

# WELCOME TO YOUR GREENSTONE HOME

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Thank you for choosing Greenstone to build your new home. To familiarize you with our service policy we have provided you with this customer service manual. This manual will explain everything you will need to know about the customer service process. You may submit a service request via our website at [greenstonehomes.com](http://greenstonehomes.com). If you need to speak directly to a customer service representative please call 509-458-5860.

Greenstone employees are strongly committed to customer satisfaction, and it is our promise to provide you with responsive and professional customer service. So rest assured we will be here for you when you need us.

In the future, if you have any questions, please feel free to call us or refer to your Greenstone Homes Customer Service Manual located online at <http://greenstonehomes.com/contact/customer-service>. We are confident that this manual will continue to provide a wealth of information and guidance over the years.

Thank you for making a Greenstone home your home!

# Customer Service Manual

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## **CUSTOMER SERVICE POLICY**

Our Service Policy is driven by our company-wide commitment to deliver outstanding customer service and be there for you after your home is complete.

## **WALK-THROUGH ORIENTATION**

Prior to the closing of escrow and moving into your new home, Greenstone will conduct an on-site walk-through orientation with you. During the walk-through orientation, you and your builder will inspect your new home inside and out. The builder will also explain the basic operational features of your new home. We will make every effort to complete any items noted on the walk-through list prior to occupancy of your new home, however, due to some circumstances beyond our control (material orders, weather, etc.), **some items may take up to 30 days or longer to complete.**

Greenstone will not be responsible for repairing any damage to finished surfaces which are not specifically noted at the time of walk-through.

Most routine maintenance questions are answered in the Homeowner's Maintenance Guidelines of the individual subject sections of this manual.

## **REQUESTING WARRANTY SERVICE REPAIRS**

Within the first year of living in your home, you must submit a customer service request at [www.greenstonehomes.com](http://www.greenstonehomes.com), and our customer service representative will facilitate all of these warranty calls. Greenstone will acknowledge your request and set up an appointment for the repair(s). In order to effectively manage your requests for customer service, Greenstone requires that all requests be submitted on line or via USPS mail or by fax. We cannot accept any verbal requests, except for designated emergencies.

Greenstone  
1421 N. Meadowwood Ln. Ste. 200  
Liberty Lake, WA. 99019  
Attn: Customer Service  
Fax: 509-458-5862

After your one year warranty, we ask that you contact the subcontractors directly to set up an appointment and service. These subcontractors are listed in your Homeowner Service Directory provided at your homeowner orientation.

## **EMERGENCIES**

Most emergencies are plumbing, heating/cooling, or electrical related and are normally handled by the appropriate subcontractor or utility company.

Before calling for help with an emergency, please review the appropriate plumbing, heating/cooling, or electrical section in this Manual to determine if something very simple can resolve the problem. Unnecessary use of our emergency service may delay a necessary response to a genuinely critical situation.

## **VALID EMERGENCIES**

### **ELECTRICAL EMERGENCIES**

An emergency exists when there is malfunction in the electrical system which renders the home unlivable (such as a loss of power to the furnace during the winter months) or any other situation which could pose an immediate danger to the home or homes occupants.

*Please check to ensure all circuit breakers in the main electrical panel are in the "ON" position, the Ground Fault Circuit Interrupter (GFCI) has been reset and there are no power outages elsewhere, other than in your home.*

### **PLUMBING EMERGENCIES**

An emergency exists if your home is completely without water or if all toilets are stopped up. We only warrant against stoppage of drainage problems for a period of 15 days from occupancy of the home. If there is some water, and at least one working toilet, your service call will be handled during regular business hours.

### **HEATING EMERGENCIES**

An emergency exists if there is no heat anywhere in the home.

If your condition warrants an emergency as defined above, and you are not able to reach our designated subcontractor or a Greenstone representative during business hours, we request that you contact an independent repair service and have the emergency work completed. Immediately submit a customer service request at [www.greenstonehomes.com](http://www.greenstonehomes.com) and a Greenstone representative will follow up with you to assess the situation.

## **MAINTAINING YOUR NEW HOME**

The importance of maintaining your new home on a regular basis is comparable to maintaining a brand new car. If you never change the oil or have the car tuned up, little problems will eventually become big problems. Similarly, your new Greenstone home is designed and built to last for many years, and yet it has numerous components and equipment that require periodic maintenance. By implementing the following preventative maintenance guidelines, you can help keep the components of your home functioning properly with as few problems as possible.

To help you pinpoint when specific maintenance items should be performed, the checklists which follow are divided into distinct time periods: Occupancy, Monthly, Biannual, Annual, Spring and Fall. For additional information regarding the subjects presented here, please refer to the appropriate Manufacturer's Operating Instructions and/or the specific subject discussions contained in this Manual.

### **OCCUPANCY CHECKLIST**

#### € ***ELECTRIC***

Locate and label the main circuit breaker in the electrical panel box and show family members how to turn it off in case of emergency.

#### € ***GAS***

Locate the gas shut off valve adjacent to the meter and show all family members how to close it in case of an emergency.

#### € ***PLUMBING***

Locate the main water line shut-off valve and show all family members how to close it in case of a plumbing emergency.

#### € ***FIRE EXTINGUISHER***

Purchase a general purpose fire extinguisher for each floor of the home plus one small kitchen extinguisher for grease fires. Demonstrate proper usage to family members in case of an emergency.

#### € ***FIRST AID KIT***

Keep first aid materials and a book on first aid procedures in an accessible location.

#### € ***EMERGENCY PHONE NUMBERS***

Post a list of all emergency phone numbers for police, fire department, poison control, etc. in a location that is accessible for all family members. Program an auto-dial phone with these numbers, if available.

#### € ***FLOORING***

Attach furniture protectors underneath furniture legs to protect hardwood, vinyl, carpet and ceramic tile floors.

#### € ***HOUSEHOLD TOOLS***

Acquire basic tools to help you with normal home maintenance chores, to include: adjustable wrench, flat-blade and Phillips head screwdrivers; assorted nails, brads, screws; caulk and

caulking gun; claw hammer; flashlight; hand saw; paint roller and brush; pliers; power drill and drill bits; putty knife; sandpaper; tape measure; toilet plunger; utility knife.

## MONTHLY CHECKLIST

### € **HVAC SYSTEM**

Check furnace air filter and replace as necessary. Replace your furnace filter once a month or as needed. Regularly vacuum the air supply and air return registers to remove dust and lint.

### € **FIRE EXTINGUISHERS**

Check fire extinguishers to ensure they are fully charged.

### € **GARBAGE DISPOSAL**

Clean disposal blades by grinding up ice cubes. Freshen it with baking soda and by grinding up citrus fruit rinds.

### € **INTERIOR CAULKING**

Check for cracks or separations in caulking around sinks, bathtubs, toilets, faucets, countertops and backsplashes, ceramic walls, vinyl and ceramic floors, window sills, and any other areas originally caulked by Greenstone Homes. To repair these areas, use an appropriate caulking compound and follow the caulking instructions in the "Plumbing Fixtures" section of this Manual.

*This is a homeowner maintenance issue, not a warranty item.*

### € **RANGE HOOD FAN/MICRO HOOD**

Clean or replace dirty filter.

### € **SMOKE DETECTOR**

Test smoke detectors and replace batteries as necessary. Clean and/or vacuum the detector openings as necessary.

## BI-ANNUAL CHECKLIST

### € **CABINETS**

Use an emulsion-non-solvent cleaner and polish for the kitchen cabinets on all clean surfaces.

### € **DOORS**

Check screws on door lockset and hardware and tighten as necessary. Lubricate bi-fold and bypass doors as necessary. Clean sliding glass door tracks and apply silicone spray as necessary. Oil moving parts of overhead garage door.

### € **ELECTRIC**

Test and reset all Ground Fault Circuit Interrupter (GCFI) receptacles. Check electrical extension and appliance cords.



€ **EXTERIOR FINISHES**

Check for cracks and voids in exterior caulking and re-caulk as necessary. Check exterior painted surfaces for damage and weathering. To repair, follow the maintenance instructions contained in the "Painting" section of this Manual.

€ **PLUMBING**

Check water supply lines and valves to sinks and toilets. Tighten if loose or leaking. Clean out faucet aerators, spray nozzles and drains. Check pipes and drains for water leakage.

€ **WINDOWS**

Check sills for caulking cracks or separations and re-caulk as necessary. Check weather stripping around windows and repair or replace as necessary. Check windows for smooth opening and closing operations. Clean tracks and lubricate as necessary. Inspect window screens and repair or replace as necessary.

*These are homeowner maintenance items, not warranty items.*

## **ANNUAL CHECKLIST**

€ **CABINETS**

Check drawers and hinges for proper alignment. Tighten and adjust as necessary.

€ **DOORS**

Check and repair or replace weather-stripping on exterior doors as necessary. Check and tighten door hardware and lubricate as necessary. Tighten all bolts on garage door.

## **SPRING CHECKLIST**

€ **AIR CONDITIONING SYSTEM**

Have your HVAC Contractor perform seasonal maintenance prior to the summer season. Ensure air supply registers are not blocked by rugs, draperies and furniture. Inspect your filter and replace as necessary.

€ **ROOFING**

Visually inspect roof from the ground for loose or missing shingles. Contact roofing contractor should repairs be required.

## **FALL CHECK LIST**

€ **HEATING SYSTEM**

Have HVAC Contractor perform seasonal maintenance prior to winter use. Inspect your filter and replace if necessary.

€ **LANDSCAPING**

Ensure all water has been blown out of the irrigation system prior to the first freeze. This includes the irrigation supply line from the home's irrigation shut-off valve to the anti-siphon valve located outside.

