

# *White Horse*

## NEW HOME GUIDE & WARRANTY

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### INTRODUCTION

Congratulations on the purchase of your new home! We are proud to be building your home and would like to thank you for selecting a home within White Horse. Our goal is to make you pleased with your decision to purchase your new home from White Horse Building Corp. With that goal in mind, we have put together this New Home Guide and Warranty Manual to assist you in keeping your home in the best condition possible. The purpose of this manual is not only to illustrate how you can properly take care of your new home with routine maintenance, but also to define our warranty program.

Our experience over the years has taught us that there are a number of commonly asked questions about a new home and the community, as well as other information that new homeowners may want and need to know, but often learn only through experience. We hope that the following service and maintenance information will assist you to understand more about your home and your community, and the rights and responsibilities that accompany owning a home.

This manual is not intended to be a complete guide for the care and maintenance of your home. It does contain valuable information that will help you maintain your home in good condition, so that you may receive the greatest possible enjoyment.

## **I THE BUILDING PROCESS**

From the moment you decide to build, a natural question is, “When can we move in?” Understandably, you are anxious to see dirt moved and walls erected. That move-in date can’t come too soon. However, in the initial stages of the project, the delivery date is a moving target because of many factors beyond a builder’s control.

Weather is one obvious factor. Also, before construction can begin, your builder has several important tasks to accomplish that involve outside people and entities, for example:

- All residential construction requires a building permit. The process varies to obtain this permit and can take from a few days to many weeks depending on local municipal practices and workload.
- If you make changes to the floor plan of the home, the architectural and engineering plans for the home may also need revision. These revisions can take from several days to several weeks, but they must be completed prior to applying for a building permit.
- If your home will be in a covenant-protected community (one with a homeowners association), your house plans may need to be approved by the association’s design review committee. These groups generally meet only once a month.

Your builder recognizes that timing is critical to planning your move. Although a guaranteed move-in date is unrealistic in the early stages of construction, the builder can provide regular updates on what broad time frame they are working toward.

As your home nears completion, the builder can provide a firm delivery date (usually 30 to 60 days before the closing). Meanwhile, be flexible and avoid making arrangements that might cause you worry if the move-in date changes.

### **CONSTRUCTION SCHEDULE**

Once the physical work begins, you will find an understanding of construction scheduling basics helpful. The builder creates the construction schedule based on experience and input from the many trades that work on your home. Some portions of the work must occur in sequence and some trades work best alone in the home. Having the electrician and the plumber in the home at the same time prolongs their work because they get in each other’s way.

Depending on how much construction is occurring in the region, trade contractors need varying lengths of lead time, or notice, before working on your home. Lead times change constantly. Your builder often orders materials months in advance so that deliveries occur at the correct time. You can help by completing your selections as early as possible and by following your builder’s guidelines for changes.

You may meet many individuals with varying personalities on the construction site. Overall, you will find a pragmatic group of people committed to doing a good job. You should also expect mud, trash, material scraps, lunch wrappers, gravel, more mud, blowing sand and dust, mystery parts, and vehicles of every shape and size.

At several points during the construction of every home, nothing appears to be happening. Several factors cause this phenomenon:

- Until the home is closed in, precipitation, high winds, or low temperatures can stop all work. Exterior work is always subject to weather conditions.
- Sometimes a trade completes its work ahead of schedule. The next trade has an assigned time that your builder cannot change on short notice. Sometimes a trade contractor arrives late because work at another site took longer than expected.
- One late trade can lead the builder to reschedule several others. Because of that rescheduling, your home may lose its place in line with one of the affected trade contractors.
- At several points during construction, progress stops until the work up to that point passes required municipal building department inspections. Items noted by inspectors must usually be corrected before work can continue. Few homes go through construction without an inspector citing something.
- Materials may not arrive on time. The arrival of back-ordered or custom-made items is especially unpredictable. Sometimes shipments arrive incomplete or damaged.
- Some portions of the work move quickly while other more detailed tasks move slowly. Work may be progressing quite well even though you don't see much change.

If these scheduling delays cause you concern, remember that your builder works with these circumstances every day. All existing homes were subject to the same factors.

Your builder is involved with your home on a daily basis. He or she frequently checks the work at the site, updates the schedule, answers questions from the trade contractors, and checks on material deliveries. When the builder asks you to clarify details, you need to respond quickly to prevent delays.

Both your satisfaction with the home and the builder's reputation rely on this focus on building your new home. Technical standards (such as building codes) and specific requirements (such as blueprints, specifications, and change orders) provide detailed criteria for these inspections.

### **SITE VISITS**

There are several scheduled meetings with you at different points during construction. The scheduled meetings are the Pre-construction, the Pre-drywall, the Electrical, the Post-paint, the Pre-settlement inspection and the Settlement Inspection. You will meet the Builder's representative at the site, to review your selections and the progress of work, discuss questions, and update the target delivery date.

If these meetings are not enough to satisfy your desire to see your home during construction, you must call the Sales Office before you visit the site to ensure that he is able to meet with you. Your safety, satisfaction, and the smooth flow of work are the builder's prime concerns.

If you have a question or comment regarding work being done, call the Sales Office directly. Don't give instructions directly to trade contractors who may only know about one portion of the overall plan.

For any issue, you should consider whether it can wait until the next routine conversation with the builder or whether you should contact your Sales Office immediately. For instance, if you order a pink bathtub and see a blue one delivered, your builder and the plumber would both appreciate your calling attention to the error right away. However, try to resist pointing out items the builder will address in the normal sequence of construction.

If you are in doubt about how urgent your concern is, play it safe and contact the salesperson. Put serious questions or extensive lists in writing and keep a copy. Putting your concerns in writing reduces the possibility that they will be forgotten or miscommunicated. Also, keep the following points in mind once you have notified the builder of a concern:

- Your concern may involve a detail the builder already has noticed but still appreciates your pointing it out. Still, correction may not occur immediately.
- Work may simply be incomplete; an early stage of construction can look wrong to you but be exactly right when finished.
- Methods and materials vary from region to region and change over time. When you are familiar with one method, you naturally question a different one. That does not make the new method wrong. Ask questions until you are comfortable.

### **SAFETY**

Everyone involved in building your home must keep safety in mind at all times. This practice is common sense. To encourage safety on the job site, the Occupational Safety and Health Administration (OSHA) sets regulations for residential construction.

To avoid violations and fines, your builder requires that you be accompanied by company personnel when you visit your home construction site. Please keep the following points in mind at all times:

- Always look in the direction you are walking.
- Stay clear of large, noisy equipment and power tools. Assume the operator does not see or hear you.
- Be aware of someone working above you. Construction personnel working on the roof may not hear you arrive.
- Avoid handling or attempting to use any tools, equipment, or ladders you see on site.
- Strictly supervise the activities of your children while they visit. The job site will be full of hazards during the construction process, many of which will not be obvious to visiting children.

## QUALITY

### WHITE HORSE BUILDING CORP. QUALITY MISSION

Your Builder has developed formal company inspection procedures. Municipal building inspectors, warranty insurance companies, FHA, VA or your lender may also inspect the home. Accordingly, please keep these points in mind:

- Building codes make no distinctions based on price. Code books do not include one set of regulations for homes up to \$200,000 and another for those over \$2,000,000. Codes require that all homes meet the same level of safety.
- Codes make no attempt to set standards for aesthetics. Many steps in construction allow the builder and the buyers to exercise their discretion. Performance in such areas is based on experience, pride of workmanship, and the ever present budget.
- Price differences often show most notably in size and features. The more expensive the home, usually the larger and more complex the design. The list of features in a \$2,000,000 home is longer than that of a home costing \$100,000. For instance, the master bath of the former has a jetted tub with a brass faucet. Ceramic walls, including accent tiles, surround the tub. Beside the tub is a spacious walk-in shower, enclosed by clear glass panels in gold-tone frames. The cabinets have raised-panel doors with brass knobs and provide lots of storage space. The master bath in the second home includes a fiberglass tub with a chrome faucet. Ceramic surrounds this tub also. The buyers select from eight colors, none of which include hand-painted accents. A shower rod comes standard, but space limitations prohibit a walk-in shower. A single cabinet beneath the vanity offers some storage space. Its unadorned doors have no hardware.

Although different in appearance and price, the plumbing to both tubs must work without leaking. Neither tub should have chips or gouges. The tile in both baths must meet the same standards. In time, grout and caulking in both baths will need maintenance by the homeowners. The cabinet doors should all operate smoothly and be level. They will all show variations in the way the wood took the stain.

Building a home is part science, part art, and part plain hard work. As one of the last handmade products available to us, each home is unique in the same way that an oil painting by a landscape artist is unique. The artist can stand in the same place and paint the same panorama using identical colors and the same size canvas as used during a previous work. Yet in the end, every painting has a personality distinctly its own.

## II WARRANTY

### LIMITED WARRANTY SPECIFICATIONS

During the warranty period, the builder will have the sole discretion to repair, replace or make adjustments to correct a defective or malfunctioning warranted item with the option of selecting the methods and materials to be used in the corrective action. Neglect or misuse of materials will not be covered by this warranty. Repetitive complaints will be honored only if the first repair was unsuccessful.

Any claim for damage must be done in writing. The service request for warranted items expires at the end of the respective warranty period. White Horse Building Corp. will not extend any warranty period beyond its expiration. The Heating and Air Conditioning, Plumbing, Electrical, Fire Sprinkler and Appliance contractors are the only contractors authorized to perform service and/or repairs during the warranty period. Any repairs/alterations/additions to the home including the appliances and the HVAC, plumbing, electrical and fire sprinkler system by any contractor other than the installing contractor or manufacturer will void any and all warranty.

### LIMITATIONS OF WARRANTY

*White Horse Building Corp. makes no warranties, express or implied, except as described in the Agreement of Sale and this Limited Warranty. This includes no implied warranties as to reasonable workmanship, merchantability, habitability, fitness for a particular purpose, design or any matter pertaining to the improvement of the property and the construction of the house other than those on consumer products. Any damage caused or made worse by Homeowner negligence, improper maintenance, or improper operation is excluded from any warranty.*

### MANUFACTURER WARRANTIES

Manufacturers of certain items in your home may also provide written warranties pursuant to the Magnuson-Moss Warranty Act. These warranties are independent of the White Horse Building Corp. limited warranty and may extend for a greater period of time. During the term of the manufacturer's warranty, you may go directly to the manufacturer.

### III SERVICE POLICY

#### HOW TO OBTAIN CUSTOMER SERVICE

NON EMERGENCY - Although there is a tendency to want to report individual concerns as soon as you see them - please do not. Experience has shown that it is better to make a list of the items as you discover them. Non emergency service shall be provided at the 45 Day Inspection and the One Year Inspection. All communication to the builder should be in writing and communicated through the mail to the main office or sent by fax to (610) 783-6414, or if unavailable, by phone at 610-783-5800 . A return response shall be provided within one week of receipt. Should a question or defect arise within the one year limited warranty time frame, we ask that you follow the procedure described under the Orientation sections discussed later. Your request will become part of your house file in our office. We ask for you to follow this procedure to ensure the entry of your service call into our service tracking system, and for record keeping purposes.

EMERGENCY - Most emergencies are related to electrical, plumbing, or heating problems, and are normally handled by the appropriate Contractor or Utility Company. Please call the subcontractors directly to request service. In addition, you must promptly notify White Horse personnel. The names and service telephone numbers are listed in the Service Directory. All emergency calls directed to the main office shall be responded to as quickly as possible.

Before calling for help with an emergency, please review the valid emergencies for electrical, plumbing or heating, listed below to determine if the emergency service may delay a necessary response to a genuinely critical situation elsewhere.

#### Valid Emergency Includes:

Electrical Emergencies: An emergency exists when there is a critical malfunction in the electrical system. Please do not call unless you have checked to ensure that all circuit breakers in the main electrical panel are in the "ON" position, all GFI's (Ground Fault Interrupters) have not been tripped, and that there are no power outages elsewhere in your area.

Plumbing Emergencies: An emergency exists if your home is completely without water or if all toilets are stopped up. If there is some water, and at least one working toilet, your service call will be handled during regular business hours.

