

Caring for Your Home

Many of your responsibilities as an owner and C&CAI's responsibilities under the terms of our limited warranty are discussed in Caring for Your Home, Section 8. Begin now to become familiar with the home maintenance you should provide and our warranty service commitment to you.

Future Service

C&CAI responds to warranty items according to the terms and conditions of the limited warranty agreement. For more details, review Section 8, Caring for Your Home.

Note to Home Buyer:

At your homeowner orientation or document signing, you will receive:

- Warranty Service Request forms
- Website to fill out warranty requests which includes short Hints and Tps videos
- A procedure on how to handle emergency items that might be required after hours or on weekends.
- The manufacturer's literature and phone numbers for the furnace, air conditioning, water heater, appliances, and other consumer products.
- Copies of completed orientation forms. We suggest you insert them in the folder provided at the end of this section.

Timing. C&CAI is responsible for resolving items noted. Some of the corrections may require the services of a trade contractor or we may need to order parts or materials. You should expect completion of these items within thirty (30) business days of closing unless we inform you of other scheduling. Hours of warranty service work is 8:00 am to 4:00pm Monday through Friday.

Cosmetic Items. C&CAI corrects readily noticeable cosmetic flaws listed during the orientation inspection. **This is your only opportunity to obtain service on such items.** Repairs of subsequent cosmetic damages (such as chips, dents, and scratches) are your responsibility.

Therefore, take careful note of such items as:

- Sinks, tubs, and plumbing fixtures
- Countertops and cabinet doors
- Light fixtures, mirrors, and glass
- Windows and screens

- Tile, carpet, hardwood, and resilient flooring
- Doors, trim, and hardware
- Paint and drywall
- Finish on appliances
- Chips in concrete

Flaws in items such as these are readily detectable during the orientation. These items are also most likely to be damaged during the move-in process. **As a result, later warranty claims on cosmetic flaws to these items are not accepted.**

Warranty Service. Submit any new items for which you wish to request service in writing to C&CAI, on the customer service web page, or fill out a warranty service request form provided to you at document signing and drop off at the main office at 4100 Canyon De Flores.

WE ACCEPT REPORTS OF EMERGENCY ITEMS BY PHONE.

CARING FOR YOUR HOME

C&CAI has constructed your home with quality materials and the labor of experienced craftsmen. Before our using any material, it must meet our specifications for quality and durability. All work is done under our supervision to attain the best possible results for your investment.

A home is one of the last hand-built products left in the world. Once we have assembled the natural and manufactured materials, the components interact with each other and the environment. Although quality materials and workmanship have been used in your home, this does not mean that it will require no care or maintenance. A home, like an automobile, requires care and attention from day one. General homeowner maintenance is essential to providing a quality home for a lifetime.

Homeowner Use and Maintenance Guidelines

We are proud of the homes we build and the neighborhoods in which we build. We strive to create long-lasting value. This cannot be achieved unless you, as the homeowner, properly maintain your home and all of its components. Periodic maintenance is necessary because of normal wear and tear, the inherent characteristics of the materials used in your home, and normal service required by the mechanical systems. Natural fluctuations in temperature and humidity also affect your home.

Many times a minor adjustment or repair done immediately saves a more serious, time-consuming, and sometimes costly repair later. Note also that neglect of routine maintenance can void applicable limited warranty coverage on all or part of your home. By caring for your new home attentively, you ensure your enjoyment of it for years. The attention provided by each homeowner contributes significantly to the overall desirability of the community.

We recognize that it is impossible to anticipate and describe every attention needed for good home care, but we have covered many important details. The subjects covered include components of homes we build, listed in alphabetical order. Each topic includes suggestions for use and maintenance followed by C&CAI limited warranty guidelines. This manual may discuss some components that are not present in your home.

Please take time to read the literature provided by the manufacturers of consumer products and other items in your home. The information contained in that material is not repeated here. Although much of the information may be familiar to you, some points may differ significantly from homes you have had in the past.

We make every effort to keep our information current and accurate. However, if any detail in our discussion conflicts with the manufacturer's recommendations, you should follow the manufacturer's recommendations. Activate specific manufacturer's warranties by completing and mailing any registration cards included with their materials. In some cases, manufacturer's warranties may extend beyond the first year and it is in your best interests to be apprised of such coverage's.

C&CAI Limited Warranty Guidelines

While we strive to build a defect-free home, we are realistic enough to know that we may make mistakes or that something in the home may not perform as intended. When either occurs, we will make necessary corrections. In support of this commitment, C&CAI provides you with a one (1) year limited warranty. In addition to the information contained in the limited warranty itself, this manual includes details about one-year material and workmanship standards. The purpose is to let you know what our quality standard is for the typical concerns that can come up in a new home. The manual describes our standards for each item and what we will do to remedy items that do not meet our standards.

Our criteria for qualifying warranty repairs are based on typical industry standards and practices and we meet or exceed those standards and practices for the components of your home.

However, we reserve the right to exceed these guidelines if common sense or individual circumstances dictate, without being obligated to exceed all guidelines to a similar degree or for all homeowners. Furthermore, we acknowledge the **National Association of Home Builders Residential Performance Guidelines, 2nd Edition**, as a third party reference to help mediate between homeowner and builder in resolving differences of opinion as to what qualifies as an item in need of correction.

Please read through this information, as well as the service procedures discussed on the following pages. If you have any questions regarding the standards or procedures, contact the warranty office at (520) 378-9344.

Reporting Procedures

All non emergency service requests should be entered on the customer service website, sent by e-mail, or submitted in writing to our main office at:

Website: <http://www.castlecookearizona.com/customer-service/>

Email: svcustomerservice@castlecooke.com

Drop off at:

Castle & Cooke Arizona, Inc.

Customer Service/ Warranty Department

4100 Canyon de Flores

Sierra Vista, AZ 85650

Emergency Service

As defined by the limited warranty, "emergency" includes situations such as:

- Total loss of heat when the outside temperature is below 45 degrees F.
- Total loss of electricity. (Check with the utility company before reporting this circumstance to C&CAI)
- Total loss of water. (Check with the water department to be certain the problem is not a general outage in the area.)
- Plumbing leak that requires the entire water supply to be shut off.
- Gas leak. (Contact your utility company or a plumber if the leak is at the furnace or water heater supply lines.)

Please call the customer service line at (520) 378-9344.

Other Warranty Service

Please submit all non-emergency items on a warranty service request form (within your one (1) year limited warranty) and forward to the main office. Your customer service representative will contact you within three (3) business days upon receipt of your service request.

Kitchen Appliance Warranties

The manufacturers of kitchen appliances will work directly with you if any repairs are needed for these products. Customer service phone numbers are listed in the use and care materials for each appliance. Be prepared to provide the model and serial number of the item and the closing date on your home. Appliance warranties are generally for one year; refer to the literature provided by the manufacturer for complete information.

Service Processing Procedures

You can help us to serve you better by providing complete information, including:

- Name, address, and phone numbers where you can be reached during business hours.
- A complete description of the problem, for example, "guest bath—cold water line leaks under sink," rather than "plumbing problem."

