

cheldan

H O M E S ■

one family building for another

Homeowner Guidebook

6861 Corporation Parkway
P.O. Box 26809
Fort Worth, Texas 76126
817.244.3450 Office
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www.cheldanhomes.com

INTRODUCTION

Welcome to your new home! Homeownership is a significant decision and we're proud you've invested in a new Cheldan home. At Cheldan, every employee is proud of the new homes we build and confident that your new home will provide you with many years of comfortable and satisfactory living.

We hope this Guidebook will serve as a handy reference in the coming months as you get to know your home better. In it you'll find detailed information on your warranties and suggestions on how to properly care for your new home. Again, it is our pleasure to have you as a valued Cheldan homeowner.

If you have any questions please do not hesitate to contact us. You can contact your Sales Consultant at your neighborhood sales office, call our Warranty Department Representatives at 817-244-3450, or email us at mail@cheldanhomes.com.

**THANK YOU AND
ENJOY YOUR NEW HOME!**

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1

Warranty Service Request Procedures

This Section Addresses:



Warranty Service Request Procedures
Placing a Warranty Service Request
Emergency Service Work Requests



Warranty Service Request Form



Service Request Procedures

Placing a Request for Service Work

In the event a Cheldan homeowner has a Service Request for Warranty Work, we ask the request be sent to us in writing. We will promptly respond to any homeowner concerns or problems you have.

Once your request has been placed, a Service Technician will contact you within 72 business hours and schedule an appointment within three business days to review the work to be performed.

Appointments for service work are scheduled Monday through Friday from 8:00 a.m. to 5:00 p.m. Remember, warranty work often involves contractors who only work during normal business hours.

Place your Customer Service Request in the following ways:

- Email your request to www.cheldanhomes.com. Click on the “WARRANTY” heading and the Warranty Service Request form is located at the bottom of that web page.
- Complete the Warranty Service Request form found on the next page and fax it to 817-244-9307, or mail it to 6861 Corporation Parkway, Fort Worth, Texas, 76126.

The only way to initiate warranty work is to send in a Warranty Service Request by e-mail, mail or fax. By placing your request in writing and in your own words, you ensure we do our work efficiently, thoroughly and as promptly as possible. Sending in your Warranty Service Request will start Cheldan’s warranty service process immediately.

Not all service repairs - such as hairline cracks in drywall, etc. – are covered by the Builder Warranty. Before placing a request for service work, please refer to the Builder Warranty section of this Guidebook for specific warranty coverage information.

If you have questions, please feel free to call our corporate offices at 817-244-3450 and ask for the Warranty Manager.

Emergency Service Work Requests

In the event you have an **emergency** request for warranty work after normal business hours, call 817-688-2206 and leave a message. The on-duty Cheldan Service Representative will call you back promptly. The **loss of electrical power, no heating or air conditioning, or substantial water leaks** are representative of **emergency warranty items**.



6861 Corporation Pkwy.
Ft. Worth, TX 76126
Phone: 817-244-3450
Fax: 817-244-9307
www.cheldanhomes.com

<i>For Internal Use Only</i>		
DATE:	TIME:	RESULT:

Warranty Service Form

Date:

Home Owner:
Address:

Closing Date:

Contact Information

Home Phone:
Work Phone:
Cell Phone:
Email:

Comments

1. _____

Work Performed

2. _____

Work Performed

3. _____

Work Performed

4. _____

Work Performed

5. _____

Work Performed

The above item(s) have been completed to my satisfaction.

***Your signature on this request as completed does not negate future warrantable items from being serviced per your one-year builders warranty guidelines.**

_____ Date

_____ Home Owner Signature

_____ Cheldan Homes Representative

<i><u>For Internal Use Only</u></i>		
DATE:	TIME:	RESULT:

Warranty Service Form

Date:
 Home Owner:
 Address:
 Closing Date:

Comments

Contact Information

Home Phone:
 Work Phone:
 Cell Phone:
 Email:

1. _____

Work Performed

2. _____

Work Performed

3. _____

Work Performed

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Work Performed

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_____ Home Owner Signature

_____ Cheldan Homes Representative

<i><u>For Internal Use Only</u></i>		
DATE:	TIME:	RESULT:

Warranty Service Form

Date:
 Home Owner:
 Address:
 Closing Date:

Comments

Contact Information

Home Phone:
 Work Phone:
 Cell Phone:
 Email:

1. _____

Work Performed

2. _____

Work Performed

3. _____

Work Performed

4. _____

Work Performed

5. _____

Work Performed

The above item(s) have been completed to my satisfaction.

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_____ Date

_____ Home Owner Signature

_____ Cheldan Homes Representative

2



Warranty Policies

This Section Addresses:



Warranty Policy General Information



Cheldan Homes One Year Builder Warranty



Manufacturer Warranties



StrucSure Home Warranty – Express Limited Warranty



Warranty Exclusions



Original Subcontractor List



Warranty Policy General Information

Cheldan Homes is committed to providing unparalleled client care before, during and long after the sale. We have designed our Warranty policies specifically to provide our homeowners with unprecedented levels of care regarding warranty work. Our warranty policies arise from and are limited by the Cheldan Homes Builder and the StrucSure Express Limited Warranty fully described on the following pages. The warranties provide descriptions of the specific performance standards Cheldan will meet during the time periods that apply to the specific warranty coverage provisions. Both Cheldan Homes and StrucSure will provide the requested warranty service as coverage under each specific warranty. These warranties commence the day after you close on your new home.

As a new homeowner, it is important that you realize that the Cheldan Homes Builder and the StrucSure Express Limited Warranty are **limited warranties**, as was explained and agreed to in your Earnest Money Contract. As a limited warranty, we specify the responsibility and conditions under which the warranty is valid or applicable. No Cheldan employee, sales consultant or other agents are authorized to make any warranty to you other than the one provided to you in writing, nor can they extend or in any other way alter this warranty as specified in the Homeowner Guidebook.

Although Cheldan Homes provides these warranties, the maintenance of your home becomes your responsibility immediately following closing. You, as the owner of your home, are in the best position to monitor the condition of your new home and to care for your residence. Other than the Homeowner Orientation Tour – where you will be fully acquainted with the features of your new home - Cheldan Homes is not responsible to advise you concerning how your home is to be maintained. The ultimate responsibility for the maintenance of your home belongs to you, the homeowner. Failure to maintain your home may limit or exclude you from eligibility for warranty service.

The purchase of a new home is a considerable financial and emotional investment. If you perform the required home maintenance and care properly for your home, Cheldan Homes is confident that your StrucSure Express Limited Warranty and Cheldan Homes Builder Warranties will add to the enjoyment of your home for years to come.



Cheldan Homes Builder Warranty

Cheldan Homes warrants the construction of your home against defects in workmanship and materials only in accordance with, and limited by, the performance standards contained in the Cheldan Homes Builder Warranty. The term of the Cheldan Homes Builder warranty extends for a period of one (1) year, except where otherwise expressly stated. By way of example, coverage on some items is two (2) years while coverage of other items is only thirty (30) days. The warranty period will commence on the first day following the closing of the sale of your home. An action taken to correct any defect covered by Cheldan Homes will not extend the duration of the warranty. At the end of the applicable period, this warranty ends.

The obligations of Cheldan Homes under its Builder Warranty are limited to the repair or replacement of items or parts that do not conform to the performance standard for that item as set forth in the Cheldan Homes Builder Warranty. If no standard is provided or a condition is not covered, no warranty obligation exists. If an item or part fails to conform to the applicable performance standard, Cheldan Homes will undertake to correct the defective condition through a means and/or method of corrective action that would be commonly employed in the home building industry, unless a specific corrective procedure is described in this warranty herein. In that regard, there is no assurance the replacement materials or corrective work will match existing surrounds in color or texture. **The method of repair and the choice among repair, replacement or payment is at the sole discretion of Cheldan Homes.**



Manufacturers' Warranties

Manufactured products such as appliances, carpeting and other manufactured items installed in your home are not covered under the Cheldan Homes Warranty. Instead, these items may be covered by a separate warranty issued by the manufacturer. Refer to the Original Subcontractor list in this section. Owner's manuals for individual consumer products will contain warranty and service information.

If you have a problem with a manufactured product **during the first year of your Cheldan Homes Warranty**, please submit a request to the Warranty Department as explained in Chapter 1. Some major items, such as water heaters and heating and cooling equipment may have warranties that exceed the Cheldan Homes One Year Warranty period. Please consult the manufacturer's warranty for specific warranty coverage periods.



StrucSure Express Limited Warranty

Every Cheldan home includes a StrucSure Express Limited Warranty, an assurance that your investment in a new home is well protected for years to come. The StrucSure Express Limited Warranty is fully explained in the StrucSure Express Limited Warranty. **PLEASE READ THE STRUCSURE EXPRESS LIMITED WARRANTY** carefully and in its entirety so you fully understand the coverage provided under that warranty. In the event you sell your home, the StrucSure Express Limited Warranty will automatically transfer to the new owner.

As noted, items covered under your StrucSure Express Limited Warranty are fully described in the StrucSure Express Limited Warranty booklet. However, the StrucSure Express Limited Warranty basically warrants the major systems in your home: the foundation; electrical system; structural items; mechanical system (heating and cooling equipment and ductwork); and plumbing.

StrucSure's liability and obligations are limited to the repair, replacement or the payment of the reasonable cost of repair or replacement of the warranted items, not to exceed an aggregate equal to the Final Sales Price of the Home listed on the Application For Warranty form or, in the absence of an Application for Warranty form, as otherwise provided to the Administrator by Cheldan Homes. The choice to repair, replace or make payment is at the sole discretion of StrucSure.



Warranty Exclusions

Neither Cheldan Homes nor StrucSure warrants your home against normal wear and tear, normal deterioration or normal changes which are the results of characteristics common to the materials used.

Neither Cheldan Homes nor StrucSure warrants your home against cosmetic defect after closing, which defects include but are not limited to dents, nicks, stains, scratches and other imperfections in appearance.

Some of the subcontractors responsible for the construction of component parts of your home and many of the manufacturers of materials and appliances going into your home have their own warranties for service, appliances, equipment or materials. If you are given the warranty forms for a manufacturer, you must register the warranty in your name. Should a problem arise with the equipment or appliance covered by a warranty that you hold, you must contact the manufacturer directly. As the provider of the subject item, the contractors and suppliers are in a much better position to remedy problems with their products. We encourage you to take advantage of your opportunity to speak directly with their representative and expedite your repairs. All warranties which are passed directly to the homeowner are given to you at the Homeowner Orientation Tour.

Only items constructed or manufactured by Cheldan Home are subject to the warranty provided, excluding those items such as landscaping, grading and other items specifically identified as exclusion in the Builder Warranty section. Cheldan Homes agrees to pass along the manufacturer's warranty without recourse for those items that Cheldan Homes has not manufactured or built. Cheldan Homes shall not provide a warranty for these items, or any other items not described as subject to warranty coverage in the Cheldan Homes Builder Warranty. The Cheldan Home Builder Warranty does not warrant your home against consequential or special damages caused by nonconforming items or parts, nor is Cheldan Homes responsible for nor will it pay for the cost of shelter, transportation, food, moving, storage, or other expenses associated with or related to any defect, or the repair or replacement of any defective design, material or work.

Cheldan Homes provides a Limited Builder Warranty with specific coverage detailed in Chapter 6. Certain specific items noted below, but not intended to be all inclusive, are **excluded** from coverage under the terms of the Limited Builder Warranty, as follows:

1. Visible defects occurring after closing including, but not limited to, surface damages to floor tile, painted surfaces, doors, cabinets, concrete, appliances, plumbing fixtures, countertops and floor coverings; or missing items, such as light fixtures, bulbs, window screens, window glass and mirrors.
2. Defects in appliances and other manufactured items which are covered by manufacturers' warranties. Manufacturers' warranties must be assigned to the owner of the items (the homeowner). You must follow the procedures for the manufacturer's warranties to receive full warranty benefits. This includes the timely completion by the homeowner of all appropriate manufacturers' registration cards which register the items and the warranties in the name of the homeowner.

3. Damage due to ordinary wear and tear, unreasonable or abusive use, and the lack of proper or timely maintenance, such as warping or shrinkage; fading or chalking of paint due to sunlight; cracks due to drying or curing of concrete, plaster, masonry, caulking and similar materials; and the expansion or contraction of materials in walls, floors ceilings, doors and windows.
4. Defects in items installed by the homeowner or anyone other than Cheldan Homes or its subcontractors. Additionally, the installation of certain products by the homeowners (i.e. electrical outlets, plumbing lines, etc.) can void the coverage under the limited and StrucSure Express Limited Warranties. Refer to the warranty for details.
5. Work performed by the homeowner or anyone other than Cheldan Homes or its subcontractors.
6. Damage, loss or injury due to acts, elements or natural occurrences such as hail, heavy rains, high winds or other acts of God.
7. Those items specifically excluded as non-warranted items under the terms of the Builders Limited Warranty and the StrucSure Express Limited Warranty.



Homeowner Service Request/In Case of an Emergency

Once you move into your new home, minor problems covered by the terms of the Cheldan Homes Builder Warranty may appear. In order to utilize the Cheldan Homes Builder Warranty, you must follow the procedures for initiating a Warranty Service Request as detailed in this Guidebook. In the event of an Emergency Warranty Service Request, it is imperative you follow the instructions for emergency service.

Instructions for both Warranty Service Requests and Emergency Warranty Service Requests are included in the “Homeowner Warranty Service” in Chapter 4 of this Guidebook.

Original Subcontractor List

Address: _____

City: _____

Subdivision: _____

Appliances: _____ **Phone #:** _____

HVAC Unit: _____ **Phone #:** _____

Electrician: _____ **Phone #:** _____

Plumber: _____ **Phone #:** _____
*Garbage Disposal &
Hot Water Heater*

Windows: _____ **Phone #:** _____

Septic System: _____ **Phone #:** _____
(If applicable)

Light Fixtures: _____ **Phone #:** _____

Cabinets: _____ **Phone #:** _____

Roofing: _____ **Phone #:** _____

Gutters: _____ **Phone #:** _____
(If applicable)

Builder: _____

3

Builder Warranty - Specific Coverage

This Section Addresses:



Structural



Mechanical Systems



Doors



Interior Features



Painted Surfaces



Exterior Features



Lot Grade, Landscaping, and Fencing



SPECIFIC EXCLUSIONS



Structural Provisions

Garage Slabs and Slabs on Grade

For garage slabs and slabs on grade, the Cheldan Homes coverage set forth in this warranty should warrant against, and provide for repair with respect to, the following for a period of **one (1) year** after purchase:

- Cracks in a garage slab greater than 1/4 inch in width.
Acceptable means of warranty compliance for cracks greater than 1/4 inch will include filling the crack with a flexible concrete caulk.
- Cracks greater than 1/4 inch in vertical displacement.
Acceptable means of warranty compliance for cracks greater than 1/4 inch in vertical displacement will include repair by grinding the surface, resurfacing, or by epoxy injection.
- Cracks that significantly impair the performance of the finish of flooring material.
Acceptable means of warranty compliance will include means reasonably necessary to keep the repair from being readily noticeable when the finish flooring is in place.

