

# ALTURAS

## HOMES

# HOMEOWNER MANUAL

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## INTRODUCTION

Thank you for choosing Alturas Homes as your homebuilder. At Alturas Homes, we strive to build you a beautiful home, while providing you with a stress-free building process and a smooth transition during your move-in. At all times, our highest priority is to provide the best possible customer service.

In our experience, these goals are best met through good communication between all parties, including you as the homeowner, Alturas as *the Builder*, and the real estate professionals that will be walking you through the process. This manual is designed to help you gain an understanding of the warranty processes and form a clear expectation and appreciation of our standards, quality safeguards, and warranty protections.

We hope that this guide will prove to be a valuable resource throughout your Alturas Homes experience. Please take time to read the entire guide now and keep it handy for reference as you move through the warranty process with us. We will be happy to assist you with questions or needs at any time.

## CARING FOR YOUR HOME

Alturas Homes has constructed your home with quality materials and the labor of experienced craftsmen. Before any materials are ever used, they must meet our specifications for quality and durability. All work is done under our supervision to attain the best possible results for your investment.

A home, like an automobile, requires care and attention from day one. General homeowner maintenance is essential to providing a quality home for a lifetime.

### HOMEOWNER USE AND MAINTENANCE GUIDELINES

We are proud of the homes we build and the neighborhoods in which we build. We strive to create long-lasting value. This can be achieved as you, as the homeowner, properly maintain your home and all its components. Periodic maintenance is necessary because of normal wear and tear, the inherent characteristics of the materials used in your home, and normal service required by the mechanical systems. Natural fluctuations in temperature and humidity also affect your home.

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

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

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

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

## ALTURAS HOMES LIMITED WARRANTY GUIDELINES

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

Our criteria for qualifying warranty repairs are based on typical industry practices in our region and meet or exceed those practices for the components of your home. However, we reserve the right to exceed these guidelines if common sense or individual circumstances dictate, without being obligated to exceed all guidelines to a similar degree or for all homeowners.

All workmanship shall conform to the guidelines found in the publication *Residential Construction Performance Guidelines for Professional Builders and Remodelers*, Fourth Edition ©2011 National Association of Home Builders of the United States. If an item is not covered in that publication, standard industry practice shall govern.

You have signed the limited warranty when you signed the *Alturas Homes Standard Addendum*. You will receive the limited warranty document at your closing. We include a copy within the homeowner literature for your review. Please read this information as well as the service procedures discussed on the following pages. If you have any questions regarding the standards or procedures, contact our Customer Care department.

## WARRANTY SERVICE

All new Alturas homes are covered under our one-year warranty.

Requests for service must be made using the online submission form found at <http://www.alturashomes.com/contact/homeowner-care/>. It is important that the form is completed, and pictures are submitted. Items not listed on the warranty service request form, and items without pictures WILL NOT be addressed during the warranty service visit.

ONLY REPORTS OF EMERGENCY ITEMS CAN BE TAKEN OVER THE PHONE.

**We consider emergency items those which make the home uninhabitable or may result in damage, such as plumbing, heating, and electrical issues.**

Upon receipt of your service request, the Customer Relations Coordinator will contact you within 48 hours to acknowledge receipt of the request, and to notify you of the next step. Generally, reported items fall into one of the following categories: Covered Item to be repaired by a Trade Contractor, Coverage is unclear / Field Review Required, or Homeowner Maintenance item.

If a trade contractor or in-house Alturas Homes employee is required to assess or complete repairs, we will issue a work order and contact you to schedule the work or review. Service appointments are available Monday – Friday, 8:00am to 4:00 p.m.

We intend to complete warranty work orders within five workdays unless you are unavailable for access. If a back-ordered part or similar circumstance causes a delay, we will let you know.

If the item is a homeowner maintenance item, we will review the maintenance steps with you and offer as much informational assistance we can. Alturas Homes does not provide routine homeowner maintenance.

## REPORTING WARRANTY ITEMS

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

## APPLIANCES

Contact the manufacturer directly with model and serial number, closing date, and description of problem. Contact information can be found within the literature left onsite, or through the manufacture's website.

## EMERGENCY

During our business hours (Monday through Friday, 8:00 am to 5:00 pm) call our main office: 208-941-4445.

For emergencies occurring outside of normal business hours please call: 208-261-2460.

This number is ONLY to be used for **EMERGENCIES**. Please review what is considered an emergency here and on the following page.

- Total stoppage of the plumbing or sewer system (does not include the case when one toilet is stopped, and another is still operating).
- A water leak which requires the main water supply to the home be shut off.
- Complete loss of heat during winter months (where temperatures are below 20 degrees).
- Total loss of electrical service (does not include area power outages due to a storm or local electrical company work).

## NON-EMERGENCY

To submit warranty request, please visit: <http://www.alturashomes.com/contact/homeowner-care/>.

Please note that Alturas Homes provides **one-time** repairs to many of the effects of expansion and contraction. See individual categories for details. Some of these include: drywall, tile, grout, and caulking. It is recommended that homeowners wait to submit these items at the end of the warranty period. As stated, these items will be corrected only ONE time during the warranty period. Fortunately, many of these items are easily addressed by a homeowner. We can explain how to resolve these issues.

## STORM DAMAGE / OTHER NATURAL DISASTER

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

## QUESTIONS?

Call the main office during normal business hours at 208-941-4445. We ask that you please refrain from contacting Alturas contractors and employees directly with warranty requests, as they will only be able to refer you to the warranty department.

## HOURS

Alturas Office:	Monday – Friday, 8:00 am to 5:00 pm
Inspection Appointments:	Monday – Friday, 8:00 am to 4:00 pm
Work Appointments:	Monday – Friday, 8:00 am to 4:00 pm



## EMERGENCY SITUATIONS

To facilitate a better understanding as to what constitutes an emergency; the following conditions are established as typical emergencies that could require immediate attention:

- Total stoppage of the plumbing or sewer system (does not include the case when one toilet is stopped, and another is still operating).
- A water leak which requires the main water supply to the home be shut off.
- Complete loss of heat during winter months (where temperatures are below 20 degrees).
- Total loss of electrical service (does not include area power outages due to a storm or local electrical company work).

Below is a list of examples of conditions that are *not* considered emergencies:

- Dripping faucet
- Leaks under sinks or toilets
- One toilet stopped up when another toilet is available
- Furnace fan cycling
- Lights out in any part of the house
- Loss of hot water
- Oven not working
- Problems with range or cook-top
- Pressure and temperature valve on water heater leaking
- Non-operational garage door opener
- Roof leaks
- Air Conditioning not operating – Please contact HVAC contractor listed on furnace.

Damage caused by the homeowner after occupancy is excluded from warranty coverage, whether due to everyday wear and tear, lack of timely maintenance, or abusive usage.

### Weather Related Damage

Damage caused by ice, heavy rain, hail, tornadoes, and/or windstorms is not covered under the warranty. Damage caused by weather conditions which exceed the design specification of materials and components used in your home is not warranted. Homeowner's insurance usually covers this. You should contact your insurance agent within 24 hours of the occurrence.

Under no circumstances will Alturas Homes be liable for any costs incurred from independent contractors called by homeowners. If an independent contractor alters or modifies any equipment or product installed by Alturas Homes or its subcontractors, the warranty may become invalid on that product.

If contractors are called out for what turns out to be a homeowner's responsibility, they may charge you for the service call.

If you have any questions regarding your warranty or need assistance in interpretation of this manual, please feel free to call our Customer Care department at 208-391-4445.

## HOMEOWNER MAINTENANCE LIST

Please review this list prior to submitting a warranty request.

This list is furnished to assist new homeowners in recognizing those types of maintenance activities that are not warranted and should be handled by the homeowner to properly maintain their new home. The list below is not intended to be a comprehensive list of all normal homeowner maintenance requirements.

1. Watering and maintaining your lawn and landscaping.
2. Replacing faucet washers beyond thirty (30) days after settlement.
3. Cleaning sump or ejector pump (where applicable).
4. Checking circuit breakers.
5. Changing light bulbs or fluorescent tubes.
6. Repair or replacement of threshold or weather stripping.
7. Repair of broken glass or glazing.
8. Water sealing of any pressure treated decks.
9. Clogged toilets or drains after thirty (30) days of occupancy.
10. Damaged concrete or asphalt due to the use of salt, deicers, and gas or oil leaks.
11. Sealing cracks of concrete driveways.
12. Grout or caulking around tubs, sinks or vanities.
13. Normal concrete cracks.
14. Furnace filter changes or cleaning of coils.
15. Flushing hot water heater.
16. Condensation and icing during cold periods.
17. Disconnecting all garden hoses from hose bibs during cold weather.
18. Any repair or material failure caused by homeowner alterations.
19. Control of erosion from discharges from downspouts or sump pumps.
20. Garbage disposal jams from misuse.
21. Removing foreign objects from gutters and downspouts. Rain gutter overflows against foundation walls will erode grading adjacent to the foundation and may cause basement leaks.
22. Re-caulking of interior or exterior joints (interior trim and countertops) due to normal wear.
23. Repair or minor cracking of wall surfaces, trim, etc. due to normal settlement or normal material shrinkage.
24. Repair of nail pops which do not break or blister the surface.
25. All grading (except major re-grading) around the house foundation resulting from normal consolidation of backfilled soils.
26. Frozen hose bib.
27. Removal of buildup of ice and ice dams.
28. Rebalancing and adjustments of ceiling fans (to eliminate fan tick noises).

## TROUBLESHOOTING GUIDE

The statements below should offer a quick reference when troubleshooting specific issues with your home. For more detailed information, see each individual item under the *Care and Use* section of this manual. The subjects are listed alphabetically for your convenience.

### HEATING AND AIR CONDITIONING

#### IF THE FORCED AIR UNIT IS NOT WORKING PROPERLY:

Make sure the thermostat is set to a temperature higher than the room air and the unit has power. Determine that the furnace door is closed and latched properly. Make sure the circuit breaker is in the on position and that the gas service is on. Finally, check to see that the gas valve is in the on position and that the pilot light or intermittent sparking device is working. If you are unable to isolate the problem, call the HVAC contractor customer service department phone number located on the furnace for assistance.

