

Table of Contents

<i>I.</i>	Introduction.....	2
<i>II.</i>	Key Contacts List.....	3
<i>III.</i>	Home Specifications.....	4
<i>IV.</i>	Home Orientation Checklist.....	5-6
<i>V.</i>	Gas, Plumbing, and Electrical Emergencies.....	7-10
<i>VI.</i>	Express Limited Warranty.....	11-21
<i>VII.</i>	Manufacturer's Warranties	22
<i>VIII.</i>	How to file a Warranty Claim.....	23-25
<i>IX.</i>	Warranty Request Form	26
<i>X.</i>	Maintenance Guide for your New Home.....	27-45

Introduction

Oakridge Homes would like to take this opportunity to say thank you for choosing us to build your new home.

We are committed to delivering your home to you on the closing date in a defect-free condition. If you discover material or workmanship defects during the one year warranty period, we will arrange to have the defects remedied at no cost to you. If there are problems with your home as a result of ordinary wear and tear, or the actions of the occupants of the home or other parties, we will not be responsible for remedying such problems.

Homes will last for many years if the homeowners commit to the ongoing maintenance and care of their home. Our commitment is to assist you in prolonging the life and maximizing the enjoyment of your home. To that end, we are providing useful homeowner information under the Maintenance Guide section specifically tailored to address key categories of home maintenance.

Key Contacts List

Southwood Estates Div II

Electricity.....	Puget Sound Energy	888-225-5773
Natural Gas.....	Puget Sound Energy	888-225-5773
Water.....	Tacoma City Water	253-502-8600
Sewer.....	Pierce County Sewer	253-798-4020
Telephone.....	Qwest	800-244-1111
Cable.....	Comcast	360-239-0780
Garbage.....	Murrey's Disposal	888-806-7048
Mail Box Keys.....	US Post Office	253-435-1148
(Bring HUD 1, ID)	13516 Meridian E, Puyallup	

Sunrise Master Association: **Contact Angie Orr**
Phone: 253-848-9453
Fax 253-770-3179
Call immediately to start lawn service (front yard only)

Edgewater DRC (Dev Review Committee) **Contact Janel Lamm**
Phone: 1-360-455-1441
Call to get landscaping, fencing and other exterior changes approved.

Home Specification Sheet

Southwood Estate Div II

Lot Number _____

Buyers _____

Plan Number _____

Address

Exterior Paint Colors
Sherwin Williams

Body: _____

Trim: _____

Accent: _____

Interior Paint Color
Sherwin Williams

Hardwood Flooring

3 1/4" Oak or Cherry

Natural Stone Selection

Lighting & Hardware

Crescent Lighting

(253) 922-1536

**Hard Surfaces (carpet, vinyl,
tile, laminate, slate)**

The Inside Source

(253) 826-4597

Home Orientation Checklist

Date: _____

Development/Lot Southwood Estates Div II Lot

Buyers _____

Address: _____

Phone # () _____

EXTERIOR:

- _____ Concrete
- _____ Garage door
- _____ Water meter
- _____ Siding and caulking

Landscaping

- _____ Sprinklers
- _____ Drainage
- _____ Irrigation Controller
- _____ Shutoff

GARAGE:

Electrical

- _____ Electrical panel

HVAC

- _____ Furnace/ filter
- _____ Gas shutoff
- _____ Fresh air exchange

Plumbing

- _____ Water heater
- _____ Gas shutoff

INTERIOR:

- _____ Appliances
- _____ Cabinets
- _____ Caulking
- _____ Countertops
- _____ Crawl Space Access
- _____ Door and Window Operation

Electrical

- _____ Switches/Outlets
- _____ GFCI
- _____ Lighting
- _____ Smoke Detectors

Flooring

- _____ Carpet
- _____ Hardwood
- _____ Tile and vinyl

Plumbing

- _____ Angle stops
- _____ Fixtures
- _____ Main Water Shut-Off
- _____ Upgrades
- _____ Other

HVAC

- _____ Air Conditioning
- _____ Thermostat
- _____ Whole house fan
- _____ Fireplace
- _____ Gas shutoff

Upgrades Installed _____

Initials _____

Initials _____

Punch List items

By signing below I acknowledge that I have been shown how to operate and/or care for the items listed above, I have received a homeowner manual, paint touch up kit and agree that there are no other visual defects on my home other than what is listed above. Oakridge Homes agrees to correct the above items. All future items will be submitted using the warranty form on our website at www.oakridgehomes.com or in the back of your Homeowner's manual.

Homeowner Signature Date

Homeowner Signature Date

Oakridge Homes Representative Date

Emergencies

Emergencies can happen despite the best precautions. You can limit the amount of damage from an emergency by learning how to respond to situations that arise. This section will discuss steps to take in the case of a fire, plumbing, or electrical emergencies, and gas leaks.

Emergency Subcontractor Contact List

Plumbing	Rick the Plumber	253-847-7239
Electrical	Meridian Center Electric	800-488-3379
Heating/Gas	Sunset Air	360-456-4956
Roofing	BD Roofing	253-472-3484

Read this section and discuss it with all members of your household periodically so that everyone is prepared for an emergency.

The first step during any type of emergency is to shut off the flow of electricity, water, or gas to your home. Every member of your household should know how to do this.

Emergency Shutoff Valve and Switch Locations

Electrical: The main electrical disconnect should be located in or near the circuit panel box. The circuit panel box should be located in the garage, utility room, utility closet or similar out of the way location shown to you during your Homeowner Orientation.

Gas: If you have natural gas or propane service, the gas shutoff valve will likely be located on the gas inlet pipe next to the gas meter on the outside of your home.

Plumbing Emergencies: During plumbing emergencies, the first step is to stop the flow of water immediately. Do this by turning off the main water shutoff valve to the home or the shutoff valve for the particular fixture or appliance. If the emergency is limited to a specific appliance or fixture, look for its shutoff valve and close the valve by turning it clockwise. Shutoff valves for fixtures and appliances can usually be found underneath sinks and toilets and behind clothes washers, water heaters and other appliances. Turn off the main shutoff valve if the problem is a leaking pipe or if there is no shutoff valve for the particular fixture or appliance. If you turn off the main water supply, turn off your hot water heater by turning off the circuit breakers or the gas supply to the hot water heater as well. Failure to do so can cause the hot water heater to overheat and possibly explode.

Next, call a plumber or make temporary repairs yourself to stop the leak. Have the problem corrected by a professional plumber as soon as possible.

Additional Helpful Hints on Plumbing Problems

If a **water leak** occurs from your washing machine, dishwasher or other water-using appliance, first check to see that the trap through which the appliance drains is completely open. Sometimes, a partially-clogged drain can cause an overflow within the appliance. If the drain is clear, consult the appropriate appliance repair technician.

If a **pipe should freeze**, thaw the pipe slowly with a hair dryer or towels soaked in hot water. Heating the pipe slowly may prevent the pipe from breaking. Do not heat the pipe with a torch. This has been the cause of many fires. To prevent frozen pipes, drain water from outdoor faucets and pipes, disconnect outdoor hoses and never leave your home unheated during cold weather.

When a **drain pipe clogs** (tub, sink, shower or water-using appliance), turn off the faucet or appliance that flows into the drain. Next, try to remove the obstruction with a rubber plunger. The rubber cup of the plunger should cover the drain opening and the water should come well up over the edge of the cup. Work the plunger up and down rhythmically 10-20 times in succession to build up pressure in the pipe. This does more good than sporadic plunges. If the plunger does not work, call a plumber. Do not attempt to use a snake or other tools. They can damage expensive fixtures. Never use drain cleaner to open a totally clogged drain. It will mix with the water to form a caustic solution.

If a **toilet overflows**, stop the flow of water by reaching inside the toilet tank and pushing the tank stopper down into its valve seat. Hold until the tank fills and the water stops. Next, turn off the shutoff valve underneath the toilet or turn off the main water shutoff valve. Unclog the toilet.

A **clogged toilet** should be treated the same as a clogged drain, however the trap is built into the toilet and is therefore less accessible. Try to unclog the drain with a plunger. If that does not work, call a plumber.

If you have a **faucet malfunction** where a faucet won't shut off, turn off the water at the shutoff valve underneath the sink immediately. If there is no valve, turn off the main water supply shutoff valve. Call a plumber or repair the faucet yourself. There are a number of plumbing repair books on the market for do-it-yourselfers.

If steaming water flows from a hot water faucet, do not touch the hot water faucet. Leave the faucet running. Turn off the electricity or gas supply to the hot water heater. Let the faucet run until cold water flows from the faucet (the water in the hot water heater is no longer overheated), then call a plumbing professional to repair the faucet or the hot water heater.

Electrical Emergencies: Electrical emergencies such as an appliance malfunction, a power failure in your home or a neighborhood power outage can occur at any time. Review the information below to assist you in case of an electrical emergency.

You should know how to turn off the electrical power to your home and turn off and reset individual circuit breakers. Turn off the electrical power to your house by shutting off the main disconnect. The main disconnect is one or more main fuses or circuit breakers located on the circuit panel. Avoid any contact with water at any time when working with electricity. Be sure everyone in your household knows where the circuit breaker panel is located and can shut off the power.

If the power goes out suddenly in your home, decide whether the outage affects just your home or the entire neighborhood. If it is a neighborhood outage, notify your utility company.

If the electrical outage affects your home only, check for and reset tripped circuit breakers. If a breaker immediately trips again, call a professional electrician to test your electrical system.

Instruction on electrical repairs is beyond the scope of this manual. If you do not have the skill and experience to make electrical repairs, call a professional electrician for service. Turn off the electrical power before making any repairs. Never work on a live circuit, fixture, receptacle or switch. Shut off the power first and test the circuit carefully with a circuit tester to be sure the power is turned off.

Additional Helpful Hints on Electrical Problems

In the event of a power outage or tripped circuit breaker, turn off or disconnect all motor-driven and electronic appliances to avoid possible damage from either inadequate power or sudden electrical surges when power is restored. The furnace blower motor can be turned off by turning off the circuit breaker for the furnace.