## AIR CONDITIONING & HEATING

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

Air systems provide year-round climate control and consist of a thermostat to control temperature, a heating element, a filter to cleanse the air, plus a fan unit to distribute and circulate air throughout the home via ducts and registers. It is important to read the Manufacturer's Service Manuals, operating instructions, maintenance guidelines, warranties and energy saving recommendations. Where appropriate, fill out and return the Warranty Registration Cards to the manufacturer.

**Manufacturer Warranties:** *The furnace and/or air conditioning unit installed in your home is protected by Manufacturer's Warranties.*

Should you experience problems within the first year of occupying your new home, please submit a customer service request at [www.greenstonehomes.com](http://www.greenstonehomes.com). After the first year, please contact the HVAC Contractor listed in the Homeowner Service Directory.

**Note:** *Because equipment technology frequently changes, the Manufacturers' Service Manuals will supersede all recommendations and procedures contained in this guide.*

### **TYPICAL REPAIR GUIDELINES: First Year Coverage**

The following guidelines apply to the heating and air conditioning system. Guidelines specific to thermostats, the air distribution system, and air filters, are contained in their respective descriptions.

1. Heating/air conditioning problems caused by defective workmanship or equipment will be inspected and corrected to meet the manufacturer's installation and product specifications.
2. Clogged condensation lines will be corrected by removing the clog.
3. Refrigerant lines that leak will be inspected to determine the source of the leak and will be repaired by sealing the leak and recharging the unit.
4. Workmanship defects on ductwork, vents and thermostats will be repaired.

**Warranty Caution:** *Any addition, alteration, or modification to the original HVAC system installation, unless performed by our HVAC Contractor, may void all applicable warranties.*

### **HOMEOWNER'S MAINTENANCE GUIDELINES**

**Service Contract:** An extended annual service contract is available from an HVAC Contractor that provides seasonal check-ups of the heating and cooling components, plus periodic cleaning. The advantage is that scheduled service may reduce system failure by preventing problems before they occur. Please contact the HVAC Contractor listed in your Homeowners Service Directory if you are interested in purchasing such a service.

Before calling for service:

- Verify the thermostat is properly set (not above room temperature), the HEAT mode is selected, and the thermostat is approximately level horizontally.
- Ensure the power disconnect switch for the furnace is ON, and the blower access door is firmly in place.
- Verify the manual shut-off valve in the gas supply line leading to the furnace is open. The lever of the valve should be in-line with the gas pipe.

- Check the circuit breaker for the furnace in the main electrical panel box. If tripped, reset by switching the breaker to full OFF, then fully back to the ON position. If the circuit breaker will not reset, contact the Electrical and/or HVAC Contractor listed in the Homeowner Service Directory. See “Circuit Breakers” in the Electrical System Section.

## **AIR FILTER**

The air filter, located in the return air grill or in the return air plenum inside or beside the furnace, helps reduce the flow of dust into the air. As the filter collects dust, it reduces the system's efficiency and can cause excessive stress on the furnace blower motor causing it to overheat and automatically shut down. For maximum efficiency the filter should be inspected once a month and cleaned or replaced as necessary.

## **THERMOSTAT**

The thermostat controls the entire heating and cooling system. It is located away from windows and doors, so air drafts or sudden temperature changes will not affect it. Some thermostats are equipped with a manually operated fan switch to circulate the air when neither heating nor cooling is required.

***Manufacturer Warranty:*** *The thermostat installed in your home is protected by a Manufacturer's Warranty that may extend beyond Greenstone's First Year Coverage. Should you experience warranty protected problems beyond the first year of occupancy, please contact the HVAC Contractor listed in the Homeowners Service Directory.*

### ***TYPICAL REPAIR GUIDELINES: First Year Coverage***

Thermostats that malfunction will be inspected and then repaired or replaced as follows:

1. Thermostat problems caused by defective workmanship will be corrected to meet the manufacturer's installation specifications.
2. A thermostat that is improperly calibrated will be repaired by re-calibrating.
3. Thermostats that cannot be repaired will be replaced.

### ***HOMEOWNER'S MAINTENANCE GUIDELINES***

To maximize energy efficiency and minimize utility bills, set the thermostat to a comfortable level, normally 72 degrees F for heating and 78 degrees F for cooling, and leave it there. Then set the fan switch to either the ON or Auto position, as recommended by the Manufacturer's Service Manual.

The less you change the thermostat setting, the more comfortable you will be, the lower your utility bills will be, and the less wear and tear it will cause on the system's furnace and/or air conditioning compressor. Changing settings frequently will cause the unit to run more often, and turning the system on or off expends extra energy to bring the temperature back to a comfortable level. Setting heat controls too high does not make the furnace heat faster. The same principle applies to air conditioning.

## **AIR DISTRIBUTION SYSTEM**

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

## DUCT WORK AND DAMPERS

Ducts carry and distribute heated or cooled air to each room. Some air ducts are fitted with adjustable dampers that open to increase or close to restrict air flow to major parts of the home. Please consult the HVAC Contractor for correct positioning or adjustment of dampers.

A ticking or crackling noise coming from the duct work is normal, especially when the HVAC system is in the process of raising or lowering the temperature in the house from a static level.

## REGISTERS

Two kinds of registers are used: air supply registers, that deliver warm or cooled air into the room; and air return registers/grills that return air from the room back into the air handler fan to be re-heated or re-cooled.

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

Interior doors in each room are undercut to allow return air to circulate throughout each room when the doors are closed.

## ***HOMEOWNER'S MAINTENANCE GUIDELINES***

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

## **AIR EXCHANGE TIMERS AND FRESH AIR SYSTEMS**

For Idaho residents your home may be equipped with a device called an Air Exchange Timer required per local building codes. This timer is set automatically to run the blower motor of the furnace fan and/or utility room exhaust fan. The fan exchanges stagnant air accumulated due to the lack of air infiltration inside newly constructed homes designed to regulate indoor air quality. The timer activates the fan(s) per adjusted timer settings, so please refer to the manufacturer's instructions for setting recommendations. Instructions and assistance from a mechanical and ventilation professional is advised for system adjustments.

For Washington residents the home has been equipped with a fresh air system required by local code designed according to the 2012 Washington amended IMC section 403.8.5, the 2012 WSEC section R403.5, the 2012 amended IRC section R303.4, the WAC 51-51-1507, and the IRC section M1507. The home owner should not need to adjust the settings. Please do not attempt to adjust the fan settings unless instructed under the supervision of a professional. If the fan is not working please have it inspected by a professional.

In both cases suggested maintenance is to be performed by the home owner every 3-6 months to ensure termination vents and vent grills are kept free and clear of debris. The warranties associated with our current ventilation fans are 6 years on the motor, 3 years on the parts and 1 year on labor. Tampering with settings or installation of new components may void any and all warranties.

## APPLIANCES

Your Greenstone home comes equipped with a variety of appliances, and may include an electric or gas range, a range hood or microwave oven, dishwasher and garbage disposal.

Upon occupancy, test all appliances for proper operation. Fill out and mail in manufacturer's warranty cards. Review the Manufacturer's Service Manuals for operation and maintenance instructions. File the manuals in a convenient location for future reference. Most manufacturers offer a toll-free 800 hotline service or a local number to answer questions about appliance problems and operation. For convenient reference, record these numbers in the Homeowner Service Directory.

**Manufacturer Warranties:** *The appliances installed in your home are protected by the Manufacturer's Warranties.*

Should you experience problems within the first year of occupying your new home, please submit a customer service request at [www.greenstonehomes.com](http://www.greenstonehomes.com). After the first year, please contact the Appliance Vendor listed in the Homeowner Service Directory.

**Service Contract:** For appliance repair protection that extends beyond the manufacturer's warranty period, you may consider a service contract available through an appropriate Appliance Dealer.

### ***TYPICAL REPAIR GUIDELINES: First Year Coverage***

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

**Warranty Caution:** *Any electrical, HVAC, or plumbing addition, alteration, or modification to the original appliance installations, unless performed by a licensed contractor, may void all applicable warranties.*

### **HOMEOWNER'S MAINTENANCE GUIDELINES**

Before calling for service, implement the following checklist if an electrical appliance fails to work, otherwise, you may be charged for a service call:

1. Ensure the appliance is plugged in.
2. If the appliance is plugged into a wall-switched electrical outlet, make sure the switch is ON.
3. The circuit breaker in the panel box controlling the appliance should be in the ON position. See "Circuit Breakers" in the "Electrical Systems" section.
4. Some appliances come with their own separate fuses or circuit breakers. Review the Manufacturer's Service Manual for exact location, and then check for proper setting.
5. If the garbage disposal fails to operate, check and reset (if necessary) the breaker located on the unit. If the disposal becomes clogged, use the Allen wrench provided to manually turn the unit's blades until they are clear of debris as detailed in the manufacturer's maintenance information.

## **ATTIC**

The attic space, located immediately below the roof, is constructed with a truss system and/or hand cut framing members.

**Warranty Caution:** *Roof trusses should not be cut or modified to install attic stalls. This can structurally damage the integrity of the roof and will void any structural defect warranty.*

### **HOMEOWNER'S MAINTENANCE GUIDELINES**

The attic truss system is not engineered to support additional weight and should not be used for any storage purpose.

Greenstone installs a variety of attic vents to remove excessive heat and moisture from the attic space. These include gable louvers, roof louvers, soffit vents and baffles where the roof meets the wall. Do not cover these vents with insulation or any other material.

Insulation on the attic floor protects the rooms below it. If the insulation is moved, it will leave gaps between the insulation panels and may obstruct the attic vents. Always replace moved insulation back to its original position.

## BATHROOMS

### CERAMIC TILE WALLS

The tile walls in your bathroom are easy to maintain and most are impervious to water. However, slate, marble and travertine should be sealed once a year to prevent staining. The seams, joints and sealers are not waterproof, and require proper maintenance to prevent water seepage and damage of materials adjacent to and underneath the tile.