#### IF YOUR AIR CONDITIONING UNIT SHUTS DOWN OR WILL NOT START:

Make sure the thermostat is set to a temperature that is cooler than the room air. Turn the air conditioner off at the thermostat and inspect the circuit breaker. If the breaker is tripped, reset it, and restore power to the unit. If it does not restart, check the air conditioner fuse to make sure it is usable and properly installed. This fuse is in the outside fuse box located near the compressor unit.

#### IF YOUR AIR CONDITIONING UNIT IS CONTINUALLY RUNNING:

Check the outside air temperature. Set your thermostat to no more than 20 degrees below peak outside air temperature. On particularly hot days, it may run continually. Your air conditioning system is designed to cool your house no more than 17 degrees when the outside temperature is above 95 degrees. Unit sizes are determined by square footage of your house, as well as geographical requirements per energy regulations. It is imperative that you change your filter every 30 days to ensure the maximum efficiency of your unit and to prevent your condensate lines from becoming clogged. Dirty filters and continuous operation can cause the air conditioning coil to freeze up. If the coil freezes up, shut off the system and allow the ice on the coil completely melt before restarting the system.

#### IF YOUR AIR CONDITIONING UNIT FAILS TO COOL QUICKLY:

Your air conditioner must be left on constantly during warm months as it is not designed to cool your home quickly if you turn it on and off. Choose a comfortable setting for your thermostat and give the unit ample time to reach the desired temperature. In very warm weather this may take a considerable amount of time.

## PLUMBING

### IF YOU NOTICE A LEAK IN A NATURAL GAS LINE:

Get everyone out of the house. Turn the gas off at the meter. Call the gas company to report the leakage. Do not turn the electricity on and do not use any electrical appliances or tools.

### IF A WATER MAIN BREAKS OR A MAJOR PLUMBING LEAK OCCURS:

Turn off the main water valve. You were shown the location at your home orientation. Call Customer Service for assistance if necessary.

### IF YOU SHOULD NOTICE A LEAK UNDER A SINK OR TOILET:

Turn off the water supply valves located under or behind the units. You were shown the locations at the home orientation. Arrange for service.

### IF A TOILET BECOMES CLOGGED:

Turn off the water supply valve behind the unit. Refer to the maintenance section of this manual.

### IF YOU NOTICE A LEAK IN THE SHOWER OR TUB:

Turn off the water supply valve at the fixture. Arrange for service. Do not use the tub or shower until the problem can be addressed by the service department.

### IF THERE IS A LEAK AT THE HOT WATER HEATER:

Use the shutoff valve on top of the hot water heater to turn off the water. Turn off the gas valve and the pilot light. Arrange for service.

### IF YOU NOTICE DARK SPOTS OR WATER SPOTS ON YOUR WALLS OR CEILING:

This may be a sign of a water leak. Call the Customer Service department for assistance.

### IF THE WATER TEMPERATURE IS NOT HOT:

Adjust the temperature at the hot water heater by following the manufacturer's instructions on the tank. Avoid setting the temperature on the highest setting, especially if you have small children.

## ELECTRICAL

### IF A COMPLETE POWER OUTAGE OCCURS:

Check with your neighbors to see if they have power. If the power is off in the entire neighborhood, call the power company to report the outage. If the power is off only in your home, do the following:

- Check all circuit breakers, including the main breaker. If the main breaker appears damaged, call the electric company, and call the service department so we can report the problem to the electrical contractor who installed the lines in your house.
- If the breakers are not damaged, turn them all off and back on one at a time. If power does not come back on, call the Customer Service department for assistance.
- If the main breaker trips, wait two to three minutes before turning it back on to prevent overloading. Then repeat the above steps of turning each breaker on one at a time.

### IF THERE IS NO POWER IN A BATHROOM, KITCHEN, GARAGE, OR OUTSIDE RECEPTACLE:

The receptacles may be connected to a GFI (Ground Fault Interrupt) which is a building code requirement. These devices are intended as a safety measure to prevent electrical injury or damage. Your Construction Manager demonstrated these to you at your New Home Orientation.

*Note: Avoid using power tools and appliances in the outlets with the GFI. These items surge when started and can trip the GFI or damage the circuit.*

### IF THERE IS NO POWER TO AN OUTLET:

Make sure a switch does not control the outlet. Check the circuit breakers and reset any in the OFF position.

## MAINTENANCE AND WARRANTY GUIDELINES, BY TOPIC

### AIR CONDITIONING

#### Homeowner Use and Maintenance Guidelines

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

Your air conditioning system is a whole-house system. The air conditioning unit is the mechanism that produces cooler air. The air conditioning system involves everything inside your home including, for example, such things as drapes, blinds, and windows.

Your home air conditioning is a closed system, which means that the interior air is continually recycled and cooled until the desired air temperature is reached. Warm outside air disrupts the system and makes cooling impossible. Therefore, you should keep all windows closed. The heat from the sun shining through windows with open drapes can be intense enough to overcome the cooling effect of the air conditioning unit. For best results, close the drapes on these windows.

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

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

If evening cooling is your primary goal, set the thermostat at a modest temperature in the morning while the house is cooler, allowing the system to maintain the cooler temperature. The temperature setting may then be lowered slightly when you arrive home, with better results.

Once the system is operating, setting the thermostat at 60 degrees will not cool the home any faster and can result in the unit freezing up and not performing at all. Extended use under these conditions can damage the unit.

#### *Adjust Vents*

Maximize air flow to occupied parts of your home by adjusting the vents. Likewise, when the seasons change, readjust them for comfortable heating.

### *Compressor Level*

Maintain the air conditioning compressor in a level position to prevent inefficient operation and damage to the equipment.

*See also Grading and Drainage.*

### *Humidifier*

If a humidifier is installed on the furnace system, turn it off when you use the air conditioning; otherwise, the additional moisture can cause a freeze-up of the cooling system.

### *Manufacturer's Instructions*

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

### *Temperature Variations*

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

### [Alturas Homes Limited Warranty Guidelines](#)

The air conditioning system should maintain a temperature of 78 degrees F or a differential of 17 degrees from the outside temperature, measured in the center of each room at a height of five feet above the floor. Lower temperature settings are often possible, but neither the manufacturer nor Alturas Homes guarantee this.

### *Compressor*

The air conditioning compressor must be in a level position to operate correctly. If it settles during the warranty period, Alturas Homes will correct.

### *Coolant*

The outside temperature must be 70 degrees F or higher for the contractor to add coolant to the system. If your home was completed during winter months, this charging of the system is unlikely to be complete and will need to be performed in the spring. Although we check and document this at New Home Orientation, your call to remind us is welcome in the spring.

### *Non-Emergency*

Lack of air conditioning service is not considered an emergency. Heating and air conditioning contractors in our region respond to air conditioning service requests in the order received.

## APPLIANCES

### Homeowner Use and Maintenance Guidelines

Read and follow all the manufacturer's instructions for the use and maintenance of each appliance in your home and keep them available for reference.

### *Manufacturer's Service*

If a problem arises with an appliance, call the customer service number listed in the manufacturer's warranty. When reporting warranty items to the appliance manufacturer, be prepared to supply the following details:

- Date of purchase (your closing date)
- Serial and model numbers are found on a metal plate or sticker on the side or bottom of each appliance
- Description of the problem
- Registration
- Mail warranty registration cards directly to the manufacturer

### Alturas Homes Limited Warranty Guidelines

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

### Appliance Serial Numbers

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



## ATTIC ACCESS

### Homeowner Care and Maintenance

The attic space is neither designed nor intended for storage. We provide access to this area for maintenance of mechanical equipment that may traverse the attic space. When you perform needed tasks in the attic, use caution and avoid stepping off wood members onto the drywall.

This can result in personal injury and/or damage to the ceiling below. Your limited warranty does not cover such injury or damage.

### Alturas Homes Limited Warranty Guidelines

Alturas Homes and the local building department inspect the attic before your closing to confirm insulation is correct. Insulation that is compromised due to homeowner access and independent outside inspections is not covered under the warranty.

## BRICK and STONE

### Homeowner Care and Maintenance

Brick and stone is one of the most durable and lowest maintenance finishes for a home's exterior. A record of your brick color is included in your selection sheets.

#### *Efflorescence*

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

#### *Tuck-Pointing*

After several years, face brick may require tuck-pointing (repairing the mortar between the bricks). Otherwise, no regular maintenance is required.

#### *Weep Holes*

You may notice small holes in the mortar along the lower row of bricks. These holes allow moisture that has accumulated behind the brick to escape. Do not fill these weep holes or permit landscaping materials to cover them.

### Alturas Homes Limited Warranty Guidelines

We check the brick work during the New Home Orientation to confirm proper installation.

#### *Cracks*

One time during the warranty period, we repair masonry cracks that exceed 1/4 inch.

## CABINETS

### Homeowner Care and Maintenance

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

#### *Cleaning*

Products such as lemon oil or polishes that include scratch cover are suggested for wood cabinet care. Follow container directions. Use such products a maximum of once every 3 to 6 months to avoid excessive build-up. Avoid paraffin-based spray waxes and washing cabinets with water as both will damage the luster of the finish.

#### *Hinges*

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

#### *Moisture*

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

### Alturas Homes Limited Warranty Guidelines

During the New Home Orientation, we will confirm that all cabinet parts are installed, and the surfaces are in acceptable condition.

#### *Alignment*

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

#### *Operation*

Cabinets should operate properly under normal use.

#### *Separations*

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

#### *Warping*

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

#### *Wood Grain*

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

## CARPET

### Homeowner Care and Maintenance

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

#### *Cleaning*

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

Vacuum twice each week lightly and once a week thoroughly. Heavy traffic areas may require more frequent cleaning. A light vacuuming is three passes; a thorough job may need seven passes.

