



about your home



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## WARRANTY OVERVIEW

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This booklet is your Warranty and Homeowner Maintenance Guide. It contains an alphabetical listing of items in your home with important information regarding their care and maintenance. It also includes a safety checklist and recommended seasonal maintenance checklists. At any time should you have a question or concern, please feel free to contact your Warranty Service Office or Customer Care Coordinator at our Division Office. This Mattamy Homes Limited Warranty is delivered in compliance with the terms of your Home Purchase Agreement and is subject to the terms and conditions set forth in your Home Purchase Agreement, including but not limited to the dispute resolution provisions contained therein.

This document details maintenance and daily care steps homeowners must take to ensure that they don't void their warranty by damaging or otherwise compromising aspects of their new home. In addition, it's recommended that homeowners review each manufacturer's recommendations, maintenance and warranties concerning their products.

## SAFETY & SECURITY CHECKLIST

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### FIRE SAFETY

- Buy at least one fire extinguisher for your home.
- Ensure that all family members know the fire extinguisher location(s) and how to use them.
- Ensure family members know how to shut off gas, electricity and water.
- Have all extinguishers checked annually.
- Test your smoke detectors regularly to ensure proper operation.
- Avoid overloading electrical circuits.

### SECURITY WHEN YOU GO ON VACATION

It is advised that you take the following precautions when leaving your home for an extended period of time:

- Turn off the water at the main shut-off.
- Stop newspaper and mail delivery.
- Lower the thermostat to a moderate temperature.
- Put lights on timers.
- Ensure all appliances are turned off.
- Turn down the temperature on the water heater.
- Leave a set of keys with a neighbor in case of emergency.

### CARBON MONOXIDE SAFETY

**High concentration levels of carbon monoxide (CO) are harmful and can even be fatal. If the alarm sounds in your CO detector:**

- Leave the house immediately and call the fire department.
- Open up the doors and windows to get fresh air into the house.
- Turn off your ventilation system, including all fans.

## SPRING & SUMMER CHECKLIST

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### INTERIOR

- ☑ Clean/replace HVAC or furnace filter (recommended every 30-90 days or yearly, depending on filter type).
- ☑ Check hot water tank for leaks, drain unit and refill.
- ☑ Inspect drains and ensure traps are filled with water.
- ☑ Air out home for moisture/leaks on dry, sunny days or use a dehumidifier.
- ☑ Test smoke alarms and carbon monoxide detectors (recommended monthly).
- ☑ Vacuum smoke alarm and carbon monoxide detector.
- ☑ Check and reset GFIC (Ground Interrupter Circuit).
- ☑ Clean/replace range hood filter.
- ☑ Check doors: tighten loose hinges and lubricate track of sliding door(s).
- ☑ Check attic for adequate ventilation and ensure all insulation is in place.
- ☑ Turn off pilot light in fireplace, if applicable.
- ☑ Treat HVAC condensation lines with vinegar.
- ☑ Check wet areas such as sinks, tubs and showers and ensure that sealant is effective.
- ☑ If applicable, inspect floor drain in basement and ensure trap is filled with water.
- ☑ If applicable, inspect basement for moisture/leaks.
- ☑ Clean humidifier, if applicable.

### EXTERIOR

- ☑ Check that all roof flashing is intact and properly caulked.
- ☑ Check roof for cracked, damaged or loose shingles; replace as necessary.
- ☑ Check that eavestroughs, valleys, gutters and downspouts are free from debris.
- ☑ Check that attic louvers are screened and free of debris.
- ☑ Ensure ground is sloping away from house.
- ☑ Check that downspout is directing water away from the foundation.
- ☑ Inspect exterior clad stone, brick, mortar and stucco for chips and cracks. Fill if necessary.
- ☑ Plan landscaping to avoid water ponding and blocking drainage.
- ☑ Check rear lot catch basin, if applicable, and clear any debris.
- ☑ Verify exterior landscaping is at least 12" to 18" away from and not in contact with home's exterior.
- ☑ Check driveway and walkways for damage. Fill cracks and seal.
- ☑ Fertilize lawn and treat for pests.
- ☑ Inspect fencing, if applicable.
- ☑ Turn on exterior water supply.
- ☑ Check that caulking is intact and sealed. Re-caulk if necessary.
- ☑ Check that windows and screens are operating properly.
- ☑ Lubricate moving parts of garage door(s) & garage door opener (if applicable).
- ☑ Arrange for annual inspection of air conditioning and clean filter, if applicable.
- ☑ Run irrigation and check heads for leaks. Adjust heads away from home and finished materials. Set timer for seasonal watering needs.
- ☑ Check window wells, if applicable.

## FALL & WINTER CHECKLIST

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### INTERIOR

- ☑ Clean HVAC or furnace filter (recommended every 30-90 days or yearly, depend on filter type).
- ☑ Lubricate air handler motor (follow manufacturer's directions).
- ☑ Inspect furnace vents and registers and ensure they are clean and free of debris.
- ☑ Check air handler or furnace fan belt for normal wear and tear and replace if necessary (follow manufacturer's directions).
- ☑ Inspect and ensure drains and traps are filled with water.
- ☑ Check hot water tank for leaks. Drain unit and refill.
- ☑ Inspect perimeter for moisture/leaks.
- ☑ Test smoke alarms and carbon monoxide detectors (recommended monthly).
- ☑ Vacuum smoke alarm and carbon monoxide detector.
- ☑ Check and reset GFIC (Ground Fault Interrupter Circuit).
- ☑ Clean/replace range hood filter.
- ☑ Clean humidifier, if applicable.
- ☑ Open and clean fireplace and light pilot light, if applicable.
- ☑ Check doors: tighten loose hinges and lubricate track of sliding door(s).
- ☑ Check attic after storms for moisture that may have entered through vents. Remove as soon as possible to prevent water damage.
- ☑ Inspect wet areas such as tubs, showers and sinks and ensure that sealant is effective.
- ☑ Treat HVAC condensate lines with vinegar.
- ☑ Clean carpets and rugs.
- ☑ Inspect basement for moisture leaks.
- ☑ Inspect floor drain in basement and ensure trap is filled with water.

### EXTERIOR

- ☑ Check that all roof flashing is intact and properly caulked.
- ☑ Have roof professionally checked for cracked, loose or damaged shingles. Replace as needed.
- ☑ Remove debris from vents.
- ☑ Check that eavestroughs, valleys, gutters and downspouts are clear of debris.
- ☑ Check that attic louvers are screened and free of debris.
- ☑ Check that downspout is directing water away from the foundation.
- ☑ Check rear lot catch basin and clear any debris, if applicable.
- ☑ Winterize landscaping and remove leaves.
- ☑ Check that caulking is intact and sealed. Re-caulk if necessary.
- ☑ Oil moving parts of garage door(s) and garage door opener (if applicable).
- ☑ Check that windows and screens are operating properly.
- ☑ Check clothes dryer vent and ensure it is free from debris.
- ☑ Check sealing around windows and doors, replace as necessary.
- ☑ Remove snow and ice from overhand and vents, if applicable.
- ☑ Check for excessive snow on roof after long periods or significant amounts of snow, remove as necessary.
- ☑ Shut off and bleed exterior hose bibs on all faucets that aren't frost proof.

## ELECTRICAL WARRANTIES

### CONCEALED WIRING

TERM: 2 Years

NOTES: Workmanship of original installation.

### ELECTRICAL SUPPLY TO EQUIPMENT & APPLIANCES

TERM: 2 Years

NOTES: Workmanship and material of original installation.  
Electrical warranty does not cover power surges of any type.

### LIGHTING FIXTURES

TERM: 1 Year

NOTES: Workmanship of original installation. Scratches, cracks and chips are not warranted after Final Acceptance Walk.

### SWITCHES, RECEPTACLES & BREAKERS

TERM: 1 Year\*

NOTES: Workmanship and material of original installation.

Any changes or alterations made to the original electrical wiring will void your warranty unless the work is performed by the original subcontractor.

\*MN only, two years' coverage on workmanship and original installation of plumbing, electrical, heating and cooling systems.

Any changes or alterations made to your plumbing will void the warranty unless the work is performed by the original plumbing subcontractor. In the event that temperatures drop below 28° F, it is helpful to open your kitchen cabinet doors located below the sink to help prevent pipes from freezing. This is only necessary if the plumbing pipes back up to an exterior wall.

\*MN only, 2 years coverage on workmanship and original installation of plumbing, electrical, heating and cooling systems.

## PLUMBING WARRANTIES

### FAUCETS

TERM: 1 Year\*

NOTES: Workmanship and material of original installation.

### FIBERGLASS TUBS & SHOWERS

TERM: 1 Year\*

NOTES: Workmanship and material of original installation. Scratches, cracks and chips are not warranted after the Final Acceptance Walk.

### OBSTRUCTIONS & CLOGGING

TERM: 30 days post close

NOTES: Obstructions and clogs due to the introduction of foreign objects by occupants are not covered.

### SHOWER HEADS

TERM: 1 Year\*

NOTES: Workmanship and material of original installation.

### SHUTOFF VALVES & "P" TRAP CONNECTIONS

TERM: 1 Year\*

NOTE: Workmanship and material of original installation.

### STAINLESS STEEL, CHINA, CULTURED MARBLE & PORCELAIN SINKS

TERM: 1 Year

NOTES: Workmanship and material of the original installation. Scratches, cracks and chips are not warranted after the Final Acceptance Walk.

### SUPPLY, WASTE & VENT PIPING

TERM: 1 Year\*

NOTES: Workmanship and material of the original installation.

### WATER CLOSETS (COMMODOES)

TERM: 1 Year\*

NOTES: Workmanship and material of the original installation. Scratches, cracks and chips are not warranted after the Final Acceptance Walk.

