood Flooring Association guidelines state that two and a quarter inch boards may have cracks up to 1/32" (approximately the width of a dime) in dry weather. These cracks will appear and disappear with changes in seasons. Furnaces with humidifiers or air conditioners will also affect the relative humidity in the air.
  7. **Dings and Dents** - It is normal for wood floors to get dings, dents, and scratches with everyday use. However, these imperfections can contribute to the character and overall beauty of the flooring.
  8. **Maintenance** - Vacuum or sweep your hardwood floor at least once a week. Use a lightweight stick vacuum, an electric broom, or a quality dust mop to remove fine particles of dirt that can harm the finish. Always clean spills and other accidents immediately. This will help maintain the beauty and durability of your floor. Only use cleaning products that are recommended for hardwood floors with a polyurethane finish, and always follow the manufacturer's instructions.
  9. **IMPORTANT** - Do not use Fantastik, Formula 409, dishwashing detergent, powdered all-purpose cleaners, Murphy's Oil Soap, paste wax, Endust, Pledge, Future, Mop 'n Glo, Brite, or other products not recommended for use on hardwood floors.

Care and Maintenance - Remember, like any floor covering, your wood floors will show signs of wear over time, depending on the size and lifestyle of your family. By observing a few precautions and setting up a regular cleaning routine, you can expect years of beauty from your hardwood floor. The following are examples of the reasonable and necessary maintenance you are expected to perform:

1. Sweep or vacuum regularly since built-up grit can damage the surface of the wood. The vacuum head must be a brush or felt type. Be certain the wheels of the vacuum are clean and do not damage the finish. Do not use a vacuum with a beater bar head.
2. Remove spills promptly using a soft cloth and cleaning products recommended for use on hardwood floors.
3. Never wet-mop, damp-mop, or clean your floor with water or other products. This can severely damage the flooring and damage resulting from these actions will not be covered under warranty. Do not use hardwood floor cleaning machines or steam cleaners.
4. Use a non-soap based cleaner with a terry cloth mop. Always vacuum the floors prior to cleaning. Do not allow excess cleaner to remain on the floors surface as this may permanently damage the wood fiber.
5. Do not use oil soaps, liquid or paste wax products, or other household cleaners containing citrus oils, lemon oil, tung oil, silicon, or ammonia, as manufacturer warranties do not cover damage caused by non-recommended products. Use of

these and other such products will harm the long-term performance of your floor and may also affect its recoatability.

6. Do not use two in one cleaners with polish that contain acrylics or urethane to restore gloss. Damage resulting from the use of these products will not be covered under warranty and may produce unsatisfactory results when not applied properly.
7. Keep pet nails trimmed and paws free of dirt, gravel, grease, and oil.
8. Place protective felt pads beneath furniture legs and feet to reduce scratches and dents. Replace pads as needed.
9. Use a dolly and protective sheets of plywood when moving heavy objects, furniture, or appliances.
10. Make certain furniture casters are clean and operate properly (a minimum 1" wide vinyl surface where it comes in contact with wood is recommended). Clean wheels periodically to remove dirt and debris.
11. Remove shoes with spiked or damaged heels before walking on floor.
12. Exposure to the sun accelerates the oxidation and aging of wood. This can cause the stain and/or wood to fade and to change color. We recommend that you rearrange rugs and furniture periodically so the floor ages evenly. Exotic species such as Brazilian Cherry are more susceptible to color change during the aging process. This warranty does not cover damage from the sun's UV rays.
13. Use area rugs in high traffic areas and pivot points (e.g., stair landings, room entries, etc.), especially if you have a large family or indoor pets.
14. Keep the proper relative humidity in your home between 35% and 55%.

## Laminate Flooring

Care and Maintenance - Laminate Floor is the closest thing there is to a maintenance free floor. The melamine-impregnated surface with aluminum oxide makes it resistant to dirt and dust. Ordinarily vacuuming or sweeping is usually sufficient to keep the floor clean. If needed, occasionally clean with a cloth (micro-fiber or terrycloth hooded pad) slightly moistened with manufacture approved cleaners.

1. Environmental Protection
  - a. Entry Mats will help collect the dirt, sand, grit, and other substances such as oil, asphalt, or driveway sealer that might otherwise be tracked onto your floor.
  - b. To prevent slippage of area rugs, use an approved vinyl rug underlayment.
  - c. Use floor protectors and wide, load-bearing leg bases/rollers to minimize the chance of indentations and scratches from heavy objects. As a rule, the heavier the object, the wider the floor protector.
  - d. To minimize the natural expansion and contraction of the wood, maintain a normal indoor relative humidity level between 35% and 65% throughout the year.
  - e. Avoid excessive exposure to water during periods of inclement weather.
  - f. Keep your pet's nails trimmed to prevent them from scratching your floor.
  - g. Never try to slide heavy objects across the floor.
  - h. A protective floor mat should be used for furniture or chairs with casters.

