

# **HOMEOWNER MAINTENANCE REQUIREMENTS**

January 1, 2011

Seller has compiled general maintenance requirements to help Buyer maintain the various features of the home. More specific maintenance requirements of the individual components of the home are located in the manufacturer's owner's manuals and warranty guides provided to Buyer during the homeowner orientation by the field manager. Buyer is expected to maintain the various features of the home in accordance with these Homeowner Maintenance Requirements and the manufacturer's owners manuals. Failure to do so may result in modification or termination of the Limited Warranty. If conflicting maintenance information exists between the manufacturer's owners manual and this document, the manufacturer's owners manual is to govern. If conflicting information exists between the Limited Warranty and this document, the Limited Warranty is to govern. Certain products included within the home require Buyer registration with the manufacturer in order to activate the manufacturer's warranty period or to extend the manufacturer's warranty period. The manufacturer's warranty registration requirements are typically time sensitive, so Buyer is encouraged to promptly comply with manufacturer's stipulations within thirty (30) days of the purchase of the home in order to receive the full benefit of the manufacturer's warranty period or the extended manufacturer's warranty period.

## **General Maintenance Requirements**

In general, water or moisture degrades most building products. Water or moisture intrusions should be addressed immediately because problems can expand if the water/moisture issues are not cured in a timely fashion. General maintenance requires inspection and reapplication of sealants (caulk, grout, etc) around water use areas (tubs, showers, sinks) and rainwater exposed areas. Building products (including stucco, wood, concrete and concrete blocks) exposed to moisture on an ongoing basis will deteriorate. Buyer is to inspect the exterior of the home monthly including landscape and pool system to ensure building products are not being exposed to moisture on a reoccurring basis.

Abrasive or harsh cleaning products should not be used to clean home components. Many manufacturers DO NOT recommend the use of cleaning products that contain ammonia or alcohol. The use of a soft cloth free of moisture is the typical cleaning recommendation.

The remainder of this document gives general maintenance guidance on specific components of the home.

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## **APPLIANCES**

Individual owners manuals for each appliance are provided to Buyer by the field manager during the homeowner orientation.

- a) Carefully review all owners manuals and paperwork provided with the appliances to learn the proper usage of each appliance.
- b) Remove any paperwork located inside the appliance prior to operation.
- c) Remove any forms needed to register the warranties. Register on-line or complete any warranty/registration cards within 30 days of ownership.
- d) If an electrical appliances fails to work:
  1. Verify the appliance is plugged in assuming that it is a “plug in” appliance.
  2. Verify that a circuit breaker has not been tripped. The circuit breakers are located on the exterior side of the home in the electrical box.
- e) Do not use abrasive cleaners on any appliance surface. Check the owners manual for specialty cleaners that work best with the particular surface of the appliance.
- f) Stainless steel areas should be cleaned with a soft cloth and a stainless steel cleaner. Do not use abrasive cleaners.
- g) Never turn on a microwave when it is empty.
- h) Never use any type of metal or foil in the microwave except for those metal pans or racks supplied by the microwave manufacturer for specific use in the microwave. If the microwave manufacturer supplied pans or racks, it is recommended that these specialty items be stored in a separate designated space from other metal pans or racks so that these specialized items will not be mixed with other metal pans or racks that are not be permitted for use in the microwave.
- i) If the home has a freestanding range, it was installed with an anti-tip device, which prevents movement or forward tipping while the oven door is open. If the range is moved for any reason, be certain that the range is re-installed with the anti-tip device.
- j) Ranges, Ovens & Broilers
  1. Do not use an interior oven cleaner on metal trim.
  2. Never use gritty soaps or abrasive cleaners on any surface.
  3. Do not use any sharp instrument (knife or razor blade) to clean any surface.
  4. The outside of the appliance should be cleaned with non-abrasive cleaners.

## **CABINETS**

Seller has installed quality kitchen and bathroom cabinets and the following procedures should be followed to preserve the exterior finish for lasting beauty:

- a) All cabinets should be cared for like fine wood furniture. Do not use soap and water to clean cabinets.
- b) Minwax Wood Cleaner is recommended to clean and protect the cabinetry.
- c) If a damp cloth is used to wipe down a cabinet, it is imperative that any excess moisture is removed immediately with a soft dry cloth.
- d) Avoid using abrasive cleaners or scouring pads on cabinets, as it will scratch the surface and may remove the protective finish.
- e) If the preservative finish on the cabinet has been damaged and bare wood is exposed, the damaged area should be repaired and the wood refinished as soon as possible. Moisture that is allowed to seep into the wood will deteriorate the cabinet.
- f) Avoid exposing the cabinets to water, especially around sinks in the kitchen and bathroom areas.
- g) Areas on either side of the dishwasher will need to be refinished more often due to steam discharge from the dishwasher.
- h) Other cabinet areas that may require more frequent re-sealing are:
  1. Areas near heat generators (ovens)
  2. Areas near moisture generators
  3. High usage areas (ie. garbage/recycle cabinets).
- i) Silicone lubricant spray should be applied to drawer mechanisms to maintain proper operation.
- j) The cabinet hinges are “maintenance free” hinges and no lubricants should be applied.