Motors for dishwashers, clothes washers, clothes dryers, garbage disposals, range fans, sump pumps, refrigerators and other appliances can be disconnected by turning off or unplugging the appliance. Computers, televisions, video recorders, stereo's and other electronic equipment should also be turned off. Turn on a radio and a lamp to alert you when service is restored.

After power has been restored, it should be safe to turn on all appliances. You can prevent food spoilage by not opening refrigerators or freezers during the outage unless absolutely necessary. Food in a tightly packed freezer may stay frozen for up to 48 hours if the door remains closed. Food in a partially filled freezer may keep for 24 hours. If you are in doubt about the safety of frozen food after a power outage, throw it out.

Always have flashlights, extra batteries, candles, matches and a battery powered transistor radio handy in case of power failures. Store these items in an accessible place known to all family members.

If any of these items are used for any other purpose, make sure they are promptly returned. Finally, keep lit candles away from drafts, flammable objects and children.

If an appliance or electrical item is **smoking or sparking**, do not touch it. Instead, cut off power to the appliance by unplugging the appliance, turning off the wall switch controlling the appliance or turning off the circuit breaker for the appliance. Allow the appliance to cool, then take it to a repair shop or call a professional service technician to repair the appliance. If the appliance catches fire, get everyone out of the house and call the fire department from a neighbor's home. Do not use water on an electrical fire, it can be fatal. If you discover an electrical fire early, use a multipurpose fire extinguisher on the flames. If an appliances electrical plug smokes or sparks, unplug the appliance by pulling its cord. Do not touch the plug itself. After the plug cools, inspect the plug and cord for damage.

If they are damaged, replace the plug and cord or have them replaced by a professional service representative. Reset any tripped circuit breakers. If the plug and cord appear to be OK and there are no tripped circuit breakers, the electrical outlet may be at fault. Test the outlet by plugging in another appliance you knows works properly into the receptacle. If that plug sparks too, replace the outlet or have it replaced by a professional electrician. If the new appliance does not cause sparks, then the original appliance is probably faulty and should be repaired or replaced.

Gas Leak or Other Gas Emergency: Your home may be serviced by natural gas. Gas is a safe, clean economical energy source for appliances such as furnaces, boilers, water heaters, dryers, cook tops, fireplaces and barbecues. Although gas appliances are wonderful conveniences, gas must be treated with respect.

If you smell gas inside or outside your home, hear gas escaping from a broken line or see a broken gas line you should get everyone out of and away from your home immediately. Call your local gas company or your fire department from a neighbor's house. **Do not light a match, turn a light on or off, use a telephone (portable, cellular or regular) or operate any electrical switch or electronic device - flames or electronic sparks can ignite the leaking gas.**

If the gas leak is inside your home, you can turn off your gas supply line at the gas shutoff valve after everyone is out of the house. If you prefer, you can have your utility company turn off the gas. The gas shutoff valve should be located on the pipe leading into the gas meter. Turn the valve a quarter turn in either direction with an adjustable end or "crescent" wrench. The gas is off when the valve is perpendicular to the pipe. If the gas leak is outside your home, keep away from the leak area and away from your house. Do not attempt to shut off the gas supply. Your utility company will turn off the gas. Once your gas is off, wait for your local gas company to restore your service.

Oakridge Homes – “Express Limited Warranty” (Builders Warranty)

WHO IS COVERED

The Builders Warranty is provided to the original purchaser of the home. This Builder’s Warranty is not transferable to any subsequent purchaser of the home.

WARRANTY PERIOD

Except as otherwise provided herein, the period of this Express Limited Warranty shall be one year from the date of closing or the date of first occupancy, whichever is earlier.

WHAT IS COVERED

The Oakridge Homes Express Limited Warranty shall cover defects in the structural components of the home that render it unsafe for human habitation and shall further provide coverage as follows:

APPLIANCES

Issue: Appliances with Scratches, Chips, Dents, or other external damage

Oakridge Homes will coordinate with the appliance manufacturer to repair or replace, as needed, any appliances with scratches, chips, dents, or other external damage when such damage is noted in writing (as a punch list item) during the Home Orientation with an Oakridge Homes representative. Such items will not be repaired or replaced by Oakridge Homes or the appliance manufacturer under their respective warranties following the closing date.

Issue: Inoperable Appliances

Many of the consumer products purchased with the home may be covered under separate manufacturer’s warranties. At closing, Oakridge Homes assigns the rights under these manufacturer’s warranties to the homeowner. If the homeowner’s claim is covered under a manufacturer’s warranty, the homeowner should contact the manufacturer directly for warranty assistance. A complete list of manufacturers may be found in the back of this manual provided by Oakridge Homes. Manufacturers may charge a service call fee for any non-warrantable (as determined by the manufacturers) repairs or replacement services.

CABINETS

Issue: Color Variance

It is normal for the color of installed cabinets to be slightly different from the samples shown at the time of selection. Color can differ with wood grain variations, stain lots, and exposure to light. Oakridge Homes will repair or replace, as needed any installed cabinets with excessive variations in color which are noted in writing (as punch list items) during the Home Orientation with an

Oakridge Homes representative. Such items will not be repaired by Oakridge Homes or covered under the Builders Warranty following the closing date.

Issue: Warped Cabinet Doors or Drawer Facing

Oakridge Homes, for a period of one (1) year will repair or replace, as needed, cabinet doors or drawer facings which are warped in excess of 1/8" per 30".

Issue: Cabinets with Scratches, Nicks, or Chips

Oakridge Homes will repair or replace, as needed, any cabinets with scratches, nicks, or chips which are noted in writing (as punch list items) during the Home Orientation with the Oakridge Homes representative. These issues will not be repaired by Oakridge Homes or covered under the Builders Warranty following the closing date.

Homeowner Maintenance Tips:

Wood requires cleaning and sealing to prevent problems associated with water penetration and continued exposure to the elements.

CAULKING

Issue: Interior Caulking Joints

Caulking is considered a routine maintenance item to be handled by the homeowner. Oakridge Homes will touch up caulking around sinks, tubs, ceramic tiles, baseboards, and door casings one time only during the one (1) year warranty period. Caulking compounds are available for purchase at hardware stores and home centers.

Issue: Exterior Siding and Wood Joints

The exterior coverings on your home expand and contract with changes in temperature and humidity. The caulking at the joints is what helps protect the home from water and insect intrusion. Caulking is considered a routine maintenance item to be handled by the homeowner. The homeowner should visually inspect siding joints, windows and door wraps, and corner boards every 3 months to insure all joints are properly sealed. Gaps should be caulked and repainted. Caulking compounds are available for purchase at hardware stores and home centers.

CONCRETE

Issue: Concrete Floor Uneven (excludes garage)

Oakridge Homes will repair, for a period of two (1) year, interior concrete floors which vary from flat more than 1/4" over a 32 inch area. Color and texture matching are not guaranteed or covered under the Builders Warranty.

Issue: Concrete Cracks

Oakridge Homes will repair by filling and patching, for a period of one (1) year cracks in garage slabs, exterior slabs, patios, driveways, and sidewalks when such cracks exceed 1/4" width or 3/16" vertical displacement. Color and texture

matching are not guaranteed or covered under the Builders Warranty. Cosmetic cracks 3/16" or less are normal in concrete surfaces and are not covered under the Builders Warranty.

Issue: Expansion and Control Joint Cracks

Expansion and crack control joints are sometimes placed in the concrete slab to allow sections of concrete to expand and contract with changes in the temperature and control the movement of the slab as concrete cures. It is normal for expansion and control joint to move or crack in the joint area, and it is not a sign of defective concrete or workmanship. Cracks rarely affect the structural durability or functioning of the concrete. Oakridge Homes will repair by filling and patching, for a period of one (1) year, cracks in expansion and control joints when such cracks exceed 3/8". Color and texture matching are not guaranteed or covered under the Builders Warranty.

Issue: Standing Water on Exterior Concrete Surfaces (excludes standing water from landscape)

Oakridge Homes will repair, for a period of one (1) year standing water on garage floors, patios, walks, and driveway concrete surfaces when such standing water exceeds 1/4" on driveways, patios, and walks, following a thirty (30) minute period of time without rain. Color and texture matching is not guaranteed or covered under the Builders Warranty.

COUNTERTOPS

Issue: Scratches, Nicks, Chips, or Surface Damage

Oakridge Homes will repair or replace, as needed any countertops with scratches, nicks, or chips which are noted in writing (as punch list items) during the Home Orientation with an Oakridge Homes representative. Fissures are natural characteristics of stone and should not be construed as defects.

Issue: Excessive Joint Width (Granite/Stone Slab Countertops)

Oakridge Homes will repair, for a period of one (1) year joint widths in excess of 1/16" on granite or solid stone countertops.

Issue: Cracks in Grout (Tile Countertops)

Oakridge Homes will revisit and repair grout cracks in tile countertops one time only during the warranty period, with the exception of hairline cracks in the grout which naturally occur and can be remedied by routine homeowner maintenance (one visit per household only for all grout issues).

Issue: Loose Tile (Ceramic Tile Countertops)

Oakridge Homes will repair or replace, as needed, loose tiles on ceramic tile countertops for a period of one (1) year when such condition was the result of defective materials or workmanship, with the exception of any defects or damage to countertops which is caused by anyone other than Oakridge Homes, its agents or subcontractors.

DOORS

Issue: Warped Door

If the door has been properly maintained and has not been damaged by the homeowner or a third party, Oakridge Homes will replace (with a comparable product), one time within the first year, interior or exterior doors which are warped more than 1/4" when measured in any direction. Warping that occurs due to improperly maintained doors will be the homeowner's responsibility and are not covered under the Builders Warranty

Issue: Scratched, Chipped, or Tarnished Finish Doors

Oakridge Homes will repair or replace, as needed any doors with scratches, chips, or tarnished finished which are noted in writing (as punch list items) during the Home Orientation with an Oakridge Homes representative. Such items will not be repaired by Oakridge Homes or covered under the Builders Warranty following the closing date.