When we receive a warranty service request, we may contact you for an inspection appointment. Warranty inspection appointments are available Monday through Friday, 8:00 a.m. to 4:00 p.m. We inspect the items listed in your written request to confirm warranty coverage and determine appropriate action. Generally reported items fall into one of three categories:

- Trade contractor item
- In-house item
- Home maintenance item

If a trade contractor or an in-house employee is required to complete repairs, we issue a warranty work order and the customer service representative contacts you to schedule the work. Warranty work appointments are available Monday through Friday, 8:00 a.m. to 4:00 p.m. We intend to complete warranty work orders within thirty (30) business days of the inspection unless you are unavailable for access. If a back-ordered part or similar circumstance causes a delay, we will let you know.

If the item is a home maintenance item, we will review the maintenance steps with you and offer whatever informational assistance we can.

C&CAI does not provide routine home maintenance.

Reporting Warranty Items

The many details of warranty coverage can be confusing. We hope this information will make reporting items easier. If you do not know whom to contact, call our office and we will guide you.

Storm damage, or other Natural Disaster

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

Main Office Business Hours

Monday through Friday, 8:00 a.m. – 5:00 p.m.

Questions?

Call the main office during normal business hours, (520) 378-9344. Please leave a message on the voicemail and your call will be returned the following business day between the hours of 8:00 a.m. – 5:00 p.m.

Air Conditioning

Homeowner Use and Maintenance Guidelines

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

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

Your home air conditioning is a closed system, which means that the interior air is continually recycled and conditioned until the desired air

temperature is reached. Warm outside air can disrupt the system and make maintaining the desired comfort impossible. Therefore, you should keep all windows closed. The heat from the sun shining through windows with no window treatment is enough to affect the cooling ability of the air conditioning unit. For best results, close the drapes on these windows during peak temperatures.

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

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

If evening cooling is your primary goal, set the thermostat at a moderate temperature not below 75 degrees in the morning while the house is cooler, allowing the system to maintain the cooler temperature. The temperature setting may then be lowered slightly when you arrive home, with better results. Once the system is operating, setting the thermostat at 60 degrees will *not* cool the home any faster and can result in the unit freezing up and not performing at all. Extended use under these conditions can damage the unit.

Manufacturer's Instructions

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

Temperature Variations

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

C&CAI Limited Warranty Guidelines

The air conditioning system should maintain a temperature of 75 degrees F measured in the center of each room at a height of five feet above the floor. Lower temperature settings are often possible, but neither the manufacturer nor C&CAI guarantee this.

Emergency

Lack of air conditioning service is considered an emergency when outside temperatures exceed 85 degrees. Please contact our office at (520) 378-9344

Alarm System

Homeowner Use and Maintenance Guidelines

If your home includes a complete alarm system. You will need to arrange for the final connection with security monitoring company after your move-in. The alarm company will demonstrate the system and instruct you in its use. We recommend that you test the system each month.

C&CAI Limited Warranty Guidelines

C&CAI will correct wiring that does not perform as intended for the alarm system for a period of one (1) year.

Appliances

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

Appliance Serial Numbers

For warranty service on an appliance, contact the appropriate manufacturer directly at the service number provided in the appliance literature. You will need to supply the model and serial number (usually located on a small metal plate or seal attached to the appliance in an inconspicuous location), and the date of purchase (your closing date).

Attic Access

Homeowner Use and Maintenance Guidelines

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

C&CAI Limited Warranty Guidelines

C&CAI and the local building department inspect the attic before your closing to confirm insulation meets city codes.

Cabinets

Homeowner Use and Maintenance Guidelines

Your selection sheets are your record of the style, and color of cabinets in your home. If you selected wood or wood veneer cabinets, expect differences in grain and color between and within the cabinet components due to natural variations in wood and the way it takes stain.

Cleaning

Products such as lemon oil or polishes that include scratch cover are suggested for wood cabinet care. Follow container directions. Use such products a maximum of once every 3 to 6 months to avoid excessive

build-up. Avoid paraffin-based spray waxes and washing cabinets with water, as both will damage the luster of the finish.

Hinges

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

Moisture

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

C&CAI Limited Warranty Guidelines

During the orientation we will view the cabinet parts and surfaces are in acceptable condition.

Alignment

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

Operation

Cabinets should operate properly under normal use.

Separations

We will correct gaps between cabinets the walls by caulking or other means if the gap exceeds 1/8 inch (locations behind appliances are excepted from this repair).

Warping

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

Wood Grain

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

Carpet

Homeowner Use and Maintenance Guidelines

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

Cleaning

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

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

Vacuuming high-traffic areas daily helps keep them clean and maintains the upright position of the nap. When vacuuming looped berber, it is important to adjust the setting of the beater-bar to just graze the tips of the loops. Wipe spills and clean stains immediately. For best results, blot or dab any spill or stain; avoid rubbing. Test stain removers on an out-of-the-way area of the carpet, such as in a closet, to check for any undesirable effects. Have your carpet professionally cleaned regularly, usually once a year.

Some problem conditions that may occur with your new carpet and our suggested remedies are presented below.

Burns

Use a soapless cleaner and sponge with water for minor burns. If the burn is extensive, talk with a professional about replacing the damaged area.

Crushing

Furniture and traffic may crush a carpet's pile fibers. Frequent vacuuming in high-traffic areas and glides or cups under heavy pieces of furniture can help prevent this. Rotating your furniture to change the traffic pattern in a room promotes more even wear. Some carpets resist matting and crushing because of their level of fiber, but this does not imply or guarantee that no matting or crushing will occur. Heavy traffic areas such as halls are more susceptible to wear and crushing. This is considered normal wear.

Fading

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

Filtration

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

Pilling

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

Rippling

With wall-to-wall carpeting, high humidity may cause rippling. If the carpet remains rippled after the humidity has left, have a professional re-stretch the carpeting using a power stretcher, not a knee-kicker.

Seams

Carpet usually comes in 12-foot widths, making seams necessary in most rooms. Visible seams are not a defect unless they have been improperly made or unless the material has a defect, making the seam appear more pronounced than normal. The more dense and uniform the carpet texture, the more visible the seams will be. Carpet styles with low, tight naps result in the most visible seams. Seams are never more visible than when the carpet is first installed. Usually with time, use, and vacuuming the seams become less visible. You can see examples of how carpet seams diminish after they have been vacuumed and have experienced traffic in the model homes.

Shading

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

Shedding

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

Snags

Sharp-edged objects can grab or snag the carpet fiber. When this occurs, cut off the snag. If the snag is especially large, call a professional.

Sprouting

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

Stains

No carpet is stain proof. Some, but not all, that we offer, come with stained unyielding treatment. Check with C&CAI Design Center Associate while making your home selection to verify which carpets have been treated. Although your carpet manufacturer designates your carpet as stain-resistant, some substances may still cause permanent staining. These include hair dyes, shoe polish, paints, and India ink. Some substances destroy or change the color of carpets, including bleaches, acne medications, drain cleaners, plant food, insecticides, and food or beverages with strongly colored natural dyes as found in some brands of mustard and herbal tea.

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

C&CAI Limited Warranty Guidelines

During your orientation, we will confirm that your carpet is in an acceptable condition. We will correct stains or spots noted at this time by cleaning, patching, or replacement. C&CAI will not be responsible for dye lot variations if replacements are made at our discretion.

Edges

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

Seams

Carpet seams will be visible. C&CAI will repair any gaps or fraying.

Caulking

Homeowner Use and Maintenance Guidelines

Time and weather will shrink and dry caulking so that it no longer provides a good seal. As routine maintenance, check the caulking and make needed repairs. Caulking compounds and dispenser guns are available at hardware stores. Read the manufacturer's instructions carefully to be certain that you select an appropriate caulk for the intended purpose.

