

Welcome!

On behalf of the owner and all the employees at **Monarch Country Living**, we would like to thank you for the recent purchase of your new home.

A new home is probably the biggest and most important investment that a family will make. Because of this, we take pride in our product. Not only has your home been inspected by local building agencies, it has been closely monitored by our staff to insure the very best quality. As a proud homeowner in a you can feel confident that your new home is the best value to be found in the area.

Monarch Country Living and its design team have spent years of constant research and planning in developing homes of quality and design at reasonable prices.

Enclosed in this booklet you will find important information that will help you with service appointments as well as how we may assist you in maintaining your new home. Please read this material and be aware of the proper procedures for service after purchasing your new home.

Please accept our best wishes for a happy new life in your new home. The passing years will prove the wisdom of your decision.

Sincerely yours,

Monarch Country Living

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INTRODUCTION TO THE NEW HOMEOWNER:

This information is important and it's for you. Please read carefully.

The following warranty guidelines are intended to specify performance standards for construction of homes **Monarch Country Living** and to set forth the basis for determining the validity of all homebuyers concerns relative to defective workmanship during the applicable warranty period **Monarch Country Living** under Limited Warranty Agreement.

Monarch Country Living has tried in every detail to provide you with a home that is free from defects. Although we strive for this goal, no builder can build a home that is perfect. Knowing this, the **Monarch Country Living** is to work with you in correcting any functional or readily noticeable imperfections that may be found. We urge you to read this information thoroughly and completely. It will explain in detail what you need to know about problem areas that may need correcting prior to your moving in, and during the ensuing months that are covered under the builder warranty. It will also acquaint you with the correct operation of such things as your heating and air conditioning system and the general care maintenance of your new home. For specific warranty questions, please refer to your **Monarch Country Living** Homeowners Manual and your Homeowners Warranty or HomeBuyers Warranty documents.

The construction of the mechanical, plumbing and electrical systems conform to the codes regulating each area. Inspections by local governmental jurisdictions have insured that all standards were complied with.

WALK-THROUGH INSPECTION

Prior to moving in, you will be contacted by **Monarch Country Living** in order for you to make a final walk-through inspection of your completed home. During this inspection, we will list the items that you, or we, feel should be corrected. The walk-through is an important part of your move-in procedure and we ask that you allow one to two hours for this. Items needing attention will be noted on the “walk-through inspection report” which our customer service representative will have. The quality standards section of this manual will completely familiarize you with our policies.

The Sales Department will schedule and conduct your walk-through. All of your questions prior to your walk-through should be directed to your sales representative. Upon close of escrow, the Sales Department will give you the keys to your new home.

The speed with which we can attend to items listed during the walk-through sometimes depends on the number of move-ins that occur in any period. Be assured that we will strive to correct all listed items within the shortest time possible after the walk-through appointment. Also, please understand that delays are sometimes created by the necessity of getting our subcontractors back to do several jobs at one time in order to increase their efficiency.

After occupancy, certain adjustments or repairs may be required on appliances. Any warranty problems dealing with appliances are most quickly handled by calling the appliance subcontractor’s service department directly. In case of malfunction, please refer to the proper manufacturer’s instruction book before contacting anyone. Other warranty problems should be directed to the **Monarch Country Living** Customer Service Department at (209) 862-2296.

QUALITY STANDARDS AND PROCEDURE

CARE AND MAINTENANCE

The builder will be fair and reasonable when evaluating the repair of imperfections in any **Monarch Country Living**. While some imperfections must be expected due to the very nature of the construction material used and the make-up of the surrounding land itself, others should not and shall not be acceptable to you, nor the builder. What follows are the QUALITY STANDARDS which shall be used by the builder in determining that your home has met its standards. Where the imperfection to be considered as a warranty defect is not readily noticeable, nor functionally unacceptable enough to be replaced or repaired, we have included the best methods of homeowner "touch-up" and correction of these minor imperfections. These useful "how to" suggestions will also allow you to keep your home in good repair and maintenance long after the warranty on your home has expired.

DEFINITIONS:

PROBLEM AREA: An item covered by our warranty that may be defective.

NORMAL CONDITIONS: While an item may be slightly imperfect, it will be considered "normal" as long as the defect is within and does not fall below our Quality Standards. It will, therefore, not require replacement or repair.

BUILDER CORRECTIONS: Defective items which exceed or call below our Quality standards will be covered by your warranty. The builder's warranty does not apply where these items have been subject to your neglect or improper usage or maintenance or if items have been altered by you or others.

APPLIANCES

Top quality, major brand appliances have been installed in your new home. With proper care and usage, they should give you many years of convenient, worry-free service. The appliance package, which will be given to you when you move into your new home, appliances, read through the booklets and pamphlets on the various appliances carefully and find out how to properly use your new appliances.

Should you have a problem which is covered under the warranty, refer to the warranty manuals so you can contact the service department of the appropriate company. We at **Monarch Country Living** will assist you in obtaining phone numbers, etc. if you need assistance.

The surface of your kitchen appliances are covered with a smooth hard, glossy porcelain which has been baked on. It is subject to chipping if hit with a hard or sharp object such as pot, hammer, or heavy knife. Scraping and banging of utensils on the surface will gradually dull it. You should not use an abrasive cleaner on a surface of this kind, as it will gradually cut through the porcelain finish and leave a dull unattractive looking fixture.

Most household cleaners, when properly used, will not damage the surface of the porcelain. Food should not be allowed to remain on porcelain any longer than necessary. Some foods have strong stain in them and if allowed to remain, could stain your finish. Most stains will readily come off with a mild cleaner and plenty of water.

OVEN: The inside of your oven should be cleaned periodically with preparations that are made especially for this purpose. If your range is well maintained, it will give you many years of good service. If you have a self-cleaning oven, read the instructions carefully and periodically clean the oven as directed.

RANGE HOOD: This hood has a filter in it, the type that can be taken out and cleaned by running hot, soapy water over it. This should be done periodically to remove the accumulated grease. The hood also has a light and a fan. Consult the instructional booklet that comes with it for the proper use of the hood.

CABINETRY

1. **PROBLEM AREA:** Cabinet doors and drawers do not operate properly.
2. **NORMAL CONDITIONS:** All cabinet doors and drawers should function properly.
3. **BUILDER CORRECTION:** Builder will correct by repairing items which are not operating properly.

1. **PROBLEM AREA:** Warping of cabinet doors and drawer fronts.
2. **NORMAL CONDITIONS:** Warping exceeding 1/4 of an inch from one corner of the door the other is not normal.
3. **BUILDER CORRECTION:** Builder will correct by replacing any door or drawer which is warped over the acceptable standards.

NOTE: There will be differences in the colors of the grain of the stained cabinets because of the way the wood absorbs the stain. This is one of the beauties of natural wood and is far preferable to monotonous, one-tone surfaces. Minor and hard to see scratches, blemishes, and finish variations are not covered under Pinnacle Development's warranty.