Issue: Doors Not Operating Properly

Oakridge Homes will repair or adjust, for a period of one (1) year, doors that fail to operate properly by sticking, rubbing, or failing to latch, with the exception of any defects or damage which is caused by anyone other than Oakridge Homes, its agents or subcontractors.

DRYWALL CEILINGS AND WALLS

Sheets of gypsum drywall are installed in your home and undergo several quality assurance inspections to ensure that they are defect free at the time of closing. However, as natural settlement of the home occurs, it is normal for cracks to appear in the drywall and for nail and corner beads to "pop". It is common for homeowners to misconstrue this as a defect in workmanship, when in fact it is a result of the home's normal settlement process.

Issue: Drywall cracks and nail "pops"

Oakridge Homes will repair nail "pops" and drywall cracks caused by settling one time during the 1 year warranty period. Oakridge Homes will not be responsible for touch up painting of the repairs.

ELECTRICAL

Issue: Malfunctioning Electrical Fixtures, Switches, or Outlets

Oakridge Homes will repair malfunctioning electrical fixtures, switches, or outlets for a period of one (1) year. The homeowner should verify that the circuit breaker is not tripped and the switch circuit is not turned off. In addition, lights may dim and flicker due to usage and power generation variances, with the voltage entering the home controlled by the local utility transmission service. Changes made to the electrical system of the home, without the prior, express written consent of Oakridge Homes, will void your rights and remedies under the Builders Warranty.

Issue: Circuit Breaker Trips with Normal Use

Fuses should not be blown and circuit breakers should not trip with normal use. Oakridge Homes will replace any such defective breakers for a period of one (1) year.

Homeowner Maintenance Tips

Wall switch inoperable: When there are no ceiling fans or lights in a room, one switch may remain unused.

No power to lights or receptacle: Circuit breaker or GFCI outlet is off and must be reset.

Smoke detector chirping: Replace batteries in all smoke detectors even if they are not chirping. Test all units per manufacturer's recommendations.

GFCI Outlets: Do not use a GFCI outlet for a refrigerator, freezer, or sprinkler system control box because if any outlet trips the circuit, power to the GFCI outlets will be interrupted.

FLOORING AND COUNTERS

Issue: Floor Squeaks or Pops

Oakridge Homes for a period of one (1) year will take corrective action to minimize excessive floor squeaks. However, the absence of floor squeaks is not guaranteed under the Builders Warranty.

Issue: Cracked or Loose Tile (Ceramic, Marble, and Natural Stone)

Oakridge Homes for a period of one (1) year will repair or replace, as needed, cracked or loose tile (ceramic, marble, or natural stone), with the exception of damage caused to the tile by anyone other than Oakridge Homes, its agents or subcontractors. Oakridge Homes is not responsible for discontinued patterns or color variations when replacing such tile.

Issue: Uneven Tile (Ceramic, Marble, and Natural Stone)

Oakridge Homes for a period of one (1) year will repair or replace, as needed, adjacent tiles (ceramic, marble and natural stone) when they are not even with each other and create a deviation ("lippage") greater than 3/16".

Issue: Gaps in Carpet Seams

Carpet seams normally have some visibility, with normal variations between different types of carpet. However, Oakridge Homes, for a period of one (1) year will repair excessive visible gaps in carpet seams.

Issue: Hardwood Floor Gaps and Cupping

Hardwood floors are made by installing individual boards or strips of wood over the sub-floor. Changes in temperature and humidity both inside and outside the home will cause the flooring to expand and contract. Gaps and cupping do not

constitute defects. Open joints or separations between floorboards of finished wood flooring shall not exceed 1/8" in width. Cups in strip floorboards shall not exceed 3/32" in height in a 3 1/2" maximum distance when measured perpendicular to the length of the board. Excessive cupping and gaps may be remedied by filling, sanding, and or replacing affected areas. An exact color match is not guaranteed in repaired areas.

HEATING AND AIR CONDITIONING

Issue: Inadequate Heating or Cooling

Oakridge Homes warrants, for a period of one (1) year that the heating and cooling systems in the home will operate and perform as required by the manufacturers systems operating manual. Deficiencies caused by a malfunction of system equipment or appliances are subject to the terms of the manufacturer's warranty.

Issue: Excessive Noise from Ducts

When metal is heated and cooled, it expands and contracts, respectively, causing "ticking" or "crackling" sounds which cannot be avoided. A booming noise caused by sheet metal blowing in or out ("oil canning") will be repaired by Oakridge Homes for a period of one (1) year.

INSULATION

Oakridge Homes will install insulation in accordance with applicable building codes and guidelines, and as needed for a period of one (1) year to correct insufficient insulation issues. Settling is a natural occurrence with insulation which is blown in the homes attic.

LANDSCAPING

Issue: Plants and Sod

Oakridge Homes will replace dying plants or sod for a period of 14 days following closing, provided that the homeowner provides notice to Oakridge Homes within such 14 day period. Oakridge Homes will not be responsible to replace the plants damaged due to lack of watering, improper care, or transplanting.

Issue: Malfunctioning Sprinkler Heads, Bubbler Heads, Drip Systems

The homeowner assumes responsibility of sprinkler heads, bubbler heads, and drip systems after 90 days.

PAINTING

Issue: Exterior Paint or Stain Fading

All exterior paints and stains fade following exposure to weather conditions, which is considered normal and not covered by Oakridge Homes Builders Warranty. Oakridge Homes will correct excessive fading, as determined by Oakridge Homes for a period of one (1) year.

Issue: Exterior Paint or Stain Peeling or Deterioration

Oakridge Homes will repair or refinish affected areas in the event that exterior paint or stain peels or deteriorates for a period of one (1) year.

Issue: Repainting after Repair Work (Interior and Exterior – see drywall exclusion above)

Repainting, staining, or refinishing may be required following repair work performed on the interior or exterior of the home. In such cases, Oakridge Homes will attempt to match the paint color of the repaired areas to the surrounding areas as closely as possible, but color matching is not guaranteed or covered under Builders Warranty. If custom paint has been installed, custom color touch-up is not covered under the Builders Warranty.

Issue: Paint Scratches, Chips, or Blemishes

Oakridge Homes will touch-up any paint scratches, chips or blemishes which are noted in writing (as punch list items) during the Home Orientation with an Oakridge Homes representative. Such items will not be repaired by Oakridge Homes or covered under the Builders Warranty following the closing date.

PLUMBING

Issue: Clogged Pipes, Sewers, Fixtures, or Drains

Oakridge Homes will repair or replace, as needed, all clogged pipes, sewers, fixtures, or drains for a period of one (1) year when such condition was the result of defective materials or workmanship. Oakridge Homes will not be responsible when such condition was caused by the homeowner, in which case the homeowner will be responsible to pay for any trip or repair charges from plumbing or other trade contractors.

Issue: Plumbing Leaks

Oakridge Homes will repair any plumbing leaks for a period of one (1) year when such condition was the result of defective materials or workmanship. Oakridge Homes will not be responsible when such condition was caused by the homeowner, in which case the homeowner will be responsible to pay for any trip or repair charges from plumbing contractors. Leakage caused by worn washers is a homeowner maintenance item and is not covered by Builders Warranty.

Issue: Noisy Water Pipes

Noises and sounds made by water flowing through pipes and by pipe expansion are considered normal and are not covered under the Builders Warranty. Rattling or “hammering” pipes should not occur and will be repaired by Oakridge Homes for a period of one (1) year.

Issue: Defective Pipes and Fittings

Oakridge Homes will repair or replace, as needed, all pipes and fittings for a period of one (1) year when such condition was the result of defective materials or workmanship. Notwithstanding the foregoing, the Builders Warranty does not

cover the water heater or any other part of the plumbing system which is not a structural component of the home or is covered by a manufacturer's warranty. Further, Oakridge Homes is not responsible to repair any defects or damage to the plumbing system which is caused by anyone other than Oakridge Homes, its agents or subcontractors.

Issue: Defective Plumbing Fixtures or Trim Fittings (faucets and toilets)

Oakridge Homes will repair or replace, as needed, all defective plumbing fixtures and trim fittings for a period of one (1) year when such condition was the result of defective materials or workmanship, with the exception of any defects or damage to the plumbing system which is caused by anyone other than Oakridge Homes, its agents or subcontractors.

ROOFING

Issue: Roof or Flashing Leaks

Oakridge Homes will repair, for a period of one (1) year, roof or flashing leaks that occur during normal weather conditions. Roof or flashing leaks which are caused by homeowner negligence will not be covered under the Builders Warranty.

Issue: Loose Roofing Shingles

Oakridge Homes will repair or replace, as needed loose shingles for a period of one (1) year with the exception of such shingles are damaged by an act of God or anyone other than Oakridge Homes, its agents or subcontractors.

Issue: Roof Component Color and Texture Variations

Variations in the color of existing roof shingles are normal as a result of outside weather conditions, oxidation, or air pollutants. Further the color and texture of new roofing components installed by Oakridge Homes may not match existing roofing components due to weather or manufacturer variations. Oakridge Homes will endeavor to match the color and texture of existing roofing components in repaired areas as closely as possible, but color matching is not guaranteed or covered under the Builders Warranty.

SITE DRAINAGE

Grades have been established by Oakridge Homes to ensure proper drainage away from the home as required by local jurisdictions. Improper drainage of the site occurs when there is standing water in the yard more than 48 hours after a rain. The possibility of standing water beyond 48 hours during unusually heavy rainfall should be anticipated and is not considered a deficiency. Builder is only responsible for initially establishing the proper grades, swales, and drainage away from your home. You are responsible to complete landscaping as appropriate, and maintain grades and swales away from home. You are also responsible for maintenance of yard and downspout drains to keep them clear from obstruction. Builder is not responsible for drainage deficiencies attributable to grading requirements imposed by state, county, or local governing agencies. The

completion of front yard landscaping prior to the completion of rear yard landscaping may cause rear yard drainage issues due the additional materials (increased elevation) used in the front yard. If the homeowner modifies the yard with additional grading, plantings, landscaping, concrete or any other obstruction, the homeowner will thereafter be responsible for drainage.