Colored Caulk

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

Latex Caulk

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

Silicone Caulk

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

C&CAI Limited Warranty Guidelines

During the orientation we confirm that appropriate areas are adequately caulked.

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

Ceramic Tile

Homeowner Use and Maintenance Guidelines

Your selection sheets include the style and color of your ceramic tile.

Cleaning

Ceramic tile is one of the easiest floor coverings to maintain. Simply vacuum when needed. Occasionally, a wet mopping with warm water may be appropriate. Avoid adding detergent to the water.

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

If you have a colored grout use a cleaner that does not contain bleach.

Grout Discoloration

Clean grout that becomes yellowed or stained with a fiber brush, cleanser, and water. Grout cleansers and whiteners are available at most hardware stores. Again, do not use any cleanser or whiteners that contain bleach or colored grout.

Sealing Grout

Sealing grout is your decision and responsibility. Once grout has been sealed, ongoing maintenance of that seal is necessary and limited warranty coverage on grout that has been sealed is void. Any future grout repairs the grouts will not match color.

Separations

Expect slight separations to occur in the grout between tiles. This grout is for decorative purposes only; it does not hold the tile in place. Cracks in the grout can be filled using premixed grout purchased from flooring or hardware stores. Follow package directions. Your grout color can be found on your selection sheet.

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

Cultured marble vanities and walls should be cleaned with De-Scale-It. De-Scale-It can be found at most hardware stores.

C&CAI Limited Warranty Guidelines

During the orientation we confirm that tile and grout areas are in acceptable condition. We will repair or replace cracked, chipped, or

loose tiles noted at that time. C&CAI is not responsible for variations in color or discontinued patterns. New grout will vary slightly in color from the original.

Cracks appearing in grouting of ceramic tiles at joints or junctions with other materials are commonly due to shrinkage. C&CAI will not repair grouting at junctions with other materials. We are not responsible for color variations in grout or discontinued colored grout. Any grouting or caulking that is needed after that time is your responsibility.

Concrete Flatwork

Homeowner Use and Maintenance Guidelines

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

Concrete slabs are floating—they are not attached to the home's foundation walls. These are not a structural (load-bearing) element of the home and are not covered by the structural warranty.

Movement of any concrete slab results in cracking. Minimize this movement by following C&CAI's landscaping recommendations, the objective of which is to prevent moisture from reaching soils around and under the home.

Cleaning

Avoid washing exterior concrete slabs with cold water from an outside faucet when temperatures are high and the sun has been shining on the concrete. The abrupt change in temperature can damage the surface bond of the concrete. We recommend sweeping for keeping exterior concrete clean. If washing is necessary, do this when temperatures are moderate.

Repeated cleaning of the garage floor by hosing can increase soil movement by allowing water to penetrate any existing cracks. We recommend sweeping to clean the garage floor.

Cracks

A concrete slab 10 feet across shrinks approximately 5/8 inch as it cures. Some of this shrinkage shows up as cracks. Cracking of concrete flatwork also results from temperature changes that cause expansion and contraction.

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

As cracks occur, seal them with a waterproof concrete caulk (available at hardware or home improvement stores) to prevent moisture from penetrating to the soil beneath.

Expansion Joints

We install expansion joints to help minimize expansion. However, as the concrete shrinks during the curing process, moisture can penetrate under the concrete and lift the expansion joint.

Heavy Vehicles

Do not permit heavy vehicles such as moving vans or concrete trucks, or dump trucks for landscaping materials to drive on your concrete work. We design and install this concrete for residential use only.

Chemicals

Protect concrete from abuse by chemical agents such as pet urine, fertilizers, radiator overflow on repeated hosing. All of these items can cause spalling (chipping of the surface) of concrete.

Sealer

A concrete sealer, available at paint stores, will help you keep an unpainted concrete floor clean. Do not use soap on unpainted concrete. Instead, use plain water and washing soda or, if necessary, a scouring powder.

C&CAI Limited Warranty Guidelines

Concrete slabs are floating—they are not attached to the home's foundation walls. These are not a structural (load-bearing) element of the home and are not covered by the structural warranty. The limited warranty coverage is for one year.

Color

Concrete slabs vary in color. Concrete can cure leaving darker and lighter areas (blotching) within the same poured area. No correction is provided for this condition.

Cracks

If concrete cracks reach 1/4 inches in width or vertical displacement, C&CAI will repair them one time during the warranty year. Subsequently, concrete slab maintenance is your responsibility.

Level Floors

Concrete floors in the habitable areas of the home will be level to within 3/8 inch within any 32-inch measurement with the exception of an area specifically designed to slope toward a floor drain.

Separation

C&CAI will correct separation of concrete slabs from the home if separation exceeds one inch.

Settling or Heaving

C&CAI will repair slabs that settle or heave in excess of 2 inches or if such movement results in negative drainage (toward the house) or hazardous vertical displacement.

Spalling (Surface Chips)

Causes of spalling include repeated hosing of concrete for cleaning, animal urine, radiator overflow, fertilizer. Repair of spalling is a home maintenance task.

Standing Water

Water may stand on exterior concrete slabs for several hours after precipitation or from roof run-off. C&CAI will correct conditions that cause water to remain longer than 24 hours and/or concrete is out of level 3/8" in 32 inches.

Condensation

Homeowner Use and Maintenance Guidelines

Condensation on interior surfaces of the windows and frames comes from high humidity within the home combined with low outside temperatures and inadequate ventilation. Family lifestyle significantly influences these conditions.

See also Ventilation.

C&CAI Limited Warranty Guidelines

Condensation results from a family's lifestyle and C&CAI has no control over this. The limited warranty coverage excludes condensation.

Countertops

Homeowner Use and Maintenance Guidelines

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

Caulking

The caulking between the countertop and the wall, along the joint at the backsplash, and around the sink may shrink, leaving a slight gap. Maintaining a good seal in these locations is important to keep moisture from reaching the wood under the laminates and to prevent warping.

Cleaning

Avoid abrasive cleaners that will damage the luster of any surface.

Wax

Wax is not necessary, but it can be used to make counters gleam.

See also Ceramic Tile.

C&CAI Limited Warranty Guidelines

During your orientation we confirm that all countertops are in acceptable condition. We repair noticeable surface damage such as chips, cracks, and scratches noted on the orientation list. Repair of surface damage that occurs during or after your move-in is one of your home maintenance responsibilities.

Marble

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

Separation from Wall

Separation of countertops from walls, backsplash, and around sinks results from normal shrinkage of materials. Caulking will be your home maintenance responsibility.

Doors and Locks

Homeowner Use and Maintenance Guidelines

The doors installed in the interior of your home are wood products subject to such natural characteristics of wood as shrinkage and warpage. The door on your entry, fire door, and garage side door are made of fiberglass or solid core-wood. Due to natural fluctuations of humidity and the use of forced air furnaces, showers, dishwashers, and doors may occasionally require minor adjustments.

Exterior Finish

To ensure longer life for your exterior doors, plan to refinish them at least once a year.

Failure to Latch

If a door will not latch because of minor settling, you can correct this by making a new opening in the jamb for the latch plate (remortising) and raising or lowering the plate accordingly.

Hinges

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

Keys

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

Locks

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

Pocket Doors

Lubricate the upper track of a pocket door with a silicone lubricant once per year.