### WATER HEATERS

TERM: 1 Year\*

NOTE: Workmanship and material of the original installation. The tank liner carries a separate manufacturer's warranty on material.

### WAX COMPRESSION CONNECTIONS

TERM: 1 Year

NOTES: Workmanship and material of the original installation.

### WHIRLPOOL JETS

TERM: 1 Year

NOTES: Manufacturer's Warranty.

## MECHANICAL WARRANTIES

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### AIR HANDLER, INSIDE UNIT

TERM: 1 Year\*  
NOTES: Manufacturer's Warranty.

### AIR REGISTERS & GRILLES

TERM: 1 Year\*  
NOTES: Manufacturer's Warranty.

### DUCT WORK

TERM: 2 Years\*  
NOTES: Workmanship of original installation.

### EXHAUST FANS

TERM: 1 Year  
NOTES: Manufacturer's Warranty.

### REFRIGERANT LINES – CONCEALED

TERM: 1 Year  
NOTES: Workmanship of original installation.

### REFRIGERANT LINES – EXPOSED

TERM: 1 Year  
NOTES: Workmanship of original installation.

### GAS PIPING – CONCEALED

TERM: 1 Year  
NOTES: Workmanship of original installation.

### GAS PIPING – EXPOSED

TERM: 1 Year  
NOTES: Workmanship of original installation.

### HVAC – OUTDOOR UNIT

TERM: 1 Year\*  
NOTES: Manufacturer's Warranty. The compressor in the outside unit carries a five-year warranty on material only. Additional 10-year warranty is available from the manufacturer at Homeowner request.

Any changes or alterations to the HVAC unit or accessories will void your warranty unless the work is performed by the original HVAC subcontractor. It is imperative that you change your air filters every 30 days for the first six months, then per the manufacturer's instructions for the type of filters you are using.

\*MN only, two years' coverage on workmanship and original installation of plumbing, electrical, heating and cooling systems.

## EXTERIOR WARRANTIES

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### CONCRETE DRIVEWAYS, PATIOS & SIDEWALKS

TERM: 1 Year

NOTES: Workmanship and material of original installation. Cracks which result in a quarter-inch separation in width, and/or displacement should be brought to Mattamy Homes' attention for inspection. Mattamy Homes is not responsible for color variations in concrete whether existing, added or replaced. Brick pavers will be adjusted once during first year for settlement over ¼".

### EXTERIOR PAINT

TERM: None

NOTES: Not warranted.

### EXTERIOR TRIM

TERM: 1 Year

NOTES: Workmanship and material of original installation.

### GLASS

TERM: None

NOTES: Not warranted after Final Acceptance Walk.

### GUTTERS

TERM: 1 Year

NOTES: Workmanship and material of the original installation.

### SCREENS

TERM: 1 Year

NOTES: Workmanship and material of original installation. Scratches, holes and wind damage are not warranted.

### SHINGLES (INSTALLATION & FLASHING)

TERM: 1 Year

NOTES: Workmanship and material of original installation. Roof leaks are not warranted after one year. Storm damage is not warranted.

### SHUTTERS

TERM: 1 Year

NOTES: Workmanship and material of original installation. Some visible bowing is normal when shutters are exposed to extreme heat.

### STUCCO

TERM: 1 Year

NOTES: Hairline cracks in stucco are common and their repair is considered Homeowner maintenance. Cracks greater than 1/8" width or spalling of the finish surfaces are deficiencies. One time during the first year, the Builder will fill the cracks using the original color. (Color and texture match is not guaranteed.)

### TILE ROOFING

TERM: 1 Year

NOTES: Workmanship and materials of original installation. Roof leaks are not warranted after one year. Storm damage is not warranted.

### VINYL SIDING (INSTALLATION)

TERM: 1 Year

NOTES: Manufacturer's limited warranty.

### VINYL SIDING (MATERIAL)

TERM: 1 Year

NOTES: Manufacturer's lifetime, limited, transferrable warranty. Scratches, holes and thermal distortion are not warranted after Final Acceptance Walk.

### VINYL WINDOWS

TERM: 1 Year

NOTES: Workmanship and material of original installation. The vapor seal carries a Manufacturer's Warranty of five years. There is no warranty on broken or cracked glass.



## SITework & LANDSCAPE WARRANTIES

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### ANTS, BEETLES, FLEAS, CRICKETS, SPIDERS, ETC.

TERM: None

NOTES: Not warranted.

### IRRIGATION SYSTEM

TERM: 1 Year

NOTES: Mattamy Homes does not warrant any broken heads or pipes after the Final Acceptance Walk.

### PLANTS, SHRUBS, SOD, ETC.

TERM: None

NOTES: Not warranted.

### SOIL TREATMENT

TERM: None

NOTES: The home is warranted to be free from termite infestation for one year post close. Coverage can be renewed through the installer.

### STANDING WATER

TERM: 1 Year

NOTES: Mattamy Homes warrants that during the first year, there will be standing water within the area disturbed by construction for a period of no longer than 24 hours after cessation of rain and a period of no longer than 48 hours in the swales. (Mattamy Homes reserves the right to adjust this timeline in extreme conditions.) Altering the original landscaping in any way voids the warranty.

### SURVEY

TERM: At closing

NOTES: A final survey will be received at closing and property lines will be flagged. Permanent property corners are provided and are the Homeowners' responsibility to maintain.

### TREES

TERM: None

NOTES: There is no warranty on trees or any other live plants. Inspect carefully at the New Home Orientation.

### UTILITIES INSTALLATIONS (AFTER CLOSING)

TERM: 1 Year

NOTES: Landscaping disturbed by utility companies after closing is not warranted by Mattamy Homes. Contact your utility provider's underground department for assistance.

## STRUCTURAL WARRANTIES

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### STRUCTURAL SLAB

TERM: 10 Years

### FOOTING & FOUNDATION

TERM: 10 Years

### LOAD-BEARING, FRAME, FLOORS, WALLS, WOOD & STEEL BEAMS

TERM: 10 Years

### ROOF FRAMING & TRUSSES

TERM: 10 Years

NOTES: The home is warranted to be free from termite infestation for one year post close. Coverage can be renewed through the installer.

## AIR CONDITIONING/HEATING (HVAC)

### Homeowner Use & Maintenance Guidelines

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

#### Adjust Vents

Maximize airflow to occupied parts of your home by adjusting the vents. Likewise, when the seasons change, readjust them for comfortable heating. Keep in mind heat rises, so direct cool air to the upper areas of your home. It will naturally fall down to the lower areas. Direct heat to the lower areas of your home as it will naturally rise.

#### Combustion Air or Fresh Air Intake

Based upon where your new home is built and what heating and cooling equipment is used, your new home includes a combustion air duct found near the furnace. The exterior end of this duct is vented outside and is covered with a screen to minimize insect or animals entering the duct. Cold air coming in through this duct means it is functioning as it should.

**Caution: Never cover or block the combustion air vent in any way. Outside air is needed to supply the furnace with sufficient oxygen. Blocking the combustion air vent will cause the furnace to draw air down the vent pipe and could possibly pull poisonous bases back into your home. To minimize the draft, place the end of the intake in a bucket or garbage can, making sure it is not too tight. This will create a “trap” and yet allow the furnace to draw fresh air if needed.**

#### Duct Cleaning

Exercise caution before spending money on professional ductwork cleaning services. A study by the EPA found that ductwork cleaning does not improve indoor air quality, nor was evidence found that it prevents health problems.

For more information, contact the EPA and request document EPA-402-K-97-002, or visit [www.epa.gov/iaq/pubs/](http://www.epa.gov/iaq/pubs/).

#### Ductwork Noise

Some popping or pinging sounds are the natural result of ductwork heating and cooling in response to airflow as the system operates. Materials expand and contract with the change in temperature resulting in these noises.

#### Duct Placement

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

#### Filter

A clean filter will help to keep your home clean and reduce dusting chores. Remember to change or clean the filter monthly/yearly depending on your filter type. A clogged filter can slow air flow and cause uneven heating and cooling. It can even shut down your system. Although it takes less than one minute to change the filter, this is one of the most frequently overlooked details of normal furnace care.

Buy monthly filters in large quantities for the sake of convenience. You will find the size and type printed along the edge of the filter that is in your unit. We suggest labeling them with the month they will be needed.

#### Return Air Vents

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

#### Temperature

Depending on the style of home, temperatures can normally vary from floor to floor as much as 5° on normal days, and up to 10° or more on extreme temperature days. The equipment blower will typically cycle on and off more frequently and for shorter periods during these extremes.

Save on energy costs by setting temperatures at 68°F for winter and not less than 75°F in the summer.

Run your fan in the “AUTO” or continuous position. This will even out your heat/air conditioning, help keep condensation off of your windows, and it will actually cause less wear and tear on your equipment. Generally, it uses the equivalent of a 100-watt light bulb in electricity, or less.

## AIR CONDITIONING/HEATING (HVAC) (CONTINUED)

### Trial Run

Have trial runs early in the fall and in the spring to test your HVAC system. If service is needed, it is much better to discover that before the heating/cooling season arrives.

### TROUBLESHOOTING TIPS

Before calling for service, check to confirm that the:

- Switch on the side of the furnace (or on the wall) is on.
- If applicable, Blower Panel cover is installed correctly for the furnace blower (fan) to operate. Similar to the way a clothes dryer door operates, this panel pushes in a button that lets the fan motor know it is safe to come on. If that button is not pushed in, the furnace will not operate.
- Fuse in air handler or furnace is good (See manufacturer literature for size and location).
- Filter is clean to allow airflow.
- Vents in individual rooms are open.
- Air returns are unobstructed.
- Even if these troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

NOTE: Heat pumps have an electrical heating element as backup for times when exterior temperature is too low for the heat pump to operate efficiently. This has a high electrical draw and can lead to high electrical bills. This element also fires during both emergency heat settings as well as when thermostat settings of 20° F or more are used. This is very inefficient and should be avoided.