Maintain the natural finish of the cabinets exactly as you would the fine furniture in your home. We recommend that you wipe the wood with oil every several months to preserve the beauty of the wood.

CARPETING

1. **PROBLEM AREA:** Wrinkles in carpet.
2. **NORMAL CONDITIONS:** Wrinkles in the carpet are not normal. Carpet should lay flat.
3. **BUILDER CORRECTION:** Builder will correct or repair seams within the first year. After the first year, it is the homeowner's responsibility.

1. **PROBLEM AREA:** The carpet comes loose from tack strip at wall.
2. **NORMAL CONDITIONS:** Carpet should not come loose from tack strip at wall.
3. **BUILDER CORRECTION:** Builder will correct by reattaching carpet to tack strip when reported in the first year. After the first year, it is the homeowner's responsibility.

1. **PROBLEM AREA:** The carpet seams are visible.
2. **NORMAL CONDITIONS:** Carpet seams will show.
3. **BUILDER CORRECTION:** None.

1. **PROBLEM AREA:** Wet carpet
1. **NORMAL CONDITIONS:** Wet carpet is not normal. When carpet becomes wet because of something that is the builder's responsibility, such as a roof or plumbing leak, builder will take whatever action necessary to correct.
2. **BUILDER CORRECTION:** Builder will correct by replacing the wet portion of carpet pad and re-stretching the carpet after it has dried. It is the homeowner's responsibility upon observing any wet areas to turn the carpet back to dry. Should this not be done, builder will not be responsible.

CAULKING

CAULKING AROUND TUBS, SHOWERS, AND SINKS ON TILE OR FORMICA SURFACES.

The caulking around your shower/tub and sink will eventually become dried and hard and in some cases may pull away from the wall if settling occurs. **THE REPLACEMENT OR REPAIR OF THIS CAULKING IS A NORMAL HOMEOWNER RESPONSIBILITY.**

If the caulking becomes completely hardened, it should be carefully removed and a new line of caulking applied using a commercial caulk such as "DAP".

COUNTER TOPS

FORMICA

If your house has a laminated plastic surface cabinet, such as Formica, use a mild soap and water or cleaning type of furniture polish, which will clean the surface and give it a waxy finish. **DO NOT USE ABRASIVE CLEANERS.**

Formica is resistant to moderate heat, but do not set hot cooking utensils from your oven or range directly on the counter top since the counter top cannot withstand such excessive heat. Also, be careful not to hit the surface with a sharp object, as it could tear the hard to repair plastic covering. Never cut directly on the surface with a knife; it will scar. Use a wooden chopping block or some sort of protective surface on your counter when cutting or chopping. Your Formica top cabinets should be treated with the same care you would give a fine porcelain finish.

CULTURED MARBLE

To clean the cultured marble counter top, use mild soap and water. **DO NOT USE ABRASIVE CLEANERS.** For more stubborn stains, use any common cleaning solvent. To create a high luster, you may use a clear paste wax.

To avoid scratching and chipping, use care when handling heavy objects near the top of the counter. Also, be aware that excessive heat, such as that created by the use of a hair dryer, may cause damage.

1. **PROBLEM AREA:** Chips, gouges, burn marks, etc. in the cultured marble noted during walk-through.
2. **NORMAL CONDITIONS:** There should be no noticeable chips, gouges burn marks, etc. in the cultured marble upon move-in.
3. **BUILDER CONDITIONS:** Builder will correct any chips, gouges, burn marks, etc., that were noted during the walk-through. Anything that were reported after move-in, and that were not noted during the walk-through report, **WILL NOT** be repaired by the builder.

CERAMIC TILE

Very little cleaning is required for ceramic tiles. It does not need waxing or polishing. Wash it with warm water and a mild detergent. Rinse and wipe clean and dry with a soft cloth.

1. **PROBLEM AREA:** Ceramic tiles crack or become loosened.
 2. **NORMAL CONDITIONS:** Ceramic tile should not crack or become loose.
 3. **BUILDER CORRECTION:** Any tile which is cracked or has become loosened will be noted on the normal walk-through inspection. Any tile cracking or becoming loose during the first year will be repaired by the builder, unless the problem is due to homeowner negligence, misuse, or abuse (to be determined by the builder.) after the first year, any repair is the homeowner's responsibility.
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1. **PROBLEM AREA:** Cracked grout in ceramic tile.
 2. **NORMAL CONDITIONS:** Cracks in grouting in ceramic tile joints are commonly caused by shrinkage or settling of the home.
 3. **BUILDER CORRECTION:** Builder will repair these cracks **one time only.** If cracks appear again, it is the homeowner's responsibility to repair with a substance such as grout, colored caulking, "DAP" or similar product.

NOTE: MATERIALS AND COLORS SUPPLIED MAY NOT MATCH EXACTLY DUE TO MANUFACTURER'S DYE LOTS, LIGHT CONDITIONS, AND WORKMANSHIP.

CONCRETE

It is impossible for a builder to prevent cracking and heaving in the concrete of a home, driveway, walk, or patio. We, therefore, do not give a warranty on these items. In some locations, we have very expensive soil. This soil expands and contracts much more than most soils and this is something over which we have no control. Some cracking in the concrete is normal. There are, however, some important things you as a homeowner can do to help minimize this problem, should it occur. Probably of the most importance is to see that water does not accumulate anywhere near the foundation of your home. Water accumulation can cause cracking to the slab, flooring discoloration and/or other types of damage to the flooring materials in your home. We cannot emphasize enough how important it is to make sure the drainage pattern, which was established by original yard grading and shallow swells, is maintained should you choose to install a patio, planter or garden, etc.

1. **PROBLEM AREA:** Cracking of foundation floor surfaces.
2. **NORMAL CONDITIONS:** Minor cracks in concrete floors are normal on most soil conditions. Cracks exceeding ¼ inch in width or ¼ inch in vertical displacement are considered to be below quality standards.
3. **BUILDER CORRECTION:** Builder will correct by repairing cracks found to be below standard by patching, removal, or other methods to be determined by the builder to be appropriate for each condition.

1. **PROBLEM AREA:** Cracking of attached garage floor slab.
2. **NORMAL CONDITIONS:** Use the same tolerance shown for foundation floor surfaces.
3. **BUILDER CORRECTIONS:** Builder shall repair cracks exceeding the tolerances by surface patching or repairing the cracks as appropriate to the condition.

1. **PROBLEM AREA:** Cracks in patios or porches.
2. **NORMAL CONDITIONS:** Patios will crack and heave with heavy soil movement. Cracks up to ¼ of an inch wide are considered acceptable and will not be repaired by the builder.
3. **BUILDER CORRECTION:** Builder will correct cracks in excess of ¼ of an inch by patching. In extreme cases, a patio may be replaced if the builder determines this to be the appropriate course of action.