## **CONCRETE**

Due to extreme rates of expansion and contraction, it is not unusual for concrete to form cosmetic cracks. A cosmetic crack in the slab, garage, or driveway would be anything equal to or less than 3/32” wide (the approximate width of a nickel). A cosmetic crack in a sidewalk is equal to or less than 6/32”. These cracks are expected in concrete surfaces and are not subject to Seller repair. If Buyer wishes to have the cosmetic cracks sealed, Seller recommends Buyer retain a licensed concrete contractor for the work. Proper care and stewardship of concrete by Buyer includes:

- a) Keep heavy construction equipment and commercial vehicles off concrete areas. Do not allow concrete trucks or heavy pool construction equipment on any concrete areas including the street sidewalk.

- b) Managing landscape irrigation water so that it does not pond on or adjacent to concrete areas.
- c) Water sources (including sprinklers and drip irrigation) should be directed away from the concrete surfaces.
- d) Keeping all expansion joints free of dirt and vegetation.

Efflorescence on concrete is a normal condition that can occur with all Portland Cement products. Efflorescence is the salt that remains on a Portland Cement based surface after drying. Water on concrete based surfaces can come from a number of sources including morning dew and high humidity periods. The cleaning of efflorescence is considered normal homeowner maintenance. Efflorescence can be cleaned from concrete products with a soft bristle brush and a 4 part distilled water & 1 part white vinegar (4:1) solution. Gently brush the area with the solution and then rinse the solution.

### **COUNTERTOPS – CERAMIC TILE, NATURAL STONE TILE & GRANITE**

Ceramic tile, natural stone tile, and granite are known for their durability and the variety of colors and designs. Ceramic tiles are produced in dye lot batches. Each dye lot batch tends to have a distinct texture and color. Because an exact replacement match of ceramic tile, as well as natural stone tile is nearly impossible, Buyer is urged to take special care to avoid breaking or damaging any tile. Buyer is encouraged to save any excess tiles provided by Seller for future repairs.

Cleaning and use techniques for the countertop surfaces:

- a) Always use a cutting board and never stand or sit on a countertop surface.
- b) Do not allow water to pond on countertop surfaces.
- c) Wipe the surface with a warm, damp, soft cloth to remove water marks.
- d) For more rigorous cleaning, use Ivory dish soap and a warm, damp, soft cloth.
- e) Seller recommends the use of “Arizona Tile Stone Preserve Stone Countertop Cleaner” for regular countertop cleaning.
- f) Do not clean with high acid or strong alkaline agents. Always use pH neutral cleaners. Do not use ammonia, acetone (nail polish remover), or bleach based products to clean the countertop surfaces.
- g) Avoid direct contact of citrus juices and vinegars with countertop surfaces.
- h) If countertop is exposed to a harsh chemical, quickly flush with water and dry. Repeat until the substance has been removed.
- i) Wipe all spills promptly to avoid the staining of the surface and the grout joints.
- j) Do not set hot items directly on the countertop, always use a hot pad or trivet equipped with rubber feet to protect the surface.
- k) The countertop surfaces appear to be indestructible, but they are actually quite brittle and can be easily broken or cracked by sharp blows or excessive weight.

### **Grout Maintenance & Care**

Buyer maintenance is required to keep tile surfaces in top condition. Grout joints are the most problematic areas in tile surfaces. Grout cracking is an inherent characteristic of tile grout and is common in many homes. Seller will make one trip to repair grout cracks (if necessary) during the first year. However, if the grout has been sealed, Buyer understands that Seller will not be able to match the grout color. Buyer is encouraged to wait until the 11 month to take advantage of this service. Any grout joints involving wet areas are to be addressed immediately.

Grout is a cement product and may vary in color and shade from a single grout sample. Shading variations may occur in the grout after it is installed. Colored grouts tend to lighten in color as they cure. Around sinks, where water is prevalent, and around stove tops where cooking oil and grease is present, the grout may appear darker than in other areas of the kitchen counter.

Though the installed grout joint may appear dry and hard shortly after installation, grout continues to cure and actually develops the majority of its designed strength after 28 days. The grout manufacturer requires at least a 28-day curing time before any sealers are applied. Applying grout sealers prior to 28 days can stop the curing process of the grout resulting in soft or powder grout joints. Seller does not use grout sealers and does not recommend the use of grout sealers. Application of any sealer products to the grout will void any Seller warranties on the grout.

### **DRYWALL**

Variations in framing lumber widths, moisture content of finishing compounds and paint, along with gravity, can combine to cause waves or dips to be visible and is considered normal drywall installation. Hairline cracks in the drywall are a normal occurrence in any home due to the natural shrinkage and compression of the various building materials associated with major temperature changes during a year in the Arizona climate. Seller will repair these cracks one time during the first year (if necessary). Seller recommends for Buyer to wait until the 11-month review to take advantage of this service so that the home will have experienced all four seasons prior having any drywall cracks repaired.

### **ELECTRICAL WIRING SYSTEM**

The electrical system is one of the more complex and potentially dangerous components of the home. It is important for Buyer to know how to:

Activate the Main Electrical panel:

- a.) Turn all lower breakers to the OFF position
- b.) Turn main breaker located at the top of the panel to the ON position.
- c.) Turn all remaining breakers to the ON position.

- d.) If a breaker switch does not stay in the ON position, turn the breaker switch to the OFF position and try resetting it to the ON position. If breaker still does not remain in the ON position, turn the breaker switch to the OFF position and determine if the appliance being used has overloaded the circuit.

**Reset a Breaker:**

To reset a breaker, move the breaker's switch to the full OFF position and then back to ON. If the breaker continues to release and will not stay in the ON position, turn the breaker switch to OFF position and determine if the appliance being used has overloaded the circuit. If the problem persists, unplug all items on circuit, turn off all switches, and try resetting. If breaker resets, plug items back in and turn on switches one at a time to determine the source of problem.