Concrete Driveways and Patios

Weather fluctuations in our area of the country may cause the ground under the driveways and patios to repeatedly freeze, thaw and then refreeze. The temperature and other weather changes cause the concrete slab to rise and fall. Additionally, the dominant soil condition in the Dallas/Fort Worth area is highly expansive clay soil. Changes to this clay soil can be significant, depending on the fluctuations in its moisture content. These conditions in turn create cracking and movement of concrete driveways and patios. For purposes of the performance standards described in this document, some cracking is to be expected.

Foundations

Every Cheldan home is built with a post-tension foundation, the best foundation available for the clay soil base in our area. Foundation plans are prepared for Cheldan by a third party engineer. Designed specifically for each home, these plans also recommend the best solution for the soil conditions of each lot and neighborhood. The foundation is tested for strength, workmanship and quality by an additional third party engineering firm. The foundation of every Cheldan home is the foundation for long-term value and structural integrity.

It is imperative that you follow the proper foundation maintenance set forth in this guidebook to maintain the integrity of your post-tension foundation. Please refer to the Homeowner Maintenance Chapter in this Guidebook for instruction on the care of the foundation of your home.

In any home and foundation, small cracks are to be expected. The Cheldan Homes coverage set forth in this Builder Warranty should warrant against,

and provide for repair with respect to, the following for a period of **one (1) year** after purchase:

- Cracks greater than 1/8 inch in width on face of foundation.
Acceptable means of warranty compliance will include filling the crack with flexible concrete caulk or epoxy injection.
- Cracks in concrete floors of unfinished areas which exceed 1/4 inch in width or displacement.
Surface patching and epoxy injections are examples of acceptable repair methods. Shrinkage cracks are common and should be expected.

For a complete description of warrantable issues, please refer to the StrucSure Express Limited Warranty.

Steps, Stoops and Sidewalks

For steps, stoops and sidewalks, the Cheldan Homes coverage set forth in the warranty should warrant against, and provide for repair with respect to, the following for a period of one (1) year:

- Steps, stoops, and sidewalks that separate more than one inch from the house structure.
Acceptable means of warranty compliance for separation greater than one inch shall include repair by surface capping the immediate area in question.
Separation may be caused by an overly dry soil and steps, stoops and sidewalks may move back into place with proper moisture in the soil.

For a complete description of warrantable issues, please refer to the StrucSure Express Limited Warranty.

Framing

The lumber used in your new home is of the highest quality. However, all new lumber will continue to dry long after the date you occupy your new home. The drying will result in some degree of shrinkage, settlement or consolidation of the framing. The Cheldan Homes coverage set forth in this warranty should warrant against, and provide for repair with respect to, the following for a period of one (1) year:

- Finished floors that exhibit ridges or depression greater than 1/4 inch in a 32 inch measurement.
- Finished floors that exhibit a differential height in excess of 1/4 inch in a 32 inch measurement.
- Interior and exterior walls that bow in excess of 1/4 inch in a 32 inch measurement.
- Interior and exterior walls that are out of plumb in excess of 3/4 inch measured over eight (8) feet.
- Floors that squeak as a result of defect or improper installation or defective joist.

Some squeaks are to be expected. Temporary squeaks caused by internal stresses or thermal expansion and contraction of materials are common and are not subject to this standard.

For a complete description of warrantable issues, please refer to the StrucSure Express Limited Warranty.

Insulation

Every home Cheldan builds is extremely energy efficient, meaning we adhere to strict regulations about the amount of insulation provided in your new home. Better insulation creates tight ducts, which in turn improve the home's indoor air quality, keeps dust and pollen out, reduces drafts and helps maintain a constant temperature throughout the home.

For a complete description of warrantable issues, please refer to the StrucSure Express Limited Warranty.

Roofing and Gutters

For roofs and gutters, the Cheldan Homes coverage set forth in this warranty should warrant against, and provide for repair with respect to the following for a period of one (1) year:

- Roof leaks occurring during normal anticipated weather conditions that are caused by defects in materials or improper installation.
Failure to request immediate repair may void your warranty against further damages.
- Damages to sheetrock or flooring installed in your home by Cheldan Homes before closing as a direct result of covered leaks occurring during normal anticipated weather conditions, despite other disclaimers of warranties for consequential and special damages.
This exception to the exclusion against coverage for consequential damages shall not extend to any other items, including personal property.
- Shingles that come loose as a result of winds of 60+ miles per hour for twenty (20) year shingles and 70+ miles per hour for thirty (30) year shingles, per the manufacturer's warranty.
To the extent wind less than or equal to the wind speeds noted above cause shingles to become loose or detached, acceptable means of warranty compliance include reattachment. Your homeowner insurance may provide coverage for wind damage, including wind damage caused by winds greater than the speeds noted; which are not warranted herein.
- Gutters that hold water in excess of 1 inch in depth.
Acceptable means of warranty compliance under this warranty shall include the readjustment of gutters one time during the period of this warranty.
- Gutters that detach or leak as a result of expected weather conditions, but not including overflow of gutters during heavy rains.

Acceptable means of warranty compliance include reattachment.

For a complete description of warrantable issues, please refer to the StrucSure Express Limited Warranty.



Mechanical Systems

Electrical

Cheldan Homes provides coverage for one (1) year and two (2) years of certain described defects as hereinafter explained. It is important to note that Cheldan Homes does not warrant the finishes on brass electrical fixtures (such as tarnishing, for example). As with other aspects of your home, your maintenance of your home is important and begins on the first day you occupy your home.

Additions or modifications to the electrical system will void the warranty on the system.

The Cheldan Homes Coverage set forth in this warranty should warrant against, and provide for repair with respect to, the following for a period of one (1) year:

- Electrical problems resulting from defect in material or installation. Additionally, switches, outlets and fixtures are covered for one (1) year.

The Cheldan Homes coverage set forth in this warranty should warrant against, and provide for repair with respect to, the following for a period of two (2) years:

- Wiring problems resulting from defect in material or installation. Switches, outlets and fixtures are specifically excluded from the two year warranty.

NOTE: Do not overload circuits. In particular, GFI circuits are designed to trip in the circumstance of electrical overload.

For a complete description of warrantable issues, please refer to the StrucSure Express Limited Warranty.

Heating, Venting and Air Conditioning

Cheldan Homes builds very energy efficient homes that use less energy for heating, cooling and water heating. The energy-efficient features of Cheldan Homes keep out excessive heat, cold and noise, making the home more comfortable to live in.

Cheldan Homes provides coverage for one (1) year and two (2) years for certain described defects in the heating, venting and air conditioning systems, as hereinafter explained. The temperature in second floor rooms

will vary from the temperatures in the room or rooms where a thermostat is located. Also, the temperature in rooms over garages will vary due to the exposed space around such rooms. Any additions or modifications to the HVAC system will void the warranty on the system by Cheldan Homes and the mechanical contractor.

The Cheldan Homes coverage set forth in this warranty should warrant against, and provide for repair with respect to, the following for a period of one (1) year:

- A condensation line shall not be obstructed due to construction activities.
- Refrigerant line shall not leak.
- Heating systems shall produce an inside temperature of at least 70 degrees Fahrenheit when measured in the center of a room at a height of 5 feet above floor under normal winter conditions. All rooms may vary in temperature as much as four degrees.
- Air conditioning systems shall produce an inside temperature of at most 78 degrees Fahrenheit when measured in the center of a room at a height from 5 feet above the floor under normal summer conditions. All rooms may vary in temperature as much as four degrees.
- Thermostat readings shall not vary more than 4 degrees from a room temperature taken at the center of a room and 5 feet above the floor where thermostat is located.
- Ductwork shall not make excessive noise.

The Cheldan Homes coverage set forth in this warranty should warrant against, and provide for repair with respect to, the following for a period of two (2) year:

- Ductwork shall not separate.

For a complete description of warrantable issues, please refer to the StrucSure Express Limited Warranty.

Plumbing

Cheldan Homes provide coverage for thirty (30) days, one (1) year and two (2) years for certain described plumbing defects as hereinafter explained.

Damage to plumbing fixtures and pipes caused by freezing is not covered under this warranty under any circumstances. Damage caused by freezing should not occur as long as heat is maintained within the home at or above 68°F, exterior lines are shut off and drained during periods of freeze, and other reasonable precautions are taken during extreme cold weather conditions.

The plumbing warranty is made null and void by additions or modifications to the plumbing system as originally installed. Furthermore, failure to immediately make a Homeowner Warranty Service Request to Cheldan Homes with regard to covered leaks in plumbing shall void any warranty protection provided for damage to products Cheldan Homes installs in your home.

If the cause of a clog in a sewer or other defect in plumbing is determined to be due to homeowner's action or negligence, the homeowner agrees to indemnify and hold Cheldan Homes harmless for the cost of requested warranty compliance.

The Cheldan Homes coverage set forth in this warranty should warrant against, and provide for repair with respect to, the following for a period of thirty (30) days:

- Clogging of the sewer occurring as a result of defective installation or construction debris.

Acceptable means of warranty compliance include the unclogging of the line. Cheldan Homes recommends feminine hygiene products or disposable diapers always be disposed of in a trash receptacle and NEVER flushed down a commode.

The Cheldan Homes coverage set forth in this warranty should warrant against, and provide for repair with respect to, the following for a period of one (1) year:

- Plumbing fittings, valves, fixtures and faucets that exhibit defects in operation.
- Noise in plumbing that is a result of loose pipes.

*Acceptable means of warranty compliance include checking for improper installation. **NOTE:** Some noise is to be expected due to water flow and pipe expansion; this is not a defect under generally accepted standards.*

For a complete description of warrantable issues, please refer to the StrucSure Express Limited Warranty.

Doors

Exterior Doors

It is important to note that the difference in temperature between the inside faces and outside faces of an exterior door will cause the door to warp to some degree. Also, the finish on door hardware requires special care and maintenance that is not provided under this warranty or by Cheldan Homes. Care of door hardware begins once you move into your new home.

The Cheldan Homes coverage set forth in the warranty should warrant against, and provide for repair with respect to, the following for a period of one (1) year:

- Exterior doors that warp greater than the standards provided by the manufacturer and that warp or bind to the extent that they become inoperable.
Acceptable means of warranty compliance shall include adjustment of the door.
- Exterior doors that are not weather resistant, or that do not latch in the manner for which they were designed.
Acceptable means of warranty compliance for a failure in weather resistance shall include adjustment of the door. Some air infiltration around exterior is to be expected and is not deemed a failure in weather resistance.

For a complete description of warrantable issues, please refer to the StrucSure Express Limited Warranty.

Garage Doors

It is important to note that some water will come in around the perimeter of the garage door. It is also important to note that you should not expect warranty coverage to continue if you add a garage door opener. While convenient, the garage door opener changes the door's operation. Therefore, the installation of a garage door opener after closing on the home shall void the terms of any coverage provided in respect to the garage doors.

The Cheldan Homes coverage set forth in the warranty should warrant against, and provide for repair with respect to, the following for a period of one (1) year:

- Garage doors that do not operate in a manner for which they were designed.
Acceptable means of warranty compliance shall include adjustment of the garage door in the event the garage door does not operate properly.

For a complete description of warrantable issues, please refer to the StrucSure Express Limited Warranty.

Interior Doors

A condition of warranty coverage for interior doors is that you must maintain the proper level of humidity and seasonal temperature in your home.

The Cheldan Homes coverage set forth in the warranty should warrant against, and provide for repair with respect to, the following for a period of one (1) year:

- Interior doors that warp horizontally, vertically or diagonally greater than 1/4 inch.
Acceptable means of warranty compliance shall include adjustment.
- An interior door that does not open and close in a reasonably acceptable manner.
Warranty compliance shall include adjustment if caused by faulty installation.
- Interior door locks that do not latch in a reasonably acceptable manner.
Acceptable means of warranty compliance shall include adjustment.

For a complete description of warrantable issues, please refer to the StrucSure Express Limited Warranty.

Interior Features

Drywall

When interpreting the terms of the warranty provisions regarding drywall, it is important to note that slight imperfections in drywall are commonplace and are not subject to repair. The one-year drywall warranty does not include feathering out tape seams or re-sanding minor imperfections. Also, wood framing expansion often causes nail pops, and except as stated in the following coverage provisions, these items are not warranted.

Cheldan Homes will touch up wall repairs covered by the warranty one (1) time only. The homeowners may select the time but it is limited to only one touch-up. We recommend the homeowner wait for a complete heating cycle and a complete cooling cycle to allow the house the maximum time to dry and settle before requesting warranty drywall repairs.

Cheldan Homes will not repaint an entire wall or ceiling or room in repairing covered items but will finish and match repair as closely as possible. As Cheldan does not install wallpaper in homes, nail pops on wallpapered walls are not covered. The period of coverage shall end once walls are painted or wallpapered by homeowner after closing,

Cheldan Homes will provide a one time service for drywall repair during a period of one (1) year for the following:

- Nail pops on painted walls that break the surface of the drywall.
- Drywall cracks greater than 1/8 inch.

Fireplaces and Chimneys

For a complete description of warrantable issues, please refer to the StrucSure Express Limited Warranty.

The speed and direction of wind will occasionally cause a chimney to fail to draft. Tree branches and other obstructions will likewise cause failure of the chimney to draft. By accepting the terms of this warranty you agree that a failure of the chimney due to such conditions is not warranted. Also, cracks may appear in refractory walls and fireplace glass doors. These cracks can sometimes be caused by large fires and movement of wood in the fireplace. At no time should synthetic logs or wood that burns at an extremely high temperature (i.e.: Mesquite and Cedar) be used in the fireplace.

The Cheldan Homes coverage set forth in the warranty should warrant against, and provide for repair with respect to, the following for a period of one (1) year:

- Crack in a masonry hearth or facing that equal or exceed 1/4 of an inch in width.
- Fireplace or chimney that fails to draft as a consequence of design or construction.

Acceptable means of warranty compliance shall include repairs that remedy the failure to draft.

For a complete description of warrantable issues, please refer to the StrucSure Express Limited Warranty.

Carpet

The Cheldan Homes coverage set forth in the warranty should warrant against, and provide for repair with respect to, the following for a period of one (1) year:

- Carpet wrinkles that are not the result of a lack of maintenance or extraordinary use or misuse.

Acceptable means of warranty compliance for covered wrinkles shall be re-stretching the affected area one time and one time only during the period of coverage.

- Carpet loose from its points of attachment.