1. **PROBLEM AREA: Cracking, heaving, or setting of steps.**
2. **NORMAL CONDITIONS:** Steps should not settle or raise in excess of 1 inch in relation to the house structure. No cracks in such steps should be more than ¼ of an inch in vertical displacement or width.
3. **BUILDER CORRECTION:** Builder shall take whatever action is necessary to correct the problem and return the steps to within industry standards.

NOTE: The sidewalk in front of your home is city or county property and has been inspected by the city or county prior to acceptance of the subdivision. Any cracking or heaving or an unacceptable nature in the sidewalk area should be referred to the city or county.

DOORS

GARAGE DOORS

1. **PROBLEM AREA:** Garage door will not operate properly.
2. **NORMAL CONDITIONS:** Garage doors should operate properly and maintain a reasonable freedom from warp.
3. **BUILDER CORRECTION:** Builder shall correct or adjust doors as necessary. Builder will not be responsible for leaking air or dust which comes in around the garage doors. Due to their construction, they cannot be made as tight as a normal door.

NOTE: The hardware on the garage door should be oiled to keep it in good operating condition. If you should have trouble with the springs on the door, **DO NOT ATTEMPT TO TAKE THEM OFF YOURSELF.** They are under a great deal of tension and if released accidentally, can cause considerable damage or injury.

INTERIOR DOORS

1. **PROBLEM AREA:** Interior doors warp.
 2. **NORMAL CONDITIONS:** Doors should not warp more than ¼ of an inch from top to bottom.
 3. **BUILDER CORRECTION:** Builder will correct or replace excessively warped doors.
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1. **PROBLEM AREA:** Cracking of metered joints
 2. **NORMAL CONDITIONS:** This is a normal condition due to shrinkage.
 3. **BUILDER CORRECTION:** None. This is normal homeowner maintenance responsibility. These cracks can be filled with putty or filler.

NOTE: Doors can cause problems from time to time, due to the settling and heaving up of the soil upon which you live. This settling can cause doors to stick. It is a good idea not to plane or trim your doors anymore than necessary. Most likely, when the weather changes, they will go back to their original positions. If you do find it necessary to trim a door, be sure to touch it up with some paint or varnish to seal off the exposed grain. A sealing treatment will minimize shrinkage or swelling due to outside moisture.

EXTERIOR DOORS

1. **PROBLEM AREA:** Chips, dents, gouges in doors.
 2. **NORMAL CONDITIONS:** Use will cause dents and gouges in doors.
 3. **BUILDER CORRECTION:** Any dents or gouges should be noted. Any subsequent dents or gouges are the homeowner's responsibility.
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1. **PROBLEM AREA:** Warping of exterior doors
 2. **NORMAL CONDITIONS:** Exterior wood doors will often warp, due to temperature differential on the inside and the outside of the house.
 3. **BUILDER CORRECTION:** Builder will correct or replace when warpage is ¼ inch or more from top to bottom.

DOOR LOCKS (INTERIOR AND EXTERIOR DOORS)

Carefully handled, door locks will be fully serviceable for years. We recommend spraying lock mechanisms with graphite or WD-40 periodically but avoid using oil which will clog the metal parts.

DRAINAGE

1. **PROBLEM AREA:** Water not draining properly from around the house.
 2. **NORMAL CONDITIONS:** Your yard has been graded in most cases to drain from the rear to the front. There should be a shallow ditch cut to drain the water away from the foundation in the back and other shallow ditches on either side of the house to carry the water towards the street.
 3. **BUILDER CORRECTION:** The builder is responsible for establishing the necessary grades and swales in the original process. **The owner is responsible for keeping such drainage open.**
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1. **PROBLEM AREA:** Water standing on steps, patios, driveways, and sidewalks.
 2. **NORMAL CONDITIONS:** Water should drain from the above areas and standing water should not exceed ½ inch in depth.
 3. **BUILDER CORRECTION:** Builder will correct by taking whatever action is necessary to assure proper drainage where improper drainage occurs within the 60-day period covered by your warranty, providing improper drainage is not caused by landscaping or soiling which has been put in by homeowner.

NOTE: During winter months (November through March), sprinkler timer clock switch should be turned to "OFF" position.

Also, the sprinklers will require cleaning, adjusting, and repairing periodically. This is the homeowner's responsibility after move-in.

ELECTRICAL SYSTEM

1. **PROBLEM AREA:** Electrical fixtures, switches, or outlets do not operate properly.
2. **NORMAL CONDITIONS:** All switches, outlets, and fixtures should operate.
3. **BUILDER CORRECTION:** Repair any malfunctioning switches, fixtures, or outlets. Your bathroom, kitchen, garage, and outside patio outlets are equipped with a ground fault circuit interrupter switch which will kick off at the slightest interruption or overloading of the plug. It is there for your protection. Should any of these outlets not be working, before calling the builder, check your ground circuit interrupter outlet box which is normally located in the garage or in one of the bathrooms and be sure that it is not tripped. If it is, reset it and see if the outlet becomes operative again.

Before calling an electrician or contracting Pinnacle Development, with any electrical problems, please check the following:

1. **CIRCUIT BREAKERS:** All circuit breakers in the electrical panel should be in the "on" position. If one of them is in the center (or the "off" position), push it all the way to the "off" position and then bring it back to the "on" position. This will normally solve the problem. If the circuit breaker continues to kick off, you have a problem in a circuit and it should be checked by an electrician. Your panel will be labeled with the areas to which each breaker applies.
2. **BASE PLUGS:** Should some of the base plugs not work, check the wall switch. In many rooms, one of the wall switches controls one or two plugs. This is done so that you may hook up a lamp to the plug and turn it on as you enter the room.
3. **SMOKE DETECTORS:** A smoke detector has been installed in your home in a central area, such as a hall. Occasionally an alarm will be over-sensitive and go off when cooking is in progress. If you have a continuous problem of this nature, contact Pinnacle Development, and they will adjust or replace the unit. Smoke alarms should not go off under normal household operations.
4. **ARCH PROTECTION:** Outlets are required in all bedrooms.
5. **GARBAGE DISPOSAL:** If your disposal should stop, check the circuit breaker on your electrical panel. If that has not been tripped, check the reset button which is on the bottom of the disposal. Consult the instructions that came with your disposal before resetting this button.

Do not put items such as asparagus or corn husks or anything of a fibrous nature down your disposal. Fibrous foods will clog your disposal and you may have problems getting it back into working order. Pouring grease or greasy foods down your disposal will eventually clog the trap on the bottom; just as it will your sink.