### Air Conditioning

Your air conditioning system is a whole-house system. The air conditioning unit is the mechanism that produces cooler air. The air conditioning system has been designed and installed per all applicable building codes.

In warmer climates, the outside air disrupts the system and makes cooling impossible. Therefore, you should keep all windows closed. The heat from the sun shining through windows with open drapes is intense enough to overcome the cooling effect of the air conditioning unit. For best results, close the drapes on these windows.

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

For example, if you come home at 6:00 PM when the temperature has reached 90°F and set your thermostat to 75° F, the air conditioning unit will begin cooling, but will take much longer to reach the desired temperature. During the whole day, the sun has been heating not only the air in the house, but the walls, carpet, and furniture as well. These continue to release heat and nullify the air conditioner's cooling effect. By the time the air conditioning unit has cooled the walls, carpet, and furniture, you may well have lost patience.

If evening cooling is your primary goal, set the thermostat at a moderate temperature in the morning while the house is cooler, allowing the system to maintain the cooler temperature. The temperature setting may then be lowered slightly (3-degree increments) when you arrive home, with better results. Once the system is operating, setting the thermostat at 60° F will not cool the home any faster and can result in the unit freezing up and not performing at all.

Extended use under these conditions can damage the unit.

### Compressor Level

Maintain the air conditioning compressor in a level position to prevent inefficient operation and damage to the equipment. If it settles during the warranty period, Mattamy Homes will level it, unless alterations to grade or water management from homeowner installed drains or gutters has caused the AC slab to settle.

See also Grading and Drainage.

## AIR CONDITIONING/HEATING (HVAC) (Continued)

### Humidifier

(Not included in all markets)

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

### Manufacturer's Instructions

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

### Temperature Variations

Temperatures may vary from room to room by several degrees. This is due to such variables as floor plan, orientation of the home on the lot, type and use of window coverings, and traffic through the home. All rooms will vary in temperature; a 3- to 5-degree difference is normal.

### Climate

The outside humidity in some locations can be quite high throughout the year, however, the relative humidity in your home should be kept below 60 percent on average. This will help prevent condensation and microbial growth and promote good air quality.

### Condensate

Your home air conditioning system is the primary dehumidifier for your home. Condensation is generated as the circulating air passes over the cooling coil in the air handler. This condensate is then evacuated via a condensate line or pipe. You will see water dripping from this line during cooling months in the designated location.

## TROUBLESHOOTING TIPS

In addition to the HVAC tips on page 11, these are some ideas specific to air conditioning to help you try and resolve issues you may have. Before calling for service, check to confirm that the:

- Thermostat is set to "cool" and the temperature is set below the room temperature.
- Air conditioner and air handler (or furnace, if applicable) breakers on the main electrical panel are on (remember if a breaker trips you must turn it from the tripped position to the off position before you can turn it back on).
- 220 breaker switches on the outside wall near the air conditioner are on.
- Condensation line is not full and float switch has not been tripped.
- Air conditioner has not frozen from overuse.

Even if these troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

### Non-Emergency & Emergency

In warmer climates, a total lack of air conditioning is considered an emergency. If your home has two A/C units and only one is working, that's not considered an emergency. If your only A/C unit is not working, please call the emergency number on the sticker located on your electrical service panel.

For non-emergency service, a service request will be generated and an air conditioning contractor will provide service within five working days.

## AIR CONDITIONING/HEATING (HVAC) (Continued)

### Mattamy Homes Limited Warranty Guidelines

The air conditioning system should maintain a temperature of 75° or a differential of 15° to 17°, depending on your region, from the outside temperature, measured in the center of each room at a height of 5' above the floor. Lower temperature settings are often possible, but neither the manufacturer nor Mattamy Homes guarantees this.

### Maintenance

There is one filter inside your air handler. A good rule of thumb is to check your filter monthly and replace as needed. If your filter is to be cleaned, take a shop vacuum and vacuum these filters, removing any dust, debris, bugs, etc. or rinse them out. If you rinse them, they must be dry before re-installing them. If you choose an aftermarket filter, follow the manufacturers' instructions, but make sure it meets the equipment minimum specifications.

The condensate line will also require maintenance. Algae and mildew can build up inside the R condensate lines, causing a loss of flow. This loss of flow will trip a float switch at your air handler that will shut the system down until the blockage is removed. In order to avoid this, we recommend that half to one cup of vinegar is added to the condensate line quarterly, at a minimum, to keep it clear and avoid algae build up. Once the vinegar has a day or two to work inside the pipe, you can follow up with half to one gallon of warm water to flush out the line.

Also, make sure the outside condensate line is clear and nothing obstructs/damages the pipe to prevent water exiting the pipe. The area into which this line drains may remain saturated in hot weather because of constant use of your air conditioning. Reviewing your AC manufacturer's recommendations for maintenance is suggested to further understand recommended maintenance by you and professional service technicians.

### Furnace Maintenance

In some markets, air-to-air exchangers are used and contain three filters. The two small foam filters need to be cleaned monthly. The larger "core" filter needs to be cleaned every three months. To do this either, take a shop vacuum and vacuum these filters, removing any dust, debris, bugs, etc. or rinse them out. If you rinse them, they must be dry before reinstalling them.

### Heating

#### Furnished Home

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

#### Odor

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

#### Gas Odor

**Caution: if you smell a strong gas odor, leave your home and call the gas company immediately! Do not try to repair yourself. Do not do anything to create a spark - turning on lights, making a phone call, etc.**

#### Indicator Lights

Your furnace has indicator lights located inside the round window near the bottom of the unit. If you are concerned that your furnace may not be working properly, you can check these lights. If the red and green lights are blinking in unison, it is running correctly. Anything other than this can indicate a problem.

#### On-Off Switch

DO NOT turn the switch off during the winter months, this may cause your plumbing pipes to freeze, which is a non-warrantable item. The furnace has an on-off power switch. This switch looks like a regular light switch and is located outside the furnace. When turned off, this switch overrides all furnace commands and shuts down the blower. This is usually done only when maintenance service is being performed. Please take measures to ensure your children do not access to this area or switch. Also, be sure to check this before calling for service.

## AIR CONDITIONING/HEATING (HVAC) (Continued)

### Defrost Cycle of a Heat Pump

When a heat pump is operating in the heating mode or heat cycle, the outdoor air is relatively cool and the outdoor coil acts as an evaporator. Under certain conditions of temperature and relative humidity, frost might form on the surface of the outdoor coil. The layer of frost will interfere with the operation of the heat pump by making the pump work harder and, therefore, inefficiently. The frost must be removed. A heat pump has a cycle called a defrost cycle, which removes the frost from the outdoor coil.

A heat pump unit will defrost regularly when frost conditions occur. The defrost cycle should be long enough to melt the ice, and short enough to be energy efficient.

In the defrost cycle, the heat pump is automatically operated in reverse, for a moment, in the cooling cycle. This action temporarily warms up the outdoor coil and melts the frost from the coil. In this defrost cycle, the outdoor fan is prevented from turning on when the heat pump switches over, and the temperature rise of the outdoor coil is accelerated and increased.

The heat pump will operate in the defrost cycle until the outdoor coil temperature reaches around 57° F. The time it takes to melt and remove accumulated frost from an outdoor coil will vary, depending on the amount of frost and the internal timing device of the system. A typical defrost cycle might run from 30 seconds to a few minutes. The defrost cycles should repeat regularly at timed intervals.

When the heat pump initiates the defrost cycle, there can be a significant change in the operating noise of the unit (sometimes described as a growling noise) and under certain conditions, steam may be generated from the outdoor condenser. This is normal. However, if your unit does not defrost, and remains frozen for extended periods of time, service should be contacted to verify correct operation and prevent damage.

### Comfort and Efficiency

For maximum comfort and efficiency, it is better to regulate temperature throughout the day, rather than turn the system off. Time is very important in your expectations of a heating system. Unlike a light bulb, which reacts instantly when you turn on a switch, the heating unit only begins a process when you set the thermostat.

For example, if you come home at 6:00 pm when the temperature has reached 55° F and set your thermostat to 70° F, the heating unit will begin heating, but will take much longer to reach the desired temperature. During the whole day, outside air has been cooling not only the air in the house, but the walls, the carpet, and the furniture. At 6:00 pm, the heating unit starts heating the air, but the walls, carpet, and furniture release cold and nullify this heating. By the time the heating unit has heated the walls, carpet, and furniture, you may well have lost patience.

If evening heating is your primary goal, set the thermostat at a moderate temperature in the morning while the house is warmer, allowing the system to maintain the warmer temperature. The temperature setting may then be raised slightly (3° increments) when you arrive home, with better results.

Once the system is operating, setting the thermostat at 90° F will not heat the home any faster and can result in damage to the unit. Extended use under these conditions can damage the unit.

### Thermostat

The air handler will come on automatically when the temperature at the thermostat registers below the setting you have selected. Once the air handler is on, setting the thermostat to a higher temperature will not heat the home faster. Read thermostat manual/instructions thoroughly for proper operating instructions.

Placement of the thermostat is determined by our contractor or per plan. Thermostats will not be relocated to avoid sun shining into the home.