Acceptable means of warranty compliance shall be re-securing the carpet at its loose point of attachment one time and one time only. .

Cheldan Homes is not responsible for discontinued patterns or color variations in floor covering.

For a complete description of warrantable issues, please refer to the StrucSure Express Limited Warranty.

Vinyl Flooring

The Cheldan Homes coverage set forth in the warranty should warrant against, and provide for repair with respect to, the following for a period of one (1) year:

- Visible vinyl seam gaps greater than 1/8 inch. Where dissimilar material abut, a gap not to exceed 3/16 inch is permissible.
- Lifting, bubbling or ungluing of vinyl flooring.

- Depressions or ridges in vinyl flooring that are greater than 1/8 inch over a 6 (six) foot run as measured by a six foot straight edge held firmly to the floor.
Acceptable means of warranty compliance include repair of the affected area only.
- Nail pops that break the surface of vinyl flooring laid over the surface of wood sub-floorings.
Acceptable means of warranty compliance include repair of the immediate areas or replacement of the immediate affected areas with a surface patch.

Cheldan Homes is not responsible for discontinued patterns or color variations in floor covering.

For a complete description of warrantable issues, please refer to the StrucSure Express Limited Warranty.

Hardwood Floors

Unlike plastic, vinyl and other synthetic materials, wood varies in color, grain, shade, tone and sometimes texture. These variations in the materials are what contribute to the wood's beauty. The lack of uniformity in natural wood and the use of the natural materials create its primary aesthetic value.

Boards in wood flooring expand and contract during the year due to change in temperature and humidity. Minor separations between the boards occur as a result of these changes and are a common characteristic of wood flooring. Minor separations are not warranted. Other types of problems or aspects of wood flooring - such as variations in the wood color, stain or grade - that you may perceive to be defective are also not warranted items. The following items are not warranted: (a) dents, scratches or any damages caused by lack of maintenance, misuse, negligence, high heeled shoes, water, sand, abrasives or furniture; (b) Damages resulting from excessively high or lower temperatures or humidity; and (c) squeaking floors resulting from seasonal changes in temperature and humidity.

For a complete description of warrantable issues, please refer to the StrucSure Express Limited Warranty.

Interior Trim and Moldings

The Cheldan Homes coverage set forth in the warranty should warrant against, and provide for repair with respect to, the following for a period of one (1) year:

- Joints in moldings or joints immediately adjacent to moldings that have a gap that is greater than 1/8 inch in width.
Re-caulking of the affected joint once shall constitute warranty compliance. Area shall be touched up to match the surrounding area as closely as possible.
- Wooden moldings that become detached.
Acceptable means of warranty compliance shall include repair by re-securing the molding.

For a complete description of warrantable issues, please refer to the StrucSure Express Limited Warranty.

Appliances

Consult product information in the event of defects in appliances. Problems with an appliance that is defective may be covered under a manufacturer's or supplier's warranty. Cheldan Homes makes no warranties against defects in appliances installed in the home.

The Cheldan Homes coverage set forth in the warranty should warrant against, and provide for repair with respect to, the following for a period of one (1) year:

- Problems with an appliance caused by defective installation.
*Acceptable means of repair shall include repairs recommended by the manufacturer or installer. **NOTE:** All Warranty Information and Registration Cards from the manufacturers are included in the Warranty Package. Homeowners must completely fill out and return Registration Cards to the manufacturer to initiate the warranty on the appliances in their new home.*

Kitchen and Bath Cabinets

The Cheldan Homes coverage set forth in the warranty should warrant against, and provide for repair with respect to, the following for a period of one (1) year:

Cabinet doors that warp greater than 3/8 inch under constant conditions of proper humidity.

Acceptable means of warranty compliance shall include adjustment of the affected door.

- Drawer faces warping greater than 3/8 inch under constant conditions of proper humidity.
Acceptable means of warranty compliance shall include adjustment of the affected face.

Countertops and Vanity Tops

- Gaps between cabinets and countertops and an adjacent finished surface greater than 1/4 inch.
Acceptable means of warranty compliance shall include repair by the use of caulk or matching filler.

The Cheldan Homes coverage set forth in the warranty should warrant against, and provide for repair with respect to, the following for a period of one (1) year:

- Delaminating or surface cracks in laminate countertops. The deck area may have visible seams. NOTE: Cheldan Homes is not responsible for discontinued patterns or color variations in laminate countertops
- Cracking or loose tile cause by structural settlement.
Acceptable means of complete and full warranty compliance shall include one repair made one time during the warranty period. Damage caused by homeowner neglect and lack of maintenance is not covered.
- Cracks in tile grout joints.
Acceptable means of complete and full warranty compliance shall include one repair made one time during the warranty period.
- Granite and Stone Countertops
Color variation and striation of stone pattern is not warrantable due the characteristics of natural stone. Any cracks are warrantable only if noted at the Homeowner Orientation Tour prior to closing.

For a complete description of warrantable issues, please refer to the StrucSure Express Limited Warranty.

Ceramic Flooring

The Cheldan Homes coverage set forth in the warranty should warrant against, and provide for repair with respect to, the following for a period of one (1) year:

- Cracked tiles or loose tiles caused by structural settlement.
Acceptable means of complete and full warranty compliance shall include one repair made one time during the warranty period.
- Cracks in tile grout joints, except shrinkage cracks, which are not covered.
Acceptable means of complete and full warranty compliance shall include one repair made one time during the warranty period.

Ceramic Wall Tile

The Cheldan Homes coverage set forth in this warranty should warrant against, and provide coverage for repair with respect to, the following for a period of one (1) year:

- Cracked tiles or loose tile caused by structural settlement.

Acceptable means of complete and full warranty compliance shall include one repair made one time during the warranty period.

- Cracks in tile grout joints, except shrinkage cracks, which are not covered.

Acceptable means of complete and full warranty compliance shall include one repair made one time during the warranty period.

Cheldan Homes is not responsible for discontinued patterns or color variations in ceramic tile selections.

For a complete description of warrantable issues, please refer to the StrucSure Express Limited Warranty.



Windows

The Homeowner Guidebook Chapter on Homeowner Maintenance explains the problem of condensation on the inside surface of windows. Maintaining proper levels of humidity in the home should help ensure that you will not face condensation problems. Please be aware that this warranty does not cover window condensation or its effects.

Please be sure that the windows operate freely at the time of the Homeowner Orientation Tour. Cheldan Homes will address any concerns of window operation at that time. Cheldan Homes will not provide warranty or other service to free windows that bind after the closing, except as stated in the following coverage provisions.

The Cheldan Homes coverage set forth in the warranty should warrant against, and provide for repair with respect to, the following for a period of one (1) year:

- Closed windows that let in excessive air under normal conditions.
- Locks and latches that do not close securely or that are loose and rattle.
- Defects in material and installation that cause windows to fail or function properly.

For a complete description of warrantable issues, please refer to the StrucSure Express Limited Warranty.



Painted Surfaces

Normal fading of exterior paint is to be expected due to climatic conditions. The formation of mildew or fungus is caused by exposure to moist conditions in the presence of an organic or other material that provides a host. This cannot be controlled by Cheldan Homes. You should undertake whatever maintenance you feel will control mildew or fungus. Varnished and lacquered surfaces similarly require homeowner maintenance and are not covered under this warranty.

The Cheldan Homes coverage set forth in the warranty should warrant against, and provide for repair with respect to, the following for a period of one (1) year:

- Exterior paint that peels or deteriorates excessively due to defective paint or applications.
Acceptable means of repair shall include refinishing the affected area only.
- Painting required as a corollary repair as a result of other work will be completed to match the surrounding areas to the extent reasonably practical.

For a complete description of warrantable issues, please refer to the StrucSure Express Limited Warranty.



Exterior Features

Brick Veneer

Your home has been built with premium quality Acme Brick, manufactured to exceed quality standards established by all building codes. Acme guarantees their product will endure sub-freezing cold, withstand blistering heat, and maintain its quality for **100 years**. Check your warranty information for additional information on Acme Brick.

The Cheldan Homes coverage set forth in the warranty should warrant against, and provide for repair with respect to, the following for a period of one (1) year:

- Cracks in mortar joints that are greater than 1/4 inch in width.
Acceptable means of complete and full warranty compliance shall include pointing up (re-mortaring) the affected area one time and one time only during the warranty period.

Wood Trim and Siding

The Cheldan Homes coverage set forth in the warranty should warrant against, and provide for repair with respect to, the following for a period of one (1) year:

- Cracks between exterior trim boards greater than 3/8 inch.
- A butt or miter joint between exterior trim boards greater than 3/8 inch.
- A butt joint between siding boards in excess of 3/8 inch.

Acceptable means of complete warranty compliance for the three items noted above shall include re-caulking the affected cracks, butt or miter joints at trim boards, or butt joints between siding boards one time and one time only during the warranty period.

For a complete description of warrantable issues, please refer to the StrucSure Express Limited Warranty.



Landscaping and Lot Grading

Cheldan Homes takes responsibility **only** for establishing the initial grading and swales at the home site in the immediate area of the home. By accepting the house at closing and by accepting this warranty, the homeowner agrees that Cheldan Homes will not be held responsible for maintaining swales and grades after closing, regardless of the conditions that may arise due to a lack of maintenance of the lot grade.

WARRANTY EXCLUSION: Lot Grade, Landscaping & Fencing

CHELDAN HOMES DOES NOT WARRANT LANDSCAPING (INCLUDING SEED, SOD, INSTALLED OR NATIVE TREES AND SHRUBBERY) OR FENCING. CHELDAN HOMES IS NOT RESPONSIBLE FOR EROSION OF LOT GRADE. CHELDAN HOMES DOES NOT WARRANT THE YARD, FENCE, LANDSCAPING, SOD, TREES, GRADING OR ANY ASPECT OF THE LOT AGAINST EROSION.

Erosion

The movement of water causes soil erosion over landscaped areas that are not completely stabilized. Once the home has closed, the homeowner is responsible for maintaining the home site, including the established grade designed and created to ensure water does not stand around the foundation, with swales which will prevent runoffs and soil erosion. Cheldan Homes **will not** repair eroded areas.

Grading

The final grade to your property is created to achieve adequate drainage for the property under the conditions in existence on the date of closing. Cheldan Homes is not responsible for changes in the grading of the property after closing. Cheldan Homes cannot assume any responsibility or make any warranty with respect to drainage problems that may be created on the property by the use of other properties not owned by

Cheldan Homes, or with respect to standing or ponding water that is caused by natural underground water sources.

In the event Cheldan Homes does provide warranty service under the terms of this warranty, it does not warrant replacement or removal of plants, trees, shrubs or other landscaping installed by the homeowner after closing in the affected areas to be addressed. Cheldan Homes will not be required to address any items while the ground is saturated or while there is frost, ice or snow on the ground.

The Cheldan Homes coverage set forth in the warranty should warrant against, and provide for repair with respect to, the following for a period of one (1) year:

- Settlement (sink holes) in excess of 6 inches resulting from the installation of utility lines prior to closing.
- Standing or ponding of water in a landscaped area affecting the home that last for more than 24 hours within a ten (10) foot perimeter of the home.
- Standing or ponding of water in a swale that last for more than 48 hours unless the area of concern is a designated drainage easement.

Acceptable means of complete and full warranty compliance for the above three items shall be filling the affected area one time and one time only during the warranty period.

Landscaping, Plants and Sod

Shrubs, trees and other plants included in the home site landscaping packages are warranted to be alive at closing. “Alive” shall include dormant sod and plants installed in the winter months. Cheldan Homes is not responsible for freezes that kill winter-installed sod or plants and does not warrant the same. Cheldan Homes will not replace any landscaping plants that die after closing.

Cheldan Homes warrants the sod – including winter dormant sod – to be alive at the time of closing. After closing it is important that you care for your yard immediately and protect it against weather extremes to every extent possible. This includes both your sod and landscaping.

Cheldan Homes accepts no responsibility nor does it warrant the condition of any native trees or shrubberies of the home site or of any trees left standing at the homeowner’s request.

Please refer to the Landscaping and Watering Guidelines in Homeowner Maintenance, Chapter 5.

Fencing

Any defects in the fence must be noted at the Homeowner Orientation Tour. Defects in the fence after closing are NOT WARRANTED ITEMS and no fence repairs will be made after closing.

Retaining Walls

If a retaining wall was installed by Cheldan Homes at the home site, any defects in the retaining wall must be noted at the Homeowner Orientation Tour. Defects in retaining walls after closing are **NOT WARRANTED ITEMS** and no retaining wall repairs will be made after closing. Cheldan Homes has no responsibility and will not warrant retaining walls installed by homeowner or others.



Warranty Exclusions

Refer to Chapter 2 in this Homeowner Guide for a list and the definitions of excluded warranty items under the terms of the Builder's Limited Warranty.

4

StrucSure Express Limited Warranty Coverage

This Section Addresses:



General Information



Notice - Warranty Request - StrucSure Express Limited Warranty



StrucSure Express Limited Warranty for New Homes



General Information

What is a StrucSure Express Limited Warranty?

You have chosen a new home which comes with a ten-year StrucSure Express Limited Warranty. Unlike implied promises or handshake deals, the StrucSure Express Limited Warranty assures homeowners that your new home is protected for ten years with a written, insured warranty. If you have a warranted problem with your home during the warranty period, Cheldan will correct the problem for you. The StrucSure Express Limited Warranty is an insured guarantee that our obligations as your builder will be met under the terms of the warranty.

Warranty Benefits

There are excellent and specific benefits to owning a home with a StrucSure Express Limited Warranty:

- **Added Home Value:** Should you sell your home during the ten year StrucSure Express Limited Warranty, the remaining warranty protection transfers to the new owner.
- **Hiring the Best:** Cheldan must meet stringent requirements in order to offer a StrucSure Express Limited Warranty. We are screened annually to ensure our financial stability, client satisfaction, and technical and construction performance remain consistent with StrucSure’s rigorous standards.
- **Peace of Mind:** The StrucSure Express Limited Warranty is fully insured and warranted items are covered by StrucSure’s insurers in the unlikely event Cheldan Homes cannot comply with the terms of the warranty.



Warranty Service Request

Who Do I Notify for Warranty Service?

For complete instructions on how to place a StrucSure Express Limited Warranty Service Request, please refer to the StrucSure’s written warranty. However, the procedure is briefly summarized as follows:

- **YEAR 1 Workmanship & Materials**
*Notify Cheldan Homes in writing, clearly describing the warranty defect. Please refer to **PLACING A REQUEST FOR WARRANTY SERVICE** in Chapter 4.*
- **YEAR 2 Major Systems (HVAC, Electrical and Plumbing)**

*Notify Cheldan Homes in writing, clearly describing the warranty defect. Please refer to **PLACING A REQUEST FOR WARRANTY SERVICE** in Chapter 4.*

➤ **YEARS 3 – 10 Structural Elements**

Notify the StrucSure Home Warranty, Administrator, in the manner stated in the StrucSure Express Limited Warranty. The Administrator will contact the Builder after review of your claim for warranty defect repairs.