The wiring in your home has been done with copper wire and with proper care, should give you no problems throughout the life of the house. Each circuit has been designed to carry the appropriate load assigned it. If extra appliances are plugged into certain circuits, they may trip the breaker. If this consistently occurs, it may be necessary to put a heavier breaker into that particular circuit which is kicking out. Your electrician can take care of this for you. Do not attempt it yourself.

6. We strongly encourage families with young children to cover all outlets. Child-proof covers are available at hardware and electrical supply stores. They are inexpensive and easy to install. Children must be protected from all electrical sockets and outlets.

EXTERIOR

STUCCO

1. **PROBLEM AREA:** Cracks in the surface of the exterior stucco.
2. **NORMAL CONDITIONS:** Minor hair-line cracks will appear from expansion. Cracks are not unusual in exterior stucco wall surfaces. Cracks grater that 1/8 inch in width shall be repaired.
3. **BUILDER CORRECTION:** Builder will rep air cracks exceeding 1/8 inch in width, on time only during the first year.

CAULKING

3. **PROBLEM AREA:** Leaks in exterior walls which are due to no caulking or shrinking of caulking due to normal movement.
2. **NORMAL CONDITIONS:** Joints and cracks should be caulked and constructed in such a manner to exclude the entry of water. The original caulking will often shrink and is the homeowner's maintenance responsibility.
3. **BUILDER CORRECTIONS:** Builder will correct by caulking any exterior joints which are reported in the first 30 days. From then on, it is the homeowner's responsibility.

PAINTING

The frequency at which your house should be repainted depends largely upon the type of paint you use and the weather to which it is exposed. We suggest using the

highest quality paint that you can afford because of the cost of paint, in relation to the amount of labor involved, is a small item.

Your front doors and garage doors should also be painted when you paint the exterior of the house.

COUNTER TOPS

LAMINATED PLASTIC

If your house has a laminated plastic surfaced cabinet, such as Formica or Wilsonart, use mild soap and water or a cleaning product formulated specifically for use on laminated plastic surfaces. **DO NOT USE ABRASIVE CLEANERS.** Laminated plastic is resistant to moderate heat, but will not withstand the excessive heat of hot cooking utensils from your oven or range placed directly upon the counter top. Also, be careful not to hit the surface with a sharp object, as it could damage the hard-to-repair laminated surface. Never cut directly on the surface with a knife; it will scar. Use a wooden chopping block or some sort of protective surface on

1. **BUILDER CORRECTION:** Builder shall correct or adjust doors as necessary. Builder will not be responsible for leaking air or dust which comes in around the garage doors. Due to their construction, garage doors cannot be installed with as tight a fit as a normal door.

NOTE: The hardware on the garage door should be lubricated to keep it in good operating condition. If you should have trouble with the springs on the door, **DO NOT ATTEMPT TO MAKE ANY ADJUSTMENTS TO THEM YOURSELF.** The springs are under a great deal of tension and if released accidentally, can cause considerable damage or injury. Requests for adjustments cannot be honored if a garage door opener has been installed by any one other than the original subcontractor, or was not part of the home purchase.

INTERIOR DOORS

1. **PROBLEM AREA:** Interior doors warp.
 2. **NORMAL CONDITIONS:** Doors should not warp more than ¼ of an inch from top to bottom.
 3. **BUILDER CORRECTION:** Builder will correct or replace excessively warped doors.
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1. **PROBLEM AREA:** Cracking of mitered joints.
 2. **NORMAL CONDITIONS:** This is a normal condition due to shrinkage.

3. **BUILDER CORRECTION:** None. This is a normal homeowner maintenance responsibility. These cracks can be filled with putty or filler.

NOTE: Doors can cause problems from time to time, due to the settling and heaving up of the soil upon which the house is constructed. This settling can cause doors to stick. If this condition arises, it is a good idea not to paint or trim your doors any more than is absolutely necessary. In all likelihood, when the weather changes, the doors will go back to their original positions. If you do find it necessary to trim a door, be sure to touch it up with some paint or varnish to seal off the exposed grain. A sealing treatment will minimize shrinkage or swelling due to outside moisture.

EXTERIOR DOORS

1. **PROBLEM AREA:** Chips, dents gouges in doors.
 2. **NORMAL CONDITIONS:** Everyday use will cause dents and gouges in doors.
 3. **BUILDER CORRECTION:** Any dents or gouges should be noted on the homeowner walk-through and will be corrected as so noted. Any subsequent dents or gouges to the doors are the homeowner's responsibility.
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1. **PROBLEM AREA:** Warping of exterior doors.
 2. **NORMAL CONDITIONS:** Exterior wood doors will often warp, due to the temperature difference between the inside and the outside of the house.
 3. **BUILDER CORRECTION:** Builder will correct or replace when war page is ¼ inch or more from top to bottom.

DOOR LOCKS (Interior and Exterior Doors)

Carefully handled, door locks will be fully serviceable for years. We recommend spraying lock mechanisms with graphite or silicone spray periodically. Avoid using oil as it may clog the operating mechanism.

DRAINAGE

4. **PROBLEM AREA:** Water not draining properly from around the house.
5. **NORMAL CONDITIONS:** Your yard has been graded in most cases to drain from the rear to the front. There should be a shallow ditch cut to drain the water away from the foundation in the back and other shallow ditches on either side of the house to carry the water towards the street.
6. **BUILDER CORRECTION:** The builder is responsible for establishing the necessary grades and swales in the original process. **The owner is responsible for keeping such drainage open.**

4. **PROBLEM AREA:** Water standing on steps, patios, driveways, and sidewalks.
5. **NORMAL CONDITIONS:** Water should drain from the above areas and standing water should not exceed ½ inch in depth.
6. **BUILDER CORRECTION:** Builder will correct by taking whatever action is necessary to assure proper drainage where improper drainage occurs within the 60-day period covered by your warranty, providing improper drainage is not caused by landscaping or soiling which has been put in by homeowner.

NOTE: During winter months (November through March), sprinkler timer clock switch should be turned to “OFF” position.

Also, the sprinklers will require cleaning, adjusting, and repairing periodically. This is the homeowner’s responsibility after move-in.

ELECTRICAL SYSTEM

1. **PROBLEM AREA:** Electrical fixtures, switches, or outlets do not operate properly.
2. **NORMAL CONDITIONS:** All switches, outlets, and fixtures should operate properly.
3. **BUILDER CORRECTION:** Repair any malfunctioning switches, outlets, and fixtures.

NOTE: Your bathroom, kitchen, garage and outside patio outlets are equipped with a ground fault circuit interrupter outlet which will disable those outlets at the slightest interruption or overloading of the plug. They are normally located in the garage and in the kitchen. It is there for your protection. Should any of these protected outlets not be working, check your ground fault circuit interrupter outlet to see whether it has been tripped. If it has been tripped, reset it and see if the outlet becomes operative again. “GFI” outlets in the garage should not have large, hard to move items put in front of them, you will want to have easy access to these outlets. Before calling an electrician or contacting **Monarch Country Living** with any electrical problems please check the following:

1. **CIRCUIT BREAKERS:** All circuit breakers in the electrical panel should be in the “on” position. If one of them is in the center (or the “off” position) push it all to the “off” position and then bring it back to the “on” position. This will normally solve the problem in a circuit and it should be checked by an electrician. Your panel will be labeled with the areas to which each breaker applies.