Pocket doors are excluded from C&CCI's one (1) year limited warranty.

Slamming

Slamming doors can damage both doors and jambs and can even cause cracking in walls.

Shrinkage

Use putty, filler, or latex caulk to fill any minor separations that develop at mitered joints in door trim. Follow with painting. Panels of wood doors shrink and expand in response to changes in temperature and humidity.

Touching up the paint or stain on unfinished exposed areas is your home maintenance responsibility.

Sticking

The most common cause of a sticking door is the natural expansion of lumber due to changes in humidity. When sticking is due to swelling during a damp season, do not plane the door unless it continues to stick after the weather changes.

Before planing a door because of sticking, try two other steps: first, apply either a paste wax, light coat of paraffin, or candle wax to the sticking surface; or second, tighten the screws that hold the door jamb or door frame. If planing is necessary even after these measures, use sandpaper to smooth the door and paint the sanded area to seal against moisture.

Warping

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

Weather Stripping

Weather stripping and exterior door thresholds occasionally require adjustment or replacement.

C&CAI Limited Warranty Guidelines

During the orientation we confirm that all doors are in acceptable condition and correctly adjusted. C&CAI will repair construction damage to doors noted on the orientation list.

Adjustments

Due to normal settling of the home, doors may require adjustment for proper fit. C&CAI will make such adjustments one time during the materials and workmanship warranty.

Panel Shrinkage

Panels of wood doors shrink and expand in response to changes in temperature and humidity. Touching up the paint or stain on unfinished exposed areas is your home maintenance responsibility.

Warping

C&CAI will repair doors that warp in excess of 5/16 inch in a 32 inch span.

Drywall

Homeowner Use and Maintenance Guidelines

Slight cracking, nail pops, or seams may become visible in walls and ceilings. These are caused by the shrinkage of the wood and normal settling of rafters to which the drywall is attached.

Repairs

Care of drywall is your maintenance responsibility. Most drywall repairs can be easily made. This work is best done when you redecorate the room.

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

C&CAI Limited Warranty Guidelines

During the orientation, we confirm that drywall surfaces are in acceptable condition. Due to the affects of time on paint and wallpaper, as well as possible dye lot variations, touch-ups are unlikely to match the surrounding area.

Lighting Conditions

C&CAI does not repair drywall flaws that are only visible under particular lighting conditions.

Related Warranty Repairs

If a drywall repair is needed as a result of poor workmanship (such as blisters in tape) or other warranty-based repair (such as a plumbing leak),

C&CAI completes the repair by touching up the repaired area with the same paint that was on the surface when the home was delivered. You are responsible for custom paint colors or wallpaper that has been applied subsequent to closing. Due to the effects of time on paint and wallpaper, as well as possible dye lot variations, touch-up may not match the surrounding area.

Electrical Systems

Homeowner Use and Maintenance Guidelines

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

Breakers

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

Breaker Tripping

Breakers trip due to overloads caused by plugging too many appliances into the circuit, a worn cord or defective appliance, or operating an appliance with too high a voltage requirement for the circuit. The starting of an electric motor can also trip a breaker. Arc fault breakers trip from electric motor appliances by design. To prevent arc fault breakers from tripping from an electric motor, use a noise reduction surge protector.

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

Ceiling Fans – Interior & Exterior

Interior ceiling fans blades should be cleaned with a soft cloth using furniture polish. **Do not use water.** This will cause the blades to warp and will void your warranty.

Exterior ceiling fans also should be hand cleaned with a soft cloth using furniture polish. **Do not hose down with water.** This will cause the circuit board to short out and void your warranty.

Buzzing

Fluorescent fixtures use transformer action to operate. This action sometimes causes a buzzing.

Fixture Location

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

GFCI (Ground-Fault Circuit-Interrupters)

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

PLUGGING A REFRIGERATOR OR FOOD FREEZER INTO A GFCI-CONTROLLED OUTLET IS A BUILDING CODE VIOLATION. THE LIKELIHOOD OF THE CONTENTS BEING RUINED IS HIGH AND THE LIMITED WARRANTY DOES NOT COVER SUCH

All outlets on a GFCI circuit may not have reset buttons (this is common as all outlets are not required to have reset buttons). Locate all receptacles with red and black reset buttons. These outlets should be tested monthly. To test these outlets, depress the red test button. This will trip the circuit which means that this circuit is functioning correctly. To return service, press the black reset button. If a GFCI breaker trips during normal use, it may indicate a faulty appliance and you will need to investigate the problem.

Grounded System

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

Light Bulbs

You are responsible for replacing burned-out bulbs other than those noted during your orientation. Your light bulbs are high efficiency light bulbs which may take a bit to warm up to produce full light.

Modifications

Having another electrician modify your electrical system during the warranty period can void that portion of your limited warranty.

Outlets

If an outlet is not working, check first to see if it is controlled by a wall switch or GFCI. Next, check the breaker.

Install safety plugs to cover unused outlets to minimize the air infiltration that sometimes occurs with these outlets. Teach children to never touch electrical outlets, sockets, or fixtures. The electrical receptacles are tamper proof, which means they have little flaps in them. When plugging in a receptacle the plug need to be perpendicular to the plug or damage will result.

C&CAI Limited Warranty Guidelines

C&CAI is not responsible for receptacles damaged by homeowners or guests. Take care to plug in properly as noted in *Outlets*.

Underground Cables

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

C&CAI Limited Warranty Guidelines

During the orientation we confirm that light fixtures are in acceptable condition and that all bulbs are working.

Designed Load

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

GFCI (Ground-Fault Circuit-Interrupters)

C&CAI is not responsible for food spoilage that results from your plugging refrigerators or freezers into a GFCI outlet.

Power Surge

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

Expansion and Contraction

Homeowner Use and Maintenance Guidelines

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

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

C&CAI Limited Warranty

C&CAI provides one-time repairs to some of the affects of expansion and contraction. See individual categories for details.

Fireplace

Homeowner Use and Maintenance Guidelines

Most of us feel a fireplace is an excellent way to create a warm, cozy atmosphere. However, without sufficient information, your use of the fireplace can result in heat (and dollars) being wasted. To help prevent that, consider the following points.

Gas Fireplace

C&CAI offers direct-vent gas fireplaces. If you ordered this type of fireplace, it is demonstrated during the orientation. Read and follow all manufacturer's directions.

A slight delay between turning the switch on and flame ignition is normal. The flames should ignite gently and silently. If you notice any deviation from this and any gas smell, immediately shut off the switch and report it to the gas company.

C&CAI Limited Warranty Guidelines

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

Water Infiltration

In unusually heavy or prolonged precipitation, especially when accompanied by high winds, some water can enter the home through the chimney. The limited warranty excludes this occurrence.

Foundation

Homeowner Use and Maintenance Guidelines

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

Cracks

Even though an engineer designed the foundation and we constructed it according to engineering requirements, surface cracks can still develop in the concrete. Surface cracks are not detrimental to the structural integrity of your home.

C&CAI Limited Warranty Guidelines

The foundation of your home has been designed and installed according to the recommendations of an engineer. The slab of the foundation is poured concrete with steel reinforcing rods.

Cracks

Shrinkage cracks are not unusual in foundation slabs C&CAI will seal cracks that exceed 3/16 inch in width.

Cosmetic Imperfections

Slight cosmetic imperfections in foundation slabs, such as a visible seam where two pours meet or slight honeycombing (aggregate visible), are possible and require no repair unless they permit water to enter.