Cracks in the caulking joints between tile and tub, in the shower stall corners and at the floor are caused by the high degree of moisture present in every bathroom, as well as from the normal shrinkage of caulking material. Separation between the tub and wall tile is caused by home settlement and by the weight of the tub when filled with water.

#### ***TYPICAL REPAIR GUIDELINES: First Year Coverage***

1. Cracked wall tiles will be replaced if caused by structural movement but will not be replaced if damaged by the homeowner.
2. A loose wall tile will be re-secured by removing and replacing the tile mastic, re-positioning the tile, and then re-grouting.

***Tile Wall Repair Note:*** Greenstone cannot ensure that tile wall repairs requiring new material will match the color of the existing tile pattern or colored grouting. Color variations are normal.

**Walk-through Orientation:** Carefully examine all tile walls during the walk-through. Tiles that are cracked, chipped or otherwise damaged will not be repaired after occupancy unless specifically noted in the homeowner orientation walkthrough.

### **HOMEOWNER'S MAINTENANCE GUIDELINES**

#### TILE WALLS

Clean wall tiles with a damp cloth and remove accumulated film with a soapless, non-abrasive detergent or tile cleaner.

#### CAULK

Caulk cracks and separations of seams adjacent to tile with a silicone caulk, taking care to wipe the tile clean once caulking is complete. Do not use clear silicone caulk since it yellows with age and stains easily. See "Re-Caulking of Tubs and Showers" in the "Plumbing Fixtures" section.

#### GROUT

The grout used in your Greenstone homes requires no sealing. It is also resistant to typical stains and most household chemical products.

#### MIRRORS

Clean bathroom mirrors with a spray glass cleaner and a soft cloth, wiping several times to remove all glass cleaner residue. Do not use abrasive cleansers, which will permanently scratch and mar mirror surfaces.

#### MILDEW

Moisture and mildew problems can occur in any room where water vapor is present. To reduce mildew, turn on the exhaust fan or slightly open a window when bathing. Wipe off wet tiles when



done and hang up towels and washcloths to dry. To clean mildewed surfaces and reduce mildew odors, apply a liquid mildew agent in a well-ventilated room, followed by a disinfectant and thorough rinsing with clean water.

#### SOAP SCUM

In some geographic areas "hard water" or water that is high in mineral content, can contribute to soap scum buildup. To clean and remove this residue, wash the affected surfaces with a mild vinegar and water solution.

#### RUST STAINS

The contact of wet metal on sink surfaces (ex. the bottom of a shaving can) may produce rust stains. To remove, apply a powdered rust remover and follow the manufacturer's instructions.

## **CABINETS**

Kitchen, laundry room cabinets and bathroom vanities are selected for their attractive appearance, durability, and ease of care. With proper maintenance, the cabinets will remain serviceable and attractive.

### ***TYPICAL REPAIR GUIDELINES: First Year Coverage***

1. Cabinet doors that are warped in excess of 1/4 inch, as measured from the face frame to the inside edge of the door, will be repaired by adjusting the hinges or door replacement if necessary.
2. Cabinet drawers that do not set flush against the face frame when closed will be repaired by adjusting the drawer guides.
3. A cabinet that becomes loose from the wall or bulkhead will be re-secured, unless it is determined that the weight limitation of 20 pounds per square foot has been exceeded.
4. Cabinet hinges or drawer guides that fail to operate as designed will be replaced.
5. A cabinet door that cracks will be replaced.
6. Wood cabinet tone, grain and color variations are normal and reflect the natural characteristics of real wood. Therefore, variations in color tones of individual pieces of wood in a given cabinet should be expected.

**Walk-Through Orientation:** Carefully examine all cabinets during the walk-through orientation. Scratches, chips and cracks will not be repaired after occupancy unless specifically noted in the homeowner orientation walkthrough.

### ***HOMEOWNER'S MAINTENANCE GUIDELINES***

Clean the cabinets as needed with a lint-free cloth dampened with a mild detergent or soap and water. Dry immediately with a lint free cloth.

Cabinet-mounted coffee makers are not recommended since the rising steam will damage solid wood and wood veneer, causing fading or delamination. For the same reason, position regular coffee makers out from underneath the upper cabinets and near the front of the counter.

### **SHELVES AND LAZY SUSANS**

Flat and carousel shelves are not designed to hold weights that exceed 20 pounds per square foot. Keep canned goods, flour, sugar and heavier products on the bottom shelf of the base cabinets. If desired, apply contact paper to shelves to protect against scratches and water stains.

### **DRAWER AND HINGE CARE**

Check the hinges at least once a year for proper alignment and tightness, using a screwdriver to make necessary adjustments. Check drawers for easy movement and apply a silicone spray to the drawer guides should sticking occur. Close the drawers to protect the drawer guides and to keep the contents clean. Always load drawers and pull out shelves from rear to front.

### **REPAIRING NICKS AND SCRATCHES**

Huntwood Cabinets has provided a cabinet touch up kit for your new home. Please refer to this kit for guidelines and instructions on how to maintain and repair your cabinets.

## **CONCRETE**

### **FOUNDATIONS**

Your foundation consists of a structural footing and stem wall system, which encloses an independent non-structural slab with control joints that allows "controlled" cracking.

It is important to understand that concrete is a porous, brittle material that will expand, contract, and crack as the result of temperature changes, shrinkage and stress. Hairline cracks that may appear on foundation walls are usually cosmetic, as opposed to structural. Foundation cracks are common and are caused by shrinkage or stress. Shrinking results from the normal curing process of concrete that varies with the time of year and the moisture conditions that exist when the concrete is poured. Stress is caused by soil placed up against the wall plus the full weight of the home that rests upon the walls. The weight from these forces can create a variety of stresses which, in combination with seasonal temperature variations, can cause concrete foundations to expand and contract.

#### ***TYPICAL REPAIR GUIDELINES: First Year Coverage***

A crack in the foundation wall that exceeds 1/4 inch in width will typically be repaired by filling with a flexible silicone concrete caulking.

### **HOMEOWNER'S MAINTENANCE GUIDELINES**

#### **DRAINAGE**

Proper water drainage around the foundation will eliminate unnecessary stress on the foundation. Periodically check the soil around the foundation to ensure that it properly slopes away from the home.

#### **EFFLORESCENCE**

A white powdery substance that may appear on the foundation stem walls or slabs is called efflorescence. It is composed of water soluble salts, originally present in masonry materials that are brought to and deposited on the surface when water evaporates. Most efflorescence can be removed with a stiff scrub brush and water.

### **HOUSE & GARAGE SLABS**

Due to the large size of concrete house and garage slabs, hairline cracks less than 1/4 inch in width are common, and are caused by slight home settlement, or expansion and contraction. These cracks are normal and it is best to leave them alone, since attempts to fill the cracks will not stop the expansion and contraction.

#### ***TYPICAL REPAIR GUIDELINES: First Year Coverage***

1. Slight expansion and contraction cracks in the house or garage slabs are normal. A garage slab crack that is less than 1/4 inch in width, a garage slab with a vertical displacement crack less than 1/4 inch, and a house slab with a vertical displacement crack less than 1/8 inch is industry standard and will not be repaired.
2. A crack in the garage slab that exceeds 1/4 inch in width, or 1/4 inch in vertical displacement, will be repaired by replacing the affected area.
3. Garage slabs that settle, heave, or separate in excess of 1/2 inch from the house structure, will be inspected by a Greenstone Homes representative to determine the cause and to monitor future movement.

4. A crack in the house slab that ruptures the surface of resilient flooring will be repaired by removing the flooring material, and then grinding, chiseling or surface-patching the concrete. Greenstone will make every effort to create an even concrete surface so the repaired crack is not readily apparent when the finish flooring is in place.

#### **HOMEOWNER'S MAINTENANCE GUIDELINES**

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

#### **PORCHES, STEPS, & PATIOS**

In most cases, exterior concrete cracks are due to slight settlement.

#### **TYPICAL REPAIR GUIDELINES: First Year Coverage**

1. Slight expansion and contraction cracks on porches, steps and patios, that exceed 1/4 inch in width, will be repaired by filling the cracks with a flexible silicone concrete caulking.
2. A crack on porches, steps and stoops, that exceeds 1/4 inch in vertical displacement, will be repaired by replacing the affected area.
3. Porches, steps or patios that settle, heave or separate in excess of 1/2 inch from the house structure, will be repaired by replacing the affected area.
4. It is normal to have some standing water on porches, steps and stoops that is under 1/2 inch deep following rain. If water depth exceeds 1/2 inch, it will be repaired by surface patching or capping the affected area.
5. Concrete surfaces that disintegrate due to causes other than chemicals or abuse will be repaired by surface patching or capping of the affected area.

**Warranty Caution:** *Concrete surfaces, under normal usage and weather conditions, should not disintegrate to the extent that the aggregate is exposed. Even during the First Year Coverage, Greenstone is not responsible for concrete deterioration caused by homeowner abuse or negligence, salt, chemicals, heavy vehicles, or other factors beyond our control.*

**Concrete Repair Note:** *Greenstone cannot ensure concrete repairs requiring new material will match the color of the existing material. Color variations are normal.*

#### **DRIVEWAYS, APPROACHES, & SIDEWALKS**

Driveways are subjected to heavy use and severe weather conditions. You may experience slight cracking and movement in the driveway slab due to extreme temperatures, vehicular traffic and soil settlement. It is not uncommon for exterior poured concrete to crack due to extreme temperatures.

#### **TYPICAL REPAIR GUIDELINES: First Year Coverage**

1. Slight expansion and contraction cracks in the driveway, approach, or sidewalk will be repaired by filling the cracks with a flexible silicone concrete caulking.
2. Cracks in the driveway, approach or sidewalk that exceed 1/4 inch in width, or 1/4 inch in vertical displacement, or that display compound cracking, will be repaired by replacing the affected area.
3. A driveway, approach or sidewalk that permanently settles, heaves or separates in excess of 1 inch from any adjoining slab or apron, will be repaired by replacing the affected area.