Vacuuming high-traffic areas daily helps keep them clean and maintains the upright position of the nap. Wipe spills and clean stains immediately. For best results, blot or dab any spill or stain; avoid rubbing. Test stain removers on an out-of-the-way area of the carpet, such as in a closet, to check for any undesirable effects.

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

#### *Burns*

Take care of any kind of burn immediately. First snip off the darkened fibers, then use a soap less cleaner and sponge with water. If the burn is extensive, talk with a professional about replacing the damaged area.

#### *Crushing*

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

#### *Fading*

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

## CARPET Cont'd.

### *Filtration*

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

### *Fuzzing*

In loop carpets, fibers may break. Simply clip the excess fibers. If it continues, call a professional.

### *Pilling*

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

### *Rippling*

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

### *Seams*

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

### *Shading*

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

### *Shedding*

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

### *Snags*

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

### *Stains*

No carpet is stain-proof. Although your carpet manufacturer designates your carpet as stain-resistant, some substances may still cause permanent staining. These include hair dyes, shoe polish, paints, and India ink. Some substances destroy or change the color of carpets, including bleaches, acne medications, drain cleaners, plant food, insecticides, and food or beverages with strongly colored natural dyes such as those found in some brands of mustard and herbal tea.

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

### *Static*

Cooler temperatures outside often contribute to static electricity inside. To avoid the problem, look for carpets made with anti-static. You can also install a humidifier to help control static build-up.

### [Alturas Homes Limited Warranty Guidelines](#)

During your New Home Orientation, we will confirm that your carpet is in acceptable condition. We will correct stains or spots noted at this time by cleaning, patching, or replacement. Alturas Homes will not be responsible for dye lot variations if replacements are made.

### *Edges*

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

### *Seams*

Carpet seams will be visible.

## CAULKING

### Homeowner Care and Maintenance

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

#### *Colored Caulk*

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

#### *Latex Caulk*

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

#### *Silicone Caulk*

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

### Alturas Homes Limited Warranty Guidelines

During the New Home Orientation, we confirm that appropriate areas are adequately caulked.

#### *One-Time Repair*

We will touch up caulking one time during your materials and workmanship period.

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

## CERAMIC TILE

### Homeowner Care and Maintenance

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

#### *Cleaning*

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

#### *Grout Discoloration*

Clean grout that becomes yellowed or stained with a fiber brush, cleanser, and water. Grout cleansers and whiteners are available at most hardware stores.

#### *Sealing Grout*

Alturas uses a grout with embedded sealer. Continued sealing of grout is your decision and your responsibility.

#### *Separations*

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

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

### Alturas Homes Limited Warranty Guidelines

During the New Home Orientation, we confirm that tile and grout areas are in acceptable condition. We will repair or replace cracked, badly chipped, or loose tiles noted at that time. Alturas Homes is not responsible for variations in color or discontinued patterns. New grout may vary in color from the original.

#### *One-Time Repair*

Cracks appearing in grouting of ceramic tiles at joints or junctions with other materials are commonly due to shrinkage. Alturas Homes will repair grouting, if necessary, one time during the first year. We are not responsible for color variations in grout or discontinued colored grout. Any grouting or caulking that is needed after that time is your responsibility.

## CONCRETE FLATWORK

### Homeowner Care and Maintenance

By maintaining good drainage, you protect your home's foundation and the concrete flatwork: the basement floor, porch, patio, driveway, garage floor, and sidewalks. DO NOT use ice melt products on new concrete. This WILL void your warranty.

Concrete slabs are floating. They are not a structural (load-bearing) element of the home and are not covered by the structural warranty.

Movement of the basement slab or any concrete slab results in cracking. Minimize this movement by following Alturas Homes' landscaping recommendations, the objective of which is to prevent moisture from reaching soils around and under the concrete slab.

### *Cleaning*

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

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

### *Cracks*

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

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

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

### *Expansion Joints*

We install expansion joints to help control expansion. However, as the concrete shrinks during the curing process, moisture can penetrate under the concrete and lift the expansion joint. When this occurs, fill the resulting gap with a gray silicone sealant, which you can purchase at most hardware stores.



## CONCRETE FLATWORK Cont'd

### *Heavy Vehicles*

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

### *Ice, Snow, and Chemicals*

Remove ice and snow from concrete slabs as promptly as possible after snow storms. Protect concrete from abuse from chemical agents such as pet urine, fertilizers, radiator overflow, repeated hosing, or de-icing agents, such as road salt, that can drip from vehicles. These items can cause spalling (chipping of the surface) of concrete.

### *Sealer*

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

### *Color*

Concrete slabs vary in color. No correction is provided for this condition.

### *Cracks*

If concrete cracks reach 1/4 inches in width or vertical displacement, Alturas Homes will patch or repair them one time during the warranty year.

### *Separation*

Alturas Homes will correct separation of concrete slabs from the home if separation exceeds one inch.

### *Settling or Heaving*

Alturas Homes will repair slabs that settle or heave more than 2 inches or if such movement results in negative drainage (toward the house) or hazardous vertical displacement.

### *Spalling (Surface Chips)*

Causes of spalling include repeated hosing of concrete for cleaning, animal urine, radiator overflow, fertilizer, un-cleared snow and ice, ice-melting agents, and road salts from vehicles. Repair of spalling is a homeowner maintenance task.

### *Standing Water*

Water may stand on exterior concrete slabs for several hours after precipitation or from roof run-off. Alturas Homes will correct conditions that cause water to remain longer than 18 hours unless it is from roof run-off of melting snow or ice.

### [Alturas Homes Limited Warranty Guidelines](#)

Please see the attached sheet in the appendix for current warranty guidelines.

## CONDENSATION

### Homeowner Care and Maintenance

Condensation on interior surfaces of the windows and frames comes from high humidity within the home combined with low outside temperatures and inadequate ventilation. Family lifestyle significantly influences these conditions. If your home includes a humidifier, closely observe manufacturer's directions for its use, especially during periods of cooler temperatures.

*See also Ventilation.*

### Alturas Homes Limited Warranty Guidelines

Condensation results from a family's lifestyle. Alturas Homes has no control over this. The limited warranty coverage excludes condensation.

## COUNTERTOPS

### Homeowner Care and Maintenance

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

#### *Caulking*

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

#### *Cleaning*

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

### Alturas Homes Limited Warranty

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

#### *Laminates*

Laminated countertops will have one or more discernible seams. Alturas Homes will repair gaps or differential at the seams that exceed 1/16 inch.

#### *Manufactured Granite and Quartz*

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

#### *Separation from Wall*

Separation of countertops from walls and/or backsplash and around sinks results from normal shrinkage of materials. Alturas Homes will re-caulk these areas one time during the materials and workmanship warranty. Subsequent caulking is a homeowner maintenance responsibility.

## DOORS AND LOCKS

### Homeowner Care and Maintenance

The doors installed in your home are wood products subject to such natural characteristics of wood as shrinkage and warping. Due to natural fluctuations of humidity and the use of forced air furnaces, showers, and dishwashers, interior doors may occasionally require minor adjustments.

#### *Bifold Doors*

Interior bifold doors sometimes stick or warp due to weather conditions. Apply a silicone lubricant to the tracks to minimize this inconvenience.

#### *Exterior Finish*

To ensure longer life for your exterior wood doors, plan to refinish them at least once a year. Stained exterior doors with clear finishes tend to weather faster than painted doors. Treat the finish with wood preserver every three months to preserve the varnish and prevent the door from drying and cracking. Reseal stained exterior doors whenever the finish begins cracking or crazing.

#### *Failure to Latch*

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

#### *Hinges*

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

#### *Keys*

Keep a duplicate privacy lock key where children cannot reach it in the event a youngster locks themselves in a room. The top edge of the door casing is often used as a place to keep the keys.

A small screwdriver or similarly shaped device can open some types of privacy locks.

#### Locks

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

#### Slamming

Slamming doors can damage both doors and jambs and can even cause cracking in walls. Teach children not to hang on the doorknob and swing back and forth; this loosens the hardware and causes the door to sag.

## DOORS AND LOCKS Cont'd.

### *Shrinkage*

Use putty, filler, or latex caulk to fill any minor separations that develop at mitered joints in door trim. Follow with painting. Panels of wood doors shrink and expand in response to changes in temperature and humidity. Touching up the paint or stain on unfinished exposed areas are your home maintenance responsibility.

### *Sticking*

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

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

### *Warping*

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

### *Weather Stripping*

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

### [Alturas Homes Limited Warranty](#)

During the New Home Orientation, we confirm that all doors are in acceptable condition and correctly adjusted. Alturas Homes will repair construction damage to doors noted on the orientation list.

### *Adjustments*

Due to normal settling of the home, doors may require adjustment for proper fit. Alturas Homes will make such adjustments.

### *Panel Shrinkage*

Panels of wood doors shrink and expand in response to changes in temperature and humidity. Although touching up the paint or stain on unfinished exposed areas is your home maintenance responsibility, Alturas Homes will repair split panels that allow light to be visible.

### *Warping*

Alturas Homes will repair doors that warp more than 1/4 inch.

## DRYWALL

### Homeowner Care and Maintenance

Slight cracking, nail pops, or seams may become visible in walls and ceilings. Drywall cracks are caused by the shrinkage of the wood and normal deflection of trusses to which the drywall is attached. For information on homeowner drywall repairs, see the section in the appendix which offers tips on how to repair drywall.

#### *Repairs*

Except for the one-time repair service provided by Alturas Homes, care of drywall is your maintenance responsibility. Most drywall repairs can be easily made. Screw and nail pops are corrected only if the drywall has cracked or blistered. A raised bump in the drywall will not be corrected and is a homeowner maintenance item.

Repair hairline cracks with a coat of paint. You can repair slightly larger cracks with spackle or caulk. You can fill indentations caused by sharp objects in the same manner.

### Alturas Homes Limited Warranty Guidelines

During the New Home Orientation, we confirm that drywall surfaces are in acceptable condition. One time during the materials and workmanship warranty, Alturas Homes will repair drywall shrinkage cracks and nail pops and touch up the repaired area using the same paint color that was on the surface when the home was delivered. Touch-ups will be visible. Visible drywall seams will not be corrected.