StrucSure Information

On our website at www.cheldanhomes.com you will find a pdf copy of the:

➤ **STRUCSURE HOME WARRANTY BOOK.**

This Warranty Book details every aspect of the StrucSure Express Limited Warranty. Keep this book and refer to it for warranty questions.

5

Homeowner Maintenance: Caring for Your New Home



Recommended Maintenance and Care for Your Home

When you buy a new car, you protect your investment by routinely changing the oil, rotating the tires, and performing other recommended maintenance. You want your car to be “trouble-free” and last for years. Your new home is no different – except it is a much larger investment, built to last a lifetime! To protect your new home investment and enjoy a comfortable, “trouble-free” home, you must follow the recommended care guidelines in this Chapter.

From time to time, you will see this symbol:



Whenever you see it, look for recommendations regarding homeowner maintenance. Homeowner maintenance is that work done periodically – such as changing air conditioning filters or re-caulking joints – that keeps your investment operating in “tip-top” condition.

TOPIC	Page	TOPIC	Page
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Typical Home Maintenance Schedule (SAMPLE)

The sample guide below can help you establish a typical maintenance program for your new home. Check your manufacturers' manuals for further maintenance requirements on manufacturer products.

	Page #	Monthly	Quarterly	Semi-Annually	Annually
Air Conditioning and Heating	38	X		X	
Appliances/Vent-a-hood	41	X		X	
Cabinets	43	X			
Caulking	45			X	
Ceramic Tile	45			X	
Countertops	49				X
Doors	53		X		
Electrical/GFI Plugs	54	X			
Exterior and Interior Paint	55/69				X
Fireplace	55				X
Foundation Care	56		X		
Grading	57/60				
Gutters	58		X		X
Plumbing Leaks and Faucets	63	X			
Septic System	63				X
Smoke Detectors	65	X		X	
Tubs & Showers	67			X	
Water Heater	71		X		X
Windows	72		X		

Please note that following this Typical Maintenance Schedule does not ensure that homeowner responsibilities are met for warranty purposes.



Air Conditioning and Heating Systems

The following information will help you get the maximum benefit from your new central air-conditioning and heating system.

Thermostats

A proper setting of your thermostat will keep you comfortable and enable you to operate your unit more efficiently. A constant setting on the thermostat is recommended. You can save on energy costs by setting a temperature of 78°F for summer and 68°F for winter. Your unit has been designed to provide approximately a 17° temperature differential on hot summer days. If it is 100°F outside, then the best temperature you can expect inside is approximately 83°F. The location of the thermostat may not represent the temperature noted throughout your home, as temperatures vary depending on exterior exposures.

As part of our energy efficient features, your new home comes with programmable thermostats. Programmable thermostats allow you to automatically turn the heating or cooling in your home, on or off - even when you are not there. Programmable thermostats greatly contribute to energy efficient homes. You will be shown how to program your thermostat during the Homeowner Orientation Tour. You can also refer to the manual for the thermostat provided at the Closing Tour.

Registers

The registers throughout your house help to regulate the flow of air and also to maintain the desired temperature throughout your home. Opening and closing the registers regulates the amount of cooled or heated air that enters a room. Registers closest to the unit will have less resistance and may need to be closed more than those further away from the unit. Dampers may also be included in some of the air conditioning lines to further provide for the balance of the system and to aid in providing more consistent temperatures in your home. Dampers work in the same manner as registers. By working with both the registers and thermostat, you can regulate the desired temperature of each room. Never obstruct supply or return air registers with drapes, furniture or other objects.

System Units

Semi-annually (twice each year) you should have your unit checked by a reputable, licensed HVAC professional. We recommend this service occur with the change in season (fall/summer).

Filters

The filter for your air-conditioning and heating system should be changed monthly. To change your filter, follow these instructions:



- Unscrew the metal plate cover on the front of your A/C unit or your return air vent (locations varies depending on your type of unit).
- Remove and discard the filter.
- Insert a new filter and replace the metal plate cover.

Insulation

The insulation in your new home is designed and installed to promote maximum comfort and air quality. Open doors, windows, fireplace dampers and dirty filters can all work against the effects of a well-insulated house. The results – increased utility usage. Read the sections in this on your new home's energy certifications to learn about the insulation values of your home.

Condensation Drain

Your unit's primary condensation drain removes the moisture produced by an air-conditioning system and draining it into the sewer system. If you have a second story/attic unit, you will notice a "secondary" condensation drain which is a small piece of PVC pipe located above or near a door or window. It is normal for you to see water occasionally drip from your condensation drain. If dripping increases to a steady flow of water, you should call our office or the air-conditioning contractor, and they will service your unit. You should check the primary drain for obstruction, and clean it periodically as set forth in the manufacturer's recommendations.

Reducing Your Energy Bills

Identical homes on the same street may have utility bills that vary as much as 100%! By living "smarter" in your new home, you can maximize the benefits of the energy saving features we have installed. The following are activities you can do to produce significant savings:

- Close the windows and doors when the heating/cooling system is running.
- Don't run the dryer, stove, or oven on a hot summer day.
- Adjust the thermostat to 68° F (or lower) in the winter and to 78° F (or higher) in the summer.
- Close the drapes or blinds on hot days so the sun can not shine directly into your home.
- Open the drapes or blinds on bright sunny days in the winter to use the sun's warming qualities.

Think about the ways you live in your home and look for ways to improve the efficiency of all the systems. Remember that in the summer, part of the heat removed from the home by the air-conditioning system is generated inside the home – by lights, appliances, and people. During the heating season, the sun can warm the inside of the house even on cold days. You can reduce the load on the furnace – and thus reduce your energy usage – by opening blinds or drapes on the sunny side of the house.

By purchasing a heat pump, you have selected the most energy efficient heating/cooling system available. The difference between a heat pump and an air conditioning system is that a heat pump not only cools the home in the summer, it also heats your home in the winter. In the summer, a heat pump works like a central air conditioner. Heat is collected from air inside the home and then "pumped" to the outdoors where it is transferred to the outside air unit. In the winter, the process is reversed. The heat pump collects heat from the outdoor air and brings it inside. Unlike

conventional forced air heating systems that put out frequent blasts of hot air, your heat pump keeps your home evenly heated with a steady flow of air that has been gently warmed; therefore, your home is neither too hot nor too cold.



Appliances

Your new electric appliances are accompanied by owner's manuals and other documents. Read all instruction literature carefully and save all manuals for future use. The operation of all appliances in your new home will be tested at the Homeowner Orientation with your Builder.

Warranty Registration Cards for every appliance must be completed and returned by the Homeowner per the Manufacturers' instructions. The homeowner holds the warranties on all new appliances in the home. ***Remember, the best and fastest way to handle warranty issues with your appliances is to contact the manufacturer directly.***

If an electric appliance fails to operate, be sure it is plugged in, and check to be sure the circuit breaker is not tripped before you call the customer service. The following are some helpful tips about the new appliances found in your home:

Garbage Disposal

Always use cold water when the disposal is on. Food left in the bottom of your disposal builds up and can corrode your unit. Avoid putting large amounts of fibrous materials (***banana peels, carrots, cornhusks, celery, green onions, potato skins, etc.***) down your disposal. Also, avoid grinding bones or other hard materials.

Your disposal unit is equipped with a reset button located on its bottom side. Should the disposal become overloaded with a substance, it cannot grind and will turn off. If this happens, turn the switch OFF, remove the obstructing substance within the disposal, wait about 3 minutes, and push the reset button. Turn the switch on; if it still does not run, turn it off again, and check to see if the circuit breaker in the electrical panel is tripped. If the circuit breaker is not tripped, turn off the circuit breaker, and use a broom handle (*as explained at time of orientation*) to free the rotating plate in the disposal. Turn the circuit breaker back on, push the reset button again, and turn the disposal switch on. Warning: Be absolutely certain the circuit breaker is OFF before using tongs to remove material when the disposal is stalled, or before inserting a broom handle, or using a wrench.

Dishwasher

To maximize efficiency with your dishwasher, rinse all dishes and glassware with hot water. By rinsing with hot water before turning on the unit, you allow hot water from the hot water heater to reach the dishwasher. If you run water in the sink until it gets hot and then turn on the dishwasher, this will increase the dishwasher water temperature.

Vent-a-Hood



It is important to clean the filter of your vent-a-hood over the stove monthly. Grime can build up in the vent-a-hood filter very quickly, depending on your cooking practices.

To clean the filter, follow these instructions:

- Pull the metal filter from the vent-a-hood out.
- Wash the filter with soap and water in the sink.
- Allow the filter to dry.
- Replace the metal filter into the vent-a-hood.

A dirty filter is a hazard because a spark from your stove may light it. Therefore, it is very important that you do a thorough cleaning every month.

Range/Oven



The outside of your range and oven can be cleaned with a non-abrasive cleaner such as baking soda sprinkled on a damp cloth or sponge. If the top of the stove is stainless steel, then one of the non-abrasive cleaners such as Soft-Scrub® can be used. Never use harsh, abrasive cleaners.

If you have a self-cleaning oven, refer to the owner's manual for full instructions for its use. ***Do not let the oven go too long between cleanings.*** If lightly soiled, it can be cleaned with a solution of ¼ cup baking soda to one quart of water. A heavily soiled, non-self-cleaning oven may require a commercial oven cleaner.

If your range fails to operate, check the separate circuit in the electric panel dedicated to its use. Turn it off, and then back on.

Microwave Oven

Follow your owner's manual for full and complete instructions. Be sure to use containers that are safe for microwave use. Never use metal or aluminum products in the microware.

Interior spills or spatters can be cleaned with a damp or sudsy cloth. Rinse thoroughly. Never use commercial oven cleaners in a microwave.



Appliances are covered by manufacturer warranties. Check your manufacturer appliance manual to determine the recommended maintenance for each of your appliances.



Attic

Even though attics are often used for storage, care must be exercised so as not to put too much weight on the joists. Garages have been constructed in anticipation of light storage loads in the attic. Other attic areas of the house, such as the space over bedrooms and living rooms, have not been reinforced and should not be used for storage. Materials that are combustible or perishable should never be stored in attic spaces.

If there is insulation in the attic area, never store items that would cause the insulation to be compressed. The insulating qualities are greatly reduced if compressed.



Always keep the nuts and bolts tight and secure on the disappearing stairs into your attic, to reduce the possibility of accidents. Use the disappearing stairs with caution.



Brick

Brick walls add a special character to a home. Do not expect each brick to be perfect or perfectly spaced. Small surface cracks or chips and slight variations in size and placement are normal and help to create the texture and beauty of brickwork.

Expansion Joints

About every twenty feet on your brick wall you will find expansion joints. You will see that these joints are about 1/2 inch wide and run from the foundation up to the wood trim of your home. These joints are where the mason purposely did not put mortar in between the bricks. The painter has caulked these joints so they will keep the elements out, but still provide the "elasticity" that is intended for an expansion joint. Expansion joints allow for some movement as the house settles and shifts. Expansion joints minimize the chance of cracks occurring in the brick veneer or mortar joints. Caulking should be checked regularly and re-caulked as necessary with a silicone caulking material.

Weep Holes

Located on the bottom of your brick walls are small weep holes every three to five feet. These weep holes can be seen along the bottom course of bricks where mortar is missing. Weep holes prevent condensation from occurring behind the brick veneer by allowing the air space to "breathe". Weep holes should periodically be cleaned out for dirt or debris.

NOTE: Do not under any circumstances fill the weep holes!

Efflorescence

You may occasionally find a white powdery deposit on the face of a brick wall. This is efflorescence, caused by salts in the components of the wall. Water dissolves these salts and then deposits them on the surface as the water evaporates. Efflorescence can usually be removed by cleaning the wall with water and a scrub brush.



Cabinets

Wood cabinets have tone, grain and color variations that are characteristic of all wood products. These variations are expected and considered to be normal.

Care of Wood Cabinets

Wood cabinets should be cleaned with the same care given to wood furniture. DO NOT clean with excessive water.



At least once per month, all cabinet doors should be cleaned with a damp, soft cloth and dried immediately with a dry, soft cloth. **DO NOT USE** detergents, strong soap, abrasives or self polishing waxes on your cabinets. Avoid using cloths that may contain remnants of these cleaners.

Surface scratches on wood doors can be covered up with a matching putty or stain available from your local hardware store.

Excess moisture causes the greatest harm to any wood finish. Dry off any water immediately with a soft dry cloth. Rising steam from coffeemakers can damages your cabinets. Avoid placing coffee makers under the upper cabinets.

White Cabinets

White cabinets typically have a special finish, making it very easy to clean with a small amount of warm soapy water. **DO NOT** use furniture polish or bleach on white cabinets; these products will cause the white finish to yellow.

Shelves, Drawers, and Hinges

Cabinets shelves are intended to support weight less than twenty (20) pounds per square foot. Canned goods and heavy products should be placed on the bottom shelf.



Check your cabinet door hinges at least once a year for proper adjustment. Use a screwdriver to tighten or adjust the alignment. Also check cabinet drawer guides at least once a year for proper adjustment. Apply silicone spray to the drawer guides if any drawers are difficult to open or close.

Carpet

Care and Stain Removal

With proper care, your new carpet will retain its beauty for years to come. When moving into your new home, be sure you protect the carpet with runners or sheets of plastic. Damage to your carpet, including stains, will not be repaired after closing.



Regular vacuuming prolongs the life or the carpet and enhances its appearance. Most soiling in carpet is from dirt and dust which is easily removed by a vacuum cleaner.

No carpet is totally stain resistant. Some resist staining more than others, but all require maintenance and professional cleaning periodically.

The manufacturer recommends the following care for your new carpet:

- Vacuum the high traffic areas daily, medium to high traffic areas twice weekly, and the entire house at least once a week.

- Use a vacuum with a rotating brush or beater bar. Change the vacuum bags often and check the beater bars for burs and gouges so as not to damage the surface of the carpet. Some thick loop pile carpets will fuzz if a rotating brush vacuum is used. In this case, use a suction vacuum only.

The manufacturer recommends the following preventative maintenance for your carpet:



- The use of mats or runners at all home entrances and on uncarpeted areas adjacent to carpet will reduce soil and moisture in traffic areas. Clean mats and any other rugs placed over carpet regularly.
- The use of furniture coasters to distribute the weight of heavy items is recommended, especially for furniture with wheels. Use care when moving furniture.
- Even with regular vacuuming, soil particles and oily dirt will cling to the carpet fibers. Foot traffic drives these particles and oily dirt deep into the carpet. Professional hot water extraction every 18 to 24 months is recommended. Periodic cleaning, using the hot water extraction method performed by a professional cleaner, will refresh carpet appearance.
- The most used areas, such as entrances, doorways, traffic lanes, and in front of chairs will collect dirt faster than other areas. Clean these areas when they first begin to show soil. This will stop dirt from spreading and extend the time between professional cleaning.