## TROUBLESHOOTING TIPS

### No Heat

Before calling for service, check to confirm that the:

- Thermostat is set to “heat” and the temperature is set above the room temperature for electric and gas furnaces.
- If using gas, ensure line is open at the main meter and at the side of the furnace.
- If using gas, switch on the side of the furnace is on.
- If using gas, ensure indicator lights are blinking in unison.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

## AIR CONDITIONING/HEATING (HVAC) (Continued)

### Mattamy Homes Limited Warranty Guidelines

Our HVAC contractors design/install heating systems according to local building codes, as well as to engineering designs and load(s) of the particular home model/plan. Adequacy of the system is determined by its ability to establish a temperature of 70° F in winter and 75° F in summer, as measured in the center of the room, 5' above the floor. (In the Raleigh market, the heating system should maintain a 45° differential from inside to outside.) Mattamy Homes will correct a system that does not meet these performance standards. It is the responsibility of the Homeowner to balance the system by adjusting the dampers.

**Note:**

Heat pumps have an electrical heating element as backup for times when exterior temperature is too low for the heat pump to operate efficiently. This has a high electrical draw and can lead to high electrical bills. This element also fires during both emergency heat settings as well as when thermostat settings of 2° F or more are used. This is very inefficient and should be avoided.

## ALARM SYSTEM

### Homeowner Use & Maintenance Guidelines

If your home selections included prewire for an alarm system, you will arrange for the final connection and activation after you move-in. The alarm company will demonstrate the system, instruct you in its use, and provide identification codes for your family. We recommend that you test the system each month.

### Mattamy Homes Limited Warranty Guidelines

Mattamy Homes makes no representation that the alarm system will provide the protection for which it is installed or intended.

## APPLIANCES

### Front Load Washers

If you plan to install pedestals, be aware they can affect the placement of the mechanicals and venting of the appliances and may preclude some cabinet options.

Mattamy Homes is not responsible for changing any venting after move-in if pedestals are installed. This change will be at the expense of the Homeowner. Mattamy Homes will not be held liable and/or responsible for the installation and or venting of any front-loading laundry appliances.

Due to the high RPM spin cycle speeds of front load laundry appliances, our appliance suppliers cannot be liable for damages that may be caused by vibrations that occur during the normal operation of your appliances. Furthermore, vibrations that occur during normal operation of your laundry appliances are not covered under either the manufacturer's or Builder's warranty.

### Mattamy Homes Limited Warranty Guidelines

We confirm that all appliance surfaces are in acceptable condition during your New Home Orientation. The appliance manufacturers warrant their products directly to you according to the terms and conditions of these written warranties.

**If you have an appliance problem:**

Contact Whirlpool directly at: 1 (800) 253-1301 or [service\\_accounts@whirlpool.com](mailto:service_accounts@whirlpool.com).

Whirlpool will need to know the closing date, the serial and model numbers (found on a metal plate on the side or the bottom of the appliance) and a description of the problem. Please do not contact Mattamy Homes Warranty Department on appliance issues, as they are not covered under your one-year Builder's warranty. Please be sure to fill out and send in your owner's warranty cards and to read and follow the manufacturer's literature.

## ASPHALT (Not in all Markets)

### Homeowner Use and Maintenance Guidelines

Asphalt is a flexible and specialized surface. Like any other surface in your home, it requires protection from things that can damage it. Over time, the effects of weather (freezing and thawing) and earth movement will cause minor settling, heaving and cracking of asphalt.

These are normal reactions to the elements and do not constitute improperly installed asphalt or defective material. Do not use your driveway for a minimum of 10 days after it is installed (keep people, bicycles, lawn mowers, and other traffic off it). On newly installed asphalt, avoid placing pointed objects or heavy materials on the driveway and avoid parking on it for extended periods of time. Turning your wheels when parked will cause tire marks. Avoid spilling gasoline and other petroleum products on asphalt, as it will cause soft spots and crumble.

### Chemical Spills

Asphalt is a petroleum product. Gasoline, turpentine, oil, and other solvents or petroleum products can dissolve or damage the surface. Wash such spills with soap and water immediately, and then rinse them thoroughly with plain water. Damage caused to your driveway as a result of these conditions is non-warrantable and will not be corrected by Mattamy Homes.

### Concentrated Loads in Hot Weather

Avoid any concentrated or prolonged loads on your asphalt, particularly in hot weather. High-heeled shoes, motorcycle or bicycle kickstands, trailers, grills, or even cars left in the same spot for long periods can create depressions or punctures in asphalt. Damage caused to your driveway as a result of these conditions is non-warrantable and will not be corrected by Mattamy Homes.

### Nonresidential Traffic

Prohibit commercial or other extremely heavy vehicles such as moving vans or other large delivery trucks from pulling onto your driveway. We design and install asphalt drives for conventional residential vehicle use only: family cars, vans, light trucks, and so on.

### Seal Coating

Exposure to sunlight and other weather conditions will fade your driveway, allowing the surface gravel material to be more visible. This is a normal condition and not a material or structural problem. You do not need to treat the surface of your asphalt driveway, but we recommend it. Use a high-quality sealer but wait a minimum of 12 months before the first application. This sealing process can usually fill hairline cracks; larger cracks can be filled or patched with a sand and sealer mixture prior to resealing.

For townhomes, check with your Homeowner's Association before seal coating your driveway, as there may be restrictions, or it may be a covered item.

### Mattamy Homes Limited Warranty Guidelines

During the warranty period, on a ONE TIME ONLY basis, asphalt repairs are done by either overlay patching or sectional replacement. Mattamy Homes is not responsible for the inevitable differences in color between the patch and the original surface. Seal coating can eliminate this cosmetic condition and is your responsibility.

### Settling

Settling next to your garage floor of up to 1 1/2" across the width of the driveway is normal. Settling or depressions elsewhere in the driveway of up to 1 1/2" in any 32" radius are considered normal.

### Thermal Cracking

Your driveway may exhibit thermal cracking, usually during the first 12 months. These cracks help your driveway adapt to heating and freezing cycles and are considered normal. Think of them as natural expansion joints. Thermal cracks need to be evaluated during the warmest months, July or August. Cracks of 1/2" or less of width are considered normal. Cracks over 1/2" will be repaired, one time, during the warranty period, by patching the affected area only. Color and texture variations are to be expected for which the Builder is not responsible. If the cracking is caused by abnormal use, repairs will be the Homeowner's responsibility.



## ASPHALT (Continued)

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### Alligator Cracking

Cracking that resembles the skin of an alligator can appear during the first 12 months. If alligator cracking occurs under normal use, Mattamy Homes will repair it by filling or patching the affected area only. Color and texture variations are to be expected for which the Builder is not responsible.

### Heaving

Subsoil freezing can cause an asphalt driveway to heave, sometimes causing surface water to leak under the garage door. This heaving usually corrects itself as the subsoil thaws. If the heaving problem persists during the spring and summer months, Mattamy Homes will correct the problem at their discretion. We will repair by filling or patching affected area only. Color and texture variations are to be expected, for which the Builder is not responsible.

### Marks and Punctures

Tire marks, punctures and other marks or depressions can occur on an asphalt driveway surface, particularly during hot weather. To minimize these, avoid applying constant or concentrated loads to the surface. Often these marks and depressions will correct themselves as you continue to drive over the surface. If a Homeowner chooses to repair them, it is at their expense.

### Precautions

Do not drive on your asphalt for at least 10 days after installation. Do not allow heavy vehicles on the driveway during warm weather. Spillage or leakage of gas or oil should be washed off immediately.

- Avoid driving over the edges of the driveway to prevent breakage.
- Especially during warm weather, avoid putting anything with a point on the asphalt - high heels, bicycle kickstands, lawn chairs, etc.
- To maintain the surface of your driveway, seal coating is recommended after the first 12 months of occupancy.

## ATTIC ACCESS

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### Homeowner Use & Maintenance Guidelines

The attic space is neither designed nor intended for storage. We provide access to this area for maintenance of mechanical equipment that may traverse the attic space. When you perform needed tasks in the attic, use caution and avoid stepping off wood members onto the drywall. This can result in personal injury and/or damage to the ceiling below. Your limited warranty does not cover such injury or damage.

If you open your attic access, be sure to seal it shut when you are done. Also, be sure to fluff up any insulation you disturbed. Mattamy Homes is not responsible for variations in R-Value of the attic insulation caused by the Homeowner or any other company disturbing the insulation. Your attic will be ventilated as required by applicable building codes.

## BRICK/STONE

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### Homeowner Use & Maintenance Guidelines

Brick or Stone is one of the most durable and lowest maintenance finishes for a home's exterior. Should you have brick on the exterior of your new home, a record of your brick color is included in your Selection Sheets.

### Efflorescence (Brick only)

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

### Tuck-Pointing

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

### Weep Holes

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

## BRICK/STONE (Continued)

### Mattamy Homes Limited Warranty Guidelines

We check the brickwork during the New Home Orientation to confirm correct installation of designated materials.

#### Cracks

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

## BRICK PAVERS

Driveways, walks, pool decks and patios may be constructed with an interlocking brick paver system. Brick pavers are a porous material and as with any brick, efflorescence and mineral staining are common from irrigation systems or other surface water sources. Paver patios and driveways require periodic re-sanding as well. It is quite common to have some settlement over time with any pavers. This can be corrected by replacing and re-compacting the base material under the paver areas. (Mattamy Homes will correct any settling of pavers that exceed 1/2 inch over a 10' distance within the one-year warranty period.) Your driveway and walkways are not designed to hold up under the weight of commercial delivery vehicles and may cause settling.

Items not covered during the one-year Mattamy Homes limited warranty period include:

- Normal paver maintenance including but not limited to cleaning and removal of efflorescence.
- Deviation of grade caused by water run-off from roofing elevations or gutter drains that direct water flow across paved areas, causing saturation or sinking to sub-base.
- Normal natural occurring circumstances, such as but not limited to, efflorescence of pavers, color fading or stains. Mattamy Homes will not guarantee color match of any paver replacement.
- Edge restraints of pavers are not designed to carry any heavy load. Any edge restraint broken by such impact would not be considered as warrantable.
- An elevation change between adjoining pavers has an allowance of 1/4" for all interlocking paver systems. Any pavers above the 1/4" allowance will be corrected if occurring within the on-year warrantable period.
- Joint sand is not intended for visual aesthetic purposes and will not stay to the top of the pavers. The joint sand will fill the bottom portion of pavers to keep them from moving separate from other interlocking pavers.

