HOMEOWNER

**INFORMATION**

**MANUAL**

# Artisan Communities

# Orientation Sign-Off Sheet

**The following items have been addressed and explained to me/us at my/our Initial Homebuyers Walk-Through for the following property:**

## COMMUNITY: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

LOT: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ADDRESS: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Initials

1. Issuance of Homeowners Information Manual

 & Warranty Policies \_\_\_\_\_\_

1. Emergency Contact telephone list \_\_\_\_\_\_
2. Warranty Repair Request Forms (2) \_\_\_\_\_\_

4. Artisan Communities Fence Policy (if applicable) \_\_\_\_\_\_

5. Sprinkler & Landscaping instructions, irrigation key,

 illustrations & disclosure **Dormant** yes/no \_\_\_\_\_\_

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Date Homeowner Name (Print)

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 Signature

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Date Homeowner Name (Print)

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 Signature

**EMERGENCY CONTACT TELEPHONE NUMBERS**

Artisan Communities Customer Service Department –

**Office: (775) 562-3138 Fax: (775) 355-5702**

ITEMS THAT QUALIFY FOR EMERGENCY SERVICE:

* A RUPTURED WATER LINE that requires the MAIN SERVICE VALVE turned off in order to avoid any further damage
* TOTAL STOPPAGE OF PLUMBING SEWER SYSTEM (limited 30 days after occupancy)
* TOTAL LOSS OF HEATING AND COOLING SYSTEM during extreme weather conditions.
* A NATURAL GAS LEAK-In the event of a suspected natural gas leak, contact your gas company immediately.
* ALL WATER LEAKS (Excluding dripping faucets) – Water leaks must be reported within 24 hours of notice of leak- failure to report a leak may void the warranty.
* A SERIOUS ROOF LEAK

Listed below are the names and telephone numbers of our established and reputable subcontractors. Should you experience any emergency situation, especially during the evenings or weekends, please contact the company directly.

**Remuda / Stage Coach / Pebble Creek/Galaxy/Upper Highlands**

Electrical High Voltage Electric (775) 813 1075

**Remuda / Stage Coach / Pebble Creek/Galaxy/Upper Highlands**

 Plumbing Zephyr Plumbing (775) 331-1277

**Remuda / Stage Coach / Upper Highlands**

 Heating &Air Cavellero Heating & Air (775) 883-2066

**Pebble Creek/ Galaxy**

 Heating &Air Truckee Meadows Heating & Air (775) 329-2288

**Remuda / Stage Coach / Pebble Creek/Galaxy/Upper Highlands**

 Roof Burke Roofing (775) 823-9191

**APPLIANCES** are warranted by the manufacturer and service calls should be directed to their service department as follows:

Range & Oven GE Appliances (800) 432-2737

Please remember to notify the warranty department when subcontractors are contacted by you directly, so that we may document any repairs made. This will help us ensure proper follow-up in the case of a reoccurrence of the problem.

Policies and Procedures

1. There is **ONE YEAR** Fit and Finish Builder Warranty on your home
2. Working hours of Services Tech’s are 8:30am to 4:00pm Monday through Friday.
3. Warranty Request **MUST BE** sent to our office in writing by mail or fax
4. Please read **ALL** Manuals for Builders coverage and responsibilities prior to filling out any Warranty Requests.
5. Homeowners are required to be home from 8:30am till 4:00pm during date(s) of warranty repairs. Artisan Communities will not accept Letter of Intents. **Homeowners must be present**. Renters or Property Management Companies are not permitted.
6. Water leaks must be reported to our office within 24 hours of notice of a leak. Water leaks are considered to be an emergency.
7. Homeowners neglect may result in a void of warranty on certain items.
8. Grout touch is a homeowner responsibility
9. All interior and exterior caulking is a homeowner responsibility
10. All drywall issues will be addressed one time only and should wait until the 1 Year Warranty Request, due to normal settling.
11. All issues regarding Whirlpool appliances please call them direct
12. The Warranty Service is structured as follows:
	1. Please send all service request in writing to the Customer Service Department
	2. Customer Service will schedule a time to inspect and a schedule of validated repairs will be made.
	3. Repairs will be aligned with the “Construction Standards” outlined in this manual.

WARRANTY REQUEST INFORMATION

In an effort to be more efficient we request that you do not call our offices regarding warranty work. The most effective way to have your warranty work completed is to notify us in writing. Please use the warranty request forms included on pages 5 & 6 of this book, and send them to the address below.

During the first year after you take possession of your new home, keep a list of the items that you have noticed that may need to be addressed. Then copy them on to the included forms and mail them to the office.

**Warranty Service is for One Year**

**Warranty Service must be requested during the first year**

Should an emergency occur (as outlined on page 2) however, we would like to hear from you immediately. Should you feel there is an excessive amount of work or an issue that cannot wait for the standard warranty schedule, the warranty manager can decide to adjust our schedule to accommodate your specific situation.

**Send all warranty request forms to:**

**Artisan Communities**

**Customer Service**

**9533 Gateway Drive**

**Reno Nevada 89521**



**Warranty Request**

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Owner \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Request Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Unit Address\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Subdivision \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Lot#\_\_\_\_\_\_\_

Home Phone \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Work Phone \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Items Needing Repair (be specific) Warranty Homeowner

 Item Maintenance

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Home Owner Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Attn: Warranty Service Department



**Warranty Request**

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Owner \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Request Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Unit Address\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Subdivision \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Lot#\_\_\_\_\_\_\_

Home Phone \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Work Phone \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Items Needing Repair (be specific) Warranty Homeowner

 Item Maintenance

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Home Owner Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Attn: Warranty Service Department

Artisan Communities

Paint Touch up and Grout Touch up Kits

You have been issued paint and grout touch up kits from Artisan Communities at your Buyer Orientation Walk Through. Please understand that if additional paint and grout is needed it will need to be purchased at your expense.

Artisan Communities has informed you of the importance of grout sealant on any ceramic tile in your home at your Home Orientation Walk. Artisan Communities will not be held accountable for discoloration due to the grout not being sealed properly.

ARTISAN COMMUNITIES

FENCE POLICY & WARRANTY

Fencing is to be installed per the Builders Specifications, the community approved plans, or the building permit plans, whichever is applicable. Fences are not designed or engineered to meet any standards regarding forces of nature, such as wind, rain, snow, seismic, etc., or to withstand Homeowner misuse or neglect, such as improper landscaping, loading, climbing, or erosion around post footings. The builder is not responsible for damage or breakage to fencing unless directly attributable to improper installation. The Builder is not responsible for damaged, warped, or twisted boards or posts due to exposure to outdoor elements. Be aware that knots and surface cracks may exist in wood fencing materials. Any board found during your walk will be replaced if it has a 2 ½” or greater knot, or if the knot is 1 ¼’ or larger in size and is loose or has fallen out. Cracked boards will be replaced only if they go all the way through the board and/or extend more than 3’’ (three inches) from the end or continue more than three inches anywhere else on the board. **NO ACTIONS REGARDING FENCES WILL BE TAKEN AFTER YOUR WALK-THRU.** (Exceptions apply only if problem is directly attributable to improper installation.)

**Sprinkler and Landscaping Disclosure**

 Weather permitting; your new home Irrigation system will be activated at the time of installation. System operation will be reviewed with you at the time of the Buyer Orientation or at the time of installation (whichever occurs first). You have been issued an irrigation key. During this orientation you will be shown the following: the components of your irrigation system as shown in the Typical Irrigation Illustration (on the following page), how to activate and deactivate your system, and how to winterize your system. Additionally, all plant material will be inspected and any concerns will be noted on the Home Walk Inspection by the Buyer Orientation Specialist. Landscape warranties are as listed with the exception of homes that are closed during the time of year when plant material is dormant. If this occurs, the warranty on plant material will extend to June 1st of the current or following year (whichever occurs first).

**Sprinkler instructions**

Turn on & Turn off

**Turning OFF your Irrigation System:**

1. Find the pressure vacuum breaker on the side of your yard. This is a brass valve that stands 1' to 2' above ground.
2. There are two irrigation caps in this vicinity. (one is red and one is black)
3. Locate the master valve. This is under the red cap.
4. Using a Hex key, close this valve, turning Clockwise.
5. This shuts water off that goes to your irrigation system.
6. Now you must drain any water left in the system.
7. Open the black cap. Using the Hex irrigation key, open this valve. Turn the key counter Clockwise.
8. Now locate the valve box which is in the vicinity. Inside you will see a cross top drain valve. Open this valve, turning counter clockwise.
9. Water will drain in bottom of tubes.
10. Now open the petcocks on the side of the brass pressure vacuum breaker using a regular screw driver. When open, the slots should be in a horizontal position. Water will drain.
11. Finally, turn the blue handles on the side of the brass pressure vacuum breaker at a 45 degree angle to their current position.

Turning ON your irrigation system:

1. Find the pressure vacuum breaker on the side of your yard. This is a brass valve that stands 1' to 2' above ground.
2. There are two irrigation caps in this vicinity. (one is red and one is black)
3. After locating the two irrigation caps, use your irrigation key to close the valve that is under the black cap. Close this valve by twisting the valve Clockwise
4. Now locate the valve box which is in the vicinity. Inside you will see a cross top brass valve. Close this valve, turning clockwise.
5. Now close both petcocks on the side of the pressure vacuum breaker using a regular screw driver. When closed, the slots should be in the vertical position.
6. Turn the blue handles on the side of the pressure vacuum breaker parallel with the brass valve.
7. The final step is to locate the red Irrigation tub. This valve will turn on the main water to your irrigation system. Using your irrigation key, slowly turn the valve counter Clockwise. Water will spill out the top of the pressure vacuum breaker for a second or so.

### GFI OUTLET IN GARAGES

Due to code requirements in the cities of Reno and Sparks, all electrical plugs installed in garages will be installed on a GFI (Ground Fault interrupt) circuit.

These circuits are made to be sensitive to any fluctuation in the electrical current.

**PLEASE, DO NOT USE THESE PLUGS FOR FREEZERS!** The freezer will trip the circuit and be left without power.

Please contact the building department of the respective cities for further information or explanation.

### IMPORTANT FACTS ABOUT YOUR GRADING & DRAINAGE

Dear Homeowner:

Now that you have bought your new home, we realize that you are eager to proceed with the landscaping of your yard and that you may to use your own talents and ingenuity to accomplish the effect you wish to create. However, serious problems can result if you interfere with the carefully designed drainage system that has been installed on your property. To avoid considerable expense to you, and aggravation during the next heavy rain, please read the following information carefully.

It is very important for surface water to drain away from your house and off your lot to a street or drain. If water does not drain away from your house, heavy ponding and saturation of the soil can cause severe property damage, particularly if standing water seeps underneath the foundation of your home. However, on large lots standing water away from the home is not a concern.

The contours on your lot, little hills and valleys called “berms” and “swales”, were put there to remove surface water from your lot with minimal effect to your property and/or the adjoining property. Earth berms are mounds that prevent water from flowing over slopes. It is very important that these berms be maintained. Side swales are shallow depressions which direct water around the house and off your lot, keeping the water about 3-feet way from the house on both sides.

The Drainage system for your lot was designed by professional civil engineers, in accordance with all applicable local ordinances. However, now that the home is yours, it is your responsibility to maintain the existing drainage pattern. Disturbing the grade or interfering in any way with the drainage can not only create problems for you but, in storm conditions, might cause water or erosion damage to your neighbor’s property, for which you would be financially responsible.

We have found that drainage problems frequently arise when homeowners install, or hire contractor to install landscaping, sprinklers, swimming pools, patios, sidewalks, walls or fences. Often these contractors, not knowing any better, will disrupt the design drainage pattern, causing problems for the homeowner the next time it rains. One of the most common mistakes is placement of a side-walk, patio, planter, or some other feature in a swale, where it blocks the drainage flow. Another common mistake is for the landscaper or fence contractor to change the shape of a berm by moving earth around, thus directing the water flow either too close to your house or off of the side of your property onto your neighbor’s lot. It is your responsibility as a homeowner to warn any contractor you hire that they must design and install their work with these factors in mind, and you should take great pains to see that they do not destroy the drainage of your lot.

### IMPORTANT FACTS ABOUT YOUR GRADING & DRAINAGE

To maintain the safety features in your present grading patterns, experts often recommend the following:

* Plant all slopes promptly to prevent soil erosion and keep them properly planted and watered
* Make inspections during rains, as this is when trouble occurs. Watch for fullying and silting (fine soil washed into swales by erosion), and then correct these conditions as soon as possible.
* If you plan to have flowerbeds or shrubbery near the house, do not disturb the earth next to foundation – dig 2 or 3 feet away. Make sure that, after planting, the earth slopes away from the house not toward it. Never water the foundation.
* If you build a brick planter next to the house, be sure to allow, “weep holes” so that water can escape from it. To do this, set the bricks in the bottom row so that there is a one-half inch of open space between each brick
* If your home has down spouts or gutters, adjust them necessary to carry surface water away from the foundation.
* If there are concrete swales, yard drains, or catch basins serving your lot, keep free of silt and debris. Check periodically to make sure drainage devices are not clogged. Do not block the water flow by building a wall or fence over a drain.

We advise that in the development of your landscaping and fencing program, you take special care not to destroy the drainage system carefully designed for your particular lot. We will not assume any responsibility for water or erosion damage to your home and/or your neighbor’s property if you modify the grading or drainage contrary to the established plan. If you move any earth around on your lot, or install any improvements that block the drainage pattern, you must provide some alternate method of drainage. We strongly recommend that you get expert advice from a civil engineer and check with the city or county engineer’s office before undertaking any lot improvements that might alter the existing grading or drainage patterns on your property.

#### CITY PROPERTY RESPONSIBILITY

The street improvements in your subdivision were installed by the Builder in accordance with development plans and specifications approved by the City of Sparks or City of Reno. These street improvements consist of the paving, curb and gutter, and city sidewalks. Many of our homeowners are not aware that these improvements do **NOT** belong to them. These improvements are owned by the City and the City requires that they be maintained in the condition in which they were accepted by the City.

As the adjacent Homeowner, you are responsible for any damage suffered to these improvements as a result of your actions or those of your employees or agents (persons you hire to work on your home).

In the course of moving in, installing your landscaping or construction of other improvements to your home, please take measures to prevent any damage to the street improvements. Use caution. For example: do not drive vehicles across curbs, except at the driveway depressions, and do not have landscaping materials unloaded onto the sidewalks or asphalt paving. We are advising you of this potential area of concern as costs for damage to these areas can be assessed to you, the homeowner.

We would suggest that, prior to beginning any improvements to your new home, you walk these areas with your contractors, and again after they have completed their work. If these areas have suffered damage as a result of your contractor’s work, then you need to arrange for them to repair or replace the problem areas.

HOMEOWNER MANUAL

IMPORTANT - READ CAREFULLY

OUR POLICY REGARDING SERVICE ADJUSTMENTS

&

HOME MAINTENANCE

**MANUFACTURER RESPONSIBILITIES**

Appliances, pieces of equipment, or other items which are "Consumer products", for purposes of the Magnuson-Moss Warranty Act (15 USC Sec. 2301-2312); have written warranties by the manufacturer, which are included in the binder given to you at your Buyer Orientation walk-through. We assign and pass on to you any manufacturer's warranties on consumer products. These warranties are the responsibility of the manufacturer, not the builder.

**BUILDER POLICY**

We hope you will be happy in your new Home. We have tried to provide you with as trouble-free a home as is possible to achieve. It has been built from quality materials under our strict supervision. However, like a new automobile, your new home will require careful "breaking in" by you, the owner. It is up to you to take over and care for this assembly of many materials and mechanical devices. Properly maintained, this “House" will serve as your “Home" for many years.

Many times, by knowing and understanding the capabilities and capacities of the equipment in your new home, you can save -yourself inconvenience, service calls, and unnecessary expense. Read the enclosed instruction materials, the manuals accompanying appliances and equipment. Please understand that HOME MAINTENANCE is to be taken care of **BY THE HOMEOWNER,** not the builder. Among the items which are your responsibility are:

1. Frequent cleaning and replacing of the furnace filter.
2. Replacing worn washers and faucets.
3. Repairing chipped or scratched ceramic tile, grout, counter tops, marble, caulking, plumbing fixtures, porcelain, vinyl floor tile, paint, etc., unless such damage occurred prior to move-in and was reported immediately during the walk-through inspection.
4. Damaged or broken screens, glass, mirrors, appliances, light fixtures, etc., and missing hardware, screens, fixtures, etc., unless noted immediately during the walk-through inspection.
5. Any wear caused by use or damage caused by misuse of your home or equipment therein.
6. Proper care of floor coverings, use of floor protectors under the legs of heavy furniture to prevent indentations

We wish to express once again the **IMPORTANCE OF READING ALL OF YOUR WARRANTIES, INSTRUCTION MANUALS, AND BOOKLETS** to properly understand the many materials; fixtures, and pieces of equipment which help to make your house into a home, and to learn how to take care of it in order to gain the maximum enjoyment and livability.

By the time you have moved into your new Home, many inspections will have been made. City and County inspectors, inspectors from our lender, from FHA or V A (when applicable), and from our own quality control department will have inspected your home many times during the various states of construction. All of these inspections follow rigid procedures and standards designed to ensure the highest quality for your home. Occasionally, however, defects may be found after you have moved in. Therefore, we have a Warranty Department to take care of these problems. We would like to explain how our warranty Department operates.

Our policy regarding repairs to homes has been developed through many years of experience and it is a fair one. We ask each home-buyer to walk through his home with a representative, prior to the date of occupancy. This "walk-through" inspection must be very thorough and we ask buyers to take as much time as is necessary to find any and all defects which may exist in their home. After the move-in, we will bear no responsibility for external blemishes, such as kitchen floors scratched when refrigerators are moved, walls nicked by furniture movers bringing in chairs, windows or light fixtures broken by children at play, or sinks or kitchen counters which are chipped. If these items were not reported during the walk-through, we have to assume the damage was done after move-in.

We try to correct all problems noted on the walk-through before you move in. However, many of the repairs will involve our subcontractors. Because of this there may be some delay, since the subcontractors may have already gone on to another project. We ask that you wait three weeks after moving in for the repairs noted on your walk-through to be taken care of. After three weeks, if you have not been contacted regarding each item, please send a note to our Warranty Department Coordinator at the address on our letterhead. Your tract superintendent and/or the subcontractors involved will be notified that the work still needs to be completed. Please note that, unless we hear from you to the contrary, we will assume, at all times that all repairs have been completed to your satisfaction. Sometimes it takes as long as two or three months to complete all the repairs noted on the walk-through, so please try to be patient.

Occasionally, problems will come up with appliances, some of which are covered by the manufactures' warranties. Representatives of the appliance company will fix these since they are best trained for these repairs.

For necessary service calls on warranted appliances (range, garbage disposal, dishwasher, water heater, and furnace) **CALL THE SERVICE OFFICE LISTED AT THE BEGINNING OF THIS MANUAL** and be sure they understand you are requesting service under warranty.

Should any other problems develop after the move-in, which could not have been detected during the buyer's pre-occupancy, we will gladly repair them if they actually were caused by faulty workmanship. We ask that, except in emergencies, you write out any problems you may have and mail them to our office. This gives us better control to follow-up on the problem. Oral complaints to a salesman, superintendent, laborer, or secretary sometimes are inadvertently forgotten, so we request that your complaints come in writing to our main office at the following address:

Attention:

Artisan Communities

Customer Service Department

9533 Gateway Drive

Reno, NV 89521

Our Warranty Department will assign the problem to either one of our own people or to the responsible subcontractor or supplier. We ask that these people call you for an appointment; however, sometimes they may drop by to do the work without prior notice to you, if they are in the area. Please be sure to include your daytime telephone numbers with your written request for repairs.

Because these appointments are usually made at least two weeks ahead of time, the schedules of our workman normally are set-up pretty far in advance. Therefore, please understand that, when we receive notice of problems, our workers probably will not be able to come to your home right away, except in the case of emergencies. Also, remember that our repairmen and our subcontractors work normal hours like everyone else; so, except for emergencies, they will not come out on weekends or after 4:00 PM on weekdays.

Please understand that workmen must follow their work orders. They are not allowed to do any additional work other than what is written on their work orders from our office. This is why it is important that you write to us as soon as possible about any items you may find for corrections, so that all work may be done at one time.

For emergency situations, refer to the list of subcontractors provided at the beginning of this section. Those numbers are to be used ONLY in the case of an emergency, noted below. A written service request must be submitted for other repairs. If a subcontractor is sent out, and it is not an emergency, the homeowner will be charged with a service call which, on weekends could be time-and-a-half or double-time.

To facilitate a better understanding, the following conditions have been and will be considered established emergencies requiring immediate attention.

1. A RUPTURED WATER LINE that requires the MAIN SERVICE VALVE turned off in order to avoid any further damage
2. TOTAL STOPPAGE OF PLUMBING SEWER SYSTEM (limited 30 days after occupancy)
3. TOTAL LOSS OF HEATING AND COOLING SYSTEM during extreme weather conditions.
4. A NATURAL GAS LEAK-In the event of a suspected natural gas leak, contact your gas company immediately.
5. ALL WATER LEAKS (Excluding dripping faucets) – Water leaks must be reported within 24 hours of notice of leak- failure to report a leak may void the warranty.
6. A serious roof leak.

The following are **NOT** considered emergencies

1. Toilet stoppage (only considered an emergency if ALL bathrooms in the house are affected).
2. Dripping faucet.
3. Loss of hot water.
4. Loss of part of the electrical service.

All other requests for repairs or service must be submitted in writing. PLEASE DO NOT TELEPHONE OUR OFFICE except in a real emergency. We have found from past experience that we are able to take care of your problems faster and more efficiently if they are written down and mailed to us. When our Warranty Department people are tied up on the phone receiving buyer calls, they don't have time to arrange to have the repairs done! In addition, remember, someone has to write down what the problem is and you can probably do this better than we can since you are closer to the problem. So please send us a note --**DO NOT TELEPHONE!**

Our warranty policy is quite similar to that of a car manufacturer. We will be glad to repair any defects due to original faulty construction but we do not perform maintenance on your home. We don't change furnace filters, loosen garbage disposals that will not work because of too much food jammed in them, or clean out toilets clogged up by children's toys, disposable diapers, or sanitary napkins.

Please remember that if a serviceman is sent out to care for any item that is caused by a homeowner's negligence or failure to follow instruction manuals, the homeowner will be charged for the service. It costs a great deal of money to send repairmen out, as everyone who has ever called a plumber has learned. Therefore, we ask for your discretion in notifying us of complaints. If it is a problem for which we are at fault, we will be more than happy to fix it. However, if we find the complaint is owner-caused or due to normal wear and tear or lack of normal maintenance, we have no choice but to charge you for the serviceman's time.

SOME COMMON CAUSES OF UNNECESSARY SERVICE CALLS ARE:

1. Failure of heating/air-conditioning unit to operate properly because of a dirty filter or unlit pilot light.
2. Power failure because of a circuit breaker being in the “off” position or a GFI not being reset.
3. Sewer stoppage because of something you have introduced into the line.
4. Kitchen appliances that will not work due to failure to read and follow directions in the instruction manual.
5. Water damage from not maintaining caulking in bathtubs, showers, and exterior of windows.

Also, please understand that there are certain items that are beyond our control. For example, concrete slabs usually develop cracks, paint may peel, and wood may shrink or twist. These are normal occurrences in many homes and they should not alarm you. These minor defects are inevitable as the natural materials used in building your home are exposed to temperature changes. The house will naturally settle and cause some minor cracking in the sheet rock. However, if you wish to resurface any cracks, etc., we recommend you wait one year until the house has had time to complete the settling process.