**Test / Reset GFCI:**

Buyer should test / reset all GFCI outlets on bi-annual basis by pushing the Test and then the Reset button in all GFCI outlets. If a GFCI outlet is tripped and will not reset, verify breaker to circuit is not tripped. Typically, exterior outlets and garage outlets are controlled by the master GFCI located in a garage, bathroom outlets are controlled by a master GFCI in a bathroom, and kitchen counter outlets are controlled by one of two master GFCI's located in the kitchen.

**Dimming Lights:**

Dimming lights may be noted when an appliance or large load is utilized on a lighting circuit. Common loads of this nature are vacuums, irons, blow dryers, copy machines, printers, etc. This dimming may be noticed until the load has been turned off. When an A/C turns on, Buyer may also experience a momentary dimming of lights until the unit has fully started.

**Switches:**

Lights controlled by switches in 2 or more locations are called three way or four way switches, and do not have a set "on" or "off" position, but work in conjunction with the other switches. Care should be taken not to assume the device is de-energized because the switch "appears" to be in the off position. Pre-wires for ceiling fans, coach lights, and other electrical devices may be on 2 way switches. Always ensure the switches and/or circuits are off and de-energized before installing fixtures on these pre-wires. Half switch outlets are common in bedrooms and other living areas and these outlets are typically installed upside down. A half switch outlet is where one of the two outlet sockets is controlled by a wall switch located in the general area. If Buyer locates an outlet that does not seem to work, Buyer should try to find a switch in the room and see if switching the switch energizes the half of the outlet that was previously lacking power.

#### Smoke Detectors:

Seller installed smoke detectors and carbon monoxide detectors have a battery backup as well as a 120 volt wired connection. If the unit begins to chirp - this indicates a low battery. Batteries need to be replaced occasionally and should be checked monthly and also upon returning to the home after an extended period away from the home lasting five days or longer. If the battery is low, open the battery compartment, and replace the 9 volt battery. Cleaning is also recommended due to dust particles in the air. Do not use water or chemical based cleaners, instead, use a vacuum to clean out the dust particles, or compressed air to blow out the particles. Smoke detectors and carbon monoxide detectors should never be painted. Smoke detectors may false alarm with a sudden change in humidity such as shower steam or night air. If a false alarm occurs, push the button to silence the alarm once the situation has been assessed and determined to be a false alarm and not a life threatening situation. Because the unit may be a combined carbon monoxide/smoke detector, false alarms should be thoroughly evaluated to ensure the false alarm is truly a false alarm. Smoke detectors are typically interconnected, so when one is set off, they all sound. To locate the alarm that was activated, check the detectors for differently lit LED indicator. Certain models of combined smoke detector/carbon monoxide detector have differentiated voice and sound alarms depending if the alarm was triggered by smoke or carbon monoxide, please refer to the product data provided to Buyer by the field manager during the homeowner orientation for more information.

#### Arc Fault Circuits:

Outlet and lighting circuits in bedrooms and surrounding rooms may be controlled by an arc fault circuit breaker. Arc fault breakers should be checked for proper function by pushing the test button on the breaker, then resetting by flipping the breaker to the full "OFF" position, then back to "ON". Arc fault breakers are designed to trip when an arc is sensed, eliminating potentially unsafe conditions. Occasionally, normal arcs from motor loads such as vacuums, or plugging or unplugging an appliance that is on may also cause the breaker to trip. If this happens, Buyer may want to locate non arc fault circuits for convenience when operating these types of appliances.

#### Bulb Replacement:

When replacing light bulbs, turn off the switch first, and be sure to replace with a bulb rated within the fixture's acceptable wattage rating. Make certain the bulbs are screwed in completely and securely. If new bulb appears to not work, test the bulb in another location to see if the new bulb is operational.

#### Refrigerators/Freezers:

Refrigerators/freezers typically require a dedicated circuit in order to maintain the necessary voltage requirements. Non dedicated circuits have a tendency to trip intermittently. It is recommended that refrigerators and freezers only be plugged into dedicated circuits.

#### Exterior Receptacles & Holiday Season Decorations:

During the holiday seasons, many homeowners install various types of decorations that require electrical receptacles to operate (eave lighting & yard decorations for example). Be sure to assess the total wattage's of lamps & the voltage associated with the decorations and ensure that the circuit will not be overloaded. A dedicated circuit is recommended for holiday receptacles in order to maintain the voltage requirements.

### **EMERGENCY WATER DAMAGE**

When dealing with water damage following the expiration of Seller's Limited Warranty, it is important to utilize a remediation company that has had proper training. Two companies that Seller has found to be ethical, experienced, and efficient are Ideal Cleaning and SERVPRO. Both companies have achieved Institute of Inspection, Cleaning, and Restoration Certification (IICRC Certification). Both companies cover the Phoenix metropolitan area and these Companies can be reached at:

Ideal Cleaning: 602-908-4074

SERVPRO: 480-835-6688

### **EXTERIOR DOORS**

- a) The weather stripping on the exterior doors will occasionally require adjustments to maintain an adequate seal. While a well sealed door should be somewhat hard to open and close, a slight air crack around the door is normal.
- b) Caulking thresholds should be maintained on an annual basis or as needed.