Heating Emergencies: An emergency exists if there is no heat anywhere in the home. Always check that the emergency switch and the shut off switch are on, and ensure that there are no power outages in your area. Please note that air conditioning failure is not considered an emergency unless there is a health concern to someone in the home. Otherwise, such problems will be handled during regular business hours.

## **IV HOMEOWNER ORIENTATION**

The Homeowner Orientation is a formal and prearranged meeting with the builder. There are eight (8) Orientations in the building process. These Orientations are the Pre-construction, the Pre-drywall, the Electrical, the Post-paint, the Pre-settlement, Settlement Day, the 45 Day, and the One Year Orientation. These meetings offer the opportunity to meet with the builder, ask questions, confirm selections, and inspect the house and property with the builder. The eight (8) orientations consist of five (5) orientations before settlement, two orientations after settlement, and one on the day of settlement.

### **BEFORE SETTLEMENT**

The Pre-construction, the Pre-drywall, and the Pre-settlement orientations are meetings at your new home that provide you with a thorough demonstration of your new home and an opportunity to confirm that the builder installed all of your selections as you ordered them.

To prepare for and receive the most out of your orientation, consider the following:

- If you haven't already done so, read the builder's limited warranty, warranty standards, and literature you have received about home maintenance.
- Bring your contract, selection sheets, and change orders.
- If you have questions, write them down, room by room, so you can bring them up when you go through your home with the builder.
- Wear shoes that are convenient to get off and on and comfortable clothing.
- Arrive for your orientation rested and alert.
- Plan to make notes and take a hands-on approach. Push buttons, lock locks, and flip breakers. This action helps you to remember the dozens of details your builder will go over with you.

Follow the builder's preplanned agenda to assure that you cover everything. Stay with the builder to avoid missing useful information. The builder will list any items which the builder agrees need further attention even if the work is already pending. The overall quality of your home should equal what you saw in the builder's model home. At some point, quality ceases to be scientific and becomes a matter of personal taste. Every home has a subjective side. You and the builder want to confirm that your new home achieves the overall level of quality shown in your builder's other work or described in the documents of the sale.

The builder notes each item and arranges appropriate work. Items listed during orientation usually fall into several categories -

- Incomplete or missing (cabinet knob is not installed)
- Incorrect (porch light should be polished brass, not antique)
- Dysfunctional (bath fan does not come on)
- Below company standard (mitered corner is rough, top right of den door, hallway side.)
- Damaged (scrape on wall is from carpet installation.)
- Reclean (garage floor is muddy.)



Regardless of how meticulously you and the builder documented details in your purchase agreement, items you did not discuss may arise. Last minute questions might sound like these: The deck isn't sealed? Plastic window-well covers do not come with the house? Only one towel ring in the powder room? The documents of your purchase, the models, and standard practices in the region are the tools for resolving these questions.

## **PRE-SETTLEMENT ORIENTATION**

Prior to settlement, a walk-through of your home is scheduled with you by a representative from our company. This walk-through is usually scheduled to take place several days prior to settlement. The purpose of this walk-through is two-fold: First, it allows us to orient you to your new home and second, it allows you to inspect your home in a finished condition. At this time you should inspect the overall "fit and finish" of your new home as well as check the physical condition of finished surfaces and products such as: appliances, cabinets, countertops, mirrors, medicine cabinets, sinks, faucets, toilets, tubs, hardware, ceramic tile, carpet, vinyl, hardwood flooring, electrical fixtures, trim, doors, windows, driveway, roofing, siding, grading, landscaping, concrete, etc. Please allow for a maximum three hour (3 hr.) time limit for this Pre-settlement inspection.

Feel free to ask questions about the materials and products used in your home, or about customer service. Our representative will discuss the proper use, care, maintenance, and warranty coverage of various items during the orientation. If the services of an outside Inspection Agency are to be used, please schedule their inspection simultaneous to the Pre-settlement Inspection and notify White Horse Building Corp. in advance. The Inspection Agency will need to provide White Horse Building Corp. with a preliminary report prior to leaving the site and a final report within 24 hours.

You will be asked to sign an inspection form at the conclusion of the orientation. Our representative will also sign the form and forward a copy to you. Your signature at this point signifies acceptance of the home subject to the resolution of the items listed on the form.

If any item is not complete at that time, the representative will expedite the repair as soon as possible, not to exceed 30 days for all items not controlled by weather or another party. We will return for your sign-off of that particular item upon completion.

**DAMAGE TO FINISHED SURFACES IN YOUR HOME MUST BE REPORTED AND ACCEPTED BY THE COMPANY IN WRITING PRIOR TO SETTLEMENT TO BE COVERED UNDER THE LIMITED WARRANTY PROGRAM. WHITE HORSE BUILDING CORP. IS NOT RESPONSIBLE FOR ANY AND ALL DAMAGES TO FINISHED SURFACES UNLESS THEY ARE IDENTIFIED DURING THE PRE-SETTLEMENT ORIENTATION.**

## **AFTER SETTLEMENT**

White Horse Building Corp. is quite proud of the homes we build. On occasion, repairs are needed to keep your home in good working order. As explained earlier, some of these repairs will be the homeowner's responsibility, and some will be the builder's responsibility.

Builder limited warranties exclude repairs for damage caused by moving in or living in the home. If your movers scratch the marble entry floor bringing the piano in, notify the moving company. If you splinter some wood trim and break a tail light backing out of your new garage, repairs to the garage and the car are your responsibility.

### **45 DAY ORIENTATION**

You will receive a pre-printed 45 day inspection form at settlement which is divided into sections by room or area with blank spaces provided. This form should be kept handy so you can write down any item that may need repair during the first 45 days of ownership. It is also a good place to write down any questions you may have.

You are required to send a copy of this list to White Horse Building Corp. forty-five (45) days after settlement. Shortly after we receive the copy, you will be contacted by us to schedule an appointment to inspect the items on the list. This inspection will allow us to verify the need of repairing the items as covered under the limited warranty specifications. We ask you not to add additional items during this inspection. Through our experience, adding items at this time only creates confusion as to "which list is the right one." Additional items can be listed on the One Year Final Orientation list discussed later.

At the end of this inspection, you will be asked to sign the list of items in need of repair. This list will be sent to the applicable parties to make the necessary repairs.

It is important for you to send your 45 day list to White Horse Building Corp. If a list is not received within 75 days of settlement, all issues will then be dealt with at the one year inspection.

**NO OTHER WARRANTY REQUESTS OTHER THAN FOR VALID EMERGENCIES (SEE PG.8) WILL BE ACCEPTED UNTIL THE ONE YEAR FINAL ORIENTATION.**

### **ONE YEAR FINAL ORIENTATION**

Within 30 days prior to the one year anniversary date, you may send your one year list to White Horse Building Corp. If a list is not received prior to the 12<sup>th</sup> month anniversary of your settlement, we will assume that no repairs are necessary and your warranty will have expired. Shortly after we receive your list, you will be contacted by us to schedule an appointment to inspect the items on the list. This inspection will allow us to verify the need of repairing the items as covered under the limited warranty coverage. Again, we ask you not to add additional items during this inspection.

At the end of this inspection, you will be asked to sign the list of items needing repair. This list will be sent to the applicable parties so the necessary repairs can be made.

**NO WARRANTY REQUESTS, OTHER THAN THOSE IDENTIFIED IN AND COVERED BY THE WHITE HORSE BUILDING CORP. LIMITED WARRANTY WILL BE ACCEPTED AFTER THE 12<sup>TH</sup> MONTH ANNIVERSARY OF THE SETTLEMENT OF YOUR HOME.**

## V WHITE HORSE SERVICE DIRECTORY

White Horse Building Corp.

950 West Valley Forge Road, King of Prussia, PA 19406

Telephone: 610-783-5800

	Name	Telephone
Heating & Air Conditioning	<u>Signature Heating, Cooling &amp; Indoor Quality</u>	<u>610-738-8310</u>
Electrical	<u>Brothers, Inc.</u>	<u>610-328-0670</u>
Plumbing	<u>Falcone and Truman</u>	<u>610-328-6914</u>
Appliances	<u>Ferguson Bath &amp; Kitchen Gallery</u>	<u>610-337-8856</u>
Driveways	<u>Charlestown Paving</u>	<u>610-644-1693</u>
Drywall	<u>Machine Drywall</u>	<u>609-387-1425</u>
Cabinets	<u>Sugarbridge Associates</u>	<u>610-524-6091</u>
Carpet	<u>Fred Callaghan Carpet &amp; Flooring Center, Inc.</u>	<u>610-647-5566</u>
Ceramic Tile	<u>Tile-All, Inc.</u>	<u>215-785-5035</u>
Exterior Doors	<u>Lezzer Lumber</u>	<u>1-717-336-5400</u>
Fireplace (Engineered)	<u>Fireside Hearth &amp; Home</u>	<u>610-495-8344</u>
Fireplace (Masonry)	<u>Corrado &amp; Sons, Inc.</u>	<u>215-799-0900</u>
Garage Door	<u>Nask, Inc.</u>	<u>610-918-0440</u>
Gutters & Downspouts	<u>Exteriors Associates, Inc.</u>	<u>215-441-5141</u>
Interior Doors and Trim	<u>Lezzer Lumber</u>	<u>1-717-336-5400</u>
Landscaping	<u>Realty Landscaping Corporation</u>	<u>215-598-7334</u>
Paint	<u>Chef-Pro</u>	<u>1-267-513-1898</u>
Patio Doors	<u>Pella Window and Door Company</u>	<u>610-648-0922</u>

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Vinyl Floors	<u>Fred Callaghan Carpet &amp; Flooring Center, Inc.</u>	<u>610-647-5566</u>
Roofing	<u>Exteriors Associates, Inc.</u>	<u>215-441-5141</u>
Siding	<u>Exteriors Associates, Inc.</u>	<u>215-441-5141</u>
Stone	<u>Corrado &amp; Sons, Inc.</u>	<u>610-799-0900</u>
Stucco	<u>Stucco Code, Inc.</u>	<u>610-449-7386</u>
Window	<u>Pella Window &amp; Door Company</u>	<u>610-648-0922</u>
Wood Floors	<u>Fred Callaghan Carpet &amp; Flooring Center, Inc.</u>	<u>610-647-5566</u>
Security Alarm	<u>Brothers Security Plus, Inc.</u>	<u>610-328-0670</u>
Structured Wire	<u>Brothers Security Plus, Inc.</u>	<u>610-328-0670</u>
Fire Sprinkler	<u>Victory Fire Protection, Inc.</u>	<u>610-327-0300</u>
Closet Shelving	<u>Top Shelf Closet Co., Inc.</u>	<u>610-913-7611</u>
Waterproofing	<u>Dale Waterproofing Systems, Inc.</u>	<u>610-429-0460</u>
Septic System	<u>Abbadusky Environmental System</u>	<u>610-436-1112</u>

**Important Telephone Numbers**

Police Department	<u>911</u>	<u></u>
Fire and Rescue	<u>911</u>	<u></u>
Telephone Co.	<u>Verizon</u>	<u>800-640-4155</u>
Gas & Electric Co.	<u>Exelon</u>	<u>800-494-4000</u>
Water	<u>Philadelphia Suburban Water Company</u>	<u>800-711-4779</u>
U.S. Post Office	<u>Newtown Square</u>	<u>610-325-9368</u>
Comcast Cable	<u></u>	<u></u>
Others	<u></u>	<u></u>
	<u></u>	<u></u>
	<u></u>	<u></u>
	<u></u>	<u></u>
	<u></u>	<u></u>

## **VI SERVICE & MAINTENANCE ITEMS**

### APPLIANCES

#### General

Your new home has a variety of appliances which may include an oven, range or rangetop, microwave, convection oven, range hood, dishwasher, garbage disposal, etc.

During the Pre-settlement Orientation, turn on the appliances to check for proper operation. After settlement, complete and mail all applicable warranty cards. You will be given the Manufacturer's Service Manuals for all appliances. Please read the manuals, familiarize yourself with the appliance and file the manuals in a convenient place for future use.

#### Service Repair Guideline: First Year Coverage

- An appliance problem caused by defective workmanship or equipment will be inspected and corrected to meet the manufacturer's installation and product specifications.

#### Homeowner's Maintenance Guidelines

Before calling for service: If an electrical appliance fails to work, please implement the following checklist before calling the appropriate Electrical, HVAC, Plumbing Contractor or Appliance Manufacturer. Otherwise, you may get charged for a service call.