WINDOWS

Issue: Water Leaks

Oakridge Homes will repair water leaks around windows for a period of one (1) year with the exception of water leaks caused by improper homeowner maintenance or damage caused by anyone other than Oakridge Homes, its agents or subcontractors.

Issue: Scratched, Broken, or Cracked Windows

Oakridge Homes will repair, or replace windows which are scratched, broken or cracked when such defects are noted in writing (as punch list items) during the Home Orientation with an Oakridge Homes representative. Such items will not be repaired by Oakridge Homes or covered under the Builders Warranty following the closing date.

Issue: Windows Difficult to Open or Close

Oakridge Homes will repair or adjust, for a period of one (1) year windows that fail to operate in accordance with the manufacturer's specifications. Homeowners should keep the tracks, channels, and operating mechanisms of the window clean and lubricated.

WARRANTY EXCLUSIONS

The Oakridge Homes Express Limited Warranty excludes coverage of the following:

1. Normal wear and tear or normal deterioration to the home. Any defect caused by, or resulting from, materials or work supplied by someone other than Oakridge Homes, its agents or subcontractors as part of the original purchase.
2. Loss or damage not otherwise excluded under the Builders Warranty which does not constitute a defect in the construction of the home by Oakridge homes, its agents or subcontractors.
3. 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, and hail.
4. Loss or damage caused directly or indirectly by surface water, water which backs up from sewers or drains, changes in the water table, or water below the surface of the ground including water which exerts pressure on, or seeps or leaks through, a sidewalk, driveway, foundation, swimming pool or other structure.
5. Loss or damage caused soil movement, including subsidence, expansion or lateral movement of soil.

6. 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.
7. Loss or damage resulting from the use of the home for non-residential purposes.
8. Any condition which does not result in actual damage to the home including, but not limited to, un-inhabitability or health risk due to the presence or consequence of electromagnetic fields, radon, gas, mold, formaldehyde or other pollutants and contaminants, or the presence of hazardous or toxic materials.
9. Bodily injury or damage to personal property.
10. Consequential damages including, but not limited to, costs of shelter, food, transportation, moving, and storage; any other expenses related to the inconvenience of relocation during repairs to the home; and any diminution of the market value of the home.
11. Any damage to the extent that is made worse by:
 - a. Negligence, improper maintenance, or intentional or improper operation by anyone other than Oakridge Homes, its agents or subcontractors.
 - b. Failure by the homeowner or anyone other than Oakridge Homes, its agents or subcontractors to comply with the warranty requirements of manufacturers of appliances, fixtures and equipment.
 - c. Changes in the grading of the ground by anyone other than Oakridge Homes, its agents or subcontractors.
 - d. Changes, alterations or additions made to the home by anyone other than Oakridge Homes, its agents or subcontractors.
 - e. Dampness or condensation due to homeowner's failure to maintain adequate ventilation.
 - f. Loss or damage caused by homeowner not taking timely action to mitigate or minimize damages.
 - g. Any defect for which notice is not given to Oakridge Homes in writing within 30 days the homeowner discovered, or in the exercise of reasonable diligence would have discovered.

LIMITED LIABILITY

It is understood and agreed that Oakridge Homes liability, whether in contract, tort, statute, negligence, or otherwise, is limited to the remedies provided in the Builders Warranty and under the purchase agreement, and are limited to repair or replacement. Oakridge Homes aggregate total liability shall not exceed the original contract price of the home. Under no circumstances shall Oakridge 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, even if Oakridge Homes has been advised of the possibility of such damages. This Warranty is the only Warranty applicable to the purchase of your home from Oakridge Homes. **All other warranties, express or implied, including but not limited to, all implied warranties of fitness, merchantability or habitability, are disclaimed and excluded.**

Oakridge Homes reserves the right to use its sole and absolute discretion in determining the most appropriate method of repairing warranty defects. In the event that Oakridge Homes offers to resolve an issue for which it bears no responsibility under the Warranty does not create the responsibility to provide resolution in another situation for which it bears no responsibility. Actions taken to cure defects will not extend the period of coverage specified in the Builders Warranty or any applicable statutes of limitation or repose.

WARRANTY DISPUTE RESOLUTION

In the event that a homeowner desires to enforce the terms of this Express Limited Warranty the homeowner shall submit his warranty request to Oakridge Homes within 30 days of the time that the homeowner discovered or in the exercise of reasonable diligence should have discovered the defect. The failure of the homeowner to make such request within 30 days of the date the homeowner knew or should have known of the defect shall preclude coverage under the warranty.

In the event that Oakridge Homes has failed to resolve the warranty issue with the homeowner within 30 days of its receipt of a written warranty claim from a homeowner may, and as a precondition to any other method of dispute resolution, must commence a mediation of the warranty dispute at Pierce County Center for Dispute Resolution. Each party will pay one-half of the cost of such mediation. Notice of a request for mediation shall be sent to Oakridge Homes by certified mail, return receipt requested.

In the event that the warranty dispute is not resolved in mediation, the homeowner may commence arbitration proceedings before a single arbitrator pursuant to RCW 7.04. Each party shall pay one-half of the costs for the arbitrator. Neither party shall be entitled to recover attorney's fees or costs from the other party. The arbitration hearing shall be conducted at a time and place set by the arbitrator provided that such hearing must occur within 90 days of the appointment of the arbitrator. The decision of the arbitrator shall be issued within 30 days of the hearing and shall be final and judgment may be entered upon it in accordance with the applicable law in any court having jurisdiction thereof.

Summary of Manufacturer's Warranties

<u>Manufacturer</u>	<u>Telephone</u>	<u>Product</u>	<u>Warranty</u>
Alside www.alside.com	800-562-5920	Windows	Lifetime
IKO www.iko.com	877-445-6872	Roofing Shingle	30 years
Delta www.deltafaucet.com	800-345-3358	Plumbing Fixtures	up to 5 years
Kenmore		Appliances	See Mfg. Manual
Lennox, Train, Carrier		Furnace	See Mfg. Manual
See outside of appliance		Water Heater	

How to File a Warranty Claim

Step by step guide for filing a Warranty Claim

During your Home Orientation, an Oakridge Homes employee explained the Builders Warranty Program. Prior to submitting a warranty claim, please carefully review the Warranty Coverage and the following step by step guide below to determine whether the claimed item(s) are covered by the Builders Warranty.

STEP 1: Is it an emergency Warranty Claim?

Emergencies, as defined below, are problems which require immediate attention to protect you or your family from harm and to avoid damage to your home:

- (1) Loss of Heat
- (2) Severe plumbing or other water leak that cannot be isolated
- (3) Severe electrical problems
- (4) Gas Leaks: Call Puget Sound Energy (888)-225-5773
- (5) Severe roof leak

In the event of an emergency, refer to the Emergency Subcontractor Contact list and contact the supplier directly.

STEP 2: Is the claimed item(s) covered by a separate manufacturer's warranty?

Many of the consumer products provided with your home may be covered under separate manufacturer's warranties. At closing, Oakridge Homes assigns the rights under these manufacturer warranties to the homeowner. **If your claim is covered under a manufacturer's warranty, please contact the manufacturer directly for warranty assistance.** In the event that the homeowner files a timely warranty claim with the manufacturer and fails to receive a response, Oakridge Homes will assist the homeowner in attempting to resolve the claim. We recommend that you review, complete and return any warranty registration forms for these products immediately after you move in to your new home. Please be aware that manufacturer's may charge a service call fee for any non-warrantable (as determined by the manufacturers) repairs or replacement services.

STEP 3: Is the claimed item(s) covered under the Builders Warranty?

Please review the Builders Warranty to determine if the item(s) is covered based on the type of item(s) claimed and the time elapsed since the closing date on your home.

STEP 4: If it is covered under the Builders Warranty (see step 3 above), file a warranty claim.

Oakridge Homes requires that **all warranty requests be submitted via the internet or U.S. mail.** For faster service please submit your warranty request via the internet at www.oakridgehomes.com simply click under Homeowners Warranty and fill in the pre-loaded form.

To submit a warranty request by U.S. mail, please send it to the following address, including a brief description of the claimed item(s), your address, and your work and home telephone numbers:

Oakridge Homes

Attn: Warranty Department
1620 26th Ave NW Suite A
Gig Harbor, WA 98335

STEP 5: Now that I filed my warranty claim what happens next?

For all warranty claims filed within 1 year following the closing date on your house, an Oakridge Homes Warranty Representative will contact you to discuss your warranty claim within approximately seventy-two (72) hours following our receipt of your request. We will conduct a timely and thorough review of your warranty claim and notify you with respect to our warranty coverage determination on each item. In some cases, it will be necessary to schedule an on-site inspection to further assess whether a claimed item(s) is covered under the Builders Warranty.

If we determine that an item(s) on your warranty claim is covered under the Builders Warranty, we will repair or replace the item, as needed, at no charge to you. The work will be performed by an Oakridge Homes Warranty Professional or trade contractor, as determined and scheduled with you by an Oakridge Homes Warranty Representative. Appointments are generally scheduled in two (2) hour blocks of time between the hours of 7:00 a.m. and 4:00 p.m. Monday thru Friday. Trade contractor appointments are scheduled such that work will commence, but not necessarily be completed, within a four (4) hour block of time between the hours of 8:00 a.m. and 5:00 pm, Monday thru Friday. You or your authorized representative must be present to provide access to your home for warranty items to be completed. A homeowner's failure to provide reasonable access to the home during normal working hours to complete repairs will relieve Oakridge Homes of its obligation under the Builders Warranty.

We take pride in the trade contractors who have been selected by Oakridge Homes. If you are dissatisfied with the quality of work or level of professionalism displayed by one of our trade contractors, please notify Oakridge Homes immediately. Your comments help us maintain the highest level of service for our homeowners.

Please note that weather conditions, labor or material shortages, or other unforeseen or uncontrollable conditions may extend the time that is needed to complete a repair or replacement. Further, extensive scopes of work may require us to schedule a repair or replacement over a series of days.