The manufacturer recommends the following for the removal of stains:

- Treatment of the affected areas should begin immediately upon discovery. The more time that elapses before treatment, the more difficult a stain is to remove.
- Scrape food spills gently with a spoon or dull knife, removing as much as possible.
- Always work from the outer edge of the stain toward the center to avoid spreading the stain. Blot the stain gently. Rubbing or scrubbing will cause the carpet to fuzz.
- When using a mild detergent, use a clear, non-bleach laundry detergent. Cloudy detergents will leave a sticky residue, and products with bleach can permanently discolor your carpet. Use only 1/4 teaspoon of detergent to 32 ounces of water. Follow detergent cleaning with clear water rinsing and then blot dry as much as possible.
- Always use a white cloth or paper towel for stain clean-up and removal.
- If you use a carpet stain removal product, always test the product on an inconspicuous part of the carpet (for example, in a closet) to make sure the product will not remove the color or otherwise harm the carpet.

- **WARNING:** Some household products will cause irreparable damage to your carpet. Bleaches, tile cleaners, mildew removers, oven cleaners, drain openers, swimming pool chlorine and some acne medications can discolor or dissolve carpet fibers.

Fading And Seams

Carpet exposed to direct and reflected sunlight will fade. Window treatments can be used to reduce potential fading due to ultraviolet rays.

Some types of carpet are more likely to have visible seams than other types. Most carpet seams will be visible to some extent. However, if seams are excessively noticeable, vacuum in the same direction as the seam to minimize their visibility.

It is normal for loose fibers to be removed from your carpet when vacuumed. If a secure tuft lifts above the carpet surface, do not pull on the tuft. Instead, use very sharp scissors to cut the tuft flush with the carpet.



Caulking

It is quite normal for caulk and grout to separate or crack around the tubs, showers, vanities, and commodes. This is caused both by the settling of the house and the hardening of the caulk over time. Repair of minor cracks and separations are homeowner maintenance rather than warranty repairs and should occur on an ongoing basis.



At least once each month, you should check for grout and caulk cracks and separations. As soon as you see a crack, it should be repaired. Before you apply new caulk, it is necessary to first remove the cracked caulk or grout, thoroughly clean the surface and then completely dry the area. Any excess caulk can be easily removed with a wet cloth at the time of installation. Let it dry thoroughly before getting the area wet ~24 hours.



Ceramic Tile and Grout

One of the most practical, economic and durable flooring choices a homeowner can select is ceramic tile. Below are some recommendations for the care of your ceramic tile and grout:

Care of Glazed Ceramic Tile

To clean glazed ceramic tile, follow these guidelines.

- Sweep or vacuum the area to be mopped to remove dust and debris. Clean and scrub the ceramic tile floors and ceramic tile wall surfaces with a cleaner solution and a cotton mop, cloth, sponge or non-metallic brush. The entire area should be rinsed with clean water to remove any cleaning solution residue.
- Glazed ceramic tile products should be cleaned routinely with an all-purpose, non-oil based household or commercial cleaner. The product

chosen should also be grout joint cleaning compatible. The type of product may vary depending on the tile application and use. Never use cleaners with acids or ammonia. Acids can damage the grout and the glazed surface of the tile, and ammonia can discolor the grout.

- Ceramic tile in baths and showers can be cleaned with a multipurpose, spray cleaner. The cleaner used should be designed for everyday use for the removal of soap scum, hard water deposits and mildew.

Care of Unglazed Ceramic Tile

Unglazed ceramic tile products require the use of different cleaning products, such as concentrated tile cleaners that have a neutral pH noted for safe regular use. These cleaners are better suited in removing grease, oils and normal spills from unglazed products. Again, look for a product that is compatible with cleaning the grout joints at the same time.

Grout Maintenance

Grout, the material used to fill the spaces between the individual tiles, is a permanent, integral component of the finished flooring installation. Grout needs to be cleaned on a periodic basis to remove any surface build-up. Routine grout cleaning can be done with a daily concentrated household or commercial cleaner, depending on the application. When heavy duty grout cleaning is required, you will need to use a professional strength tile and grout cleaner that is capable of removing grease, soap scum, body oil, mildew stains, algae and synthetic or acrylic waxes from the grout joints. This type of product can be purchased from most home centers, or through your local professional floor covering dealer.

Voids in grout can easily be repaired by mixing your grout color with water and applying to the void. Grout can be purchased at any home improvement store; follow the directions on the product.

If grout has been stained to the point that it cannot be maintained or returned to its natural color, you can return the grout back to its original color or any other color through the use of a “grout stain”. Grout stains are epoxy-base products that are specifically designed to penetrate into the grout and seal the surface with a permanent color. Once the grout has been stained there is no need to seal it any further with a sealer. Prior to staining, the grout joint should be cleaned thoroughly to remove any dirt, oils, grease and sealers with a professional strength tile & grout cleaner, available from most home centers or a flooring dealer.



Commodes

The EPA now requires the installation of "low-volume" commodes in all new construction. While these do help in conserving our precious water, it does, however, make stopped-up toilets a greater likelihood. It is imperative for you to "flush regularly, often and completely." Never place female sanitary products into the commodes! If Cheldan or one of its contractors performs service work for a stopped commode and finds the problem is due to a foreign object in the line (other than any type of construction debris), the cost of the work to unstop the commode will be invoiced to the homeowner.

Commode Blockage

If your commode should stop-up, use a plunger to unclog the system. Rather than using sporadic, forceful plunges, use rhythmic up and down strokes ten to twenty times to build more pressure in the commode drain to force out the blockage. If this does not work, then you should try a spring-steel auger. An auger can be rented from a local rental facility. Insert the auger so the point goes into the trap. Turning the auger will break up the blockage or catch it so it can be removed. An auger is often easier to use if one person holds it while another turns the handle.

Commode Overflow

The process to stop your commode from overflowing is simple. If your commode begins to overflow after flushing, follow these instructions:

- Locate the valve nozzle behind the toilet attached to the wall.
- Turn the valve clockwise until the water stops flowing.
- Wait a few minutes before turning water back on.
- After performing this, try flushing toilet.
- Repeat process if toilet overflows again.
- If the water continues to overflow, it may be necessary to leave the valve off and proceed with blockage procedures as described above.

Running Commodes

Sometimes a commode will continue to "run" after being flushed and refilling. This can usually be corrected by slightly bending down the rod that is attached to the float inside the tank. This procedure will enable the tank to fill slightly less so it will not spill into the overflow pipe inside the tank, resulting in continual running water.

For efficient operation, the water level in the full tank should rest on the "water line" stamped inside the tank.

Proper Cleaning

A variety of commercial cleaners are made especially for commodes. Use them according to manufacturer's directions. Do not mix them or use these products with household bleach or any other cleaning products. Never use them in anything but the commode! Some toilet cleansing products are designed to be placed in the tank and contain a "bluing agent." The bluing agent can be corrosive to the plastic, rubber, and metal parts of the toilet. ***We recommend you do not use these products.***



Condensation

Condensation is at a maximum in new homes. Gallons of water went into the construction of your home. In a closed house, this water has to find some place to go. As building experts have pointed out, windows are not to blame for condensation. The moisture content of the inside air is the key to both the cause and cure.

Causes of Condensation

Windows do not cause condensation, they are merely indicators. Condensation occurs because the air can hold only a limited amount of water vapor, an amount that varies with temperature. When air at a certain temperature contains all the water vapor it can hold, it is said to have a relative humidity of 100%. This moisture (water vapor) is invisible. When air is warm, it holds more moisture than it can when it's cold. As the temperature falls, relative humidity will continue to rise until the dew-point is reached – that is, the temperature at which the relative humidity becomes 100%. Any further decrease in temperature will force some of the vapor to condense as water.

Air cooled by contact with cold surfaces will deposit some of this water vapor on the surface whenever it has more water vapor than it can hold at its new temperature. Condensation usually occurs first on windows because they have the lowest temperature of any of the interior surfaces in the house.

When windows and window frames in a house show signs of sweating, fogging or frosting, there is only one reason: **too much moisture in the air inside the home.** This is solved by reducing the indoor air moisture.

You need to take extra precaution to avoid standing water on the window sills. If not dried, it can cause the wood to swell and create an unsightly, cosmetic blemish.

Reducing Indoor Moisture Content

The moisture level in your home can be reduced in several ways:

- Operate exhaust fans whenever unusual amounts of moisture are added to the air when cooking, dishwashing, laundering and bathing.
- Turn off humidifiers; consider installing a dehumidifier.
- Make sure all windows and doors are properly caulked around the outside.
- Open the fireplace damper.
- Keep shades or draperies open whenever practical.



Countertops and Hard Surfaces

Your new home has several different countertops or solid surfaces in it, each requiring its own special care and maintenance to ensure its beauty for the life of your home. The following are helpful hints for the countertops and solid surfaces you may have in your home:

Laminate Countertops



The manufacturer recommends the following tips for care and maintenance of your laminate countertop:

To clean the surface, use a damp cloth or sponge and a mild soap or detergent. Difficult stains such as coffee or tea can be removed using a mild household cleaner/detergent and a soft bristle brush. If a stain persists, use a paste of baking soda and water and apply with a soft bristled brush. Light scrubbing for 10 to 20 strokes should remove most stains.

Although baking soda is a low abrasive, excessive scrubbing or exerting too much force could damage the decorative surface, especially if it has a gloss finish.

Many household products can cause permanent damage to your laminate countertop:

- Abrasive cleaning products can permanently mar the surface. Use nothing harsher than baking soda, and use even that very gently as noted above.
- Drain cleaners containing lye can cause permanent damage. Immediately wipe up spills and rinse with clear water several times.
- Dyes for hair, textile and food can cause permanent stains. Wipe up immediately with dishwashing detergent or an all-purpose cleaner.
- Never place pots of dishes directly from the oven or burner on an unprotected laminate surface. Extreme heat can cause cracking and blistering.
- Never work with oven cleaners on or near a laminate countertop. Wipe spills away promptly and rinse several times with water.
- Rust removers contain harsh chemicals which will quickly cause permanent damage. If a spill occurs, wipe off all residue at once, wash thoroughly with soapy water and rinse several times.
- Toilet bowl cleaners contain harsh chemicals which can cause permanent damage. If a spill occurs, wipe off all residue at once, wash thoroughly with soapy water and rinse several times.
- Steel wool and other abrasive pads will damage laminate surfaces. Do not use them for cleaning and don't store steel wool pads on the countertop. The metal can rust and stain the laminate.
- Do not allow water to stand at the backsplash, at laminate seams or around the sink as this may cause swelling or delaminating of the

countertop.

- Re-caulk the backsplash, seams and sink when necessary. Check for cracks and separation at least once per month.

Cultured Marble Counters



Cultured marble is a manufactured product made from a precise blend of polymer resin materials coated with a gel coat to produce a tough, durable transparent surface. Cultured marble has a beautiful appearance, is highly durable, has a seamless construction and is water and mildew resistant.

The following are tips for the care of cultured marble countertops, shower enclosures or tubs:

- Routine cleaning with a sponge or cloth with a non-abrasive aerosol foam cleaner should remove any spills, soap residue from the cultured marble surface.
- Do not use harsh abrasive cleaners on cultured marble.
- Should the joints of a cultured marble countertop or shower enclosure separate, re-caulk with silicone.
- Never stand or step on a cultured marble surface for any reason. The gritty particles on the soles will scratch the surface.

Solid Surfacing Countertops



Solid Surfacing is a product that was created for a lifetime of easy care. Follow the manufacturer's guidelines below to keep your Solid Surfacing looking great.

For routine cleaning, soapy water or ammonia-based cleaners will remove most dirt and stains. Difficult stains may require different techniques:

- Watermarks should be wiped with a damp towel and dried.
- Difficult stains can be removed with an abrasive cleaner and green Scotch-Brite pad.
- Occasionally wipe surface with diluted household bleach (1 part water/1part bleach) to disinfect the surfaces.
- For ordinary maintenance, rub with Scotch-Brite pad alone.
- Due to the nature of Solid Surfacing, the color goes all the way through and the surfaces are completely renewable. You can remove minor cuts and scratches yourself by following the instructions below:
 - Sand with 180 or 200-grit fine sandpaper until the cut is gone.
 - Restore surface with an abrasive cleaner and a green Scotch-Brite pad.

Prevent damage to your Solid Surfacing by following these tips:

- Solid Surface countertops can withstand heat better than ordinary surface materials. However, hot pans and some heat-generating appliances (frying pans and crock pots) can damage the surface. To prevent heat damage, always use a hot pad or trivet with rubber feet to

- protect the surface.
- Avoid exposing the countertop to strong chemicals, such as paint removers, oven cleaners, textile, food or hair dyes, toilet bowl cleaners, etc. If contact occurs, quickly flush the surface with water.
- Remove nail polish with a non-acetone based nail polish remover and flush with water.
- Do not cut directly on Solid Surface countertops.
- Run cold water when pouring boiling water into a Solid Surface sink.

Solid Surface Countertops are fabricated from a sheet material; therefore countertops will have seams. The seams are inconspicuous but they are visible. This is a characteristic of the material.

Natural Quartz Countertops

Natural Quartz countertops are composed of 93% natural quartz, giving it a high resistance to damage from heat, scratching, chipping or dulling of the polished finish. Quartz Countertops are durable, non-porous and is a safe surface for food preparation.

The following is the manufacturer's guidelines for care and maintenance of a Natural Quartz surface:



- To clean a Natural Quartz surface, simply wipe with warm water and soap, using a damp cloth or paper towel.
- To remove stubborn or dried spills use a damp, soft cloth with warm water and soap. If needed, apply common household cleaners such as Formula 409 or Windex.
- Avoid abrasive cleaners containing high alkaline/ph levels. Liquid bluing, nail polish remover and oil soaps can also damage your surface. Avoid using products such as paint remover or furniture strippers near Natural Quartz surfaces.
- The use of a hot pad or trivet is always recommended with hot pans or cooking appliances such as roaster ovens, frying pans or crock pots. Although Natural Quartz is structurally heat resistant; however, all stone can potentially be damaged by sudden changes in temperature, especially near the edges.

Granite Countertops

Granite is a natural product that is often streaked with irregular and colorful patterns of "impurities" during formation; no two pieces of the same type of granite are ever identical. The sample you selected from is representative of the color and markings of that type of granite. The product installed in your home may not resemble the sample. Cheldan is not responsible for color veining variations within the slab and from slab to slab. Slab granite used on countertops should be sealed annually by the user – Cheldan Homes does NOT seal the countertop surface. Sealants for granite countertops are available at your local home improvement store.