1. Check that the appliance is plugged in.
2. The circuit breaker in the panel box controlling the appliance should be in the ON position. *See Homeowner Maintenance Guidelines in the Electrical Systems Section.*
3. Some appliances come with their own separate fuses or circuit breakers. Review the Manufacturer's Service Manual for exact location, then check for proper setting.
4. Have the model number and serial number of the appliance ready.

### BRICK/STONE VENEERS

The brick/stone on your home is a long lasting, low maintenance feature. In most cases, brick/stone walls are not structural members of the house; they are merely a veneer separate from the supporting wood frame. Rainwater can penetrate the mortar in the wall but will drain through small spaces at the bottom of the wall called "weep holes". Weep holes also allow condensation water to drain. Do not cover these holes with dirt or mulch.

According to the Brick Institute of America, efflorescence is a crystalline deposit of water soluble salts on the surface of brick masonry. Although unsightly, it is usually not harmful to the brick. It is usually white in color. The source of the water soluble salts can be found in the brick, stone, mortar, and/or other backup materials used in masonry construction.

It is virtually impossible to remove all efflorescence from a masonry surface, and it can reappear after removal. As a result, The Builder assumes no responsibility for efflorescence on masonry surfaces under the Limited Warranty Coverage.

Because efflorescence is usually very light in color, it will be more apparent on darker color brick or stone.

Slight variations in size, color, and placement help create the look of a masonry exterior. Variations in mortar color are also inherent in masonry work. Minor chipping, cracking, and mortar shrinkage are normal.

#### Service Repair Guidelines: First Year Coverage

- Brick and stone veneer problems caused by defective workmanship will be inspected and corrected.
- A crack in the mortar joint of the masonry veneer that exceeds 1/8 inch in width will be repaired by pointing or patching.
- A masonry sill that is level or tilts toward the window will be removed and replaced so it tilts away from the window and allows water to drain away from the home.

#### Homeowner's Maintenance Guidelines

Brick and stone can be cleaned with a soap and water solution. Gentle scrubbing with a non-abrasive household cleaner and a stiff brush will remove most stubborn discolorations.

## CABINETS

### General

The cabinets in your home are made of wood and a composition material. Both materials are subject to expansion and shrinkage with moisture and thermal changes. Therefore, the joints in the cabinets where one material meets another material are subject to change. The most noticeable change is caused by shrinkage which will cause the cabinet joints to widen. This condition is minimized by the use of a centralized air conditioning/heating system which can act to moderate the variation of moisture and temperature.

#### Service Repair Guidelines: First Year Coverage

- Cabinet door warpage that exceeds 1/4 inch, as measured from the face frame to the point of furthest warpage when the door is closed shall be repaired by adjusting the hinges or replacing the door.
- A cabinet drawer that does not fit flush against the face frame when closed, will be repaired by adjusting the drawer guides.
- A gap between the cabinet and ceiling or wall that exceeds 1/4 inch in width will be repaired by installing a filler board or trim of similar color.
- A cabinet that becomes loose from the wall will be resecured, unless it is determined that too much weight exists in the cabinet.
- A cabinet handle, drawer handle, hinge, or drawer guide that fails to operate as designed will be replaced.
- Minor cracks or splits in wood will be touched up with a matching color filler. This does not apply to White cabinets.

### Homeowner's Maintenance Guidelines

Wood cabinet tone, grain, and color variations are normal and reflect the natural characteristics of the real wood.

Clean the exterior of wood cabinets with the same gentle care you would give any fine wood furniture. A light coat of wax or lemon oil applied several times a year will protect the finish and appearance. The interior of cabinets and shelves should be wiped with a damp cloth or sponge.

Clean the exterior laminated cabinets with a damp cloth or sponge and a non-abrasive liquid household cleaner. There are one-step cleaning products available for laminates that clean, reduce streaking, and leave surfaces polished. As with all cleaning products, carefully follow the manufacturer's instructions.

Flat and lazy susan shelves are not designed to hold excess weight. Keep heavy items such as canned goods, flour and sugar on the bottom shelf of the base cabinets.

Check the hinges periodically for proper alignment and tightness. Use a screwdriver to make the necessary adjustments. Check drawers for easy movement and apply a silicone spray to the drawer guides. Do not use any lubricant that contains graphite. Close the drawers to protect the drawer guides and to keep their contents clean.

Hardware stores offer color matching putty, fillers and stains to cover and repair cabinet nicks and scratches.

Warranty applies only to defects and does not apply to the natural aging or mellowing of wood and wood finishes nor from wear and tear. This warranty applies to only the original consumer purchaser of these products and at the original site of installation only.

## CARPET

### General

Unless you have chosen a specialty carpet, the carpet in your home is a nylon yarn carpet, that when given the proper care and maintenance, will last for years. Specific features and characteristics of your particular carpet can be found on the back of the carpet sample from which you made your selection.

### Service Repair Guidelines: First Year Coverage

- A carpet problem caused by faulty workmanship, including gapping at seams, carpet buckling, or separation of carpet from the tack strip will be inspected and repaired.
- A carpet seam with gaps at the seam joint will be repaired by re-seaming the carpet sections.
- A carpet that buckles or stretches will be re-stretched and re-secured.
- A carpet that separates from the tack strip will be re-secured to the tack strip.
- A carpet problem caused by defective material, including mismatched dye-lots, or unjustified (not caused by homeowner negligence) staining, fading, or discoloration, will be repaired by removing and replacing the affected area.
- An independent carpet testing agency will inspect and test the carpet to verify unjustified staining and discoloration. Their decision and recommendations are considered binding.

Homeowner Maintenance Guidelines

The easiest and best way to maintain the beauty of your carpet is simply to vacuum it regularly. In fact, you can never over vacuum your carpet. When soil and dust are not removed, they work their way down into the pile to create an overall unattractive appearance. Once embedded, gritty dirt particles are hard to remove and eventually damage the carpet fibers.

How often you vacuum your carpet depends on the amount of traffic in the area. Light traffic areas should be vacuumed twice a week. Areas with heavier traffic should be vacuumed daily (ideally). A vacuum cleaner with a rotating brush that agitates the carpet pile cleans better than one that cleans through suction only. Furthermore, the brush head(s) should be adjusted to the pile-height of the carpet. You can determine this by starting the brush in its highest position. If the head does not tend to pull forward, lower the brush height until it does.

Use door mats at all entrances to prevent outdoor soil from being tracked onto the carpeting. It is also a good idea to relocate furniture every now and then so that your carpet receives an even distribution of traffic and wear.

Almost anything spilled on a carpet will stain and attract soiling if left unattended. If you are conscientious about cleaning spills immediately, chances are you should not have any trouble with stains. Therefore, it is absolutely essential that spills are cleaned immediately.

No matter how well or how often you clean, you'll probably have some minor carpet problems which, from time to time, require simple maintenance. Here's how to take care of them:

SPROUTS - Occasionally with cut pile carpet, small tufts or "sprouts" rise up above the carpet surface. Do not pull them. Just clip them off with scissors.

DENTS - When furniture and other heavy objects sit a long time on carpet, they make impressions that flatten pile. Therefore, it is a good idea to shift their locations periodically. You can remove dents by brushing the area vigorously to loosen and raise the flattened tufts. You can also use a steam iron near the areas to raise the tufts while brushing. However, be careful not to let the iron touch the carpet.

BURNS - To remove a burn, clip the top of the darkened, burned fibers with curved fingernail scissors. If the burn is deep, the carpet may require patching or replacement. See your carpet dealer for advice.

SHEDDING - You can always expect a certain amount of shedding in new carpet. Just remove the loose fibers by vacuuming.

SNAGS - They occur when sharp objects hook into and pull carpet fibers. Clip the snag off with scissors. Don't pull it.

PILING - Certain carpet types or heavy traffic can sometimes create little balls or tangled fibers and lint. You can either pull them off by hand or clip them with scissors.

FADING - Eventually, all carpeting will fade due to exposure to light and other natural and artificial elements in the environment. However, you can delay fading by frequent vacuuming, reducing the carpet's exposure to sunlight by closing window blinds, keeping room humidity low, and regularly changing air filters in heating and air conditioning systems.

Carpet that gets wet from a plumbing leak, roof leak, or other sources can be dried and placed back into position without damage if the following steps are taken:



- 1) Pull the carpet back from the wall and off the floor in the wet area. Lay the wet carpet back on the dry carpet and prop it up. If an entire room is wet, the carpet can be removed and placed in another area to dry.
- 2) Remove the wet padding underneath the carpet and throw it away.
- 3) In 24-48 hours, depending on the temperature, air flow and humidity, new padding can be installed and the carpet reinstalled without damage.

## CERAMIC TILE

### General

Ceramic tile can be used on walls, floors, countertops, and in showers to form an attractive low maintenance surface. Please be aware that it can crack, chip or scratch if heavy or sharp objects are dropped on it or if abrasion occurs. The seams and joints are not waterproof. Maintenance to prevent water seepage is very important.

Tile grout & caulk have a tendency to crack in corners and where they meet another surface such as wood, steel, fiberglass or drywall. This is mainly due to the high degree of moisture present (in bathrooms areas), the different rates of expansion for the different types of materials and the normal shrinkage and settlement of the home.

### Service Repair Guidelines: First Year Guidelines

- A cracked ceramic wall tile will be replaced if the crack was caused by structural movements. It will not be replaced if the crack was caused by homeowner abuse or negligence.
- A loose ceramic wall tile will be re-secured and re-grouted.
- A crack in caulking where the ceramic tile meets tub/shower, corner seams, or base of tub, will be re-caulked one time at the One Year Orientation.
- A crack or void in the grouting of ceramic tile will be re-grouted one time at the One Year Orientation.

### Homeowner's Maintenance Guidelines

Grout within the shower should be sealed with penetrating-type sealers shortly after "move-in".

Clean wall tiles with a damp cloth and remove any film with a soapless, non-abrasive detergent or tile cleaner. Keep white tile seams clean by brushing with diluted bleach in a well-ventilated room.

Caulk cracks and separations of seams adjacent to tile with a high quality latex or silicone caulk, taking care to wipe the tile clean once caulking is complete. Do not use clear silicone caulk since it yellows with age and stains easily.

Caulk will shrink and must be maintained by the Homeowner during the life of the home after the One Year Orientation Period.

## CONCRETE

### General

One of the materials used to construct your home is concrete. Concrete is used for foundations, garage and basement slabs, slabs on grade, patios and sidewalks. It is important to understand that concrete is a porous, brittle

material that will expand and contract with changes in temperature.

It is not uncommon for cracks to develop in foundations, slabs, patios and sidewalks. There are many causes for cracks. It is virtually impossible to prevent them from occurring outside of a controlled environment. In most cases, the cracks do not affect the structural integrity of the foundation or concrete mass.

The most common cause of cracks in concrete and block is shrinkage, which results as the concrete reduces in volume with the loss of water during the drying process. This occurs much the same as when the moisture is removed from a cake baking in the oven, resulting in cracks in the cake.

Cracks may open and close with thermal or moisture changes. Ground swelling around the concrete mass or block foundation can cause a crack to widen, and ground shrinkage can result in movement of the crack. These separations rarely affect the structural integrity or the durability of the concrete or block.

It is common to have dampness occur with the new foundation. This is only temporary and is usually due to the disturbance of the soil during the excavation operation of the basement. With time, the disturbed earth compacts around the foundation, returning the soil to its original state. This natural process makes the area around the foundation more impervious to water. The outside of the foundation is also coated with tar to reduce the permeability of the foundation.

Occasionally, a white powdery substance will occur on the inside of a foundation. This is efflorescence caused by salt. Please refer to the Brick/Stone section of this manual for further information.

If you feel that a concrete or a foundation crack is impairing the performance of your home, contact White Horse Building Corp. for an inspection.