### **FENCING**

The privacy fence around the lot was not designed as a retaining wall. No additional mounding of soil against the fence is permitted. As shared previously, water spray on the concrete fence block will degrade the block and potentially cause expansion or settlement of the soil (which may result in cracking or wall movement). Sprinkler heads should be adjusted so that water is not being applied near the fence block or footings. The grading away from the wall should be maintained to avoid water ponding near the fence block

and footing. To avoid root and moisture damage to the fence, grass, shrubs and trees should not be planted adjacent to the privacy fence.

### **FIREPLACE**

- a) Do not use or store any flammable liquids in or near the fireplace.
- b) Do not attempt to cook or grill in the fireplace.
- c) Do not try to operate an interior fireplace without the safety glass in place.
- d) Certain fireplace models allow for the safety glass to be removed for cleaning. Do not attempt to clean the fireplace if the fireplace is still warm from recent use. Please follow the fireplace owners manual for proper instructions on cleaning the safety glass.

### **FIRE SPRINKLER (if applicable)**

Yearly inspections by Buyer are required to ensure the fire sprinkler alarm system is working correctly. The fire sprinkler alarm is different than the smoke detector alarm system. The fire sprinkler alarm is typically located on the exterior of the home under a roof eave. The fire sprinkler alarm can be activated by either a water pressure drop in the fire sprinkler system or by flow through the fire sprinkler system. Buyer can activate the fire sprinkler alarm by operating the inspector's test valve. Prior to operating the inspector's test valve, Buyer should contact their security monitoring company to inform them of the test so that emergency response units are not dispatched to Buyer's residence. The inspector's test valve should be operated once a year for 20 to 30 seconds to verify that the fire sprinkler alarm bell is operational. After the yearly fire sprinkler alarm test, Buyer should verify with their security monitoring company that the activated fire sprinkler alarm registered on their system.

Additional Fire Sprinkler Requirements:

- a) Do not hit, bang or touch the fire sprinkler heads.
- b) Do not hang anything from the fire sprinkler heads.
- c) Do not paint or caulk the fire sprinkler heads.

### **FLOORING – CARPET / PAD**

- a) Carpets should be professionally cleaned once a year to remove dirt and stubborn stains. Hot water extraction method by an IICRC (Institute of Inspection, Cleaning and Restoration Certification) certified firm is the only method approved for carpet cleaning. The IICRC maintains a national directory of certified cleaners @ 1-800-835-4624 or @ [www.certifiedcleaners.org](http://www.certifiedcleaners.org) . When contracting with the carpet cleaner, be sure to specify the hot water extraction method. Do not use consumer carpet cleaning systems like Bissell.

- b) Carpets should be vacuumed thoroughly once a week to protect the carpet and to extend its useful life.
- c) With regard to carpet stains, always treat immediately. When cleaning, always blot the stain, never rub the stain. Blot from the outermost edges inward to avoid the stain from spreading. Use an absorbent towel to blot stains.
- d) Seller recommends Shaw R2X Stain and Soil Remover for typical spot cleaning.
- e) The advice of a carpet expert should be followed for the attempted removal of non-typical spots. Shaw Flooring's website has an extensive pull down menu with detailed instructions on the best methods known to clean specific stains. Please visit <http://www.shawfloors.com/Tips-Trends/Carpet-Care> .

### **FLOORING – CERAMIC TILE AND NATURAL STONE TILE**

The previous section on Countertops is applicable to ceramic tile and natural stone tile flooring. Please see the Countertops for more information. Seller recommends the use of the Bona Hard Floor Cleaning System with the Bona Stone, Tile and Laminate Cleaner and the Bona Microfiber Mop for ceramic tile and natural stone floor cleaning. Smooth tiles may require the use of “dry mopping” while the floor is still damp in order to avoid streaking.

### **FLOORING – HARDWOOD FLOORS**

Hardwood floors should be vacuumed regularly to remove any grit or grains that can lead to floor scratches if walked upon. Hardwood floors should be kept free of moisture. Any liquids that come into contact with the hardwood floors should be removed immediately. Never use any harsh cleaning agents, petroleum based cleaners, abrasive cleaners or caustic chemicals on hardwood floors. Seller recommends the use of the Bona Hardwood Floor Care System.

### **FOUNDATIONS, GRADING & DRAINAGE**

If the foundation system is a post tension foundation system, Buyer is to ensure that the foundation is not cut or drilled in any way. Drilling or cutting a post tension foundation system can severely injure individuals in the area and also damage the foundation system. All post tension foundations are clearly marked with stamp in the concrete on the foundation near the garage door.

It is important to keep moisture away from the soil around the home.

DO NOT:

- a) Alter the drainage patterns established for the home.
- b) Create water traps with flower bed edging.
- c) Install sidewalks or other hardscape items that disrupt the home drainage.
- d) Introduce irrigation water adjacent to the foundation or other concrete items.

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- e) Disrupt the soil around the foundation with any type of digging (including installation of irrigation or pool pipes).

To avoid damage and moisture damage, grass, shrubs and trees should not be planted adjacent to the foundation.

Buyer should perform periodic inspections to ensure the lot is draining properly after rain events and after irrigation cycles.

### **GARAGE DOORS / OPENER**

Never attempt to repair, replace, or make adjustments to the door system, including the springs, cables and/or object detectors. The spring mechanism is under substantial tension and is extremely hazardous. Repairs or adjustments to these parts should only be attempted by a qualified technician.

DO NOT USE silicone lubricants or WD-40 on any of the garage door mechanisms.

For the garage door spring, bearings and rollers, only use DuPont Teflon Multi-Use Dry Lubricant. Lubricating these items will extend the life of the components.