## 2. Routine Maintenance

- a. Use a damp cloth to blot up spills as soon as they happen. Never allow liquids to stand on your floor.
- b. Use acetone/nail polish remover on a clean white cloth to clean tough spots such as oil, paint, markers, lipstick, ink, or tar. Wipe the area with a damp cloth to remove any remaining residue.
- c. Regularly sweep, dust, or vacuum the floor with the hard floor attachment (not the beater bar) to prevent accumulation of dirt and grit that can scratch or dull the floor finish.
- d. Periodically clean the floor with cleaning products made specifically for laminate floor care. See manufacturer recommendations.
- e. DO NOT wash or wet mop the floor with soap, water, oil-soap detergent, or any liquid cleaning material. This could cause swelling, warping, delamination, and joint-line separation, and subsequently void the warranty.
- f. DO NOT use floor cleaning machines or steam cleaners as these will damage your floor and void the warranty.
- g. DO NOT use steel wool, abrasive cleaners, or cleaners containing chlorine or ammonia.
- h. DO NOT use any type of buffing or polishing machine.
- i. For spots such as candle wax or chewing gum, harden the spot with ice and then gently scrape with a plastic scraper such as a credit card. Be careful not to scratch the flooring surface and wipe clean with a damp cloth.
- j. A more frequent dust-mopping or vacuuming schedule may be required in very sandy areas.
- k. In the event that accidental damage occurs to one of the planks, minor scratches or dents can be repaired using color-fill materials that can be found at a local home improvement center. These special filler materials will need to be color coordinated with your floor.

## Resilient Floor (Sheet Vinyl)

1. Wear Surface - Not all sheet vinyl is created equal. In varying grades, different wear layer surfaces are applied, but this does not change some of the inherent problems associated with such materials. Sheet vinyl products will indent if heavy objects are applied to the surface, such as chairs, tables, high heels, etc. This is not a defect.
2. Seams - Since most vinyl is manufactured in six-foot widths, seams may be visible in areas larger than six feet. To minimize the visibility of seams, we suggest you select a square or geometric pattern. Random pattern vinyl will show the seams the most and are only recommended for small areas such as small bathrooms or laundry rooms, never in kitchens or a kitchen with an adjoining nook.
3. Resilient Floor Care Guidelines -
  - a. Use a doormat outside each entrance to your home to prevent dirt, sand, grit, and other substances such as oil, asphalt, and driveway sealer from being tracked onto your floor. Use non-staining mats, and do not put latex-backed or coco-fiber mats on your floor, as they will stain or damage the surface.
  - b. To minimize potential staining from asphalt tracking, we suggest you use a latex-based driveway sealer.
  - c. Close your curtains or blinds where extreme sunlight hits the floor. A combination of heat and sunlight causes most home furnishings, including resilient floors, to fade or discolor.

- d. Support furniture with wide-bearing, non-staining floor protectors. Ideally, the protectors should be at least one inch in diameter, made of non-pigmented, hard plastic, and rest flat on the floor. Non-staining felt protectors are also acceptable. Casters with a minimum 3/4" flat surface width or floor protectors are recommended for all movable furniture. Make sure any metal protectors are rust-proof, and replace your narrow dome furniture rests with wide-bearing ones.
- e. If you need to move heavy furniture or appliances across the floor, always use strips of wood or hardboard runways. Even if you have an appliance dolly, or even if the heavy objects are equipped with wheels or rollers, always use a runway.

#### 4. Resilient Floor Maintenance –

- a. Sweep your floor regularly (at least once a week) to remove loose dirt.
- b. Prevent stains by wiping spills promptly.
- c. Occasional mopping with an abrasion-free cleaner is recommended when dirt builds up and sweeping alone is not sufficient. Follow all label directions, as use of more than the recommended amount of cleaning solution may leave a dulling film. Do not use soap or detergent products as they will have the same affect.
- d. After several applications of polish, an occasional stripping and reapplication may be necessary. This may also be necessary for excessive dirt and grime build-up. After thorough cleaning, rinsing, and drying, apply a high-gloss polish to restore shine. High traffic areas may require more than one application of polish. Allow polish to dry tack-free between coats.
- e. Caution: Resilient floors can be slippery when wet. Use extreme caution when walking on a wet floor.