2. **BASE PLUGS:** Should some of the base plugs not work, check the wall switch. In many rooms, one of the wall switches controls one to two plugs. This is done so that you may hook up a lamp to the plug and turn it on as you enter the room.
3. **SMOKE DETECTORS:** Smoke detectors have been installed in each bedroom of the home as well as in the living area and hallway of your home. Occasionally, an alarm will be overly sensitive and go off when cooking as in progress. If you have a continuous problem of this nature, contact **Monarch Country Living**, and they will adjust or replace the unit. Smoke alarms should not go off under normal house-hold operations. Should smoke set off an alarm, you may wish to open doors and windows to air out the room.
4. **GARBAGE DISPOSAL:** If your disposal should stop check the circuit breaker on your electrical panel. If that has not been tripped, check the reset button which is on the bottom of the disposal. Fibrous foods will clog your disposal. Fibrous foods will clog your disposal and you may have problems getting it back into working order. Pouring grease or greasy foods down your disposal will eventually clog your trap on the bottom; just as it will your sink.

The wiring in your home has been done with copper wire and, with proper care, should give you no problem throughout the life of the house. Each circuit has been designed to carry the appropriate load assigned it. If extra appliances are plugged into certain circuits, they may trip the breaker. If this consistently occurs, it may be necessary to put a heavier breaker into that particular circuit which is kicking out. Your electrician can take care of this for you. Do not attempt it yourself. We strongly encourage families with young children to cover all outlets. Child-proof covers are available at hardware and electrical supply stores. They are inexpensive and easy to install. Children must be protected from all electrical sockets and outlets.

EXTERIOR

STUCCO

1. **PROBLEM AREA:** Cracks in the surface of the exterior stucco.
2. **NORMAL CONDITIONS:** Minor hair-line cracks will appear from expansion. Cracks are not unusual in the exterior stucco wall surfaces. Cracks greater than 1/8 inch in width shall be repaired.
3. **BUILDER CORRECTION:** Builder will repair cracks exceeding 1/8 inch in width, one time only, during the first year.

CAULKING

1. **PROBLEM AREA:** Leaks in exterior walls which are due to insufficient caulking or shrinking of caulking due to normal movement.
2. **NORMAL CONDITIONS:** Joints and cracks should be caulked and constructed in such a manner to exclude the entry of water. The original caulking will often shrink and is the homeowner's maintenance responsibility.

3. **BUILDER CORRECTIONS:** Builder will correct by caulking any exterior joints which are reported in the first 30 days. After 30 days, it is the homeowner's responsibility.

PAINING

The frequency at which your house should be repainted depends largely upon the type of paint you use and the weather to which it is exposed. We suggest using the highest quality paint that you can afford because the cost of paint, in relation to the amount of labor, involved, is a small expense. Your front doors and garage doors should also be painted, or sealed when you paint the exterior of the house.

FIREPLACE

1. **PROBLEM AREA:** Fireplace or chimney does not draw properly.
2. **NORMAL CONDITIONS:** Fireplace chimney should function properly except under unusual conditions, such as unusually high winds or storms.
3. **BUILDER CORRECTION:** Builder will correct the condition by bringing the fireplace to a point where it will function in a normal manner, unless there are external obstruction such as trees which could hamper the fireplace draw. Should a fireplace not draw properly, it is the homeowner's responsibility to report it immediately, and the fireplace is used, smoke damage may result. The builder will not be responsible for smoke damage caused by unreported fireplace problems, or by use if a fireplace known to function incorrectly.

NOTE: Please be aware that the smell of a smoke occurs when the fire is burning. This is a normal condition and does not necessarily mean that there is a drawing problem.

1. **PROBLEM AREA:** Rainwater leaks down the flue
2. **NORMAL CONDITIONS:** A minor dripping will occur in prolonged rains and is to be expected. Immediate and excessive leaking of rainwater is unacceptable.
3. **BUILDER CORRECTION:** Builder will correct excessive leaking.

NOTE: To protect the inner lining of your fireplace, DO NOT start a roaring fire the first three or four times you use your new fireplace. This will help avoid cracking. Your fireplace is provided with a damper to keep hot air from escaping up the chimney when there is no fire. Before building a fire be sure the damper is open. If it is not open, a smoke problem will occur. For best results with your fire, and to avoid damaging your fireplace refractories, it is best to use only dry wood since green wood will smolder and smoke. If your fireplace is equipped with a gas starter, be extremely cautious, and instruct others in its proper use. Long fireplace matches, which can be purchased at most retail stores, should be used. Light your match and position it at the gas

jet BEFORE you turn on the gas. Do not turn the gas on too high when you are lighting the starter. Light each of the jet openings as quickly as possible. Once you have the jets going, increase the volume to a satisfactory point to start your logs. If you do not get your jets started with the match, shut the gas off immediately. Gas can quickly try to light the starter. While gas starters are very handy, they can be extremely dangerous if not used properly. Do not allow children to touch or use the gas jet.

ZERO-CLEARANCE FIREPLACE OPERATION INSTRUCTIONS

The following information will help you as a homeowner to obtain the safest and most efficient use of your fireplace. A zero-clearance fireplace has an all steel multi-wall firebox, self-insulated for safe zero clearance to combustibles. The hearth floor and sides of the firebox are lined with a brick patterned reinforced refractory for authenticity and safety. The metal chimney system that extends from the fireplace through the roof is multi-walled and air cooled. The inner liner of the flue provides the exit for gases. The firebox incorporates a lever that operates the damper plate. An optional outside combustion air kit is available and, if applied, is used to supply combustion air to the firebox from the exterior of the dwelling rather than using air from inside the room. There is a lever or handle to open and close this opening. Your fireplace uses a grate that should fit properly and not ever be oversized to the extent that it sticks out the front or touches the interior of the firebox, causing extreme heat to the firebrick lining. If your grate should become distorted, melted, or sags restricting air flow, you