For screw drive garage door openers and chain drive garage door openers, use Lubriplate White Lithium Grease. Lubricate after the old grease has been wiped away. Lubricate annually.

An electronic “eye beam” is a critical component of the garage door mechanical system. The garage door will not close when the electronic “eye beam” has been interrupted. It is important that the alignment of the electronic “eye beam” is not disturbed. The electronic “eye beam” is located in the small boxes located on the interior side of the garage door track near the point where the garage door meets the garage floor.

In case of a power failure, the garage door can be operated manually by pulling the overhead cord straight down. To re-engage, pull the cord back toward the motor.

### **GAS APPLIANCES (if applicable)**

Please refer to the manufacturer’s owner’s manual for maintenance instructions on all gas appliances. During the homeowner orientation, Buyer was shown how to turn off the home’s gas line. If at any time a gas leak is suspected, it is important to have all the occupants leave the home, shut off the main gas valve if possible, and call Southwest Gas at 1-800-528-4277 for further guidance.

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If you suspect a leak:

- a) Do not light any appliance
- b) Do not touch any electrical switches
- c) Do not use any phone in your home
- d) Contact your gas supplier from a neighbor's home
- e) If you cannot reach your gas supplier, call the Fire Dept.

**Note: Do not store or use gasoline or other flammable vapors and liquids in the vicinity of any gas appliance.**

If any gas appliance is not operating properly, please contact the appliance manufacturer.

If there are further questions pertaining to natural gas, please contact Southwest Gas for information about how to detect and deal with a gas leak.

### **HEATING & AIR CONDITIONING (HVAC)**

The home's HVAC system is one of the hardest working mechanical systems in the home and needs routine maintenance. Buyer is to ensure the HVAC system is serviced every six months by a certified Lennox technician to verify all systems are functioning properly. Seller recommends that Buyer have the HVAC system serviced by the certified Lennox dealer that designed and installed the HVAC system because this dealer would be most familiar with the HVAC system that was specifically designed for the home based on the home's solar orientation and also because the dealer would serve as the control point for the system's service records. Buyer is to ensure the HVAC air filters (including the 8" fresh air intake filter) are changed monthly.

During the homeowner orientation, Buyer was shown where the HVAC condensate drain lines are located on the home. Each HVAC unit has its own set of drain lines which consist of an emergency upper line and the standard lower line. As discussed in the homeowner orientation, it is normal for drainage to occur on the lower line. If drainage were to be seen coming out of the upper line, Buyer is to obtain service by a certified Lennox technician immediately.

In many cases, there is more than one HVAC unit in the home with each unit designed to control the climate of specific areas of the home.

The registers throughout the home regulate the flow of air, thereby affecting the relative temperature in any area. An HVAC air balance is recommended after all the window coverings have been installed.

Seller recommends a thermostat setting of 78 degrees or higher in the summer months (when cooling the home) and a thermostat setting of 72 degrees or lower in the winter

months (when heating the home.) It is recommended that all thermostats be set to the same temperature so that one HVAC unit is not carrying the additional burden from another HVAC unit's heat load.

### **LANDSCAPING**

Seller Installed Landscaping – After installation of the plant materials, Buyer is responsible for providing the care and attention for the establishment and growth of the plants. Buyer is to continually monitor the health of the plants and adjust the irrigation system as dictated by the weather conditions and fertilize as necessary based on the plant species.

Any alterations to landscaping will most likely require Homeowner Association approval. Buyer should refer to the CC&Rs and community Design Guidelines for additional information.

Prior to digging, Buyer is advised to contact Arizona Blue Stake Center at 602-263-1100 in order to have public utility lines located (public utility lines are typically located in the front yard, but can occur in the side and rear yard). Within a few days, the utility companies will send someone to mark the location of any public utility lines. The paint markings are color-coded:

RED – Electrical  
YELLOW – Gas  
ORANGE – Cable and Telephone  
BLUE – Water  
GREEN – Sewer

The Arizona Blue Stake Center will only mark public utility lines and will not typically delineate private lines outside the public utility easement. It is the Buyer's responsibility to locate and protect the private utility lines, water service line, irrigation lines and pool equipment lines.

Additional Landscaping Maintenance Requirements:

- a) The landscaping improvements are to be completed in a manner that insures proper drainage so that Buyer's property and Buyer's neighbors' property is protected from surface waters.
- b) Maintain drainage swales from the rear yard through the side yard to the street by utilizing drainage pipes, rock, ground covers or grasses to prevent erosion along these side yard "swales."
- c) The drainage swales which have been graded around the home should not be blocked or impeded. These shallow ditches have been established for the purpose of quickly removing surface water away from the home and into the street.

- d) Do not let water gather or pond against foundations and walls.
- e) Avoid planting trees, shrubbery, and grass too close to your foundation.
- f) Buyer is to ensure that all landscaping improvements properly address drainage in the design and in the implementation.

### **LIGHT FIXTURES / CEILING FANS**

When cleaning a lighting fixture, do not rotate or twirl the lighting fixture for better cleaning access. Such actions may loosen the fixture from its mounts. Move the ladder around the fixture to gain better cleaning access. When cleaning a ceiling fan, do not apply pressure on the fan blades because this could cause the fan to become 'out of balance'. Periodically check and tighten ceiling fan screws as needed.