The undersigned acknowledges receipt of the Oakridge Homes Express Limited Warranty.

Signature of Buyer

Print Name

Signature of Buyer

Print name

Maintenance & Care

Provided as a courtesy to our customers

INTRODUCTION

Your new home has been built with modern materials by professional craftspeople. It will require regular preventative maintenance by you to preserve its beauty and value. An understanding of how to care for each feature in your new home will prevent costly repairs and replacements later.

Preventative maintenance on your new home should begin when you move in. Carefully read this section to become familiar with the procedures for maintenance.

Your new home is located in the Pacific Northwest region. This accounts for the changes in temperature and moisture that we experience each day. Natural building materials such as wood and concrete are subjected to constant expansion and contraction from day to day. This can result in minor warping of wood materials and hairline cracking of drywall, concrete and mortar. These effects are considered normal and are particularly obvious in the first year after a new home has been built.

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

DESCRIPTION OF MAINTAINABLE ITEMS

We have provided an overview of the features and materials that may exist in your new home. Please study each section carefully so that you become familiar with the routine maintenance your home requires.

APPLIANCES

The appliances in your new home were selected for their durability, ease of use, and appearance. Information about each appliance has been left in the home or is attached to the appliance. Please fill out and mail in the warranty cards provided with each appliance. Remember to read the manufacturer's instructions on usage and care before you use your appliances. Your appliances are covered by warranties from the manufacturers. Contact the appropriate manufacturer for questions about service or the use and care of your appliances.

BALCONIES AND DECKS

Decks and balconies require a small amount of care and are designed to last for years. Your deck is not designed to hold heavy equipment like Hot Tubs, Water Features, etc. Do not attach anything to your balcony or deck, as the hole created by the fastener may allow water to leak into your home and cause damage. If your deck or balcony has roof drains, they should be kept clear and clean in order to allow water to drain freely. After a rain storm small puddles may remain for a short time before evaporation. This is common for any flat surface. Prevent water from being trapped under potted plants as this may stain or damage your balcony or deck.

CABINETS

Your cabinets may be made of beech, maple, or other wood products. With proper care, the beauty and utility of your cabinets will last for many years. Remove splashes and splatters promptly to avoid permanent stains.

The wood in your cabinets is a natural product. It is subject to drying and can warp. This could cause drawers to stick and prevent doors from closing properly. If you notice sticking drawers and cabinet doors that do not close properly during the first thirty (30) days, please notify the Customer Service Department. After that, maintenance of cabinet drawers and doors is the responsibility of the homeowner. The hinges on your cabinet doors can be lubricated, if necessary, with a silicone lubricant. Apply a very small amount to the top of the hinge and work the door back and forth several times so the silicone will penetrate into the hinge. Wipe the excess silicone with a dry paper towel. Cabinet hinges can also be adjusted to maintain proper horizontal and vertical alignment. Ongoing door adjustment is a homeowner maintenance responsibility.

Minor scratches can be covered with a putty stick that matches the finish of your cabinets. Putty sticks can be purchased at paint, hardware stores and home centers. It should be noted that color variations in your cabinets may occur due to wood grain variations and different stains. Color variations on stained areas are to be expected.

CAULKING

Over time and particularly during hot dry weather, caulking will dry and shrink. When this happens, it no longer provides a good seal against moisture. As part of your routine maintenance, you should inspect the caulking both inside and outside your home. Pay particular attention to sinks, tubs, vinyl floors, windows, corner boards, and siding joints. Make repairs whenever the caulking seal is broken. Interior and exterior caulking compounds are available at hardware stores and home centers.

CONCRETE

Concrete is a major structural material in your new home. It provides strength and durability for the foundation, driveway and walkways. While concrete requires minimal care, it should be kept free of accumulated dirt and debris. Oil, grease stains and standing water should be removed promptly. Concrete cleaners are available at home centers and hardware stores.

Due to seasonal variations of temperature, moisture, and the general nature of concrete, minor cracks and surface color variations are normal and should be expected. Small cracks, which are the result of contraction and expansion of the concrete, are characteristic of concrete and should not affect its performance or durability. Cracks along expansion control and construction joints are normal and should be expected.

The driveways and walkways in your new home are designed for residential use. Do not permit large trucks and delivery vans to use your driveway.

COUNTERTOPS

The countertops in your home may be constructed of glazed ceramic tile, natural stone tiles, Granite, Cultured Marble or Laminate. Any flaws or damage to your countertops must be noted during the Home Orientation so as to be covered by the Oakridge Home Builders Warranty. After you have moved in, the care of your countertops is your responsibility. We offer the following instructions to help keep your countertops looking beautiful and functional for years:

1. Always use a cutting board to protect your countertops when you prepare food. While minor scratches that result from cutting food may not be noticeable at first, in time they will dull and mar the luster of the finish. This can happen to even the hardest ceramic tile.
2. Never place hot objects (e.g., pots/pans from stove) directly on a countertop. Do not place appliances (such as toasters, coffee makers, or electric skillets) over seams. Wipe up spills immediately. Some liquids, particularly hot ones, can cause staining on ceramic tile grout, laminate and cultured marble. In time, the stains can accumulate and become unsightly.
3. Be careful to avoid dropping pots and pans and other kitchen items on your countertops. This can break or chip the counters surface.
4. Avoid placing excessive weight on contertops as it can cause countertops to warp, especially on island overhangs
5. Keep all joints well sealed.

Following are some specific comments for frequently used countertop materials.

Ceramic Tile

Glazed ceramic tile is known for its durability and variety of colors and designs. Ceramic tiles are purchased in lots that have similar texture and color. Because an exact replacement match of ceramic tile is virtually impossible to obtain, we urge you to take special care to avoid breaking or damaging the ceramic tile on your countertops. Save any unused tile you may have for future repairs. Ceramic tile is also brittle and can be broken by a sharp blow from a heavy object. As mentioned above, the best way to avoid broken tiles is to use a cutting board or other protection for your ceramic tiles when you are at work in the kitchen. Wipe spills away promptly to avoid staining the grout. Soapy warm water, a mild detergent or a commercial tile cleanser can be used to keep your tile in good condition.

Because the grout between tiles is porous, you should wipe up spills immediately. Routine scrubbing of the grout with warm, soapy water will keep it clean and fresh. Strong cleaners such as Lysol can stain the grout. Grout and tile cleaners can be found at your local hardware store. Please be aware that sealing the grout will void its warranty. You should also be aware that sealing may cause discoloring and /or cracking of the grout.

Cultured Marble

Cultured Marble is a modern product which adds style to your countertops. Proper maintenance of cultured marble is similar to the maintenance needs of fine wood. Remove spills immediately to avoid stains using a denatured alcohol for hard to remove spots and a Gel-Gloss wax for luster. Do not use abrasive cleaners on your cultured marble. Most food and drinks are acidic and can etch the finish on the marble. Do not place any items which may scratch the surface directly on the countertop. Routine care of cultured marble countertops requires warm water and a soft cloth or sponge. If your marble loses its brilliance over time, you may consider hiring a professional who specializes in polishing marble.

Granite

Growing in popularity, granite slab tops and granite tiles add beauty and durability to your home. Proper maintenance of granite is critical to maintain its appearance. Granite tiles have similar care and maintenance used for ceramic tiles. With all granite products, the best cleaner is warm water and a clean cloth. Use of any cleansers should be approached with care and read product instructions carefully. Do not use abrasive cleaners. Most food and drinks are acidic and affect the finish on the granite. If your granite loses its brilliance over time, you may consider hiring a professional who specializes in polishing granite.

Laminate

Laminate countertops are fabricated by laminating a thin sheet of hard plastic onto a wooden or synthetic base. It is important that you do not break the bond of the two materials. Keep standing water away from the back splash, seams, and the seal around the sink. Do not place dish drainers directly over countertop seams. These areas are prone to water damage, since excessive moisture will eventually break down the seal and cause swelling or delamination. Check seams periodically and re-caulk as necessary. Do not place hot pans directly on the counter's surface. Laminate can be stained by the inks used to mark grocery products, especially meat and produce. These can be very difficult to remove, so we suggest that you avoid placing these items directly on the countertop.

DOORS

Wood, metal, and fiberglass doors are subject to expansion and contraction with changes in temperature and humidity. The result can be slight warping or sticking. This is normal and may correct itself as conditions change. You should allow your home to go through at least one dry and one damp season before you make any permanent changes. As a result of climatic conditions, small cracks may appear in doors. When conditions change these cracks may disappear. If cracks persist, they can be filled with wood putty or a caulking compound and refinished.

Check the finish on your exterior doors several times a year. Doors that receive direct sunlight should be inspected more often. If you notice that the finish is beginning to crack or peel, refinish the door promptly using touch up paint or varnish as determined by your doors existing finish. Unattended, cracking and peeling will progress rapidly and destroy the surface of the door. Inspect the weather stripping on your exterior doors frequently. Weather stripping should form a reasonably tight seal to prevent air and water from entering. Reposition sprinklers that may throw water onto exterior doors.

Do not drill or nail anything to your doors. Puncturing the surface of the door may compromise the integrity of the doors and may allow moisture to enter. This is particularly important with exterior doors. Doors that stick may be corrected by sanding the door with sandpaper. Remove small amounts of wood by sanding until the door operates smoothly. Use touch up paint to cover any wood that may have been exposed by the sanding. If your closets feature sliding doors, keep the tracks free from dirt and debris. Lubricate the tracks with a silicone based lubricant. The hinges and locks on your doors will require lubrication from time to time for proper maintenance and to prevent squeaks and excessive wear. Lubricate the hinge pin with a silicone spray available at your local hardware store or home center. We do not recommend using oil, as it attracts dust.

Remove finger stains on painted doors. Clean doors with warm, soapy water using a cellulose sponge.