Leaks

C&CAI will correct conditions that permit water to enter the foundation, provided you have complied with the drainage, landscaping, and maintenance guidelines.

Fresh Air Intake

Your HVAC system will bring in fresh air into the house which is known also as "make-up air". The newer energy efficient homes are well air sealed so

outside air will have more trouble finding a way to replace exhausted air, as opposed to older draftier homes. The HVAC system in your home is engineered and calculated to be energy efficient for the tightness of the house. Each house is leakage tested and there is a verification sticker in the electricity service panel. There is a damper in your duct system which is connected to the exterior of the house and to your air handler. The damper is opened by a timed regulator. Times vary per floor plan and can be up to 30 minutes per hour. The fresh air regulator will come on when your thermostat is in any of the following positions off, heat or cool.

For instance you house needs 29 minutes of fresh air per hour, If your heating your house and your thermostat turns your heater on for 15 minutes per hour then the regulator will only bring in 14 minutes of fresh air in that hour. If you thermostat runs 31 minutes per hour than the regulator will not turn of the fresh air for that hour.

Garage Overhead Door

Homeowner Use and Maintenance Guidelines

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

30-Weight Oil

Every six months, apply a 30-weight automobile oil or similar lubricant to all moving parts: track, rollers, hinges, pulleys, and springs. At the same time, check to see that all hardware is tight and operating as intended without binding or scraping. Avoid overlubricating to prevent drips on vehicles or the concrete floor.

Lock

If the lock becomes stiff, apply a silicone or graphite lubricant. Do not use oil on a lock, as it will stiffen in winter and make the lock difficult to operate.

Opener

To prevent damage to a garage door opener, be sure the door is completely unlocked. Be familiar with the steps for manual operation of the door in the event of a power failure.

During orientation we demonstrate the electric eye that provides a safety stop in the event someone crosses through the opening while the overhead door is in motion. Use care not to place tools or other stored items where they interfere with the function of the electric eye.

Painting

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

Safety

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

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

C&CAI Limited Warranty Guidelines

The garage door should operate smoothly and with reasonable ease. The door can become misaligned and require adjustment, which C&CAI will provide.

Light Visible

Garage overhead doors cannot be air tight. Some light will be visible around the edges and across the top and bottom of the door. Severe weather conditions may result in some precipitation entering around the door.

Gas Shut-Offs

Homeowner Use and Maintenance Guidelines

You will find shut-offs on gas lines near their connection to each item that operates on gas. In addition, there is a main shut-off at the meter. We point these out during the orientation. If you suspect a gas leak, leave the home and call the gas company immediately for emergency service.

C&CAI Limited Warranty Guidelines

The gas company is responsible for leaks up to the meter. C&CAI will correct leaks from the meter into the home.

Gas Water Heater

Homeowner Use and Maintenance Guidelines

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

Condensation

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

Drain Tank

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

Pilot

Never light a gas pilot when the water heater tank is empty. Always turn off the gas before shutting off the cold water supply to the tank. To light the water heater pilot, rotate the on-off pilot knob to the pilot position. When the knob is in this position, it can be depressed.

While depressing the knob, push the igniter button at the pilot. Once the pilot lights, continue to hold the knob down for 30 to 60 seconds. When you release knob, the pilot should stay lit. If it does not, wait several minutes to allow the gas to dissipate from the tank and repeat the entire process. If it stays lit, rotate the on-off pilot knob to the on position.

Water heaters sometimes collect small quantities of dirty water and scale in the main gas lines, which may put out the pilot light.

While away from home for an extended period of time, set the temperature to its lowest point and leave the pilot lit.

Safety

Keep area around the water heater free from dust and debris. Never store flammable materials within the vicinity of the water heater. Never using the top of a heater as a storage shelf.

Temperature

The recommended thermostat setting for normal everyday use is "hot." Higher settings can result in wasted energy dollars and increase the

danger of injury from scalding. Hot water will take longer to arrive at sinks, tubs, and showers that are farther from the water heater.

No Hot Water

If you discover that you have no hot water, check the pilot, temperature setting, and water supply valve before calling for service. Refer to the manufacturer's literature for specific locations of these items and other troubleshooting information.

C&CAI Limited Warranty Guidelines

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

Grading and Drainage

Homeowner Use and Maintenance Guidelines

The final grades around your home have been inspected and approved for proper drainage of your lot.

Drainage

At the completion of your house, your lot was graded to ensure that rain, water, irrigation water, etc. will drain away from the house foundation to the subterranean drain outlets that were provided on your lots.

Maintain the slopes around your home to permit the water to drain away from the home as rapidly as possible. This is essential to protect your foundation. Failure to do so can result in major structural damage and will void your warranty.

Rototilling

Rototilling can significantly change drainage swales. You can minimize this by rototilling parallel to the swales rather than across them.

Settling

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

installation of utility lines. Although we replaced and compacted the soil, it does not return to its original density. Some settling will occur, especially after prolonged or heavy rainfall. Settling can continue for several years. Inspect the perimeter of your home regularly for signs of settling and fill settled areas as needed to maintain positive drainage.

See also Landscaping.

C&CAI Limited Warranty Guidelines

We established the final grade to ensure adequate drainage away from the home. Maintaining this drainage is your responsibility. If you alter the drainage pattern after closing, or if changes in drainage occur due to lack of maintenance, the limited warranty is void.

Backfill Settlement

Backfilled or excavated areas around the foundation and at utility trenches should not interfere with the drainage away from your home. If these areas settle during the first year, C&CAI will fill the areas one time and subsequently will provide you with fill dirt to maintain positive drainage.

Erosion

C&CAI is not responsible for weather-caused damage to unlandscaped yards after the final grade has been established or the closing date, whichever occurs last.

Swales

C&CAI does not alter drainage patterns to suit individual landscape plans. C&CAI advises against making any such changes to your drainage grades. To do so, this will void your warranty. After heavy rain, water may stand in swales up to 48 hours.

Under Concrete

C&CAI will fill visible sunken areas under concrete during the first year.

Hardware

Homeowner Use and Maintenance Guidelines

Doorknobs and locks should operate correctly with little attention. Over time, they may need slight adjustments due to normal shrinkage of the framing. Occasionally, you may need to tighten screws.

C&CAI Limited Warranty Guidelines

We confirm that all hardware is in an acceptable condition during orientation. The limited warranty excludes repairs for cosmetic damage subsequent to the orientation.

C&CAI will repair hardware items that do not function as intended.

Hardwood Floors

Homeowner Use and Maintenance Guidelines

In daily care of hardwood floor, preventive maintenance is the primary goal.

Cleaning

Sweep on a daily basis or as needed. Never wet mop a hardwood floor. Excessive water causes wood to expand and can possibly damage the floor. When polyurethane finishes become soiled, dampmop with a mixture of one cup vinegar to one gallon of warm water. When damp mopping, remove all excess water from the mop. Check with the hardwood company if your floor has a water-based finish.

Dimples

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

Filmy Appearance

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

Furniture Legs

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

Humidity

Wood floors respond noticeably to changes in humidity in your home. Especially during winter months the individual planks or pieces expand and contract as water content changes. A humidifier helps but does not eliminate this reaction.

Mats and Area Rugs

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

Recoat

If your floors have a polyurethane finish, you may want to have an extra coat of polyurethane applied by a qualified contractor within six months to one year. The exact timing will depend on your particular lifestyle. If another finish was used, refer to the manufacturer's recommendations.