We hope this explains how our Warranty Department operates. Remember to send your complaints to us in writing, except in the case of emergencies. We will be glad to fix those items for which we are at fault, but please do not notify us about problems developing from normal homeowner's maintenance.

It is our goal to do everything possible. We have tried to provide you with a good quality home for the money. We hope you will be satisfied with it and find years of enjoyment for you and your family.

Homeowner Manual

The Care of Your New Home

Your home has been constructed with quality materials and the labor of experienced Craftsmen. All work is done under our supervision to attain the best possible results.

A home is one of the last "hand built products" left in the world. Although quality materials and workmanship have been used in your home, this does not mean that it will be free from care and maintenance. A home, like an automobile, requires care and attention from day one. General homeowner maintenance is essential to providing a quality home for a lifetime.

We are very proud of the product we build and the neighborhoods we build in and we strive to create long lasting value. This cannot be achieved unless you, as the homeowner, properly maintain your home and all of its components.

Periodic maintenance is necessary because of a number of factors, such as normal wear and tear, climatic conditions, the inherent characteristics of various materials used in your home (such as wood) and normal service required by the mechanical systems. Over time, natural variations in temperature and humidity also impact your home.

Many times a minor adjustment or repairs done immediately by you saves a more serious, a time consuming, and sometimes-costly repair later. Note also, that negligence of routine maintenance can void applicable limited warranty coverage on all or part of your home.

We recognize that it is impossible to anticipate and describe every attention that may be needed for good home care. However, we have covered many important details. In addition, be certain to read the limited warranty literature that follows. It supplements details discussed under "Caring for your Home",

Review the literature provided by the manufacturers of consumer products included with your home. Although much of the information may be familiar to you, some points may be significantly different from homes you have had in the past. The information contained in that material is not repeated here. Activate specific manufacturer warranties by completing and mailing the registration cards included with their materials. In some cases, manufacturer warranties may extend beyond the first year. It is in your best interest to be apprised of such coverage.

By caring for your new home attentively, you insure your enjoyment of it for years. The attention provided by each homeowner contributes significantly to the overall desirability of the community.

**AIR-CONDITIONING**

Since the air-conditioning system is combined with the heating system, the maintenance suggest for your furnace should be followed. In addition, the manufacturers "Owner Manual" specifies maintenance for the "condenser" unit. This should be reviewed and followed.

Air-conditioning can add much to the comfort of your home, but it can be used improperly or inefficiently, resulting in wasted energy and frustration. These hints and suggestions are provided to help you maximize your air- conditioning system.

**WHOLE-HOUSE SYSTEM**

To fully & efficiently utilize your air-conditioning system, you must understand that it is a total, whole-house system. The air-conditioner unit is the mechanism in your home, which produces cooler air. The air-conditioning system involves everything inside your home including, for example, drapes and windows.

**CLOSED SYSTEM**

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

**TIME**

Time is of paramount importance in your expectations of an air-conditioning system. Unlike the light bulb, which reacts instantly when you turn on a switch, the air-conditioning unit only begins to process when you set the thermostat. For example, if you come home at 5:30 PM on a day when the temperature has reached 90 degrees, and then set your thermostat at 75 degrees, the air-conditioning unit will begin cooling, but

will take much longer to reach the desired temperature. During the whole day the sun has been heating not only the air in the house -but the walls, the carpet, and the furniture. At 5:30 PM the air-conditioning unit starts cooling the air, but the walls, carpet and furniture release heat and nullify this cooling. By the time the air-conditioning unit has cooled the walls, the carpet and furniture, you may well have lost patience.

EVENING COOLING

If evening cooling is the primary goal, you should set the air-conditioning thermostat at a moderate temperature in the morning while the house is cooler, allowing the unit to maintain a cooler temperature throughout the day. The temperature setting may then be lowered slightly when you arrive home, with better results. Setting the thermostat at 60 degrees will NOT cool the home any faster and can result in the unit "Freezing up" and not performing at all, extended use under these conditions can damage the unit.

ADJUSTED VENTS

You will find it advantageous to adjust the cooling vents (Likewise, when the seasons change, it will probably be necessary to readjust them to comfortable heating.)

HUMIDIFIER

If a humidifier is installed on the furnace system, it should be turned off when using air-conditioning. Otherwise, the additional moisture can cause a "freeze up" of the cooling system.

COMPRESSOR LEVEL

It is important to maintain the air-conditioner compressor in a level position. (See "Grading & Drainage")

**APPLIANCES**

All appliances are warranted by their manufacturers, in accordance with the terms and conditions of the written warranties supplied by the manufacturers. Additional information about appliance operation can also be found under the "Electrical " and "Plumbing" categories in this section of the manual.

MANUFACTURER

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

The date of house purchase (closing of escrow)

The serial and model numbers (found on the metal plate on the side or bottom of each appliance)

A description of the problem

For your convenience, a chart is provided at the end of this section for recording the appliance serial and model numbers as well as manufacturer warranty telephone numbers.

**ATTIC ACCESS**

The attic space is not intended for storage. Access is provided for purposes of maintaining mechanical equipment that may traverse the attic space. When performing any needed tasks in the attic, caution should be used not to step off wood members onto the drywall. This can result in personal injury and/or damage to the ceiling below.

**BRASS**

Brass fixtures are factory treated with a clear protective coating, electro statically applied to provide beauty and durability. Brass, like sterling silver, will gradually tarnish and eventually take on an antique appearance. Atmospheric conditions, direct sunlight, caustic agents such as paints, or scratches from contact with sharp objects may cause the protective coating to crack or peel, exposing the natural brass and resulting in spotting and discoloration .

Initial care for these products requires only periodic cleaning with a mild non-abrasive Soap and buffing with a soft cloth. When peeling, spotting or discoloration occurs, you can restore the beauty of the metal by completely removing the remaining coating and hand polishing the item with a suitable brass polish. Applying a light coat of wax and buffing with a soft cloth will renew and maintain the gloss of the brass surface. If discoloration reappears, repeat the cleaning, polishing and waxing process.

**BRICK**

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

**CABINETS**

WOOD

1. Clean the exterior with soap & water. (The manufacturer recommends "Murphy's Soap".) DO NOT use lacquer thinner, acetone, or similar substances to clean or remove stains. These items will remove the finish and possibly the wood stain.
2. We recommend the use of a "lemon oil" product on the exterior of the cabinets to maintain the moisture of the wood and the luster of the finish.
3. Although the manufacturer says that furniture polishes may be used, we strongly urge you to avoid any such products with a lacquer base, as they may be harmful to the finish on your cabinets.
4. Most scratches and nicks, resulting from normal wear and tear, can be covered with a "scratch remover". (The manufacturer recommends "Old English" or a similar product.)
5. Manufacturer recommends the use of "Deft" spray lacquer, which will adhere to and fill-in the damaged finish.
6. The interior of the cabinet is a thin vinyl material which can be easily washed with soap and water or a mild cleanser. Abrasive or harsh cleansers should not be used.

WHITEWASH

Clean with MILD soap and water only. NOTE: This particular finish can be expected to yellow over the years.

EUROPEAN CABINETS

Clean center panel with mild soap and water. Take care to avoid scratching.

HINGE

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

COLOR, STYLE

Your color selection sheets are your record of the brand, style and color of cabinets in your home.

CAULKING

Time and weather will shrink caulking and dry it out so that it no longer provides good seal against moisture and air infiltration. As a matter of routine maintenance, it is wise to check the caulking and make repairs as needed. Caulking compounds and dispenser guns are available at hardware stores.

SILICONE CAULK

Caulking that contains silicone will not accept paint but works best where water is present (for example, where tub meets tile or a sink meets a counter top).

LATEX CAULK

Latex caulking is appropriate for an area that requires painting (along the stair "stringer" or where a counter top backsplash meets the wall)

COLORED CAULK

Colored caulking is available where larger selection is provided.

CLEANING

The ceramic tile installed on walls or counter tops in your home may be washed with any non-abrasive soap or detergent. Abrasive cleaners will dull the finish.

SEPARATIONS

Tile around bathtubs or counter tops may appear to be pulling up after a time. This is caused by normal shrinkage of grout or caulk. If this occurs, the best remedy is to purchase “tub caulk” or premixed grout from a hardware store. Follow directions on the container. This maintenance is important to protect the underlying surface from water damage.

SEALING OF GROUT

The sealing of grout is a Homeowner option and responsibility. (See "Floor Covering")

**CONCRETE**

All concrete in your home has been installed in accordance with the recommendations of the engineer.

FOUNDATIONS

The foundation of your home has been designed and installed in accordance with the recommendations of our consulting soil engineer. The walls of the foundation are poured concrete with steel reinforcing rods. Even though the foundation has been designed by an engineer and constructed in accordance with engineering requirements, cracks can still develop in the wall. Unless there is water seepage coming through such a crack, it is most likely a surface crack and will not be detrimental to the structural integrity of your home. If a crack develops in a foundation wall that allows water to come through, follow the procedures of submitting a warranty claim.

REMEMBER……….

**ALL CONCRETE WILL CRACK**. It is a natural occurrence. Small hairline fractures are common and are not a sign of faulty workmanship or inferior construction procedures.

FLATWORK

Too properly care for your exterior concrete, always be aware of areas where water is collecting and fill these in. Do not allow downspouts to drain in such a way that the water will get under the concrete. Seal any cracks in control joints or surfaces areas immediately with a flexible gray colored sealant.

CRACKS

Although we used accepted construction procedures for the installation of concrete flatwork, this does not guarantee there will be no cracking. Some cracking in concrete

occurs in almost all homes. The warranty does not cover most concrete cracks. Where cracking is covered by the warranty, the repair provided is sealing with concrete caulk. Concrete is not replaced due to cracking.

By maintaining good drainage away from your home, you are protecting both your home's foundations and the basement floor slab. Maintenance of drainage away from all

Concrete slabs will minimize cracking and other forms of movement. Cracks in slabs should be sealed with a waterproof concrete caulk to prevent moisture from penetrating to the soil beneath.

Cracking in the concrete flatwork is often caused by extreme cold. During the summer, moisture finds its way under the concrete along the edges, or through cracks in the surface. In winter, this moisture forms frost that can lift the concrete, increasing or causing more cracking.

EXPANSION JOINTS

Expansion joints have been used to help control expansion. However, concrete is also susceptible to shrinking. If the concrete shrinks, moisture can penetrate under the concrete and lift the expansion joint. If this occurs, you can fill the gap created with a gray silicone sealant, which can be purchased at most hardware stores.

ICE, SNOW & CHEMICALS

 Remove ice and snow from concrete slabs as

promptly as possible after snow storms. Protect concrete from abuse by chemical agents such as pet urine, fertilizers, radiator overflow, repeated hosing, or de-icing agents (such as **road salt** that can drip from vehicles.) All of these items can cause spalling of concrete at a rapid rate Repeated hosing of the garage slab can cause spalling and settling and is, therefore, not recommended.

A concrete sealer, available at paint stores, will help you keep an unpainted concrete floor clean. Do not use soap on unpainted concrete. Plain water or hot water & washing soda, or if necessary, a scouring powder should be used.

SWEEPING/CLEANING

Do not wash patios, porches, drives, etc. with cold water from an outside faucet when temperatures are extremely high and the hot sun has been shining on the concrete. The abrupt change in temperature can damage the surface bond of the concrete. Sweeping is the much preferred method of keeping exterior concrete clean. If washing is necessary, do this when temperatures are moderate. Cleaning of the garage floor by hosing can cause settling, spalling, and increase soil movement by allowing water to penetrate any existing cracks. Sweeping is the recommended method for keeping the garage clean.

HEAVY VEHICLES

Do not permit heavy vehicles such as moving trucks, concrete trucks and even larger RV.’s to drive on your new concrete work. This concrete is not intended to bear the weight of vehicles over 8,000 lbs. It is also not recommended that conventional vehicles be driven over the edge of driveways to cross-wise to gain access to side yards. This may cause the comers and sides of driveways to crack. Cracks of this type are not covered under the warranty.

CONDENSATION

Condensation on interior surfaces of the windows and frames is the result of high humidity within the home and low outside temperatures, and/or inadequate ventilation. These conditions are significantly influenced by family lifestyle. If your home includes a humidifier, closely observe manufacturer’s directions, especially during periods of cooler temperatures.

COUNTER TOPS

Always use a cutting board when cutting, chopping, etc.

HEAT

 Protect the counter from extremely hot pans.

If you cannot put your hand on it, do not put it on the counter. Do not use counter tops as ironing boards, and keep cigarettes in an ashtray.

CLEANERS

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

MATS

Rubber drain mats can trap moisture beneath them causing the laminated plastic to warp and blister. Dry the surface as needed.

WAX

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

CAULKING

Due to our dry climate, the caulking around the edge of your counter tops and between the counter top & the sink may shrink, leaving a slight gap. Refer to "Caulking" for maintenance hits for this condition.

DOOR/LOCKS

The doors installed in your home are of the highest quality, but they are wood products and are subject to the natural characteristics of wood such as shrinkage and warpage. Due to the humidity changes and the use of forced air furnaces, showers, and dishwashers, etc. interior doors may require minor adjustments.

WARPING

In the event a door warps slightly, keep it latched as much as possible and it often will return to normal.

STICKING

The most common cause of a sticking door is the natural expansion of lumber due to changes in humidity. When sticking is due to swelling during a damp season, do not plane the door unless it continues to stick after the weather changes. Use sandpaper to smooth the door. Be certain to repaint the area of the door where it was sanded to seal against moisture.

Before planing a door due to sticking, there are two other steps to try: 1) apply either a past wax, light coat of paraffin, or candle wax to the sticking surface, or 2) tighten the screws that hold the doorjamb or doorframe.

HINGES

A squeaky door hinge can be remedied by removing the hinge pin and rubbing a lead pencil or graphite lubricant on it. Do not use oil as it can gum up.

FAILURE TO LATCH

If a door will not latch due to minor settling, you can correct this by making a new opening in the door for the latch (re-mortising) and raising or lowering the plate accordingly.

BIFOLD DOORS

Interior bi-folds will sometimes stick or warp due to weather conditions. Applying a wax such as paraffin to the tracks can minimize this inconvenience.

SLAMMING

Slamming doors can damage both doors and jambs, and can even cause cracking in the walls. Teach children not to hang on the doorknob and swing back and forth. This can work hardware loose and cause the door to sag.

Putty or filler can be used to fill any minor separations that may develop at mitered joints in the door trim. Follow with painting.

LOCKS

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

KEYS

Keep a duplicate "privacy lock" key where children cannot reach it in the event a youngster locks himself or herself in a room. Some types of privacy locks can be opened with a small screwdriver or similarly shaped device.

EXTERIOR FINISH

To insure longer life for your exterior doors, it is recommended that your refinish them annually. Stained exterior doors with lacquer finishes tend to weather faster than a painted door. It is necessary to oil the finish with a wood preserver (such as Old English) monthly to preserve the varnish finish and protect the door from drying and cracking. It is also necessary to reseal the stained exterior doors every 6 - 12 months to protect the finish from the elements.

WEATHER STRIP

Weather stripping and/or any threshold supplied with exterior doors will occasionally require adjustment.

**DRYWALL**

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

REPAIRS

Most drywall repairs can be easily made. This work is best done when the room is to be redecorated. To correct a nail "pop", reset the nail with a hammer and punch. Cover it with spackle (available at paint and hardware stores). When dry, sand the surface with fine grain sandpaper before painting.

INDENTATIONS

Indentations caused by sharp objects can be filled with Spackle in the same manner as drywall repairs. Hairline cracks can be repaired with Spackle or caulk.

**ELECTRICAL**

CONTROL PANEL

The master control panel that contains the electrical breakers for your home includes a "main" shut-off that controls all the electrical power to the home. In addition, individual breakers control the separate circuits. Be certain you are familiar with the location of the master control panel.

Each breaker is marked to help you identify which breaker is connected to which major appliances, outlets, or other service. Should a failure occur in any part of your home, always check the breakers in the main panel box.

BREAKERS

Circuit breakers have three positions: on, off, and tripped. When a circuit breaker trips it

must first be turned "Off" before it can be turned "on". Switching the breaker directly from "tripped" to "on" will not restore service.

OUTLETS

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

BREAKER TRIPPING

Breakers will often trip due to overloading the circuit by plugging too many appliances into it, a worn cord or defective item, or operating an appliance with too high a voltage requirement. The starting of an electric motor can also trip a breaker. If any circuit trips repeatedly, unplug all items connected to it and rest. If it trips when nothing is connected to it, you need an electrician and the problem should be reported. If the circuit remains on, one of the items you unplugged is defective and requires repair or replacement.

GFI

GFI (Ground Fault Interrupter) receptacles have a built- in element which senses fluctuations in power. Quite simply, the GFI is an indoor circuit breaker. Installation of these receptacles is required by building codes in bathrooms, kitchens, outside and garage (areas where an individual can come into contact with water while holding an electric appliance or tool). Heavy appliances such as freezers or power tools will trip the GFI breaker. DO not plug a refrigerator or food freezer into a GFI controlled unit. The likelihood of the contents being ruined is very high, and such damage is NOT covered by the limited warranty.

UNUSED OUTLETS

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

GROUND

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

BUZZING

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

UNDERGROUND CABLES

In areas with underground utilities, before digging or moving large amounts of soil, check the location of buried service leads by calling Blue Stakes. In most cases, wires run in a straight line from the service panel to the nearest public utility pad. Care should be

taken to keep soil around the foundation from settling to protect this service. Avoid large amounts of water at this point as well.

MODIFICATIONS Do not tamper with or add to your electrical system. For any modification that is needed, contact the electrician listed on your "Non-emergency Subcontractor List" at the beginning of this manual, or another licensed electrician.

EXPANSION AND CONTRACTION

All building materials are subject to expansion and contraction caused by changes in temperature and humidity. Dissimilar materials expand or contract at different rates. This results in separation between materials, particularly dissimilar ones. The effects can be seen in small cracks in drywall and in paint, especially where moldings meet drywall, at mitered comers, where tile grout meets tub or sink, etc.

This can be alarming to an uninformed homeowner, but in fact, it is very normal. Shrinkage of the wood members of your home is inevitable. This will occur in your home. It be most noticeable during the first year, but may continue beyond that time. In most cases, paint and caulking are all that is needed to conceal this minor evidence of a very natural phenomenon. Properly installed caulking will shrink and must be maintained by the homeowner.

FIREPLACE

The fireplace in your home is a zero clearance gas fireplace. It is not designed to be nor is it intended to be used a heat circulating device. Its major value is aesthetic. Do not attempt to burn any material (paper, wood products) in the fireplace. Builder offers direct vent gas fireplaces. Your fireplace is checked during the homeowner orientation to confirm it is operational. Be aware of a delay between turning the switch on and flame

ignition. The flame should ignite gently and silently. Read and follow any manufacturer directions.

FLOOR COVERING

Refer to manufacturer's recommendations for additional information on the care of all floor-covering products.

CARPET

Vacuuming high traffic areas daily will not only keep them clean but will help to maintain the upright position of the nap. Spills should be wiped up and stains spot cleaned immediately. Always dab at the stain, never rub it. Stain removers should be tested first on an out of the way area of the carpet, such as in a closet, to check for any undesirable effects. Professional cleaning should be performed regularly, usually annually.

RESILIENT FLOORING

Although resilient floors are designed for minimum care, they do vary in maintenance needs. All resilient floors require some regular application of a good floor finish.

This assures you of retaining a high gloss. However, no cleaning or finishing agents should be used on the new floor until the adhesive has set thoroughly. This takes about two weeks.

NO WAX FLOORING

The resilient flooring installed in your home is the "No. II type. "No wax" means it is coated with a clear, wax tough coating which provides both a shiny appearance and a wearing surface. Even this surface will scuff or mark. Follow any manufacturer's specific recommendations for care and cleaning of all your hard surface floors.

LIMITED WATER

Wipe-up spills and vacuum crumbs instead of washing resilient floors frequently with water. Mopping or washing with water should be limited. Excessive amounts of water or resilient floors can penetrate seams

and get under edges causing the material to lift and curl.

SCRUBBING & BUFFING

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

MOVING FURNITURE

Use extreme caution when moving appliances across resilient floor covering. Tears and wrinkles can result. Coasters should be installed on furniture legs to prevent permanent damage.

RAISED NAIL HEADS

Raised nail heads are the result of movements of the floor joist caused by natural shrinkage and deflection. Special nails have been used and the underlayment has been glued to help minimize this movement. If a nail head becomes visible through resilient flooring, place a block of wood over it and hit the block with a hammer to reset the nail. Flooring of any type will shrink and seams may actually separate slightly due to this shrinkage.

SEAM LIFTING

Seams can lift or curl if excessive moisture is allowed on the floor. A special caulking can be used at tub of floor joints to seal seams at those locations. Precautionary measures should be taken to avoid getting water on the floor from baths and showers.

RIDGES

The joints of underlayment (sheets 4' x 8') have been sanded and filled to minimize the possibility of ridges showing through resilient floor coverings. Some ridging is unavoidable, however. And there is no recommended maintenance attention for this condition.

**HARDWOOD FLOORS**

HUMIDITY

Wood floors will respond noticeably to changes in humidity level in the home especially in the winter. A humidifier will

help but will not completely eliminate this reaction.

NEW WOOD FLOORS

Wood floors will exhibit the following traits: when new, small splinters of wood will appear, dimples or scratches can be caused by moving furniture, dropping heavy or sharp objects, etc. Some shrinkage or warping can be expected, especially around heat vent or any heat producing appliances. Warping will occur if the floor becomes wet repeatedly or is thoroughly soaked even one time. A dulling of the finish in heavy traffic areas is likely; a white, film appearance is caused by moisture (often from wet shoes or boots).

SPILLS

Food spills should be cleaned up in a timely -manner using a very dry cloth. Use vinegar and warm water solution for tough food spills.

SHOES

Keep high heels in good repair. Heels that have lost their protective cap (thus exposing the fastening nail) will exert over 8,000 pounds of pressure per square inch on the floor. That is high enough to damage hardened concrete. It will mark your wood floor.

MATS

Use protective mats at the exterior doors to help prevent sand and grit from getting on the floor. Gritty sand is wood flooring's worst enemy.

YELLOWING & WARPING

Be aware that yellowing and warping of the surface can result from rubber backing on area rugs or mats.

FURNITURE LEGS

Install proper floor protectors on furniture setting directly on hardwood floors. Protectors will allow chairs to move easily

over the floor without scuffing. Clean the protectors on a regular basis to remove any grit that may accumulate.

CLEANING Sweep on a daily basis or as needed. *Never wet mop a hardwood floor.* Excessive water causes wood to expand, possibly damaging the floor. When the floor becomes soiled, damp-mop with a mixture of one-cup vinegar to one gallon of warm water. When damp-mopping, be sure to remove all excess water from the mop. This is for polyurethane finishes only. Check with a hardwood company if your floor has a water based finish.

WAX

Waxing or the use of products (such as Murphy's Oil Soap) is not necessary or recommended. Once you wax a polyurethane finish floor, it is very difficult to re-coat the floor, as the new finish will not bond to the wax. In addition, once wax is used, then you must maintain the wax and the floor. Preventive cleaning and annual screen should be performed to maintain the desired level of luster.

RE-COA T

If a polyurethane finish was applied to your hardwood floors we recommend that in a period of six months to one year, you have an extra coat of polyurethane applied to your still beautiful, like new, hardwood floor. This should be done by a qualified contractor. The exact timing will depend on your particular lifestyle. If another finish was used (Glitza, for example), please refer to the manufacturer's recommendations.