#### Service Repair Guidelines: First Year Coverage

- A vertical crack in the foundation that exceeds 1/8 inch in width will typically be repaired as follows:
  1. A slight contraction and expansion crack may be filled with a flexible silicone concrete caulking.
  2. In the case of water penetration or structural repair of a poured wall foundation, a crack can be repaired from the interior by injecting an epoxy resin material into the crack to bond the concrete together.
- A horizontal crack in the foundation occurs less frequently. It is considered more serious than a vertical crack and should be inspected by a White Horse Building Corp. representative to determine the cause and monitor it for future movement.
- A wall tie that leaks water will be repaired by applying hydraulic cement to the leaking area.
- A slight expansion and contraction crack in the basement or garage slab, that exceeds 3/16 inch in width, will be repaired by filling the crack with a flexible silicone concrete caulking.
- A crack in the basement floor or garage slab that exceeds 1/8 inch in vertical displacement will be repaired by grinding or surface patching.
- A basement or garage slab that settles, heaves, or separates in excess of 1/2 inch from the house structure should be inspected by White Horse Building Corp. and monitored for future movement.
- A crack in concrete slab-on-grade that ruptures the surface of finish flooring installed by the Builder will be repaired by removing the flooring material and then correcting the concrete area.

- An expansion and contraction crack on porches, steps, and stoops that exceeds 1/8 inch in width will be repaired by filling the crack with a flexible silicone concrete caulking.
- A crack in porches, steps, and stoops that exceed 1/4 inch in vertical displacement will be repaired by grinding or surface patching.
- A porch, stoop, sidewalk or step that settles, heaves, or separates in excess of one inch from the house structure will be repaired by surface capping.
- It is normal to have some standing water on porches, steps, and stoops for a 24-hour period following rain. If water remains beyond a 24-hour period it will be corrected.
- A concrete surface that disintegrates by means other than chemicals or abuse will be repaired by surface patching or capping of the affected area.
- Control joints are placed on sidewalks, porches, driveways, and slabs to help control the location of cracks. It is not uncommon, however, for cracks to occur outside of these joints.
- An expansion and contraction crack in a patio or sidewalk that exceeds 1/4 inch in width will be repaired by filling the crack with a flexible silicone concrete caulking.
- A patio or sidewalk that permanently settles, heaves, or separates in excess of 1 inch from any adjoining material will be repaired by surface capping of the affected area.

#### Homeowner's Maintenance Guidelines

Clean concrete floors with a solution of five tablespoons of baking soda to a gallon of water. Before using the cleaning solution, wet the floor with clean water and loosen dirt with a steel brush, scraping blade, or street broom.

Remove snow and ice promptly from porches, steps, and stoops. If a thin layer of ice cannot be removed, cat litter or clean sand may offer safer traction. Salt and other de-icing chemicals can cause severe damage to concrete surfaces. Be careful when applying de-icing salts or chemicals to any concrete surface.

## DECKS

### General

A deck is constructed with a combination of cedar and pressure-treated wood that resists rot, decay, and termites. Pressure-treated wood will provide many years of use and enjoyment provided proper maintenance is performed.

### Service Repair Guidelines: First Year Coverage

- Any board that develops cracks at knots that are across the grain in excess of 1/4 inch will be replaced.
- A deck board or rail that becomes loose or cracked affecting the safety of the deck will be repaired by re-securing or replacing the board.

### Homeowner's Maintenance Guidelines

To prolong the life and beauty of the deck, treat it periodically with a water repellent or wood preservative. Local hardware stores or home centers can help you purchase the right product.

To replace a warped board, rail, or spindle, remove all nails and bring the board or a section of the board to a lumber yard to try to obtain the closest possible match.

Check the nuts and bolts of the deck and deck supports annually to assure the proper tightness.

Excessive weight may cause structural damage to decks.

Excessive pressure washing may damage the wood.

## DOORS (Interior & Exterior)

### General

Your new home has a variety of doors throughout. These include interior doors and exterior entrance doors. Interior doors include bedroom doors, french doors, louver doors, bi-fold doors, bi-hinge doors, etc. Entrance doors include sliding patio doors, atrium style doors, fiberglass, steel or wood entry doors, fire-rated entry doors in the garage, etc.

All doors expand and contract in reaction to temperature and moisture changes, and therefore may be wider in warmer humid summer periods and narrower during cooler drier winter months. An exterior entry door may warp to some degree due to the temperature differences between the inside and the outside.

### Service Repair Guidelines: First Year Coverage

- A door that warps in excess of 1/4 inch, as measured diagonally from corner to corner, will be repaired by adjusting the door back to normal operation. A door that warps to the extent that it becomes inoperable will be replaced.
- A door that sticks will be repaired by adjusting the door, hinges, and jambs, or by planing the edges of the door back for normal operation.
- A door with detached veneers will be repaired by gluing and clamping.
- A sliding glass door that binds will be inspected and corrected by adjusting it to meet the manufacturer's installation specifications.
- A sliding glass door lock that does not lock properly will be repaired by adjusting the latch/keeper or door lock mechanism.
- Double-pane glass doors that lose their seal and become fogged between the panes will be replaced in accordance with the manufacturer's product warranty.
- An exterior door that allows air infiltration will be repaired by adjusting the weatherstripping.

### Homeowner's Maintenance Guidelines

Home settlement or damp weather may cause swelling that places the door out of alignment. In some cases, this may only be temporary due to seasonal variations. The sticking usually corrects itself without any adjustment. If adjustment is required, check the hinge screws for tightness.

Clean glass with a spray glass cleaner and wipe frames with sudsy water and a soft cloth. Periodically clean the bottom of the door track, and check to ensure that drain holes are clear. To keep the doors moving freely, apply a silicone spray to the tracks or hinges and be sure to wipe off excess spray.

Steel-clad doors are maintenance-free and require little attention except for painting and upkeep from dents and scratches.

Maintain the weatherstripping on exterior doors to help the home's energy efficiency, preventing the loss of conditioned air, and reducing air infiltration. Weatherstripping must remain in place to operate effectively.

Occasionally check screws on locksets and on keeper plates for tightness, and adjust accordingly. Spraying clear silicone into key lock holes keeps them operating smoothly.

Doors will expand and shrink and must be maintained by the Homeowner during the life of the home after the One Year Orientation Period.

The brass door knockers (if applicable), door locks, door handles, kick plates (if applicable), and hinges used throughout the home are exposed to both outside elements and common everyday wear. This may cause them to discolor. Clean these with a damp cloth and do not use abrasive cleansers or solvents. To extend the life of the finish, manufacturers recommend washing with warm soapy water and applying a light coat of wax. Periodic maintenance is required to protect the brass. By following this procedure, the tarnishing process can be slowed.

## DRIVEWAYS

### General

The driveway to your new home is constructed with a stone base and two courses of Macadam. These materials are very durable and with the proper care and maintenance, your driveway will last for years.

### Service Repair Guidelines: First Year Coverage

- Driveways that have improper drainage shall be repaired to allow for proper drainage of water.
- Standing water on driveways shall not remain for a period longer than 24 hours. Areas holding water longer than this time period will be repaired by patching or filling.
- Driveways with vertical depressions in excess of 1 ½ inches shall be repaired by patching or filling.

### Homeowner's Maintenance Guidelines

Homeowner maintenance will prolong the life of the asphalt driveway. Holes and cracks can be filled with a pre-mixed asphalt patching compound. Surface sealers protect the asphalt surface from water penetration and are available for homeowner application. An asphalt sealer should be applied to the driveway approximately six months to one year after your final top coat has been applied. For application intervals beyond that, follow the asphalt sealer manufacturers' recommendation.

The grade alongside the driveway (where the grass touches the driveway) must be properly maintained to prevent edge crumbling and settlement.

Do not park or store heavy vehicles such as automobiles or trailers in one spot on the driveway for extended periods of time, especially during the summer. This will cause depressions in the driveway. Keep firewood, lumber, moving vans, and large delivery trucks off the driveway.

Keep sharp objects such as outdoor furniture and bicycle stands off the asphalt. Remove winter snow and ice promptly. Do not chip or pick at the asphalt as the material is soft and will damage easily. Follow the manufacturers recommendations when applying de-icing salts or chemicals to the asphalt. Repeated thawing and freezing with salt and chemicals can damage asphalt. If a thin layer of ice cannot be removed, kitty litter or clean sand may offer improved traction.

Immediately remove petroleum spills, including gasoline, transmission fluid, and solvents, with sudsy water and a thorough rinsing. If these materials are not removed, serious deterioration can occur over time.

## DRYWALL

The normal shrinkage and movement of the lumber holding the drywall in place will sometimes cause slight "imperfections" in the drywall such as nail pops, seam lines, and cracks which are common in gypsum wall board installations. The drywall in your home has been fastened with glue, screws, and nails. This, however, is no guarantee that it will eliminate imperfections caused by settlement and shrinkage.

### Service Repair Guidelines: First Year Coverage

- Drywall materials, including corner bead and seams, that exceed 1/4 inch out of plumb for any 32 inch vertical measurement, will be corrected by feathering the wall with joint compound.
- A nail pop will be repaired by resetting or replacing the existing protruding nail, covering the area with joint compound, and sanding the area.
- A visibly defective seam line or crack that exceeds 1/8 inch in width, will be repaired by spackling and sanding.
- Corner bead that becomes detached will be re-attached by re-nailing. Corner bead that is twisted will be replaced.
- White Horse Building Corp. will make drywall repairs at one time only, either at the 45 Day Orientation or at the One (1) Year Orientation, at the choice of the Homeowner.
- After making the necessary drywall repairs, White Horse Building Corp. will not be responsible for any touch-up painting.

### Homeowner's Maintenance Guidelines

Minor drywall cracks and nail pops on the interior wall and ceiling surfaces are caused by home settlement and the normal drying of stud framing and drywall materials. Nail pops are nails that come loose from the studs due to the drying out process, pushing the drywall joint compound out to produce a bump on the drywall surface. Both nail pops and small drywall cracks are simple to repair.

## ELECTRICAL

### General

The electrical system in your new home is designed for safe, trouble-free service and meets both local and national electrical code requirements. Electrical wiring, switches, outlets, and circuit breakers were installed by a licensed Electrical Contractor who is listed in the Homeowner Service Directory.

The Ground Fault Circuit Interrupter (GFI) breaker is required by the electrical code for outlets in kitchens, bathrooms, garages, exterior outlets and other wet areas. The purpose of the GFI is to prevent electrical shock.

There are GFI control outlets located in your home. If some outlets do not work in your home, push the reset button on the GFI control outlet to make them work. If this does not make them work, reset the GFI breaker (red button), then reset the GFI outlet. The GFI breakers are more sensitive than non GFI breakers. It is not recommended to plug refrigerators or freezers into any outlet controlled by a GFI.

Your new home is supplied with photoelectric smoke detectors which continuously monitor the air in your home. It is factory set to sound the alarm when smoke reaches a certain level.

It is recommended that you test your smoke alarm periodically to assure proper operation.

To test the detectors, firmly depress the test button located near the center of the cover for a few seconds. The alarm will sound as it would if smoke were actually present.

It is important to vacuum the slots on the cover if the smoke alarm accumulates dust. This cleaning procedure should be followed at least once a month.

The smoke alarms operate on household current. All smoke alarms are interconnected so if one smoke alarm goes off, all smoke alarms will go off. They also have battery back up. Replace batteries when necessary. Batteries should be replaced annually.

The utility company has installed an electric meter on your home to measure your electric usage. Their invoice is based on kilowatt-hours with a kilowatt-hour being the energy expended by 1000 watts for one hour. Should you have questions about your invoices or meter functions, please contact the Customer Service Department at the utility company.

Electrical wiring and appliances are protected by circuit breakers which prevent circuits from being overloaded. The main circuit breaker is located in the electrical panel box, and if it is tripped for any reason, it will cut off all electricity to the house. The smaller circuit breakers within the same panel box control appliances, wall switches, lighting, and the heating system.

Your new home is pre-wired for telephone and cable TV. If you experience problems with phone connections or cable TV reception, contact the applicable utility company listed in the Homeowner's Service Directory.

#### Service Repair Guideline: One Year Coverage

- An electrical outlet, wall switch, or light fixture problem caused by defective workmanship or equipment, will be inspected and corrected to meet the manufacturer's installation instructions and product specifications.
- A GFI that trips frequently will be inspected and corrected to meet the manufacturer's installation instructions and product specifications.
- A circuit breaker problem caused by defective workmanship or equipment will be inspected and corrected to meet the manufacturer's installation instructions and product specifications.
- Electrical wiring that fails to carry its designated load as a result of defective workmanship or equipment will be inspected and corrected to meet the manufacturer's installation instructions and product specifications and to meet electrical code specifications.