See also Warping.

Traffic Paths

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

Warping

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

Wax

Waxing and the use of products like oil soap are neither necessary nor recommended. Once you wax a polyurethane finish floor, recoating is difficult because the new finish will not bond to the wax. The preferred

maintenance is preventive cleaning and recoating annually or as needed to maintain the desired luster.

C&CAI Limited Warranty Guidelines

During the orientation we will confirm that hardwood floors are in acceptable condition. We will correct any readily noticeable cosmetic defects listed during the orientation. You are responsible for routine maintenance of hardwood floors.

Separations

Shrinkage will result in separations between the members of hardwood floors. If these exceed 1/8 inch, C&CAI will fill them one time. C&CAI is not responsible for removing excess filler that appears on the surface if the boards expand due to subsequent changes in humidity and expel the filler.

Heating System

Homeowner Use and Maintenance Guidelines

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

Ductwork Noise

Some popping or pinging sounds are the natural result of ductwork heating and cooling in response to airflow as the system operates.

Filter

Remember to change or clean the filter monthly during the heating and cooling season. A clogged filter can slow air flow and cause system damage as well as high energy bills. Although it takes less than one minute to change the filter, this is one of the most frequently overlooked details of normal care. Buy filters in large quantity for the sake of convenience.

Gas Odor

If you smell gas, call the Southwest Gas company immediately.

Odor

A new heating system may emit an odor when you first turn it on. An established system may emit an odor after being turned off for an extended time. These odors can be caused by dust that has settled in the ducts and should pass quickly.

Registers

The registers installed in your home are adjustable. They are preset at a specific air volume and system performance. Closing off or dampering a specific room does not distribute the air to another part of your home or room. Even though you are responsible for any adjustments made after you move in, you should consult with an A/C expert to ensure your personal comfort and manufacturer system requirements.

Note: Improper air flow can cause serious damage to your system and increase your utility consumption.

Return Air Vents

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

Jump ducts

For maximum comfort jump ducts are provided in bedrooms/dens rooms with doors where allowable. Transom grills are provided in locations which jump ducts are not allowable.

Thermostat

The A/C system will come on automatically when the temperature you have selected at the thermostat registers above or below the setting you have selected. Once the system is on, setting the thermostat to a higher or lower temperature will not heat or cool the home faster. The cooling temperature shall not be set below 75 degrees.

Seasonal System Check

Planned maintenance will insure that your system will operate properly. If you experience a problem, you can obtain service prior to the seasonal demand.

C&CAI Limited Warranty Guidelines

We will install heating systems according to local building codes, as well as to engineering designs of the particular home.

Adequacy of the system is determined by its ability to establish a temperature of 72 degrees F, as measured in the center of the room, 5 feet above the floor.

Duct Placement

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

Furnace Sounds

Expansion or contraction of metal ductwork results in ticking or popping sounds. While eliminating all these sounds is impossible, C&CAI will correct oilcanning. (Oilcanning occurs when a large area of sheet metal like those found in air ducts makes a loud noise as it moves up and down in response to temperature changes.)

Thermostat

Thermostats are calibrated to plus or minus 5 degrees.

Insulation

Homeowner Use and Maintenance Guidelines

The effectiveness of blown insulation is installed to comply with state and energy codes. Do not step on drywall ceilings, because this can result in personal injury or damage to the drywall.

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

C&CAI Limited Warranty Guidelines

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

Landscaping

Homeowner Use and Maintenance Guidelines

Plan to install the basic components of your landscaping as soon after closing as weather permits. In addition to meeting your homeowners association requirements to landscape in a timely manner, well-designed landscaping prevents erosion and protects the foundation of your home.

- All watering is subject to soil conditions and weather
- Soil conditions will vary from community to community and from home to home
- Please remember that this is only a guideline. All watering should be adjusted to meet your landscaping needs. Over-saturating the soil can cause moisture penetration into your home, causing severe foundation damage and damage to your interior, i.e., floor coverings, furniture, and cabinets. Also, over-saturating causes plants and grass to die.
- Remember that it is your responsibility to maintain your landscape time clock and watering times. **DO NOT RELY ON YOUR GARDENER'S ADVICE.** Your builder will not be held responsible for plants or trees that die due to over or under watering.

Timer

Original time settings are set high to meet the needs of new landscaping. This period is known as the "grow-in" time. You will need to adjust the times approximately two weeks after your homeowner orientation date.

Suggested settings are as follows:

- *First 6 months of plant life 35-45 minutes 3-4 times a week*
- *After 6 months of plant life 45 minutes every 21 days*

Fertilizer

Trees, plants, and lawns are alive and need to be fertilized periodically. In summer months,

Additions

Before installing patio additions or other permanent improvements, consider soil conditions in the design and engineering of your addition.

Backfill

We construct the foundation of your home beginning with an excavation into the earth. Soil in this area is not as compact as undisturbed ground. Water can penetrate through the backfill area to the lower areas around your foundation. Avoid this through proper installation of landscaping and good maintenance of drainage.

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

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

See also Grading and Drainage.

Bark or Rock Beds

Do not allow edgings around decorative rock or bark beds to dam the free flow of water away from the home. You can use a nonwoven landscape fabric between the soil and rock or bark to restrict weed growth while still permitting normal evaporation of ground moisture.

Contractors

You are responsible for changes to the drainage pattern made by any landscape, concrete, deck, or pool contractor. Discuss drainage with any company you hire to do an installation in your yard.

First 5 Feet

Place no trees of any type within 5 feet of your home.

Irrigation

Make provisions for efficient irrigation. Conduct monthly operational checks to ensure proper performance of the system.

Planning

Space groves of trees or single trees to allow for efficient mowing and growth. Group plants with similar water, sun, and space requirements together.

Plant Selection Plant with regard to your local climate. Favor native over exotic species. Consider ultimate size, shape, and growth of the species.

Requirements

Check with your local building department and homeowners association before designing, installing, or changing landscaping for any regulations that they require you to follow.

Utility Lines

A slight depression may develop in the front lawn along the line of the utility trench due to settlement. C&CAI will repair this condition one time only.

Waiting to Landscape

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

C&CAI Limited Warranty

Landscape materials we install are warranted for thirty (30) days only. We will confirm the healthy condition of all plant materials during the orientation. Maintaining landscaping is your responsibility. C&CAI will replace any plants which die during the first thirty (30) days, except for those that die due to lack of proper maintenance. C&CAI will repair any leaks in the sprinkler system pipes and valves during the first thirty (30) days only.

Cultured Stone

Homeowner Use and Maintenance Guidelines

Cultured stone is a durable and low maintenance finish for a home's exterior. A record of your cultured stone color is included in your selection sheets.

Efflorescence

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

C&CAI Limited Warranty Guidelines

We check the cultured stone work during the orientation to confirm correct installation of designated materials.

Cracks

One time during the warranty period, we repair mortar cracks that exceed ¼ inch.

Mildew

Homeowner Use and Maintenance Guidelines

Mildew is a fungus that spreads through the air in microscopic spores. They love moisture and feed on surfaces or dirt. On siding, they look like a layer of dirt. Cleaning mildew from your home is your responsibility. Solutions that remove mildew are available from local paint or home improvement stores. Wear protective eyewear and rubber gloves for this task; the chemicals that remove mildew are unfriendly to humans.