Re-coating can be done by yourself using the same poly- urethane finish as originally applied. The entire floor must be lightly abraded using a 150-grit mesh screen being careful not to damage the stained surface. The abrading will remove any foreign substance that could prevent the new finish from properly bonding. Carefully clean (tack) the floor (do not use solvent tacking agents) and re-coat according to the finish

manufacturer's instructions. If the finish has been waxed, the re-coating can only be done if all existing finish and wax are removed.

**CERAMIC TILE**

This is one of the easiest floor coverings to care for, simply vacuum when needed

CLEANING

Occasionally a wet mopping with warm water may be appropriate. Do not add detergent to the water. If you feel a cleaning agent is required, use a mild ~solution of warm water and dishwasher crystals (they will not result in a heavy, difficult to remove lather on the grout). Rinse thoroughly.

SEPARATIONS

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

GROUT DISCOLORATION

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

GARAGE OVERHEAD DOOR

Since the garage door is a large, moving object periodic maintenance along with following, the manufacturer's instructions will insure a safe and reliable door when it is in motion.

SAFETY

Keep hands and fingers away from all parts of the door except the handle. Do not allow children to play with or around the door.

WIND

Garage doors are made to with stand wind. However, when the wind gusts exceed the manufacturer's specifications damage can occur. DO NOT LEAVE THE GARAGE "MAN" DOOR (utility/service door) OPEN DURING HIGH WINDS WITH THE

GARAGE DOOR CLOSED! It can cause a strong suction that can buckle the door from the inside.

For your safety, after the expiration of the one-year warranty, have any need adjustments made by a qualified specialist (see non-emergency subcontractor listing in the front of this book). The door springs are under a considerable amount of tension and require special tools and knowledge for accurate and safe servicing. Have the door inspected by a professional garage door technician after any significant impact to the door.

30-WEIGHT OIL

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

OIL DRIPS ON CARS

Do not "over" lubricate. To do so will result in excess oil dripping on cars or on the concrete floor.

WAX

Paraffin wax rubbed on the side jambs will help the door to operate smoothly.

SAG

It is normal for the garage door to sag somewhat due to weight and span. This will stabilize after the panels have dried.

OPENER

If an electric door opener is installed, be sure the door is completely unlocked and the pull down rope has been removed before using the opener.

PAINTING

The garage door should be repainted when the home is repainted or more often if needed in order to maintain a satisfactory appearance.

LOCK

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

**GAS SHUT OFFS**

There is a shut-off on the gas line at or near its connection to each item that operates on gas. In addition, there is a main shut-off at the meter. These are pointed out during the Homeowner Orientation. If you suspect a gas leak, leave the home and call the gas company IMMEDIATEY for emergency service.

**GRADING** & **DRAINAGE**

FINAL SURVEY

The final grades around your home have been inspected, approved for proper drainage of your lot, and our subcontracted surveyor has issued a drainage certificate. The local building authorities as well as our construction superintendent make inspections. Typically, the grade around your home should slope I' in the first 10', then taper to a 2% slope.

POSITIVE DRAINAGE

IT IS ESSENTIAL THAT YOU MAINTAIN THE SLOPES AROUND YOUR HOME TO PERMIT THE WATER TO DRAIN A W AY FROM THE HOME AS RAPIDLY AS POSSIBLE. FAILURE TO DO SO CAN RESULT IN MAJOR STRUCTURAL DAMAGE AND WILL VOID YOUR WARRANTY.

During construction, it is necessary to excavate an area larger that the foundation of your home. In addition, some trenching is necessary for installation of utility lines. Although the soil is replaced and re-compacted, it does not return to its original density. Some settling will occur, especially after prolong heavy rainfall or melting of considerable amounts of snow. This can continue to occur for the first few years you are in your home, depending on the amount of precipitation that occurs (and can include

other factors). Inspect the perimeter of your home regularly for signs of settling.

ROOF WATER

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

**HEATING SYSTEM**

The heating system installed in your home will provide you with many years of comfort if given proper care and maintenance.

FURNISHED HOME

The heating system design was planned with a furnished home in mind. If you move-in during the cooler part of the year and have not yet acquired all of your draperies and

furnishing, the home may seem cooler to you than you would expect.

THERMOSTAT The furnace will come on automatically when setting the temperature at the thermostat occur, especially after prolonged heavy rainfall or melting of considerable amounts of snow. This can continue to occur for the first few years you are in your home, depending on the amount of precipitation that occurs (and can include other factors). Inspect the perimeter of your home regularly for signs of settling.

ROOF WATER

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

**GUTTERS** & **DOWNSPOUTS (when supplied by builder)**

CLEANING

Gutters must be checked periodically and cleared of leaves or other wind deposited debris. Materials that accumulate in gutters can slow the process of draining water from

the roof, cause overflows, or clog the downspouts. Excess snow should be cleaned away from drain and prevent damage.

LADDERS

 Do not lean ladders against gutters.

PAINT

Gutters and downspouts are painted to match your home. They should be repainted when you repaint your home.

LEAKS

If a joint between sections of gutter drips, then caulk the inside joint using a commercial gutter caulking compound available at hardware stores. Registers below the setting you have selected. Thermostats are calibrated to within plus or minus 5 degrees.

MANUFACTURER DIRECTIONS

Good maintenance of the furnace can save energy dollars as well as prolong the life of the furnace itself. Carefully follow the instructions in the manufacturer's literature on the use and care of your furnace. The guidelines here include only general information.

TROUBLESHOOTING

One of the primary reasons that a furnace does not work is the pilot light is off. This, however, is not the only reason. First, the furnace has an on/off blower switch. This switch looks like a regular light switch. It is located in a metal box outside the furnace. This switch simply overrides all furnace commands and manually shuts down the blower. This is usually only done when Young maintenance service is being performed. Children have been known to turn the furnace off using this switch

There is also a fuse directly above the on/off switch. This fuse is usually one of the following: an S 12, S 10, or S 15 fuse. It is there to absorb any spikes in the line such as a close electrical strike or power surges, unlike old fuses that bum out and are easily

detectable, these fuses similar to automobile fuses, have a spring in them that depresses when "tripped". Unless you have examined these quite carefully before, it may be hard to determine if the fuse has "brown", We suggest that you buy some extra fuses to have should the need for a new one arise.

The lower panel must be positioned correctly for the furnace blower to operate. This panel compresses a button that tells the blower it is safe to operate. If this panel is not on tightly, the fan will not come on. (If your furnace is a high efficiency furnace, there is no Pilot and No "on/off ‘switch.)

FURNACE PILOT

 If your furnace pilot does not ignite

automatically, you need to manually insure it is lit. To light the furnace pilot, first remove the cover panel to expose the pilot. Then rotate the on/off-pilot knob to "pilot". When the knob is in this position, the red button can be depressed.

While depressing the red button, hold a match at the pilot. Once the pilot lights continue to hold the red button down for 30 to 60 seconds. When you release the red button the pilot light should stay lit. If it does not, wait several minutes to allow any gas to dissipate from the furnace area and repeat the entire process again If the pilot stays lit, rotate the on/off/pilot knob to the "on' position. Reinstall the cover panel. These instructions can also be found on a sticker on the furnace and/or in the manufacturer's literature.

FILTER

Remember to change or clean the filter monthly during the heating season (all year if you also have air-conditioning). A clogged filter can slow airflow and cause cold spots in your home. Although it takes less than one minute to change the filter, this is one of the most frequently

overlooked details of normal furnace care. Buy your furnace filters in large quantity for the sake of convenience.

ADJUST HEAT VENTS

Experiment with the adjustable registers in your home to establish the best heat flow for your lifestyle. Generally, heat can be diminished in seldom used interior rooms. This is a very individual matter and you will need to balance the system for your family.

RETURN AIR VENTS

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

TRIAL RUN

Have a trial run early in the fall to test the furnace. (The same applies to A/C in the spring.) If service is needed, it is much less inconvenient to discover it prior to the heating season

TEMPERATURE VARIATIONS

Normal temperature variations from floor to floor (depending on the style of the home) can be as much as 10 degrees or more on extremely; cold days. The furnace blower will typically cycle on and off more frequently and for shorter periods of time during severe cold spells.

DO NOT OVERHEAT,

Your new home should not be overheated. Overheating can cause excessive shrinkage in framing lumber and may materially damage the home. In the beginning, use as little heat as possible and increase it gradually.

ODOR

It is normal for the heating system to emit an odor for a few moments when it is first turned on after an extended period of not being used (such as after the summer months if you do not use air-conditioning).

This is caused by dust that has settled in the ducts and should pass very quickly.

GAS ODOR

If you smell gas, call the gas company IMMEDIATELY.

COMBUSTION AIR

Furnaces that are installed in basements have combustion air vents run to them. Never cover these or block the cold air in any way. Outside air is needed to supply the furnace with sufficient oxygen. Blocking the combustion air vent will cause the furnace to draw air down the vent pipe and pull poisonous gases back into your home

DUCT NOISE

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

**HOT WATER HEATER**

(SEE “PLUMBING”)

**HUMIDIFIER**

Humidifiers should only be operated with the furnace. Never with the air-conditioner. It is advisable to clean the moisture pad twice a year, using the following steps: I) Shut-off the water supply to the humidifier, 2) Drain the reservoir by pulling one end of the U-shaped tube at the bottom, 3) Remove the bottom half of the casing (4 screws), 4) Remove the pan and clean it with warm water.

**INSULATION**

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

**LANDSCAPING**

The foundation of your home is constructed beginning with an excavation into the earth.

BACK-FILL

When the foundation walls are complete, the area surrounding them is back-filled with earth. This area is not as compact and dense as undisturbed ground. Water can penetrate through the back-fill area to the lower areas of your foundation. This can cause potentially severe problems such as wet basements, cracks in foundation walls, and floor slab movement. This can be avoided through proper installation of landscaping and good maintenance of back- fill drainage. (also see "DRAINAGE" & "FOUNDATION")

Back-fill areas will settle and require prompt attention to avoid damage to the structure and voiding of your warranty. Downspout extensions should be kept in the down position so that roof runoff is channeled well away from the foundation area of the home. Routine inspection of downspouts, back-fill areas, and other drainage components is an excellent maintenance habit.

FIRST FIVE (5) FEET

NO PLANTS OF ANY TYPE OR SPRINKLER HEADS SHOULD BE PLACED WITHIN FIVE (5) FEET OF YOUR HOME.

UTILITY LINES

Settlement will not disturb your utility lines. However, you may see a slight depression develop in the front lawn along the line of the utility trench. To correct this, roll back the sod and spread top soil underneath to level the area, then relay the sod.

XERISCAPE

We recommend careful consideration of landscape design and selection of planting materials to minimize the demands of your yard on water supplies. Additional material on Xeriscaping is available from all reputable nurseries. This has the triple benefit of helping the environment, saving on water bills, and reducing the amount of moisture that can reach your foundation.

PLANT SELECTION

Plant with regard to your local climate. Consider ultimate size, shape, and growth of species.

PLANNING

Locate plants and irrigation heads, out of the way of pedestrian/bicycle traffic, and car bumpers. Space groves of trees or single trees to allow for efficient mowing and growth. Prune woody plants as needed. Group plants with similar water, sun, and space requirements together.

GUYING

Provide simple guying systems for trees for a minimum of two years.

IRRIGATION

Make provisions for efficient irrigation. Drain and service sprinkler systems on a regular basis. Conduct operational checks on a weekly basis to ensure proper performance of the system. Sprinkler heads should be directed away from the home. Trickler or bubbler type irrigations systems are not recommended for use adjacent to the structure.

SOIL MIX

Provide good soil mix with sufficient organic material. Use mulch at least three inches deep to hold soil moisture and help prevent weeds and soil compaction. In areas with high clay content, it is advisable to prepare the soil before installing your grass. First cover the soil with 2" sand and I" commercial manure. This should then be roto-tilled into the soil to a depth of 6". This procedure helps your lawn retain moisture and require less water. It will provide a more lush turf. This is true whether you seed or sod. Installing a lawn over hard soil permits water to runoff with little or no penetration and your lawn derives minimal benefit from watering or ram.

ALWAYS MAINTAIN A PROPER SLOPE AWAY FROM YOUR HOME TO MAINTAIN EFFICIENT DRAINAGE.

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

BARK/ROCK BEDS

Do not allow edgings around decorative rock or bark beds to dam the free flow of water away from the home. A non-woven membrane, such as "typar" or "mirafi", can be used between the soil and the rock or bark to restrict weed growth while still permitting normal evaporation of ground moisture.

ADDITIONS

Prior to the installation of patio additions or other permanent improvements, the soils report should be reviewed so that soil conditions are taken in to consideration in the design or engineering of your addition.

HOMEOWNER ASSOC.

Be sure to check the Homeowner Association guidelines and/or requirements prior to landscaping or making changes in an established design.

WAITING TO LANDSCAPE

Ground left un-Landscaped too long will erode. Any erosion due to the Homeowner's untimeliness in landscaping will not be Builder’s responsibility to bring back to the correct grade.

**MIRRORS**

CLEAN

To clean your mirrors use any reliable liquid glass cleaner or polish available at most hardware or grocery stores. Avoid splashing water under the mirror, as the moisture will cause the silvering to deteriorate.

**PAINT AND STAIN**

INTERIOR

The interior woodwork, as well as the bathrooms and kitchen walls have been painted with semi-gloss latex paint. These areas may be wiped down with a soft sponge and soapy water. The inside of the walls are painted with flat latex wall paint and should be touched up with a matching paint rather than wiped with a wet sponge. Spackle may be used to cover any small defects prior to paint touch-up.

It is recommended that you paint a minimum of thirty days prior to washing any painted surface. Do not use soaps, abrasive cleaners, scouring pads, or brushes.

TOUCH-UPS

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

STAIN

For interior stain touch-ups, "Old English Furniture Polish & Scratch Cover" is inexpensive and easy to use. It blends with the wood grain. Follow directions on bottle when using.

WALL CRACKS

Do not attempt to fix drywall cracks or other separations due to shrinkage until after the first heating season. See "Drywall" for additional information concerning repairs.

EXTERIOR

Regular painting and repair will preserve the beauty of your home and add value to it. Check the painted/stained surfaces of your home's exterior annually. If you repaint before there is much chipping or wearing away of the original finish, you will save the

cost of extensive surface preparation. It is a wise maintenance policy to plan on refinishing the exterior surface of you home approximately every three years or as often as your paint manufacturer suggests for your area and climate. The chemical structure of the paint used on the exterior is governed by the climatic conditions. Over a period of time, this finish will fade and dull a bit.

MAINTENANCE

When you wish to repaint the exterior wood work on peeling portions they should be wire- brushed or scraped with a putty knife, and the surface should be sanded and spotted with primer. Then the entire areas can be painted. Be certain to apply a top-quality exterior paint that has been formulated for local climate conditions.

Do not allow sprinklers to spray on the exterior walls of your home. This will cause blistering, peeling, splintering, and other damage to your home. Trim painted white or light colors will more readily show grains and cracks, therefore it will require additional maintenance.

SEVERE WEATHER

Hail and wind can cause a great deal of damage in a severe storm and the house should be inspected after such weather. Damage caused by severe weather should be reported to your insurance company promptly.

**PLUMBING**

SHUT -OFF

Your main water shut-off is located outside at the curb near your meter. It is important to know and remember the location of the shut-off for emergencies such as water line freeze or break. It is helpful to know if you install a lawn sprinkler system or if you plan to add an addition to your home.

SPRINKLERS

A Homeowner installed sprinkler system is your responsibility. One installed by K & R Homes is covered under the warranty. (See the sprinkler section in your warranty book for specifics.)

FREEZING PIPES

Provided the home is heated at a normal level, pipes should not freeze at temperatures above 0- degrees Fahrenheit. Heat should be set at 65- degrees if you are away during the winter months. If you will be away for an extended period of time, it is best to drain your water supply lines. This is done by shutting off the main supply line and opening the faucets to relieve the pressure in the lines.

Garage doors should be kept closed to protect plumbing lines which may run through this area.

In unusually frigid weather or if you will be gone more than a day or two, open cabinet doors to allow warm air to circulate around pipes. An ordinary hair dryer can be used to thaw pipes that are frozen. Never use an open flame

AERATORS

Even though your plumbing lines have been flushed out to remove dirt and foreign matter, there is usually a small amounts of minerals that enter the line. Aerators on the faucets strain much of this from your water. However, minerals caught in the aerators may cause the faucets to drip because washers wear out because of the foreign matter. (see "Dripping Faucet" for additional information.)

LAUNDRY TUB

If you have a laundry room tub, this faucet does not have an aerator. The reason for this

is to allow the tub faucet to accept a hose connection.

CARE & CLEANING

Follow manufacturer's directions for cleaning fixtures. Abrasive cleansers will remove the shiny finish leaving behind a porous surface that is difficult to maintain. A non-abrasive cleaner such as "Spic-n-Span" or a liquid detergent is usually recommended. Brass fixtures should be cared for with a good quality brass cleaner, available at most hardware stores.

PORCELAIN

Porcelain enamel can be damaged by a sharp blow from a heavy object. It can also be

scratched. Do not stand in the bathtub wearing shoes unless you have placed a protective layer of newspaper over the bottom of the tub. If paint is splattered onto the porcelain enamel surface during redecoration, it should be wiped up immediately. If some spots are dry before noticed, use a recommended solvent.

STAINLESS STEEL

Stainless steel sinks should be cleaned with soap and water to preserve their luster. Do not use abrasive cleaners, as these will damage the finish. An occasional cleaning with a good stainless steel cleaner will enhance the finish. Care should be taken to avoid leaving produce on stainless steel surface since prolong contact with produce can stain the finish

MARBLE

Man-made "marble" possesses a natural resilience and will not chip as readily as will porcelain enamel. However, equal care should be given. You should not use abrasive cleanser or razor blades on man-made marble since both will cause certain damage to the surface.

FIXTURES

Clean plumbing fixtures with a soft sponge and soapy water, and then polish with a dry cloth. Drying with a soft cloth or towel will prevent water spots.

GOLD/ANTIQUE BRASS

Gold fixtures and antique brass on lavatories should not be cleaned with an abrasive cleanser. Use only mild soap and water.

TOILET SEAT COVER

Do not stand on the toilet seat coyer. It is not designed for this purpose and may crack.

TANK CARE

Similarly, avoid exposing the toilet to blows from sharp or heavy objects. This can cause chipping and cracking. Avoid abnormal pressures against the sides of the tank. It is possible to crack the tank at the points where it is attached to the bowl.

COPPER PIPES

Copper pipes should be maintained by running water through each faucet for approximately one minute each week to minimize stagnation.

DRIPPING FAUCET

A dripping faucet may be repaired by shutting off the water at the valve directly under the sink, then removing the faucet stem, changing the washer, and reinstalling the faucet stem. The showerhead is repaired the same way. It is important to replace the washer with another of the same type and size. The frequency of this repair can be minimized by remembering not to turn the faucets on with excessive force.

LOW PRESSURE

It will occasionally be necessary to remove and clean the aerators on faucets to allow proper flow of water, normally every three to four months is sufficient.

LEAKS

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

RUNNING TOILET

To stop running water, check the shut-off float in the tank. You will most likely find it has lifted too high in the tank, preventing the valve from shutting off completely. In this case, gently bend the float rod down until it stops the water at the correct level. The float should be free and not rub the side of the tank or any other parts.

Also check the chain on the flush handle, if it is too tight it will prevent the rubber stopper at the bottom of the tank from sealing properly. This will result in running water.

CLOGS

Many plumbing clogs are caused by improper garbage disposal use. ALWAYS USE PLENTY OF COLD WATER when running the disposal or when dealing with

grease. When supplied with a steady flow of cold water, the grease will congeal and is then cut up by the blades. If you use hot water the grease remains a liquid, then as it cools it will solidify in the sewer line. Allow the water to run a minimum of 15 seconds after shutting off the disposal

Clogged traps can usually be cleared with a plumber's helper (plunger). If you use chemical agents, follow directions carefully to avoid injury or damage to the fixtures or personal injury. Clean a plunger drain stopper, usually found in a bathroom sink, by loosening the nut under the sink at the back, then pulling out the rod attached to the plunger and lifting the stopper out. Clean and return the mechanism to its original position.

The main caused of toilet clogs are various domestic items such as paper, diapers, excessive amount of toilet paper or the wrong type of paper, sanitary supplies, Q- tips, dental floss, children's toys, etc.

OUTSIDE FAUCETS (hose-bib)

Outside faucets are "freeze proof”, but in order for this feature to be effective, hoses must be removed after each use. If a hose is left attached, the water that remains in the hose can freeze and expand back into the pipe causing a break in the line. Repair of a broken line to an exterior faucet is not a maintenance item. K & R Homes does not warrant sill cocks against freezing.

HOT WATER HEATER

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

SAFETY

The area around a gas-fired water heater should be vacuumed as needed to prevent dust from interfering with proper flame combustion. The top of a gas-fired water heater should never be used as storage shelf.

TEMPERA TURE

Set the water heater thermostat at the recommended setting -higher settings waste energy. Recommended thermostat setting for normal everyday use are "normal" on gas models and "140 degrees" on electric models.

PILOT

Never light a gas pilot or turn on electricity when the heater tank is empty. Always turn off the gas or electric power before shutting off the cold water supply (located at the top of the tank). To light the hot water heater pilot, first remove the cover panel on the tank to expose the pilot. Then rotate the on/off/pilot knob to "pilot". When the knob is in this position, the red button can be

depressed. While depressing the red button, hold a match at the pilot.

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

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

CONDENSATION

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

DRAIN TANK

Review and follow manufacturer’s timetable and instructions for draining several gallons of water from the bottom of the water heater. This helps prevent buildup of chemical deposits from the water and prolongs the life of the tank as well as saving energy dollars.

NO HOT WATER

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

**ROOF**

LIMIT WALKING

Limit walking on your roof. The weight and movement will have a tendency to loosen and break the integrity of the roofing

material, which can in turn result in leakage. Never attempt to walk on the roof of your home when shingles are wet. They are extremely slippery.

SEVERE WEATHER

After severe storms, a visual inspection of the roof for damages is required. Notify your

Homeowners’ insurance company if damage is noted.

CLEAN GUTTERS

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

LEAKS

When a leak is noticed try to detect the exact location. This will greatly simplify location of the area that requires repair when the roof is dry.

**SMOKE DETECTORS**

Read the manual from the manufacturer for information on the care of smoke detectors.

CLEANING

Once a year they should be blown-out to prevent a false alarm. After cleaning, push the red button to test. The alarm should sound. For your safety, it is important that these devises be kept clean and in good operating condition.

**VENTS**

ATTIC

Attic ventilation through the roof or siding is required by building codes and therefore cannot be omitted. A sheet of plastic can be place over the insulation in the attic in front of the vents to protect the ceiling from driving rain/snow. Be cautious in placing this so as not to displace the insulation or to step off wood members onto the drywall.

CRAWL SPACE

In homes with crawl space, the vents in the crawl space should remain open all summer.

In winter they should be closed and the insulation pulled back over the opening. There are two vents that can be opened and closed from the outside. After closing, check the burner of your furnace. If the flame appears too red, open one vent very

slightly. This is very important and should be checked carefully at the beginning of winter and periodically.

**WATERPROOFING**

Your basement foundation walls have been coated on the exterior with a rolled on asphalt waterproofing material. While every effort has been made to eliminate any seepage, during times of excessive moisture some dampness may be noticed. Over time, natural compaction of soils in the back-fill areas will usually eliminate this. Careful maintenance of positive drainage will also protect your basement from this condition. If you wish, you can apply a coat of sealer, available at hardware and home improvement stores. Follow manufacturer instructions carefully.