**Warranty Caution:** *Concrete surfaces, under normal usage and weather conditions, should not disintegrate to the extent that the aggregate is exposed. Even during the First Year Coverage, Greenstone is not responsible for concrete deterioration caused by homeowner abuse or negligence, salt, chemicals, heavy vehicles and/or other factors beyond our control.*

Greenstone warns against the use of salt, calcium chloride, fertilizers, or commercially prepared de-icing chemicals on concrete surfaces. Salts aggravate freeze thaw/damage, causing the concrete surface to “flake off” or spall. Any substance containing ammonium sulfate or ammonium nitrate will chemically destroy the concrete. For safety, we recommend the use of clean traction sand where conditions are icy, as opposed to chemical de-icing agents.

Because some municipalities use de-icers on city streets, melt-off of salty slush from your vehicle may also cause damage to your concrete. Annual application of a concrete sealer will help avoid or reduce damage to parking areas and driveways.

**Concrete Repair Note:** *Greenstone cannot ensure that concrete repairs requiring new material will match the color of the existing material. Color variations are normal.*

#### **HOMEOWNER'S MAINTENANCE GUIDELINES**

Weight Precautions: Keep excessive weight such as sand, lumber, moving vans, etc. off the driveway to prevent cracking.

## COUNTERTOPS

Kitchen countertops are covered with a variety of materials, including laminate, granite and quartz.

### ***TYPICAL REPAIR GUIDELINES: First Year Coverage***

1. Laminate countertops that de-laminate will be repaired by re-gluing.
2. Granite and quartz countertops that develop cracks will be inspected and repaired by the appropriate sub-contractor

**Walk-Through Orientation:** Carefully examine all countertops during the walk-through orientation. Scratches, chips and cracks will not be repaired after occupancy unless specifically noted in the homeowner orientation walkthrough.

### **HOMEOWNER'S MAINTENANCE GUIDELINES**

#### LAMINATE COUNTERTOPS

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

Keep standing water away from the back splash, seams, and the seal around the sink. These areas are prone to water damage, since excessive moisture will eventually break down the seal and cause swelling or delamination. Check seams periodically and re-caulk as necessary. See "Re-Caulking of Tubs and Showers" in the "Plumbing Fixtures" section.

#### QUARTZ AND GRANITE COUNTERTOPS

Clean countertops with a damp cloth, and remove accumulated film with a soapless non-abrasive detergent. Use a mild vinegar and water solution to remove grease and soap scum. See manufacturer's care and maintenance tips in your new homeowner packet.

Caulk cracks and separations of seams with a silicone caulk, taking care to wipe the counter top clean once caulking is complete. Do not use clear silicone caulk as it yellows with age and stains easily. See "Re-Caulking of Tubs and Showers" in the "Plumbing Fixtures" section.

Counter tops can be damaged by dropped objects or by forcefully hitting the counter edges. This type of damage is not covered under your warranty.

#### COUNTERTOP PRECAUTIONS

1. Keep countertops dry at all times.
2. Excessive heat can cause charring, burning, lifting or blistering. Do not place hot pans, coffee pots, baking dishes, hot irons or burning cigarettes directly on laminate countertop surfaces. Use protective hot pads or trivets under countertop electrical appliances.
3. Always use a cutting board since knives will gouge and mar the surface.
4. Steam from an open dishwasher may cause swelling and delamination. Allow time for the dishwasher to cool before opening the door.

## **DOORS**

Your Greenstone home has a variety of doors, including interior passage doors, French doors, bypass doors, bi-fold doors, sliding glass doors, entry doors, garage service man doors and overhead garage doors.

### **INTERIOR DOORS**

Interior doors expand and contract in reaction to temperature and moisture changes, and will be wider in humid summer periods and narrower during drier winter months.

#### ***TYPICAL REPAIR GUIDELINES: First Year Coverage***

1. Interior passage, closet or bi-fold doors that warp in excess of 1/4 inch, as measured diagonally from corner to corner, will be repaired by adjusting the door back to normal operation.
2. An interior door that sticks will be repaired by adjusting the door hinges, and jams, or by planing the edges of the door back to normal operation.
3. Interior doors with detached veneers will be repaired by gluing and clamping.
4. An interior door with a gap that exceeds 1½ inches, as measured from the bottom of the door to the finished floor surface, will be re-hung.
5. Interior door locks that do not operate properly will be repaired by adjusting the latch keeper or door lock mechanism.

#### ***HOMEOWNER'S MAINTENANCE GUIDELINES***

##### **STICKING DOORS**

Home settlement or damp weather may cause swelling that puts the door out of alignment. In some cases, this may only be temporary due to seasonal variations, and the sticking will tend to correct itself without any adjustment.

##### **DOOR PRECAUTIONS**

Interior doors are hollow core and are not designed to support attachments and hanging accessories. Hanging heavy items on doorknobs, or at the top of a door, can damage hardware and hinges.

##### **BIFOLD DOORS**

#### ***HOMEOWNER'S MAINTENANCE GUIDELINES***

Keep the door tracks free of paint and dirt, and apply a small amount of wax or silicone spray to the guide edges of the tracks. If the doors do not close flush, this may be corrected by adjusting the door support posts in the aluminum base track(s) mounted on the floor.

If the door comes off the track, remove the door guide at the floor by removing screws and lifting the door back onto the track. If the doors do not close flush with the edge of the wall, the reveal can be adjusted by loosening and re-positioning the two roller bracket screws mounted on top of the door(s).

### **EXTERIOR DOORS**

An exterior door that is properly aligned, fitted, weather-stripped and maintained, will help control energy costs.

##### **GARAGE/HOUSE DOOR**

The door providing access into the home from the garage is a steel clad door which has a 20 minute fire rating. It is installed with self-closing hinges, which are required by building codes, and

should be operative and maintained as such. This door, in conjunction with the “fire wall” that separates the house from the garage, is designed to provide a 20 minute fire barrier between the two areas.

***TYPICAL REPAIR GUIDELINES: First Year Coverage***

1. Exterior doors will warp to some degree, due to temperature differences between the inside and outside surfaces.
2. Exterior doors that warp in excess of 1/4 inch, as measured diagonally from corner to corner, will be repaired by adjusting the door back to normal operation.
3. Exterior doors that warp to the extent that they become inoperable will be replaced.
4. Exterior doors that allow air infiltration will be repaired by adjusting the weather stripping one time.
5. Exterior doors that stick will be repaired by adjusting the door, hinges, and jambs, or by planing the edges of the door back to normal operation.
6. Exterior door locks that do not lock properly will be repaired by adjusting the latch keeper or door lock mechanism.
7. Cracks in exterior wood doors will be filled and refinished as necessary.

***HOMEOWNER'S MAINTENANCE GUIDELINES***

**PAINTING**

Steel clad doors are nearly maintenance free and require minimal upkeep, except for re-painting as necessary due to dents and scratches.

**VARNISH**

Wood exterior door finishes should be inspected and resealed as necessary to ensure the door is protected from the weather.

**WATHER STRIPPING**

Weather stripping on exterior doors helps prevent outside air infiltration and maintain the home's energy efficiency, preventing the loss of conditioned air. Weather stripping must remain in place to operate effectively:

1. Replace weather stripping that becomes loose or damaged.
2. Prolong the life of vinyl and rubber weather stripping by applying a silicone spray.
3. The sweep weather stripping on the bottom of the door may require replacement over time. To replace, remove the sweep and replace it with a compatible replacement sweep available at hardware stores.

**SLIDING GLASS DOORS**

***TYPICAL REPAIR GUIDELINES: First Year Coverage***

1. Sliding glass doors that bind will be corrected by adjusting them to meet the manufacturer's installation specifications.
2. Sliding glass door locks that do not lock properly will be repaired by adjusting the latch/keeper or door lock mechanism.
3. Sliding glass doors that lose their seal and become fogged between the panes will be replaced in accordance with the manufacturer's product warranty.



**Walk-Through Orientation:** Carefully examine all windows and sliding glass doors, both frames and glass, during the walk-through orientation. Frames and/or glass that is broken or scratched will not be repaired or replaced after occupancy unless specifically noted in the homeowner orientation walkthrough.

#### ***HOMEOWNER'S MAINTENANCE GUIDELINES***

1. Clean glass with a spray glass cleaner and wipe clean with a soft cloth. Periodically clean the bottom of the door track, and check to ensure drain holes are clear of obstructions. To keep the doors moving freely, apply a silicone spray to the tracks.
2. Keep sprinklers away from sliding glass doors and windows when watering the lawn.

### **OVERHEAD GARAGE DOORS**

#### ***TYPICAL REPAIR GUIDELINES: First Year Coverage***

1. The exterior of an overhead garage door, because of its exposure to weather changes, will shrink, expand and flex and this may expose unpainted surfaces.
2. Overhead garage doors that are difficult to open, or will not stay open, will be repaired by adjusting the garage door tension spring.

#### ***HOMEOWNER'S MAINTENANCE GUIDELINES***

Check and tighten the garage door hardware once a year, and oil the moving parts every six months. Garage doors use high-tension springs that make homeowner repair dangerous. Please contact a garage door company for spring repairs and/or adjustments.

### **DOOR HARDWARE**

#### ***HOMEOWNER'S MAINTENANCE GUIDELINES***

The door locks, door handles and hinges used throughout the home are exposed to both outside elements and common everyday use, and this may cause them to discolor. Clean these with a damp cloth and do not use abrasive cleansers or solvents. Periodic polishing, following manufacturer's recommendations, will help maintain their original luster and appearance. Do not use brass polish on lacquered brass parts or fixtures.