The following are the granite industry's guidelines for the care and

maintenance of a granite countertop:



- Dust the surface frequently.
- Clean surfaces with a specially formulated granite cleaner.
- Thoroughly rinse and dry the surface after washing.
- Blot up spills immediately.
- Seal the granite annually.

To ensure the continued beauty of your granite countertop, follow these guidelines:

- Never use vinegar, lemon juice or other natural products that are acidic in nature.
- Never use cleaners that contain acids. Examples of common cleaners with acids are bathroom cleaners, grout or tub and tile cleaners. Read the product label carefully.
- Never use abrasive cleaners (similar to products you might use to cleanse your sink). Both the dry formulas and gel soft formulas will mar your granite permanently.
- Never mix bleach and ammonia – this combination creates a toxic gas.
- Always use products specially formulated for the care of your granite countertop.

Repair of Countertop, Vanity and Other Stress Cracks

Cracks in the caulking are commonly found around the countertops in the kitchen, around marble vanities in your bathroom, and around tubs and showers. To repair cracks around these areas:

- Remove any old caulk from the crack and thoroughly clean the surface.
- Squeeze a small amount of the caulk into the cracked area with an even bead.
- Smooth the caulk out to an even spread with your finger if necessary.
- Any excess caulk left on application can be wiped up with a wet cloth.
- Allow to dry (24 hours) before applying any pressure or water to the area.



Doors - Interior and Exterior

Interior Doors

Your interior doors are made from a hardboard product similar to Masonite®. Due to normal settling and shifting of your home, sometimes both interior and exterior doors may tend to "stick" when opened and closed. Sometimes this can be corrected by sanding with a block of wood, or simply being sure none of the screws have loosened in the doorjamb. If neither of these procedures corrects the problem, please notify our customer service department with a written request for service during the first year.

Your interior doors are not designed to support additional weight. Hanging objects from the door knobs or the tops of the doors can cause the interior doors to warp or bind.

Squeaky doors can be fixed by applying a lubricant to the hinge pin. Use oily sprays very sparingly as they can leave a black residue with frequent use. Wipe hinges off and protect your floors from drips of excessive lubricant.

Exterior Doors

Your exterior metal doors have a Styrofoam core for insulation purposes. All exterior doors have weather-stripping along the jambs as well as the threshold. The weather-stripping is designed to keep the elements out as well as further insulate your home.



To maintain the energy efficiency of your home, you should replace loose or damaged weather-stripping. The threshold may be adjusted by using a slot screwdriver. This will probably be necessary at different times of the year as your house settles and shifts, and it is recommended you check all thresholds at least quarterly to ensure maximum energy efficiency in your home.



Electric System

The electrical system and fixtures in your home were installed by a licensed electrical contractor. Any required electrical repair should always be performed by a licensed electrician. Unsound repairs or alterations can create an unsafe condition that could void your homeowner's insurance protection in the event of an electrical fire or injury or void your homeowner warranties.

The most common electrical problem is finding an electrical outlet is not working. There are several things the homeowner should check to resolve the problem. Typically, the problem of a non-functioning outlet can be solved very simply by the homeowner.

GFI Outlets

Your home is equipped with "ground fault interrupter" circuits or GFI circuitry. These outlets are located near your bath vanities. These outlets are engineered to protect you against surging electric currents. If you are running an appliance through one of these plugs and you were to drop it in water, the GFI automatically trips and turns the entire outlet off. This device is designed to protect you from being shocked. If you lose power in one of these outlets, simply reset the outlet by pushing the "reset" button on the plug outlet. If the breaker trips again, try another appliance in the outlet. If the outlet still does not work, fill out one of the "Warranty Service Request" forms and send it to our office. There may be several GFI plugs on one circuit, resulting in the reset button being in a different location than where the plug is "tripped". GFI circuits may be found in the kitchen, baths, garage, and on exterior outlets.

Never plug a refrigerator, freezer, alarm clock or security system into a GFI outlet. It can carry the load but could shut off without warning by any power surge or overload. Plug appliances that need to run continuously into a non-GFI outlet.



You should test your GFI plug at least once monthly to see if it has been tripped. You can test the plug with a small appliance (such as a hair dryer) plugged into the outlet. If the appliance does not run, hit the reset button.

Circuit Breakers

Circuit breakers protect the electrical wiring and equipment in your home from overloading. You have a master electric panel located either outside or in the garage. If the master circuit breaker is tripped, the electricity to the house is shut off. If individual circuit breakers are tripped, they may be reset by first flipping them fully to the OFF position, then switching them back to full ON.

Power Failure

In case of a complete power failure, first determine if your neighbors have power. If not, notify your electrical utility company of the problem. If the power failure affects only your home, check the master circuit breaker and individual circuit breakers. If one circuit breaker continues to trip, check to see if you have one circuit in the house overloaded. If not, please contact us if this occurs during the first year of the warranty period.

Light Bulbs



All light fixtures in your new home should have instructions written on them designating the correct light bulb to use. Under no circumstances should a light bulb be used that is over the designated wattage. If you do this, you are creating a fire hazard. If a light fixture is not designated, then it is assumed a 60-watt bulb is intended for use. Never install more than a 60-watt bulb in any closet light fixture.



Expansion and Contraction

All building materials are subject to expansion and contraction caused by changes in temperature and humidity. This applies to everything in your home, including the concrete. Dissimilar materials expand or contract at different rates. This results in separation between materials, particularly dissimilar ones. The effects of this expansion and contraction can be seen in such things as small cracks in the foundation, drywall, paint (especially where moldings meet sheetrock), mitered corners and where tile grout meets tub or sink. This can be alarming to the uninformed homeowner, but in fact, it is very normal. Shrinkage of wood components of your home is inevitable. This **will** occur in your home.

Stress cracks will be most noticeable during the first year, and will continue to appear on a lesser scale in the second year. In most cases, caulking and paint is all that is needed to repair minor evidence of this very natural phenomenon. Minor stress, joint and caulk cracks are easily repaired and considered Homeowner Maintenance items.

At the Homeowner Orientation Tour, you will be given a touch-up kit for making these repairs. The touch-up kit includes interior and exterior paint and a tube of caulk. Refer to the sections in this Chapter on “Wall Care and Stress Cracks;” “Caulking;” and “Countertops” for specific information on performing this routine maintenance.

Exterior Trim and Siding

Maintenance and Care

Inspect the siding and trim of your home at least once a year. Check all caulked joints carefully. Caulk will shrink over time, allowing moisture to penetrate the surface. This can lead to the deterioration of your siding and trim. When watering the lawn, keep sprinklers from directly hitting the house. The exterior of your home was designed to withstand normal weather conditions, not sustained pressurized force from sprinklers.

Bad weather conditions and soil contribute to dirty siding. Surface soiling can be removed by washing your siding as required. As a result of the normal aging and weathering process, slight cracking and peeling of painted surfaces can be experienced as early as one year after installation. Sunlight, wind, water and vegetation exposure will cause uneven weathering on different sides of your home.



Usually the trim needs painting before the siding, but both the trim and the siding will need repainting within five years. It is important you repaint when necessary to protect the trim and siding from weather elements and pests. If you have gaps at joints in wood trim or siding, re-caulk or fill them before repainting.

Fireplace

Fireplace Safety

Follow these simple steps for the care of your fireplace and for safely lighting a fire:

- Make sure the damper is open before you start the fire. After the fire is completely out, close the damper to prevent warm air from your home escaping up the chimney.
- Before lighting a fire, check the fireplace to be certain it draws. To do this, light a newspaper on the grate and see if the smoke is carried up the chimney.
- Always start your fire with newspaper and dry kindling. NEVER use gasoline, kerosene, charcoal starter or a propane torch! A fire can quickly get out of hand with fuels other than wood.
- Always burn dry, well seasoned wood. Green wood is a major culprit in the creation of a smoldering, “smoky” fire. Never burn mesquite or cedar wood as they burn extremely hot and could damage the fireplace panels.
- Never burn trash or rubbish in your fireplace.
- Use the screen in front of the fireplace to keep sparks in.



- Ensure that flammable household items – such as drapes, furniture, newspapers and books – are far away from the fireplace.
- Never leave children unattended near a fire!
- Always be sure the fire is out before going to bed.
- Regularly remove ashes from the fireplace. Make sure the fire is out and cold before removing, and store ashes outside in a covered metal container in a safe area away from the house.
- Once a year, have your fireplace cleaned and inspected for soot build-up by professional.



Foundation/Concrete Care and Maintenance

Your new home was built on a post-tension foundation, engineered by a third party firm. Once the foundation was complete, a different third party firm tested the foundation to ensure it met Cheldan Homes’ stringent standards for strength and durability. However, every foundation – including post-tension foundations – requires maintenance on the part of the homeowner.

Most homes in the DFW area are built on highly expansive clay soils. These clays are capable of large volume changes when a change in moisture content occurs. The soil expands when moisture is added and contracts when moisture decreases. These volume changes can be very significant, causing the entire house to move up or down as soil conditions vary. You may never notice the movement at all as long as the soil moisture content is uniform. However, if the moisture content is different from one part of the house to another, uneven movement can result, causing stresses in certain areas of your foundation and home.

Proper Foundation Maintenance

Proper foundation maintenance will minimize differential swelling and contraction. It is impossible to keep moisture away from the foundation when heavy rains occur at certain times of the year. Therefore, it is imperative to maintain good drainage around the foundation, especially during these times. You can prevent excessive cracking of the soil by controlled watering around the foundation during dry seasons. Careful consideration should be given to the planting of trees and other vegetation near your home, because they can contribute to the soil drying process.



The following recommendations are excerpts from the “Homeowner’s Responsibility of Drainage” drafted by the Post-Tensioning Institute. We further recommend that you read this report in its entirety found in Chapter 6.

At least quarterly, homeowner should exercise the following recommendations to ensure proper water drainage and foundation care at all times:

- Maintain proper drainage away from the foundation with a suggested slope of four inches in the first four feet and/or six inches in the first ten feet away from the foundation.
- Fill any depressions adjacent to or near the foundation to prevent the

- collection of water.
- Keep fences clear of grass clippings, leaves, mud or debris that may hinder the drainage flow.
 - Check gutters and downspouts to be sure that water is discharged away from the foundation area.
 - Water liberally and uniformly around the entire foundation during dry spells to prevent uneven soil movement. Include the parts of your yard where there is no grass or plants.
 - Trees should be planted a distance away from the foundation equal to their anticipated height. A minimum of ten feet is standard. If existing trees are near the foundation, they will draw added water from the foundation, thus requiring more water within this area. In the summertime, plants will use a great deal of moisture from the soil around your foundation. Be sure to water more in those areas.
 - Cracks in the soil from drying should not be allowed to form. If they do, gradual watering should be applied next to the cracks so they will close. Soaker hoses around the foundation work well when allowed to seep lightly into the cracks. Water should not be placed directly into open cracks!
 - During hot and dry weather, special emphasis should be given to **consistent** watering around your home. This will preserve the desired ground moisture around your foundation and - most importantly - ensure the life-long beauty of your home.

In summary, the object of a proper maintenance program is to maintain as constant of a moisture content as is possible for the soil under the foundation and around the perimeter of your home. Special emphasis must be given to watering programs during dry seasons in order to preserve the desired, uniform soil moisture content.



Garage Doors



A slight binding as the door opens and closes can be lessened by spraying silicone on the tracks. The moving parts of garage doors should be oiled every three to four months. The screws that attach the brackets to the door should be checked for tightness on an annual basis.



Grading of Your Lot

Your home site has been graded to direct rain water away from the foundation. It is important you maintain the grade around your home in its original condition. If an area around the foundation settles, it should be filled to restore the original grade. Homes should be landscaped and grass installed as soon as possible to prevent the erosion of the original grade by water, wind, and other elements.

After a rain, look for ridges, ponding, and areas where grass, leaves or grass clippings have accumulated at the bottom of the fence. Rake these areas to smooth them out or remove the debris. Swales are also placed in the yard for drainage and must be maintained periodically. It is not uncommon for the draining to be on one side of the property of fence, whichever is lowest between two properties.

Gutters

Some Cheldan customers choose not to purchase gutters as part of the construction of their new home. However, it is very important that gutters be installed on your new home. Cheldan Homes will be glad to provide the names of reputable gutter companies for you to contact. Feel free to contact your sales consultant for further information. If you purchased gutters, care for the gutters is detailed below.

Surface soil and staining can occur on gutters. These are the results of industrial fallout, smog, tree sap, insecticides, or chimney fumes. If you purchased gutters for your new home, the following simple cleaning procedures should be performed at least once a year or more often if necessary:



GENERAL CLEANING: use an ordinary nonabrasive household detergent. Apply the solution to the soiled surface by means of a soft rag, sponge or soft bristle brush with a gentle rubbing action. ***Do not rub vigorously so as to create glossy areas over the satin finish.*** Soft bristle brushes equipped with long handles may be used to reach some of the higher, hard-to-reach areas. ***Immediately rinse the entire surface with fresh water from a garden hose.***

STUBBORN STAINS: If stubborn stains are encountered, use a heavy duty cleaner such as “Fantastik®”. Heavy soil deposits may not be removable in one application and may require repeated cleaning over some length of time. ***Do not use cleaners containing abrasive particles, ammonia, solvents or paint removers for cleaning!@ These material may soften or remove the gutter finish.***

CLIMATIC PROBLEMS: In times of humid weather, mildew may occur on the gutters, first appearing as black spots on the surface dirt on the undersides of the rain gutter. To remove mildew, prepare the solution below and apply as outlined above:

1/3 Cup	Detergent (Such as Tide)
2/3 Cup	Trisodium Phosphate (such as Soilax*)
1 Quart	5% Sodium Hypochlorate solution (such as Clorox)
3 Quarts	Water

Caution: *Greater concentrations than specified may cause damage to finish.*

** Sold in home improvement stores.*



Hardware, Fixture and Faucet Finishes

The finishes on your door hardware, light fixtures and faucets have a protective coating. The use of caustic soaps or abrasive cleaners can damage the coating, resulting in tarnishing, discoloration or pitting. These finishes are not guaranteed against tarnishing or discoloration. The protective coating can also be damaged by ultraviolet lighting, rain, humidity, air pollutants, yard chemicals, and household chemicals.

You can keep your hardware, fixture and faucet finishes looking new by beginning routine care shortly after you move into your new home.

Care for Finishes



Finishes should be cleaned with a clean, damp cloth. Never clean items with abrasive cleaners or solvents or acetic or alcoholic cleaning products. Use only nonabrasive cleaners. Harsh cleaners or abrasives can scratch some finishes.

After every use or cleaning, it is always best to wipe dry with a soft cloth to prevent water spotting and mineral build-up. We recommend that you clean and wax regularly. You may use an aerosol furniture polish or floor paste wax for this purpose.