Should replace it only with the exact size and design as the one provided by the manufacturer. Finally, your chimney system uses a spark arrester at the top of the flue to trap embers that could possibly escape the firebox. A clean spark arrester will insure a safe operating system. Before using your fireplace each season, make certain that debris such as pine needles, leaves, nests etc. are not present. Always remember, the heating efficiency and output of your fireplace directly depends on the way you use and maintain the fireplace, the type of fire you build and tend, and the quality of materials that you burn. The following guide should be kept available to study and use when using your fireplace. The first step is to be absolutely sure that your damper is in the fully open position. Visually inspect it by looking up the flue pipe. Select only clean, dry firewood. Synthetic logs such as pressed wood, wax coated logs, color logs, etc. ARE NOT RECOMMENDED for use in a zero – clearance fireplace due to the extreme heat generated by these products. Scrap lumber and construction products are not recommended either because of the binders and glues used in them. Burning materials are important! Never use your fireplace to burn rubbish, garbage, etc. due to the fact that some materials produce toxic fumes when ignited and could cause damage to the fireplace. Start your fires by using small kindling and slowly add larger pieces to the fire. Before lighting the kindling, make a torch-like wand and light it. After letting it burn well inset the lit end into the flue through the damper opening and let it burn up into the flue. This will help preheat the inner flue and assist the natural drafting process. Make sure that, if applicable, the

outside combustion air is in the open position. Use of your alternative heating system is not recommended when you are burning a fire. These systems have a tremendous draw capability and almost always will pull air from the fireplace. This will cause smoke to be rerouted into your living area, causing discomfort and possible damage. Exhaust fans in baths and kitchens could also cause a problem. Care should be taken to ensure that this does not happen. Your fireplace is equipped with a wire mesh screen that should be closed to trap flying embers that might escape the opening into the room. Combustible materials should be kept completely away from the fireplace opening and immediate area. Gasoline, lighter fluid, and other fuels are strictly forbidden and are extremely dangerous. Your brick-like refractory lining is a masonry type product and like any cement material, must be treated in such a manner as not to damage it by striking it with wood, tools etc. A curing process for the refractories is mandatory. Your first fires should be small allowing the moisture to escape slowly, so the expansion and contraction of the refractory will not be so drastic as to cause cracks or deterioration of the brick.

Hairline cracks are normal and do not present a safety problem. If a separation of the brick should occur wider than 1/8th of an inch, replacement is recommended. Only refractory replacement panels may be used. In opening and closing the glass doors of your fireplace, damage could result if the track guides are filled with debris causing hard closing or binding. Never leave the fire unattended while burning. Never alter or modify your fireplace in any way; to do so may void your manufacturer's warranty and create a safety hazard. Finally, to summarize this outline, if you should have any problems with your fireplace burning, carefully follow these suggestions, and read the few hints below:

If you encounter a smoking problem when first lighting the fire: Make sure there are no obstructions in the damper area, that the damper area, that the damper is fully open, that you have pre-heated the flue pipe, that your fire is in the center of the grate, that the areas under the grate is clear to allow the proper amount of air to circulate under the fire, and that the firewood is dry and clean.

If you encounter a smoking problem after the fire has burned awhile: Maybe your dwelling is too air tight with an insufficient amount of air for replacement to feed the fire.

FINISH CARPENTRY

1. **PROBLEM AREA:** Cracking of foundation floor surfaces.
2. **NORMAL CONDITIONS:** Minor cracks in concrete floors are normal on our soil conditions. Cracks exceeding 1/4 inch in width or 1/4 inch in vertical displacement are considered to be below quality standards.
3. **BUILDER CORRECTION:** The builder will correct by repairing cracks that are found to be below standard by patching, removal, or other methods as the builder shall see fit.

1. **PROBLEM AREA:** Poor quality of interior trim workmanship.
2. **NORMAL CONDITIONS:** Cracks exceeding 1/8 of an inch in the joints of the molding or joints between the molding and adjacent surfaces are not normal.
3. **BUILDER CORRECTIONS:** Builder will correct by repairing any defective joints exceeding 1/8 of an inch in width.

INTERIOR TRIM

1. **PROBLEM AREA:** Cracks at mitered joints.
2. **NORMAL CONDITIONS:** Cracks exceeding 1/8 of an inch in the joints of the molding or joints between the molding and adjacent surfaces are not normal.
3. **BUILDER CORRECTION:** Builder will correct by repairing any defective joints exceeding 1/8 of an inch in width. Please refer to the selection on doors for further information.

FLOOR COVERINGS

VINYL, TILE OR RESILIENT FLOORING

1. **PROBLEM AREA:** Depressions on ridges appear under flooring due to concrete irregularities.
 2. **NORMAL CONDITIONS:** Readily apparent depressions o ridges exceeding 1/8 under vinyl tile or resilient flooring which are a result of concrete displacement will be repaired. (see HOW or HBW manual for further clarification.)
 3. **BUILDER CORRECTION:** The builder shall take whatever action necessary to correct the defect. However, the builder shall not be responsible for color difference due to different dye lots of the replacement vinyl tile or resilient flooring.
1. **PROBLEM AREA:** Popped tiles or resilient flooring losing its adhesion.
 2. **NORMAL CONDITIONS:** Flooring should not lift, bubble, or come loose in any way.
 3. **BUILDER CORRECTION:** Builder will correct by repairing, relaying, or replacing the flooring. However, the builder will not be responsible for color differences in dye lot of the replaced floor.

NOTE: Your resilient type floors, such as linoleum or vinyl tile, will give you many years of service if they are properly maintained. The worst enemy of a floor of this

type is dirt and grit. The floor surfaces should be kept free of these as much as possible, as they will scratch and work their way into the floor surface if it is not kept clean. Frequent mopping with a damp mop and use of a normal floor wax will keep your floor looking beautiful for many years to come.

HEATING AND AIR CONDITIONING SYSTEM

HEATING

1. **PROBLEM AREA:** Inadequate heat.
2. **NORMAL CONDITIONS:** Heating system should be capable of maintaining a 70 degree Fahrenheit interior temperature, measured in the center of each room at a height of 5 feet above the floor.
3. **BUILDER CORRECTION:** Builder shall correct the heating system to the above standards.

AIR CONDITIONING

1. **PROBLEM AREA:** Inadequate cooling.
2. **NORMAL CONDITIONS:** The air conditioning system shall be capable of maintaining a temperature differential of 20 degrees with the outside temperature, as measured in the center of each room at a height of 5 feet above the floor.
3. **BUILDER CORRECTION:** Builder shall correct the air conditioning system to meet the above standards.

NOTE: The air conditioning unit will work more efficiently if it is turned on earlier in the day, rather than waiting until the hottest hours.

COOKING AND HEATING SYSTEMS

Your home, in most cases, will have a central heating and air conditioning system. This system is controlled by a thermostat which will be located in a central area of your home. This thermostat will control the heating and cooling systems and may be as desired for this purpose. It is recommended during the heating period that the thermostat be set between 68 and 70 degrees. For cooling period, a setting between 78 and 80 degrees is recommended.

In some homes, you will have what is called a set-back thermostat which will (when properly set) turn off the heat at a pre-assigned hour in the evening and turn it back on at a pre-assigned hour in the morning. This feature will help you reduce your monthly utility bill. For maximum efficiency of your heating and cooling systems, read the instructions carefully and learn how to operate properly.