#### Homeowner's Maintenance Guidelines

Thunderstorms, lightning, and power failures can cause circuit breakers to trip. If your home is affected, try to reset the tripped circuit breaker by switching the breaker to full OFF, then fully back to the ON position. If this does not reset the breaker, or if the breaker continues to trip, do not continue resetting the breaker as this can damage the panel box, wiring, or appliance that it controls. Call the Electrician for service.

Overloaded circuits can also cause tripping. This occurs when too many appliances are used on one circuit. To reduce the load, unplug the appliances that may be causing the overloading, then reset the breaker as described above.

If you wish to install a microwave or other appliances that require large electrical loads, you may need a licensed Electrician to add additional wiring and/or circuits to accommodate the increased electrical load.

If an electrical outlet does not work, check first to make sure that the outlet is not controlled by a wall switch. The outlet may also be part of a ground fault circuit interrupter (GFI). Check also to see if the GFI is reset. Also check the circuit breaker panel to see if any breakers are tripped. If the outlet still does not operate, contact the Electrician.

Do-it-yourself electrical wiring is dangerous and, in most municipalities, illegal. Improper electrical repairs can endanger the lives of your family and jeopardize your homeowner's insurance in the event of fire or electrical injury. Always use a licensed Electrician to make electrical repairs, adjustments, and additions.

Be aware that not every electrical power problem is necessarily due to problems within the home's electrical system. Utility companies experience a variety of situations that affect power supplies, including power surges and interruptions, peak overload periods, and even total shutdowns.

## FIREPLACES

The fireplace(s) in your home should last a long time if proper care is used with its operation and maintenance. The following terms are defined to give you a better understanding of the parts to your fireplace.

**THE GRATE** - A must for proper fireplace operation. It raises the fire off the hearth and holds fuel together for even burning.

**THE FIREBOX** - Never pound or otherwise abuse the fire brick or hearth. Like any other masonry material it is not indestructible.

**THE FIRST FIRES** - The hearth and firebrick contain and absorb moisture. To draw this moisture out and "cure" your hearth, it is important that the first few fires are small. Hairline cracks or pitting of the brick does not constitute a safety hazard.

**THE DAMPER** - It must be open when using the fireplace. The handle in the middle of the firebox opens and closes the damper. Pulled down, the damper is closed. When the fireplace is not in use, the damper should be closed to prevent heat loss from your home's heating system. If desired, the damper may be left open for ventilation in mild weather. Never close the damper while a fire is burning or smoldering.

**BUILDING THE FIRE** - Dry and seasoned hardwoods are recommended. Soft woods burn too quickly. Scrap lumber and refuse is generally so dry that it produces too many sparks. Wet or treated wood will produce a spurting, smoldering, unsatisfactory fire. If logs are too large, they should be split.

**TOOLS & ACCESSORIES** - A grate and glass doors or screen are strongly recommended. Since half of the fun of having a fireplace is tending to the fire, tongs, a small shovel and a poker are recommended. A wide variety of other tools and accessories are available in stores.



- A pre-fabricated fireplace problem caused by defective workmanship or equipment will be inspected and corrected to meet the manufacturer's installation and product specifications.
- A masonry fireplace that does not draw smoke up the chimney will be inspected to determine the cause of the problem and will be corrected, if necessary.
- Brick in a masonry fireplace with a crack that exceeds 3/16 inch in width will be removed and replaced.
- A crack in the mortar of a masonry fireplace that exceeds 1/8 inch in width will be filled.
- A damper in a masonry or pre-fabricated fireplace that is defective will be inspected and corrected to meet the manufacturer's product specifications.
- Excess mortar in a masonry fireplace will be removed if it interferes with the damper or fireplace operation.

#### Homeowner's Maintenance Guideline

1. Close the damper only after the fire has been completely out. (Usually the next day)
2. A fireplace screen or glass doors, tools and a grate are necessities. A set of fireplace tools, available from a local fireplace equipment shop, will help you handle logs, stoke the flames, and shovel out cold ashes.
3. The chimney should be cleaned periodically. The frequency of cleaning will depend on how often you use the fireplace and what type of wood you burn. It is recommended that you have your fireplace/chimney inspected and cleaned after the first season of use. Ask the technician how often you should clean and inspect it thereafter.
4. To clean glass doors for gas fireplaces, use a Corning ware cleaner. This will help eliminate streaking of the glass.

## FRAMING LUMBER & CARPENTRY

### General

Framing and carpentry with studs, beams, joists, rafters and trusses create the structure of the home.

Lumber and wood products expand and shrink causing movement within the house. This movement is typically known as settlement.

If settlement occurs evenly you will not even be aware it is happening. Settlement cracks may appear and/or doors may stick if the house settles unevenly. **There is nothing that can be done to prevent settlement.** The lumber used to frame your home is a quality grade lumber. Wood is a porous material and easily absorbs moisture from the atmosphere and from direct exposure to the weather. When the heating system in your home is turned on and the interior of the house is exposed to the drier warm air, the lumber begins to dry and shrink in size. Shrinkage does not occur at a uniform rate. Any lumber that is still exposed to the outside air will not shrink as fast or as much as lumber which is entirely inside the home where it is exposed to the drier warmer air.

The greatest impact of shrinkage may be on the doors and door frames. As the lumber dries it causes the doors to move within the frame. When this is first noticed, it is not advisable to make major alterations to the door

because when the weather changes, the door may possibly return to its original state. Typically, you should wait 12 months before making any adjustments. This will allow you to go through a complete change of seasons.

The doors are fitted properly at the time of installation. The movement that might occur is beyond our control. However, White Horse Building Corp. will make the necessary adjustments as described under the "Doors" section.

Service Repair Guidelines: First Year Coverage

- Floor decking with a ridge or depression that exceeds 1/4 inch within a 32 inch vertical measurement will be corrected to meet specifications.
- The surface of an interior or exterior wall will have slight variances. However, a wall that bows more than 1/4 inch within a 32 inch horizontal or vertical measurement, will be corrected by repairing the affected stud.
- A wall that is out of plumb by more than 1/4 inch within a 32 inch vertical measurement will be repaired by moving the wall into a plumb position.
- A wall that is out of square by more than 1/4 inch within a 32 inch horizontal measurement will be corrected to meet specifications.
- A hole in exterior sheathing will be repaired.
- A cracked or broken truss will be inspected for structural integrity and repaired to meet engineering specifications.
- Roof sheathing with uneven areas that exceed 1/2 inch over a 2 foot span as measured horizontally across the trusses will be repaired by reinforcing the affected area.
- During the installation of the roof trusses, it is not uncommon to find a hole in the sheathing of the gable end truss. This penetration is for the crane hook to lift the truss into place. The sheathing will be restored by attaching a layer of Thermo-Ply or sheathing to the back side of the truss.

## GARAGE DOORS

General

If your home is equipped with garage doors, they are either constructed of wood or steel. Either product, when properly maintained will provide years of trouble-free operation.

Service Repair Guidelines: First Year Coverage

- The exterior of a garage door because of its exposure to weather changes will shrink, expand, and flex. This may expose unpainted surfaces. Should this occur, the garage door will be repainted one time only.
- A misaligned garage door with a gap that exceeds 1/2 inch from the edge of the door to the surrounding trim or slab will be adjusted.
- A garage door that is difficult to open or that will not stay open will be repaired by adjusting the door tension.
- Maintain weatherstripping to help keep weather elements from entering the garage.

- Installation of an electric door opener by anyone other than the original door installer will void the door warranty.

#### Homeowner's Maintenance Guidelines

Do not leave garage doors open for long periods of time as this can cause inward warping of the garage doors.

Wood shrinks as it ages, which loosens the screws that fasten the hardware to the garage door. Inspect and tighten these screws once a year. Oil the moving parts of garage doors every six months.

**Garage doors use high tension springs that make homeowner repair dangerous. Please contact a garage door company for spring repairs.**

### GRADING AND DRAINAGE

#### General

Proper care and maintenance of the drainage on your lot is perhaps the most important thing you can do to protect your foundation. The grading plan for your lot was engineered to ensure proper drainage. It is important to repair any washouts as soon as they occur to ensure proper drainage. Drainage problems created by washouts can be significant. Any alteration to the grading on your lot or failure to repair washouts immediately, may result in improper water drainage away from your foundation which could lead to foundation damage or can affect other surrounding lots. Standing water or wet areas near the house should be corrected immediately.

Ground water seepage is not uncommon in new construction and can emanate from: 1) Wet areas in your yard; 2) Through a retaining wall; 3) Through cracks in the street; 4) From underneath curb or 5) Water that appears in a hole or low area that will not readily dry up.

Ground water seepage occurs when water enters into the ground through a permeable material such as shale or fractured limestone, and exits when it reaches a less permeable or impermeable material (usually clay). Surface infiltration, due to either natural rainfall, lawn irrigation or pipe leakage, will occur uphill and flow downhill until it reaches a point to exit.

Potential sources of "ground water" are rainfall, leaky residential service pipes and water mains, leaky sprinkler systems, leaky municipal mains, and excessive landscape irrigation.

#### Service Repair Guidelines: First Year Coverage

- Ground settlement around foundation walls, utility trenches, or other filled areas shall not interfere with water drainage away from the home. At the homeowner's request, areas that settle in excess of six (6) inches will be filled and reseeded one time only at the 45-day Orientation. The homeowner is responsible for properly watering all newly seeded areas. The homeowner is responsible for removing planted landscaping that they have installed and that may be affected by the placement of the fill material.
- Areas that washout or erode at downspout or drainage swales prior to seed germination will be repaired one time only at the homeowner's request, at the 45-day Orientation. The repair includes filling the eroded areas, reseeded, and then stabilizing the area. The homeowner will be responsible for properly watering all newly seeded areas.

- Standing or ponding water that remains for more than 24 hours on the lawn or for more than 48 hours in a swale will be inspected and corrected to meet specifications. No grading determination will be made when there is frost, ice or snow on the ground, or if the ground is saturated with water.

#### Homeowner's Maintenance Guidelines

The best way to keep the basement dry is to maintain positive drainage away from the foundation. Proper grading ensures that surface water will flow away from the home, rather than accumulating and soaking into the ground immediately around foundation walls.

Over time, the grade adjacent to and around the house may settle. If this occurs, spread additional soil in the depressions to raise the grade.

### GUTTERS AND DOWNSPOUTS

#### General

To help water run-off from your roof, gutters and downspouts have been installed on your home. The water exits the downspout onto a splash block to ground level drainage areas or swales. Splash blocks assist in directing the water away from the foundation area.

#### Service Repair Guideline: First Year Coverage

- Gutters or downspout that come loose or detached from the home will be re-secured.
- Standing water in gutters that exceed ½ inch in depth will be corrected by adjusting the pitch of the gutter.

#### Homeowner's Maintenance Guidelines

Gutters and downspouts should be inspected and cleaned semi-annually. Check for holes and leakage, make necessary repairs, and clear the gutters of accumulated debris such as leaves, twigs, branches, balls, and other objects. Gutter shields are recommended for those homes which have trees in the surrounding vicinity.

Gutters need to pitch slightly toward the downspout. Splash blocks should be properly positioned at the bottom of the downspout to direct water away from the foundation.

Winter storms followed by mild temperatures and by more winter storms can produce a "freeze-thaw cycle" resulting in sizable accumulations of ice and snow on the roof. These are called "ice dams". The ice build-up in the rain gutters, and the pressure and movement of the ice, may cause roof damage and water leakage into the home during a thaw. **There is no warranty for ice damming.**

### HEATING AND AIR CONDITIONING

The air conditioning and heating equipment was installed by the HVAC (Heating, Ventilating, and Air Conditioning) Contractor listed in the Service Directory.

All systems provide year-round climate control and consist of a thermostat to control temperature, a basic furnace unit to heat the air, a filter, plus a fan unit to distribute and circulate air throughout the home via the distribution system which are the ducts and registers. Heat pumps and air conditioners have an outdoor unit that transfers heat into or away from the home.

It is important to read the Manufacturers' Service Manuals, operating instructions, maintenance guidelines, warranties, and energy-saving recommendations. For your benefit, fill out and return the Warranty Registration Cards to the manufacturer.