Occasionally check screws on locksets and strike plates for tightness, and adjust accordingly. Spraying white graphite into key lock holes keeps them operating smoothly.

## ELECTRICAL SYSTEM

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

### ***TYPICAL REPAIR GUIDELINES: First Year Coverage***

1. Electrical outlets, wall switches or light fixture problems caused by defective workmanship or equipment, will be inspected and corrected to meet the manufacturer's installation and product specifications.
2. Ground fault circuit interrupter (GFCI) outlets are installed to prevent electric shock. The units are sensitive to power surges and some tripping is normal. An electrical appliance with a worn motor will frequently cause the GFCI to trip. GFCI outlets that trip frequently will be inspected and corrected to meet the manufacturer's installation and product specifications.

***Warranty Caution:*** Any addition, alteration or modification to the original electrical system installation, unless performed by our licensed electrical contractor and inspected by the appropriate authorities, may void all applicable warranties.

### ELECTRICAL SAFETY CAUTIONS

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

### POWER FAILURE

If the electric power goes out, check first to determine if neighbors are also without power, and if so, contact the utility company. Before attempting to reset circuit breakers, check that power has been restored to the area. If your neighbors have power, check the main circuit breaker in the panel box. See Homeowner's Maintenance Guidelines under "Circuit Breakers" in this section.

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

### ELECTRIC METER

The utility company has installed an electric meter on the exterior of your home to measure your electric usage for billing purposes. Their invoice is based on kilowatt-hours used over a given time period, with a kilowatt-hour being the energy expended by 1000 watts for one hour. Should you have questions about meter box functions, please contact the customer service department at the utility company. Do not tamper with the electrical service entrance cable that provides power to the service panel due to the risk of electrocution.

### CIRCUIT BREAKERS

Electrical wiring and appliances are protected by circuit breakers to stop circuit overloading. The main circuit breaker is located in the electrical panel box, and if tripped for any reason, entirely shuts off all electricity to your home. The smaller circuit breakers within the same panel box control specific appliances, wall outlets, lighting, heating system, etc., and each breaker is labeled according to what it controls.

### ***HOMEOWNER'S MAINTENANCE GUIDELINES***

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

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

If you install a microwave or other appliances that require large electrical loads, you may need a licensed Electrical Contractor to add additional wiring to accommodate the load.

### **OUTLETS & WALL SWITCHES**

If an electrical outlet does not work, check first to make sure the outlet is not controlled by a wall switch that is turned off or a circuit breaker that is not turned on. If the outlet still does not operate, and you are within your first year of warranty, please submit a customer service request at [www.greenstonehomes.com](http://www.greenstonehomes.com).

An electrical outlet or light switch on an exterior wall may produce a slight draft, allowing cold air to be drawn into the room. Greenstone makes a special effort to reduce these drafts; however, some cold air is normal. Draft protection pads that help reduce cool air drafts can be installed by a qualified electrician or are available at hardware stores.

Ground Fault Circuit Interrupters (GFCI) outlets prevent electrical shock, and are installed in kitchens, bathrooms, garages and exterior areas where water may be present. GFCI receptacles are sensitive to power surges and interrupt power under certain conditions to prevent injury.

### ***HOMEOWNER'S MAINTENANCE GUIDELINES***

GFCI outlets are often wired in a series. For example, the bathroom GFCI outlet controls the bathroom, and may possibly control other GFCI outlets throughout the home. Taking this example further, if the electrical outlet in the garage is not functioning, check the GFCI in the bathroom.

When a GFCI controls more than one outlet, an overloaded outlet will also shut down all other connected outlets. For this reason, do not plug refrigerators, freezers, or electric garage door power cords into GFCI outlets.

If a GFCI receptacle is not functioning, press the Reset button on the outlet to restore proper operation. If that does not work, check and reset the circuit breaker in the panel box first, then press the GFCI Reset button. If the outlet still fails, it may indicate a short in the appliance or outlet. If other appliances and/or outlets will not operate, an electrician should be contacted and the GFCI replaced.

To test GFCI's, press the Test button on the receptacle. The outlet should not perform. To reset, press the Reset button.

## **PRE-WIRED TELEPHONES & CABLE TV**

Greenstone homes are pre-wired for telephone and Cable TV, if available. Should you experience problems with phone connections or cable TV reception, contact the respective phone or local cable company.

If the telephone company states that there is trouble in the house wiring, please contact the Electrical Contractor who installed the wiring as listed in Homeowner Service Directory. Neither Greenstone nor the Electrical Contractor will pay for wiring repairs done by the telephone company.

## **LIGHT FIXTURES**

### ***HOMEOWNER'S MAINTENANCE GUIDELINES***

Interior and exterior light fixtures require periodic homeowner maintenance to preserve the finish.

Do not use indoor bulbs in exterior light fixtures. Never use light bulbs with a higher wattage than the maximum wattage stated on the light fixture.

## **SMOKE DETECTORS**

The smoke detectors in your home are wired, per electrical code requirements, into the main electrical system.

### ***HOMEOWNER'S MAINTENANCE GUIDELINES***

Test the detectors weekly and clean and vacuum the openings of the smoke detector once a month. Visually inspect the clear button of the test switch to see that the indicator light is glowing. To test the alarm, press the Test button for about ten seconds, or until the horn sounds loudly. Do not use an open flame to test the detector. All smoke detectors are equipped with a 9 volt battery as a backup power source. Batteries that have lost sufficient strength to power the smoke detector in a backup capacity will induce the smoke detector to "chirp" once every minute, indicating the need to replace the battery.

## **EXTERIOR FINISHES**

### **WOOD SIDING & TRIM**

#### ***TYPICAL REPAIR GUIDELINES: First Year Coverage***

1. Exterior trim problems caused by defective workmanship will be inspected and corrected to meet installation specifications.
2. Exterior trim problems caused by defective materials will be inspected and corrected.
3. Splits or chips in the siding will be repaired by filling the crack, sanding and painting, or it will be replaced if the split exceeds 1/4 inch in width.
4. Exterior wood that warps or bows in excess of 1/4 inch for any 32-inch measurement will be replaced.
5. Exterior siding with excessive sap leakage will be cleaned, sealed and repainted.
6. Butt or miter joints between exterior trim boards that exceed 1/4 inch in width will be repaired by caulking one time.

#### ***HOMEOWNER'S MAINTENANCE GUIDELINES***

Do not let landscape sprinklers spray directly on the exterior siding and do not plant shrubbery too close to the walls.

### **VINYL SIDING**

#### ***TYPICAL REPAIR GUIDELINES: FIRST YEAR COVERAGE***

1. Vinyl siding problems caused by defective workmanship will be inspected and corrected to meet manufacturer's installation recommendations.
2. Vinyl siding that is bowed more than ½ inch in 4 lineal feet due to an uneven wall surface will be removed and replaced once the wall surface has been shimmed as necessary to produce a reasonably straight appearance.

#### ***HOMEOWNER'S MAINTENANCE GUIDELINES***

Vinyl siding resists most common household stains, but it will become dirty like any product exposed to the weather. In areas not exposed to direct sun and rain, periodic washing with a soft bristle brush and clean water from a garden hose may be necessary to remove surface dirt. This is a normal condition for pigmented materials exposed to the elements. *For best appearance, clean vinyl siding once a year.*

To remove soil and grime from your siding, use a garden hose, a soft bristle brush and a bucket of soapy water. To minimize streaking, wash the house from the top down.

It's important that immediately following all washing operations the entire surface be thoroughly rinsed with clean water from a garden hose. Avoid prolonged or high pressure rinsing of open ventilated areas. Keep cleaning solution off surrounding fixtures and surfaces not scheduled for washing.

#### **STUBBORN STAINS**

If you have trouble removing especially stubborn stains using normal household detergents, request a cleaner specifically for vinyl siding from your local building materials retailer. Always test any cleaner on an inconspicuous area before full use.

## FLOORING

### CARPETING

The carpet is durable but requires maintenance and care. Color variations and shading may be noticeable, and depend upon the surface texture and pile fiber of the carpet.

#### ***TYPICAL REPAIR GUIDELINES: First Year Coverage***

1. Carpet problems caused by faulty workmanship, including gapping at seams, carpet buckling or separation of carpet from tack strip, will be inspected and repaired.
2. Carpet seams with visible gaps that exceed 1/16 inch at the seam joints, will be repaired by re-seaming the carpet sections.
3. Carpet that buckles or stretches will be re-stretched and re-secured.
4. Carpet that separates from the tack strip will be re-secured to the tack strip.
5. Carpet problems caused by defective material, including mismatched dye-lots or unjustified (not caused by homeowner negligence) staining, fading or discoloration, will be repaired by removing and replacing the affected area. An independent carpet testing agency will inspect and test the carpet to verify unjustified staining and discoloration. Their decision and recommendations are considered binding.

***Carpet Repair Note:*** Greenstone cannot ensure that carpet repairs requiring new material will match the color of the existing material. Greenstone is not responsible for manufacturer dye lot variations or for discontinued carpet patterns.

**Walk-Through Orientation:** Carefully examine all carpeting during the walk-through orientation. Carpet damage or stains will not be repaired after occupancy unless specifically noted in the homeowner orientation walkthrough.

#### ***HOMEOWNER'S MAINTENANCE GUIDELINES***

Frequent vacuuming and immediate stain removal are primary carpet care steps. For complete instructions, please refer to the manufacturer's cleaning recommendations.

While normal vacuuming will only remove loose fibers from carpet yarn, an occasional tuft may be lifted above the surface. Do not pull out the tuft; just snip it off to the length of the other tufts using scissors.

Color fading caused by sunlight can be minimized by closing the draperies during the day, or by using shear draperies to reduce incoming sunlight.