## Luxury Vinyl Tile and Plank (LVT)

### 1. LVT Protection

- a. Use doormats outside each entrance to your home to prevent dirt, sand, grit and other substances such as oil, asphalt, and driveway sealer from being tracked onto your floor. Use non-staining mats on your floor, and do not put rubber-backed, latex-backed, or coco fiber mats on your floor, as they can stain or damage the surface.
- b. To minimize potential staining from asphalt tracking, we suggest you use a latex-based driveway sealer on your driveway.
- c. Close your curtains or blinds where extreme sunlight hits the floor. A combination of heat and sunlight causes most home furnishings to fade or discolor.
- d. Support furniture with wide-bearing, non-staining floor protectors. Ideally, the protectors should be at least 1" diameter, made of non-pigmented hard plastic, and rest flat on the floor. Non-staining felt protectors are also acceptable. Casters with a minimum 3/4" flat surface width or floor protectors are recommended for all movable furniture. Make sure any metal protectors are rust-proof, and replace your narrow dome furniture rests with wide-bearing ones.
- e. If you need to move heavy furniture or appliances across the floor, always use strips of wood or hardboard runways. Even if you have an appliance dolly, or even if the heavy objects are equipped with wheels or rollers, always use a runway.



2. LVT Maintenance

- a. Sweep your floor regularly (at least once per week).
- b. Prevent stains by wiping up spills promptly.
- c. Occasional mopping with a rinse-free cleaner is recommended when dirt builds up and sweeping alone is not sufficient. Follow all label directions as use of more than the recommended amount of cleaning solution may leave a dulling film. Do not use soap or detergent products as they will have the same affect.
- d. After several applications of polish for a high-shine floor, an occasional stripping and reapplication of polish may be necessary. After thorough cleaning, rinsing, and drying, apply a high-gloss polish to restore shine. Do not use wax, and do not buff. High-traffic areas may require more than one application of polish. Allow polish to dry tack-free between coats.

### Flooring Manufacturer Website Information

**Mannington**

**Dal Tile**

**Mohawk**

**Shaw Floors**

**Emser Tile**

**Anderson Hardwoods**

# MANUFACTURER WARRANTY

Certificate Locations and Instructions



# Manufacturer Warranty/Certificate Locations and Instructions

## Register Your Products

Please register your product warranties by visiting the links below. Additional information about your products are available on home page.

- » **Amsco Windows**.....  
[www.amscowindows.com](http://www.amscowindows.com)
  
- » **AO Smith**.....  
Residential Gas Water Heater  
[www.hotwater.com](http://www.hotwater.com)

## Registration Instructions

Click on the link for product registration information. Additional information about your products are available on home page.

- » **Aquatic** .....  
[www.aquaticbath.com](http://www.aquaticbath.com)
  
- » **Bradford Water Heater** .....  
[www.bradfordwhite.com](http://www.bradfordwhite.com)  
All selections from product registration to submitting and tracking claims are available under the warranty tab.
  
- » **CertainTeed Asphalt Shingles**.....  
[www.certainteed.com](http://www.certainteed.com)  
Select "Landmark" for your type of roofing.
  
- » **Control 4 Thermostat**.....  
[www.control4.com](http://www.control4.com)
  
- » **Dryvit – Stucco**.....  
[www.dryvit.com](http://www.dryvit.com)
  
- » **Gerber Toilet – Vitreous China**.....  
[www.gerberonline.com](http://www.gerberonline.com)
  
- » **HardiePlank**.....  
[www.jameshardie.com](http://www.jameshardie.com)  
Select HardiePlank HZ5 Lap Siding, HardiePanel HZ5 Vertical Siding, HardieShingle HZ5 Siding, or HardieSoffit HZ5 Panels. Warranty claim information is near the bottom of the page.

- » **Kwikset Door Hardware** .....  
[www.kwikset.com](http://www.kwikset.com)
  
- » **LiftMaster Garage Doors** .....  
[www.liftmaster.com](http://www.liftmaster.com)
  
- » **Lennox** .....  
[www.lennox.com](http://www.lennox.com)
  
- » **Moen** .....  
[www.moen.com](http://www.moen.com)
  
- » **Monessen – Patriot Fireplace** .....  
[www.monessenhearth.com](http://www.monessenhearth.com)  
 Product registration as well as manuals and literature are all available on the link.
  
- » **Senergy - Stucco** .....
  
  
- » **Therma-tru – Exterior Door** .....  
[www.thermatru.com](http://www.thermatru.com)  
 Owner’s manual and warranties are available on this link.
  
- » **Wayne Dalton – Garage Door** .....  
[www.wayne-dalton.com](http://www.wayne-dalton.com)  
 Select “Model 9100” for garage door type.