**WINDOWS. SCREEN. & PATIO DOORS**

WEEP HOLES

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

CLEANING

Once a month, clean aluminum metal surfaces with warm, clear water. Do not use any powered cleaner. After each cleaning, apply a silicone lubricant.

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

CONDENSATION

Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. The humidity level within the home is largely influenced and controlled by your family's lifestyle.

STORING SCREENS

Many Homeowners prefer to remove and store screens for the winter to allow more light into the home. Use caution in removing

screens. They are easily perforated and the frames are bent if not handled with care.

STICKING WINDOWS

Most sliding windows (both vertical and horizontal) are designed for a ten pound

pull. If sticking occurs or excessive pressure is required to open or close. A silicone lubricant should be applied. This is available at hardware stores. Do not use a petroleum base material.

DOOR TRACKS

Patio door tracks must be kept clean to allow smooth operation and prevent damage to the door frame. Paraffin is a good lubricant for these tracks.

DOOR LOCKS

Sliding doors lock from the inside only. There is no key Acquaint yourself with the operation of the door hardware for maximum security.

INVISIBLE GLASS

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

BROKEN GLASS

If any panes of glass become broken, you should contact a glass company for re-glazing. Glass is very difficult to install without special tools. Builder is not responsible for broken windows after occupancy unless they were noted on the walk- through inspection.

**WOOD TRIM**

SEPARATION

Separation of wood trim from the adjacent material is a normal result of shrinkage, which can require caulking and/or touch-up painting as a repair. It is a good idea to wait until after the first heating season and make all such repairs at one time when redecorating

SHRINKAGE

Wood will shrink less lengthwise then across the grain. All lumber is more vulnerable to shrinkage during the heating

season. Shrinkage may cause a piece of trim to pull away from the wall. Drive another nail in close to the existing nail hole (but not in the original hole). Fill the old nail hole

with putty and touch UP with paint as needed.

If the base shoe (small trim between base molding and the floor) appears to be lifting from the floor, this is probably due to slight shrinkage of the floor joists below. Similar to a piece of trim that is pulling away, this can be corrected by removing the old nails and re-nailing. It is best to wait until you are redecorating to do this.

Shrinkage may occur during the first two years or longer depending on the weather, the temperature you maintain in your home, and whether or not your have a humidifier .

During a damp period, some swelling may occur. In most cases, this will not be noticeable except where a door might fit more tightly than usual. (see "Doors").

**Performance Guidelines**

 This section provides a user-friendly guide that is easy to understand and easy to put to use by the homebuilder, contractor, homeowner, manufacturer, etc. concerning the responsibilities of maintaining a home. This section will define what constitutes acceptable performance guidelines in the residential construction industry by all parties involved in the construction, sale and maintenance of a home in the State of Nevada.

The criterion set forth in this section is only the minimum performance guidelines for quality, workmanship and product performance. All efforts should be made to solve any problems that may arise in the course of a typical residential construction project. This section is in no way intended to take the place of, or substitute for, any warranty offered by an involved party. It is separate and stands alone from any manufacturers’ warranties that apply to any materials and products used in the project. It is simply a guide to assist you during any issues that may occur in the life of a home. Issues selected for this section are those most frequently referenced by the homeowner and the contractor.

The scope of responsibilities is specific to each of the parties involved and is a clear agreement between those parties pertaining to quality, workmanship and product performance.

The construction process requires all work to be done in compliance with locally approved and applicable building and other related codes that cover construction. If a conflict does arise between the performance guidelines section and any locally approved codes, the code requirements may take precedence over the guidelines. In addition, the application of these standards with regard to new residential construction and any residential remodeling projects is required.

***Cabinets and Vanities***

**Possible Issue 1.): Quality of Workmanship on Cabinet and Vanity Moldings**

**Performance Guideline:** All joints should fit within a 1/16 of an inch or less unless otherwise specified and be securely attached. Moldings should fit securely and be level and plumb.

**Homeowner Responsibility:** Homeowner should report joints that do not meet the Performance Guideline to the contractor at the homeowner walkthrough or upon discovery by the homeowner.

**Responsibility of Artisan Communities:** The Contractor should repair as necessary during the warranty period.

**Comments:** Contractor should make all reasonable efforts to match existing materials as closely as possible; however, the contractor may not be required to guarantee an exact match of either texture or color as a later lot may not match the original.

 **Possible Issue 2.): Cabinet/Vanity Surface has a Color Variance**

**Performance Guideline:** Cabinets should have a uniform appearance in color and texture. Color can differ with wood grain variations and stain lots. Excessive variation is not acceptable. It is not unusual for the color of installed cabinets to be slightly different from the samples shown at the time of selection.

**Homeowner Responsibility:** Report excessive color variances to the contractor within the warranty period. Follow the manufacturer recommendations for care and maintenance of the cabinets/vanities.

**Responsibility of Artisan Communities:** Contractor should make all reasonable efforts to matching existing material, texture, or color as closely as possible.

**Comments:** It is a natural occurrence for solid hardwood to have a variety of colors and grain textures. Surfaces may tend to slightly “yellow” due to exposure to sunlight after prolonged periods.

 **Possible Issue 3.): Cabinet/Vanity Malfunctions**

**Performance Guideline:** Cabinet and vanity doors, drawers, and other operating parts should function properly. A warp up to 1/8” in 30” may be considered acceptable.

**Homeowner Responsibility:** Report any cabinet/vanity malfunctions to the contractor within the warranty period.

**Responsibility of Artisan Communities:** Contractor should repair, adjust, or replace operating parts as required within the warranty period.

**Comments:** Misuse by the homeowner such as overloading drawers, or hanging or leaning on doors may void the warranty.

**Possible Issue 4.): Cabinet/Vanity Finish is Wearing Off**

**Performance Guideline:** The cabinet/vanity surface finish should not wear off under normal use during the warranty period.

**Homeowner Responsibility:** Homeowner should follow the manufacturer recommendations for the care and maintenance of the cabinets/vanities. Homeowner should dry the cabinets when they get wet and avoid using solvents or other harmful chemical agents, as they may damage the cabinet finishes.

**Responsibility of Artisan Communities:** The contractor should correct or repair the deteriorating finish one time during the warranty period.

**Comments:** Cabinet finishes are not waterproof and if exposed to moisture repeatedly may be damaged. This is especially true with cabinets in wet areas such as: sinks, tubs, wet bars, etc.

**Possible Issue 5.): Gaps between the Wall/Ceiling and the Cabinet/Vanity**

**Performance Guideline:** Gaps between ceilings and walls that exceed 1/8 inch are not acceptable. Gaps between matched door edges that exceed parallel alignment by more than 1/8 inch in 30 inches or the uniformity of any door edge gap in comparison to any other that exceeds 1/8 inch are not acceptable. Tops of cabinet doors must be in the same horizontal plane, within 1/8 inch.

**Homeowner Responsibility:** Report excessive gaps during the warranty period.

**Responsibility of Artisan Communities:** Contractor should reposition/reinstall, repair, or replace to meet the above standard once during the warranty period. Any gap should be caulked.

**Comments:** None.

 **Possible Issue 6.): Cabinet/Vanity Doors are warped**

**Performance Guideline:** A warp up to 1/8” may be considered acceptable. Cabinet doors should be in the same horizontal plane, within 1/8”. Voids or open knots should not be on the outside of cabinet unless special effect is requested.

**Homeowner Responsibility:** Homeowner should follow the manufacturer recommendations for the care and maintenance of the cabinets/vanities.

**Responsibility of Artisan Communities:** Contractor should repair, adjust, or replace the door or drawer face as needed during the warranty period.

**Comments:** Slight warping of cabinet doors and drawer faces can be expected due to the expansion and contraction of the wood from moisture variation. Homeowner misuse or lack of regular maintenance may void the warranty.

***Carpeting***

**Possible Issue 1.): Color Variation or Color Fading in the Carpeting**

**Performance Guideline:** The color and texture should be uniform at the time of the installation; however some amount of fading is unavoidable when carpet is exposed to sunlight.

**Homeowner Responsibility:** Report color variation to the contractor.

**Responsibility of Artisan Communities:** Contractor should not install faded carpet or defective materials. Defective material should be replaced to the first natural break. Contractors who install carpeting should resolve issues regarding manufacturing defects with the manufacturer.

**Comments:** If any carpet needs to be replaced the original dye lot may not be available. Normal dye lot variation occurs between each mill run in the manufacturing process so repairs done at a later date may not match exactly. Contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor may not guarantee an exact match of either texture or color. Carpets may slowly lose some color due to natural and artificial forces in the environment.

**Possible Issue 2.): Color Fading in the Carpet**

**Performance Guideline:** Not applicable unless cause is determined to be due to manufacturer’s defect.

**Homeowner Responsibility:** Maintain per manufacturer specifications.

**Responsibility of Artisan Communities:** None.

**Comments:** All carpets will slowly lose some color due to natural and artificial forces in the environment.

 **Possible Issue 3.): Nails or Tack Strips Protruding Through the Carpeting**

**Performance Guideline:** Allnails and tack strips should be completely set. Tack less carpet should be tightly stretched and securely attached to the tack strip at all perimeters. Bubbles or ripples should not be visible in the carpet.

**Homeowner Responsibility:** Report any protruding nails or tack strips to the contractor during the warranty period.

**Responsibility of Artisan Communities:** Contractor should repair as needed during the warranty period.

**Comments:** Nails and tack strips should not protrude in any way that would allow them to be felt through the carpet fibers in normal use.

 **Possible Issue 4.): Seams Visible or a Separation Occurs in the Carpeting**

**Performance Guideline:** All properly installed carpet seams are visible to some degree depending upon the type, color, location, light exposure and installation of the carpet. Seams that have gaps, overlap or excessive separation do not meet the performance guideline. Excessive seams will not be accepted.

**Homeowner Responsibility:** Report excessively visible seams, or seam separations to the contractor at homeowner walk through.

**Responsibility of Artisan Communities:** Contractors who install carpeting will be expected to resolve problems regarding manufacturing defects with the manufacturer on behalf of the owner, if the contractor was responsible for the sale, and/or selection of the carpeting and repair during the warranty period to meet the performance guideline.

**Comments:** None.

 **Possible Issue 5.): Stains on the Carpet**

**Performance Guideline:** All carpeting should be spot-free at the walk through.

**Homeowner Responsibility:** Notify contractor of spots at the time of the walk through. Maintenance and care of all carpeted surfaces becomes the responsibility of the homeowner at the time of close.

**Responsibility of Artisan Communities:** Clean spots that are reported by the homeowner at the time of walk through. This repair will only occur once.

**Comments:** None.

***Decks and Balconies – Concrete***

**Possible Issue 1.): Standing Water on Deck or Balcony Surface**

**Performance Guideline:** Water should drain away from deck and balcony. Standing water exceeding 1/4” is unacceptable.

**Homeowner Responsibility:** Homeowner should notify contractor of issue. Homeowner should make sure that any drains or scuppers are free and clear.

**Responsibility of Artisan Communities:** Contractor should make necessary repairs and take appropriate action to insure proper drainage.

**Comments:** All deck surfaces adjoining a structure are required by code to drain away from the structure at a minimum of 1/4 inch per foot in the first 30 inches. Contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee an exact match of either texture or color.

***Decks and Balconies - Wood***

**Possible Issue 1.): Wood Deck is not Level**

**Performance Guideline:** No point on the deck surface should be more than 1/2 inch higher or lower than any other deck surface point within 10 feet on a line parallel to the home.

**Homeowner Responsibility:** Report the deck issue to the contractor.

**Responsibility of Artisan Communities:** Contractor should make necessary repairs during the warranty period.

**Comments:** None.

 **Possible Issue 2.): Wood Deck is Springy or Shaky**

**Performance Guideline:** All structural members in a wood deck should be sized and fasteners spaced in accordance with applicable building codes or a higher standard if agreed upon by the owner and the contractor. Decking should be firm and stable.

**Homeowner Responsibility:** Report the issue to the contractor.

**Responsibility of Artisan Communities:** Contractor should reinforce, repair or replace the deck as necessary during the warranty period.

**Comments:** None.

**Possible Issue 3.): Decking Boards are Split, Cupped or Warped**

**Performance Guideline:** Decking boards should be installed in a manner that will prevent splitting, cupping or warping.

**Homeowner Responsibility:** Report splitting, cupping or warping of the decking material to the contractor.

**Responsibility of Artisan Communities:** Contractor should repair or replace decking boards as necessary during the warranty period.

**Comments:** None.

***Driveways, Walkways and Concrete Patios***

**CONCRETE-FREEZE (OR FROST) LINES ZONE 2 + 3**

In areas above 3000 ft. elevation, concrete should be air entrained according to A.C.I. specifications for the aggregate size of the concrete being placed. It is recommended that denser concrete be placed to offset the effects of freeze and thaw along with placing the concrete below the freeze line. The freeze line will vary with the elevation. Recommended depths are as follows:

 Elevation 3000-4999 ft. 18”

Elevation 5000-6999 ft. 24”

Elevation 7000-8000 ft. 36”

Check with local building officials for required depth in the area where the construction is planned.

 **Possible Issue 1.): Concrete is cracking**

**Performance Guideline:** Cracks in excess of 1/8” width, and 1/8” vertical displacement or compound cracks are not acceptable. Cracks up to 1/4” are acceptable for sidewalks.

**Homeowner Responsibility:** Homeowner should notify contractor of cracks that exceed the guideline. Maintain proper drainage in the area around the driveway or walkway so that the soil is not washed away from beneath the concrete.

**Responsibility of Artisan Communities:** Contractor should repair cracks up to 1/8” with approved materials in a workmanlike manner during the warranty period. If vertical displacement or compound cracking is present, the affected area should be replaced. Cracks in sidewalks that exceed 1/4” may require the affected area to be replaced.

**Comments:** Trees planted too close to a concrete driveway or walkway possess the potential of the root structure to undermine or heave the concrete thus causing cracks. Heavy vehicles, such as RV’s can also cause cracks due to their excessive weight. Tree roots need to be watched so that they are not under the driveway or walkway. Homeowner should notify contractor of “excessive” weight issue with an RV or heavy vehicle before or during the sale. Heavy RV’s should not be driven or parked on driveways.

 **Possible Issue 2.): Spelling or Pitting of Concrete**

**Performance Guideline:**  Concrete should not deteriorate to the extent that the aggregate is exposed or the aesthetics are destroyed under normal use and weather conditions.

**Homeowner Responsibility:** Homeowner should not apply chemicals to the concrete. Keep irrigation away from the concrete surfaces.

**Responsibility of Artisan Communities:** Contractor should take corrective action to repair or replace the affected area during the warranty period.

**Comments:** Under normal use and weather conditions, the concrete should not deteriorate. Contractor may not be responsible for damage caused by chemicals applied by others. If repairs are required, contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee an exact match of either texture or color.

 **Possible Issue 3.): Standing Water on Concrete Surfaces**

**Performance Guideline:** Water must drain away from foundations, walkways, and driveways. Standing water in excess of 1/8” is unacceptable.

**Homeowner Responsibility:**  Homeowner should notify the contractor.

**Responsibility of Artisan Communities:** Flood walkway or driveway with water, wait 30 minutes and check for standing water. Contractor should make necessary repairs during the warranty period.

**Comments:** Irrigation should not undermine the concrete. If repairs are required, contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee an exact match of either texture or color.

***Drywall***

**Possible Issue 1.): Flashing Joints are Visible through Drywall**

**Performance Guideline:** Water must drain away from foundations, walkways, and driveways. Standing water in excess of 1/8” is unacceptable.

**Homeowner Responsibility:**  Homeowner should notify the contractor.

**Responsibility of Artisan Communities:** Flood walkway or driveway with water, wait 30 minutes and check for standing water. Contractor should make necessary repairs during the warranty period.

**Comments:** Irrigation should not undermine the concrete. If repairs are required, contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee an exact match of either texture or color.

 **Possible Issue 2.): Crowned Joints are Visible through the Drywall**

**Performance Guideline:** Crowned joints should not exceed 1/8” as measured with a straight edge placed over the center of the joint.

**Homeowner Responsibility:** Report any visible crown joints in the drywall to the contractor.

**Responsibility of Artisan Communities:** Contractor should repair as necessary during the warranty period.

**Comments:** Contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor is not required to guarantee an exact match of either texture or color.

 **Possible Issue 3.): Ringing is Visible through the Drywall**

**Performance Guideline:** Ridging should not be noticeable under natural lighting conditions.

**Homeowner Responsibility:** Report any visible ridging in the drywall to the contractor.

**Responsibility of Artisan Communities:** Contractor should repair as needed during the warranty period.

**Comments:** Contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor may not guarantee an exact match of either texture or color.

 **Possible Issue 4.): Nails Popping through the Drywall**

**Performance Guideline:** No nail pops should be visible.

**Homeowner Responsibility:** Report any visible nail pops in the drywall to the contractor.

**Responsibility of Artisan Communities:** Contractor should repair as needed during the warranty period.

**Comments:** Nail pops are detected fairly early. Some may occur over a period of time due to expansion and contraction of building materials and may be the homeowner’s responsibility after the warranty period. Contractor will make all reasonable efforts to match existing materials as closely as possible: however, the contractor does not guarantee an exact match of either texture or color.

 **Possible Issue 5.): Stress Cracks are Visible through the Drywall**

**Performance Guide:** Stress cracks should not exceed 1/16 inch.

**Homeowner Responsibility:** Report stress cracks that exceed the performance guideline to the contractor. Hairline cracks, less than 1/16 of an inch, are acceptable.

**Responsibility of Artisan Communities:** Contractor should repair as needed during the warranty period. Contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee an exact match of either texture or color.

**Comments:** Stress cracks may appear over and over throughout the life of the house.

***Electrical***

**POTENTIALLY HAZARDOUS SITUATIONS SHOULD BE CORRECTED BY A PROPERLY LICENSED ELECTRICAL CONTRACTOR IMMEDIATELY.**

The minimum Guidelines in the electrical field should be in compliance with the technical provisions of the National Electrical Code of the National Fire Protection Association, in the form approved by the governing body of the city or county at the time of construction.

 **Possible Issue 1.): Electrical Outlet, Switches or Fixtures Malfunction**

**Performance Guideline:** All receptacles should carry normal household loads without overheating or tripping the breaker. All light fixtures should work properly without overheating or flickering.

**Homeowner Responsibility:** Care should be taken not to overload receptacle circuits (too many items on one circuit). Check for damaged cords or appliances being used. All light fixtures must have the correct size light bulbs. Oversize light bulbs can cause damage to the light fixture and the wiring to it.

**Responsibility of Artisan Communities:** Have electrical contractor check the loads on the receptacles and troubleshoot lighting circuits during the warranty period. Tighten all electrical connections during the warranty period.

**Comments:** None

 **Possible Issue 2.): HVAC Breaker Trips**

**Performance Guideline:** Under normal operation the A.C. unit should not trip its breaker.

**Homeowner Responsibility:** Check the A.C. unit for any debris, which may be blocking airflow or obvious damage to unit. Reset Breaker; if breaker continues to trip, call electrical contractor for service.

**Responsibility of Artisan Communities:** Have electrical contractor check the breaker size (should be max size allowed) and all electrical connections for tightness during the warranty period. If the electrical circuit is ok, then the A.C. contractor should check the compressor unit for proper operation during the warranty period.

**Comments:** None

 **Possible Issue 3.): Electrical Receptacles or Switches Stick out from Wall Surfaces**

**Performance Guideline:** All devices should fit snugly against the wall.

**Homeowner Responsibility:** Check to see if the cover plate is loose; if so, tighten plate screws.

**Responsibility of Artisan Communities:** Electrical contractor should repair all outlets not flush with wall during the warranty period.

**Comments:** None.

 **Possible Issue 4.): Ceiling Fan Vibrates Excessively or is Noisy**

**Performance Guideline:** Ceiling fans should operate smoothly and quietly within the requirements identified by manufacturers. They may normally have some minor vibration but should not interfere with normal operation.

**Homeowner Responsibility:** If this is a fan purchased and installed by the homeowner, you should call a professional to make sure that the installation is proper.

**Responsibility of Artisan Communities:** Contractor should repair or replace as needed if contractor installed ceiling fan during the warranty period. Contractor should check the blades to see if they are fastened tightly to the fan body and the fan body is fastened to the ceiling properly. Weights can be used on the blades to help balance it. A small amount of movement is acceptable.

**Comments:** None

 **Possible Issue 5.): Electrical Circuit Fails to Carry its Designed Overload**

**Performance Guideline:** Electrical wiring in homes should never overheat and the over current protection (breaker) should be large enough to carry the designed load.

**Homeowner Responsibility:** Watch for excessive breaker tripping or any signs of overheating. Report them to the contractor.

**Responsibility of Artisan Communities:** The electrical contractor should check the panel for proper size on all breakers and check all connections for signs of overheating during the warranty period.

**Comments:** None

**Possible Issue 6.): Fuses Blow or Circuit Breakers Trip**

**Performance Guideline:** Fuses and circuit breakers should not blow or trip under normal operation.

**Homeowner Responsibility:** Homeowner should visually check the load on the circuit to make sure it is not overloaded e.g. too many items plugged into one circuit, etc.

**Responsibility of Artisan Communities:** The electrical contractor should check the load on the fuse or breaker and test the circuit for any defects. Replace fuses or breakers as needed during the warranty period.

**Comments:** Fuses and circuit breakers are safety devices designed to protect the conductors and the loads being served. If repeated tripping occurs, do not attempt to replace a fuse or circuit breaker with a higher rated one. This would create a hazardous situation.

 **Possible Issue 7.): Ground Fault Interrupter Trips Frequently**

**Performance Guideline:** They are safety devices used to protect people from electrical shocks. These devices are very sensitive and are designed to trip well below the level necessary to cause injury.

**Homeowner Responsibility:** Check to see if the GFI is tripping for a reason. For instance, if the same device or small appliance trips a G.F.I. every time it is used, then the small appliance is probably defective and should not be used. If exterior receptacles are tripping, check to make sure that the covers are closed and no landscape water is being sprayed on them.

**Responsibility of Artisan Communities:** If the G.F.I. keeps tripping for no apparent reason, then an electrical contractor should test it for proper operation and replace it if necessary during the warranty period.

**Comments:** None

 **Possible Issue 8.): Television Cable has Weak Signal or No Signal**

**Performance Guideline:** Coax cable (type RG-6) is installed from the service entrance box directly to each outlet (no splitters on system) each cable should be free from damage.

**Homeowner Responsibility:** Check your television set for proper operation, maybe with an antenna or connecting it to another cable. Call your cable provider to make sure you have service and they are not experiencing any difficulties.

**Responsibility of Artisan Communities:** Within the residence, defective cable or cable connectors should be repaired as required during the warranty period by appropriate means.

**Comments:** None

 **Possible Issue 9.): Telephones are not working**

 **Performance Guideline:** Phone lines should be free from damage.

**Homeowner Responsibility:** Check you phone; try another phone on the same line. Bypass any answering machines or other devices on same line. Make sure phone cords are all plugged in securely. Call phone provider to see if service has been discontinued.

**Responsibility of Artisan Communities:** Within the residence, repair any damaged phone lines or outlets during the warranty period by appropriate means.

**Comments:** None

***Exterior Work***

**Possible Issue 1.): Rusted Exterior Ironwork**

**Performance Guideline:** Ironwork exposed to the elements and maintained properly, should not exhibit rust or signs of deterioration during the warranty period.