### VINYL FLOOR COVERINGS

Vinyl floor coverings come in 6' and 12' wide rolls or in planks, and can be installed anywhere in the home. For vinyl plank flooring (LVP), it is recommended that you maintain your home temperature between 60-80 degrees to avoid excessive expansion/contraction of materials.

#### ***TYPICAL REPAIR GUIDELINES: First Year Coverage***

1. Vinyl floor covering problems will be inspected by the flooring installer and/or Greenstone to determine any necessary repairs.
2. Problems caused by defective material will be repaired by removing and replacing the affected area, in accordance with the manufacturer's product warranties and specifications.

3. Vinyl floor covering seam joints will be visible.
4. Seams that pop up will be repaired by re-gluing and re-sealing the seam in accordance with the manufacturer's recommendations.
5. A seam with gaps at the joint that exceed 1/16 inch in width, will be repaired in accordance with the manufacturer's recommendations.
6. Vinyl flooring that lifts, bubbles, or becomes unglued, will be repaired by re-gluing.
7. Raised nail heads or staples in the sub-flooring or underlayment that does not break the surface of the vinyl flooring, will be repaired by re-setting the nail or staple and re-gluing the floor.

**Warranty Caution:** Review and follow the manufacturer's cleaning and care recommendations. Using a different type of cleaning solution other than that specifically recommended by the manufacturer will void the manufacturer's warranty. Do not wax a no-wax floor.

**Vinyl Floor Covering Repair Note:** Greenstone cannot ensure that the vinyl floor covering repairs requiring new material will exactly match the color of the existing material. Greenstone is not responsible for manufacturer dye lot variations or discontinued vinyl flooring patterns.

**Walk-Through Orientation:** Carefully examine all vinyl floor coverings during the walk-through orientation. Scratches, gouges, dents and other damage will not be repaired after occupancy unless specifically noted in the homeowner orientation walkthrough.

#### **HOWEOWNER'S MAINTENANCE GUIDELINES**

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

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

Attach furniture protectors to the bottom of furniture legs to protect the all vinyl flooring from scuffing, denting, and surface damage. Be aware that high heel shoes can damage vinyl floors.

#### **HARDWOOD FLOORS**

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

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

#### **TYPICAL REPAIR GUIDELINES: First Year Coverage**

1. Hardwood flooring problems caused by defective workmanship will be inspected and corrected to meet the manufacturer's installation specifications.
2. Problems caused by defective material will be inspected and corrected.
3. Floor boards with a split or crack that exceeds 3/16 inch in width, or a gap between floor boards that exceeds 3/16 inch in width, will be replaced.
4. Hardwood floors that squeak will be inspected to determine the specific cause, and will be corrected if caused by defective installation.

5. Uneven hardwood floors caused by boards that buckle, swell or warp, and that exceed a 1/4-inch ridge or depression within any 32-inch measurement as measured parallel to the joists, will be inspected to determine the cause.
6. If the problem is caused by defective workmanship, the affected area will be repaired to meet the manufacturer's installation specifications.
7. If floor warping, buckling or swelling is caused by excessive humidity and moisture in the home, Greenstone will provide the homeowner with recommendations to reduce the moisture level.
8. Hardwood floorboards with hollow knotholes or loose knots will be removed and replaced.

**Walk-Through Orientation:** Carefully examine all hardwood floors during the walk-through orientation. Scratches, gouges, dents and other damage will not be repaired after occupancy unless specifically noted in the homeowner orientation walkthrough.

**Hardwood Flooring Repair Notes:** *Greenstone cannot ensure hardwood flooring repairs requiring new material will match the color of the existing material exactly. It is normal to expect surface nailing to occur around the perimeter area of pre-finished hardwood floors, and around any repaired areas, as well.*

**HOMEOWNER'S MAINTENANCE GUIDELINES**

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

Use entrance rugs or mats to protect wood flooring from dirt and water spots. Mop up water spills immediately. Do not set potted plants directly on a hardwood floor as moisture can leak through and cause permanent staining and warping.

Attach furniture protectors to the bottom of furniture legs to protect the hardwood flooring from scuffing and surface damage. Be aware that high heel shoes will damage hardwood floors.

Humidifiers installed in homes to stabilize wood plank flooring should be set at 50% year round to keep the inside environment.

**TILE FLOORS**

The tile floors in your house are easy to maintain and most are impervious to water. However, slate, marble and travertine should be sealed once a year to prevent staining. The seams, joints and sealers are not waterproof, and require proper maintenance to prevent water seepage and damage of materials adjacent to and underneath the tile.

**TYPICAL REPAIR GUIDELINES: First Year Coverage**

1. Cracked floor tiles will be replaced, unless the tile is located on a control joint or damage is the result of homeowner negligence.
2. Loose floor tiles will be re-secured by removing and replacing the tile mastic, re-positioning the tile and then re-grouting. This repair work is only if cracks or loose tiles are noted in the walk through.

**Walk-through Orientation:** Carefully examine the tile floors, if any, during the walk-through orientation. Cracked tiles and chips will not be fixed unless specifically noted in the homeowner orientation walkthrough.



## ***HOMEOWNER'S MAINTENANCE GUIDELINES***

### **GROUT**

The grout used in your home is a superior product that requires NO sealing.

### **SEAM CAULKING**

The seam joints, where baseboard and tile meet, may crack and erode from normal shrinkage and settlement of the home. Inspect these areas frequently and apply a silicone caulk to the joints as needed.

### **FLOOR PROTECTION**

Chipping, scratching and cracking of floor tiles can be caused by placing heavy furniture on tiles or by dropping objects directly onto the surface. Minimize this damage and reduce skidding by placing flat furniture protectors underneath furniture wheels and legs. Be aware that high heel shoes can damage tile floors.

## FRAMING

Framing and carpentry with wood studs, beams, joists and manufactured trusses creates the skeletal structure of the home.

### INTERIOR AND EXTERIOR STRUCTURAL WALL FRAMING

Walls with framed openings for doors and windows are positioned on the foundation.

### SECOND FLOOR FRAMING

Horizontal wood beams or structural walls support the second floor of two story homes. The floor is constructed with either wood joists or manufactured floor trusses. Manufactured decking is then laid on the joists or floor trusses and secured by glue and nails. This forms the base to which the finish floor coverings are installed. Exterior walls with framed openings are then set in place to support the roof structure.

### CEILING AND ROOF FRAMING

With the interior and exterior structural walls complete, the ceiling and roof are then framed. Ceiling framing ties together opposite walls, supports the finished ceiling, and provides a base for a second story or attic. A horizontal series of joists, rafters or trusses frames the ceiling.

Roof framing uses a pre-engineered truss system that supports the weight of the roof and can be used in combination with conventional ceiling framing. The trusses are delivered to the building site by truck, and then placed and secured into position on the home.

***Warranty Caution:*** Attic access must be installed parallel to and in between the trusses. Roof trusses should not be cut to install attic stairs. This will structurally damage the integrity of the roof and will void any structural defect warranties.

### ROOF SHEATHING

Roof sheathing that covers roof framing provides structural integrity and serves as a base for the roofing materials.

### INTERIOR WALL PARTITIONS

Non-structural interior walls are normally framed after the structural framing of the home is completed.

### ***TYPICAL REPAIR GUIDELINES: First Year Coverage***

As the wood in your home dries, normal shrinkage will occur that causes settlement and noise. While every home has certain degrees of settlement, not all settlement is severe enough to require repair. All wood framing and carpentry settlement will be inspected and repaired to meet state and local building specifications.

## INTERIOR WALLS & CEILINGS

Your Greenstone home features two types of walls: load bearing and non-load bearing.

**Warranty Caution:** *Any alteration of bearing walls may undermine the structure by reducing its load bearing or support capacity, and may void all structural defect warranties.*

Wall construction begins with the placement of wood studs set vertically at 16 or 24-inch intervals. Insulation is installed, and then the drywall is attached to the studs.

## INSULATION

Insulation is placed wherever outside air is likely to infiltrate into the home. Flexible insulation, in the form of fiberglass batting is commonly used in walls, floors, ceilings and around ducts. Blown insulation of loose cellulose is typically used in ceiling areas.

## VALUE

This value designates the heat transfer resistance of the insulation. The higher a material's "R-value" number, the more effective it is as an insulator. Different parts of the home have different insulation standards, and Greenstone meets and/or exceeds both local and national code requirements.

### **TYPICAL REPAIR GUIDELINES: First Year Coverage**

An insulation problem caused by defective workmanship will be inspected and corrected to meet the manufacturer's installation specifications as well as local building code requirements.

## DRYWALL

Drywall is nailed or screwed to the studs to create both ceiling and wall surfaces. The seams where sheets of drywall come together are taped, spackled with a joint compound, allowed to dry, and then sanded to prepare them for texturing and painting.

**Drywall Repair Notes:** *Please do not write on walls or make other marks where drywall is to be repaired. After making drywall repairs, Greenstone will repaint the repaired areas. No repairs will be made to wallpapered or custom painted areas. Visible, minor drywall imperfections are normal. Any repairs to acoustic or textured ceilings may have slight color and texture variations, which are normal.*

**Walk-through orientation:** Carefully examine the drywall surfaces in your home during your walk-through orientation. Walls and ceilings with damage to the drywall will not be fixed unless specifically noted in the homeowner orientation walkthrough.

## HOMEOWNER'S MAINTENANCE GUIDELINES

### NAIL POPS AND DRYWALL REPAIRS

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

A Greenstone customer service representative will schedule a one-time drywall repair visit to your home within the first year warranty. We recommend that a customer service request be submitted at the end of your one year warranty period to address all minor drywall repair.

#### WALL FASTENERS AND ANCHORS

There are a variety of specially designed wall fasteners for drywall available from hardware stores. They offer strength in supporting an object, like a large framed picture, and yet create little damage should you move the picture later.