ELECTRICAL SYSTEM

The electrical system in your new home was designed by professionals to comply with stringent local, state and national building codes. It is intended for normal residential use. Any changes or additions to your electrical system will void your warranty and may cause damage to your home. We highly recommend that you consult a licensed electrician to make such change and additions to your electrical system

Circuit Breaker

During the Home Orientation, we pointed out the location of the circuit breaker panel (typically located in the garage). There is one master circuit breaker and several individual circuit breakers. Circuit breakers can trip under excessive electrical load. Reset tripped circuit breakers by moving them to the OFF position, pausing for a moment, and then to the ON position. The following are general statements regarding power loss.

1. If the power loss is in one area of your home and power is available in other areas of your home, it is likely than an individual circuit breaker has tripped. Unplug any appliances in the area that are without power and turn other appliances off. Check the circuit breaker and, if necessary, reset it. Overloaded circuits can also cause tripping. This occurs when too many small or large appliances are used on one circuit. To reduce the load, remove plugs or appliances that may cause the overloading then reset the breaker as described above. Plug your appliances back in. If the circuit breaker fails repeatedly, you have either a short circuit in one of your appliances or a short circuit in the electrical system in your home. Do not attempt further repair. Contact the Electrician noted in the key contacts section of this manual or Oakridge Homes Customer Service Department if your home is still covered under the Builders Warranty. Do not attempt electrical repairs yourself, please use a licensed electrician.
2. If the electrical power is lost throughout your home, check the master circuit breaker. If the master circuit breaker has tripped, reset it. If the master circuit breaker trips repeatedly, contact the Electrician noted in the key contacts section of this manual or Oakridge Homes Customer Service Department if your home is still covered under the Builders Warranty. If the master circuit breaker has not tripped, call your electric company to report the problem.

Ground Fault Circuit Interrupt Devices

During your Home Orientation, we pointed out the location of ground fault circuit interrupt devices (GFCI outlets). Usually, GFCI outlets are located outside, near bathtubs, bathroom sinks, exterior outlets and in the kitchen and garage. These devices are required by code and are installed for your safety. These are special outlets designed to break the flow of electricity in the event of a short circuit or contact with water.

This will prevent dangerous electrical shock. GFCI's are extremely sensitive and can shut off the circuit for a number of reasons. Common causes are:

1. Moisture around the device, such as steam in a bathroom
2. An imbalance on the circuit, such as using a motor, drill, saw or compressor
3. Exterior outlets can get moisture on or around them if sprayed while something is plugged in or if moisture from the air settles where something is plugged in.

All of the situations for which a GFCI circuit will trip indicate that the device is working properly. The manufacturer recommends monthly testing of your safety devices to insure proper, continued operation. This could minimize emergency situations with regard to the GFCI protected circuits in your home. To test or reset a GFCI protected outlet, follow the steps outlined below.

1. Check all outlets in the kitchen, bathrooms, garage, and outside. There will be several GFCI devices (with a red and a black button, or a light in some cases).
2. Push the black button first then the red button. The red button should stay in the down position, indicating the circuit is working.
3. If the red button will not stay in the down position, this indicates the imbalance still exists. In this case you will need to check all outlets in the room/locations in the kitchen, bathrooms, garage, or outside and unplug anything that is plugged into any of them.
4. Re-check all of the GFCI devices and again go through the GFCI re-set procedure.

Occasionally, a homeowner will be using a power tool, appliance, etc. and find that the outlet is not working. If this happens, go through the re-set procedure and try a lamp in that particular outlet to see if the outlet is working. It is not unusual for a tool or appliance to have an electrical malfunction and cause the GFCI device to trip the circuit. Do not plug appliances such as air conditioners, freezers or refrigerators in GFCI outlets. The electrical surge that occurs when these types of appliances operate may trip the GFCI outlet and break the circuit.

Lighting

The lighting fixtures in your new home are designed for standard wattage bulbs. To avoid excessive heat, you should not exceed the recommended wattage labeled on the fixture. In most cases, the bulbs should not exceed 60 watts.

Outlets and Switches

Electrical outlets can be found in almost every room in your new home. Do not exceed the capacity for which the outlets were designed. Devices which increase the capacity of electrical outlets and multiple extension cords can cause a fire. If an electrical outlet does not have power, following are possible explanations:

1. Some outlets are controlled by a wall switch that is not turned on. Locate the switch and turn it on.
2. If the circuit breaker has tripped, reset it and try the outlet again.
3. If the GFCI has tripped, reset it and try the outlet again.

CAUTION: Small children can be seriously injured by poking metal objects into wall outlets. You can prevent this by purchasing child proof plastic devices which fit into the outlet and prohibit children from inserting objects into the outlet. These devices can be purchased at grocery stores, drug stores, hardware stores or home centers.

EXTERIOR FINISHES

The primary exterior finishes on your new home are wood and fiber cement siding. These finishes were chosen for their beauty and durability. Because they are exposed to constantly changing weather conditions and direct sunlight, the exterior finishes on your new home require routine maintenance and care. We recommend that you inspect the exterior of your home every three months. Pay particular attention to seems and window and corner trim. Caulk joints and touch-up paint as needed.

Wood

Wood is found throughout your home. Because wood is a natural, porous material, it requires protection if it is exposed to the elements. Inspect your exposed wood surfaces frequently. If you find cracking or peeling of the paint, sand the area and then re-paint it promptly. The exterior wood on your home may require repainting every two to four years. Surfaces that receive direct sun in the morning and mid-afternoon will require more frequent repainting. Inspect these surfaces every six months. Repaint as needed.

Split or damaged wood, particularly on the ends of beams, should be repaired or repainted to avoid further damage. Small splits on the ends of beams and trim boards are called “checking” This is normal and does not affect the integrity of the beams. The natural drying of wood can result in gaps and splits in wood molding and trim parts. Nails can work loose. Reset all popped nails and reposition trim parts that have been moved by the natural drying of the wood. In case of severe warping, replace the trim parts. Fill any cracks with wood filler touch up with paint.

FENCING

The fencing around your new home is of the type and in the location mandated by the city ordinance and approved landscaping plans. It should be noted that your lot will not be perfectly flat; therefore, it may be necessary to step the fence to follow the contour of the ground. Please note that the fence height of your home may vary from the height on the models or from homes with different grade elevations.

If you choose to alter the fence in any manner, we urge you to employ a professional contractor. It is your responsibility to locate all property lines before installing additional fence. It is also your responsibility to check the CC&R’s of your neighborhood and any other applicable ordinances before altering your fence. Altering your fence in any way can void your warranty.

FIREPLACES

The gas fireplace in your home adds beauty and style. Please note that your fireplace was not designed to heat your home. It is intended to add warmth to the room while supplementing the heat supplied by your heating system. Please refer to the manufacturer’s manual for further instructions on the proper way to clean and maintain your gas fireplace.

Please note that the glass on the front of the fireplace will reach temperatures hot enough to burn skin if touched. Take special care to keep small children away from the fireplace.

FLOORING

The floor covering in your new home will last longer if you provide routine maintenance and care. The coverage of the Oakridge Homes Builders Warranty is limited to flooring materials that were provided and installed by Oakridge Homes.

Please remember not to discard any flooring materials left in your home at the time of your move in. This material may be useful in repairing any damaged flooring you may have in the future.

Please inspect your flooring carefully during the Home Orientation. Any damages or defects in your flooring must be noted at the time of the Home Orientation. Subsequent damages including broken tiles, scratched wood flooring, torn or dirty carpeting and scuffed vinyl are your responsibility.

We offer these suggestions for routine maintenance of your flooring:

Carpeting

Many manufacturers recommend vacuuming carpet 2-3 times weekly depending on use, to avoid the buildup of dirt and grime. Use a fixed brush attachment on your vacuum cleaner. If your vacuum cleaner has a beater type attachment, the beater should barely touch the tops of the carpet fibers.

Eliminate carpet shedding fibers as they appear. Loose carpet fibers will work their way to the surface, this is known as fluffing or shedding. Vacuum these fibers as part of your routine cleaning. If a tuft of carpet appears which is longer than the surrounding carpet, do not try to pull it out. It is probably attached to the backing and simply needs to be trimmed to the height of the surrounding tufts.

Visible carpet seams are to be expected and are not an indication of a fault in the carpet. Most rolls of carpet are produced in 12 foot widths. This dictates that most of your rooms will have at least one seam. Professional installers will attempt to install your carpet with the fewest number of seams and minimal waste. Seams are most visible in a new home before it has been furnished or occupied. As your carpet wears, the fibers will blend together making seams less noticeable. Visible seams are not a defect unless they have been improperly made or the material is defective. Vacuuming in heavily used areas and controlling static electricity (increase humidity) will contribute to relaxing carpet fibers and making seams less visible. Dye lots may vary from roll to roll of carpet and are acceptable if they adjoin at doorways or occur on stairways. This is normal.

Remove spills immediately. Stain removal is easier if it is done promptly. Consult a home center or a carpet professional for stubborn stains. Cleaning products should be tested on a section of carpeting that is not obvious. Do not use cleaners that have not been tested and certified for the carpeting materials in your home.

Thoroughly clean the carpets, in your home at least once a year. While do-it yourself carpet shampoo devices can be effective, consider employing a professional carpet cleaner. The professional equipment materials and experience will add years of life to your carpets. It is a good idea to become thoroughly acquainted with the stain protection warranty (if applicable) that relates to your carpeting.

Ceramic Tile

Ceramic Tiles are available in a wide variety of colors and sizes.

Ceramic tile flooring is cared for in the same manner as ceramic tile countertops. Wash ceramic tiles with warm damp sponge or cloth and an approved cleaner to eliminate spotting and hard water buildup, or use a commercially prepared product. Dry surface immediately.

It is common for ceramic tile grout to crack as your home expands and contracts. Oakridge Homes will repair cracked grout one time only during the first year of ownership. After that, it becomes the responsibility of the homeowner to repair cracked grout.

Hardwood Flooring

Clean your hardwood floors as often as you vacuum your carpet. Do not use water based cleaners. It is better to use a dry cloth or dry dust mop to sweep the floors. Do not flood the hardwood floors with water. This will cause stains and warping which will result in permanent damage. Do not permit water or liquids to stand on hardwood floors. Wipe up spills immediately. Do not use water-based detergents, bleaches, or one-step floor cleaner on hardwood floors. Waxing and buffing should be done according to manufacturer's guidelines. We suggest hiring a professional.