**Homeowner Responsibility:** Homeowner should notify contractor.

**Responsibility of Artisan Communities:** Ironwork should be primed, painted, and free of chips and defects at the homeowner walkthrough. Contractor is not responsible for lack of maintenance or misuse by the homeowner during the warranty period.

**Comments:** Direct sprinklers away from ironwork and do not chip or scratch the ironwork. Homeowner is responsible to check ironwork every 3 months for rust and damage and repaint as necessary.

***Exterior Painting and Stains***

**Possible Issue 1.): Exterior Caulking Deteriorates or Cracks**

**Performance Guideline:** Caulking may deteriorate or crack over time. Caulking breaks in the bead should not have any gaps or pulling-away from surface.

**Homeowner Responsibility:** Report any deterioration of the caulking to the contractor. The homeowner must regularly maintain caulking over the life of the home after the warranty period.

**Responsibility of Artisan Communities:** Contractor should provide properly installed caulking where it is required. Repair to Performance guideline during the warranty period. Contractor should demonstrate proper caulking technique and repair during the warranty period.

**Comments:** Caulking is commonly used throughout the interior and exterior of the home as sealant or cosmetic filler. Even properly installed caulking will deteriorate, shrink and crack with normal exposure to the elements, wear, and aging or from movement of the materials it is adhered to.

 **Possible Issue 2.): Exterior has Noticeable Paint Color or Shading Variations**

**Performance Guideline:** Paint should be applied per manufacturer recommendations and should cover all surfaces to which it is applied and be uniform in color.

**Homeowner Responsibility:** Report any noticeable paint color or shading variations to the contractor at the homeowner walk through.

**Responsibility of Artisan Communities:** Contractor should repaint affected areas once during the warranty period. Contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee an exact match of either texture or color.

**Comments:** In the event that touch up painting is needed, the sheen (luster) of the paint may vary from the sheen of the other areas of the walls. This is a normal occurrence during the time the touch up coat is drying to its final sheen.

 **Possible Issue 3.): Excessive Color Variations in Stained Exterior Woodwork**

**Performance Guideline:** Stain should be properly applied to all woodwork per manufacturer recommendations and should cover all areas to which it is to be applied.

**Homeowner Responsibility:** Report any excessive color variations in the stained exterior woodwork to the contractor upon visual inspection before the closing. Follow the manufacturer recommendations for the care and maintenance of the woodwork over the life of the home. Notify the contractor.

**Responsibility of Artisan Communities:** Reapply stain as needed during the warranty period. Contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee an exact match of either texture or color.

**Comments:** With natural wood products, color and grain patterns may vary noticeably. Colors will also change over time depending on the amount of exposure to sunlight. Other variations can be due to the way the stains and sealing finishes are applied and accepted. These are also normal and should be expected.

 **Possible Issue 4.): Insufficient Coverage of Painted Exterior Areas**

**Performance Guideline:** Paint should be applied per the manufacturer recommendations on coverage and/or required application thickness.

**Homeowner Responsibility:** Report insufficient coverage of painted exterior areas to the contractor at the homeowner walk through.

**Responsibility of Artisan Communities:** Reapply paint as needed to meet the performance guideline during the warranty period. Contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee exact match paint.

**Comments:** Paint should cover all the intended surfaces, fully and completely. No light or inadequately covered areas should exist.

 **Possible Issue 5.): Deterioration of Exterior Paint**

**Performance Guideline:** Paint should be smooth and consistent upon application at the time of original application. Paint should not flake, scale or peel with proper application of the paint products per manufactures recommendation. Exterior paint deteriorates.

**Homeowner Responsibility:** Report any paint or stain deterioration to the contractor. The exterior paint or stain requires periodic maintenance over the life of the home during and after the warranty period.

**Responsibility of Artisan Communities:** If exterior paint or stain has peeled or physically deteriorated, the contractor will properly prepare and refinish affected areas and match the color as closely as practical. Where deterioration of the finish affects more than 50 percent of the wall area, the contractor should refinish the entire wall. This repair should be done once during the warranty period. Contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee an exact match of either texture or color.

**Comments:** The exterior wood areas, which include the fascia, casings and trim, have been finished with an exterior paint or stain. Due to environmental factors such as cold, heat, moisture, wind and sun exposure, painted or stained materials expand, contract, weather and age at varying rates. This may cause these areas to fade, peel or crack. This is a normal occurrence.

 **Possible Issue 6.): Exterior Paint is Flaking, Scaling or Peeling**

**Performance Guideline:** Paint should be smooth and consistent upon application of the paint products within the warranty period.

**Homeowner Responsibility:** Report any flaking, scaling or peeling of the paint surface to the contractor.

**Responsibility of Artisan Communities:** Repair and repaint as necessary to meet performance guideline during warranty.

**Comments:** The exterior wood areas, which include the fascia, casings and trim, have been finished with an exterior paint or stain. Wear due to environmental factors is a normal occurrence.

 **Possible Issue 7.): Exterior Paint Overspray**

**Performance Guideline:** The paint should not be on any surface for which it was not intended, such as adjacent walls, window glass, cabinets, flooring, tubs, etc.

**Homeowner Responsibility:** Report any paint over spray to the contractor.

**Responsibility of Artisan Communities:** Contractor should paint over or clean the areas as necessary during the warranty period. Contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee an exact match of either texture or color.

**Comments:** None

***Exterior Wall Finishes, Masonry and Veneer***

**Possible Issue 1.): Cracks in Mortar Joints**

 **Performance Guideline:** Cracks in the mortar joints should not exceed 1/8 inch.

**Homeowner Responsibility:** Report cracks 1/8” to the contractor.

**Responsibility of Artisan Communities:** Contractor should determine cause of crack and make appropriate repairs as necessary during the warranty period. Contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee an exact match of either texture or color.

**Comments:** Small hairline cracks that are the result of shrinkage are common in the mortar joints of masonry construction.

 **Possible Issue 2.): Masonry or Brick Veneer Course is not straight**

**Performance Guideline:** No point along the bottom of any one course should be more than 1/4 inch higher or lower than any other point within 8 feet along the bottom of the same course.

**Homeowner Responsibility:** Report masonry or brick veneer courses that are not straight to the contractor.

**Responsibility of Artisan Communities:** Contractor should repair or rebuild the wall as necessary during the warranty period.

**Comments:** None

***Plywood or other Veneer Sliding***

Due to varying moisture conditions throughout Nevada, wood products will continue to expand and contract. This action is normal and beyond the contractors control.

 **Possible Issue 1.): Siding is De-Laminating or Splitting**

 **Performance Guideline:** Siding should not split or delaminate.

**Homeowner Responsibility:** Report any splitting or delaminating plywood or veneer siding to the contractor.

**Responsibility of Artisan Communities:** Contractor should replace any delaminated siding that is not covered under any manufacturer’s warranty during the warranty period, unless it is determined that the problem was due to homeowner negligence, which may void the warranty. Contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee an exact match of either texture or color.

**Comments:** None

 **Possible Issue 2.): Joints between the Siding has Separated**

 **Performance Guideline:** Joint separations should not exceed 3/16 inch.

**Homeowner Responsibility:** Report siding joints that have separated which exceed the performance guideline to the contractor.

**Responsibility of Artisan Communities:** Contractor should caulk or repair the siding joints as necessary during the warranty period. Contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee an exact match of either texture or color.

**Comments:** None

***Stucco***

**Possible Issue 1.): Stucco Wall has cracked**

 **Performance Guideline:** Stucco cracks should not exceed 1/16 inch in width.

**Homeowner Responsibility:** Notify contractor. Care must be taken if any additional work is being done to or around the home.

**Responsibility of Artisan Communities:** The contractor should determine the cause, and repair cracks as needed. Repair one time during the warranty period. All reasonable efforts will be made to match the existing materials and textures as closely as practical; however, the contractor does not guarantee an exact match of either texture or color.

**Comments:** Similar to all cement products, stucco undergoes a curing process, which may cause some shrinkage or cracking as it dries. Hairline cracking is normal and to be expected.

**Possible Issue 2.): Stucco Deterioration Due to Water Damage from Sprinkler Systems**

**Performance Guideline:** The stucco system will hold back normal amounts of water such as rain.

**Homeowner Responsibility:** The homeowner should make bi-monthly visual inspections to keep the sprinklers adjusted as to not hit the home. Lawn maintenance with power mowers and edger’s can and will change the direction of the sprinkler heads and allow them to hit the home, causing water infiltration. Repair broken or missing sprinkler heads. Re-direct the sprinkler heads that are spraying directly on the stucco walls.

**Responsibility of Artisan Communities:** Contractor is responsible to verify spray pattern with homeowner at homeowner walk through and adjust to not directly hit stucco.

**Comments:** Homeowner should notice this possible issue before the stucco deteriorates. Signs of this are the paint changing colors due to water staining. When a sprinkler hits the house on a regular basis, leakage and erosion could occur.

 **Possible Issue 3.): Void in Stucco**

**Performance Guideline:** Voids in stucco at beams, columns, etc. are not acceptable. Stucco gaps should not exceed 1/8 inch.

**Homeowner Responsibility:** Report excessive gaps in the stucco where it meets other materials to the contractor. Homeowner is responsible for maintaining and caulking as necessary after the warranty period.

**Responsibility of Artisan Communities:** Contractor should repair the excessive gaps during warranty period. Contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee an exact match of either texture or color.

**Comments:** None

**Possible Issue 4.): Repair Work is Visible and Color Does Not Match Existing Stucco**

**Performance Guideline:** A poor color match is an area that can be visible at a distance of 6 feet in indirect light. Use fading-out technique and match as closely as possible the surrounding stucco texture and color.

**Homeowner Responsibility:** Report poor color match on repaired stucco to the contractor.

**Responsibility of Artisan Communities:** Contractor should repair once as needed with approved stucco-patching compounds during the warranty period. Contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee an exact match of either texture or color.

**Comments:** Trying to match color coats on stucco is almost impossible. The manufacturer runs a batch of color compound and labels according to that lot number. Each lot will have a slight difference in its final color. Other factors such as temperature and humidity may cause the same lot applied at different days to have noticeable variations in color.

 **Possible Issue 5.): Efflorescence (White Powder) Appears on Stucco Walls**

**Performance Guideline:** Contractor is to originally adjust sprinklers away from stucco and masonry.

**Homeowner Responsibility:** If the efflorescence is considered unsightly by the homeowner, it can be removed with a brush and water. For more stubborn areas, add a cup of white vinegar to a bucket of water.

**Responsibility of Artisan Communities:** Contractor is to verify original adjustments.

**Comments:** Efflorescence is a natural occurrence.

***Tongue and Groove Wood Siding***

**Possible Issue 1.): Tongue and Groove Siding is buckling**

**Performance Guideline:** Siding should not project more than 1/8 inch from the face of the adjacent siding.

**Homeowner Responsibility:** Report excessive buckling of the tongue and groove wood siding to the contractor.

**Responsibility of Artisan Communities:** Contractor should repair or replace the wood siding as necessary during the warranty period. Contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee an exact match of either texture or color.

**Comments:** Buckling may be caused by the increase in relative humidity, which in turn causes the expansion of the wood siding. Allowing the wood siding to set outside for a few days, to adjust to the ambient humidity prior to installation, may help.

 **Possible Issue 2.): Nails have stained the Wood Siding**

**Performance Guideline:** If the stains have exceeded more than 1/4 inch from the nail and visible from a distance of 8 feet or more, they are unacceptable.

**Homeowner Responsibility:** Report excessive nail staining to the contractor.

**Responsibility of Artisan Communities:** Contractor should repair or replace as needed during the warranty period.

**Comments:** Staining may be from the oxidation of the nails or the leaching of some extractives from the wood itself. A clear water repellant sealer applied immediately after installation of the wood siding may stop any leaching and rusting.

***Vinyl or Aluminum Lap Siding***

**Possible Issue 1.): Siding is visibly Bowed or Wavy**

**Performance Guideline:** Expansion waves or distortions in aluminum or vinyl lap siding should not exceed 1/8” in 16”.

**Homeowner Responsibility:** Report areas of the vinyl or aluminum lap siding that are visibly bowed or wavy to the contractor.

**Responsibility of Artisan Communities:** Contractor should correct any bows, waves or distortions, or reinstalling or replacing the siding as necessary during the warranty period.

**Comments:** This issue may be caused by the siding being nailed too tightly to the home and/or by not allowing adequate room for the siding to expand.

 **Possible Issue 2.): Vinyl or Aluminum Lap Siding Color is fading**

**Performance Guideline:** Any color siding will fade when exposed to the ultra-violet rays of the sun. This is normal and should be expected.

**Homeowner Responsibility:** None

**Responsibility of Artisan Communities:** None

**Comments:** Panels installed on the same side of the home will fade at the same rate.

 **Possible Issue 3.): Vinyl or Aluminum Lap Siding has Gaps around the Moldings**

**Performance Guideline:** Gaps that exist between the siding and any moldings should not exceed 1/8 inch.

**Homeowner Responsibility:** Report excessive gaps between the siding and the molding to the contractor.

**Responsibility of Artisan Communities:** Contractor should correct the areas with excessive gaps during the warranty period.

**Comments:** None

***Wood and Hardboard Lap Siding***

 **Possible Issue 1.): Siding is visibly bowed**

**Performance Guideline:** Bows in the siding should not exceed 3/8 inch in any 32”.

**Homeowner Responsibility:** Report excessive siding bows to the contractor.

**Responsibility of Artisan Communities:** Contractor should repair or replace the bowed wood lap siding as necessary during the warranty period. Contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee an exact match of either texture or color.

**Comments:** If nails hold the siding into the studs, possible expansion caused by the increase in relative humidity may cause waves or bulges. Even after proper installation, siding will tend to bow inward and outward as the moisture content increases or decreases.

 **Possible Issue 2.): Wood Lap Siding is not Installed Horizontally**

**Performance Guideline:** Lap siding should be installed square and should not vary more than 3/8 inch off parallel in 10 feet with other courses.

**Homeowner Responsibility:** Report wood lap siding that is not installed horizontally to the contractor.

**Responsibility of Artisan Communities:** Contractor should reinstall the wood siding during the warranty period. Replace any other siding that has been damaged during the process of repair. Contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee an exact match of either texture or color.

**Comments:** None

***Wood Shake Siding***

**Possible Issue 1.): Cedar Shakes or Shingles have bled Through the Paint or Stain**

**Performance Guideline:** Wood resins or extractives that have bled through the paint or stain are unacceptable. This Guideline does not apply if the homeowner has chosen a “naturally weathered” look for the exterior of the home.

**Homeowner Responsibility:** Report any cedar shakes or shingles that have bled through the paint or stain to the contractor.

**Responsibility of Artisan Communities:** Contractor should repair, replace, clean and/or treat the affected shakes that have bled through the paint or stain once during the warranty period. Contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee an exact match of either texture or color.

**Comments:** None

***Fireplaces and Decorative Gas Appliances***

**General Subject Information:** This section refers to any fireplaces or decorative gas appliances (DGA) that may be installed in or around the home. To clarify, a fireplace is defined as any unit designed and equipped to burn combustibles (wood, paper, etc.) in addition to gas. A decorative gas appliance (DGA) will be defined as those units that aesthetically resemble fireplaces but are designed exclusively to burn gas only. An exterior gas lamppost or coach light and any gas burning barbecue unit will also be designated as a decorative gas appliance. Due to the dangers of improper fireplace installation, only qualified fireplace installers should complete the work. In Clark County, Nevada, contractors are strongly encouraged to have a certified Gas Hearth Appliance Specialist on staff to ensure the proper installation of the fireplace. In addition, Clark County also requires that the fireplace be an EPA approved Phase II type model and can only be installed above an elevation of 3,000 feet.

 **Possible Issue 1.): Cracks in the Fireplace Refractory**

**Performance Guideline:** Panels should not crack or separate with normal use of the product.

**Homeowner Responsibility:** Should exercise proper care and use by avoiding the use of synthetic logs or other materials not approved by the manufacturer that will cause excessive heat and refractory panel cracking. Use only seasoned hardwood in wood burning fireplaces. Notify contractor of crack or separation.

**Responsibility of Artisan Communities:** Contractor should follow all the manufacturer recommendations for proper installation. Contractor should repair or replace as necessary to meet the Performance Guideline during the warranty period.

**Comments:** Fireplace is an appliance, and manufacturer’s warranty applies.

 **Possible Issue 2.): Fireplace Door Operation**

**Performance Guideline:** Fireplace doors should operate freely and smoothly without binding. If doors stick or bind excessively, or are misaligned more than 1/8 inch in any direction this is not acceptable.

**Homeowner Responsibility:** Notify contractor if door not aligned or meeting evenly. Misuse of the fireplace doors such as slamming or leaning on them excessively should void the warranty.

**Responsibility of Artisan Communities:** Contractor should repair or replace as necessary during the warranty period, unless homeowner misuse or negligence is evident.

**Comments:** The doors should meet evenly and align with each other.

 **Possible Issue 3.): Gas Leak, Strong Gas Odor**

**Performance Guideline:** Fireplace doors should operate freely and smoothly without binding. If doors stick or bind excessively, or are misaligned more than 1/8 inch in any direction this is not acceptable.

**Homeowner Responsibility:** Notify contractor if door not aligned or meeting evenly. Misuse of the fireplace doors such as slamming or leaning on them excessively should void the warranty.

**Responsibility of Artisan Communities:** Contractor should repair or replace as necessary during the warranty period, unless homeowner misuse or negligence is evident.

**Comments:** The doors should meet evenly and align with each other.

**Possible Issue 4.): Gas Log Positioning has been altered in the Fireplace or Decorative Gas Appliance**

**Performance Guideline:** Install per manufacturing guidelines.

**Homeowner Responsibility:** Report any awkward log position to the contractor upon visual inspection. Do not alter the position of the logs in any way that will deviate from the manufacturer’s recommendations.

**Responsibility of Artisan Communities:** Contractor should verify the position of the logs before the closing and at the walk through. Refer to the manufacturer’s recommendations if necessary.

**Comments:** In sealed units the manufacturer pre-places the logs and should not be repositioned. On unsealed units, the logs should be placed in a manner that allows the flame to flow through the logs.

 **Possible Issue 5.): Malfunction of Decorative Gas Appliances**

 **Performance Guideline:** Decorative gas appliances should function as represented and intended by the manufacturer.

**Homeowner Responsibility:** Report any malfunctions of any decorative gas appliances to the contractor upon visual inspection during the warranty period. Exercise proper care and use to avoid making any alterations that deviate from the manufacturer’s recommendations.

**Responsibility of Artisan Communities:** None. Decorative gas appliances are covered by the manufacturer’s warranty.

**Comments:** None.

***Floors and Ceilings***

**Possible Issue 1.): Floor Squeaks**

**Performance Guideline:** Floors should not squeak. Slight floor noises are considered normal.

**Homeowner Responsibility:** Report squeaky floors to the contractor.

**Responsibility of Artisan Communities:** Contractor should repair the squeaks as necessary during the warranty period.

**Comments:** A squeak-proof floor cannot be guaranteed due to seasonal weather conditions that cause the frame to expand and contract.

**Possible Issue 2.): Wood Floors and/or Ceilings that are out of level or Square**

**Performance Guideline:** Unevenness of floors or ceilings should not exceed 3/16” in 48” and should be level within 1/2” in 12’.

**Homeowner Responsibility:** Report any out of level or square floors or ceilings to the contractor.

**Responsibility of Artisan Communities:** Contractor should repair as needed during the warranty period.

**Comments:** None

 **Possible Issue 3.): Wood Floors have spring or Bounce**

**Performance Guideline:** All floor joists should meet the requirements of the applicable building code. If manufactured floor trusses are used, they should conform to the manufacturer’s engineered calculations and be designed per the applicable building code for the city or county in which the house was constructed. Joists should be installed to meet appropriate span.

**Homeowner Responsibility:** Report any wood floor installation that has spring or bounce to the contractor.

**Responsibility of Artisan Communities:** Contractor should repair as needed during the warranty period. All reasonable efforts will be made to match wood stain to the original surface texture and color as closely as practical and possible; however, the contractor does not guarantee an exact match.

**Comments:** None

 **Possible Issue 4.): Checking of Wood Beams or Posts**

**Performance Guideline:** Checking of exposed wood beams or poses should not exceed 3/8 inch in width. Wood beams and posts should not be twisted.

**Homeowner Responsibility:** Report excessive checking of wood beams or posts to the contractor.

**Responsibility of Artisan Communities:** Contractor should repair or replace as needed during the warranty period.

**Comments:** Beams or posts should not twist more than 1/16” per foot of 4” x 12” descending ratio as follows:

* 4” x 12”, 1/16” twist per foot, 1¼” total allowable;
* 4” x 6”, 1/32” twist per foot, 9/16” total allowable;
* 4 x 4”, 1/40” twist per foot, 1/2" total allowable.

Warp age or twisting should not damage beam pockets.

***Foundations***

This section applies to standard steel trawl or light broom finishes. Specialty finishes are not included. Setting and heaving of soils under concrete caused by alteration of grades by owner or owner’s agent, which create excessive ponding or moisture adjacent to concrete foundations, walks, drives, slabs, or patios, should not be considered the contractor’s responsibility, providing he has met all the conditions called for in the contract, plans, specifications, and all code requirements.

The contractor should be held responsible for correcting settling or heaving if compaction is not according to the licensed soils engineer’s report or if no alterations have been made by then owner or the owner’s agent.

All concrete should be placed in compliance with applicable codes and standards. This will apply to design strengths, dimensions, frost lines, and reinforcement, along with items not specifically contained in the codes, such as proper placement in a good and workmanlike manner to achieve appearance and function of the finished product.

**Possible Issue 1.): Living Area Slab on Grade Cracks**

**Performance Guideline:** Cracks that occur in slab-on-grade should not exceed 1/16” in width or 1/8” in vertical displacement in flooring area.

**Homeowner Responsibility:** Notify contractor of cracks greater than 1/16”.

**Responsibility of Artisan Communities:** Contractor should repair or replace as necessary during the warranty period. Contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee an exact match of either texture or color.

**Comments:** Cracking is a typical characteristic of concrete and is typically caused by shrinkage during curing (drying), temperature changes, or normal movement due to settlement.

**Possible Issue 2.): Garage Slab on Grade Cracks**

**Performance Guideline:** Cracks in excess of 1/8” width and 1/8” vertical displacement or compound cracks are not acceptable. Cracks exceeding 3/8” in control joints are excessive.

**Homeowner Responsibility:** Notify contractor of cracks.

**Responsibility of Artisan Communities:** Contractor should repair cracks up to 1/8” with approved materials in a workmanlike manner during the warranty period. If vertical displacement or compound cracking is present, affected area should be replaced during the warranty period. Cracks in sidewalks that exceed 3/16” will require the affected areas to be replaced.

**Comments:** None

**Possible Issue 3.): Uneven or Wavy Flooring**

**Performance Guideline:** Floors should not vary from flat more than 1/4" over a 10’ area provided the deviation is gradual. Deviations, dips, or sags over short distances and easily visible, may be considered unacceptable.

**Homeowner Responsibility:** Notify contractor of unevenness.

**Responsibility of Artisan Communities:** Contractor should make necessary repairs during the warranty period.

**Comments:** None

**Possible Issue 4.): Efflorescence (White Powder) Appears on Concrete Surfaces**

 **Performance Guideline:** Efflorescence is a natural occurrence.

**Homeowner Responsibility:** If the efflorescence is considered unsightly by the homeowner, it can be removed with a brush and water. For more stubborn areas, add a cup of white vinegar to a bucket of water.