If your home is equipped with fossil fuel heat, the following information is applicable. A fossil fuel heating system is one that uses oil, natural gas or propane. Unlike a heat pump, the heat is generated from the fossil fuel rather than electric. The air conditioning associated with these systems is run on electric.

An oil heating system will have a tank installed in the basement with a gauge to indicated how many gallons of fuel are left. A propane heating system will have the propane tank installed outside the house. Tanks can be installed above grade or buried in the ground. Either installation is fine. They also will have a gauge to indicate how much fuel is left. In both of these systems, you must contract with a supply company to deliver the fuel to the tank(s).

A natural gas heating system will be connected directly to the gas main through a meter. This meter is used by the utility company to measure how much fuel has been used in a given time period, usually one month. The meter is located outside the home. The utility company will invoice you monthly for the gas used. With natural gas, you do not have to contract with a supply company to deliver the fuel. It comes directly from the main to your home.

If your home is equipped with a heat pump, the following information is applicable. The heat pump is an air conditioning system that both heats and cools. It costs less to operate than a furnace because it doesn't burn fuel to make heat. It simply uses electric energy to move the heat that already exists.

During the winter, the heat pump extracts the heat that is present in cold winter air and circulates the heat into your home.

In the summer, the system functions as an air conditioner, extracting the heat from your home and releasing it outside. When the heat pump circulates the air, it also filters it, resulting in a cleaner house year round. Since the heat pump is an air conditioner, it extracts excess moisture from the house to help control humidity during the summer months.

All furnaces have air filters located adjacent to the furnace fan unit. The filter helps reduce the flow of dust into the air. As the filter collects dust, it reduces the system's efficiency and must be either cleaned or replaced. At the Pre-Settlement Orientation, we will demonstrate proper filter installation.

The thermostat controls the entire heating and cooling system. Thermostats provide a switch to control operation of the indoor fan. If this switch is placed in the ON position, the indoor fan will circulate air continuously. This may be desirable during periods when neither heating nor cooling is required. The ON position will not affect the normal operation of the furnace, heat pump, or cooling unit as the furnace, heat pump, or cooling unit will still cycle on and off as needed to maintain the temperature selected at the thermostat.

In the AUTO position, the indoor fan will only operate during operation of the furnace, heat pump, or air conditioner, as required at the temperature selected.

A heat pump thermostat has a signal light that indicates when the supplemental heating element is in operation. There is also an Emergency Heat Switch to activate the supplemental heat.

For the most effective use of your heating and air conditioning equipment, refer to the manufacturer's literature.

The heating and cooling system can be adjusted and balanced to meet individual temperature preferences. When the right balance is achieved, utility bills and wear and tear on the heating system are reduced.

Ducts carry and distribute heated or air conditioned air to each room. Some air ducts are fitted with adjustable dampers that open to increase or close to restrain air flow to major parts of the home. Please consult with the HVAC Contractor for correct positioning or adjustments of dampers, if applicable.

Two kinds of registers/grilles are currently used. Air supply registers, located on the floor, wall or ceiling, deliver heated or cooled air into the room. Air return grilles, located on ceilings or walls, return air from the room back into the air system to be re-heated or re-cooled.

To regulate temperatures on different floors or rooms during different seasons, adjust the air supply registers by partially opening or closing them, thus restricting or moving additional air into each room. This procedure is called "balancing" the system.

If your lower level is too cool in the winter, start closing upper level registers until the desired results are obtained. If your upper level is too warm in the summer, close lower level registers until the desired results are obtained.

#### Service Repair Guidelines: First Year Coverage

- A heating or air conditioning problem caused by defective workmanship or equipment will be inspected and corrected to meet the manufacturer's installation and product specifications.
- The heating system shall be capable of producing an inside temperature of 70°F as measured in the center of each room at a height of 5 feet. Deficiencies will be inspected and corrected to meet the 70°F specification.
- The air conditioning system shall be capable of maintaining a temperature 78° F as measured in the center of each room at a height of 5 feet. Should outside temperatures exceed 95°F, a differential of 15°F from the exterior temperature will be maintained. Deficiencies will be inspected and corrected.
- Unless served by a separate unit, rooms on second floors or on finished lower levels may vary by five degrees from rooms on the floor where the thermostat is located.
- A clogged condensation line caused by defective workmanship will be corrected by removing the clog.
- A refrigerant line that leaks will be inspected to determine the source of the leak, and will be repaired by sealing the leak and recharging the unit.
- A thermostat that malfunctions will be inspected and then repaired or replaced as follows:
  1. A thermostat problem caused by defective workmanship will be corrected.
  2. A thermostat that is improperly calibrated will be re-calibrated.
  3. A thermostat that cannot be repaired will be replaced.
- Season to season balancing is the responsibility of the homeowner. If the homeowner cannot achieve the desired results, the HVAC Contractor that installed the heating and air conditioning system will, at the homeowner's request, balance the system in the home one time only.
- A ticking or crackling noise coming from the duct work is normal. Excessive booming, called "oil canning" will be inspected and eliminated.
- Duct work that separates or becomes unattached will be re-secured.
- Any addition, alteration, or modification to the original "system" may void all applicable warranties.

Homeowner's Maintenance Guidelines

An extended annual service contract may be available from the HVAC Contractor. These extended contracts provide seasonal check-ups of the heating and cooling components, plus periodic cleaning. The advantage of a service contract is scheduled service which may reduce system failure by preventing problems before they occur.

To maximize energy efficiency and minimize utility bills, set the thermostat to a comfortable level, normally between 68°F to 72°F for heating, and between 76°F to 78°F for cooling, and leave it there. Then set the fan switch to either the ON or AUTO position, as recommended by the manufacturer's operation manual.

To help ensure the efficiency of any heating system, clean the filter regularly. When the heater circulates and filters the air in your home, dust and dirt particles collect on the filter located in your indoor unit. Excessive build-up forces the equipment to run longer in order to maintain your set temperature, wasting energy and raising your utility bill.

Vacuum the supply and return registers to ensure they remain dust-free. Check that registers are not blocked by draperies, furniture or other obstructions that restrict normal air flow.

The gas furnace may feature a pilot light that stays lit all the time, or a pilotless ignition. If the unit has a pilot light, keep it lit during the summer. The minimal amount of heat that it generates will keep the furnace dry and help prevent corrosion.

Do not store combustible items such as clothing, brooms, dust mops, or oily rags near a fossil fuel furnace. This presents a fire hazard.

Keep the outdoor unit(s) level and keep the area surrounding the unit clear to allow unimpaired air flow. Do not plant bushes near the unit and be careful that dirt, leaves, and grass clippings are cleared away. For a thorough cleaning, contract an HVAC Contractor.

Do not build a deck around or over the outdoor unit(s) as adequate clearance is critical for efficient operation. Please consult with your HVAC Contractor to obtain the clearance necessary for your unit.

It is important to understand that air conditioning units cannot be turned off during the day and then be expected to cool the home quickly when turned on late in the afternoon or early in the evening. A home and its furnishings retain large quantities of heat that must be removed before the air temperature will drop. Run the unit as needed during the day and it will remove the heat before it is absorbed into the building and furnishings. Typically, it takes an equal, or even a lesser, amount of energy to maintain a steady temperature than it does to attempt to lower the temperature once it has reached an uncomfortable level.

An optional automatic programmable thermostat may be used to conserve energy as long as it is correctly matched to your system. If such a thermostat is installed, consult the manufacturer's operating instructions provided for its proper use.

Manual set-back or set-up of temperature settings in heat pump systems can result in higher operating costs. In all cases, frequent or abrupt changes can result in greater wear and tear on the equipment. Setting heat controls too high does not make the equipment heat faster, nor does setting air conditioning controls very low result in faster cooling.

### HARDWOOD FLOORING

Hardwood flooring is site finished red oak select with a coat of stain and two (2) coats of urethane coating. Wood grain and color variations are normal, and reflect the natural characteristics of real hardwood.

Some squeaking of hardwood floors is normal and may be caused by seasonal weather and humidity changes.

Service Repair Guidelines: First Year Coverage

- A hardwood flooring problem caused by defective workmanship will be inspected and corrected to meet the manufacturer's installation specifications.
- A floor board with a split or crack that exceeds 3/16 inch in width will be replaced. A gap between floor boards that exceeds 3/16 inch in width will be repaired.
- A floor board with a split or crack that is less than 3/16 inch in width will be filled with a color wood filling compound.
- A hardwood floor that squeaks will be inspected to determine the specific cause, and will be corrected if caused by defective installation.
- An uneven hardwood floor caused by boards that buckle, swell, or warp, and that exceed a 1/4 inch ridge or depression within any 32 inch measurement as measured parallel to the joist, will be inspected to determine the cause. If the problem is caused by defective workmanship, the affected area will be repaired to meet the manufacturer's installation specifications.
- A hardwood floor board with hollow or loose knot holes will be replaced.

Homeowner's Maintenance Guidelines

Proper care and maintenance will keep your wood floor beautiful and lasting.

Mats at all entrances help keep dirt and moisture from being tracked onto your floor. Area rugs are recommended near sinks. Mats and area rugs should be slip resistant with a backing that will not discolor the floor.

Floor protectors under heavy furniture will reduce the risk of indentation and damage. For furniture that will be moved often, floor protectors made of carpet or felt (not rubber or plastic) are recommended to help prevent scrapes and scratches.

A report from the National Wood Flooring Association states that high heel shoes, and even shoes with wedge heels, contain a spike that can cause indentations and scratches, not only in wood flooring but also in carpet, terrazzo, ceramic, vinyl and metal surfaces.

Vacuum, sweep and dust mop regularly. Never damp mop with water. Excessive water can make the wood fibers swell and permanently damage the wood floor. A slightly damp cloth is acceptable to use for spills in small areas.

## INSULATION

General

Flexible batt insulation, in the form of fiberglass blanket, is commonly used in walls, floors, ceilings, and around ducts. Blown insulation of loose fiberglass or cellulose can be used in flat ceiling areas. Plastic foam may be used for spot insulation around windows and doors, pipe openings, and other air leakage points.

The measurement for insulation is called the R-Value. The higher a material's "R-Value" number, the more effective it is as an insulator. Different parts of the home have different insulation standards. All areas requiring insulation in your home meet or exceed both local and national code requirements.

Service Repair Guidelines: First Year Coverage



- An insulation problem caused by defective workmanship will be inspected and corrected and any applicable building code requirements.

#### Homeowner Maintenance Guidelines

Your home is insulated to the standards set forth by PA Act 222, Energy Conservation Act.

An electrical outlet or light switch on an exterior wall may produce a slight draft, allowing cold air to be drawn into the room. White Horse Building Corp. will make a special effort to reduce these drafts, however, some cold air is normal.

### INTERIOR TRIM AND MOLDING

#### General

Your new home is trimmed with wood or MDF (Medium Density Fiberboard) ceiling moldings, floor moldings, door casings, and other wood trims. Some separation of wood trim and molding is normal. This is caused by shrinkage or expansion due to changes in the humidity and temperature levels within your home.

#### Service Repair Guidelines: First Year Coverage

- An interior wood trim or molding problem caused by defective workmanship or materials will be corrected.
- A veneer trim board that delaminates will be replaced.
- A crack or split in the wood trim will be filled, sanded, and painted.
- Wood molding that becomes loose will be re-nailed, the nail holes filled, and touched-up.
- Wood trim with grain surfaces that raise 1/8 inch or more will be sanded and touched-up.

#### Homeowner's Maintenance Guidelines

Should the baseboard interior trim come loose, simply re-nail the trim back into proper position. For moldings, it is better to wait several months to see if settlement will bring the pieces back together naturally. If not, a separation at corners or seams can be corrected with a wood filler, and then stained or painted to match the existing molding.

Wood trim and mouldings will expand and shrink, and must be maintained by the Homeowner.

### COUNTERTOPS

#### General

Kitchen tops are finished with a Granite or Corian material. Vanity tops in the bathrooms are Corian, laminate or cultured marble. Proper maintenance will provide many years of use and a beautiful finish.

Carefully examine all countertops and vanity tops during the Pre-Settlement Orientation. Scratches, chips, and cracks will not be repaired after occupancy unless specifically noted at the Pre-Settlement Orientation.

#### Typical Repair Guidelines: First Year Coverage

- A laminate countertop that delaminates will be repaired by re-gluing.