Additional cleaning techniques:

- a) Metal Lighting Fixtures
  - 1. Dust with a clean, soft dust cloth free of any moisture and cleaning/polishing products. Never use ammonia or alcohol which may damage the finish.
- b) Ceramic Lighting Fixtures
  - 1. Smooth finishes - Dust with a clean, soft dust cloth free of any moisture and cleaning/polishing products. Never use ammonia or alcohol which may damage the finish.
  - 2. Rough finishes – Use a vacuum cleaner brush attachment to remove dust.
- c) Glass Lighting Fixtures
  - 1. Dust with a clean, soft dust cloth free of any moisture and cleaning/polishing products. Never use ammonia or alcohol which may damage the finish.
  - 2. If necessary, warm water, mild detergent and a soft cloth may be used. Ensure no moisture reaches the electrical components of the lighting fixture.

### **PAINT (INTERIOR PAINT)**

The walls have been painted with durable paints manufactured by Dunn Edwards. Buyer should keep all extra touch up paints stored indoors in a cool dry place. Buyer should note that when touching up a portion of a wall it can be difficult to get an exact match even when the same paint color is being applied. This is due to the absorption characteristics of drywall. As additional paint is applied to a wall, the stronger the color will appear due to the reduced absorption potential of the dry wall associated with the previous layers of paint applied. Darker colors are more difficult to touch up and may require a section to be painted from one corner of the room to the next corner.

The interior painted walls are designed to be cleaned. When cleaning an interior painted wall always use the lightest pressure in order to avoid eroding the paint and creating shiny spots. A damp, soft, clean white cloth is recommended for cleaning. Avoid excessive moisture in the cleaning cloth so that drip lines do not occur. Contact the experts at a local Dunn Edwards store for specific stain cleaning recommendations.

## **PLUMBING**

All components of the plumbing system in the home should be operated at least once on a monthly basis to ensure proper operation and to prevent critical components from drying out. This includes all garbage disposals, hose bibs, toilets, shower heads, sewer ejector pumps (if applicable), storm water window well pumps (if applicable), tub spouts, and drains. These items can degrade and can 'freeze up' if not operated monthly. All plumbing problems should be addressed immediately due to the potential for the problem to become larger and more expensive. Seller recommends contacting Gilbert Plumbing at 480-834-1188 for all Buyer's plumbing needs.

During the homeowner orientation the location and operation of the water main for the home was discussed. This is a critical item that Buyer should be knowledgeable about. If Buyer is uncertain on how to turn the water off to the home, then Buyer should contact the community service manager for a refresher.

Every T.W. Lewis home has had its plumbing system installed by Gilbert Plumbing. Gilbert Plumbing has created a web link dedicated to T.W. Lewis customers that is loaded with plumbing information and tips. It is recommended that Buyer visit <http://www.gilbertplumbing.com/twl> .

There are many different features of the home that fall under the broad heading of plumbing. The following are some general and some specific suggestions on how to handle plumbing maintenance and repair issues:

### Faucets

- a) Faucets vary considerably in their style and operation, so please consult the owner's manuals for information on the kitchen and bath faucets specific to the home.
- b) Washer-type faucets consist of movable parts, which will require periodic maintenance. Leaking faucets of this type generally can be repaired by replacing the worn faucet washers. The cartridge-type faucets found in single-lever water controls have no washers, and require no lubrication. These cartridges must still be changed, although with less frequency than washer-type faucets.
- c) Before attempting to repair a faucet, be certain to turn off the water source below the faucet in the cabinet, or at the main service valve exterior to the garage.

- d) Cleaning the faucet aerators is a task common to all faucets. Faucet aerators are small, round, screened attachments found at the openings of your kitchen and bath faucets. This attachment adds air to the water as it leaves the faucet, reducing splashing and water use. Aerators also trap small mineral deposits found in the water. To clean the aerator, follow the directions in the manual to unscrew it from the faucet, remove any debris and rinse the screen, then replace the equipment on the faucet.
- e) To clean a faucet, wipe the faucet with a soft damp cloth. Do not use cleaners which contain abrasives or harsh chemicals. Use of abrasives or chemical cleaners will damage the finish and void the faucet warranty

#### Drains

- a) Each plumbing fixture in the home has a drain trap with a U-shaped pipe piece designed to provide a water barrier between the home and the sewer gases that exist in the municipal sewer system. If any fixture is left unused for an extended period, the water barrier may evaporate and allow the unwanted sewer gases to enter into the home. For this reason, Buyer needs to ensure that water is run through all drains on a monthly interval, including the clothes washer drain.
- b) Do not use drain-cleaning chemicals such as Liquid Drano. These products may damage the pipes of the home's plumbing system. If a clogged drain does not free itself after a few hours, it is recommended that a licensed plumber be called. It is important that no new water or waste water enters the drain while the drain is clogged.

#### Toilets

- a) Federal Government codes require all new homes to install low-flow 1.6 gallon toilets due to water conservation efforts. If this is Buyer's first experience with this type of toilet, Buyer may find that the low flow toilets are not as efficient at flushing, and may require additional flushes.
- b) DO NOT flush any products down the toilet other than toilet paper. DO NOT flush baby wipes, feminine products, flushable wipes ....., or any other products besides toilet paper down the toilet.
- c) Drop-in toilet bowl cleaners and deodorizers can damage the internal parts of your toilet and should not be used. These products can deteriorate the toilet mechanisms and **USE OF THESE PRODUCTS WILL INVALIDATE THE TOILET WARRANTY.**

#### Garbage Disposal

- a) Always use hot water when using the garbage disposal. Many homeowners wrongly conclude that because their disposal can grind up most of their garbage it can eliminate grease and other substances that they would not otherwise pour down a drain. Only vegetable matter should be directed into a garbage disposal