C&CAI Limited Warranty Guidelines

C&CAI warranty excludes mildew.

Mirrors

Homeowner Use and Maintenance Guidelines

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

C&CAI Limited Warranty Guidelines

We will confirm that all mirrors are in acceptable condition during the orientation. C&CAI will correct scratches (readily visible from a distance of 15 feet under normal lighting conditions), chips or other damage to mirrors noted during the orientation.

Paint and Stain

Homeowner Use and Maintenance Guidelines

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

Colors

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

Exterior

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

refinishing the exterior surface of your home approximately every two to three years or as often as your paint manufacturer suggests for your area and climate. Climatic conditions control the chemical structure of the paint used on the exterior. Over time, this finish will fade and dull a bit.

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

Severe Weather

Hail and wind can cause a great deal of damage in a severe storm, so inspect the house after such weather. Promptly report damage caused by severe weather to your insurance company. C&CAI will not warrant damage caused by acts of nature.

Stain

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

TouchUp

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

We provide 1 quart samples of each interior flat and enamel paint used in your home. Store these with the lids tightly in place and in a location where they are not subjected to extreme temperatures.

Wall Cracks

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

See also Drywall.

C&CAI Limited Warranty Guidelines

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

Cracking

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

Fading

Expect fading of exterior paint or stain due to the effects of sun and weather. C&CAI limited warranty excludes this occurrence.

Touch-Up Visible

Paint touch-up is visible under certain lighting conditions.

Wood Grain

Due to wood characteristics, color variations will result when stain is applied to wood. This is natural and requires no repair. Today's water-base paints often make wood grain visible on painted trim. C&CAI does not provide corrections for this condition.

Phone Jacks

Homeowner Use and Maintenance Guidelines

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

C&CAI Limited Warranty Guidelines

C&CAI will correct outlets positioned so that a phone cannot be installed due to a cabinet or countertop that is part of the original home.

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

Plumbing

Homeowner Use and Maintenance Guidelines

Aerators

Even though your plumbing lines have been flushed to remove dirt and foreign matter, small amounts of minerals may cause restricted flow in the faucets and require routine cleaning. Aerators on the faucets strain much of this from your water. Minerals caught in these aerators may cause the faucets to drip because washers wear more rapidly when they come in contact with foreign matter. Vanity faucet aerators are 1.0 gallon per minute to conserve water and exceed Water Wise Standards.

See also Dripping Faucet.

Cleaning

Follow manufacturer's directions for cleaning fixtures. Avoid abrasive cleansers. They remove the shiny finish and leave behind a porous surface that is difficult to keep clean. Clean plumbing fixtures with a soft sponge and soapy water (a nonabrasive cleaner or a liquid detergent is usually recommended by manufacturers). Then polish the fixtures with a dry cloth to prevent water spots.

Clogs

The main causes of toilet clogs are domestic items such as disposable diapers, excessive amounts of toilet paper, sanitary supplies, Qtips, dental floss, and children's toys. Improper garbage disposal use also causes many plumbing clogs. Always use plenty of cold water when running the disposal. All cooking grease should be disposed of inside the trash and

not poured down the kitchen drain lines. Allow the water to run 10 to 15 seconds after shutting off the disposal.

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

Dripping Faucet

You can repair a dripping faucet (cartridge design) by shutting off the water at the valve directly under the sink, then removing the existing and replacing it with a new cartridge. The shower valve is repaired the same way. For all other faucets (washer design found typically at the clothes washer valve, utility sinks, and exterior hose bibbs), shut the water off at the main supply, remove the faucet stem, remove the existing washer, replace with new washer, and reassemble the faucet. Once complete with all change outs, turn the water back on. Replace the washer with another of the same type and size. You can minimize the frequency of this repair by remembering not to turn faucets off with excessive force. (Please note that some manufacturers do not use rubber washers.)

Extended Absence

If you plan to be away for an extended period, you should drain your water supply lines. To do this, shut off the main supply line and open the faucets to relieve pressure in the lines. You may also wish to shut off the water heater. Do this by turning off the cold water supply valve on top and the gas control at the bottom. Drain the tank by running a hose from the spigot on the bottom of the tank to an outside location where the can be drained properly. If you leave the tank full, keep the pilot on and set the temperature to its lowest or "vacation" setting. Check manufacturer's directions for additional hints and instructions.

Freezing Pipes

Provided the home is heated at a normal level, interior wall pipes should not freeze at temperatures above 0 degrees F. Set the heat at 65 degrees F if you are away during winter months. Keep garage doors closed to protect plumbing lines running through this area from freezing temperatures.

Leaks

If a major plumbing leak occurs, the first step is to turn off the supply of water to the area involved. This may mean shutting off the water to the entire home. Then contact the appropriate contractor.

Low Pressure

Occasional cleaning of the aerators on your faucets (normally every three to four months) will allow proper flow of water. The water department controls the overall water pressure.

Outside Faucets

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

Porcelain

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

Running Toilet

To stop running water, check the shutoff float in the tank. You will most likely find it has lifted too high in the tank, preventing the valve from shutting off completely. Adjustment screws on top of the ball cock can be adjusted. The float should be free and not rub the side of the tank or any other parts. Also check the chain on the flush handle. If it is too tight, it will prevent the rubber stopper at the bottom of the tank from sealing, resulting in running water.

Shut-Offs

Use the main water shut-off for major water emergencies such as a water line break or when you install a sprinkler system or build an addition to your home. Each toilet has a shut-off on the water line under the tank. Hot and cold shut-offs for each sink are on the water lines under the sink.

Stainless Steel

Clean stainless steel sinks with soap and water to preserve their luster. Avoid abrasive cleaners; these will damage the finish. An occasional cleaning with a good stainless steel cleaner will enhance the finish. Avoid leaving produce on a stainless steel surface, since prolonged contact with produce can stain the finish.

Tank Care

Avoid exposing the toilet to blows from sharp or heavy objects, which can cause chipping or cracking. Avoid abnormal pressures against the sides of the tank. It is possible to crack the tank at the points where it is attached to the bowl. Do not put bowl cleaning agents in the tank. They harden the rubber gaskets and produce leaks.

C&CAI Limited Warranty Guidelines

During the orientation we will confirm that all plumbing fixtures are in acceptable condition and that all faucets and drains operate freely. C&CAI will correct clogged drains that occur during the first fifteen (15) days after closing. If a household item is removed from a clogged drain during this time, we will bill you for the drain service. After the first fifteen (15) days, you are responsible for correcting clogged drains.

Cosmetic Damage

C&CAI will correct any fixture damage noted on the orientation list. Repairing chips, scratches, or other surface damage noted subsequent to the orientation list is your responsibility.

Exterior Faucets

C&CAI will repair leaks at exterior faucets noted on the orientation list. Subsequent to orientation, repair of a broken line to an exterior faucet is your responsibility.

Leaks

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

Noise

Changes in temperature or the flow of the water itself will cause some noise in the pipes. This is normal and requires no repair. C&CAI will repair persistent water hammer. Expect temperatures to vary if water is used in more than one location in the home.

Roof

Homeowner Use and Maintenance Guidelines

The tile shingles on your roof do not require any treatment or sealer.

Clean Gutters

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

Leaks

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

Limit Walking

Your weight and movement walking can loosen the roofing material, break roof tiles, and in turn result in leaks. Never walk on the roof of your home when the tile shingles are wet—they are slippery.