Repainting the entire wall or the entire room to correct this is your choice and responsibility. You are also responsible for custom paint colors or wallpaper are applied after closing. Due to the effects of time on paint and wallpaper, as well as possible dye lot variations, touch-ups are unlikely to match the surrounding area.

#### *Lighting Conditions*

Alturas Homes does not repair drywall flaws that are only visible under particular lighting conditions.

#### *Related Warranty Repairs*

If a drywall repair is needed because of poor workmanship (such as blisters in tape) or other warranty-based repair (such as a plumbing leak), Alturas Homes will complete the repair by touching up the repaired area with the same paint that was on the surface when the home was delivered. If more than one-third of the wall is involved, we will repaint the wall corner to corner. Again, you are responsible for custom paint colors or wallpaper applied after closing, and because of time on paint and wallpaper, as well as possible dye lot variations, touch-ups may not match the surrounding area.

## ELECTRICAL SYSTEMS

### Homeowner Care and Maintenance

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

#### *Breakers*

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

#### *Breaker Tripping*

Breakers trip due to overload, such as those caused by plugging too many appliances into the circuit, using a worn cord or defective appliance, or operating an appliance with too high of a voltage requirement for the circuit. The starting of an electric motor can also trip a breaker.

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

#### *Buzzing*

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

#### *Fixture Location*

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

#### *GFCI (Ground-Fault Circuit Interrupters)*

GFCI receptacles have a built-in element that senses fluctuations in power. Essentially, the GFCI acts as a circuit breaker. Building codes require installation of these receptacles in bathrooms, kitchens, garages, and outside (areas where an individual may contact water while holding an electric appliance or tool). Heavy appliances such as freezers or power tools will trip the GFCI breaker.

Do not plug a refrigerator or food freezer into a GFCI-controlled outlet. The likelihood of the contents being ruined is high and the limited warranty does not cover such damage.

Each GFCI receptacle has a test and reset button. Once each month, press the test button. This will trip the circuit. To return service, press the reset button. If a GFCI breaker trips during normal use, you will need to investigate the problem as it may indicate a faulty appliance. One GFCI breaker can control up to three or four outlets.

## ELECTRICAL SYSTEMS Cont'd

### *Grounded System*

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

### *Light Bulbs*

You are responsible for replacing any burned-out bulbs other than those noted during your Pre-Closing Demonstration.

### *Modifications*

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

### *Outlets*

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

If there are small children in the home, install safety plugs to cover unused outlets. This also minimizes the air infiltration that sometimes occurs with these outlets. Teach children to never touch electrical outlets, sockets, or fixtures.

### *Underground Cables*

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

## Alturas Homes Limited Warranty Guidelines

During the New Home Orientation, we confirm that light fixtures are in acceptable condition and that all bulbs are working. Alturas Homes' limited warranty excludes any fixture not supplied through Alturas.

### *Designed Load*

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

### *GFCI (Ground-Fault Circuit-Interruption)*

Alturas Homes is not responsible for food spoilage that results from your plugging refrigerators or freezers into a GFCI outlet.

### *Power Surge*

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

## EXPANSION AND CONTRACTION

### [Homeowner Care and Maintenance](#)

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

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

### [Alturas Homes Limited Warranty Guidelines](#)

Alturas Homes provides one-time repairs to many of the effects of expansion and contraction. See individual categories for details.



## FIREPLACE

### Homeowner Care and Maintenance

Alturas Homes offers direct-vent gas fireplaces in addition to the more traditional wood-burning fireplaces. If you ordered this type of fireplace, its use was demonstrated during the Pre-Closing Demonstration. For safety reasons, read and follow all the manufacturer's directions.

A slight delay between turning the switch on and flame ignition is normal. The flames should ignite gently and silently. During long periods of inactivity or if the firebox is cold the fireplace may need multiple ignition cycles to ignite the pilot light. Refer to the owner's manual for more information. If you notice any deviation from this or any gas smell, immediately shut off the switch and report it to the gas company.

Excessive winds can cause a downdraft, which can blow out the pilot light. You will need to relight the pilot light before using the fireplace.

Warning: the exterior vent cover for a direct-vent gas fireplace becomes extremely hot when the fireplace is operating.

### Alturas Homes Limited Warranty Guidelines

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

#### *Discoloration*

Discoloration of the firebox or brick is a normal result of use and requires no corrective action. Mortar-style fireplaces may develop cracks due to temperature changes and other factors.

#### *Downdraft*

Although extremely high winds can result in a downdraft, this condition should be temporary and occasional. We will determine and correct continues malfunction if caused by a construction or design defect.

#### *Water Infiltration*

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

## FOUNDATION

### Homeowner Care and Maintenance

We install the foundation of your home per the recommendations of a consulting engineer. The walls of the foundation are poured concrete with steel reinforcing rods. To protect your home's foundation, follow the guidelines for installation and maintenance of landscaping and drainage as described in this manual.

#### *Cracks*

Even though an engineer designed the foundation and it was constructed per engineering requirements, surface cracks will still develop in the wall. Surface cracks are not detrimental to the structural integrity of your home. If a crack develops in a foundation wall that allows water to come through, follow the procedures for submitting a warranty claim.

#### *Dampness*

Due to the amount of water in concrete, basements may be damp. Condensation can form on water lines and drip onto the floor.

#### *Future Construction in Basement*

If you decide to perform additional construction in the basement, obtain guidelines from a licensed engineer, a building permit from the relevant authorities, and comply with all codes and safety requirements. Alturas Homes does not warrant that you will be able to obtain such a permit because of the possibility that building codes may change.

### Alturas Homes Limited Warranty Guidelines

The foundation of your home has been designed and installed per the recommendations of an engineer. The walls of the foundation are poured concrete with steel reinforcing rods.

#### *Cracks*

Shrinkage or backfill cracks are not unusual in foundation walls, especially at the corners of basement windows. Alturas Homes will seal cracks that exceed 1/8 inch in width.

#### *Cosmetic Imperfections*

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

#### *Leaks*

Alturas Homes will correct conditions that permit water to enter the basement provided you have complied with all drainage, landscaping, and maintenance guidelines as outlined in this manual.

## GARAGE OVERHEAD DOOR

### Homeowner Care and Maintenance

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

#### *30-Weight Oil*

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

#### *Opener*

To prevent damage to a garage door opener, be sure the door is completely unlocked and the rope-pull has been removed before using the opener. Be familiar with the steps for manual operation of the door in the event of a power failure.

#### *Safety*

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

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

#### *Sag*

The garage door may sag slightly due to its weight and span.

### Alturas Homes Limited Warranty Guidelines

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

#### *Visible Light*

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

## GAS SHUT-OFFS

### Homeowner Use and Maintenance Guidelines

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

### Alturas Homes Limited Warranty Guidelines

The gas company is responsible for leaks up to the meter. Alturas Homes will correct leaks from the meter into the home.

## GAS WATER HEATER

### Homeowner Use and Maintenance Guidelines

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

#### *Condensation*

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

#### *Drain Tank*

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

#### *Pilot*

Follow instructions on the water heater for pilot lighting instructions.

#### *Safety*

Vacuum the area around a gas-fired water heater to prevent dust from interfering with proper flame combustion. Avoid using the top of the heater as a storage shelf.

#### *Temperature*

The recommended thermostat setting for normal everyday use is "normal." Hot water will take longer to arrive at sinks, tubs, and showers that are farther from the water heater.

#### *No Hot Water*

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

### Alturas Homes Limited Warranty Guidelines

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

## GRADING AND DRAINAGE

### Homeowner Use and Maintenance Guidelines

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

*See section on Landscape Maintenance for additional Grading and Landscaping Information.*

#### *Drainage*

Typically, the grade around your home should slope 1 foot in the first 10 feet, tapering to a 2 percent slope. In most cases, drainage swales do not follow property boundaries. Maintain the slopes around your home to permit the water to drain away from the home as rapidly as possible. This is essential to protect your foundation. Failure to do so can result in major structural damage and will void your warranty.

#### *Roof Water*

If installed, do not remove the splash blocks or downspout extensions from under the downspouts. Keep these in place at all times, sloped so the water drains away from your home quickly.

#### *Settling*

The area excavated for your home's foundation was larger than the home to allow room to work. In addition, some trenching is necessary for installation of utility lines. Although we replaced and compacted the soil, it does not return to its original density. Some settling will occur, especially after prolonged or heavy rainfall or the melting of large amounts of snow. Settling can continue for several years. Inspect the perimeter of your home regularly for signs of settling and fill settled areas as needed to maintain positive drainage.

*See also Landscaping.*

#### *What are Alturas's policies concerning drainage?*

Your lot has been graded to standards established by local municipalities to insure proper drainage, in some cases, to retain water on your lot. Failure to maintain the established grade may result in damage to your home, your lot, and neighboring property. The lot has been graded to provide drainage away from the house. Normal ponding will occur and is acceptable. It is the responsibility of the homeowner to periodically refill settled areas and to prevent water from collecting in trapped areas and seeping into basements or crawlspaces. It is the homeowner's responsibility to plant grass or take other measures in un-sodded areas, to prevent erosion and improper drainage from frequent rains. Homeowners are responsible for replacing and maintaining any plants or grass in these areas.

After periods of normal rain, you can expect water to drain off within 24 hours in most areas and 48 hours in swales. Although a drainage system is installed, large amounts of rain and snow melt can overwhelm the system and water may not drain until the ground is less saturated. After periods of heavy rain, it may take considerably longer. If water is ponding from irrigation, it is the homeowner's responsibility to adjust watering times and patterns.

## GRADING AND DRAINAGE Cont'd

### Alturas Homes Limited Warranty Guidelines

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

#### *Backfill*

Backfilled or excavated areas around the foundation and at utility trenches should not interfere with the drainage away from your home. If these areas settle during the first year, Alturas Homes will fill the areas one time during your warranty period.

#### *Erosion*

Alturas Homes is not responsible for weather-caused damage to un-landscaped yards after the final grade has been established or the closing date, whichever occurs last.