To remove hard water deposits and soap scum, use a 50/50 mix of vinegar or liquid Lysol® and water.



Hardwood Floors

Your new hardwood floors are very easily cared for and add a special touch to your new home.

Hardwood Floor Care



The manufacturer has the following suggestions for your hardwood floors:

- Vacuum or sweep the floor to remove any particles that could scratch your floor. **WARNING: Vacuums with a beater bar or power rotary brush head can damage a wood floor and should NEVER be used.**
- Apply a Wood Floor Hard Surface cleaner directly to a terry cloth flooring mop. Never apply the cleaner directly to the floor. (*The manufacture recommends Mohawk Floor Care Essential Hard Surface Cleaner.*)
- Use a back and forth motion with the mop. When the terry cloth cover becomes soiled, simply replace it with a clean one. Cleaning the floor with a soiled cover could cause streaking. The covers are re-usable so simply throw the cover in the wash and dry it as you would any towel.

The manufacturer suggests the following procedures for the long-term care of your hardwood floor:

- Countersink and fill all nail holes.
- Vacuum or sweep regularly.

- Remove spills promptly using a clean, dry terry cloth and clean residual from spill with Hard Surface Cleaner and clean white cloth.
- Use felt protectors under heavy pieces of furniture and chairs.
- Use protective mats at all exterior entrances. Spiked heels or shoes in need of repair can severely damage your floor. Never wet mop or damp mop your wood floors. Water can cause damage to wood flooring.
- Maintain 40% - 60% relative humidity to reduce the natural expansion and contraction of wood.
- Never use oil soaps, wax, liquid or other household products to clean your floor.
- The sun's UV rays can change the color of your floor.
- Keep animal nails trimmed.
- Protect your floor when using a dolly for moving furniture or appliances. Never slide or roll heavy furniture or appliances across the floor.
- If your floor becomes scratched or dull, repairs can often be made using repair accessories.



Hosebibs

Your hosebibs (outside faucets) are equipped with an anti-siphon attachment. This is to prevent water from being siphoned from your hose back into the water system inside the house. Hoses should never be left outside during freezing temperatures because of the resulting damage.



In cold weather when a freeze is possible, cover your hosebibs with an insulator (found at any hardware or lawn and garden store) to prevent your hosebibs freezing in cold weather.



Landscaping, Grading and Watering Guidelines

Proper care of the grounds around your house can not only add to its beauty, but also help protect the structure of the house. Sod, plants and trees are perishable items. It is critical to keep your landscape watered sufficiently so it can survive. During extremely hot weather, it will require more watering. Additionally, you must keep your landscape items watered and moist in the cold months to prevent "dry freezes" which will harm or kill your landscape plants, turf and trees. Consult your local nursery for the seasonal care and nutritional needs of your new landscape.



The recommended maintenance in this section is only very brief summary of care for your landscaping and grades. We recommend you contact nursery professionals for additional guidance for of your landscaping. ***Cheldan Homes does not warranty any grading, landscaping, sod, trees, shrubs, drainage, or fencing.*** Thus, your care and maintenance of these items must begin as soon as you move into your new home.

Grading/ Drainage

It is imperative to keep water draining away from your home. Any depressions or holes should be filled with dirt. Drainage swales were sized and sloped to accommodate the water runoff and should be kept clear of any debris. Six to eight inches of the exterior slab beam should always remain visible and not covered by soil or other landscaping.

Remember, install sod on your lot as soon as possible! Rain, wind or other weather will erode and possibly ruin your final lot grade.



At the beginning of each season (at least once each quarter), make certain all swales are clean and free of debris (soil from runoff, leaves, landscaping mulch branches, etc.) that could impede water runoff.

Trees and Shrubs

As noted in Foundation Maintenance, trees should be planted a distance away from the foundation equal to their anticipated height. A minimum of ten feet is standard. If existing trees are near the foundation, they will draw added water from the foundation, thus requiring more water within this area. You should also keep your trees and shrubs roots moist, particularly when they are first planted. We recommend saturation of the roots every three to five days. Trees should not be fertilized until the following spring. Consult a local garden center for nutrient requirements.

Planning Your Home's Landscape

Plan your landscaping according to the way you want it to look in ten years. Check with local nurseries for specific recommendations on shrubs, flowers, and trees that should be planted on various sides of a house. You will want taller shrubs for privacy, trees for shade, flowering trees and flowers for color, and low-growing shrubs under windows.

The beauty of a plan is you realize that you don't have to do it all at once. You can use a copy of the survey you received at closing to sketch out the location and types of landscaping you plan to use. Indicate door and window locations since they will influence the placement of different plants and trees. Be sure to figure the space requirements for all plants when they reach maturity.

Foundation Maintenance

As mentioned in the "Foundation Maintenance" portion of this section, it is important to keep proper drainage around your slab. The use of landscape timbers, concrete blocks, or other similar materials can dam water within your flowerbed, resulting in moisture differentials around your home. This could cause foundation problems and should be avoided.

Turf Grass/ New Sod

Proper care for your new yard is of the utmost importance as landscaping and sod are NOT warrantable items. The following is the recommended homeowner watering guidelines for your yard.



Guidelines for Watering Texas Lawns

The following is a suggested watering schedule. Soil types, sun exposure and climatic conditions will vary from site to site. Please monitor your watering.

❖ **New Lawn Watering**

Week 1

Zone 1: Flower Beds - 1 Time Daily - 3 minutes
 Spray Zones: 2 Times Daily - 15 minutes
 Rotor Zones: 2 Times Daily - 30 minutes
**Bubblers should be only 1/4 open during first week*

Week 2

Zone 1: Flower Beds – 1 Time Daily - 3 minutes
 Spray Zones: 1 Time Daily - 12 minutes
 Rotor Zones: 1 Time Daily - 30 minutes
 Bubblers: 1/4 Open

Week 3

Zone 1: Flower Beds - Every Other Day - 5 minutes
 Spray Zones: Every Other Day - 15 minutes
 Rotor Zones: Every Other Day - 30 minutes
 Bubblers: Full Open

Winter Time Watering

Daily water for new sod: 5 Days - 1 time per day
 Following Weeks: 2 times per week

❖ **Established Lawn Watering**

Month	# per week	Duration	Start Time
January	1 per week	10 min.	9:00am
February	1-2 per week	10 min.	9:00am
March	1-2 per week	10 min.	8:00am
April	2-3 per week	10 min.	7:00am
May	every other day	10 min.	6:00am
June	every other day	10 min.	6:00am
July	3-4 per week	10 min.	6:00am
August	3-4 per week	10 min.	6:00am
September	3 per week	10 min.	8:00am
October	2-3 per week	10 min.	8:00am
November	1-2 per week	15 min.	9:00am
December	1 per week	15 min.	9:00am

CONTINUED ON NEXT PAGE

Watering Suggestions

- ✓ Sprinkler systems do not water trees adequately.
- ✓ All new plants should be watered daily for the first 2 weeks.
- ✓ Do not water from 12:00pm to 5pm. Also, avoid watering at night as this promotes fungus growth.
- ✓ Sprinklers should be set to start at 5:00am - 7:00am.
- ✓ Keep new sod wet for 10 days after installation.
- ✓ If a plant starts to look poorly and you have been watering on a regular schedule, wait 24 hours after a watering and lift the affected plant and observe the bottom of the hole. If there is water standing in the hole, discontinue watering.



Natural Stone Care

You may have selected for a flooring finish of a natural stone product such as marble or granite. A proper maintenance program is critical to ensure the beauty of your natural stone product lasts for a lifetime.

Natural stone requires a different maintenance routine than traditional, man-made ceramic tile. Many cleaners acceptable for ceramic tiles can scratch, damage, or dull natural stone. Dirt and dust will scratch the surface of natural stone. Therefore, stone floors should be vacuumed or dust mopped frequently to remove abrasive agents.

Only use cleaners specifically designed for cleaning stone and follow the instructions of the cleaner carefully. Stone cleaners should never contain acid or bleach. ***Acids, even a light solution of vinegar and water, will etch and eventually damage natural stone.***

Again, to maintain the beauty of your stone finishes, you will need to purchase products specifically designed for stone care and maintenance, and follow those instruction very carefully.



Septic Systems

Some homeowners that live in rural areas have a septic system instead of being part of a city sewer service. Septic systems do require weekly and periodic maintenance. . If you have a Septic System, refer to the Owners Manual for complete information on the maintenance and care of your system.



Sinks

Kitchen Sink



Do not let food wastes or any other types of corrosive liquids (*such as acids, photographic or developing solutions*) stand in the sink. This will cause staining or damage to the sink. **Soft-Scrub®** is an excellent cleaning solution for stainless steel sinks. We recommend you wipe down and clean your stainless steel sink after each use; thoroughly rinse all cleaning products with water and wipe the surface dry to avoid spotting.

Sink Aerators

On each sink faucet an aerator is screwed into the exit of the downspout. The purpose of this aerator screen is to break down the stream of water and cause more air to be filtered in with it. Sometimes, this presents a problem, because the aerator can stop up. If you experience a loss of water pressure, then you need to clean the aerator. To do this, follow these instructions:

- Unscrew the metal fitting from the exit of the downspout.
- Take the filter off; run water through it to eliminate unwanted objects.
- Replace filter on aerator and screw back into the downspout.

Drains

The sink in your home has a drain trap located under the cabinet. This U-shaped piece of pipe, known as a "P-trap", is designed to provide a water barrier that prevents the airborne bacteria and sewer odor from entering your home. Because of its shape, these traps are the location of most clogged pipes.

If the sink becomes clogged, use a plunger first. The plunger should completely cover the drain opening, and the water should come well up over it by several inches. Rather than using sporadic, forceful plunges, use rhythmic up and down strokes ten to twenty times to build more pressure in the pipes to force out the clog. Be sure to close the other side of the sink. Once opened, it is a good idea to pour several sink full of hot water (140° F) down the drain.

The "P-trap" can be opened as well to remove any clog. When doing so, first place a bucket or pan under the trap and then unscrew the PVC connections to access the clog. See more about the "P-Traps" below.

A plumber should be called if none of the above procedures work. Please remember these are homeowner maintenance responsibilities and not warranty service items.

Sink Stopper

The sink stoppage can sometimes be caused by hair entangled around the stopper. This can be checked by first removing the small nut on the drain pipe beneath the sink in order to free the stopper. Lift the stopper out and remove any hair or other debris. Put stopper back in place and tighten the nut securely.

Prevention



Ordinary washing soda (not baking soda) added to a drain on a regular basis will help to keep the drain free of the grease, soap and other cooking grime. Run hot water through the drain, turn off the water, add three tablespoons of washing soda, and follow it with just enough hot water to wash it down the drain opening. Let stand for fifteen minutes and run more hot water. Never pour grease down your sink!

“P-Traps”

The vanities in your new home are engineered with P-traps. P-traps are the “snake” part of the plumbing pipes underneath all your sinks. By leaving a small amount of water trapped in this area, it will stop the sewer smell from drifting through the pipes back into the house.

From time to time the P-trap may fill up. You will know this when the water from your sink begins to drain slowly. The best way to fix this problem is to clean out the P-trap:

- Get a wrench.
- Locate the P-Trap under the cabinet doors of the stopped up vanity.
- Place the wrench on the nut of the P-trap, and unscrew counter-clockwise. *Be careful not to put too much pressure on the PVC. Sometimes these can be loosened and tightened by hand.*
- After removing the trap, discard the debris.
- Replace the P-trap by screwing the nut clockwise. Make sure you have replaced it tightly and securely to avoid future leaks.

Leaks



At least once each month, check underneath each sink to ensure there are no leaks from the faucets or pipes. In the event you find water pooling or evidence of a leak such as warped wood, immediately shut off the water supply to the faucet and request warranty work. If the home is out of warranty, contact a licensed, reputable plumber immediately,



Smoke Detectors

Some detectors are required in your home. They are placed inside every bedroom and also in the hallway(s) leading to the bedrooms (exact locations dictated by code requirements).

The smoke detector in your home is hard-wired, meaning it runs on the electrical system. Every smoke detector also has a battery-back-up. In the event of a fire, often the first system to shut down is the electrical system. Therefore, it is imperative to your safety that you regularly replace the batteries in your smoke detectors.



In the spring and the fall when you reset your clocks, follow these smoke detector maintenance guidelines:

- Replace your batteries with fresh, unused batteries.
- Test the alarm on the smoke detector by depressing the alarm test button to make sure the alarm sounds.
- In the event your smoke detectors are not working, notify Cheldan Homes if your home is still under warranty. If it is not, have a reputable, licensed electrician replace the smoke detectors immediately.



Structural Distress – Prevention

Homeowners play a critical role in the performance of a house. Structural distress can be defined as the movement or shifting of the house more than allowable limits. Failure to follow builder and/or manufacturer care and maintenance instructions can cause structural distress, which can lead to problems with the home's flooring, woodwork, mechanical systems, among other things. **Homeowner actions - or lack of them - can absolutely lead to structural distress.** This section focuses on structural distress conditions caused either by a Homeowner's actions or by his/her failure to act on a condition.

What Causes Structural Distress?

Slab on grade foundations are susceptible to movement due to non-uniform soil moisture conditions, particularly in areas with active soils. **Such conditions are often created by Homeowner actions.** A few of the more common conditions that lead to distress include:

- Trees planted too close to the foundation.
- Pools or decks with improper drainage.
- Soil weakening caused by pool installation.
- High or flat planter beds, often with borders acting as water traps.
- Gutter downspouts discharging directly onto the ground next to the foundation.
- Air conditioning drains discharging condensate next to the foundation.
- Holes dug by pets, erosion channels, or similar water traps next to the foundation.
- Sprinkler systems or soaker hoses installed directly against the exterior grade beams are often below grade and in a position to erode the soil directly against the grade beam.
- Lack of ground cover around the perimeter of the house.
- Gravel ground cover over moisture barrier in parts of yard and grass/planter beds in other parts.

Structural distress can be caused by a Homeowner's failure to repair a problem or maintain their home properly. Typical results of a Homeowner's failure to act include:

- Masonry distress caused by water infiltration through roof or flashing leaks on to wood framing members.
- Water or pest infiltration behind exterior trim boards.
- Weather exposure leading to gaps in exterior material and subsequent water entry.

It is important for the Homeowner to remember that structural distress is often caused by either soil/structure interaction or moisture intrusion. Structural elements tend to move with changing moisture conditions. Therefore, caulking must be maintained on the exterior of the home as well as the interior, especially around brick, windows or metal flashing.



Tubs & Showers: Fiberglass, Cultured Marble, Whirlpool

Never stand in a tub or shower enclosure (whether of cultured marble, enamel coated or fiberglass) as the grit or dirt on your shoes can scratch, mar or permanently damage the surface.