After living in your home for awhile, you may wish to direct more heat or air into one portion of the house than another. Room temperature can be regulated to a certain degree by opening or closing registers which are located throughout the house, either in the floor or the ceiling.

THE FILTER IN YOUR HEATING AND AIR CONDITIONING SYSTEM IS ONE OF THE MOST IMPORTANT ELEMENTS IN THE UNIT. If it becomes clogged with dirt, which will over a certain period of time, overheating or other damage may occur. IT MOST IMPORTANT THAT THE FILTER BE CHANGED OR CLEANED REGULARLY, APPROXIMATELY EVERY 60 DAYS. Some units will have a filter of the type which can be cleaned by running water through it. In any event, watch your filter and keep it clean.

It is also a good idea to have a annual inspection of your unit by a qualified heating or air conditioning service company. Freon, the cooling agent in your air conditioner, can become depleted and cause the unit to work improperly. The unit should be lubricated periodically. A regulate service call, by a qualified person, is an excellent way to keep your expensive heating and air conditioning system working for many enjoyable years.

LANDSCAPING

Landscaping is a major investment. If it has been included in your home, by the builder, your front lawn will have been soiled and several shrubs planted, along with a healthy tree. Improper watering will cause the lawn to dry out or flood out and die. **Monarch Country Living** will not be responsible for your lawn, should this occur. The tree and shrubs that have been planted to beautify your home should be watered and fertilized periodically. Builder will not replant again if adequate care has not been given.

To insure that your valuable landscaping thrives, we suggest that you consult one of the local nurseries for plant identification and proper and continual care of lawn and shrubs.

YARD GRADING

1. **PROBLEM AREA:** Backfill ground will settle depending on the depth of the filled area. Should the ground settle more than 6 inches, we will consider the settlement excessive.
2. **NORMAL CONDITIONS:** Settlement of less than 6 inches will be considered normal and must be taken care of by the owner.
3. **BUILDER CORRECTION:** If requested, we will fill areas that have settled more than 6 inches. However, we will not be responsible for the replacement of grass, shrubs, or landscaping in the area where the replacement of fill has been necessary.

HOMEOWNER'S NEW LANDSCAPE MAINTENANCE TIPS

TRAFFIC: We recommend that foot traffic be restricted from the new lawn until after the first mowing (approximately ten days after installation).

WATERING: Your sprinkler timer was pre-set by the landscaper to help establish your new lawn. However, 7-10 days after installation, you should adjust your timer to water your lawn once a day, 4-5 days a week (City or county restrictions may require that you water less). Set your timer to come on in the early morning. It is important to closely monitor your watering schedule, because turf situations vary (depending on climate, frequency of fertilization, etc.) it is your responsibility to manage your water use. As weather cools down, adjust your timer accordingly.

MOWING: Mow once a week, to a height of 1 ¾ - 2 inches. Make sure the blades on your mower are clean and sharp.

FERTILIZING: We recommend you fertilize every six weeks with a turf fertilizer such as turf supreme. See the manufacturer's recommendations for rates.

INSECTS AND DISEASE: Due to extreme temperatures, newly installed landscaping is very susceptible to insect and disease damage. We guarantee that sod and plant material installed in your front yard was healthy and disease free at the time of installation. We offer no guarantee that problems will not arise. If you do feel that a problem is developing, go to your local retail nursery and consult with a certified nursery and for recommendations on how to treat the problem.

MASONRY, BRICK AND MORTAR

1. **PROBLEM AREA:** Cracks in fireplaces and brick veneer mortar joints.
2. **NORMAL CONDITIONS:** Cracks up to 3/8 of an inch in mortar joints of the brick do not necessarily indicate that there is a structural problem. Most of this will occur from settling or heaving.
3. **BUILDER CORRECTION:** Builder is not responsible for cracks in brick veneer or fireplace mortar joints greater than 3/8 of an inch.

PEST CONTROL

All pest control is the homeowner's responsibility due to situations that are beyond our control.

Also see "Homeowner's New Landscape Maintenance Tips-insects and Disease" located on page 27.

PLUMBING

DRAINS

Each plumbing fixture in your home has a “j” trap, located beneath the fixture. The trap is designed to keep sewer gas from filtering into your home. A small amount of water always sits in the trap, providing a barrier to the gas which is always in the line. These traps are the places that will become clogged with grease if it is allowed to accumulate, or is poured down your drain. Should this occur, you will lose the effect of this water barrier. In some home models, there is a drain in the bottom of the washer/dryer area.

The water in this drain trap will eventually evaporate and should be replenished from time to time, by running a little water down the drain. If this is not done, the trap effect will be diminished, and you could notice an odor coming up through the drain.

BATHTUB, SINK, AND SHOWER DRAINS

A separate shut-off valve for hot and cold water is located beneath each sink. Learn how to use them in case of leaks. Showers and tubs do not have separate shut-off valves.

When a drain pipe from a tub, sink, or shower stops up, the first thing to try is a plunger-better known as a plumber’s helper. Work the plunger up and down several times being sure that it has plenty of water under it. The plunger will usually clean out an obstruction, you can usually get it out with a snake, which can be rented from a rental store. If this does not work, call your plumber and have him free the obstruction. Should the trap on one of your fixture become clogged with grease, and you are unable to clear the trap with hot water, there are several cleaners on the market which may alleviate the condition. Read all instructions carefully and use as directed.

FAUCETS

The faucets on your various plumbing units will need care from time to time. Should they start to drip, the faucet washers/cartridge should be replaced. This is not a difficult task and usually a kit can be obtained at a local hardware or plumbing store for this purpose. Your kitchen sink and faucet both have aerators which reduce splashing. These aerators will sometimes become clogged from debris which gets into to pipes while the house is being built. Shortly after you move in you should remove the aerator from your faucets and clean any small debris which might have accumulated. Once pipes are clean, it should only be necessary to clean the aerator once or twice a year.

WATER LINES

The water lines in your home are constructed of copper pipe which should last a lifetime with no undue problems. Occasionally in building a home, however a nail will inadvertently be driven through a water pipe. Usually, it would be several months before a nail will rust to a point where the pipe will start to leak. Should you find an unusual leak in your home, do not disregard it. Call Monarch Country Living office immediately so we may check it out. Turn of the water immediately and mop up any water that may have gotten on the floors or under the carpet. If you carpet has become wet, turn it back and allow it to dry. If it is allowed to stay wet, it will mildew and **Monarch Country Living** will not be responsible for any damage caused by homeowner negligence.