## CABINETS

### Homeowner Use & Maintenance Guidelines

Your Selection Sheets are your record of the style and color of cabinets in your home. Expect differences in grain and color between and within the cabinet components, due to natural variations in wood and the way it takes stain. These variations should be expected and are the characteristics and beauty of natural wood. Natural wood also has mineral marks. These often look like black marks in the wood. Replacement will not be made due to either variations or mineral marks. The wood used in cabinets are a natural product. They will continue to dry and could warp, causing doors and drawers to stick. Mattamy will adjust in Year One.

#### Cleaning

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

#### Hinges

If hinges catch or drawer glides become sluggish, a small amount of silicone lubricant will improve their performance. Occasionally checking the screws on your cabinet hinges is a best practice for normal operation.

#### Moisture

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

#### Panel Shrinkage/Splitting

Door panels are not glued in place but are allowed to expand and contract with the rest of the door. When this happens, raw wood edges may appear. Touching up the paint or stain on unfinished exposed areas is a Homeowner responsibility and is not warranted. Some splitting of door panels is normal and should be expected. If a door panel splits, Mattamy Homes will fill the split and match the paint or stain as closely as possible. Color variations are to be expected for which Mattamy Homes is not responsible.

## CABINETS (Continued)

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### Shelving

Be careful not to overload shelving, whether in kitchen or bathroom cabinets, closets, etc. Too much weight can cause a shelf to collapse.

### Mattamy Homes Limited Warranty Guidelines

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

### Alignment (If Applicable)

Doors, drawer fronts, and handles should be level and even. Adjustments of cabinet doors are common and are a Homeowner maintenance issue.

To adjust your cabinet doors, please do the following:

1. Loosen the two hinge screws on the door. DO NOT REMOVE THE SCREWS.
2. Loosening the screws will provide about a 3/8" vertical and horizontal movement in the door.
3. With the screws loose, square the door and tighten the screws.

### Operation

Cabinets should operate properly under normal use. Do not slam, kick shut or allow children to hang from your cabinet drawers.

### Separations

Some separation is normal and to be expected. We will correct gaps between cabinets and the ceiling or cabinets and the walls by caulking or other means, if the gap exceeds 1/4" (locations behind appliances are excepted from this repair).

### Warping

If doors or drawer fronts warp in excess of 1/4" within 24", when measured diagonally, we will correct this by adjustment or replacement. If there is a replacement, Mattamy Homes will match grain and stain as closely as possible, but color variations are to be expected and are not the responsibility of the Builder.

### Wood Grain

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

### Painted Cabinets

Painted finishes on cabinets are not intended to bridge gaps or joints in the wood material. Joints, seams and miters will begin to show through the paint from normal use and expansion and contraction of the materials. This is not warrantable or inherent with the materials.

## CARBON MONOXIDE DETECTORS

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### Homeowner Use & Maintenance Guidelines

Your home is equipped with carbon monoxide detectors. Read the manufacturers' manual for detailed information the care of your carbon monoxide detectors. Keep detectors clean and test them weekly. The unit will only indicate the presence of carbon monoxide gas at the sensor. Carbon monoxide gas may be present in other areas.

When the battery backup becomes weak, the detector will "chirp" as a warning. Replace the battery immediately to continue your protection. This detector must have AC or battery power to operate. If AC power fails and the battery is dead or missing, the detector cannot operate. Mattamy Homes recommends changing the batteries twice annually.

### Mattamy Homes Limited Warranty Guidelines

Mattamy Homes does not represent that the carbon monoxide detectors will provide the protection for which they are installed or intended. Mattamy Homes has installed the carbon monoxide detectors in locations approved by the local building codes. Mattamy Homes shall not be obligated to pay for any carbon monoxide investigation or service call.

## CAULKING

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### Homeowner Use & Maintenance Guidelines

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

Interior - Around sinks, bathtubs, countertop joints, backsplashes, showers and toilets

Exterior - Around windows, doors, any exterior penetrations through siding, and at brick/ stone siding connections

On stucco homes, cracking that appears in the exterior stucco finish coat should be caulked and painted at minimum, annually.

### Latex Caulk

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

### Silicone Caulk

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

### Mattamy Homes Limited Warranty Guidelines

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

### One-Time Repair

We will touch up caulking one time during your materials and workmanship period. We suggest that this be performed with your Year-End, Post-Close Service Visit.

## CERAMIC TILE

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### Homeowner Use and Maintenance Guidelines

Your Selection Sheets provide the style and color of your ceramic tile. Hairline cracks in tile and grout are not uncommon. Some slight imperfections in the materials and workmanship are expected. Cracked, badly chipped or loose tile, noted in the New Home Orientation checklist, will be replaced.

Cracks appearing in the grouting of the tiles at joints or junctions with other materials are common due to normal shrinking conditions. Mattamy Homes will repair cracks that are due to poor workmanship, or defective materials, within the applicable warranty period. We will do our best to match the grout, but expect the new grout to vary from the original. This is not a warranted item.

Limited extra pieces of tile and grout are left for you. Save these; in the event of a repair, this will help with the match. These are typically remaining materials in partial boxes or bags. We do not provide full cases.

### Cleaning

Ceramic tile is one of the easiest floor coverings to maintain; simply vacuum when needed. Occasionally, a wet mopping with warm water maybe appropriate. Avoid adding detergent to the water. If you feel a cleaning agent is required, use a mild solution of warm water and dishwasher crystals (this will not result in a heavy, difficult-to-remove lather on the grout). Rinse thoroughly. Or ask your local hardware store to recommend a product. Do not use waxes, sealers or bottled liquid cleaners on tile. Sealer is recommended for the grout.

Waxes will make cleaning difficult, and some liquid cleaners contain harmful acids that etch the tile and eat into the grout. If ceramic tile is installed on walls or countertops in your home, it may be washed with any nonabrasive soap, detergent, or tile cleaner. Abrasive cleaners will dull the finish.

### Grout Discoloration

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

## CERAMIC TILE (Continued)

### Sealing Grout

Sealing grout is the Homeowner's responsibility. To avoid sealing in dirt follow the seal manufacturer's instructions about cleaning the grout before the sealing process. However, once grout has been sealed, ongoing maintenance of that seal is necessary, and the limited warranty coverage becomes void. If grout is not sealed, it will allow moisture to pass through, due to its porous nature.

### Separations

Expect slight separations to occur in the grout between tiles. This grout is for decorative purposes only; it does not hold the tile in place. Using either the grout left at your home or premixed grout purchased from flooring or hardware stores can fill cracks in the grout. Follow package directions. Grout silicone or sanded grout caulking is found in the flooring sections of most hard-ware stores.

Tile around bathtubs or countertops may appear to be pulling up after a time. This is caused by normal shrinkage of grout or caulk and shrinkage of wood members as they dry out. If this occurs, the best remedy is to purchase tub caulk or premixed grout from a hardware store. Follow directions on the container. Repair these cracks immediately to protect the underlying surface from water damage. Mattamy Homes is not responsible for damage caused by not maintaining caulk and/or grout.

Routinely maintain the caulking used on your ceramic tile. This is typically found in corners where tile meets tile, or tile meets another material.

### Mattamy Homes Limited Warranty Guidelines

During the New Home Orientation, we confirm that tile and grout areas are in acceptable condition. We will only repair or replace cracked, chipped, or loose tiles noted at that time.

Mattamy Homes is not responsible for variations in color or discontinued patterns. New grout may vary in color from the original.

### One-Time Repair

Cracks appearing in grouting of ceramic tiles at joints or junctions with other materials are commonly due to shrinkage. Mattamy Homes will repair grouting, if necessary, one time during the first year. We recommend waiting until your 1 year post close visit so any cracks can experience a full seasonal change in temperatures and settlement.

We are not responsible for color variations in grout or discontinued colored grout. Any grouting or caulking that is needed after that time will be the Homeowner's responsibility.

## CONCRETE SLAB & FLATWORK

### Homeowner Use and Maintenance Guidelines

By maintaining good drainage, you protect your home's foundation and the concrete flatwork: the basement floor, porch, patio, driveway, garage floor, and sidewalks.

Concrete slabs are floating—they are not attached to the home's foundation walls. These are not a structural (load-bearing) element of the home, therefore are excluded from the 10-year structural warranty.

### Cleaning

Avoid washing exterior concrete slabs with cold water from an outside faucet when temperatures are high and the sun has been shining on the concrete. The abrupt change in temperature can damage the surface bond of the concrete. We recommend sweeping for keeping exterior concrete clean. If washing is necessary, do this when temperatures are moderate. Repeated cleaning of the garage floor by hosing can increase soil movement by allowing water to penetrate any existing cracks.

### Sealing Concrete (Not applicable in all markets)

This will help protect your concrete walkways and driveways from damage due to outside elements such as salt. Concrete sealer will need to be reapplied on a regular basis to maintain this coverage. This is a Homeowner maintenance task and is not warranted by Mattamy Homes.

### Cracks

A concrete slab shrinks as it cures. Some of this shrinkage shows up as cracks. Cracking of concrete flatwork also results from temperature changes that cause expansion and contraction. Minor cracks in concrete floor slabs are normal. Cracks exceeding 3/16 inch in width will be repaired.

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

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

## CONCRETE SLAB & FLATWORK (Continued)

### Expansion Joints

We install expansion joints to help control expansion, and sawcut control joints to attempt to control where the cracks occur. However, as the concrete shrinks during the curing process, moisture can penetrate under the concrete and lift the expansion joint. When this occurs, fill the resulting gap with a waterproof concrete caulk, which can be purchased at most hardware stores.