- A crack in caulking, where the laminate counter or vanity top meets the wall, will be re-caulked one time at the one year Orientation.
- If a seam should separate on a granite countertop, the existing seam will be removed mechanically and refilled with an epoxy filler.

### Homeowner's Maintenance Guidelines

Clean laminate countertops with a soapy cloth or sponge. There are one-step cleaning products available for laminates that clean, reduce streaking, and leave surfaces polished. As with all cleaning products, carefully follow the manufacturer's instructions.

Keep standing water away from the back splash, seams, and the seal around the sink. These areas are prone to water damage since excessive moisture will eventually break down the seal and cause swelling or delamination. Check seams periodically and re-caulk as necessary.

Clean synthetic marble with a damp cloth and a non-abrasive detergent.

Keep countertops dry at all times.

Excessive heat can cause charring, burning, lifting, or blistering. Do not place hot pans, coffee pot, baking dishes, hot iron, curling iron, or burning cigarettes directly on laminate or cultured marble countertop surfaces.

Always use a cutting board since knives will gouge the surface. Do not forcibly strike items against any countertop as this may cause chipping or damage.

Steam from an open dishwasher may cause swelling and delamination.

Allow time for the dishwasher to cool before opening the door.

## LAWNS AND LANDSCAPING

### General

The earth around your home has been graded for water run off and storm water control. Topsoil was redistributed over your lawn and around your house, seeded, sod or hydro seeded, then landscaped for beauty and stabilization. The maintenance of your lawn and landscaping and the future beauty and maturity of your lawn and landscaping requires a lot of work. It is always true to say that the future growth, beauty, and maturity of your lawn and landscaping will rise or fall in direct proportion to your efforts. Consistent and regular maintenance aided by home centers, lawn & garden books, and professional services is a must.

Street trees are usually put in after settlement at one time throughout the community. Street trees must be planted in accordance with township ordinances and per township locations. All landscaping, seed, or sod will live or die depending on the care and amount of watering it is given after installation.

### Service Repair Guidelines: First Year Coverage

- Standing water that remains on the lawn for 24 hours or 48 hours in a swale will be inspected and corrected. All inspections will be done when the ground is free from snow, frost, or a period of saturating rain.
- Settled areas around the foundation in excess of 6" inches will be filled and reseeded on a one time basis.

- All landscaping that dies will be replaced unless the need for replacement was caused by home owner transporting, physical damage, lack of watering, overwatering or by insects. All street trees that need replacing will be replaced at one time.

### Homeowner's Maintenance Guidelines

Maintain positive drainage around your home. Check for low areas and down spouts that do not run water away from your home. Fill low areas to ensure the earth slopes away from your home. Keep swales free from debris, disturbance, and new plantings.

All newly seeded, sodded, or landscaped areas, as well as existing trees and vegetation, are the responsibility of the homeowner. If the placement of landscaping including seed and sod, if applicable, happens after settlement, the homeowner's responsibility of those areas begins at time of placement.

Water newly seeded areas to maintain moist soil during the day, drier soil at night when fungus and disease can grow, and avoid watering at times of strong sunlight. Typical watering for seeded areas will be 15 minutes (sodded areas 45 minutes) in the morning and in the evening. Water newly planted shrubs and trees to maintain moist soil, without saturating soil. Typical watering would be one gallon (or nearly one minute with garden house) for shrubs, and five gallons (three minutes with garden hose) for trees, twice a week for the first month and periodically after that.

Expect 80% germination of seeded areas. Future growth and maturity is your responsibility and depends on reseeded, proper watering, fertilizing, and weed & pest controls. Sharp lawn mower blades are especially important with newly seeded areas.

## PAINT AND STAIN

### General

The exterior of your home is painted with a latex paint. Please be aware that exterior paint rarely "touches up" because the exposure to the weather changes the hue of the paint.

There are two types of interior paint in your home. One is a latex enamel, the other is a flat latex paint. The woodwork and trim are painted with the latex enamel. The walls and ceilings are painted with the flat latex.

Stained woods, including wood floors, trim, cabinets, doors, etc. have variations in the grain that can affect their finished appearance. These are inherent characteristics of woods and cannot be controlled. This condition is not considered a defect.

Carefully examine all painted and stained surfaces during the Pre-Settlement Orientation. Scuffs and dirt marks will not be repaired after occupancy unless specifically noted at the Pre-Settlement Orientation.

### Service Repair Guidelines: First Year Coverage

- Interior and exterior paints and stains that do not adhere to or cover up the surface to which they are applied will be sanded and refinished.
- Interior and exterior paints that run, wrinkle, peel, or crack, will be scraped and sanded, the resulting depressions filled, and the surface primed and repainted.
- Water stains will be sealed with a primer sealer before repainting, so the mark will not bleed back through.

Homeowner's Maintenance Guidelines

An off-white, lead-free latex paint is applied to the interior walls of the home. This is not a scrubbable paint and will smudge if cleaned. White Horse Building Corp. does not recommend washing these surfaces, but instead suggests using the supplied touch-up paint to cover paint scuffs and marks.

An off-white, lead-free semi-gloss latex paint is applied to interior wood trim and doors. These surfaces may be cleaned with a sponge and lukewarm water. The less moisture on the sponge, the better. Wipe quickly with a gentle washing pressure from top to bottom without allowing the solution to run down the door or trim. If the water does not work, try the same procedure using a small amount of mild detergent mixed with water. Once complete, lightly rinse the washed area with plain water and allow to dry.

Smudges or marks on the painted walls may be "dabbed" with a damp (not wet) cloth. If "dabbing" does not remove the smudge, touch it up with paint. You will be supplied with touch-up paint at the time of your home orientation.

According to several paint manufacturers, mildew is a major cause of disfiguration of painted exterior surfaces. Mildew or molds are fungi which live abundantly in most every environment. Mildew growth is propagated by airborne microscopic spores, which have the ability to grow on almost any surface on which they land.

When mildew has grown on a painted surface, the surface becomes unsightly, and frequently the homeowner will try to improve the appearance with just an additional coat of paint. The mildew will grow on the new paint and the surface will soon become just as unsightly as before. It is important that all of the mildew organisms are removed and the surface cleaned before a new coat of paint is applied.

Mildew can be removed by using one of the many commercial mildew washes which have been specifically formulated for this particular task.

Whatever solution is used, discoloration due to mildew should be largely gone after the rinsing operation. The surface to be repainted must be thoroughly dry prior to painting.

It is important to remember that when mildew has been identified on any surface, it must be removed before applying a new coat of paint. Otherwise, the growth will continue right through the new coat of paint.

## PLUMBING

### General

The plumbing in your home was installed by a licensed plumber. The plumbing has been tested and inspected.

The plumbing in your home consists of water lines, sanitary sewer lines, valves, drain traps, tubs, shower stalls, water heaters, sump pumps, sinks, toilets, faucets, a septic tank (if applicable) and a well (if applicable).

If your water supply is provided by the water company in your area, a service line runs from the water main to the water valve usually just behind the curb. The line then runs from this valve to the water meter inside your home. The water pressure in the plumbing lines in your home is contingent upon the water pressure in the main.

Leaks that develop in the water line from the valve to the meter are the homeowner's responsibility. Leaks that develop from the valve to the main are the water company's responsibility.

If you have a private well to provide water for your home, you are not connected to the public water supply. The well and system were installed by a professional well driller who drilled to a certain depth to provide an adequate supply of water based on gallons per minute. It is important that you are aware of the well location on your lot. Well

water is usually hard water by nature. After moving in, you may decide to decrease the hardness by installing a softener. The well contractor can be contacted to assist you in selecting the proper softener.

Generally, your sewer service is provided by the local sewer authority in your area. A sewer lateral extends from your home to the sewer main. If a stoppage or breakage occurs in this lateral, it is homeowner's responsibility to take the proper action. If a problem occurs in the sewer main, it is the sewer authority's responsibility. You have a sewer clean-out extension in your yard that provides access to the lateral.

If you have a septic system and not public sewer, the septic system was designed by a professional engineer based on soil testing data. It is important that you are aware of the location of the septic system and understand some basic facts about it. You will be provided an owner's guide for the maintenance of the septic system as well as information as to how the system works.

The Pennsylvania Legislature enacted a House Bill which amended water use regulation, and defined water saving performance standards. Within this amendment, new requirements were set forth for toilets used in residences as follows:

The maximum flow for floor mounted toilets cannot exceed an average of 1.6 gallons of water per flush.

Prior to this regulation, most toilet tanks held 3.5 or more gallons of water that was used each time the toilets were flushed. The reduced amount of water results in less flushing force to dispose of the waste. Therefore, stoppage may occur more easily in water saving toilets.

Your home has either chrome or brass plumbing fixtures. Chrome fixtures are easily cleaned with any type of chrome or glass cleaner.

There are good brass polishes available at supermarkets, hardware stores and building supply centers. Follow directions and use regularly to keep your brass fixtures looking new.

If your home comes equipped with a sump pump, it will operate when the water in the sump pit area reaches a level to activate the float that controls the pump. If the impeller or intake on the pump gets clogged with silt, mud, stones or a foreign object, it will not operate.

Water pressure may be unusually high in your locality. In such a case, a water pressure regulator is installed at the main shut-off valve. Do not attempt to adjust the water pressure regulator yourself. It is designed to keep water line pressure surges from entering the home, and improper adjustment can burst the water lines and create severe water damage. If you feel the water pressure needs adjustment, please contact the water company or a licensed plumbing contractor.

The electric or gas water heater is equipped with an automatic temperature and pressure relief valve, a safety feature that opens and releases excessive pressure or heat build-up. Should this occur, water will flow from the tank until both temperature and pressure are reduced to safe levels. If this occurs, contact the Plumbing Contractor so adequate adjustments can be made to prevent a re-occurrence.

#### Service Repair Guidelines: First Year Coverage

- A defective plumbing valve, fitting, faucet, or fixture will be inspected and repaired by replacing the defective parts.
- Some noise coming from the water pipe system is normal and is caused by water flow and pipe expansion and contraction. Noisy plumbing caused by loose pipes or air hammer will be inspected to determine the cause and will be corrected to reduce or eliminate the noise.

- Freezing of drain, waste, vent, and water supply lines will be inspected and corrected by either further insulating the area and pipe, or by moving the pipe to a more protected location. This does not apply to any exterior faucet that must be winterized by the homeowner.
- A water supply problem caused by defective workmanship or equipment will be inspected and corrected to meet the manufacturer's installation and product specifications.
- A water supply problem at the water main or other conditions beyond our control are not the responsibility of White Horse Building Corp. to correct.
- Plumbing fixture components, including drain stoppers, sink stoppers, and floats that do not operate as designed, will be inspected and repaired by adjusting or replacing the part.
- A clogged sewer, fixture, or drain problem caused by defective workmanship or materials will be repaired by removing the clog and corrected to meet installation specifications. **The homeowner is responsible for all repair costs should homeowner action or negligence produce the clog.**
- A defective sump pump will be inspected and corrected.
- A defective water heater will be inspected and repaired by replacing the defective parts.

#### Homeowner's Maintenance Guidelines

Noisy water pipes should be corrected immediately since the resulting vibrations can damage plumbing line fittings and cause them to leak.

Noisy pipe problems can be identified and corrected as follows:

1. The water heater temperature may be set too high, producing steam in the pipes. To resolve this, gradually reduce the water heater temperature setting until the steam is reduced.
2. Abruptly turning off a faucet in areas with high water pressure can produce a pounding or knocking sound. To resolve, slightly close the main shut-off valve. If the problem persists, contact the Plumbing Contractor for repair.
3. Air can get into the pipes. To resolve this, open all interior and exterior faucets and run for a few minutes, allowing all air to pass through the system. It is not necessary to open exterior faucets if they have been winterized.
4. Exterior hose faucets often produce a high pitched noise caused by an attached vacuum breaker or back-flow preventer. This noise is normal and is not cause for concern.

When the temperature drops below 32 degrees Fahrenheit, it is possible that some of the water pipes in your home will freeze. This can cause pipes to burst and flood your home when they thaw. The Builder is not responsible for frozen water pipes or any damage to the home and its contents that may occur if pipes burst as a result of freezing.