#### *New Sod*

New sod installation and the extra watering that accompanies it can cause temporary drainage problems, as can unusually severe weather conditions.

#### *Recommendations*

Alturas Homes documents the grades that exist at the time of delivery of your home or as soon thereafter as possible. The ground must be dry and free of frost to make these determinations. Once final grades are set, Alturas Homes will inspect drainage problems reported in writing during the warranty period, compare grades to those originally established, and advise you on corrective actions you might take.

#### *Standing Water*

Standing water from a typical rain storm should dissipate within 24 hours. If the ground is excessively saturated from irrigation, snow melt, or abnormal amounts of rain it may take longer for water to dissipate. If after 48 hours there is still standing water in the yard and is not a result of over watering and the result of an excessive amount of rain or snow melt, Alturas Homes will verify the irrigation and drainage system is working correctly.

#### *Swales*

Alturas Homes does not alter drainage patterns to suit individual landscape plans. Typically, a lot can receive water from and pass water on to other lots, so changes in grade often affect adjacent or nearby lots. Alturas Homes advises against making such changes. After heavy rain or snow, water may stand in swales and in lawns up to 48 hours.

#### *Under Concrete*

Alturas Homes will fill visible sunken areas under concrete during the first year.

#### *Winter Grading*

Due to weather conditions, especially during winter and early spring, the final grade may not have been established at the time of closing. We document the status of your grading at the time of delivery. When conditions permit, grading work will continue.

## GUTTERS AND DOWNSPOUTS

### Homeowner Use and Maintenance Guidelines

Check gutters periodically and remove leaves or other debris. Materials that accumulate in gutters can slow water drainage from the roof, cause overflows, and clog the downspouts.

#### *Extensions or Splash blocks*

Extensions should discharge outside of rock or bark beds so that water is not dammed behind the edging materials that might be used.

#### *Ladders*

Use caution when leaning ladders against gutters, as this may cause dents.

#### *Leaks*

If a joint between sections of gutter drips, caulk the inside joint using a commercial gutter caulking compound (available at hardware stores).

#### *Paint*

Gutters and downspouts are painted to match your home. You should repaint them when you repaint your home.

#### *Snow and Ice*

Clear excess snow from downspouts as soon as possible to allow the gutter to drain and to prevent damage. Severe ice or snow build-up can damage gutters, and such damage is not covered by the limited warranty.

Gutters over 3 feet long are installed with a slight slope so that roof water will flow to the downspouts.

### Alturas Homes Limited Warranty Guidelines

#### *Leaks*

We correct leaks that occur during the warranty period.

#### *Overflow*

Gutters may overflow during periods of excessively heavy rain. This is expected and requires no repair.

#### *Standing Water*

Small amounts of water (up to one inch) will stand for short periods of time in gutters immediately after rain. No correction is needed for these conditions.

## HARDWARE

### [Homeowner Use and Maintenance Guidelines](#)

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

### [Alturas Homes Limited Warranty Guidelines](#)

We confirm that all hardware is in acceptable condition during the New Home Orientation. The limited warranty excludes repairs for cosmetic damage after the New Home Orientation. Alturas Homes will repair hardware items that do not function as intended. Broken hardware may be covered by the manufacturer. Please consult the manufacturer's website for warranty information.

## HARDWOOD FLOORS

### [Homeowner Use and Maintenance Guidelines](#)

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

#### *Cleaning*

Sweep daily or as needed. Never wet-mop a hardwood floor. Excessive water causes wood to expand and can damage the floor. When damp-mopping, remove all excess water from the mop. Check with the hardwood company if your floor has a water-based finish.

#### *Dimples*

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

#### *Filmy Appearance*

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

#### *Furniture Legs*

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

#### *Humidity*

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

#### *Mats and Area Rugs*

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



## HARDWOOD FLOORS Cont'd

### *Separation*

Expect some shrinkage around heat vents or any heat-producing appliances, and during seasonal weather changes. Verify the crawl space circulation fan is operating and the vent that supplies air to the crawl space is not obstructed.

*See also Warping.*

### *Shoes*

Keep high heels in good repair. Heels that have lost their protective caps (thus exposing the fastening nails) will exert over 8,000 pounds of pressure per square inch on the floor—enough to damage even hardened concrete, much less your wood floor.

### *Spills*

Clean up food spills immediately with a dry cloth.

### *Splinters*

When floors are new, small splinters of wood can appear.

### *Sun Exposure*

Exposure to direct sunlight can cause irreparable damage to hardwood floors. To preserve the beauty of your hardwood floors, install and use window coverings in these areas.

### *Traffic Paths*

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

### *Warping*

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

### *Wax*

Waxing and the use of products like oil soap are neither necessary nor recommended.

## Alturas Homes Limited Warranty Guidelines

During the New Home Orientation, we will confirm that hardwood floors are in acceptable condition. We will correct any readily noticeable cosmetic defects listed during the Pre-Closing Demonstration. You are responsible for routine maintenance of hardwood floors.

### *Separations*

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

### *Small scratches and dents*

Small scratches and imperfections in hardwood are to be expected. Alturas Homes will not sand down or refinish floors for minor imperfections, wood defects, separation, or displacement.

## HEATING SYSTEM

### Homeowner Use and Maintenance Guidelines

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

#### *Adjust Vents*

Experiment with the adjustable registers in your home to establish the best heat flow for your lifestyle. Generally, you can reduce the heat in seldom-used or interior rooms. This is an individual matter and you will need to balance the system for your own family's needs.

#### *Avoid Overheating*

Do not overheat your new home. Overheating can cause excessive shrinkage of framing lumber and may materially damage the home. In the beginning, use as little heat as possible and increase it gradually.

#### *Blower Panel*

You need to position the blower panel correctly for the furnace blower (fan) to operate. This panel compresses a button that tells the blower it is safe to operate. If this panel is not on tightly, the fan will not come on.

#### *Combustion Air*

Never cover or block the combustion air vent in any way. Outside air is needed to supply the furnace with sufficient oxygen. Blocking the combustion air vent will cause the furnace to draw air down the vent pipe and pull poisonous gasses back into your home.

Furnaces we install in basements or in closets over crawl spaces include combustion air vents.

#### *Ductwork Noise*

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

#### *Filter*

Remember to change or clean the filter monthly. A clogged filter can slow air flow and cause cold spots in your home. Although it takes less than one minute to change the filter, this is one of the most frequently overlooked details of normal furnace care.

#### *Furnished Home*

The heating system was designed with a furnished home in mind. If you move in during the cooler part of the year and have not yet acquired all your draperies and furnishings, the home may seem cooler than you would expect.

## HEATING SYSTEM Cont'd

### *Fuse*

Some furnaces have a fuse directly above the on-off switch. The fuse absorbs any spikes in the line such as close electrical strikes or power surges. Unlike old fuses that burn out and clearly indicate that they are blown, these fuses, like automobile fuses, have a spring that depresses when tripped. Unless you have examined these quite carefully before, it may be hard to determine if the fuse has blown. We suggest that you buy extra fuses of the same size to have on hand.

### *Gas Odor*

If you smell gas, call the gas company immediately.

### *Odor*

A new heating system may emit an odor for a few minutes when you first turn it on. An established system may emit an odor after being unused for an extended period (such as after the summer months if you do not use air conditioning). This is caused by dust that has settled in the ducts and should pass quickly.

### *On-Off Switch*

The furnace has an on-off blower switch. This switch looks like a regular light switch and is located outside the furnace. When turned off, this switch overrides all furnace commands and shuts down the blower. This is usually done only when maintenance service is being performed, although young children have been known to turn the furnace off using this switch.

### *Registers*

Heat register covers are removable and adjustable. You are responsible for adjusting the dampers in these covers to regulate the heat flow within the home. Registers in rooms farther away from the furnace usually need to be opened wider.

### *Return Air Vents*

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

### *Temperature*

Depending on the style of home, temperatures can normally vary from floor to floor as much as 10 degrees or more on extremely cold days. The furnace blower will typically cycle on and off more frequently and for shorter periods during severe cold spells.

### *Thermostat*

The furnace will come on automatically when the temperature at the thermostat registers below the setting you have selected. Once the furnace is on, setting the thermostat to a higher temperature will not heat the home faster. Thermostats are calibrated to within plus or minus 6 degrees.

## HEATING SYSTEM Cont'd

### *Trial Run*

Have a trial run early in the fall to test the furnace. (The same applies to air conditioning in the spring.) If service is needed, it is much better to discover that before the heating season.

### [Alturas Homes Limited Warranty Guidelines](#)

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

Adequacy of the heating system is determined by its ability to establish a temperature of 70°F, as measured in the center of the room, five feet above the floor. In extremely cold temperatures, a six-degree difference between actual inside temperature and the thermostat is acceptable. All rooms may vary by 4%.

### *Duct Placement*

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

### *Ductwork*

Although the heat system is not a sealed system, the ductwork should remain attached and securely fastened. If it becomes unattached, Alturas Homes will repair as needed.

### *Furnace Sounds*

Expansion or contraction of metal ductwork results in ticking or popping sounds. While eliminating all these sounds is impossible, Alturas Homes will correct the more extreme furnace sounds. Noise from air moving within the ductwork is expected and considered normal.

## INSULATION

### [Homeowner Use and Maintenance Guidelines](#)

The effectiveness of blown insulation is diminished if it is uneven. As the last step in any work done in your attic (for example, the installation of a TV antenna), you should confirm that the insulation lays smooth and even. Do not step on drywall ceiling, because this can result in personal injury or damage to the drywall.

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

### [Alturas Homes Limited Warranty Guidelines](#)

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

## LANDSCAPING

### Homeowner Use and Maintenance Guidelines

All grass, shrubs and trees will require care and maintenance. Immediately upon taking possession of the home it becomes the homeowner's responsibility to maintain these items. Plants, trees, shrubs, and lawn sod are not covered by any warranty and are the homeowner's sole responsibility to maintain.