The Homeowner is responsible for sealing cracks/gaps in concrete as normal maintenance to prevent water from entering and causing future issues to concrete.

Cracks will not always follow the expansion or control joints. Cracks outside of these areas are not unexpected.

### Heavy Vehicles

Prohibit commercial or other extremely heavy vehicles, such as moving vans and other large delivery trucks, from pulling onto your driveway. We design and install concrete drives for conventional residential vehicle use only: family cars, vans, light trucks, and so on.

### Ice, Snow, and Chemicals

Driving or parking on snow creates ice on the drive, which magnifies the effects of snow on the concrete surface. Remove ice and snow from concrete slabs as promptly as possible after snowstorms. Protect concrete from abuse by chemical agents such as pet urine, fertilizers, radiator overflow, repeated hosing, or de-icing agents, such as road salt that can drip from vehicles. All of these items can cause spalling (chipping of the surface) of concrete. Do not use salt or salt-based products on concrete. These products will cause damage that will not be warranted. We suggest using sand as an alternative.

### Mattamy Homes Limited Warranty Guidelines

Concrete slabs, such as driveways, and walkways are floating – they are not attached to the home's foundation walls. Because these slabs are not a structural (load bearing) element of the home, they are excluded from coverage under the 10-year structural warranty. Your garage and lanai are part of the foundation and are covered by the structural warranty.

### Color

Concrete slabs vary in color. Mattamy Homes provides no correction for this condition. Concrete is a porous material and is exposed to the elements in a number of areas. Care must be taken to avoid spills of staining materials such as stains, paints, or oils and grease. These types of spills are not warrantable. In addition, fertilizers, irrigation water, and some pest control chemicals contain minerals that can stain concrete. Take care to avoid exposing your exterior concrete surfaces to these materials.

The sun will also tend to bleach concrete over time. The materials that constitute the concrete, such as cement, aggregate and sand, are natural materials and therefore the bleaching process can be spotty or blotchy. This is a natural characteristic of the concrete.

### Cracks

Shrinkage cracks are normal in concrete walls, floors and slabs. Slight cosmetic imperfections will not be repaired. Provided that Homeowners maintain proper grading and care procedures - Concrete cracks that exceed 1/4" in horizontal or vertical displacement, will be patched or repaired, one time during the one-year warranty period, by patching or using concrete filler. Color and texture variations are to be expected, for which the Builder is not responsible. Subsequently, concrete slab maintenance is the Homeowner's responsibility.

### Basement Floors

Provided that Homeowners maintain proper grading and care procedures, concrete cracks that exceed 1/8" width or 1/8" vertical displacement, or any crack that permits water in, will be patched or repaired, one time during the one-year warranty period, by patching or using a concrete filler. Color and texture variations are to be expected, for which the Builder is not responsible. Subsequently, concrete slab maintenance is your responsibility.

### Depressions

If a depression or unevenness in habitable concrete flooring exceeds 3/8" on a 4' level, it will be corrected. The Builder will correct the problem to meet the performance standard by filling with a latex or equivalent filler or by grinding. The finished repair will be feathered in. Color variation of concrete is to be expected, for which the Builder will not be responsible.

## CONCRETE SLAB & FLATWORK (Continued)

### Heaving

Heaving exterior concrete slabs is vertical or horizontal movement of concrete slabs. Concrete slabs are floating and not supported by a frost footing. The Homeowner can make repairs to their satisfaction. This is non-warrantable by the Builder.

### Level Floors

Concrete floors in the habitable areas of the home will be level to within 1/4" within any 32" measurement with the exception of an area specifically designed to slope toward a floor drain.

### Separation

Mattamy Homes will correct separation of concrete slabs, one time only within the 1-year warranty period, from the home if separation exceeds one inch.

### Spalling (Surface Chips)

Causes of spalling include repeated hosing of concrete for cleaning, animal urine, radiator overflow, fertilizer, uncleared snow and ice, ice-melting agents, and road salts from vehicles. Repair of spalling is a home maintenance task. Damage caused as a result of these conditions is non-warrantable and will not be corrected by Mattamy Homes.

## CONDENSATION

### Homeowner Use and Maintenance Guidelines

When warm, moist air comes into contact with cooler surfaces, the moisture condenses. Outside we see this as dew; inside you may see it as a layer of moisture on glass windows and door panes, as well as frames. This condensation comes from high humidity within the home combined with low outside temperatures and inadequate ventilation. Family lifestyle significantly influences two out of three of these conditions. Condensation is seldom the fault of the windows or doors.

### Humidifier Operation (May not be typical in your market)

If your home includes a humidifier, closely observe manufacturer's directions for its use. Instructions typically advise turning off the humidifier during air conditioning season. Moderate settings in winter can maintain desired comfort

levels without contributing too much moisture to your home. Experiment to find the correct level for your family's lifestyle.

### New Construction

Some experts have estimated that a typical new home contains the equivalent 50 gallons of water in both the new materials and in the air as water vapor. Water is part of lumber, concrete, drywall texture, paint, caulk, and other materials used in building. Wet weather during construction adds more. This moisture evaporates into the air as you live in your home, adding to the moisture generated by normal living activities such as bathing and cooking. Over time, this source of moisture will diminish.

The problem of condensation is often more noticeable in today's energy-tight homes. The warm moist air cannot escape as readily, so it heads for the coolest spot in the house. Despite today's major advances in energy efficiency, the coolest spots in the winter are usually the windows.

### Controlling Humidity

Outside air is usually drier than the air in your home. The moisture in wet air is compelled to flow toward and mix with the outside, drier air, and it does so with a force of nature known as vapor pressure, or vapor diffusion. A relentless force, vapor diffusion can cause moisture to penetrate through wood, plaster, brick, cement and most other forms of materials used to build homes.

Your family needs a certain level of indoor humidity for comfort and health reasons. How can you tell if your home humidity level is acceptable for both health and home? In winter, small amounts of fog or frost buildup (condensation) on the lower corners of your windows indicate your humidity is still within a proper range. Large amounts of condensation indicate too much moisture, which can lead to deterioration of paint and stain, or window damage. Damage to these items from condensation are not warranted by Mattamy Homes. We suggest purchasing a hygrometer to monitor humidity levels.

The following provides the maximum suggested humidity levels for a home with an indoor temperature according to your state and climate zone below, for use during the winter season. Your region may indicate a higher humidity and recommend contacting your HVAC installing contractor for further education on your climate zones and humidity levels. Lower humidity levels are required when the outdoor temperature lowers. Notable deviations from these levels could result in lower livability comfort and may also result in damage to your home that is not warranted by Mattamy Homes.

## CONDENSATION (Continued)

### Climate Zone 1&2 (Florida)

Your HVAC system has been designed using The Florida Energy code, using 75° F at 50-60% relative humidity, or 20 degrees below outdoor temperature based at 95° F outdoor temperature. Manufacturers do not recommend having your air conditioning set below 72° F, as the refrigeration process of coolant will be incomplete, potentially causing compressor components to fail prematurely.

### Climate Zone 2 (Arizona)

Your HVAC system has been designed using IRC 2018 and Energy Start Revision B with a target indoor relative humidity of 30% at 70° F.

### Climate Zone 2 (Texas)

Your HVAC system has been designed using Energy Start with a target indoor relative humidity of 50% at 100° F outside and 75° F inside.

### Climate Zone 3 & 4 (Carolinas)

Your HVAC system has been designed using the North Carolina Energy Code using 75° F with 50-60% relative humidity. This is approximately 17 degrees lower than outdoor temperature. Manufacturers recommend a cooling temperature of 75-78° F in summer months.

### Climate Zone 6 & 7

For household air temperature of 70° F, the following guidelines apply:

Outside Temperature	Maximum Indoor Humidity
-20° F or below	not over 15%
-20° F to -10°	not over 20%
-10° F to 0°	not over 25%
0° F to 10°	not over 30%
10° F to 40°	not over 35%
40° F or above	not over 40%

Some indications of surface condensation are:

- Frost on door handles and hinges, or door frozen shut.
- Water or ice on windows.
- Damp spots or mildew on walls and ceiling.
- Moisture on light fixtures and toilets.

### Normal Activities

As you live in your home, your daily lifestyle also contributes to the moisture in the air. Cooking, laundry, baths and showers, aquariums, plants, and so on all add water to the air in your home. Likewise, your daily routine can mitigate the amount of moisture in your home and reduce condensation on interior surfaces. Avoid setting your thermostat at extreme temperatures. Heating your home will cause the materials to dry out faster, generating more moisture into the air. Drying the materials out too fast also increases shrinkage cracks and separations.

Here are some other ways to reduce and control household humidity:

- Shut off household humidifiers during cold seasons.
- Ventilate regularly. Regularly opening windows to allow fresh air into your home is highly recommended. Or if you have an Air-to-Air Exchanger, run it on the proper settings.
- Run exhaust fans in bathrooms and laundries while you are using them and for at least a half hour after. In the very hot summer months, run your bathroom fans during and after showers and baths for longer periods, in order to get the condensed moisture out of the ductwork. If you don't draw the moisture out, it can freeze to the vent walls and when the weather warms up, drip back out when it melts.
- Run vent fans in microwaves and hoods while you cook, especially if you are boiling or steaming food.
- When possible, leave blinds drapes and/or curtains open to allow conditioned air to get to the windows.
- Do not cover hot or cold air registers.
- Keep weep holes in windows and patio doors open to allow moisture to escape.
- Operate your air handler fan in the "AUTO" or continuous position.
- DO NOT plug the return air intake for your furnace/air handler (this is also a safety precaution).
- Keep roof vents clear of snow to prevent frost from forming in the attic.