Each home is equipped with a main water shut-off valve which is normally located near the front of the house. You will see a pipe coming out of the ground connecting with a pipe leading into the house. Usually, there is a hose bib located here as well. The valve is located on the line coming out of the ground before it goes into the house. This is your main shut-off valve. All members of the house should be acquainted with this shut-off valve, and instructed how to shut it off should an emergency arise inside the house. Water problems occur very seldom; however, it is good to be prepared just in case. Water can cause a tremendous amount of damage in a home if it is no shut off should an accident occur. Should it not be shut off promptly **Monarch Country Living**, will not be responsible for damage?

1. **PROBLEM AREA:** Leaking from any of the piping within the louse.
2. **NORMAL CONDITIONS:** Leaks of any kind should exist in any of the house piping.
3. **BUILDER CORRECTION:** Builder will correct by making all necessary repairs to eliminate any leakage within the interior of the house, due to pipes.

1. **PROBLEM AREA:** Chips, cracks, or imperfections in plumbing fixtures.
2. **NORMAL CONDITIONS:** Plumbing fixtures and appliances should be in accordance with their manufacturing standards.
3. **BUILDER CORRECTION:** Builder will correct by replacing any fixture which is no up to the manufacturer's standard. Chips, scratches, or dents in these items will be noted on the walk through inspection and must be noted at that time. Any subsequent damage will not be the builder's responsibility.

1. **PROBLEM AREA:** Stopped up sewers, fixtures, and drains.
2. **NORMAL CONDITIONS:** Sewers, fixtures, and drains should operate properly and are builder's responsibility for the first 30 days.
3. **BUILDER CORRECTION:** Builder is not responsible for sewers, fixtures, and drains which are clogged through a new state law to install water saving

fixtures. The new water saving toilet does not function as well as the old type toilet. It is imperative that nothing of a large nature, such as sanitary napkins, paper towels, or disposable diapers be flushed down these toilets even though the instructions on the box say that they are disposable. Items such as these will not go down and will become clogged in the lines, causing problems. Should the builder not be available, call a reputable sewer clean-up concern and have them find out what the trouble is. If it is a problem which is a builder responsibility, we will take care of the bill. If it is due to something which is the homeowner's negligence, it will be the homeowner's responsibility.

1. **PROBLEM AREA:** Noisy water pipes.
2. **NORMAL CONDITIONS:** There will be some noise emitting from the water pipe system, due to the flow of water. However, water hammer shall be eliminated.
3. **BUILDER CORRECTION:** Builder cannot remove all noises due to water flow and pipe expansion. Builder will correct to eliminate "water hammer."

ROOF TILES

1. **PROBLEM AREA:** Roof or flashing leaks.
2. **NORMAL CONDITIONS:** Roofs should not leak under normal circumstances. Excessive winds or storms could cause damage which is normally anticipated and which will be covered under your homeowner insurance.
3. **BUILDER CORRECTION:** Builder will correct or repair any roof leaks. Builder is not responsible for leaks caused by alterations by the homeowner, such as where an antennae is installed on the roof by the homeowner or his agent. However should, under all circumstances, stay off concrete tile roofs, as walking on them will crack them. Let a professional roofer, experienced in tile, make any repairs. Do not let a TV or radio man on your tile roof.

SINK / TUBS / SHOWER UNITS

SINKS AND TUBS – PORCELAIN

1. **PROBLEM AREA:** Chips or scratches in fiberglass surface.
2. **NORMAL CONDITIONS:** There should be no readily apparent chips or cracks in the surface of the tubs or sinks.
3. **BUILDER CORRECTION:** During your walk-through inspection, any such chips or cracks will be noted and scheduled for correction by the builder. After that time. It is the homeowner's responsibility. Chips and cracks will occur if porcelain is hit with a heavy or sharp object. The homeowner should take steps not to damage the porcelain if hit with a heavy or sharp object. The homeowner should take steps not to damage the porcelain in such manner.

TUB AND SHOWER UNITS – FIBERGLASS

1. **PROBLEM AREA:** Chips or scratches in fiberglass surface.
2. **NORMAL CONDITIONS:** There should be no readily apparent chips or scratches in the surface of the shower or tub unit.
3. **BUILDER CORRECTION:** These units will be checked on the walk-through for possible chips or scratches. The builder will repair any chips or scratches found at this time. From that point on, it is the homeowner's responsibility. Dents, scratches, and chips can be repaired by an expert in fiberglass repair. In no case will a unit be replaced when it can be repaired.

NOTE: Your fiberglass bathtub or stall shower is made up of a glass fiber with a smooth gel coat on the surface. This gel coat is quite thin and like a porcelain, subject to chipping or scratching. If it is treated with proper care, it will give you many years of good service. Never use a harsh, abrasive cleaner on fiberglass. These types of cleaners will scratch and soon dull the finish, making it hard to clean. For regular cleaning, use a soft cloth, warm water and any liquid cleaner or detergent. If you clean your tub or shower in this manner approximately once a week, you should have no maintenance problems.

WALLS

INTERIOR

1. **PROBLEM AREA:** Visible defects, such as cracks 1/8 inch or less and seam lines due to normal shrinkage, expansion, movement of the home
 2. **NORMAL CONDITIONS:** These are normal defects which can be covered by the owner of the home when redecorating.
 3. **BUILDER CORRECTIONS:** None
-
1. **PROBLEM AREA:** Sheet rock tape coming loose from the wall board or blisters in tape.
 2. **NORMAL CONDITIONS:** Defects which can be readily observed without resorting to artificial light placement are not acceptable, except where repainting will cover the defect.
 3. **BUILDER CORRECTION:** Builder will correct the defect to an acceptable quality standard level.
-
1. **PROBLEM AREA:** Bow in wall or wall out of plumb.
 2. **NORMAL CONDITIONS:** Walls bowed or out of plumb more than 1/2 of an inch in any three foot span are not considered to be normal.
 3. **BUILDER CORRECTION:** Builder will correct as they see fit.

NOTE: Gypsum wall board is applied in large sheets, then taped, textured and painted. Other than an occasional painting, this surface is generally maintenance free

for the life of the house. Sometimes the settling or heaving of the foundation will cause cracks to appear in the wall board and cause nails to pop. Should this occur, check the drainage around home to see if it has been impaired in some way. Cracks in the wall board can be repaired by using spackling paste, which is available at local building materials dealers. Popped nails can be reset, patched and repainted without much difficulty

The interior walls have been painted with a latex water-based paint. Any repainting should be done with a material of a like kind. The paint will withstand a certain amount of rubbing. However, if you use an abrasive cleaner, or rub too hard, you will remove the paint surface and it will be necessary for you to repaint the area.

WATER HEATER

Normally, the water heater installed in your home will be of a gas/fire type, set to a proper water temperature of approximately 150 degrees. This heater is equipped with a pilot light, so extreme care is urged when using any flammable liquids in or around the area as it could cause an explosion. Approximately every six months you should drain a little water out of the bottom of your water heater tank. This procedure will drain any residue that has accumulated in the tank and will prolong the life of the heater considerably.