#### *Backfill*

We construct the foundation of your home beginning with an excavation into the earth. When the foundation walls are complete, the area surrounding them is backfilled. Soil in this area is not as compact as undisturbed ground. Water can penetrate through the backfill area to the lower areas of your foundation. This can cause potentially severe problems such as wet basements, cracks in foundation walls, and floor slab movement. Avoid this through proper installation of landscaping and good maintenance of drainage.

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

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

*See also Grading and Drainage.*

#### *Bark or Rock Beds*

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

#### *Contractors*

You are responsible for changes to the drainage pattern made by any landscape, concrete, deck, or pool contractor. Discuss drainage with any company you hire to do an installation in your yard. Do not permit them to tie into existing drainage pipes without approval from Alturas Homes.

#### *Irrigation*

Make provisions for efficient irrigation. Conduct weekly operational checks to ensure proper performance of the system. Direct sprinkler heads away from the home. Drip or bubbler type irrigation systems are not recommended for use adjacent to the structure. Regularly drain and service sprinkler systems.

#### *Plant Selection*

Plant regarding your local climate: favor native over exotic species. Consider the ultimate size, shape, and growth of the species.

## LANDSCAPING Cont'd

### *Requirements*

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

### *Soil Mix*

Apply appropriate fertilizer and weed and pest controls as needed for optimal growth. Investigate organic compounds for additional protection of the environment.

### *Utility Lines*

A slight depression may develop in the front lawn along the line of the utility trench. To correct this, add dirt to raise the depressed area and over-seed and fertilize.

### *Waiting to Landscape*

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

### [Alturas Homes Limited Warranty Guidelines](#)

We will confirm the healthy condition of all plant materials and lawn during the New Home Orientation. Any deficient landscaping items not noted during the New Home Orientation will not be addressed. Maintaining landscaping is a homeowner responsibility. This includes all plants, grass, trees, and the irrigation system.

## MILDEW

### [Homeowner Use and Maintenance Guidelines](#)

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

Mildew usually indicates there is water present. This should be reported immediately during the first year to prevent secondary damage. (This excludes bathroom areas, e.g., showers/tubs, where homeowner maintenance is required.)

### [Alturas Homes Limited Warranty Guidelines](#)

We will remove any mildew noted during the orientation. The Alturas Homes warranty excludes mildew.

# MOLD

## Homeowner Use and Maintenance Guidelines

Mold is a type of fungus that spreads through the air in microscopic spores. Mold occurs naturally and is found everywhere that life can be supported. To grow, mold requires food, air, water, and a temperature between 40 and 100 degrees Fahrenheit.

Designing or building homes that exclude mold spores is impossible. If conditions are right, mold will grow in your home. Items commonly found in all homes—such as wood, carpet, drywall, fabric, and insulation, just to name a few—can supply a food source. Likewise, air and temperature in most homes meet the needs of mold spores. If moisture is present and remains on a potential mold food source, mold can develop within 24 to 48 hours.

Moisture is the only mold growth factor that can be controlled in a home. By minimizing moisture, you reduce or eliminate mold growth. Moisture in your home comes from many sources. The activities of daily living, spills, leaks, overflows, condensation, and high climatic humidity are examples. Good housekeeping and maintenance are essential in your effort to prevent or eliminate mold growth.

### *Caulking*

Maintain all caulking around such areas as windows, doors, sinks, and tubs.

### *Cleaning*

Mold grows well on dust and dirt; therefore, vacuum and dust regularly. Clean or replace filters in accordance to the manufacturer's recommendations. Keep weep holes for brick and on windows clear. Most bath tile cleaning products contain chemicals that remove and help protect against mold growth. Wipe up any spills immediately.

### *Condensation*

Condensation on surfaces inside your home is a sign of high humidity. If you notice condensation, wipe it up and take steps to reduce the humidity level in your home.

### *Humidifier*

If your home includes a humidifier, operate it in accordance with the manufacturer's instructions and clean it as recommended in the manufacturer's literature. If condensation develops, turn the humidifier down or off.

### *Inspections*

Check your home regularly for signs of water intrusion. These might include a musty odor, staining, or actual standing moisture. Remember to check inside cabinets under all sinks and behind toilets. If applicable, confirm your sump pump functions correctly. Check weather stripping, caulking, grout, weep holes, etc. Check the refrigerator pan, air conditioning condensate line, coils, and condenser pan for signs of mold growth.

## MOLD Cont'd

### *Landscaping and Drainage*

Maintain positive drainage around your home. Avoid changes to the grade or exterior additions that interfere with drainage away from the home; this includes edging or borders that dam water near the home. Regularly inspect any sprinkler system for correct function. Adjust sprinkler heads to avoid their spraying the home and correct any leaks immediately. Keep splash blocks or downspout extensions in place to channel roof water away from your home. Clean gutters as needed to prevent overflow.

### *Leaks*

Immediately report any leak to Alturas Homes. This includes roof, window, and plumbing leaks. Failure to report leaks promptly increases your risk and responsibility for repairs.

### *Purchases or Stored Items*

Carefully inspect items you bring into your home such as boxes that have been in storage or new house plants for any signs of mold, including musty odors.

### *Tile Grout*

Inspect and maintain grout as a seal to keep moisture from reaching the wall behind the tile.

### *Valves*

Be familiar with the shut-off valves for all water supply lines in your home. In the event of a leak, immediately shut off the water at the appropriate valve to minimize the amount of water that is released. Clean up the water immediately.

### *Ventilation*

- Your daily habits can help keep your home well ventilated:
- Avoid covering or interfering in any way with the fresh air supply to your furnace.
- Develop the habit of running the hood fan when you are cooking.
- Turn the bath fan on when a bathroom is in use.
- Connect your clothes dryer's exhaust tube to the vent pipe. Clean the exhaust tube as needed.
- Air your house by opening windows for a time when weather permits.

### *Weather Stripping*

Weather stripping on doors may need occasional adjustment to prevent moisture from getting in around the door as well as to reduce air infiltration.

*See also Condensation, Plumbing, and Ventilation.*

### [Alturas Homes Limited Warranty Guidelines](#)

Alturas Homes will respond to any leaks reported as described under individual categories such as plumbing and roof. Please refer to the Alturas limited Warranty and Mold disclosure for additional information.



## MIRRORS

### Homeowner Use and Maintenance Guidelines

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

### Alturas Homes Limited Warranty Guidelines

We will confirm that all mirrors are in acceptable condition during the New Home Orientation. Alturas Homes will correct any scratches, chips, or other damage to mirrors noted during the Pre-Closing Demonstration.

## PAINT AND STAIN

### Homeowner Use and Maintenance Guidelines

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

### *Colors*

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

### *Exterior*

Regular attention will preserve the beauty and value of your home. Check the painted and stained surfaces of your home's exterior annually. Repaint before much chipping or wearing away of the original finish occurs; this will save the cost of extensive surface preparation. Plan to refinish the exterior surface of your home approximately every two to three years or as often as your paint manufacturer suggests for your area and climate. Climatic conditions control the chemical structure of the paint used on the exterior. Over time, this finish will fade and dull a bit.

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

Avoid letting sprinklers spray water on the exterior walls of your home. This will cause blistering, peeling, splintering, and other damage to the home.

### *Severe Weather*

Hail and wind can cause a great deal of damage in a severe storm, so inspect the house after such weather. Promptly report any damage caused by severe weather to your insurance company.

## PAINT AND STAIN Cont'd

### *Stain*

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

### *Touch-Ups*

When doing paint touch-ups, use a small brush and apply paint only to the damaged spot. Touch-ups may not match the surrounding area exactly, even if the same paint is used.

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

### *Wall Cracks*

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

See also Drywall.

### *Cracking*

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

### *Fading*

Expect fading of exterior paint or stain because of sun and weather exposure. Alturas Homes limited warranty excludes this occurrence.

### *Touch-Up Visible*

Paint touch-ups should be expected to be visible under certain lighting conditions.

### *Wood Grain*

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

## [Alturas Homes Limited Warranty Guidelines](#)

During your New Home Orientation, we will confirm that all painted or stained surfaces are in acceptable condition. Alturas Homes will touch up paint as indicated on the orientation list. You are responsible for all subsequent touch-ups, except painting we perform as part of another warranty repair. Some repairs and touch up will be noticeable under specific lighting conditions.

## PLUMBING

### Homeowner Use and Maintenance Guidelines

Please be advised that a water-saving regulation that went into effect in 1993, which prohibits the manufacture of toilets that use more than 1.6 gallons of water per flush. In the search for a balance among comfort, convenience, and sensible use of natural resources, the government conducted several studies. The 1.6-gallon toilet turned out to be the size that overall consistently saves water.

As a result of implementing this standard, flushing twice is occasionally necessary to completely empty the toilet bowl. Even though you flush twice on occasion, rest assured that overall you are saving water and we have complied with the law. Similarly, flow restrictors are manufactured into most faucets and all shower heads and cannot be removed.

### *Aerators*

Even though your plumbing lines have been flushed to remove dirt and foreign matter, small amounts of minerals may enter the line. Aerators on the faucets strain much of this from your water. Minerals caught in these aerators may cause the faucets to drip because washers wear more rapidly when they encounter foreign matter.

*See also Dripping Faucet.*

### *Cleaning*

Follow manufacturer's directions for cleaning fixtures. Avoid abrasive cleaners, as they remove the shiny finish and leave behind a porous surface that is difficult to keep clean. Clean plumbing fixtures with a soft sponge and soapy water (a nonabrasive cleaner or a liquid detergent is usually recommended by manufacturers). Then polish the fixtures with a dry cloth to prevent water spots. Care for brass fixtures with a good-quality brass cleaner, available at most hardware stores.

### *Clogs*

The main causes of toilet clogs are domestic items such as disposable diapers, excessive amounts of toilet paper, sanitary supplies, Q-tips, baby wipes, flushable wipes, dental floss, and children's toys. Clogs are only covered for the first 30 days after closing.

### *Garbage Disposal*

Improper garbage disposal use also causes many plumbing clogs. Always use plenty of cold water when running the disposal. This recommendation also applies to grease; supplied with a steady flow of cold water, the grease congeals and is cut up by the blades. If you use hot water, the grease remains a liquid, then cools and solidifies in the sewer line. Allow the water to run 10 to 15 seconds after shutting off the disposal.