**Responsibility of Artisan Communities:** None

**Comments:** None

***Waterproofing & Vapor Barriers***

Waterproofing and vapor barrier requirements may vary according to the area. Check with the local building official about specific requirements and methods approved in that area.

**Possible Issue 1.): Standing water in the Crawl Space**

**Performance Guideline:** Crawl spaces should be dry. Crawl spaces should be graded and drained properly to prevent water from accumulating.

**Homeowner Responsibility:** Report standing water in the crawl space to the contractor.

**Responsibility of Artisan Communities:** Contractor should determine if leak is in foundation wall or chimney, and make necessary repairs during the warranty period.

**Comments:** Homeowner should open all crawl space vents in the summer and close them in the winter.

**Possible Issue 2.): Visible Leaks in the Foundation or Basement Walls**

**Performance Guideline:** The foundation or basement walls should be free of water leaks.

**Homeowner Responsibility:** Report leaks in the foundation or basement walls to the contractor.

**Responsibility of Artisan Communities:** Contractor should determine cause of leaks and make necessary repairs during the warranty period.

**Comments:** If leaks are caused by improperly installed landscaping and/or irrigation provided by the homeowner or failure to preserve the drainage pattern of the yard grading, repair might become the responsibility of the homeowner.

***French doors & other exterior doors***

**Possible Issue 1.): Exterior Door not closing or Sealing Correctly**

**Performance Guideline:** Exterior doors should shut completely. Doors should operate freely, latch firmly and keep out normal wind and rain. A small change in the spacing between the door and frame may occur due to expansion and contraction of building materials. This is normal. Warping more than 1/4" in any direction is unacceptable. Doors and frames must be painted or stained and sealed properly per manufacturer instructions.

**Homeowner Responsibility:** Maintain finish and seal on door and frame. Caulk at threshold to floor and any other gaps as needed. Avoid using any direct water device for cleaning around door and frame.

**Responsibility of Artisan Communities:** Contractor should install exterior doors and frames square and plumb with proper fasteners, flashing paper and adhesives. Doors must be installed with weather seals and the manufacturer’s recommendations must be followed. Install proper type of threshold and weather strip correctly. Adjust locks so that the door latches and seals correctly. Repair or replace defective materials during the warranty period.

**Comments:** None

**Possible Issue 2.): Exterior Door will not stand open**

**Performance Guideline:** Door should not move to open or closed when 45 degree to opening. Door should clear 1/8” at top and sides. Warping more than 1/4" when measured in any direction is unacceptable.

**Homeowner Responsibility:** Maintain finish and seal on door and frame. Caulk at threshold to floor and any other gaps as needed.

**Responsibility of Artisan Communities:** If door is warped more than 1/4" when measured in any direction, the contractor should replace the warped door and finish sometime during the warranty period.

**Comments:** Doors and frames must be sealed on all six (6) sides and finished per specifications.

**Possible Issue 3.): Exterior Doorknob becomes loose or falls off**

**Performance Guideline:** Doorknob and hardware should stay in place and function properly.

**Homeowner Responsibility:** Tighten doorknobs as they become loose. Do not misuse the doors or their hardware. Notify contractor.

**Responsibility of Artisan Communities:** Contractor should repair, adjust or replace as needed once during the warranty period.

**Comments:** Owner maintenance items include adjustment of doors and hardware after the first year.

***Grounds: Irrigation and Landscaping***

Buyer assumes responsibility of sprinkler heads, bubbler heads, and distribution tubing of drip systems after 30 days, unless improper workmanship by the contractor can be shown.

**Possible Issue 1.): System does not function properly**

**Performance Guideline:** Defective sprinkler heads are unacceptable. Sprinkler heads must spray cleanly and evenly in their intended pattern (90 degree, 180 degree, 360 degree, etc.), and provide adequate coverage.

**Homeowner Responsibility:** Regularly check, maintain the system components as necessary after the warranty period. Repair broken or missing sprinkler heads as needed. Notify contractor.

**Responsibility of Artisan Communities:** Contractor should make necessary repairs during the warranty period.

**Comments:** Heads damaged by mower or vandals are not the responsibility of contractor.

**Possible Issue 2.): Water Coverage of the Sprinklers is not complete**

**Performance Guideline:** Heads should be placed to cover area intended with water pressure and volume available. Coverage must be complete and thorough, supplying full coverage of the intended areas without encroaching on the neighboring property or excess water on sidewalks and streets.

**Homeowner Responsibility:** The Homeowner should make monthly visual inspections to keep the sprinklers adjusted to ensure full coverage. The homeowner should not alter the sprinkler system. Lawn maintenance with power mowers and edger’s may change the direction of the sprinkler heads causing a lack of coverage. Redirect the sprinkler heads for full coverage.

**Responsibility of Artisan Communities:** Contractor should make necessary repairs during the warranty period.

**Comments:** None

**Possible Issue 3.): Leaks in the Sprinkler System Occur**

**Performance Guideline:** System should be operating completely and thoroughly without leaks.

**Homeowner Responsibility:** Report any irrigation system leaks to the contractor upon visual inspection within the first 30 day period following the homeowner walk through.

**Responsibility of Artisan Communities:** Contractor should repair or replace irrigation system parts as necessary during the first 30 day period following the homeowner walk through, unless the problem was determined to be negligence by the homeowner, which voids the warranty.

**Comments:** Any problems that are attributable to the installation of the sprinkler system must be visually identified no later than 30 days after the homeowner walk through, unless defective materials or parts are found to be the cause of the leak.

**Possible Issue 4.): Irrigation Clock not Operating Properly**

**Performance Guideline:** Irrigation system clock/controller should function as intended or represented by the manufacturer. Contractor should provide owner with operating instructions.

**Homeowner Responsibility:** Notify the contractor and closely monitor the sod, plants and trees to avoid the unnecessary replacement of dead or dying landscape materials due to clock/controller failure.

**Responsibility of Artisan Communities:** Contractor should make necessary repairs during the warranty period. Determine cause and correct condition. Replace the clock if it is defective and within the warranty period.

**Comments:** Resetting of the clock/controller for Daylight Savings or guideline time, the change of seasons, etc. is up to the homeowner. Contact local water district to obtain recommended watering schedule.

**Possible Issue 5.): Landscape Plants or Trees are dead**

**Performance Guideline:** All plants and trees should be installed in healthy living conditions.

**Homeowner Responsibility:** The care and maintenance of the landscaping materials is the responsibility of the homeowner after the walk through.

**Responsibility of Artisan Communities:** Contractor should replace affected plants or trees during the warranty period, unless it has been determined that the cause was negligence by the homeowner.

**Comments:** The growth and stability of plants and trees is not covered after the warranty period by the contractor, unless it has been determined that the issue is directly attributed to improper installation (or sprinkler system failed to operate properly).

**Possible Issue 6.): Landscape Rocks are Uneven, or the Depth/Coverage is too thin**

**Performance Guideline:** Coverage should be complete and full to a minimum depth of 2 inches.

**Homeowner Responsibility:** Report any uneven rocks or rocks that are spread too thin to the contractor.

**Responsibility of Artisan Communities:** Contractor should correct so that proper coverage is achieved during the warranty period.

**Comments:** The landscape rocks may settle and sink into the soil, due to exposure to wind, rain, and watering. Once settling occurs, the homeowner may have to add rocks to maintain the landscape appearance.

**Possible Issue 7.): Plants and Other Landscape Materials are not Size or Type specified**

**Performance Guideline:** Proper plants and other landscape material should be as specified.

**Homeowner Responsibility:** Any changes to the plant types/species installed by the contractor are the homeowner’s expense.

**Responsibility of Artisan Communities:** Contractor should install proper plants.

**Comments:** The contractor will often install the landscaping according to a landscape plan and, if applicable, the master-planned community guidelines.

**Possible Issue 8.): Landscape is interfering with Drainage**

**Performance Guideline:** Landscaping should not alter the established drainage pattern.

**Homeowner Responsibility:** Report drainage issues to the contractor. Homeowner should not alter the drainage design pattern of the lot in any way.

**Responsibility of Artisan Communities:** Contractor should correct as necessary during the warranty period.

**Comments:** Improper drainage paths or altered patterns can cause flooding and possible damage to the home. Contractor is not responsible for improper drainage caused by the homeowner.

**Possible Issue 9.): Homeowner’s Contractor installed Landscaping is interfering with the Lot Drainage**

**Performance Guideline:** Contractor (homebuilder) will deliver a lot with the proper drainage flow or pattern.

**Homeowner Responsibility:** The homeowner’s contractor should be notified and make re-grade as needed. The homeowner’s contractor shall be responsible for any and all damage caused by his installation

**Responsibility of Artisan Communities:** None

**Comments:** Improper drainage paths or altered patterns can cause flooding and possible damage to the home.

***Heating, ventilating and air conditioning systems***

**General Subject Information:** The majority of homes in Nevada are built with HVAC systems in place for homeowner comfort. They are operated with electric Air-conditioning systems and electric or gas heating furnaces. Certain design criteria are utilized in the design of these systems in the corresponding area in which they are built in the state. The design conditions vary in reference to the geographical areas but the final application and comfort controls are the same. Homeowner maintenance is required to keep these systems functioning properly.

**Possible Issue 1.): Inadequate Cooling**

**Performance Guideline:** Unit should cool structure 30 degrees lower than outside air temperature when measured in center of room at 5’ height. Minimum indoor temperature should be 78 degrees.

**Homeowner Responsibility:** Proper thermostat operation. Properly drape or protect large window areas. Do not block airflow from HVAC vents. **Maintenance**

**STOP**

**Alert!** Homeowner should change the furnace and other filters pursuant to the manufacturer’s recommendations (usually every 30 days).

**Responsibility of Artisan Communities:** The contractor should make proper repairs or adjustments to meet temperature conditions during the warranty period. Deficiencies caused by malfunction of system equipment or appliances are subject to the terms of the manufacturer’s warranty unless workmanship by the contractor is involved.

**Comments:** Many factors affect the performance of the HVAC system: the design of the system, placement of furniture, solar orientation and the location of the room in the house.

**Possible Issue 2.): Inadequate Heating**

**Performance Guideline:** The heating system should be capable of maintaining an indoor temperature of 70 degrees Fahrenheit as measured five feet above the floor in the center of the room under local outdoor winter design conditions as specified in ASHRAE Handbook (See J Manual Tests as specified in ARI standards).

**Homeowner Responsibility:** Homeowner should properly operate the thermostat and properly drape or protect large window areas. Do not block airflow from HVAC vents.

**Responsibility of Artisan Communities:** Contractor should correct the heating to provide the specified temperatures. The contractor should be responsible for balancing dampers, registers, and other minor adjustments one time for one season. Deficiencies caused by the malfunction of system equipment or appliances are subject to the terms of the manufacturer’s warranty unless workmanship by the contractor is involved.

**Comments:** Many factors affect the performance of the HVAC system: the design of the system, placement of furniture, solar orientation and the location of the room in the house. For example, a room located on the second floor will be warmer because warm air rises and cool air fall to the floor.

**Possible Issue 3.): Temperature Balance in each room**

**Performance Guideline:** The duct system is designed so that the homeowner can balance the cooling and heating system to properly function in various orientations that the plan could be built. North, South, East and West elevations change the load requirements on each side of the home. Rooms on the shaded side of the home would need less air than those with more direct sunlight. Some normal adjustments would need to be done as the heating and cooling conditions change. The duct system is designed to allow the balance by the homeowner.

**Homeowner Responsibility:** Proper thermostat operation. Properly drape or protect large window areas. Do not block airflow from HVAC vents.

**Responsibility of Artisan Communities:** The contractor should be responsible for balancing dampers, registers, and other minor adjustments one time for one season. Provide and verify flow balance with homeowner. If a homeowner should complain of lack of balance after they have balanced the home, the contractor should flow the home to verify that the duct system is producing the designed flow. If the system does not met the requirements, the design professional needs to be involved to resolve the lack of heating or cooling in that area of the home.

Contractor to verify in the following sequence:

1. Equipment is working properly.
2. System was installed per design.
3. System was properly designed.

**Comments:** The duct systems registers need to be balanced by the installing contractor and then further adjusted by the homeowner to meet their own comfort needs. The duct system should meet the design flow +/- 10% as required by the ASHRAE Handbook.

**Possible Issue 4.): Refrigeration Line Leaks**

 **Performance Guideline:** The refrigeration lines should be leak-free.

**Homeowner Responsibility:** Regular annual servicing by the installing HVAC contractor.

**Responsibility of Artisan Communities:** Contractor should make necessary repairs during the warranty period.

**Comments:** Refrigeration lines can develop leaks during the course of normal operation.

**Possible Issue 5.): Condensation Lines Plug under Normal Conditions**

**Performance Guideline:** The primary and secondary lines should be leak-free. A yearly service is required to be done by the homeowner under normal maintenance. The condensation line is typically a white plastic or copper pipe that comes out of the air handler portion of the furnace and discharges through an outside wall. Should a condensation line leak occur from the primary line, the secondary drain line should remove the water out over a window or door to be noticed by the homeowner. The secondary pan is only a temporary safety device to prevent additional damage to the home. Dirt build-up and clogging can occur in condensation pans and trays. Lines should be kept clean and free of debris build-up.

**Homeowner Responsibility:** Keep HVAC systems maintained and have pans, trays and lines inspected yearly notify contractor of leaks.

**Responsibility of Artisan Communities:** Contractor should make necessary repairs during the warranty period.

**Comments:** None

**Possible Issue 6.): Condensation Drain Line Stains the Concrete**

**Performance Guideline:** The contractor should not place concrete in an area where condensation lines will drain onto the concrete.

**Homeowner Responsibility:** Do not place additional concrete in areas where the condensation line would drain. If concrete is placed in this area, be advised that staining will and can occur. Notify the contractor if the concrete stained area was placed by the contractor.

**Responsibility of Artisan Communities:** If the contractor placed concrete during the construction process under a condensation line, it must be re-routed.

**Comments:** Condensation water stains can occur when the homeowner has placed concrete in an area that did not have concrete in place during construction of the home. A rust or white colored stain can and will occur at this condition

**Possible Issue 7.): HVAC System is noisy when operating**

**Performance Guideline:** Ducts should not rattle or “oilcan”. Air flowing through the duct system is a normal part of the operation of the system; however, noise from ducts should not be excessive.

**Homeowner Responsibility:** None

**Responsibility of Artisan Communities:** Determine cause and make necessary repairs during the warranty period.

**Comments:** The air handler fan will make noise as it blows air throughout the house. Noise will also be heard as air returns through the return air system back to the furnace.

**Possible Issue 8.): Compressor Noise**

**Performance Guideline:** Compressor running noise is a common occurrence in the use of HVAC equipment.

**Homeowner Responsibility:** None

**Responsibility of Artisan Communities:** The contractor should try to place the equipment locations in areas away from sleeping areas of the home. In some instances, it is not possible to do this and equipment should be placed near closet or bathroom locations.

**Comments:** None

**Possible Issue 9.): Duct Separation or Duct becomes Unattached**

 **Performance Guideline:** Ductwork should not become separated or unattached.

**Homeowner Responsibility:** During the installation of various items in the attic area of the home, such as alarms, cable television or other items, ductwork can become crushed or separated by installers crawling around and over them. The homeowner would be responsible to remedy any such crushed or separated ductwork for the expense.

**Responsibility of Artisan Communities:** The contractor should secure and repair all separated duct work and repair any holes during the warranty period, provided that the condition was not caused by the homeowner or an after-market contractor, such as cable installer, alarm installer, etc.

**Comments:** None

**Possible Issue 10.): Concrete or Fiberglass Pad at the Condenser Location Settles and Unit is tilted**

**Performance Guideline:** HVAC condenser should be level within 1” from side to side, unless otherwise stated by the manufacturer. Settling can and will occur over time in addition to the weight of the equipment.

**Homeowner Responsibility:** Report excessive settling of the condenser pad to the contractor upon visual inspection during the warranty period.

**Responsibility of Artisan Communities:** Contractor should re-level the pad during the warranty period.

**Comments:** None

**Possible Issue 11.): Improper Clearance to change Filters**

 **Performance Guideline:** The filter should be accessible.

**Homeowner Responsibility:** Notify the contractor.

**Responsibility of Artisan Communities:** Contractor should make corrections to allow removal of filter.

**Comments:** None

**Possible Issue 12.): Lack of Proper Cooling or Heating due to Dirty Filters**

 **Performance Guideline:** Not applicable.

**Homeowner Responsibility:** Homeowner should change the filters per the manufacturer’s recommendations (usually every month).

**Responsibility of Artisan Communities:** None

**Comments:** This is regular homeowner maintenance.

**Possible Issue 13.): Dryer Vent Plugging**

**Performance Guideline:** Dryer vent should be installed properly per the local building department or applicable code requirements.

**Homeowner Responsibility:** Maintain a clean screen in the dryer. Notify contractor if dryer vent is not installed properly.

**Responsibility of Artisan Communities:** Install dryer vent per local building and safety codes.

**Comments:** Lint from the clothes dryer can build up because of the lack of proper cleaning of the screen.

**Possible Issue 14.): Condenser or Furnace Clearance Requirements are not met**

**Performance Guideline:** The condenser and furnace locations shall meet the minimum requirements of the manufacturer of such equipment.

**Homeowner Responsibility:** Make sure that landscaping and other materials do not block air flow to equipment.

**Responsibility of Artisan Communities:** If the equipment is placed in an area that is less than the manufacturer’s minimum requirements, the contractor should change the location to meet the minimum requirements.

**Comments:** None

***Interior Ceramic Tile***

**Possible Issue 1.): Cracking or Deteriorating Grout**

**Performance Guideline:** Hairline cracks may occur in grout. Cracks should not exceed 1/32 inch.

**Homeowner Responsibility:** Report cracks greater than 1/32 inch or deteriorating grout to the contractor. Regular homeowner maintenance is required. Dry when wet, clean when dirty.

**Responsibility of Artisan Communities:** Contractor should correct one time during the warranty period.

**Comments:** Cracking in grouting of ceramic tile joints may occur periodically as a result of normal shrinkage. Caution; some sealants cause a color variation in the original grout color.

**Possible Issue 2.): Broken, Loose or Hollow Sounding Ceramic Tile**

**Performance Guideline:** Tiles should not be cracked, or loose. Hollow sounding tile is acceptable if not extensive and tile is solidly bonded.

**Homeowner Responsibility:** Report cracked or loose tile to the contractor.

**Responsibility of Artisan Communities:** Contractor should repair or replace the cracked or loose tile during the warranty period. Contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee an exact match of either texture or color.

**Comments:** Care should be taken not to drop large heavy objects on the tile that can break or dislodge tile pieces.

**Possible Issue 3.): Ceramic Tile Floor Installation is Uneven or out of Line**

**Performance Guideline:** Tile surface should be straight and reasonably flat allowing for individual characteristics of the tile (i.e., Mexican Saltillo tile). Tile should not exceed the manufacturer’s recommendations or 1/16” lippage in absence of manufacturer’s recommendations.

**Homeowner Responsibility:** Report any uneven or out of line tile to the contractor.

**Responsibility of Artisan Communities:** Contractor should make necessary repairs during the warranty period.

**Comments:** Inherent characteristics of the tile dictate the installation of tile.

**Possible Issue 4.): Ceramic Tile Floor Installation is Out of Square with Room**

**Performance Guideline:** Ceramic tile floor installation should be square with the room.

**Homeowner Responsibility:** Report any out of square ceramic floor tile installations to the contractor at the homeowner walk through.

**Responsibility of Artisan Communities:** Contractor should repair or reinstall the ceramic tile floor as necessary during the warranty period.

**Comments:** None

**Possible Issue 5.): Color Variation in the New Ceramic Tile**

**Performance Guideline:** Color should be uniform, but may vary. Excessive discoloration is unacceptable. Dye lot variation must not cover more than 10% of the installation area.

**Homeowner Responsibility:** Report excessive color variations to the contractor.

**Responsibility of Artisan Communities:** Contractors should replace as needed during the warranty period. Contractors will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee an exact match of either color or texture.

**Comments:** Discoloration may occur due to job-site conditions, individual characteristics of ceramic tile, variances in the rate of hydration, etc.

**Possible Issue 6.): Bottom of the Door rubs on the Ceramic**

**Performance Guideline:** All doors will clear finished floor material supplied by builder/homeowner by 1-inch minimum and 1 1/2 inch maximum.

**Homeowner Responsibility:** Notify contractor if any door does not meet the Performance Guideline. Homeowner is responsible for door clearance if flooring material is purchased and installed by homeowner.

**Responsibility of Artisan Communities:** Contractor should make necessary repairs during the warranty period.

**Comments:** When the homeowner installs ceramic tile, the homeowner is responsible for any additional door undercutting.

***Interior Countertops***

**Possible Issue 1.): Countertop or Backsplash is loose**

**Performance Guideline:** Countertops and backsplashes should be completely adhered to the substrate.

**Homeowner Responsibility:** Notify contractor of countertops or backsplashes that are insecure or loose.

**Responsibility of Artisan Communities:** Contractor should repair or replace as necessary during the warranty period.

**Comments:** Homeowner modification or abnormal use may void the warranty. Homeowner is responsible for maintenance and caulking where necessary.

**Possible Issue 2.): Countertop is not Level**

**Performance Guideline:** Countertops should not be out of level by more than 1/4 “in any 5 foot measurement.

**Homeowner Responsibility:** Report excessively out of level countertops to the contractor at the homeowner walk through.

**Responsibility of Artisan Communities:** Contractor should repair or replace during the warranty period. If it is necessary to replace countertop material, the contractor will make all reasonable efforts to match existing colors as closely as practical; however, contractor does not guarantee an exact match of either texture or color.

**Comments:** None

***Interior Doors***

**Possible Issue 1.): Failed Finish on Door Hardware (Handle Sets, Lever Sets and Knobs)**

**Performance Guideline:** Finish should stay good at least through the manufacturer’s warranty period. This varies per brand and quality of product.

**Homeowner Responsibility:** Notify contractor of any failure. Periodically clean and maintain the factory finish per the manufacturer’s instructions. Avoid using any abrasives or petroleum based cleaning products.

**Responsibility of Artisan Communities:** Contractor should install new hardware without defects in the finish during the warranty period. Replace hardware that has a failed finish during the warranty period, unless the homeowner caused the failure.

**Comments:** Hardware should be cleaned periodically per manufacturer instructions. Use of any petroleum-based product on hardware can damage the finish and void the warranty.

**Possible Issue 2.): Bottom of Interior Door rubs on the Carpet Surface**

**Performance Guideline:** All doors should clear finish floor material supplied or installed by contractor by 1 inch minimum and 1 1/2 inch maximum.

**Homeowner Responsibility:** Notify contractor. Homeowner may be responsible for door clearance if flooring material; is purchased and installed by homeowner or another contractor hired by the homeowner.

**Responsibility of Artisan Communities:** Contractor should repair as necessary during the warranty period.

**Comments:** When the homeowner installs carpet or other flooring, the homeowner is responsible for any additional door undercutting.

**Possible Issue 3.): Interior or Exterior Door is Warped**

**Performance Guideline:** Warping more than 1/4" in any direction is unacceptable.

**Homeowner Responsibility:** Notify the contractor of warped door.

**Responsibility of Artisan Communities:** Contractor should replace warped door and finish to match existing door during the warranty period.

**Comments:** In bathrooms or laundry areas, exhaust fans or an open window must be used to remove moisture to prevent the door from warping.