- and it should be done so in a gradual manner. Never pour grease into a disposal. When grinding greasy substances, use plenty of hot water. Hot water will hinder grease coagulation and assist in moving it through the drain.
- b) Should the garbage disposal clog, do not pour chemicals into the disposal. Most disposals have a reset button that works in much the same way as a circuit breaker. When the garbage disposal becomes overloaded, it will turn itself off.
  - c) In the event a utensil or other item is accidentally dropped into the garbage disposal, it can be easily removed as follows:
    - 1. Unplug the disposal
    - 2. Remove the rubber flange that is located in the sink directly above the disposal.
    - 3. Remove the object
    - 4. Replace the flange
    - 5. Plug disposal back in.
  - d) If the disposal does not work, the first step is to press the reset button, usually found on the top or bottom of the disposal motor below the sink. If this does not work, check the GFCI outlet and reset as needed.

#### Basement / Sump Pump

- a) There is a 9-volt battery at the alarm that will need to be replaced as needed.
- b) Do not turn the sump pump alarm off.
- c) Be sure to run all plumbing in basement on a monthly basis.

#### Basement Window Wells

- a) Clean debris from window wells as needed.
- b) Run water in wells on a monthly basis for approximately 15 minutes or until ejector pump turns on.

#### Emergency Shutdown Instructions for the Water Heater

- a) Turn the Gas OFF - Twist the dial on top of the thermostat from the ON to the OFF position.
- b) Turn the water supply OFF - Twist the handle on the water valve above the water heater clockwise until it stops. (If water does not stop, turn off the main water valve located exterior to the garage).
- c) Drain the water heater if necessary to avoid water damage - Attach a garden hose to the drain faucet connection at the bottom of the water heater. Run the other end of the hose to a lower location where hot or rusty water will not cause damage. Open a hot water faucet in the house to allow air to enter the water heater, as the water drains.
- d) Allow air to enter the hot water heater - Pull the handle up on the relief valve to allow air to enter the tank.

## **ROOFING**

- a) The roofing system consists of the concrete tile, the roof underlayment (felt), the roof deck, metal flashings around roof penetrations, metal valley gutters, mastic sealants, and in some areas there is modified/roll roofing material which is not designed to receive concrete roof tiles. Preventative maintenance is necessary on an annual basis to ensure the roofing system is performing properly. Only a licensed roofing contractor should be permitted on the roof to perform this inspection. The inspection should include a review of the status of the roof tile as well as all the other components of the roofing system.
- b) The roof valley gutters should always be kept free of debris so that the roofing system can drain properly. Debris removal and roof maintenance should only be performed by a licensed roofing contractor.
- c) Roof inspections are to include an inspection underneath the roof tile in the roof valley locations to check for sediment and debris. If there is a sediment or debris buildup underneath the roof tiles, it should be removed immediately.
- d) Avoid nailing, connecting or penetrating any item to or through the roofing system. Any alterations to the roofing system may result in modification or termination of the Limited Warranty.
- e) If Buyer elects to install solar energy devices on the roof, it is in the Buyer's best interest to have a roofing inspection by a licensed roofing contractor performed immediately after the solar installation is complete to ensure that the modifications to the roofing system will not produce unintended consequences for the Buyer. If the home is equipped with cathedralized insulation, the Buyer should also have an insulation inspection performed to ensure the cathedralized insulation system, which is connected to the underside of the roof deck, will continue to operate as designed.
- f) Nothing should be stored in the attic of the home. The trusses have been designed to carry the load of the roof and the initial mechanical equipment and not for storage.
- g) Attic access panels are for the use of qualified service people only, and should be left closed when not in use.
- h) If the home has been designed as a vented attic, no attempt to close the vents should occur. The vents are necessary for proper ventilation of the natural gas combustion furnace and to allow moisture to escape. The vents should be left open and unobstructed all year round.

## **SECURITY SYSTEM & INTERCOM (if applicable)**

The security system, intercom system and/ or central vacuum system were explained during the security orientation after the close of escrow by the installing contractor. Please refer to the literature provided. If Buyer has specific questions not addressed in the literature, Buyer should contact the installing contractor directly to gain answers to the specific questions.

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### **SHOWER ENCLOSURES, MIRRORS & BATH TOWEL BARS**

The glass shower enclosure and metal framework should be wiped down after every use to avoid mineral buildup. The use of a squeegee has proven to be effective in keeping the glass clean after every use. A monthly cleaning with a 1:1 white vinegar and distilled water solution will keep the shower enclosure looking new. The enclosure should be rinsed and dried after every cleaning. Many household cleaners, including those that indicate they have been designed for glass are not appropriate in this situation.

A 1:1 white vinegar and distilled water solution is effective for the cleaning of mirrors. It is important to prevent the cleaning solution from transferring to the mirror edge or frame so that de-silvering of the mirror will not occur.

Bath towel bars and other bath accessories should only be cleaned with a soft dry cloth.

### **SMOKE DETECTORS**

Please refer to the Smoke Detector section under the Electrical Wiring System.