### *Dripping Faucet*

You can repair a dripping faucet by shutting off the water at the valve directly under the sink, then removing the faucet stem, changing the washer, and reinstalling the faucet stem. The shower head is repaired the same way. Replace the washer with another of the same type and size. (Please note that some manufacturers do not use rubber washers.)

You can minimize the frequency of this repair by remembering not to turn faucets off with excessive force.

## PLUMBING Cont'd

### *Freezing Pipes*

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

### *Leaks*

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

### *Low Pressure*

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

### *Marble or Manufactured Marble Plumbing Fixtures*

Marble and manufactured marble will not chip as readily as porcelain enamel but can be damaged by a sharp blow. Avoid abrasive cleaners or razor blades on manufactured marble; both damage the surface. Always mix hot and cold water at manufactured marble sinks; running only hot water can damage the sink.

### *Outside Faucets*

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

### *Porcelain*

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

### *Running Toilet*

To stop running water, check the shut-off float in the tank. You will most likely find it has lifted too high in the tank, preventing the valve from shutting off completely. In this case, gently bend the float rod down until it stops the water at the correct level. The float should be free and not rub the side of the tank or any other parts. Also check the chain on the flush handle. If it is too tight, it will prevent the rubber stopper at the bottom of the tank from sealing, resulting in running water.

### *Shut-Offs*

Your main water shut-off is located near your water heater. You use this shut-off for major water emergencies such as a water line break. Each toilet has a shut-off on the water line under the tank. Hot and cold shut-offs for each sink are on the water lines underneath the sink.

## PLUMBING Cont'd

### *Stainless Steel*

Clean stainless-steel sinks with soap and water to preserve their luster. Avoid abrasive cleaners; these will damage the finish. An occasional cleaning with a good stainless-steel cleaner will enhance the finish.

### *Tank Care*

Avoid exposing the toilet to blows from sharp or heavy objects, which can cause chipping or cracking. Avoid abnormal pressures against the sides of the tank.

### *Alturas Homes Limited Warranty Guidelines*

During the New Home Orientation, we will confirm that all plumbing fixtures are in acceptable condition and that all faucets and drains operate freely. Alturas Homes will correct clogged drains that occur during the first 30 days after closing. If a household item is removed from a clogged drain during this time, we will bill you for the drain service. After the first 30 days, you are responsible for correcting clogged drains.

### *Cosmetic Damage*

Alturas Homes will correct any fixture damage noted on the New Home Orientation list. Repairing chips, scratches, or other surface damage noted after the New Home Orientation is your responsibility.

### *Exterior Faucets*

Alturas Homes will repair leaks at exterior faucets noted on the orientation list. After orientation, repair of a broken line to an exterior faucet is your responsibility.

### *Freezing Pipes*

Provided the home is heated at a normal level, pipes should not freeze. Set heat at 65° F if you are away during winter months. Keep garage doors closed to protect plumbing lines that run through this area.

### *Leaks*

Alturas Homes will repair leaks in the plumbing system. If a plumbing leak caused by a warranted item results in drywall or floor covering damage, Alturas Homes will repair or replace items that were part of the home as originally purchased. We do not adjust for secondary damages (e.g., damage to wallpaper, drapes, personal belongings, etc.). Insurance should cover these items.

### *Noise*

Changes in temperature or the flow of the water itself will cause some noise in the pipes. This is normal and requires no repair. New high efficiency washing machines often create the water hammering noise. This can be controlled by installing a water hammer arrestor at the appliance.

### *Supply*

Alturas Homes will correct construction conditions that disrupt the supply of water to your home. Water pressure to the home is controlled by the local municipality and cannot be adjusted by Alturas Homes. If you notice a water discoloration or taste variances contact your local water utility.

## RESILIENT FLOORING

### Homeowner Use and Maintenance Guidelines

Although resilient floors are designed for minimum care, they do require some maintenance. Follow the manufacturer's specific recommendations for care and cleaning. Some resilient floors require regular application of a good floor finish. This assures you of retaining a high gloss. However, avoid using any cleaning or finishing agents on the new floor until the adhesive has thoroughly set. This will typically take about two weeks.

### *Color and Pattern*

Your color selection sheets provide a record of the brand, style, and color of floor coverings in your home. Please retain this information for future reference.

### *Limit Water*

Wipe up spills and vacuum crumbs instead of washing resilient floors frequently with water. Limit mopping or washing with water; excessive amounts of water on resilient floors can penetrate seams and get under edges, causing the material to lift and curl.

### *Moving Furniture*

Moving appliances across resilient floors can result in tears and wrinkles in the covering. Install coasters on furniture legs to prevent permanent damage. If you damage the resilient floor, you can have it successfully patched by professionals.

### *No Wax*

The resilient flooring installed in your home is the no-wax type. This non-wax coating is a clear, tough coating that provides both a shiny appearance and a durable surface. However, even this surface will scuff or mark. Follow the manufacturer's recommendations for maintaining the finish.

### *Raised Nail Heads*

Raised nail heads are the result of movements of the floor joists caused by natural shrinkage and deflection. We have used special nails and glued the underlayment to help minimize this movement. If a nail head becomes visible through resilient flooring, place a block of wood over it and hit the block with a hammer to reset the nail.

### *Scrubbing and Buffing*

Frequent scrubbing or electric buffing is harder on floors than regular foot traffic. Use acrylic finishes if you scrub or buff.

### *Seams*

Any brand or type of resilient flooring may separate slightly due to shrinkage. Seams can lift or curl if excessive moisture can penetrate them. You can use a special caulk at tub or floor joints to seal seams at those locations. Avoid getting large amounts of water on the floor from baths and showers.

## RESILIENT FLOORING Cont'd

### *Alturas Homes Limited Warranty Guidelines*

We will confirm that resilient floor covering is in acceptable condition during your orientation. Alturas Homes' limited warranty does not cover damage to resilient floors caused by moving furniture or appliances into the home. We can assist you in contacting professionals who can repair such damage if it occurs in your home. Alturas Homes is not responsible for discontinued selections.

### *Adhesion*

Resilient floor covering should adhere. Alturas Homes will repair lifting or bubbling and nail pops that appear on the surface.

### *Ridges*

Alturas Homes has sanded and filled the joints of underlayment to minimize the possibility of ridges showing through resilient floor coverings. Ridging is measured by centering a 6-inch straight edge perpendicular to the ridge with one end tight to the floor. If the opposite end of the straight edge is 1/8 inch or more from the floor, Alturas Homes will repair this condition.

### *Seams*

Seams will occur and are sealed at the time of installation. Alturas Homes will correct gaps more than 1/16 inch where resilient flooring pieces meet or 1/8 inch where resilient flooring meets another material. Alturas Homes will correct curling at seams unless caused by excessive water.

## ROOF

### Homeowner Use and Maintenance Guidelines.

The asphalt roofing installed on your home has a manufacturer limited warranty. After any extreme weather or storm, visually inspect the roof for damage. Notify your homeowners insurance provider if there is storm damage. Periodically visually inspect valleys on roofs for debris build-up on the shingle surface. Exercise due caution if walking on roofs, particularly near valleys, to eliminate the possibility of damage to the shingles.

#### *Shingles*

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

#### *Clean Gutters*

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

#### *Leaks*

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

#### *Limit Walking*

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

#### *Severe Weather*

After severe storms, do a visual inspection of the roof for damages. Notify your insurance company if you find pieces of shingle in the yard or shingle edges lifted on the roof.

### Alturas Homes Limited Warranty Guidelines

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

#### *Ice Build-Up*

Ice may build up in the eaves during extended periods of cold and snow. Damage that results from this is excluded from warranty coverage; your homeowner insurance may cover this type of damage.

#### *Inclement Weather*

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



## ROUGH CARPENTRY

### [Alturas Homes Limited Warranty Guidelines](#)

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

#### *Floor Deflection*

Floors will deflect (bend) when walked on. This will be more noticeable next to hutches, book cases, pianos, chairs, and other heavy furniture. This is not a structural deficiency and Alturas Homes will take no action for this occurrence.

#### *Floor Level*

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

#### *Plumb Walls*

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

## SIDING

### [Homeowner Use and Maintenance Guidelines](#)

Siding expands and contracts in response to changes in humidity and temperature. Slight waves are visible in siding under certain weather conditions; this cannot be eliminated.

Wood or wood-product siding will require routine refinishing. The timing will vary with climatic conditions.

*See also Paint and Wood Trim.*

### [Alturas Homes Limited Warranty Guidelines](#)

Alturas Homes will caulk and apply touch-up paint to cracks that exceed 3/16 inch. This one-time repair is provided near the end of the first year. Paint or stain touch-up is not guaranteed to match.

We will correct any separation at joints or where siding meets another material if the separation allows water to enter the home.

## SMOKE DETECTORS

### [Homeowner Use and Maintenance Guidelines](#)

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

#### *Cleaning*

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

### [Alturas Homes Limited Warranty Guidelines](#)

Alturas Homes does not guarantee that the smoke detectors will provide the protection for which they are installed or intended.

## STAIRS

### [Homeowner Use and Maintenance Guidelines](#)

No known method of installation prevents all vibration or squeaks in a staircase. A shrinkage crack will develop where the stairs meet the wall. When this occurs, apply a thin bead of latex caulk and, when dry, touch up with paint.

### [Alturas Homes Limited Warranty Guidelines](#)

Although Alturas Homes does not warrant against stair vibration and squeaks, a reasonable effort will be made to correct them.

## VENTILATION

### [Homeowner Use and Maintenance Guidelines](#)

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

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

These daily habits can help keep your home well ventilated:

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

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

### [Alturas Homes Limited Warranty Guidelines](#)

Alturas Homes warranty guidelines for active components (e.g., exhaust fans) are discussed under the appropriate headings (e.g., electrical systems, heating system, etc.).