Do not drag heavy appliances, chairs, or tables across hardwood floors. This may cause permanent gouges or scratches. Women's high heels may dent hardwood floors. If using area rugs or entry mats on hardwood, make sure they are approved for use on hardwood floors. All rugs or carpets on hardwood should have a soft backer to prevent scratching. All furniture placed on hardwoods should have felt or soft protectors underneath. A variety of these types of products are available at home centers stores.

Vinyl Flooring

Modern, resilient vinyl flooring adds beauty and comfort to your home. Due to its relatively soft composition, vinyl flooring can be damaged by chairs, tables, heavy appliances, dropped tools and by rough use. This damage is permanent and cannot be repaired. Ladies' high heeled shoes can also cause permanent dents and gouges. Protect your vinyl by providing a protective layer (i.e. a rug) between heavy or pointed items. Avoid rubber backed rugs as they may stain or dis-color vinyl surfaces.

Clean vinyl flooring with a solution of warm water and a commercial vinyl flooring cleaner. Do not use abrasive cleaners or full strength bleach. Abrasives will dull the

finish and cause permanent damage. Full strength bleach can etch and destroy the surface of flooring. Remove spills immediately with a sponge or soft cloth to avoid staining. Use a sponge or soft cloth. Dry the floor after removing the spill.

A caulking seal must be maintained at the perimeter of the vinyl (where the vinyl meets cabinets, baseboards, tub skirts, showers, etc).

GARAGE DOORS

Installation of a garage door opener may void your garage door warranty. Check with the manufacturer of the door before installing an opener.

GARBAGE DISPOSAL

Follow the manufacturer's instructions for proper operation of your garbage disposal. Do not load the disposal with food items before turning it on. For proper operation, turn on the cold water and then start the disposal. Then drop the food items slowly into the unit. When the unit sounds clear, turn the disposal off and leave the water running for several seconds. This allows the food to be carried into your sewer lines.

Only foods that are non-fibrous and easily pulverized should be placed in the disposal. Examples of foods not to place in the disposal are corn husks, celery, onion skins, olive pits, bones and solid or liquid grease. These items may cause your unit to overload or jam. If this happens follow these corrective measures (Always consult manufacturer's owners' guide):

1. Turn off the disposal and the cold water.
2. Wait three minutes for the unit to cool, then press the reset button usually located on the bottom of the disposal.
3. If this does not correct the problem, your unit is probably obstructed. Unplug the disposal before attempting a repair yourself.
4. Check the circuit breaker. An overload of this type may have tripped the circuit. Reset any tripped circuit breaker.
5. If your disposal has a service wrench, inset one end of the wrench into the bottom of the unit. Work back and forth until the disposal turns freely.
6. Remove the obstruction, plug the disposal in, press the reset button and proceed with the above steps for proper use.

HEATING AND AIR CONDITIONING (COOLING) SYSTEM

Your new home is equipped with a forced air heating and may be equipped with a cooling system that complies with local and state energy codes. The rated capacity of your system has been sized to accommodate the heating and cooling loads of your new home. With proper care the system will provide many years of enjoyable dependable service. Please read the instructions provided by the manufacturer and become familiar with the use of both the heating and cooling cycles before you use them.

The following suggestions are intended to assist you in getting the maximum usage and enjoyment from your heating and cooling system:

1. **Change your filters at least every thirty (60) days.** Fresh filters can significantly reduce operating costs and will prolong the life of your system. Do not run your unit with a clogged filter.
2. Check the operation of your system well in advance of peak operating seasons. Notify the appropriate trade contractor of problems before seasonal service demands are the greatest.
3. Keep leaves, debris, and plants away from your ground mounted condensing unit.
4. Do not turn your thermostat off or up more than a few degrees when the outside temperature is above 95 degrees. The best rule is to find your comfort/zone and leave the thermostat alone. It is impossible for the A/C unit to cool the home and its furnishings in a matter of a few minutes.
5. Do not turn your thermostat from heat to cool in rapid succession. This will trip the protection devices and in many units they must be manually reset. This reset is not covered by your warranty.,
6. Do not fence in your A/C unit, it needs room to breathe. Building a solid wall or fence close to the unit will not only void your warranty, it will affect the efficiency of its performance. Many of the components may be damaged if air is not permitted to flow freely through the system.

Your unit was started prior to your move in to make sure it is operating properly. At that time the service technician also performed an air balance. However, you may want to change the amount of air directed to a particular part of your home. This can be easily achieved by adjusting the lever on the air registers installed in each room. Turning down the air flow to a particular area will increase the air flow to other areas. You may want to experiment with these adjustments until you get the temperature you desire. This adjustment is critical on 2 story homes where you may need to make changes with each season change. More cooling air is required upstairs in the hot summer months, while more heat and air is required downstairs in the cool winter months. Air balance is not covered under the Builders Warranty. It should also be noted that the east side of your house will pick up heat much faster in the morning when the sun is on that side than to the west, and vice versa in the evening, thus there will be some temperature difference noticed from room to room. A two (2) to four (4) degree difference is normal and does not require an air balance.

Keep the sun from adding unnecessary heat to your home by shading the exposed windows. Draw shades and draperies on the east windows in the morning and on the west windows in the afternoon. The less heat and moisture there is to overcome, the lower your operating costs become. You may want to re-balance your system after all window coverings are installed. Good window treatments will make a major difference in both your operating costs and level of comfort.

Do not open windows after dark. Night air may seem cool but it is also moisture laden. This will increase the work your system must do the next day.

Your air conditioning unit is designed and sized for your particular plan. As temperatures rise outdoors, expect your air conditioning to run for longer periods of time. During the peak summer afternoon hours your unit will run most of the time. This is normal operation.

INTERIOR WALLS AND CEILINGS

The walls in your new home are constructed of wood and other materials which are subject to normal expansion and contraction. Molding and trim can shrink and warp in some cases. Routine maintenance on molding, trim and wall boards is minimal and is the responsibility of the homeowner. Reset nails that have popped out of position. Use touch up paint and, if necessary, the appropriate caulking material to complete the repairs.

Use care when you hang pictures and other decorative items. The wall board will be damaged if it is hit with a hammer. Costly repairs can be avoided by using picture hooks and other supplies from a home center or hardware store. Always repair nail holes with a dab of spackle or putty and touch up paint.

The walls in your home are textured for beauty and style. The texturing material is relatively soft and can be damaged by scrubbing with abrasive cleaners and rough brushes or cloths. Wash walls gently, especially on areas covered with a flat wall paint, with a non-abrasive, mild detergent and cellulose sponge. Small finger smudges may be removed from walls with a solution of warm water and mild soap. Rinse and dry the excess water carefully. Do not permit the wall board to become soaked with water. Large spots may require paint touch up if they cannot be removed.

The ceilings in your home are easy to maintain. They do not require special attention other than an occasional cleaning and periodic painting. Remove dust or cobwebs as part of your routine cleaning. When needed as part of your regular maintenance, you may want to repaint.

LANDSCAPING, DRAINAGE AND GRADING

Your lot has been graded to drain water away from your home. The grading for your lot has been carefully engineered and graded to standards that have been established by local governmental agencies to ensure proper drainage or, in some cases to retain water on your lot.

Failure to maintain the established grade, especially around your home and fence, may result in damage to your home, your lot and neighboring property. Any alteration of the established grade for your lot may void certain sections of this warranty. Natural settling can change the original grading. It is the homeowners responsibility to maintain the original grading of the lot and to preserve good drainage.

The contours and features of your lot have been designed to provide an ideal setting for your home and to give the maximum protection from water erosion and damage. The berms and contours of your lot have been designed to direct water away from your home and adjacent properties. These contours must be maintained to avoid severe water damage during heavy rains. Berms and contours which are designed to direct the flow of water away from the home are especially important and must not be altered.

Landscaping can change the grading of your lot. We suggest that you consult a professional landscape contractor when the time comes to landscape your lot. Provide ample room for growth between plants and your home. The ground next to your home should always slope away to prevent standing water. If water is allowed to stand or pool next to your home and fence, damage to the foundation and the home or fence can result. The water could also seep into your home and damage the interior and furnishings.

Observe the flow of irrigation water after each planting. If you notice pooling water or excessive flows in one area, construct drainage features to direct the flow of water away from your home or fence. Consult with a landscape contractor before such drainage features are attempted. Always keep drain blocks in the fence free of debris, leaves and lawn clippings.

To conserve water you may want to use a drip irrigation system. These systems concentrate a small amount of water directly to the root of the plant where it provides the most nourishment. The amount of water is significantly less. For further conservation of water, we urge you to use drought resistant or drought tolerant plants. Your landscape professional can provide advice on plant selection, watering needs and proper placement in your yard.

If your landscaping projects require that additional soil be added to your lot, be especially careful that the grade is not altered. Keep the surface soil at least four to six inches below the bottom of the siding and foundation vent wells. This will assist in preventing wood and water intrusion into the crawl space.

Furthermore, other changes or additions can alter the drainage of your lot and cause water damage. These changes include sidewalks, patios, spas, pools, fences, walls, planters and play structures. Before you make any changes or additions to your lot or the structures on your lot, give careful consideration to the effect the changes will have on drainage. If you have any questions, consult a professional before you begin the project. Once alterations have been made, it becomes the Homeowners responsibility to ensure that proper grading and drainage is established and maintained.

Flower beds can significantly change drainage patterns. We suggest that you consult a professional landscape contractor before you dig flower beds. In any case, keep plants and flower beds a minimum of two feet from the foundation. This will prevent excessive water from accumulating at the base of your foundation.

Please consider that any changes you make in the grading and drainage of your lot could affect neighboring properties. Any damages caused by changes to the grading and drainage of your property will be your responsibility.

Please note that Oakridge Homes will not be responsible for damage caused by a homeowner's neglect to appropriately modify their watering scheduling.