#### PLANT SHELVES

Plant shelves are architectural design features and should be used strictly to hold plants and other decorative objects. They are not constructed to support the weight of an adult or child.

#### INTERIOR TRIM & MOLDINGS

Greenstone homes are built with kiln-dried base moldings, door casings, door jams and other wood trims. Some separation of wood trims and moldings is normal, and is caused by home settlement, plus shrinkage or expansion due to extremes of dryness or humidity.

**Walk-through Orientation:** Carefully examine interior trim and moldings during your walk-through orientation. Window sills and wraps, door casings and baseboards that are damaged will not be repaired unless specifically noted in the homeowner orientation walkthrough.

# LANDSCAPING & GRADING

## LANDSCAPING

### ***HOMEOWNER'S MAINTENANCE GUIDELINES***

#### TREE STAKING

Tree staking is usually done with the nursery stakes that come with the tree from the nursery. As the tree grows, you may need to re-tie it with nursery tape. Re-tying may be required one or more times a year. After one year the tree stakes should be removed. Leaving the stakes on the tree for more than one year can have a negative effect on the growth/strength of the tree.

Check the landscaping after storms for wind or rain damage, and re-stake or re-tie trees as necessary. Re-tying of trees is required periodically, and stronger tree stakes may be required as the tree grows larger.

#### HYDRO-SEEDING

Follow the instructions for watering and fertilizing your hydro-seeded lawn areas left with your warranty information. **It is critical that you follow the recommended guidelines for both length and number of watering times.** Not watering enough or irregularly will inhibit the growth of the grass seed, whereas too much watering can cause the seed to run off of the soil surface, resulting in a "patchy" lawn.

**Note:** *Heavy rainfall in the early weeks after hydro-seeding can wash-out large patches of grass seed if not properly channeled away from the lawn areas. It is recommended that proper consideration be given to the use of rain gutters and their downspout locations in relation to protecting freshly hydro-seeded areas to minimize this risk.*

Fertilizing the lawn as recommended will help establish the new grass seed as well as choking out any miscellaneous weeds in the lawn area.

You will need to wait a minimum of 4 - 6 weeks before mowing your new lawn for the first time to ensure that the roots of the new grass have firmly established themselves and are hardy enough to withstand foot traffic across the lawn. After the initial mowing, mow the lawn as needed and try to maintain a regular schedule to encourage continuous growth.

**Warranty Caution:** *It is the responsibility of the homeowner to follow the recommended guidelines for hydro-seed watering to ensure the proper conditions for lawn germination. Greenstone is not responsible for re-seeding if proper watering procedures are not followed.*

#### IRRIGATION START-UP

Once the threat of freezing temperatures have subsided - typically late March To early April - your irrigation system can be re-activated by turning on the irrigation supply water valve and re-setting the irrigation timer. You may need to adjust some of the sprinkler heads when you first start watering your lawn again to ensure proper coverage of the entire lawn and shrub areas.

#### IRRIGATION SHUT-DOWN

In the Fall with the onset of freezing temperatures at night, it will be necessary to winterize your irrigation system by having the water completely blown-out of the pipes and valves. This is most easily

accomplished by the use of a commercial grade air compressor which forces a high volume of air pressure through the system forcing the majority of the water out through the sprinkler heads. Contact a landscape maintenance company in your area to arrange for this service.

Keep in mind that you will need to physically turn-off the irrigation supply water valve prior to blowing-out your sprinkler system. If the supply valve is equipped with a “bleeder” valve, you will also want to drain as much water as possible in the supply line between the supply valve and the anti-siphon valve located outside. This will help ensure any water remaining in that portion of the irrigation supply line outside of the house has room to expand within the pipe when it does freeze, eliminating the risk of rupturing the supply line.

***Warranty Caution:*** *It is the responsibility of the homeowner to winterize the irrigation system on a yearly basis. Greenstone is not responsible for damage to irrigation systems due to lack, or improper timing, of winterization.*

## **GRADING**

The soil around each home site is graded to channel storm water away from the home. Please note that the side yard grading in some communities is designed to channel or retain storm water in a drainage swale.

### ***TYPICAL REPAIR GUIDELINES: First Year Coverage***

1. Ground settlement around foundation walls, utility trenches, or other filled areas shall not interfere with water drainage away from the home. Areas that settle will be filled at the homeowner's request.
2. Areas that washout or erode at downspouts or drainage swales prior to occupancy will be repaired, one time, at the homeowner's request.

### ***HOMEOWNER'S MAINTENANCE GUIDELINES***

The best way to minimize settlement is to maintain the original grading around the home. Proper grading ensures that surface water will flow away from the home, rather than accumulating and soaking into the ground immediately around the foundation stem walls.

Over time, the grade around the house can settle. If this occurs, spread additional soil in the depressions to raise and re-establish the grade.

To prevent erosion and ponding of water:

1. Do not alter the soil grade.
2. Keep street inlets and swales open and free of leaves and debris. Do not build sheds, sidewalks, hot tubs, decks, fences, pools or gardens in the swales. Otherwise, water may not flow properly through the swale.
3. Direct water run-off away from the home to prevent washouts. Reposition splash blocks if they are moved. Do not allow sprinklers to spray directly on the house or form puddles near or against the foundation.

## **PAINTING**

**Walk-Through Orientation:** Carefully examine all painted surfaces during the walk-through orientation. Paint with scuffs and dirt marks will not be repaired after occupancy unless specifically noted in the homeowner orientation walkthrough.

### ***HOMEOWNER'S MAINTENANCE GUIDELINES***

#### **LATEX PAINTED SURFACES**

A Zero VOC latex paint is applied to the interior walls and ceilings of the home. This is *not a scrub-able paint* and will smudge if cleaned. Greenstone Homes does not recommend using a detergent or cleanser to wash these surfaces, but instead suggests using the supplied touch-up paint to cover paint scuffs and marks.

## **PLUMBING SYSTEM**

A licensed Plumbing Contractor installed all of the plumbing lines and systems in your Greenstone home, and these have been tested and inspected by the appropriate local and/or state agencies.

In most cases, minimum homeowner maintenance is all that the plumbing system requires. Attending to small problems as they occur keeps them from becoming larger, more costly ones.

### ***TYPICAL REPAIR GUIDELINES: First Year Coverage***

The following guidelines apply to water lines, the main shut-off valve, intake valves, drain traps and sanitary sewer lines of your plumbing system:

1. Defective plumbing valves or fittings will be inspected and repaired by replacing the defective parts.
2. Some noise coming from the water system is normal, and is caused by water flow and pipe expansion/contraction. Noisy plumbing caused by loose pipes or air hammer will be inspected to determine the cause and corrected to reduce the noise level.
3. Water supply problems caused by defective workmanship or equipment will be inspected and corrected to meet the manufacturer's installation and product specifications. Water supply problems caused by the municipal water main or other conditions beyond our control shall not be the responsibility of Greenstone.
4. Soil, waste, vent, or water supply lines that leak will be inspected and repaired by cementing the affected area. Condensation on piping does not constitute leakage, and is not covered.
5. A clogged sewer, fixture or drain caused by defective workmanship will be repaired by removing the clog.

A clogged sewer line resulting from material in the line is only warranted for the first 15 days after occupancy. *The homeowner is responsible for all repair costs should homeowner action or negligence produce the clog.*

***Warranty Caution:*** *It is important to immediately notify Greenstone should a leak occur within your first year of warranty, since water damage resulting from homeowner delay is considered negligence and may void warranty protection. Any addition, alteration, or modification to the original plumbing system installation, unless performed by a licensed Plumbing Contractor and inspected by the appropriate local authorities, may void all applicable warranties.*

## **WATER LINES**

Your home is equipped with a central water system, and the pipes that carry the water into the home are designed to resist rust and corrosion.

### ***HOMEOWNER'S MAINTENANCE GUIDELINES***

Noisy Pipes: Noisy water pipes should be corrected immediately since the resulting vibrations can damage plumbing line fittings and cause them to leak. *Exception:* Exterior hose faucets often produce a high pitched noise caused by an attached vacuum breaker or back-flow preventer. This noise is normal and is not cause for concern.

Noisy pipe problems can be identified and corrected as follows:

The water heater temperature may be set too high, producing steam in the pipes. To resolve, gradually reduce the water heater temperature setting until the steam is reduced.



Abruptly turning off a faucet can produce a pounding or knocking sound. To resolve, slowly close faucets when turning them off.

Air can get into the pipes. To resolve, open all interior and exterior faucets and run for a few minutes, allowing all air to pass through the system.

### **MAIN SHUT-OFF VALVE**

This is the center of the plumbing system, the point at which the main water line comes into the home. If a major plumbing problem occurs, turn off the main shut-off valve to prevent flooding. It is a good idea to show every family member where the shut-off valve is. Explain how to close it in case of an emergency.

### **WATER INTAKE VALVES**

Every plumbing fixture in the home has a water intake valve to individually shut off the water supply to that fixture for minor repairs and emergencies. Show family members how to operate them and where they are located on sinks, bathtubs, showers, toilets, water heater, washing machine, and laundry tub. Toilet valves are behind the toilet, and sink valves are under the sink.

### **DRAIN TRAPS**

Every plumbing fixture in the home is equipped with a drain trap, an S-shaped pipe that holds water and acts as a barrier to keep airborne bacteria and sewer gas fumes from coming back into the home. If a sink or bathtub fixture is not used frequently, run it periodically to replace evaporating water and to keep the water trap barrier intact.

#### ***HOMEOWNER'S MAINTENANCE GUIDELINES***

Drain traps can be cleaned by putting 3 tablespoons of ordinary washing soda (not baking soda) into the drain. Add a little hot water, let stand for 15 minutes, then flush with hot water. Use a rubber plunger to unclog a blocked toilet.