***Interior marble, granite & stone***

**Possible Issue 1.): Cracking or Deteriorating Grout**

 **Performance Guideline:** Cracks should not exceed 1/16 inch.

**Homeowner Responsibility:** Report cracks larger than 1/16 inch or deteriorating grout of the marble, granite or stonework to the contractor. Regular homeowner maintenance is required. Dry when wet, clean when dirty. Caution: some sealants cause a color variation in the original grout color.

**Responsibility of Artisan Communities:** Contractor should repair as necessary one time during the warranty period.

**Comments:** Cracks in grouting may occur periodically as a result of shrinkage, movement and/or everyday use.

**Possible Issue 2.): Broken, Loose or Hollow Sounding Marble, Granite or Stone**

**Performance Guideline:** Marble, granite or stone should not crack or loosen. Marble, granite or stone are tight and free from cracks. Hollow sounding marble, granite or stone may occur.

**Homeowner Responsibility:** Report cracked or loose marble, granite or stone.

**Responsibility of Artisan Communities:** Contractor should make necessary repairs or replace the cracked or loose marble, granite or stone during the warranty period. Contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee an exact match of either texture or color.

**Comments:** Care should be taken not to drop large heavy objects on the marble, granite or stone that can break or dislodge tile pieces.

**Possible Issue 3.): Marble, Granite, or Stone Work Floor Installation is out of Square with the Room**

**Performance Guideline:** Marble, granite or stonework floor installation should be square with the room.

**Homeowner Responsibility:** Report any out of square floor tile installations to the contractor.

**Responsibility of Artisan Communities:** Contractor should repair or reinstall the marble, granite or stonework floor installation as necessary during the warranty period.

**Comments:** None

**Possible Issue 4.): Color Variation in New Marble and Granite**

**Performance Guideline:** Marble, granite or stone should be even and may have minor variances. Dye lot variation must not cover more than 10% of the installation area.

**Homeowner Responsibility:** Report excessive color variations in the tile work to the contractor at the homeowner walk through.

**Responsibility of Artisan Communities:** Contractor should replace the marble, granite or stone promptly as needed during the warranty period. Contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee an exact match of either texture or color.

**Comments:** If any marble, granite or stone tile work needs to be replaced it is not likely that the original dye lot will be available.

**Possible Issue 5.): Bottom of Door Rubs on the Marble, Granite or Stone Tile Installation Surface**

**Performance Guideline:** All doors will clear finish floor material supplied by builder/homeowner by 1 inch minimum and 1 1/2 inch maximum.

**Homeowner Responsibility:** Report doors rubbing on the stone to the Contractor. Homeowner is responsible for door clearance if flooring material is purchased and installed by homeowner.

**Responsibility of Artisan Communities:** Contractor should make necessary repairs during the warranty period.

**Comments:** If the homeowner installs marble, granite or stone floor tile work, the homeowner is responsible for any additional door undercutting.

***Interior Stairs***

**Possible Issue 1.): Interior Stair Railing Loose**

**Performance Guideline:** Stair railing must be secure and meet all the requirements of the local building code applicable.

**Homeowner Responsibility:** Report any loose interior stair railings to the contractor during the warranty period. Homeowner is responsible for proper use and maintenance.

**Responsibility of Artisan Communities:** Contractor should repair as necessary during the warranty period.

**Comments:** None

**Possible Issue 2.): Squeaking Interior Stair Treads**

**Performance Guideline:** Treads should be tight and free from squeaks. Slight noises are considered normal. Loud squeaks caused by a loose stair riser or tread are unacceptable.

**Homeowner Responsibility:** Report squeaks on stair treads to the contractor.

**Responsibility of Artisan Communities:** The contractor should repair as necessary during the warranty period.

**Comments:** None

**Possible Issue 3.): Interior Stair Handrails and Other Stair Parts have a Visible Color Variance**

 **Performance Guideline:** Color should be even and uniform.

**Homeowner Responsibility:** Report substantial color variances to the contractor at the time of walk through. Follow the manufacturer recommendations for the care and maintenance of the stair handrails and other wood stair parts.

**Responsibility of Artisan Communities:** The contractor should verify the color with the homeowner at the time of the walk through. Contractor will correct excessive color variances during the warranty period. Contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee an exact match of either texture or color.

**Comments:** It is not unusual for the color of the stair handrails and other wood stair parts to be different from the samples shown to the homeowner at the time of selection. Color can and will differ with the wood grain variations and the different stain lots. Surfaces also tend to “yellow” due to exposure to sunlight after prolonged periods.

***Mirrors & Shower Doors***

**Possible Issue 1.): Loose Wall or Door Mounted Mirror**

**Performance Guideline:** Mirrors should be tight and adhere to the wall/door surface. Clips should not fail or become loose. Shower door components: towel bars and door handles should be secure.

**Homeowner Responsibility:** Report loose or failing mirror to the contractor at the time of the walk through or actual use within the warranty period.

**Responsibility of Artisan Communities:** Contractor should repair as needed during the warranty period or as soon as possible.

**Comments:** Towel bars are not to be used to aid a person to lift himself.

**Possible Issue 2.): Mirrors and Shower Doors have Scratches, Chips, or other damage**

**Performance Guideline:** There should be no scratches, chips or other damage to the mirrors or shower doors at the time of the walk through.

**Homeowner Responsibility:** Report any scratches, chips or other damage to the contractor at the time of the homeowner walk through.

**Responsibility of Artisan Communities:** Contractor should repair or replace during the warranty period.

**Comments:** Glass and mirror issues should be reported to the contractor at the time of the walk through. If no walk through has been held, the issue should be reported within 10 days of occupancy or replacement installation.

**Possible Issue 3.): Shower Door Leaks**

 **Performance Guideline:** The shower door should not leak.

**Homeowner Responsibility:** Homeowner should report leaks to the contractor. Keep shower water directed away from doors and panels. Water that splashes over the enclosure should be cleaned up after using the tub or shower.

**Responsibility of Artisan Communities:** Contractor should repair as needed during the warranty period.

**Comments:** Except under unusual cases where plastic or rubber parts are missing to keep water inside the tub or shower, leaks at the door or sliding panel are due to two causes: the bather has directed the shower head at the joint between the door and the fixed panel; or the sliding panels at the tub have their direction reversed by the bather. The inside panel must be the one closest to the shower head.

**Possible Issue 4.): Mirror on Shower Door has Visible Surface Imperfections**

**Performance Guideline:** No imperfections are permitted that may be seen in normal lighting.

**Homeowner Responsibility:** Report any surface imperfections to the contractor at the homeowner walk through.

**Responsibility of Artisan Communities:** Contractor should repair or replace as necessary promptly.

**Comments:** Surface imperfections such as “cats eyes” or “specks” in the glass occasionally occur in the manufacturing process.

***Overhead Garage Doors***

**Possible Issue 1.): Overhead Garage Door will not move up or down**

**Performance Guideline:** Overhead garage door should work properly and must move freely up and down the track.

**Homeowner Responsibility:** Report to contractor any garage door that does not meet Performance Guideline. Homeowner is responsible for maintaining and lubricating the tracks and moving parts of the overhead garage door. Homeowner is responsible for the door operation if an after-market garage door opener has been installed. If there is an issue because of the after-market garage door opener, the homeowner should contact the garage door opener installer for proper operation.

**Responsibility of Artisan Communities:** Contractor will correct or adjust the overhead garage door as necessary during the warranty period, except where negligence by the homeowner or the after-market garage door opener has been installed by others.

**Comments:** None

**Possible Issue 2.): Overhead Garage Door Allows Dirt into the Garage when the Door is closed**

**Performance Guideline:** Overhead Garage door should be installed per the manufacturer installation instruction and create a seal with the garage floor at the time of the walk through.

**Homeowner Responsibility:** General cleanup of accumulated dirt and sand.

**Responsibility of Artisan Communities:** Contractor should ensure the door is installed per manufacturer specifications during the warranty period. If it has been properly installed, no other corrective action needs to be done.

**Comments:** Effort will be made to create a good seal with the floor. In the climate that we live in, the wind will blow the dirt and sand through the cracks and tracks of the door. This is a common occurrence and should be expected.

**Possible Issue 3.): Overhead Garage Door will not open or close with the Garage Door Opener**

**Performance Guideline:**  Garage door opener should be installed per the manufacturer’s installation instructions.

**Homeowner Responsibility:** Check the transmitter battery and circuit box, maintain sensor alignment and prevent obstruction under door. If there is a possible issue with the after-market garage door opener, the homeowner should contact the garage door opener installer for proper operation.

**Responsibility of Artisan Communities:** Contractor should check door for proper operation and repair or replace components as needed during the warranty period.

**Comments:** None.

***Plumbing***

**Possible Issue 1.): Plumbing Fixture Surface has Chips, Cracks, or Scratches**

**Performance Guideline:** Plumbing fixtures should be free of chips, cracks or scratches at the time of walk through.

**Homeowner Responsibility:** Report to the contractor at the homeowner walk through any plumbing fixture that has chips, cracks, or scratches.

**Responsibility of Artisan Communities:** Repair the plumbing fixture chips, cracks or scratches during the warranty period. If it is necessary to replace a fixture the contractor will make all reasonable efforts to match surrounding materials as closely as practical; however, the contractor does not guarantee an exact match.

**Comments:** None

**Possible Issue 2.): Cracked Tubs or Shower Pans**

**Performance Guideline:**  Tubs and shower pans should be free of cracks.

**Homeowner Responsibility:** Report to the contractor at the homeowner walk through any tub or shower pan cracks.

**Responsibility of Artisan Communities:** Contractor should repair tub or shower pan, during the warranty period, if crack is identified and determined to be the result of a defect in material or installation. If it is necessary to replace a fixture the contractor will make all reasonable efforts to match surrounding materials as closely as practical; however, the contractor does not guarantee an exact match.

**Comments:** Tubs and shower pans should not crack with normal use and care.

**Possible Issue 3.): Dripping Faucets**

 **Performance Guideline:** Faucets should not drip when properly turned off.

**Homeowner Responsibility:** Homeowner should notify contractor. Homeowner should periodically replace worn out washers and seals after the first year of occupancy or the expiration of the manufacturer’s warranty (whichever is longer) caused by normal wear of washers, seals, or “o” rings as regular and expected maintenance.

**Responsibility of Artisan Communities:** Contractor should replace washer or seal as needed during the warranty period.

**Comments:** None

**Possible Issue 4.): Plumbing Pipes are Leaking**

**Performance Guideline:** The components of the plumbing system should completely contain and/or transport water without leaking. There should be no leakage from any soil, waste, vent, gas, or water piping,.

**Homeowner Responsibility:** Homeowner should report leaks promptly to the contractor to avoid additional damage. Leaks must be reported in a timely manner, or additional damage may occur.

**Responsibility of Artisan Communities:** Contractor should repair promptly and repair resultant damage during the warranty period.

**Comments:** Homeowner should take action to stop or slow the leak as to lessen the damage. Homeowner may be responsible for damage resulting from homeowner misuse, neglect or delay reporting damage.

**Possible Issue 5.): Noisy Water Pipes**

**Performance Guideline:** Loud clunking or banging noises known as “water hammer” should not occur with the normal use of the system.

**Homeowner Responsibility:** Notify the contractor of water hammer.

**Responsibility of Artisan Communities:** Contractor should correct as necessary during the warranty period. Correction of water hammering may include adjustment of pressure regulator or the use of arrestor device.

**Comments:** Due to the velocity of the flow of water, its weight, waste debris it may be carrying, and its varying temperature that causes pipes to expand and contract, the water system may emit audible noises. A “ticking” sound in drain line pipes is common due to expansion or contraction of the pipes as warmer or cooler water is run through the pipes. The Contractor is not responsible for sounds caused by homeowner’s installation of new fixtures or other plumbing system devices.

**Possible Issue 6.): Tubs or Shower Pans Flex under Normal Use**

**Performance Guideline:** Tubs or shower pans should be installed per manufacturer installation instructions.

**Homeowner Responsibility:** Notify the contractor.

**Responsibility of Artisan Communities:** Contractor should make necessary repairs during the warranty period.

**Comments:** Minor movement or deflection may be acceptable. Normal use of tub or shower causes movement and deflection.

**Possible Issue 7.): Tarnished Plumbing Fixture Finishes**

 **Performance Guideline:** House should be delivered with untarnished fixtures.

**Homeowner Responsibility:** Properly care for the fixture finishers as recommended by the manufacturer.

**Responsibility of Artisan Communities:** Contractor should repair or replace tarnished fixtures noted by the homeowner at the time of homeowner walk through. Contractor should verify the condition of the fixtures during the walk through.

**Comments:** Plumbing fixture finishes can be of many different finishes and are typically protected by a light coating applied by the manufacturer. In each case the manufacturer provides recommendations for the cleaning, care and use of these finishes. Many elements that are beyond the manufacturer’s or contractor’s control, such as the use of abrasive pads or cleaners, can rapidly deteriorate the fixture finish and cause discoloration and/or tarnishing.

***Roofing Materials***

Roofs should not leak and should be installed per the manufacturer’s recommendations and other applicable codes. The contractor may not be responsible for leaks caused by alterations, tie-ins, or penetrations caused by owner or others after completion of the roof.

This section refers to the roofing system including asphalt and fiberglass composition (3 Tabs) shingles, wood shakes or shingles, and concrete or clay tiles.

**Possible Issue 1.): Roof is not of a Uniform Color or Texture due to Shingle Replacement**

**Performance Guideline:** Shingle replacement within the first two years of installation due to faulty materials or substandard workmanship shall not exceed 20% of the entire roof area.

**Homeowner Responsibility:** None

**Responsibility of Artisan Communities:** Contractor should remove entire roof and install a new roof during the warranty period.

**Comments:** None

**Possible Issue 2.): Roofing Materials are Cracked, Chipped or Broken**

**Performance Guideline:** Roofing material should be free of cracks, ships or breaks at the time of the homeowner walk through. Chips larger than a 1/2" are unacceptable.

**Homeowner Responsibility:** Notify the contractor of any cracked, chipped or broken roofing.

**Responsibility of Artisan Communities:** Contractor should replace affected tiles during the warranty period. Contractor should repair and/or replace any damaged material promptly.

**Comments:** Contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee an exact match of either texture or color. Roofing Contractor may not be held responsible for damage caused by others.

**Possible Issue 3.): Roof Leaks**

 **Performance Guideline:** The roof should not leak.

**Homeowner Responsibility:** Notify the contractor of any leaks. Leaks due to the build-up of debris, such as leaves and bird nests are the responsibility of the homeowner and part of the regular homeowner maintenance routine.

**Responsibility of Artisan Communities:** Contractor should determine cause of leak and make necessary repairs during the warranty period.

**Comments:** None

**Possible Issue 4.): Roof has Improper or Inadequate Flashing**

**Performance Guideline:** Flashing should be installed according to manufacturer’s recommendations and should be an approved type.

**Homeowner Responsibility:** Homeowner should report any improper or inadequate flashing to the contractor.

**Responsibility of Artisan Communities:** Contractor should make necessary repairs during the warranty period.

**Comments:** None

**Possible Issue 5.): Improper Exposure, Lapping and Spacing**

**Performance Guideline:** Exposure should not exceed limits recommended by manufacturer. Unapproved, missing or improperly installed roof jacks are unacceptable.

**Homeowner Responsibility:** Report any improper exposure, lapping and spacing of roofing materials to the contractor.

**Responsibility of Artisan Communities:** Contractor should make necessary repairs during the warranty period.

**Comments:** None

**Possible Issue 6.): Gutters and Downspouts Leak**

**Performance Guideline:** Gutters and downspouts should not leak nor retain excessive standing water. Gutters and downspouts should be assembled so that they do not leak. Standing water should not exceed up to 3/8 inch within a period no greater than eight hours after rainfall.

**Homeowner Responsibility:** Report any excessive gutter or downspout leaks to the contractor. Keep all gutters and downspouts open and free from debris and other obstructions. Gutters and seams should be resealed as part of normal homeowner maintenance.

**Responsibility of Artisan Communities:** Contractor should repair leaks as necessary during the warranty period.

**Comments:** During heavy rains, overflow may occur.

**Possible Issue 7.): Uneven, Irregular or Crooked Shingles**

**Performance Guideline:** Shingle should be reasonably straight and courses even in width.

**Homeowner Responsibility:** Report uneven, irregular or crooked shingles to the contractor.

**Responsibility of Artisan Communities:** Contractor should make appropriate repairs during the warranty period.

**Comments:** None

**Possible Issue 8.): Shingles have Cupped or Curled Edges or Corners**

**Performance Guideline:** Shingles should not have cupped or curled edges or corners. Shingles must be installed according to the manufacturer’s specifications and installation recommendations.

**Homeowner Responsibility:** Report cupped or curled shingle edges or corners to the contractor.

**Responsibility of Artisan Communities:** Contractor should make necessary repairs during the warranty period.

**Comments:** None

**Possible Issue 9.): New Shingles do not match the Existing Shingles**

**Performance Guideline:** Shingles must be of the same type and the same original) color, if available, or a similar color if the same color is not available.

**Homeowner Responsibility:** Notify the contractor if the same or similar color is not provided.

**Responsibility of Artisan Communities:** Contractor should repair as needed during the warranty period.

**Comments:** Due to the effects of weathering and the variations in the manufacturing process, an exact match of the shingle color may not be possible.

**Possible Issue 10.): Shingles have blown off the Roof from the wind**

**Performance Guideline:** Shingles should not blow off the roof in winds less than the manufacturer specifications.

**Homeowner Responsibility:** Report any shingles that have blown off the roof in wind events to the contractor during the warranty period.

**Responsibility of Artisan Communities:** Contractor should repair or replace the affected shingles that have blown off during the warranty period. Contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee an exact match of either texture or color. If it is determined that the shingles have blown off the roof in winds less than the manufacturer’s specifications, report it to the shingle manufacturer.

**Comments:** None

***Roofs – structural components***

**Possible Issue 1.): Roof Ridge Sags**

**Performance Guideline:** Roof ridge deflection should not exceed 1/2 inch in 8 feet or the permitted code, whichever is more restrictive.

**Homeowner Responsibility:** Report excessive ridge sagging to the contractor. Homeowners should not install and/or fasten any product and/or materials on the roof.

**Responsibility of Artisan Communities:** Contractor should repair as needed during the warranty period.

**Comments:** None

**Possible Issue 2.): Roof Sheathing appears Bowed**

**Performance Guideline:** Roof sheathing should have a maximum deflection of 3/8 inch in 2 feet.

**Homeowner Responsibility:** Notify the contractor of any deflection.

**Responsibility of Artisan Communities:** Contractor should make necessary repairs during the warranty period.

**Comments:** None

***Skylights***

**Possible Issue 1.): Skylight Leaks**

**Performance Guideline:** Skylights should not leak and should be properly waterproofed.

**Homeowner Responsibility:** Report any skylight leaks to the contractor.

**Responsibility of Artisan Communities:** Contractor should repair or replace improperly installed skylights during the warranty period.

**Comments:** None

**Possible Issue 2.): Moisture Condenses on the Interior Surface of the Skylight**

**Performance Guideline:** Installation should be per manufacturer’s specifications. Skylight perimeters must be detailed so that condensation water is adequately trapped in an impervious gutter or similar detail, where it can rest until it has a chance to evaporate.

**Homeowner Responsibility:** Report any leaks to the contractor. The homeowner should take responsibility for the amount of humidity created in kitchens, laundry rooms and other devices that produce water vapor.

**Responsibility of Artisan Communities:** Contractor should repair as needed during the warranty period.

**Comments:** Minor moisture condensation on the interior surface of the skylight glazing may be considered normal.

**Possible Issue 3.): Moisture appears between the Panes of a Dual Pane Skylight**

**Performance Guideline:** Skylights should not have moisture between the panels or be subject to ruptured seals.

**Homeowner Responsibility:** Report moisture between the panels or ruptured seals in the skylight to the contractor.

**Responsibility of Artisan Communities:** Contractor should repair or replace skylight if seal has failed during the warranty period.

**Comments:** None

**Possible Issue 4.): Skylight is scratched or broken**

**Performance Guideline:** Skylights that are scratched and visible at 6 feet away, looking directly at the glass, or broken at the time of the homeowner walk through are not acceptable.

**Homeowner Responsibility:** Inspect all skylights at time of homeowner walk through and notify contractor of scratched or broken skylights. Damage to skylight after the homeowner walk through is the homeowner’s responsibility.

**Responsibility of Artisan Communities:** Contractor should repair or replace scratched or broken skylight glazing during the warranty period.

**Comments:** None

***Vinyl Flooring***

**Possible Issue 1.): Vinyl Flooring Installation out of Square with the Room**

**Performance Guideline:** Vinyl flooring installation should be square with the room.

**Homeowner Responsibility:** Report any out of square vinyl flooring installations to the contractor.

**Responsibility of Artisan Communities:** Contractor should repair or reinstall the vinyl flooring during the warranty period. Contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee an exact match of either texture or color.

**Comments:** None

**Possible Issue 2.): Color Variation in New Vinyl Flooring**

**Performance Guideline:** Dye lot should be uniform and even, but may have minor variations. Dye lot variation must not cover more than 10% of the installation area.

**Homeowner Responsibility:** Report excessive color variations to the contractor.

**Responsibility of Artisan Communities:** Contractor should replace the vinyl as needed during the warranty period. Contractor will make all reasonable efforts to match existing materials as closely as possible; however, the contractor does not guarantee an exact match of either texture or color.

**Comments:** If any vinyl needs to be replaced it is not likely that the original dye lot will be available.

**POSSIBLE ISSUE #3: BOTTOM OF DOOR RUBS ON THE VINYL SURFACE**

**Performance Guideline:** At the homeowner walk through, the contractor should verify that all doors would clear finish floor material supplied or installed by the contractor by 1 inch minimum and 1 1/2 inch maximum.

**Homeowner Responsibility:** Notify the contractor of any deficiency during the walk through. Homeowner is responsible for door clearance if flooring material is purchased and installed by homeowner.

**Responsibility of Artisan Communities:** Repair all doors to meet the Performance Guideline during the warranty period.

**Comments:** When the homeowner installs vinyl flooring, the homeowner is responsible for any additional door undercutting.

***Windows & Patio Doors***

**Possible Issue 1.): Window or Patio Door Glass is Scratched or Broken**

**Performance Guideline:** Window or patio door glass should be free from visible scratches by looking directly at the glass from a distance of 8 feet. Window or patio door glass should not be broken at the time of the homeowner walk through.

**Homeowner Responsibility:** Inspect all glass at the homeowner walk through and notify contractor of scratched or broken glass. Damage to glass after the homeowner walk through is the homeowner’s responsibility. The same applies to damaged screens installed by contractor.

**Responsibility of Artisan Communities:** Contractor should repair or replace as needed during the warranty period.

**Comments:** None

**Possible Issue 2.): Window or Patio Door is Fogged Between Panes of Glass**

**Performance Guideline:** Multi-paned windows and patio doors should not hold moisture between the panels or be subject to ruptured seals.

**Homeowner Responsibility:** Homeowner should report any windows or patio doors that are fogged between the panes of glass to the contractor. Homeowners should not tint the inside pane of the window or patio door. This may cause excessive heat build up between the panes of glass and the seals may rupture.

**Responsibility of Artisan Communities:** Contractor should replace windows or patio doors with failed seals during the warranty period.