Fiberglass Tubs and Showers



Fiberglass tub and shower enclosure combine a beautiful appearance with the utmost in easy care for homeowners. The scratch-resistant, fiberglass reinforced finish has no grout and is easy to clean.

Tubs and showers should be cleaned at least weekly or at the first sign of any dirt or residue build-up.

Never use abrasive cleaners such as scouring powders or pads, steel wool, scrapers, sandpaper or anything else that could scratch or dull the surface. Instead, use warm water and liquid detergents, especially those bathroom cleaners recommended for cleaning fiberglass, such as Ajax All-Purpose; Mr. Clean All-Purpose; Boraxo Bathroom; Fantastik Bathroom; Lysol Bathroom; chlorine bleach; Easy-Off Mildew Stain Remover; X-14 Mildew Stain Remover; Lime-A-Way Bathroom/Kitchen; Liquid Spic & Span or similar materials.

Cultured Marble Tubs



Cultured marble is a manufactured product made from a precise blend of polymer resin materials coated with a gel coat to produce a tough, durable transparent surface. Cultured marble has a beautiful appearance, is highly durable, has a seamless construction and is water and mildew resistant.

The following are tips for the care of cultured marble countertops, shower enclosures or tubs:

- Routine cleaning with a sponge or cloth with a non-abrasive aerosol foam cleaner should remove any spills, soap residue from the cultured marble surface.
- Do not use harsh abrasive cleaners on cultured marble.
- Should the joints of a cultured marble countertop or shower enclosure separate, re-caulk with silicone.
- Never stand or step on a cultured marble surface for any reason. The gritty particles on the soles will scratch the surface.

Whirlpool Tubs



To clean your whirlpool tub, fill the tub about an inch above the jets, sprinkle ½ cup of Cascade® dishwashing crystals into the water, turn the system on and let it run through the lines for approximately 10 minutes.



Vinyl Flooring

Vinyl No-Wax Flooring Care

Your new vinyl no-wax flooring can provide many years of service and beauty; however, proper care and caution must be taken to preserve it.

The manufacturer suggests the following maintenance to care for your vinyl no-wax floor:

- A vinyl or polyurethane finish has been applied on the floor's surface to keep a shine without waxing. The urethane is more durable. ***To keep it shiny, keep it clean.***
- When washing with a detergent solution, be very sure to rinse it all off.
- One-step "clean-and-wax" products may leave a film that covers the shine; test a small, inconspicuous portion of the floor if you are using this product.
- Occasional buffing will heighten the shine of your floor.
- Eventually all vinyl finishes will lose some of the shine as the finish coating wears. Renew it by applying a water-based self-polishing wax. Special vinyl flooring finishes sold at flooring stores may also be used, but usually cost more. If the flooring has a sculpted pattern, apply thinly so no pools of wax collect in low spots.
- Other common cleaning techniques include:



CLUB SODA: Remove build-up on the floor by pouring a small amount of club soda on a section. Scrub this in well. Let it soak in a few minutes and then wipe clean.

VINEGAR: A few drops of vinegar in the cleaning water will help remove grease particles. Dull, greasy film on no-wax floors can be washed away with 1/2 cup of white vinegar mixed into 1/2 gallon of water. Your floor will look sparkling clean.

SURFACE SCRATCHING: Applying a self-cleaning floor wax or finish to the "no-wax" vinyl floor can protect from gritty dirt that will eventually scratch the surface. It will also prevent wear in traffic lanes. Removing dirt promptly with vacuum and damp mopping will also help reduce scratching of the surface.

Other Care Tips

Other cautionary tips about vinyl floor:

- When moving into your new home, use a scrap of carpet or cardboard to move heavy appliances such as a refrigerator.
- Chair rollers are not recommended because the constant rolling back and forth will break down the vinyl.
- Heavy objects will dent the floor if left for a long time. It is recommended you use furniture casters if possible.
- Wipe excess water off vinyl immediately or the constant dampness can cause the vinyl to mildew or change color.



Wall Care & Stress Cracks

Every homeowner faces the problem of stress cracks during the life of their home. Stress cracks are found in your drywall (sheetrock). Your Builder's Warranty along with the StrucSure Express Limited Warranty covers all stress cracks 1/8 inch or greater. Any cracks that are less than 1/8 of an inch are your responsibility. Stress cracks are caused by the slow "shifting" or "settling" of your house over time or the continuing drying process.



The easiest way to handle stress cracks is to repair them when you see them; this way the small cracks will not become larger and more difficult to fix.

Repair of Drywall Stress Cracks

To repair stress cracks in the drywall areas of your home, follow these instructions:

- Using lightweight spackle, rub a small amount into the stress crack with either your finger or a small putty knife. Be sure to completely fill the crack.
- Allow the spackle to dry.
- Sand the dried spackle with sandpaper if you think it is needed.
- Paint over spackle with the interior touch-up paint to blend in with the rest of the wall paint.

Repair of Countertop, Vanity and Other Stress Cracks

Cracks in the caulking are commonly found around the countertops in the kitchen, around marble vanities in your bathroom, and around tubs and showers. To repair cracks around these areas:

- Remove any old caulk from the crack and thoroughly clean the surface.
- Squeeze a small amount of caulk into the cracked area with an even bead.
- Smooth the caulk out to an even spread with your finger if necessary.
- Any excess caulk left on application can be wiped up with a wet cloth.
- Allow to dry (24 hours) before applying any pressure or water to the area.

Paint Touch Up

While moving into your new home, you will probably mark or scratch some of your walls. We give you the paint touch-up kit so that you can paint over any of these undesirable marks. To touch-up paint, simply apply interior wall paint to marks or scuffs as needed. Your brush may be cleaned with water.

Do not wash painted surfaces (walls, cabinets and trim) with abrasive or harsh cleaners.

To ensure the lasting beauty of your home, repair of drywall stress cracks and touch-up of paint should occur as needed but at a minimum of once per year.



Washing Machine Hook-ups

Installing Washing Machine Hoses

Located on the wall of your utility room is a box for your washing machine hook-up hoses. The hot water valve is on the left and the cold water valve is on the right. When hooking up your washing machine, it is important that your machine hoses are screwed on tight. To hook up your washer, follow these instructions:

- Your washing machine hoses should be labeled hot and cold.
- Check for hose gaskets in the hoses.
- Attach the hot and cold water hoses to their proper valves.
- Tighten the hoses with a wrench to ensure that there are no leaks. Be careful not to over-tighten, which can break or strip the threads on the valves.

Adjacent to the water valves on the wall is located a hole for the washer exit drain pipe. This hole is possibly covered by a piece of plastic. To insert the washer drainpipe, punch out the plastic and insert the drainpipe. After completing all above procedures, your washing machine should be ready for operation.



Water damage from leaking or burst washing machine hoses can be very severe. When you move into your new home, we recommend you purchase new washer hoses. Then, check these hoses every three months and promptly replace with new ones if you see any sign of wear or cracks, or when the manufacturer's recommended product life has expired. Inside the hoses are small washers which also need to be checked and periodically replaced to ensure the hoses do not leak.



Water Heater

Water Temperature

The water heater for your new home is usually located in the garage. During colder winter months, you may not have as much hot water as you would like. ***Further, not all hot water outlets will have hot water as quickly as others due to their locations in the home and the time it takes for the line to clear and be replaced with hot water from the water heater.***

If your water is not as hot as you would like it to be, follow these instructions:

- Go to the water heater in the garage and locate the thermostat for water temperature near the bottom of the unit behind the cover plate on the face of the water heater.
- Before working on the hot water heater, flip off the water heater's circuit breaker to be safe.
- Set the thermostat to 120°F.

Your individual preferences will determine the hot water temperature best for you. Remember, the lower the thermostat setting, the less electricity used to heat the water.

Pressure Relief Valve



Every three to four months you should check the temperature and pressure relief valve (also known as the “pop-off valve”) on your water heater to be sure the lever works properly. This valve is located on the top of the water heater and can be checked by depressing it. If the thermostat should fail to operate properly, this valve would prevent a dangerous increase in water temperature and pressure. See the manufacturer’s recommendations for further instructions.

Once it year, your hot water heater should be checked for proper operation by a licensed, reputable plumbing professional.



Water Pipes - Frozen

When the thermometer dips, it’s very important you take every precaution to keep your pipes from freezing. When frozen pipes thaw, they burst. This is especially true if the pipes are on the north side of your home or located behind a kitchen or vanity cabinet. Water damage from a burst pipe is inconvenient, costly and time consuming to repair.

Preventing Frozen Water Pipes



Follow these simple steps to make sure you don’t experience cold weather problems:

- Make sure you wrap all outside pipes with cloth or wrapping from your local hardware store.
- If you have pipes located behind a kitchen or vanity cabinet, leave the doors open during cold weather.
- Make sure everyone in your home knows where the main shut-off water valve is located, in case you need to turn the water off in an emergency.
- If you’re going away, make sure you turn the water off at the main valve.
- If there’s no water and you think that your pipes might be frozen, call your local water department and they can send out a representative to check for a frozen meter.
- Keep the lid on your meter box securely closed so your meter won’t freeze. A frozen meter means frozen pipes.

- Be safe! **NEVER** use an electrical device (hair dryer, space heater, etc.) to warm pipes! If the pipes burst and the electrical device is in or near water, the danger of electrocution is very real.



Windows

Your windows require little maintenance. However, one of the primary problems owners experience with windows is that they are hard to lock. Frequently this is because of dirt or debris on the window sill that prevents the window from securely latching or closing without binding. A window which is not closed completely does not create a seal. Without a proper seal, the window is not energy efficient. Keep the sills on every window clean and free of debris.



Once a year, it is a good idea to lubricate the window guide with a light lubricant (such a light machine oil). Use the oil very sparingly.

Every three months, clean all dirt and debris from the exterior window sill (between the window and the screen) to ensure your window maintains a proper seal.



cheldan
HOMES ■
one family building for another

Cheldan Home Certifications



Post-Tension Foundation Moisture Maintenance Report

We start with the best foundation possible for your new home. Engineered by a third party, built by a certified firm and finally inspected by an engineering firm, you'll know you have a great foundation for a home built to last. A Post-Tension Foundation Moisture Maintenance Report providing more information about your foundation and its care follows.



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MEMO TO: Owner

SUBJECT: Foundation Moisture Maintenance

Performance of residential structures built on ground-supported-concrete-foundations depend not only on proper design and construction, but also on proper moisture maintenance performed by the occupant or owner of the property. Many residential foundations have experienced problems as a result of improper installation, maintenance, or alterations of the drainage system and landscaping. A properly designed and constructed foundation may still experience distress from soils which undergo volumetric changes caused by non-climatic moisture sources such as leaking pipes or irrigation.

Positive drainage is required for proper foundation moisture maintenance. The most commonly used technique for positive drainage is grading away from the foundation to promote rapid runoff and avoid ponding water near the foundation. Poor drainage and/or ponding water can cause a change in soil moisture content, resulting in swelling of supporting soils, thus causing foundation movement. Recommendation for positive drainage is 2-5% (1/4-3/4 in/ft) for a minimum distance of 5 ft. from the edge of the foundation. Berming of landscape beds, while visually appealing, can create a damming effect between the berm and foundation that may prevent water from draining away. Special attention must be paid to these areas by providing additional precautions, such as area drains. Area drains must be checked periodically to insure they are functional.

It is important to note that consistent moisture content of supporting soils is the key to proper foundation performance. In areas where silty and/or sandy soil material is present, excessive water can cause soil to lose bearing capacity. In areas such as Dallas/Fort Worth, where expansive clays are present, excessive water will cause increased swelling of supporting soils, while insufficient moisture will cause shrinkage of supporting soils.

The following is a list of items to be considered when planning proper foundation maintenance:

1. Maintain positive drainage away from the foundation and install area drains (if applicable). Never allow water to pond near or against the foundation.
2. Replace and compact loose fill adjacent to the foundation with native soil; DO NOT use sand or a granular material.
3. Check gutters and downspouts to be sure they are clear and water is discharged away from the foundation.
4. Avoid seasonal drying around the perimeter of the foundation.
5. Existing vegetation near the foundation typically draws additional water from adjacent soils towards the foundation, causing added soil movement.

The objective of a proper maintenance program is to maintain as near constant moisture content as possible for soils around and under the foundation.

It is recommended that all property owners conduct a yearly survey of their foundation and perform any maintenance necessary to improve drainage and prevent ponding of water adjacent to these structures. This is especially important during the first ten (10) years after construction. This is usually when the most severe adjustment between the new foundation and supporting soil occurs. Following the above listed procedures should minimize detrimental foundation movement caused by expansive soils.

Sincerely,


Eric L. Davis, P.E.



Owner's Signature

eld/sm



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Over the years, we've found Cheldan homeowners often enjoy their new homes so much, they refer family and friends to us when *they* start looking for a new home! Our ideal customer is someone just like you, and we appreciate your referrals. And, when your family and friends buy a Cheldan home, you can become a Cheldan Homes Neighborhood Builder and earn \$250!!*

How can you become a Neighborhood Builder? On their **FIRST VISIT** to any Cheldan community, ask your friends or family to tell the Sales Consultant you referred them to us. This qualifies you for a \$250 Referral Fee if your friends or family purchase and close on a new Cheldan home. Referrals are paid approximately 4-6 weeks after the home closes.

We love to hear our customers say "Thank you – we love our Cheldan home!" Thank YOU for the greatest compliment of all – trusting Cheldan to take care of your friends and family! Welcome, Neighborhood Builders!

**Restrictions apply. Only one referral source applies. Realtor commissions will not be paid with a homeowner referral. Cheldan Homes reserves the right to make changes to the NEIGHBORHOOD BUILDERS program at anytime without notice or recourse.*



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Telephone: _____ Email: _____

Client Signature: _____

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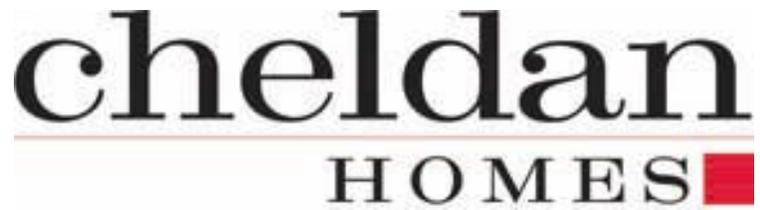
Telephone: _____ Email: _____

TO BE COMPLETED BY CHELDAN HOMES SALES CONSULTANT:

New Buyer Purchase Address: _____

Neighborhood: _____ Date: _____

Sales Consultant Signature: _____



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New Homebuyer Name: _____

Current Address: _____

Telephone: _____ Email: _____

Client Signature: _____

Referred By Cheldan Homeowner: _____

Address: _____

Telephone: _____ Email: _____

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