PATIOS

Patios and other structures that you add to your home after your closing date are not covered under the Builders Warranty. We suggest that before you make any additional changes to your home that you check with your Homeowners Association and local building officials. This will assure you that your plans are in compliance with building codes and your neighborhood's CC&Rs.

PLUMBING SYSTEM

Your plumbing system features modern designs and materials. We recommend that you become familiar with your plumbing system as soon as you move in. You should know the location of the municipal shutoff, main house shutoff, sprinkler shutoff, and individual fixture shutoffs in all of the bathrooms, kitchen, and garage. In the event of a plumbing emergency, you must close the main water shutoff at once. Water leaks can cause severe damage to your home and its contents.

You will be shown the location of the main water shutoff and other system shutoffs during the Home Orientation. The main shutoff is usually located inside the house or garage, and there is a shutoff at the city water meter for each home (usually located near the street or sidewalks). Other water shutoffs are normally located under the sinks in the bathrooms and the kitchen. Each toilet has a shutoff valve behind the toilet bowl. Another water shutoff valve is located on the top of the water heater. It controls the flow of water to the water heater and should be closed in the event of a leak in the water heater. If water supply to the hot water heater must be turned off, then you should also turn off the electrical breaker or gas valve depending on type of water heater. This will keep the water from overheating.

Each plumbing fixture in your home has a drain pipe especially designed to provide a water vapor barrier between your home and the sewer. The drain pipe, or trap, is the U-shaped area of pipe directly under the sink. The trap holds water which prevents the airborne bacteria and odor or sewer gas from entering your home. If any of your faucet's are used infrequently, we suggest that they be turned on occasionally to replace the water in the trap lost to evaporation. Because of their shape, the traps are the most likely area to become clogged. If you detect the odor of sewer gas from a sink or shower, run a small amount of water to fill the trap. If the odor persists, then contact the Oakridge Homes Warranty Department or the plumber on the contacts page if your home is still covered under the Builders Warranty. If your home is past warranty, please contact a plumbing specialist.

Note: New homes are required to use low flow plumbing fixtures. These fixtures use much less water per minute than older ones. It may take longer for hot water to reach your plumbing fixtures than you are used to. This is normal.

Bathtubs and Tub-Shower Combinations

The bathtubs and showers in your home are usually made of fiberglass or similar material. Porcelain is a hard, durable surface, but it can be chipped or scratched by blows from a heavy or sharp object. Clean tubs and showers using a non-abrasive cleanser designed for bathroom use. Rinse the surface thoroughly to remove all the traces of the cleanser. After each use, rinse the tub and shower thoroughly with clean water to lessen the effects of soap buildup. Always rinse the walls and the door of the shower after each use. Drying the walls and glass with a squeegee and towels will reduce water spotting and staining. Occasional applications of automotive-type wax will add luster and beauty to your fiberglass. Regularly check bathtub stoppers and shower floor drain grates for hair accumulation.

Plumbing Fixtures

Faucets and other plumbing fixtures are designed to add beauty and trouble-free use to your home. Most of the fixtures are plated with polished nickel, bronze or brass finish. These materials are generally resistant to water corrosion. The nickel and brass plating materials are, however, relatively soft and can be damaged with abrasive cleaners, scouring pads, and tools. Clean the fixtures with a dry cloth. If moisture is needed, use water only and wipe dry promptly to prevent spotting. If water is permitted to accumulate and stand at the base of the fixtures or sink drains, corrosion and tarnishing can result. Only use cleaning products specifically designed for the materials in your home. Hard water can spot and damage bright chromed plumbing fixtures. While this is not entirely preventable, you can minimize the staining and discoloration by drying the fixtures after each use.

Faucets

Avoid excessive force when you turn your faucets on or off. The seals in the faucet's can be damaged and will require repair or replacement in a short time if excessive force is used. Faucets are equipped with aerators which mix air with the stream of water to prevent splashing. They need to be cleaned occasionally to remove buildup of mineral deposits. When you notice that the stream of water has lessened or is uneven, unscrew the aerator from the mouth of the faucet. Remove the debris and rinse the washers and screens. Replace the parts in their original order and screw the aerator back onto the faucet.

Re-Caulking of Tubs and Showers

Over time, cracks and separations along joints between tub and shower stalls and wall surfaces or bathroom floors will appear. Checking and maintaining these areas regularly is critical since excessive moisture can severely damage

underlying materials. It will be necessary to reapply a tub and tile caulk when the previous caulking has shrunk, dried out or eroded. To re-caulk the area, use a tub and tile caulk available in local hardware stores designed for bathroom use. Begin by removing the old sealer and cleaning the area. Once the area is dry, apply fresh caulking to fill the vacant space and smooth out the finish with a wet finger.

Toilets

Toilets are usually made of vitreous china which is a “glass-like” material that resists staining but can scratch. Clean your toilets regularly with a toilet bowl cleaner and a brush or cloth. You can use a pumice stone for hard water rings that might build up in the bowl; however, the toilet is brittle and will easily break or shatter if hit with a hard object. Always keep a plumber’s plunger on hand to use in the event of the stoppage of a toilet. If a stoppage occurs, close the shutoff valve on the back side of the toilet. Usually, a few vigorous pumps with the plunger will free the obstruction. Stoppages that occur within the first fourteen (14) days and/or are construction related are covered under the Builders Warranty. Stoppages that occur after fourteen (14) days or are not construction related are the responsibility of the homeowner. Do not use chlorine or bleach based product in toilet bowls. The harsh chemicals can damage the rubber and plastic components and cause leaks. It is not recommended to use any of the common toilet bowl cleaners(e.g. Tidi-bowl, 2,000 Flushes, etc.) in the tank portion of your toilet. These cleaners may cause damage to the rubber parts in the tank. **Note: use of any toilet tank products will void the warranty of the toilet.**

The Flush valve in your toilet tank should last for many years. If it fails or begins to leak, you can purchase a new flush valve at a home center or hardware store. If you are not entirely comfortable with this do-it yourself project, a plumber can perform this task.

If your toilet float doesn’t shut off completely, you may adjust the screw at the top of the float valve until the water shuts off at the proper level.

ROOF

The roofing material on your new home is an asphalt composition blend, and is generally at 20, 25, or 30 year series. You should avoid walking on your asphalt shingle roof under any circumstances. Your roof can become very slippery when wet and is extremely dangerous. Never walk on the asphalt shingle roof with cleated boots or shoes. The cleats can damage the shingles and the vapor barrier underneath. This can lead to water leaks and costly repairs. If access to your roof is required, call a professional roofing contractor for advice and assistance. Remove fallen limbs and debris from your roof promptly. If large limbs have fallen onto your roof, have the shingles inspected for signs of damage. Repairs should be made by a licensed professional roofing contractor. If moss growth becomes apparent, have a professional treat the roof. Gutters and downspouts should also be cleaned and inspected every 6 months, or more depending on surroundings.

SMOKE DETECTORS

The purpose of your smoke detector is to detect the presence of fire by sensing smoke early enough to call for help and evacuate the house. The selection of the smoke detector, the installation procedure, and the location of the smoke detectors are in accordance with the requirements of local and state building codes. Please do not move or disable the smoke detectors. They are wired directly into the house electrical system. Please read the brochure that has been left in the house regarding the use, care and maintenance of the smoke detectors. If you cannot locate the instructions for the smoke detectors, please ask us for another copy.

Because of the sensitive nature of these devices, there are situations other than fire that may cause the smoke detector to produce an alarm condition:

1. Smoke from cooking or using a self cleaning oven
2. The device may be very dusty.
3. There may be steam around the device
4. There may be a strong odor present around the device.

If a smoke detector “chirps” intermittently, this usually means that the battery is low and needs to be replaced. Homeowners need to check the batteries in their smoke detectors on a regular basis (at least every 6 months) to be sure they are functioning properly. If one of the smoke detectors has a battery installed backwards, the smoke detector may “chirp” intermittently also.

WATER HEATER

The water heater in your home is warranted by the manufacturer. Please read the manufacturer’s warranty and operating instructions for your water heater. In the event of a leak, shut off the water by closing the valve on top of the water heater and turning off the pilot light. If you have an electric unit, turn off the breaker switch before disconnecting the power.

Do not add a water heater insulation blanket to your water heater without reading the specific manufacturer’s instructions for both the water heater and the blanket.

Your water heater should be drained and flushed according to the manufacturer’s instructions. This simple procedure will remove accumulated silt and debris so that the unit will function efficiently. Be sure to turn off electrical or gas supply to the unit before opening the drain valve.

WINDOWS

A few simple maintenance tasks will help your window provide years of trouble-free service. Do not apply window tinting materials made of film to double-glazed windows and doors. Adding window tinting to your window voids the warranty offered on your windows. The use of these materials can cause a buildup of heat between the panes of glass. This excessive heat will destroy the seals and permit water condensation to form between the panes.

Please consult your Homeowners Association and or CC&R's before you install window coverings that are visible from the street and other areas of your neighborhood.

Inspect the caulking and seals of your windows annually. Repair or replace missing caulk or damaged seals promptly. This will protect your windows, prevent fogging from moisture and enhance the service life of your windows.

WINDOW AND DOOR FRAMES

Windows and door frames are designed to last for many years, but they do require routine maintenance. The most important step is to keep the window and door tracks free of dirt and debris. The tracks are soft and can become damaged if they are not kept clean. Use a broom or a brush to loosen collected debris. Vacuum thoroughly as part of your regular cleaning routine. Avoid using abrasive cleaners as they may scratch. If windows and doors do not slide freely, an oil-free silicone lubricant can be used on the tracks. Do not use an oil-based lubricant. Oil attracts dust and dirt which become imbedded in the lubricant and may damage the aluminum.

Window and door frames may have small weep holes at the bottom to permit water to drain from the track. Keep the weep holes open and free of debris. While cleaning, avoid flooding window and door frame tracks. Excessive water can overflow the track and back up into your home.

During high winds, air may penetrate your windows, especially around the sashes. This is normal. The weep holes are necessary for proper ventilation and you should keep them clear at all times.