### Ventilation

Develop the habit of using exhaust fans in bathrooms and over the stove. When weather/humidity conditions permit, open windows so fresh air can circulate through your home. Keep the dryer exhaust hose clean and securely connected. See also Ventilation.



## CONDENSATION (Continued)

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### Basements

Condensation is often the cause of dampness in basements. It occurs when moisture in the basement air condenses on cool surfaces (e.g., walls, floors, water pipes). It may be prevented or eliminated by reducing excess moisture in the air. Avoidable sources of moisture, such as leaky plumbing, should be eliminated.

Exposed cold water pipes should be insulated. The basement should be well ventilated. Sunlight and air movement can quickly dry out a basement. Landscaping around the basement should be pruned/thinned out to prevent heavy shading and to allow better air circulation.

### Mattamy Homes Limited Warranty Guidelines

Condensation results from weather conditions and a family's lifestyle. Mattamy Homes has no control over these factors. The limited warranty coverage excludes condensation.

## COUNTERTOPS

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### CULTURED MARBLE/MANUFACTURED STONE

#### Homeowner Use and Maintenance Guidelines

Exercise care when using these tops. They can scratch and stain or be damaged by a sharp blow. Some cosmetics and shampoos can stain these tops if not wiped up immediately. Gel Gloss cleans and protects these tops. Magic Erasers also work well for cleaning. Avoid abrasive cleansers or razor blades on manufactured marble, as both will damage the surface.

Separation of countertops from walls, backsplash, and around sinks results from normal shrinkage of materials. Mattamy Homes will re-caulk these areas one time during the materials and workmanship warranty. Subsequently, caulking is the Homeowner's maintenance responsibility.

### Mattamy Homes Limited Warranty Guidelines

During your New Home Orientation, we confirm that all countertops are in acceptable condition. We repair noticeable surface damage such as chips, cracks, and scratches noted on the New Home Orientation checklist. Minor blemishes can be expected, and under normal use, additional surface scratches are considered an inherent characteristic of this product. Repair of surface damage noted after your closing date is the Homeowner's maintenance responsibility and will not be corrected by Mattamy Homes. If you do damage your tops, please call us and we can direct you to a repair company.

Mattamy Homes will re-caulk around your vanities one time during the materials and workmanship warranty. Subsequently, caulking will be your maintenance responsibility.

### Countertop Level

Countertops will be no more than 1/4" in 12' out of parallel with the floor. The Builder will make the necessary adjustments by shimming and leveling the countertop to meet the acceptable standard.

### GRANITE/QUARTZ

#### Homeowner Use and Maintenance Guidelines

There are few materials harder than stone, which means there are only a few materials that can damage them. Even with its exceptional scratch resistance, it is recommended that a cutting board be used; cutting directly on stone will dull your knife.

While granite is the most heat-resistant countertop available, we still recommend using a trivet or hot pad to protect the surface. Granite fissures occur naturally and are not a defect.

### Cleaning

For every day clean up, use a soft damp cloth to clean up most spills. For weekly clean up, use a mixture of mild soap and water, a mixture of vinegar and water (one to one) or a natural stone cleaner. Glass cleaners will not hurt granite but will leave a cloudy residue. Never use acidic cleaners on granite, they can dull or etch the surface. Do not use a scrubbing sponge on your top, they may scratch granite.

## COUNTERTOPS (Continued)

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### Sealing

Stone sealers help spills from absorbing or sticking to the surface. It is recommended that you reseal your granite yearly or sooner if needed. Like car wax, if liquid doesn't bead up, then you need to reseal.

### Stains

Although granite is very stain resistant, some spills can leave a mark. Most residue will evaporate within 12-24 hours. If a stain does not evaporate or cannot be removed by a stone cleaner, an absorbing poultice can be used. Use as instructed by the manufacturer.

### LAMINATE

#### Homeowner Use and Maintenance Guidelines

Use a cutting board to protect your counters when you cut or chop. Protect the counter from heat. If you cannot put your hand on it, do not put it on the counter. Do not use countertops as ironing boards and do not set lighted cigarettes on the edge of the counter. Wipe up water or liquid spills immediately to avoid wicking in miters and subsequent warping or swelling of countertop seams.

Damage caused to your countertop as a result of these conditions are non-warrantable and will not be corrected by Mattamy Homes. Minor blemishes can be expected with laminate surfaces. Under normal use, additional scratches are considered an inherent characteristic of this product.

### Caulking

The caulking between the countertop and the wall, along the joint at the backsplash (the section of counter that extends a few inches up the wall along the counter area) and countertop and around the sink may shrink, leaving a slight gap. Maintaining a good seal in these locations is important to keep moisture from reaching the wood under the laminates and to prevent warping.

### Level

Countertops will not be more than 1/4" in 12' out of level with the floor. Mattamy Homes will make necessary adjustments by shimming and leveling the countertop to meet these standards.

### Mats

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

### Mattamy Homes Limited Warranty Guidelines

During your New Home Orientation, we confirm that all countertops are in acceptable condition. Slight surface scratches are to be expected and are not warrantable through Mattamy Homes. We will repair noticeable surface damage such as chips, cracks, and scratches noted on the New Home Orientation checklist. Repair of surface damage noted after your closing date is one of your maintenance responsibilities and will not be corrected by Mattamy Homes. If you do damage your tops, please call us and we can direct you to a repair company.

### SOLID SURFACE

#### Homeowner Use and Maintenance Guidelines

Do not cut directly on solid surface; use a cutting board. It is recommended to practice to run cold water from the faucet while pouring boiling water into the sink. While solid surface is heat resistant, it is important to minimize direct heat exposure to protect your surface and investment. Always use heat trivets or hot pads when placing hot objects on any surface. Soapy water, ammonia-based cleaners (not window cleaners) or commercially available solid surface cleaners will remove most dirt and residue from finish. Soft Scrub will gradually remove harder to remove residue. To remove scratches or blotchy appearances, use a mild absorbable liquid cleanser, such as Soft Scrub, on a damp sponge or cloth, using small circular motions overlapping the circles until the entire area has been cleaned. Thoroughly rinse with water and wipe surface completely dry. While this procedure may remove or minimize the look of very fine scratches, other deeper scratches may remain — at which time you may want to contact a professional refinisher.

### CRAWL SPACE

#### Homeowner Use & Maintenance Guidelines

The crawl space is not intended as a storage area for items that could be damaged by moisture. Wood stored in a crawl space can attract termites and mold. You may notice slight dampness in the crawl space. Landscaping that is correctly installed helps prevent excessive amounts of water from entering crawl spaces. Report any standing water to Mattamy Homes for inspection.

## DECKS (If applicable)

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### Homeowner Use and Maintenance Guidelines

Wood decks add to the style and function of your home and are a high maintenance part of your home's exterior.

### Effects of Exposure

Wood decks are subject to shrinkage, cracking, splitting, cupping, and twisting. Nails or screws may work loose and will need routine maintenance. Plan to inspect your decks regularly, a minimum of once each year, and provide needed attention promptly to maintain an attractive appearance and forestall costly repairs. Mattamy Homes recommends that you treat or stain your decks as needed to keep them looking their best.

### Foot Traffic

As you use your decks, abrasives and grit on shoes can scratch or dent the wood surface. Regular sweeping and mats can mitigate this but will not completely prevent it.

### Outdoor Furniture

Moving grills, furniture, or other items can damage the surface of the decking. Use caution when moving such items to prevent scratches, gouges, etc.

### Sealing or Water Repellent

To prolong the life and beauty of your deck, treat it periodically with a water repellent or wood preservative. Local home centers or hardware stores offer several products to consider for this purpose. Always follow manufacturer directions carefully. For multifamily units, check with your Homeowner's Association before staining or sealing your deck, as there may be restrictions, or it may be a covered item.

### Snow and Ice

Heavy snow or ice that remains on the deck over long periods increases wear and tear on the deck. Prompt removal can reduce adverse effects. Use caution in shoveling to avoid needless scratching of the deck boards.

### Mattamy Homes Limited Warranty Guidelines

Exposed wood decks are constructed to meet structural and functional design. During the New Home Orientation, we will confirm that the wood decks are in satisfactory condition.

### Color Variation

Color variations are a natural result of the way in which wood accepts stain and are excluded from limited warranty coverage.

## DOORS & LOCKS

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### Homeowner Use & Maintenance Guidelines

Depending on availability and selection the doors installed in your home may be natural wood and subject to such natural characteristics of wood as shrinkage and warpage and color variation. Natural fluctuations caused by humidity and temperature, showers, and dishwashers, interior doors may occasionally require minor adjustments.

### Bifold Doors

Interior bifold doors sometimes stick or warp because of weather conditions. Apply a silicone lubricant to the tracks to minimize this inconvenience. Sometimes the hardware needs readjusting. This is a Homeowner maintenance item.

### Exterior Finish

To ensure longer life for your interior or exterior doors, plan to refinish them as needed. Stained exterior doors with clear finishes tend to weather faster than painted doors. Reseal stained exterior doors whenever the finish begins cracking. Apply varnish to interior doors as needed.

### Failure to Latch

If a door will not latch because of minor settling, you can correct this by making a new opening in the jamb for the latch plate and raising or lowering the plate accordingly. Minute adjustments to the hinges can also resolve latching issues.

### Hinges

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

## DOORS & LOCKS

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### Keys

Keep a duplicate privacy lock key where children cannot reach it in the event a youngster locks him/herself in a room. The top edge of the door casing is often used as a place to keep the key. A small screwdriver or similarly shaped device can open some types of privacy locks. Mattamy Homes is not responsible for lost or stolen keys.