Severe Weather

After severe storms, do a visual inspection from a ladder of the roof for damages. Notify your insurance company if you find pieces of tile in the yard or tiled which lifted on the roof or call a roofing profession to repair the roof.

C&CAI Limited Warranty Guidelines

C&CAI will repair roof leaks other than those caused by severe weather, such as hail damage, or some action you have taken, such as walking on the roof. Roof repairs are made only when the roof is dry.

Inclement Weather

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

Rough Carpentry

C&CAI Limited Warranty Guidelines

Some floor and stair squeaks are unavoidable. Although C&CAI does not warrant against floor squeaks, a reasonable effort will be made to correct them.

Floor Level

Floors will be level to within 1/4 inch within any 32-inch distance as measured perpendicular to any ridge or indentation.

Plumb Walls

will correct walls that are out of plumb more than 1/2 inch in an 8-foot distance or walls that are bowed more than 1/4 inch in any 32-inch measurement.

Shower doors

Shower doors function to deflect water from an installed wall shower head that is hitting the body, and then hits the frame or glass to avoid water

from exiting the shower location. The shower enclosures are not water tight and will not contain water which is applied with force or pressure. When water is sprayed on the glass or of frame surfaces by using a hand sprayer you will experience water exiting the shower enclosure.

When cleaning use only non-abrasive, non-caustic cleansers. Do not use steel or Teflon pads, as well as abrasive powders or liquids. Clean after each use with a dry towel or squeegee to prolong the mineral build up on the glass.

C&CAI Limited Warranty Guidelines

C&CAI does not warranty shower doors from abuse; misuse, alterations, improper maintenance, abnormal chemical cleaning, abrasives, discoloration or stains due to water chemistry or accidental damages.

Smoke Detectors

Homeowner Use and Maintenance Guidelines

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

Cleaning

For your safety, clean each smoke detector monthly to prevent a false alarm or lack of response in a fire. After cleaning, push the test button to confirm the alarm is working.

C&CAI Limited Warranty Guidelines

C&CAI does not represent that the smoke detectors will provide the protection for which they are installed or intended. All smoke detectors have been tested prior to construction completion for operational readiness. You are responsible for obtaining fire insurance.

Stucco

Homeowner Use and Maintenance Guidelines

Stucco is a brittle cement product that is subject to expansion and contraction. Minor hairline cracks will develop in the outer layer of stucco. This is normal and does not reduce the function of the stucco in any way.

Efflorescence

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

Sprinklers

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

C&CAI Limited Warranty Guidelines

One time during the warranty period, C&CAI will repair stucco cracks that exceed 1/8" in width. The repair will not exactly match the surrounding area a flashing will appear, this to include paint.

Termite

Termite pre-treat has been completed by a licensed exterminator. This pre-treat is warranted by the licensed exterminator for a period of five years. It is recommended that each spring and during the summer time that you check the perimeter of your foundation to see if termites exist. It is the homeowner's (s') responsibility to have a licensed professional check the perimeter of your home annually during this period.

Ventilation

Homeowner Use and Maintenance Guidelines

Homes today are built more tightly than ever. This saves energy dollars but creates a potential concern. Condensation, cooking odors, indoor pollutants, radon, and carbon monoxide may all accumulate. We provide mechanical and passive methods for ventilating homes. Your attention to ventilation is important to health and safety.

Building codes require attic vents to minimize accumulation of moisture. Attic ventilation occurs through vents in the soffit (the underside of the overhangs), gable end vents, or roof dormer vents. Driving rain sometimes enters the attic through these vents. Do not cover them to prevent this. Instead, cover the insulation in front of the vent. When you do this, precipitation that blows in safely evaporates and ventilation can still occur.

Your daily habits can help keep your home well ventilated:

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

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

C&CAI Limited Warranty Guidelines

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

Windows, Screens, and Patio Doors

Homeowner Use and Maintenance Guidelines

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

Cleaning

Clean vinyl window frames with warm, clear water. Do not use powdered cleaner. After each cleaning, apply a silicone lubricant. Clean glass as needed with vinegar and water, a commercial glass cleaner, or the product recommended by the window manufacturer.

Condensation

Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. Your family's lifestyle controls the humidity level within your home.

Door Locks

Acquaint yourself with the operation of patio door hardware for maximum security.

Door Tracks

Keep patio door tracks clean for smooth operation and to prevent damage to the doorframe. Silicone lubricants work well for these tracks.

Invisible Glass

Under certain lighting conditions, door glass may be hard to see. If you keep the screen fully closed when the glass door is open, your family will be accustomed to opening something before going through.

Sticking Windows

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

Storing Screens

Homeowners remove and store screens for the winter to allow more light into the home, we do not recommend this practice. Use caution: screens tear easily and the frames bend if they are not handled with care or too much pressure is applied when removing. There is no warranty on damaged screens or frames after possession of keys.

Weep Holes

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

C&CAI Limited Warranty Guidelines

We will confirm that all windows and screens are in acceptable condition during the orientation. C&CAI will repair or replace broken windows or damaged screens noted on the orientation list.

Windows should operate with reasonable ease and locks should perform as designed.

Condensation

Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. You influence the humidity level within your home; C&CAI provides no corrective measure for this condition.

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

Infiltration

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

Scratches

C&CAI confirms that all window glass is in an acceptable condition at the orientation. Minor scratches on windows can result from delivery, handling, and other construction activities. C&CAI will replace windows that have scratches readily visible from a distance of 15 feet under normal lighting conditions only that were noted at the homeowner orientation walk-through. C&CAI does not replace windows that have scratches visible only under certain lighting conditions.

Tinting

If you add tinting to dual-glazed windows, all warranties are voided. Damage can result from condensation or excessive heat build-up between the panes of glass. Refer to the manufacturer's literature for additional information.

See also Ventilation.

Wood Trim

Homeowner Use and Maintenance Guidelines

Shrinkage of wood trim occurs during the first two years or longer, depending on temperature and humidity. All lumber is more vulnerable to shrinkage during the heating season. Maintaining a moderate and stable temperature helps to minimize the effects of shrinkage. Wood will shrink less lengthwise than across the grain. Wood shrinkage can result in separation at joints of trim pieces. You can usually correct this with caulking and touch-up painting.

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

See also Expansion and Contraction.

C&CAI Limited Warranty Guidelines

During the orientation we will confirm that wood trim is in an acceptable condition. Minor imperfections in wood materials will be visible and will require no action. C&CAI will correct readily noticeable construction damage such as chips and gouges listed during the orientation.

Exterior

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

Raised Grain

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

SAMPLE MAINTENANCE SCHEDULE

ITEMS	MONTHLY	QUARTERLY	SEMI-ANNUALLY	ANNUALLY
Irrigation system	X			
Test & reset all GFCI's	X			
Clean & change furnace filter	X			
Irrigation Time Clock	X			
Faucet Aereators	X			
Kitchen Hood Filter	X			
Clean & test smoke alarms		X		
Ceiling Fans		X		
Operate heat system (early in the fall)			X	
Operate air conditioning system (early in the spring)			X	
Inspect drainage			X	
Seal concrete cracks			X	
Inspect exterior paint or stain			X	
Touch up caulk			X	
Touch up grout			X	

Lube garage overhead door and tighten bolts			X	
Drain some water from bottom of water heater				X
Clean gutters			X	
Clean window weep holes (or as needed)				X
Chimney cleaning (or as needed)				X
Adjust door sweeps				X