**Comments:** None

**Possible Issue 3.): Sliding Patio Door or Screen does not stay on Track**

 **Performance Guideline:** Sliding glass doors or screens should stay on track.

**Homeowner Responsibility:** Notify contractor of any sliding patio door or screen that does not stay on track. Homeowner should clean and maintain track.

**Responsibility of Artisan Communities:** Contractor should adjust or repair as necessary during the warranty period.

**Comments:** None

***Yard Grading***

**General Information:** This section addresses the exterior areas of the property surrounding the home. For clarity the following definitions have been added:

* Rough Grade: Ground leveling required for the excavation and preparation of the building site.
* Final Grade/Landscape Grade/Finish Grade: The finished ground level adjoining the building at all exterior walls. This grade must meet the approved drainage design criteria.

**Possible Issue 1.): Final Grade Soil Contains Debris**

**Performance Guideline:** Final grade soil should be free of construction debris to a depth of at least 5 inches. A minimal amount of nails and screws are to be expected.

**Homeowner Responsibility:** Report excessive debris in the final grade soil to the contractor. Care should be taken to avoid altering the final grade if the homeowner completes debris removal.

**Responsibility of Artisan Communities:** Contractor should remove the excessive amounts of debris from the final grade soil and establish the final grade to a depth of at least 5 inches, with no material larger than 3”.

**Comments:** The final grade soils will be either native soil from the site or imported soils.

**Possible Issue 2.): Improper Water Drainage in the Yard Occurs**

 **Performance Guideline:** Water should drain from the yard.

**Homeowner Responsibility:** Notify the contractor of improper drainage. Must give special attention to prevent erosion, maintain the grading contours, avoid blocking the drainage design patterns and incorporate the original design pattern into any landscape improvements.

**Responsibility of Artisan Communities:** Contractor should provide finish yard grading that meets the drainage design criteria and code requirements.

**Comments:** After heavy rains, some water may remain for up to 24 hours.

**Possible Issue 3.): Excessive Settling, Lowe Spots or Sinkholes Occur in the Yard**

**Performance Guideline:** Settling or sinking should not exceed a vertical depth of 1 inch in a 3 foot circumference.

**Homeowner Responsibility:** Report any excessive settling, low spots or sinking in the yard to the contractor.

**Responsibility of Artisan Communities:** Contractor should repair the affected areas as needed and re-contour the drainage design pattern to the original design if necessary during the warranty period.

**Comments:** Certain components are installed below the finish grade level of the yard areas such as footings, utility lines and piping. After installation, the area excavated should be back filled with sufficient compression (density) to prevent settling or sinking.

**Glossary of Terms Construction and New Home Financing**

This Glossary of Terms has is designed to be a handy reference for construction and real estate terms. For your convenience, construction terms are shown with the first word in bold. Real estate terms are shown with full bolding.

**A-B-C**

**Aerator –** Located at the end of kitchen and bathroom, faucets. It mixes air with the water in order to provide a smooth, splash-free flow of water. Occasionally, debris may collect in the aerator and restrict the flow of water. If this happens, unscrew the aerator and remove the debris.

**Aggregator –** The gravel or stone that constitutes the bulk of mixed concrete, normally covered by a smooth finish.

**Agreement of Sale – Also called a “Sales Contract” or “New home Sales Agreement.”** States that a seller agrees to sell certain real estate and purchaser agrees to buy it under the terms and conditions stated in the agreement.

**Adjustable Rate Mortgage (ARM) –** Based on a predetermined schedule, the interest rate fluctuates periodically according to certain movements in the financial market. The “adjustment period” is the length of time between interest rate and payment charges on an

ARM and can be anywhere from one month to ten years.

**Air Gap –** A safety device on kitchen sinks, that prevents contaminated sink water from being drained back into the dishwasher.

**Air Hammer –** A banging noise in plumbing pipes caused by air infiltration.

**Alkali –** A soluble mineral salt or mixture of salts capable of neutralizing acids.

**Amortization –** Reduction of debt by regular payments of principal and interest in equal installments, calculated to pay off a loan by maturity.

**Annual Percentage Rate (APR) –** This is the cost of credit the consumer pays each year throughout the life of the loan. The APR includes service charges, interest, points, loan fees, mortgage insurance and other items.

**Appraisal –** Evaluation of the current market value of property. The person who performs the appraisal is the “appraiser.”

**Areaway Drain –** A drain system for the basement door that is below grade.

**Assessed Valuation –** This is a dollar value that a taxing authority assigns to property for the purpose of assessing and computing local property taxes.

**Back Flow Preventer –** See Vacuum Breaker.

**Ball Cock –** A device in flush toilets consisting of a valve connected by a lever with a floating ball. The valve closes when the ball is raised and opens when the ball is lowered.

**Balloon Payment –** This is a final payment on some mortgage loans or other loan types that is substantially larger than the preceding payments.

**Base/Baseboard –** The strip of molding or trim at the bottom of walls. The baseboard adds an attractive finish and protects the wall from scuffs and damage from furniture or vacuum cleaners.

**Berm –** A small ridge of sail that directs the flow of rain and irrigation water toward drains or sewers.

**Bleeder Nut –** A nut located on the underside of the interior shutoff valve that unscrews to drain water form exterior faucets for winterizing.

**Borrower –** Person(s) who receives funds in the form of a loan and holds responsibility for repaying the loan plus interest.

**Builder –** The person who oversees the construction of homes is called the builder. The Builder is responsible for making sure that the subcontractors perform their work on time and to the standards established by the builder.

**Bulkhead –** A section of the ceiling in the kitchen that is lowered to meet and support the cabinets.

**Buydown –** A reduction in the interest rate and/or monthly payment on a mortgage loan, which usually involves an upfront fee.

**C.C. &R.’s –** The Covenants, Conditions and Restrictions that govern your subdivision,

**Cap –** The limit on how much an interest rate or payment can change on an adjustable rate loan. The cap may limit the amount that an interest rate or payment may change on specific date changes, or it may set the maximum interest rate or payment amount permitted over the life of the loan.

**Caulking –** This material is used as a sealant around sinks, tubs and showers. Other applications for caulking include sealing window and door frames.

**Check Valve –** See Vacuum Breaker.

**Circuit –** The electrical system in your home is separated into individual units referred to as circuits. Depending upon the layout of your home and electrical codes in your area, each circuit may be designed for a room, an area of the home or s simple appliance.

**Circuit Breaker –** Prevent electrical overload or shorting. The circuit breaker opens the circuit when an overload or short occurs, thereby breaking the flow of electricity. It can be reset manually by moving the circuit breaker lever OFF and then to the ON position once the source of overload has been corrected. Refer to the Electrical Systems section of this manual for more information.

**Collateral –** The property pledged to the lender until a loan is repair. For example, real estate property is the collateral for a mortgage loan. If the borrower defaults on the loan, the lender has the right to sell the property to repay the loan.

**Commitment (Loan Approval) –** An agreement between a lender and a borrower to loan money at a future date usually subject to certain conditions specified by the lender.

**Collar Beam –** A horizontal brace in the roof system that braces opposing rafters.

**Common Areas –** Many neighborhoods have areas that are common property and owned by a homeowners association. These areas may include streets, parking area, walkways, slopes and recreational areas, they are maintained and their use is governed by the homeowners association,

**Concrete Dusting –** A fine dust that accumulates on finished concrete surfaces.

 **Condenser –** The unit of a heating and air conditioning system that is located outside the home.

**Consequential Damages –** Unavoidable damage to homeowner’s personal property caused by covered Artisan Communities repairs.

**Contingency –** This is a condition that an applicant must meet before a commitment is binding on a lender. For example, the sales agreement may have a contingency that the buyer must obtain financing before the agreement is binding on the seller of the property.

**Conventional Loan –** This is a fixed rate or adjustable rate residential mortgage, usually payable over a period of fifteen (15) or thirty (30) years. A conventional loan is not insured by a government agency.

**Corner Bead –** an angled, metal edging used to protect and form an edge where drywall panels meet at outside edges such as on a corner.

**CRV (Certificate of Reasonable Value) –** Document from the U.S. Veteran’s Administration (VA) that establishes the maximum value and loan amount for a VA guaranteed mortgage.

**Credit Rating –** Report that states the credit rating and provides a credit history on the applicant. Prospective lenders use credit reports to help establish the applicant’s credit worthiness.

**Credit Report –** Report that states the credit rating and provides a credit history on the applicant. Prospective lenders use credit reports to help establish the applicant’s credit worthiness.

**Cultured Marble –** This is a man-made product that has much of the durability and beauty of natural marble.

**D-F-E**

**Damper –** An adjustable valve in the duct work of the heating system that can be opened or closed to control the flow of air-conditioned or heated air throughout the home. Also, a device in a fireplace or gas heater that controls the air draft up the chimney.

 **Debt-to-Income Ratio –** An applicant’s total liabilities measured against his or her income, used by the lender to assess an applicant’s ability to maintain a payment obligation.

**Deductible –** A portion of an insurance claim that the policy owner is required to pay before the insurance company coverage responds to the claim.

**Deductibles –** Expenses that may get special tax treatment on an individual’s income tax returns.

**Deed –** A seller transfers ownership of property to the new owner through a deed that includes a legal description of the property and is recorded in the county records where the property is located. You will receive a copy of the deed to your new home at the closing.

**Dehumidifier –** An electrical appliance that removes humidity form the base to which they are attached. In vanity and kitchen countertops, the warping or detachment of laminate materials from the wood substrate.

**Delamination –** The separation of the top plies or laminate from the base to which they are attached, In vanity and kitchen countertops, the warping or detachment of laminate materials from the wood substrate.

**Detaching –** The loosening and/or removal of matted grass and leaves from existing lawns, which allows the grass to breathe and therefore promotes healthy growth.

**Down Payment –** The cash the buyer pays towards the home. The difference between the mortgage amount and the sales price.

**Drywall –** The interior walls of a home are usually constructed of drywall. This material also is called gypsum board or sheet rock. The material is functional, and can be textured and painted to complement the style of any home.

**Efflorescence –** The white, powdery substance that sometimes accumulates on stucco, masonry, concrete and brick. Excessive efflorescence can be removed by scrubbing with a strong vinegar solution or commercial product.

**Earnest Money –** A deposit towards the down payment given to the seller or the escrow agent by the buyer to bind the sale.

**Erosion –** The flow of water from irrigation systems or rain can erode landscaping and change the drainage of the yard. Most erosion can be prevented by maintaining the original grading of the yard.

**Escrow –** Documents or funds held by a third party until conditions of a contract are met.

**Escrow Account –** A segregated trust account into which the borrower’s moneys are deposited so that the lender can make periodic payments on item such as taxes, hazard insurance and mortgage insurance premium programs. The lender holds the funds in a trust and pays these items as they become due.

**Face Frame –** The front of kitchen and bathroom cabinets to which the hinged doors attach.

**Face Nailing –** Nailing through a finished and exposed surface so that the flat top of the nail head is visible

**Fair Isaac Credit Scores (FICO) –** This is a scoring system evaluating your credit risk based on your current credit report, various factors affect this score.

**Fascia –** The exterior horizontal trim around rafters. Also positioned directly behind gutters and over gable trim boards. Can be either aluminum or wood-covered.

**Federal Housing Administration (FHA) –** A federal agency that insures private lenders against loss on residential mortgages, FHA provides mortgages that have lower down payment requirements than conventional loans.

**Fillers –** A wood putty used in preparation for painting to fill holes or cracks in wood.

**Filler Board –** Cabinet-grade wood used to fill gaps that occur between cabinets and wall openings.

**Fixed Rate Mortgage –** This is a type of mortgage in which the interest rate is set for the life of the loan; unlike an ARM, the interest rate never fluctuates.

**Flashing –** Flat sheet metal inserted under roof shingles at overhangs and vent pipes and above window and door frames to keep rain water from penetrating the house structure.

**Flue –** A vertical duct, constructed of sheet metal or clay, that channels smoke or gas fumes from a fireplace or gas furnace out of the home.

**Fluorescent –** The lighting fixtures that provide even, soft illumination in kitchens, bathrooms and other areas of the home may use fluorescent bulbs.

**G-H-I-J**

**Gabled Louvers –** A vent with louvers located at the peak of gable ends.

**GFCI –** Abbreviation for **G**round **F**ault **I**nterrupt **D**evice. Similar to a circuit breaker in that it is designed to interrupt the flow of electricity. GFI’s are usually located in the kitchen or the bathrooms. In the event of a short circuit such as dropping an appliance into a filled tub or sink, the GFCI will break the electrical circuit immediately and prevent a serious electrical shock.

**Graduated Payment Mortgage –** This is a fixed rate; fixed schedule loan that starts with lower payments. Payments increase annually for few years and then change again to a fixed rate. Then remain constant for the remainder of the loan.

**Graphite –** A carbon-based powdered substance that is used as a lubricant for applications in which oil can be damaging. Graphite is usually recommended for use on your aluminum windows and doors.

**Grout –** Grout is the cement-like material visible between squares of ceramic tiles.

**Hardware –** The hinges, locks, handles and other metal attachments to doors, cabinets and drawers are commonly referred to as hardware.

**Hazard Insurance –** Insurance policy that pays for losses on a home resulting from certain hazards such as fire damage.

**Header –** The header is a relatively heavy, structural wood piece that spans open spaces such as doors and window frames. The header supports other structural lumber.

**Homeowner Maintenance –** As a new homeowner you need to routinely maintain the various features of your home. Some of these maintenance items have been indicated in the Maintenance section of this manual, this continuing maintenance is the responsibility of the owner.

**Homeowner Association –** In this area, many neighborhoods are governed by a small group of homeowners who represent the interests of all nearby homeowners. The association is usually formed by the builder and is turned over to the homeowners when the majority of the homes are sold. The association collects dues that are to be used for proper maintenance of the common areas and to communicate with the members.

**Honeycomb –** In concrete, an open cell-like surface texture that occurs while pouring the concrete.

**Hose Bibb –** A water faucet that is outside the home and is intended for use with a garden hose.

**Incandescent –** Lighting fixtures that use traditional light bulbs are called incandescent fixtures. Incandescent lighting is used for lamps, spot lighting and exterior lighting.

**Index –** A published indicator upon which lenders may base interest rates, e.g. one year Treasury Bills, Cost-of-Funds index, etc.

**Interest –** The cost of using money usually expressed as an annual percentage rate of a loan.

**Joint Compound –** A plaster-like compound used to finish drywall seams and cover fastener heads.

**Joists –** The horizontal support members used to construct floors and ceilings.

**Keeper Plate –** The metal plate that keeps a door lock latch firmly in place

**K-L-M-N**

**Loan-to-Value Ratio (LTV) –** Loan amount expressed as a percentage of the market value of a property. For example, a loan for $75,000 on a home that costs $100,000 would have an LTV of 75%. Lenders generally limit maximum LTV ratios to a set percentage based on the loam program requirements.

**Lock-in Rate –** When a lender makes a loan commitment at a preset rate, it is guaranteeing that rate for a certain period of time (usually 45, 60 or 90 days). The lender may charge a fee for a lock-in rate.

**Lockset –** A door lock or combination of lock and deadbolt.

**Manufacturer’s Warranty –** The appliances and certain other components of a new home are covered by warranties that are supplied by the original manufacturers. These warranties are passed on to you. They include components of the plumbing and electrical systems, heating and air conditioning system, water heater and other manufactured items.

**Margin –** Set number of percentage paints that a lender adds to the index to calculate an adjustable rate mortgage’s interest rate at each adjustment period.

**Masonry –** The stucco, stonework, fireplace, chimney and brickwork in a home.

**Mastic –** A water-resistant construction adhesive used predominantly for installation of ceramic and resilient tiles.

**Moldings –** Decorative wood finishes used around doors and windows. Also used for base, tile and exterior area moldings and as chair rails.

**Mortgage –** A loan secured by a lien on the property as security for the repayment of the loan. The borrower has title and use of the property and the lien is removed once the loan is repaid.

**Mortgage Company –** A company that originates mortgage loans for homebuyers. The mortgage company may sell its mortgage to other investors.

**Mortgage Insurance –** If a borrower fails to fully repay the loan, a mortgage insurance company pays the lender a portion of the financial loss. The protection offered by mortgage insurance coverage also declines.

**Mortgagee –** The financial institution lending money for the mortgage loan.

**Mortgagor –** The person who borrows money for a mortgage loan.

**Nail Pops –** The natural expansion and contraction of wood can cause the nails that hold the wall surfaces in place to move or pop out of place. The nails can be reset and, if necessary, touch up paint can be applied.

**O-P-Q-R**

**Oil Canning –** A loud, booming noise that occurs in sheet metal ductwork that buckles. Can also occur with vinyl siding as a result of temperature changes.

**Origination Fee –** A fee that pays for the work required preparing and servicing a mortgage application. The fee is usually 1% of the loan amount.

**Parging –** A water-resistant exterior coating used to protect block foundations from water penetration.

**P.I.T.I. – P**rincipal, **I**nterest, **T**axes and **I**nsurance are the four major elements of a mortgage payment.

**Pointing –** The filling and finishing of brick mortar and stone cement masonry joints.

**Points –** This is an upfront, one-time fee charged by the lender, which is separate from interest charges. This fee is typically paid to obtain a lower interest rate. A point is usually 1% of the loan amount. Points are payable in full at closing (settlement).

**Ponding –** The collection of water on driveways, walkways or lawns. Ponding for excessive periods of time is indicative of grading problems.

**Porcelain Enamel –** Your tubs and sinks may be constructed of porcelain enamel. Made of a silicate paint which is fired onto steel at high temperatures, it forms a durable smooth and shiny surface much like glass.

**Prepaids –** A payment of a portion of annual real estate taxes and insurance premiums that are due at closing (settlement).

**Prepayment Penalty –** A fee imposed on the borrower when a loan is paid off prior to its maturity date. Check with your mortgage company to see if your loan has a penalty.

**Pre-Qualification –** The preliminary contract with a lender in which the lender verbally communicates how much loan a person qualifies for after reviewing a credit report and verbal income information. Pre-Qualification is subject to applying for a mortgage loan and does not constitute a written loan commitment.

**Principal –** The remaining balance of a loan excluding any interest.

**Real Estate Settlement Procedures Act (RESPA) –** This is a federal law that requires lenders to provide information to borrowers regarding the known or estimated settlement (closing) costs to borrowers.

**Resilient –** Vinyl flooring used in areas such as kitchens, halls, bathrooms and playrooms.

**Retaining Wall Tie –** Large timbers, usually assembled into a wall, often back filled with soil.

**Return Air Vent –** Because modern homes feature almost airtight seals, the heating and air conditioning systems require return air vents to draw air back to the heating and cooking system.

**Ridge Vent –** An open vent system located along roof peaks which, in conjunction with soffit vents, creates natural air ventilation.

**S-T-U**

**Scaling –** In concrete, the breaking away of the top surface of the concrete, caused by a freeze-thaw cycle, in painting, the flaking or peeling away of pain.

**Scuttle –** The opening in the ceiling which gives access to the attic space.

**Servicer –** The loan servicer is responsible for collecting payments from the borrower (mortgagor). Often the lender sells the right to service the loan to a company that specializes in loan servicing; therefore the homebuyer may be required to send his or her mortgage payments to a different company than the one that originated the loan.

**Settlement –** Also known as “closing” or “close of escrow.” This is the final step where ownership of the home is transferred to the purchaser. All obligations and legal procedures necessary to complete the loan are fulfilled, including transferring the deed, financial adjustments. Disbursement of funds, etc.

**Settlement Costs –** Expenses paid at closing, which can include fees for obtaining a mortgage and transferring the real estate title, lawyer’s fees, survey charges, title search and costs to file the deed and mortgage.

**Settlement Statement –** Also called “HUD-I Settlement Statement.” Financial disclosure statement giving a breakdown for all funds received and expected at settlement.

**Settling –** In the first months and for years after a new home is built, some settling can occur as the underlying soil gains and loses moisture. Minor settling is normal, particularly in the first months after a new home is built.

**Silicone –** A synthetic lubricating compound with high resistance to temperature change and water. When added to caulking, it extends elasticity properties and increases the life of the caulking.

**Sill Plates – A** support member laid on the top of the foundation wall that serves as a base for the wall Pre-Drywall.

**Soffit** – A vent located under the ceiling of a roof overhang.

**Solid Surface Countertops –** This man-made product can be used for counter tops in kitchen and bathrooms. It provides beauty, durability and an excellent working surface.

**Spackle –** The puttylike material that is used to fill surface irregularities in drywall, its most common use is to fill nail holes in wall before repainting.

**Spalling –** Flaking or chipping of stone or other masonry materials, Similar to scaling, but the chips and flakes are larger.

**Sparker Unit –** Eliminates pilot light in gas stoves and furnaces.

**Stucco –** The mortar-like material that covers the exterior of many homes in this area is called stucco. It provides excellent durability, insulation and beauty to the home. Stucco is relatively brittle so you should avoid sharp blows to the wall, Turn sprinklers away from stucco to prevent stains.

**Subcontractor –** Most homes in our area are built by specialized trades people who purchase agreement with larger builders or developers to perform their area of specialization. This allows the builder to select those trades with the highest standards and the best reputation. Examples of subcontractors are plumbers, roofers and electricians.

**Sub flooring –** Wood sheet flooring directly over the joints that support the underpayment of floor covering.

**Sump Pump –** A motorized pump that expels excessive water accumulation that gathers under the home foundation.

**Surface Capping –** The addition of another layer of similar material over the top of the existing materials. Usually ¼ inch in depth or greater.

**Swale –** A swale is similar in purpose to a berm, but it is a depression in the ground. It is designed to channel rain and irrigation water away from structures and toward sewers and drains.

**Tack Strips –** The devices between the flooring and carpeting that are used to hold wall-to-wall carpeting in place.

**Thermostat –** The wall-mounted device that controls the heating and air conditioning units is a thermostat. By cycling the heating or air conditioning units on and off, it will maintain a desired temperature in the home.

**Title Insurance –** Provides protection for the mortgagee or mortgagor against losses in the event of defects in the real estate title.

**Underlayment –** A flooring layer over the base sub flooring over which tile or resilient floor covering is laid.

**V-W-X-Y-Z**

**Vacuum Breaker –** Also called a back-flow preventer. This device is placed on exterior faucets to prevent the flow of water back into the water supply system.

**Valve Seat –** An interior part of the faucet valve assembly where the valve rests.

**Veterans Administration Loans (VA) –** Home mortgage loans for honorably discharged veterans or the surviving spouses, in which the VA insures the lender against loss. It allows veterans to buy a home with little or no down payment.

**Vitreous China –** The kiln-fired, pottery material that is used in most toilet bowls and tanks. It is very durable and impervious to water but can be broken by sharp blows from hard objects.

**Walk Through Orientation Form –** This form is used to record the condition of your home at the time of your walk through orientation. For more information, refer to the Customer Service section of this manual

**Wall Ties –** The metal pieces that tie masonry veneer to the frame of the home or, when pouring concrete, the metal pieces that hold concrete foundation wall forms in place until the concrete cures.

**Washers –** A round, rigid rubber or plastic discussed as a sealing device in water faucet valves.

**Washing Soda –** Used for heavy cleaning of surfaces and to help prevent accumulation of materials in drain traps.

**Washouts –** An area where water has produced soil erosion.

**Weather-stripping –** An insulating strip of materials placed around doors and windows to reduce water entry into the home. Also reduces air infiltration into the home and prevents the loss heated or cooled air from the home.

**Weep Holes –** Small holes in door and window frames and decorator walls that allow water to drain away are called weep holes. They should be kept free of dirt and debris.

**Window Balance –** A counter balance device in window housing that assists with the opening and closing of a window, and then keeps the window in position.