The best thing to do to prevent frozen pipes is as follows:

1. Shut off and drain any susceptible pipe.
2. Keep your home heated to at least 60 degrees Fahrenheit.
3. In extreme conditions, keep all the faucets in your home dripping at a slow pace.

If the temperature drops below 20 degrees Fahrenheit for an extended period, it is possible that pipes may freeze even if the above precautions are taken. (In some cases, pipes will freeze and not break until thawed).

It is important to keep the heat on in your home at all times during the winter months.

It is recommended that all exterior hosebibs be winterized. This procedure must be performed prior to the first frost to avoid rupture or bursting of the water pipes.

To prevent exterior frost-free hose bibs from freezing, remove gardenhose and all attachments from hose faucets.

Show family members how to operate the water supply valves to individual plumbing fixtures. Toilet valves are behind the toilet. Sink valves are under the sink.

The main shut-off valve is the center of the plumbing system; the point at which the main water line comes into the home. If a major plumbing problem occurs, turn off the main shut-off valve to prevent flooding. It is a good idea to show every family member where the shut-off valve is, explain how to close it in case of an emergency, and to mark it with an easy-to-locate name tag.

DO NOT pour grease into drains or toilets.

DO NOT use a plunger when using a chemical drain cleaner.

DO NOT put hair, grease, lint, garbage, heavy tissue, disposable diapers, or sanitary materials in the toilets.

Hot water heaters are installed with water temperatures ranging from 125°F to 145°F as pre-set at the factory, and specified in the Manufacturer's Service Manual. While lower settings reduce utility operating costs, bear in mind that dishwashers do not sanitize properly with settings below 125°F. Most water heaters feature a "vacation setting" switch to reduce costs while you are away, without completely shutting the water heater off.

Do not store combustible items, oily rags, clothing, brooms, or dust mops near the water heater, since this obstructs air flow and presents a potential fire hazard.

Small amounts of scale deposits will collect and settle to the bottom of the hot water heater tank. Remove this residue by periodically draining 5 to 10 gallons from the tank. For electric water heaters, shut off the power first using the appropriate circuit breaker in the electrical panel box. Then open the valve at the bottom of the water heater, allowing water to drain out until the water runs clear. If you live in a hard-water region, a water softener will reduce the need for more frequent draining.

Do not completely drain electric hot water heating tanks without first shutting off the water heater circuit breaker. Otherwise, the heating element will quickly burn up.

The finish on metal tubs can scar if something is dropped in it or the tub is scraped. Chips and scratches can be repaired. Use a non-abrasive household cleaner to clean the tub.

If your sump pump does not operate, first unplug the sump pump. Then check in the sump pit for some obstruction.

**REMEMBER: If, for any reason, the sump pump should not operate, UNPLUG THE SUMP PUMP BEFORE TOUCHING IT.**

During long dry spells in which there is not any need for the sump pump to operate, it is recommended to test the discharge of water. Do this by filling the pit with water until the sump pump operates. Check to see if the water in the pit has been discharged.

The discharge line at the point of discharging outside must be kept free and unobstructed from ice and snow. This must be done in order to allow free discharge of water from the sump pump line. This is a routine maintenance item for which the homeowner is responsible.

## SIDING

### General

Exterior siding is installed once the framing is complete. Siding on your home could be several materials such as wood, vinyl, or fiber-cement.

### Service Repair Guideline: First Year Coverage

- A siding problem caused by defective workmanship will be inspected and corrected to meet the manufacturer's installation specifications.
- A siding problem caused by defective material, including boards or panels with inconsistent fading or finishes that discolor, crack, peel, delaminate, or warp will be inspected and corrected by replacing the material in accordance with the manufacturer's product warranty and specifications.
- Interior water leakage, caused by defective workmanship or defective siding material, will be corrected by repairing the affected panels and by repairing the interior finishes installed by the Builder, if necessary. Other finishes will be the responsibility of the Homeowner.
- Siding that comes loose or unattached will be re-secured.
- A trim board or siding board that shows excessive sap leakage will be cleaned, sealed and refinished.

### Homeowner's Maintenance Guidelines

Clean gently with light soap and water.

## ROOF SHINGLES

### General

Unless you have opted for a specialty shingle, your roof shingles are three tab fiberglass. These shingles are fire resistant, attractive and durable. This type of shingle has a "seal down adhesive strip", which must be exposed to several weeks of hot weather before it melts and seals to its maximum capability.

There are several penetrations through the shingles such as vents, flues, chimneys, etc. Flashings have been installed around these penetrations to keep weather elements from entering your home.

### Service Repair Guidelines: First Year Coverage

- The following guidelines apply to roofing felt, shingles, flashing, ridge vents, gutters, and downspouts:
  1. Any defect in roof workmanship or material that causes water leakage will be inspected and corrected to eliminate roof leaks. Any interior finishes installed by the builder that are damaged by roof leakage will be repaired. Other finishes will be the responsibility of the homeowner.
  2. Cedar shake shingles do not have a manufacturer's warranty. Proper workmanship is covered by the Roofing Contractor.



3. Fiberglass and cedar shake shingles that come loose or unattached will be re-secured. Neither the shingle manufacturer nor the Roofing Contractor provide warranty coverage should the shingles come loose or detached by winds in excess of 50 miles per hour. Winds this powerful are considered "Acts of God" and repairs are covered by homeowner's insurance.

#### Homeowner's Maintenance Guidelines

Severe winds may cause some fiberglass shingles to lift slightly. However, they will settle back into position during warmer weather. Visually check the roof (from the ground) after bad storms to determine if shingles are torn, broken, or missing and have a Roofing Contractor immediately replace them to prevent water penetration and damage.

### STUCCO

#### General

Stucco is a long lasting and durable finish. Hairline cracks are not unusual in stucco surfaces. They are due to expansion and contraction due to weather changes. Sunlight may fade some stucco colors. This does not affect the durability of the stucco.

#### Service Repair Guidelines: First Year Coverage

- Cracks in the stucco finish that exceed 1/8" in width shall be repaired.

#### Homeowner Maintenance Guidelines

Stucco will last a long time due to its durable finish. Periodic inspection of hairline cracks is important to assure they are not getting larger.

Maintaining the caulk around all wall penetrations through the stucco to assure no water infiltration is very important.

### VINYL FLOORS

#### General

Vinyl floor coverings come in 6' or 12' wide rolls or individual tiles and are installed in various rooms.

#### Service Repair Guidelines: First Year Coverage

- A problem caused by defective workmanship will be corrected to meet the manufacturer's installation specifications.
- A problem caused by defective material will be repaired by removing and replacing the affected area, in accordance with the manufacturer's product warranties and specifications.
- A seam that pops up will be repaired by re-gluing.
- A seam with gaps that exceed 1/16 inch in width will be repaired by replacing the affected area.
- Resilient flooring that lifts, bubbles, or becomes unglued will be repaired by re-gluing.
- A raised nail head or staple in the sub-flooring or underlayment that does not break the surface of the resilient flooring will be repaired by re-setting the nail or staple.

- A raised nail head or staple in the sub-flooring or underlayment that breaks through the surface of the flooring will be repaired by sealing the affected area.

### Homeowner's Maintenance Guidelines

For resilient floor cleaning and maintenance guidelines, please refer to the manufacturer's instructions.

Mop up water spills immediately. Water seeping into the mastic through the seams and under the baseboard trim can cause seam separation and lifting. A silicone caulk, available at hardware stores, is recommended for use at tub and floor joints to minimize this problem.

Carefully examine all resilient floor coverings during the Pre-Settlement Orientation. Scratches, gouges, dents, and other damage will not be repaired after occupancy unless specifically noted at the Pre-Settlement Orientation.

Vinyl flooring is a relatively soft product. It will become damaged when objects are dropped on it or if it is scraped. High heels and baseball and soccer spikes, can cause indentations in the vinyl. A common problem occurs when appliances are moved across the vinyl floor for cleaning purposes or during installation when you choose to replace your appliance(s) in the future. The vinyl floor can be ripped. Durable cardboard or thin plywood such as lauan underlayment should be placed under the appliance when moving it across vinyl.

Floor protectors under heavy furniture will reduce the risk of indentation and damage. The use of hard plastic protectors is recommended over rubber, as some types of rubber may permanently stain light colored vinyl. Use soft plastic protection on stationary furniture only. On furniture which slides, such as chairs and stools, soft plastic glide protectors can become embedded with grit and scratch the vinyl. Consult your flooring salesperson for the correct glide protectors for your vinyl floor.

## WATER INFILTRATION

### General

To reduce water infiltration at basement walls and foundations, White Horse Building Corp. implemented several important precautions during the construction and grading process of your home.

A block foundation may be covered on the outside with a cement parging, while poured-in-place concrete foundation walls do not receive parging. Both are coated with a rubber material that is waterproof. A drain around the interior perimeter of the basement is installed to carry excess ground water to the sump area. Gutters and downspouts are used to control and direct roof water away from the home. And finally, the grade around the home's exterior was carefully designed, engineered, and constructed to divert water away from the foundation.

### Service Repair Guidelines: First Year Coverage

- Water leakage through the basement foundation will be repaired per the Repair Guidelines outlined in the Concrete Foundation section.
- Water that enters the home from the top of the foundation and runs down the inside wall will be repaired by re-caulking the exterior seals and by insuring that the siding and flashing are properly installed and functioning.
- Splash blocks that settle will be raised one time only, at the 45 Day Orientation, by adding soil to establish proper flow of water away from the foundation.
- Window wells that collect water to the point of water entering through the window will be repaired by installing a drain from either the existing foundation drain pipe or to a lower point on the property, if possible.

- Water that enters through floor or wall penetrations for sewer lines, water lines, or electrical connections will be repaired by applying a hydraulic cement on the inside of the affected area.

#### Homeowner's Maintenance Guidelines

Keep gutters and downspouts free of leaves and other debris. If gutter seams leak, apply a gutter sealant available at hardware stores or home centers.

Keep splash blocks directly beneath downspout openings and position them so that runoff water is away from the foundation.

Water infiltration problems caused by improper grade due to settlement should be immediately corrected by the homeowner. Immediately fill soil depressions that form close to the foundation with dry dirt.

Do not change the established drainage pattern when landscaping. Ensure that drainage is away from the foundation.

Do not spray the foundation directly with lawn sprinklers. Make certain that hose fittings are firmly secured and not leaking at the hosebib connection.

Do not plant trees and shrubs too close to the foundation. Check with a landscape contractor or nursery to determine the root characteristics of plantings so that root growth will not undermine the foundation or driveway surfaces. Be aware that new plantings require substantial amounts of water and that plants too close to the foundation will place additional moisture against the walls.

If water collects in a window well, damp spots on basement walls may appear, or the basement window may leak. For proper drainage, keep the bottom of the window well clear of leaves and debris.

## WINDOWS

### General

You have double pane windows in your home which can effectively reduce your heating and cooling costs. The air between the panes is an insulator which inhibits transfer of temperatures from one side of the window to the other. Therefore, it is easier to keep comfortable temperatures in your home and you should use less energy. Compared to single pane windows, double pane windows can reduce heating and cooling costs significantly.

In addition to reducing temperature transfer, double pane vs. insulated windows can restrict the travel of sound waves.

Please be aware that the application of any type of reflective film on any double pane or insulated glass unit will void the manufacturer's warranty on the window.

### Service Repair Guidelines: First Year Coverage

- Condensation that forms on the inside of a window is caused by interior humidity, and White Horse Building Corp. will inform you how to reduce indoor humidity.
- A window problem caused by defective workmanship will be inspected and corrected to meet the manufacturer's installation specifications.
- A window problem caused by defective material will be inspected and repaired or replaced as follows:

1. A broken window balance rod and sash clip will be replaced.
  2. A non-working window balance will be replaced or repaired.
  3. A misadjusted tension rod will be adjusted.
- A skylight leak caused by defective workmanship or material will be inspected and corrected to eliminate roof leaks. Any interior finishes installed by the builder that are damaged by water leakage will be repaired.

Homeowner's Maintenance Guidelines

Clean windows with a commercial glass cleaner without Ammonia or a cup of vinegar mixed with a gallon of warm water. Apply with a sponge or lint-free cloth, then dry and polish with paper towels. A rubber squeegee passed over glass surfaces will speed the drying and eliminate streaking.

Keep the tracks and glides that allow the window to operate free from dirt and debris.