## WATERPROOFING

### [Homeowner Use and Maintenance Guidelines](#)

Your foundation walls have been coated with a waterproofing material. Although we make every effort to ensure a dry basement, you may notice some dampness during times of excessive moisture. Over time, natural compaction of soils in the backfill areas will usually eliminate this condition. Careful maintenance of positive drainage will also provide protection from moisture.

### [Alturas Homes Limited Warranty Guidelines](#)

Alturas Homes will correct conditions that allow actual water to enter the basement unless the cause is improper installation of landscaping or failure to adequately maintain drainage.

## WINDOWS, SCREENS, AND PATIO DOORS

### Homeowner Use and Maintenance Guidelines

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

#### *Cleaning*

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

#### *Condensation*

Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. Your family's lifestyle controls the humidity level within your home. If your home includes a humidifier, closely observe the manufacturer's directions for its use.

#### *Door Locks*

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

#### *Door Tracks*

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

#### *Sticking Windows*

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

#### *Storing Screens*

Many homeowners remove and store screens for the winter to allow more light into the home. To make re-installation more convenient, label each screen as you remove it. Use caution: screens perforate easily, and the frames bend if they are not handled with care.

#### *Weep Holes*

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

## WINDOWS, SCREENS, AND PATIO DOORS Cont'd

### *Alturas Homes Limited Warranty Guidelines*

We will confirm that all windows and screens are in acceptable condition during the orientation. Alturas Homes will repair or replace broken, scratched, or damaged screens noted on the orientation list. After closing, broken, scratched or damaged screens are the homeowner's responsibility. Windows should operate with reasonable ease and locks should perform as designed.

### *Condensation*

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

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

### *Infiltration*

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

### *Scratches*

Alturas Homes confirms that all window glass is in acceptable condition at the orientation. Minor scratches can result from delivery, handling, and other construction activities. Alturas Homes will replace windows that have scratches readily visible from 11 feet. Alturas Homes does not replace windows that have scratches visible only under certain lighting conditions.

### *Tinting*

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

*See also Ventilation.*

*See the document in the appendix entitled "Glass Defect Inspection Policy" for more information related to glass warranty.*

## WOOD TRIM

### Homeowner Use and Maintenance Guidelines

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

Shrinkage may also cause a piece of trim to pull away from the wall. If this occurs, drive in another nail close to, but not exactly in, the existing nail hole. Fill the old nail hole with putty and touch up with paint as needed.

You may prefer to wait until after the first heating season to make any needed repairs at one time when redecorating.

*See also Expansion and Contraction.*

### Alturas Homes Limited Warranty Guidelines

During the Pre-Closing Orientation, we will confirm that wood trim is in acceptable condition. Minor imperfections in wood materials will be visible and will require no action. Some of these imperfections may have been caused during construction. Alturas Homes will correct readily noticeable construction damage such as chips and gouges listed during the orientation.

#### *Exterior*

Alturas Homes will caulk and apply touch-up paint to cracks in exterior trim components that exceed 3/8 inch. This one-time repair is provided near the end of the first year. Paint or stain touch-ups are not guaranteed to match. We will correct any separation at joints that allows water to enter the home.

#### *Raised Grain*

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

# APPENDIX

April 28, 2016

Hartley Concrete

CONSTRUCTION



Dear Valued Customer,

Hartley Concrete Construction, LLC takes pride in the concrete work we have provided for your home. We have followed industry standards to achieve excellent and long-lasting concrete flatwork for your home. We have and will do everything we can to satisfy you as our customer.

The crews who have worked on your project are trained to place and finish concrete to the highest of industry standards. We also work with our concrete producers and cement suppliers to provide you with the highest quality materials.

We offer a one-year warranty of materials and workmanship for no additional cost. The warranty and what to expect from your concrete is detailed in the following sections.

## WHAT TO EXPECT WITH YOUR CONCRETE FLATWORK SURFACES?

### Finish

Exterior concrete service walks, drives, porches, and patios that are broom finished, or pattern finished can still be slippery when wet or snow covered.

### Surfaces

A common misconception is that your drive, porch, patio, or drive surface will last and hold indefinitely. Unfortunately, this is not true. Exterior concrete (particularly in Idaho) is subject to inclement weather, and vehicle traffic. This will result in normal wear on the surface of the concrete. Sometimes when the surface of the concrete may appear to be popping or flaking off. If this is minimal (a few here or there) it is quite possible that a stone or stones close to the surface popped out.

This is nothing to worry about because the integrity of the slab is not compromised. If you experience a lot of popping and flaking of the surface (more than 20%) then you may have a warranty issue.

### Discoloration

Another common misconception is color matching. It is not *always* possible to match the exact color of your porch to your sidewalk, drive, or patio. Sometimes even the different pours of your driveway will not match exactly. Many driveways require two or more loads of concrete, and these can vary in color.

Weather conditions, location, or moisture in the sub-grade can also contribute to how the cement will cure. While we make every attempt to minimize colorization issues; color variations are common and may fade over time.



## Discoloration cont'd

If you are considering replacing one or more squares of a drive, patio or sidewalk that have popped, cracked, or flaked, take into consideration the color difference that *will* result between the older sections and the newly poured section(s). This color variation will take many years, or never; to blend together and will be more noticeable than a few pops or cracks.

## Cracks

Concrete *will* crack. We don't like it either, but it is going to happen. Your concrete is poured over large areas of pliable material dirt/gravel; concrete is a strong and rigid material. These are two un-like materials, so we compensate for this difference by either cutting or tooling control joints in the surface of the slab. These joints are where we want the concrete to crack. However, sometimes cracks occur before the joints are cut; weather conditions often determine these factors when we are pouring, we do everything we can to stop the cracking. There is *no guarantee* that the concrete will not develop cracks in other locations during the curing process and later. Cracks outside of control joints *that exceed 1/4"* in width or 1/4" in vertical displacement will be repaired. Repairs that are less than these guidelines will be made using a material designed to fill cracks in concrete. *Repairs are not guaranteed to match the existing concrete in color or texture.*

## Frost Heaves & Cracking

Idaho is in a severe weather region. Throughout any given winter/spring there are many freeze-thaw cycles. During these events your exterior concrete is likely to heave up but will most likely settle back to its normal elevation again.

Unfortunately, the slab is susceptible to cracking during a frost heave event. Cracking related to frost heave is *not* a warranty issue.

## CUSTOMER CONCRETE KNOWLEDGE & CARE

Industry standards for repair or replacement is greater than 1/4" displacement either in height or gap. Use of any salt or de-icing chemicals will void any warranty.

Do not allow snow and ice to accumulate the first winter-keep drive and sidewalks shoveled off. Do not apply de-icing chemicals; use sand for traction as a necessary alternative.

For any stain removals, do not use harsh acids; use one specifically designed for the stain in question, and for use on concrete.

Idaho is classified as a severe weather region.

Thank you,

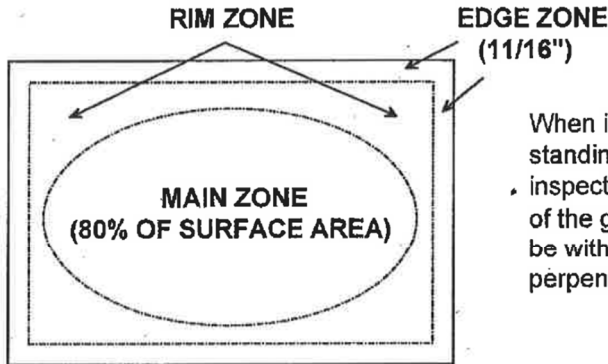
Greg Hartley/Hartley Concrete Construction, LLC



## GLASS DEFECT INSPECTION POLICY

When inspecting glass, the surface of the glass should be divided into three zones. The Edge Zone is the area within 11/16" from the edge. The Main Zone is an oval in the center of the glass comprising 80% of the glass surface. The Rim Zone is what is left. (See Diagram #1)

DIAGRAM #1

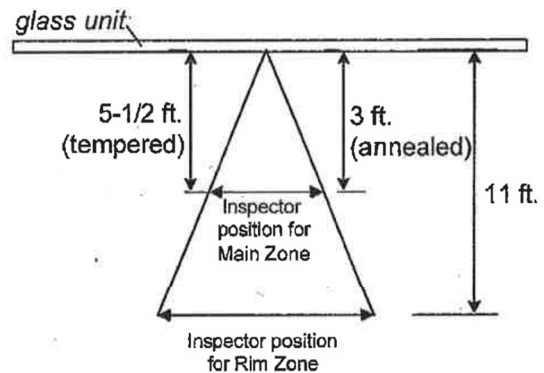


When inspecting a piece of glass you should be standing 3 feet from the surface when you are inspecting the Main Zone and 11 feet from the surface of the glass when inspecting the Rim Zone. You must be within a 45 degree arc that is centered on the perpendicular to the surface. (See Diagram #2)

When inspecting the glass in normal daylight, without direct sunlight, and with the inspector positioned according to Diagram #2:

1. Any defect visible in the Main Zone from 3 feet away would not be acceptable.
2. Any damage (i.e. scratch, rubmark, etc.) visible in the Rim Zone from 11 feet away would not be acceptable.
3. Any glass flaw (i.e. cat eye, stone, etc.) that measures over 1/16" across in the Rim Zone that is visible from 11 feet away would not be acceptable.
4. More than one glass flaw within a 12" radius in the Rim Zone visible from 11 feet away would not be acceptable.
5. Defects in the Edge Zone that do not affect the structural integrity of the glass are allowable.

DIAGRAM #2



(See the attached sheet for detailed definitions of glass defects)

Edge damage that extends more than 1/4" into the lite is not acceptable. Edge damage that affects the integrity of the lite is not acceptable. On tempered lites, only edge damage that extends more than 1/4" into the lite is not acceptable since tempered lites can not run.

On edges with dege work (i.e. flat polish, pencil polish, etc.) no defects are allowed.

Please note that these standards are based on ASTM (American Society for Testing and Materials) Designation: **C 1036-91, Standard Specification for Flat Glass, Table 3 (Glazing Select Quality)**, meeting or exceeding its standards.