***Cautions:** Do not pour grease into drains or toilets, or use caustic sodas to open plugged drains. Do not use a plunger when using any drain cleaning chemicals. When using a chemical drain cleaner, carefully follow the manufacturer's safety precautions and product directions.*

### **SANITARY SEWER LINES**

In the final stages of preparing your home for move-in, Greenstone Homes tested and flushed the sewer lines to ensure they were clear and working properly.

#### ***HOMEOWNER'S MAINTENANCE GUIDELINES***

Do not put hair, grease, lint, garbage, heavy tissue, cotton swabs, disposable diapers, or sanitary materials into the sewer system. When operating the garbage disposal, always use a generous amount of cold water to keep the sink drain clear and the disposal motor cool.

### **CLEAN-OUT PLUGS**

Clean-out plugs are located in each home to provide access to the drain lines should they become clogged. The number and location of interior clean-outs is determined by the plumbing configuration of your home. There is also a main sewer clean-out located immediately outside the foundation which provides access to the sewer line connecting the house to the main line under the street.

## PLUMBING FIXTURES

The plumbing fixtures in your Greenstone home include the water heater, bathtubs, showers, toilets, and sinks.

## BATHTUBS AND TUB/SHOWER COMBINATIONS

### ***TYPICAL REPAIR GUIDELINES: First Year Coverage***

The following guidelines apply to water heaters, porcelain fixtures, bathtubs and tub/shower combinations, kitchen and bathroom sinks, both interior and exterior faucets:

1. Defective plumbing fixtures, valves, fittings or faucets will be repaired by replacing the defective parts.
2. Plumbing drains are tested for proper operation before occupancy. Any stoppage undiscovered by testing will not be the responsibility of Greenstone unless reported to us in writing within **fifteen (15) days after you take possession of your home**. If you call for a service call and the plumber deems that the blockage or defect was caused by the homeowner, the plumber will charge the standard service charge amount for the call, as if calling Roto Rooter.
3. Defective water heaters will be repaired by replacing the defective parts.

***Warranty Caution:*** Any addition, alteration or modification to the water heater or plumbing fixture installation, unless performed by a licensed Plumbing Contractor, may void all applicable warranties.

**Walk-Through Orientation:** Carefully examine all bathtubs, showers, toilets, sinks and faucets during the walk-through orientation. Scratches, chips and cracks will not be repaired after occupancy unless specifically noted in the homeowner orientation walkthrough.

### ***HOMEOWNER'S MAINTENANCE GUIDELINES***

Clean fiberglass tubs and shower stall floors with warm water and a non-abrasive cleanser. Clean glass shower doors with a commercial glass cleaner. Check bathtub stoppers and shower floor drain grates for hair accumulation.

Do not step into a bathtub or tub-shower with shoes on because gritty particles which adhere to shoe soles may scratch the enamel.

## WATER HEATER

The water heater in your home has been installed per the Manufacturer's recommendations and should require minimal maintenance. Please take the time to carefully read the residential water heater Use and Care Manual provided to familiarize yourself with the basic operating instructions of the unit, as well as the maintenance guidelines recommended by the manufacturer.

There are some basic safety precautions regarding the operation of your water heater that you should keep in mind

Gasoline, as well as other flammable materials and liquids (adhesives, solvents, etc.) and the vapors they produce, are extremely dangerous. DO NOT handle, use or store gasoline or other flammable or combustible materials anywhere near or in the vicinity of the water heater.

Water Temperature Adjustment: Safety and energy conservation are factors to be considered when selecting the water temperature setting of the water heater's thermostat. Water temperatures above 125 degrees F can cause severe burns or death from scalding. Households with small children, disabled or elderly persons may require a thermostat setting of 120 degrees F or lower to prevent contact with dangerously "HOT" water.

**Homeowner Note:** While lower water temperature settings lower utility operating costs and reduce the risk of scalding, bear in mind that most dishwashers do not operate effectively with water temperatures below 120 degrees F.

The water heater is equipped with an automatic temperature and pressure relief valve, a safety feature that opens and releases excessive pressure or heat build-up. Should this occur, water will flow from the tank until both temperature and pressure are reduced to safe levels.

#### **HOMEOWNER'S MAINTENANCE GUIDELINES**

Properly maintained, your water heater will provide years of dependable trouble free service. Please consult the Manufacturer's Service Manual and follow the recommended routine preventative maintenance guidelines provided.

Before calling for service:

1. Verify that the water heater's water supply line valve is open and that the unit is full of water.
2. Make sure that the water temperature setting is adjusted properly.

### **PORCELAIN FIXTURES**

Bathroom sinks and toilets are made with vitreous china or finished with porcelain.

#### **HOMEOWNER'S MAINTENANCE GUIDELINES**

To clean, use a non-abrasive spray cleanser and sponge. Dropping heavy objects onto porcelain can chip or crack the surface, and may produce permanent staining. Do not leave steel wool pads on sink surfaces, as they will rust and stain the finish.

Be aware continuous action toilet bowl cleansers, placed in the toilet water tank can prematurely wear out the rubber tank flapper and discolor the bowl.

### **KITCHEN SINK**

#### **HOMEOWNER'S MAINTENANCE GUIDELINES**

For routine cleaning, use a non-abrasive household cleanser with warm water and a sponge. Do not scrape the surface with utensils, pots or pans. Do not leave leftovers in sink or strainer, particularly tea bags, which contain harmful acids. Washing soda, not baking soda, should be added to the drain to keep it grease and soap free.

Do not clean stainless steel sinks with steel wool or metal brushes, and do not leave rubber mats in the sink since they trap water and produce surface discoloration. To restore luster to stainless steel and composite sink, apply a small amount of mineral oil with a soft cloth weekly, then wipe dry.

## **BATHROOM SINKS**

### ***HOMEOWNER'S MAINTENANCE GUIDELINES***

Sink surfaces can be easily chipped and stained, so treat accordingly. Prevent hair accumulation clogs by periodically removing the stopper for cleaning.

## **INTERIOR FAUCETS**

### ***HOMEOWNER'S MAINTENANCE GUIDELINES***

#### **SINGLE AND TWO HANDLE LEVER FAUCETS**

The kitchen and bath faucets are low maintenance, washer-less faucets. Should the cartridge ever need to be replaced, turn off the water supply under the sink, remove the handle assembly, and unscrew the cartridge. Take the cartridge to a local plumbing supplier and match accordingly, being sure to follow the manufacturers' installation instructions.

#### **FAUCET AERATORS**

Screened aerators screw into the spout of a faucet to add air to the flowing water and to reduce splashing and water consumption. Aerators are easy to remove for periodic cleaning, and this should be done as needed.

## **ROOFING**

The roof of your Greenstone home is installed following manufacturer's guidelines.

### ***TYPICAL REPAIR GUIDELINES: First Year Coverage***

The following guidelines apply to the shingles, flashing ridge vents, gutters, and downspouts:

1. Any defect in roof workmanship or material that causes water leakage will be inspected and repaired to eliminate roof leaks. Any interior damage caused by roof leakage will be repaired.
2. Asphalt shingles that come loose or unattached will be re-secured. Neither the shingle manufacturer nor the Roofing Contractor provides warranty coverage should the shingles come loose or detached by winds in excess of 45 miles per hour. Winds this powerful are considered "Acts of God" and subsequent repairs should be covered by homeowner's insurance.

***Shingle Repair Note:*** *Greenstone cannot ensure shingle repairs requiring new material will match the color of the existing material. Color variations caused by weathering effects are normal.*

***Manufacturer Warranties:*** *Asphalt shingles are protected by Manufacturer Warranties that may extend beyond Greenstone First Year Coverage. Should you experience warranty protected problems beyond the first year of occupancy, please contact the Roofing Contractor listed in the Homeowner Service Directory.*

## WINDOWS

The windows in your Greenstone home are made of double-paned insulated glass to minimize energy loss.

### ***TYPICAL REPAIR GUIDELINES: First Year Coverage***

1. Double-paned windows with condensation forming between the panes have a broken seal, and will be replaced in accordance with the manufacturer's product warranty.
2. Condensation that forms on the inside of a window is caused by interior humidity, and Greenstone will instruct the homeowner about measures to reduce indoor humidity.
3. Window problems caused by defective workmanship will be inspected and corrected to meet the manufacturer's installation specifications.
4. Window problems caused by defective materials will be inspected and repaired or replaced as follows:
  - a. Broken window balance rods or sash clips will be replaced.
  - b. Non-working window balances will be replaced.
  - c. Poorly adjusted tension rods will be re-adjusted.

**Walk-Through Orientation:** Carefully examine all windows and glass during the walk-through orientation. Glass that is broken, scratched or chipped will not be repaired after occupancy unless specifically noted in the homeowner orientation walkthrough.

### ***HOMEOWNER'S MAINTENANCE GUIDELINES***

Clean windows with a commercial glass cleaner or a cup of vinegar mixed with a gallon of warm water. Apply with a sponge or lint-free cloth, then dry and polish with paper towels. A rubber squeegee passed over glass surfaces will speed up drying and eliminate streaking.

The appearance of moisture that occurs when warm moist air comes in contact with a colder surface is called condensation. While moisture may appear on windows, this does not indicate a window problem. The most common cause is warm humid air inside the home hitting the cold surface of the window glass.

Window screens are provided with every Greenstone home, and their main purpose is to allow ventilation while keeping insects out. The screens may be washed and rinsed using a mild household detergent.

***Safety Caution:*** Window screens will not prevent children from falling through open windows to the ground below. The screen is not a barrier, and the fastening system for the screen will not support any weight beyond the screen itself. Greenstone strongly advises that homeowners never allow children near an open screened window, or place any weight on, or push against a window screen. Similarly, do not place furniture near windows so that children have easy access to the window.