### **STUCCO & EXTERIOR PAINT**

- a) Hairline cracks in stucco are a normal occurrence in any home due to settling and climate variations. While the home is under warranty, Seller will repair stucco cracks 1/16" in width or larger in conjunction with the 11-month warranty inspection. Please keep in mind that the exterior paint on the repaired surface will not match exactly with the surrounding areas.
- b) Due to the grueling environmental conditions in Phoenix metropolitan area, Buyer should anticipate painting the exterior of the home every 3 to 5 years. Darker exterior colors will require more frequent painting than lighter colors.
- c) Do not power wash the exterior of the home, it may cause the exterior paint to discolor and streak.
- d) Buyer is to ensure that water/moisture is not being introduced to the exterior of the home on a regular basis. Irrigation spray should be directed away from the exterior of the home.
- e) Efflorescence on stucco surfaces is a normal condition that can occur with all Portland Cement products. Efflorescence on concrete is a normal condition that can occur with all Portland Cement products. Efflorescence is the salt that remains on a Portland Cement based surface after drying. Water on concrete based surfaces can come from a number of sources including morning dew and high humidity periods. The cleaning of efflorescence is considered normal homeowner maintenance. Efflorescence can be cleaned from concrete products with a soft bristle brush and a 4 part distilled water & 1 part white vinegar (4:1) solution. Gently brush the area with the solution and then rinse the solution.

Extensive efflorescence can be painted over with an appropriate primer and finish coat.

- f) It is normal for there to be separation between dissimilar materials due to different expansion and contraction rates. The wall system is designed to accommodate stucco separation from other materials such as windows. The separation can be filled with calk on a regular basis, but it is not necessary.

### **TERMITES**

- a) The area underneath the concrete foundation was treated with Premise Pre-Construction prior to the foundation being poured and a final treatment was applied along the edge of the foundation near the end of the construction process. The date the home was treated underneath the concrete was logged by the termite treatment company per the State of Arizona requirements. The 5-year warranty period on this treatment began the date the Premise Pre-Construction chemicals were applied underneath the concrete and is not tied to the date the home was purchased.
- b) Termites are a common occurrence in Arizona. Buyer should regularly inspect the foundation wall on the exterior of the home for termite tubes. Termites leave small tubes made of earth or mud in an attempt to climb up to the wood above the foundation. If any termite tubes are found, the termite treatment company should be contacted immediately.
- c) Buyer should not alter the exterior of the home and provide any inadvertent termite paths into the home (for example – installing a wood trellis against the home).
- d) Buyer should not disturb the soil within 12 inches of the home in order to keep the chemical treatment effective and to preserve the termite warranty. If the soil is disturbed within 12” of the foundation, Buyer should contact the original termite treatment company and contract a reapplication in the area that was disturbed.
- e) Buyer should not allow moisture to accumulate next to the foundation of the home which will accelerate the break down of the chemical barrier.
- f) Buyer should maintain the foundation break between the bottom of the weep screed and the top of the adjacent surface. There should be a minimum of 3” of exposed foundation wall shown around the entire home. This space is necessary in order to spot termite tubes.

## WINDOWS

There are two primary components of windows, the frame and the glass.

### Window Frame Cleaning –

Dirt in the window track on the interior side of the window and window sill should be vacuumed prior to frame cleaning. The drainage weep holes on the exterior side of the window should be vacuumed as well to ensure there is no blockage or obstructions. No abrasive or caustic solvents should be used on vinyl window frames. A mild mixture of warm water and Ivory soap is recommended as the cleaning agent. Wipe the window frame with a soft, damp cloth with the cleaning agent and quickly follow up with a wipe of a clean, soft damp cloth without the cleaning agent. Be sure to keep all moisture away from the wood window sills.

### Window Glass Cleaning –

Never use any petroleum based cleaners, or caustic chemicals on the Low e window glass. Do not use razor blades, putty knives or abrasive pads to clean the glass. Do not use a high pressure spray nozzle to clean the glass because such nozzles may damage the window seal or other components of the window assembly. DO NOT USE Windex or any other product that contains ammonia. A mild mixture of warm water and Ivory soap is recommended as the cleaning agent. Wipe the window glass with a soft, damp cloth with the cleaning agent and quickly follow up with a wipe of a clean, soft damp cloth without the cleaning agent. Be sure to keep all moisture away from wood window sills. Try to avoid cleaning the windows in direct sunlight. Always wipe the window dry. Due to the hard water found in Arizona, do not allow the water to evaporate on the window. Water spots can form and may not be able to be removed.

### Window Screen Cleaning –

Remove the screens and lay them on a clean flat exterior surface prior to cleaning. Use a soft brush with a mixture of warm water and Ivory soap to clean the window screens. Rinse with clean water and wipe dry with a soft cloth and reinstall.

### Lubrication of Operable Window Tracks –

Spray the tracks with a silicone spray available at your local hardware store. Avoid products that contain oil like “WD 40”

### After Market Modifications –

Any aftermarket modifications to the window glass and frame will void your window warranty. Do not apply window tinting or any other modification that affects the window or window frame.

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Other Window Requirements:

- a) Do not apply excessive pressure on windows when cleaning.
- b) Do not lean ladders against windows.
- c) Window screens are not designed as a safety screen and will dislodge or tear when pressure is applied.
- d) Tempered glass is used in certain areas of the home per Code. A *tempered glass* stamp exists on these windows. If a tempered window ever needed to be replaced, Buyer is to ensure that the window is replaced with a new tempered glass window for safety reasons.
- e) Buyer should monitor the window performance during driving rains and non-typical storm events. If the exterior window channels are clogged, water could potentially backup into the window assembly and into the home. It is important to keep the exterior window channels clean and free of obstructions.

**WOOD BLINDS AND SHUTTERS**

Wood blinds and shutters should not be cleaned with a damp cloth. The moisture could damage the surface and appearance. Ultrasonic cleaning is also not recommended. Regular cleaning with a feather duster is the only cleaning technique recommended by Seller.