### Locks

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

### Patio Doors

Patio sliding doors should operate smoothly. The Homeowner may need to adjust them at some point. To do so, take a Phillips screwdriver and find the wheel adjusting screw. These are located on the bottom of the sliding panel, either on the ends or on the front behind “plugs.” Simply tighten or loosen the screw as needed to raise or lower the wheels, until the door operates properly. It is also important to keep patio door tracks clean and free of debris. Patio doors are not designed to be airtight or watertight.

### Shrinkage

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

### Sticking

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

Before adjusting a door because of sticking, try two other steps: first, apply either a paste wax, light coat of paraffin, or candle wax to the sticking surface; or second, tighten the screws that hold the door jamb or door frame.

If adjusting is necessary even after these measures, use sandpaper to smooth the door and paint/stain the sanded area to seal against moisture.

### Warping

To help keep doors from warping, keep doors latched as much as possible. It is also important to maintain proper humidity in your home to decrease the amount of expansion and contraction of all your wood products. See Condensation for more information.

### Weather Stripping Thresholds

Weather stripping on the bottom of doors will be replaced, if damaged caused by moisture seeping under the door. Replacement of weather stripping due to Homeowner negligence is a non-warrantable item.

### Wood Grain

Readily noticeable variations in wood grain and color are to be expected in all wood products. Replacements will not be made because of wood grain variations.

### Mattamy Homes Limited Warranty Guidelines

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

### Adjustments

Doors should operate smoothly and latches should operate correctly. Because of normal settling of the home, doors may require adjustment for proper fit. During the first year warranty period, Mattamy Homes will make such adjustments.

### Bifold Doors

Inoperable bifolds, not caused by Homeowner damage or neglect, will be repaired.

### Door Drags on Carpet

Mattamy Homes will repair the door so that it swings freely of the carpet.

### Door Hardware

Due to elements beyond the Builder's control, tarnished hardware cannot be warranted.

## DOORS & LOCKS (Continued)

### Drafts under Exterior Doors

Drafts under exterior doors can be corrected by adjusting the door threshold:

- Remove the threshold plugs.
- To move the threshold closer to the door, loosen the screws.
- To move the threshold away from the door, tighten the screws.
- Install the threshold plugs.

### Warpage

All wood doors go through a period of moisture and balance during new construction. During the first season, the door will be exposed to rapid drying conditions. This may cause the door to warp temporarily. This temporary warpage is not considered a defect. In most cases, the door will straighten out. Doors should not become inoperable and warpage of the door should not exceed 1/4" measured from corner to corner diagonally. Mattamy Homes will repair or replace warped doors at their discretion. If a replacement is required, Mattamy Homes will match grain and paint/stain as closely as possible, but color variations are to be expected, for which Mattamy Homes is not responsible.

## DRAIN TILE (If applicable)

### Homeowner Use & Maintenance Guidelines

Your home may have been constructed with a perimeter drain tile system that enters the sump basket under the floor. Check the basket frequently, especially in thawing and rainy seasons. If the water is up to the bottom of the tubes, you should empty it and install a sump pump. If you have a sump pump, check it periodically to make sure it is working when you need it.

If your sump pump is running, it is working. This is not a bad thing. The water in the basket will be discharged to the exterior of the home. It is the Homeowners responsibility to direct the water away from the foundation. This will keep the water from leaking back into the foundation.

### Mattamy Homes Limited Warranty Guidelines

Drain tile should help prevent leaks in the foundation system. Leaks that result in actual trickling of water will be repaired. Leaks caused by improper landscaping or failure to maintain proper grade and drainage away from your home are not covered by warranty. Dampness of walls and floor in new construction may occur and is not considered a deficiency. (See Condensation)

## DRYWALL

### Homeowner Use & Maintenance Guidelines

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

It is recommended to wait until the One-Year Warranty Service Review to have drywall corrections made. Please keep a running list throughout the first 12 months specifying the locations.

### Repairs

With the exception of the one-time first year repair service provided by Mattamy Homes, care of drywall is your maintenance responsibility. Most drywall repairs can be easily made. This work is best done when you redecorate the room. Repair hairline cracks with a coat of paint. You can repair slightly larger cracks with spackle or caulk. To correct a nail pop, reset the nail with a hammer and punch or tighten the screw with a screwdriver. Cover it with spackle, which is available at paint and hardware stores.

Apply two or three thin coats. When dry, sand the surface with fine-grain sandpaper, depending on drywall finish, apply texture and then paint. You can fill indentations caused by sharp objects in the same manner.

### Mattamy Homes Limited Warranty Guidelines

During the New Home Orientation, we confirm that drywall surfaces are in acceptable condition. This verification is done from five to six feet away from the wall surface, and under normal light conditions.

### One-Time Warranty Repairs

One time during the materials and workmanship warranty, Mattamy Homes will repair drywall shrinkage cracks and nail pops and will touch up the repaired area using the same paint color that was on the surface when the home was delivered. Touch-ups will be visible and should be expected, for which the Builder is not responsible.

This maintenance touch-up does not include caulking of painted millwork. (See also: Wood Trim for more information).

"Flashing" is normal when fresh paint is used to touch up existing areas. It will be more noticeable on long spans of walls, or walls with light shining down them. Mattamy Homes will not paint whole walls because of this condition.

## DRYWALL (Continued)

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Repainting the entire wall or the entire room to correct this is your choice and responsibility. You are also responsible for custom paint colors or wallpaper that has been applied subsequent to closing. Mattamy homes will not reapply wallpaper or your custom paints in repaired drywall areas.

It is your choice whether Mattamy Homes repairs the drywall in these areas due to your custom wall finish being affected. Due to the effects of time on paint and wallpaper, as well as possible dye lot variations, touch-ups are unlikely to match the surrounding area.

### Lighting Conditions

Mattamy Homes does not repair minor drywall flaws that are only visible under direct lighting conditions. Direct light cascading across a wall will emphasize any and all minor blemishes that are normal in finished drywall assemblies. Mattamy Homes reserves the right to determine if a blemish is warrantable or not.

## EASEMENTS

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### Homeowner Use and Care Guidelines

Easements are areas where such things as utility supply lines can pass through your property. They permit service to your lot and adjacent lots, now and in the future. Yours may include drainage easements, meaning the runoff from adjacent lots pass across your property. Likewise, water from your property may run across a neighboring lot. HOA rules vary, but fencing is typically not installed on an easement. Easements are recorded and are permanent.

Utility companies, the United States Postal Service and others have the right to install equipment in easements. These might include streetlights, mailboxes, or junction boxes to name a few. Neither Mattamy Homes nor you as the Homeowner have the authority to prevent, interfere with, or alter these installations. Plans for the location of such items are subject to change by the various entities involved. Because they have no obligation to keep Mattamy Homes informed of such changes, we are unable to predict specific sites that will include such equipment.

## ELECTRICAL SYSTEM

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The electrical system in your home was designed by professionals to comply with stringent local, state and national building codes. It is intended for normal residential use. Any changes or additions to your electrical system may void your warranty and can result in damage to your home.

We highly recommend that you consult a licensed electrician to make such changes or additions to your electrical system. Please note that a permit may be required.

### Homeowner Use and Maintenance Guidelines

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

### Breakers

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

### Breakers Tripping

Breakers trip because of overloads caused by plugging too many appliances into the circuit, a worn cord or defective appliance, or operating an appliance with too high a voltage requirement for the circuit. The starting of an electric motor can also trip a breaker.

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

## ELECTRICAL SYSTEM (Continued)

### Fixture Location

We install light fixtures in the locations indicated at your per plan, unless specifically noted otherwise via option. Moving fixtures to accommodate specific furniture arrangements or room use is a Homeowner responsibility.

### GFI (Ground-Fault Interrupters)

GFI receptacles are required by building code as a safety feature. The outlets in all wet areas (bathrooms, kitchen, patio or balcony, basement, crawl space and exterior) are connected to a GFI. It is a sensitive system that trips easily to prevent electrical shock in these locations. Heavy appliances or power tools can trip the GFI breaker. If you “trip” a GFI, simply push the reset button to reactivate it.

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

GFI's can and do wear out. If they continue to trip and/or reset, they may need to be replaced. In the event of a bad GFI, Mattamy Homes strongly recommends the Homeowner hire a licensed electrician to replace the defective unit. In laundry rooms with utility sinks, a GFI outlet will be provided and will protect all outlets within the room. If you find that your washer/dryer is not working, check this GFI first, before calling the Mattamy Homes Warranty Department.

#### Caution:

Never plug a refrigerator or food freezer into a GFI-controlled outlet. The likelihood of the contents being ruined is high and the limited warranty does not cover such damage.

### Arc Fault/GFI (Ground-Fault Interrupters) Circuits

Arc Fault/GFI circuits are required by code, these protectors are required in all bedrooms of homes built after January 1, 2008. These protect you by detecting faults and tripping the circuit if needed. If they do trip, turn them completely off at the circuit breaker panel and then turn them back on. These breakers can be highly sensitive to certain home appliances and lightning in the area. If the AFP/GFI continues to trip, contact the Warranty Department of Mattamy Homes.

### Fluorescent Fixtures — Buzzing and/or Flickering

Fluorescent fixtures use transformer action to operate them. This action sometimes causes a buzzing. It is also normal to see a flickering when the bulbs are warming up.

We highly recommend that you consult a licensed electrician to make such changes or additions to your electrical system. Please note that a permit may be required.

### Grounded System

Your electrical system is a three-wire grounded system. Never remove the bare wire that connects to the box or device. Do not disconnect the wire from the ground rod/underground. This is generally located in the garage behind a blank plate or located on the exterior of the home behind the electrical panel.

### Light Bulbs & LED Light Fixtures

You are responsible for replacing burned-out bulbs other than those noted during your New Home Orientation.

Bulbs burnt out by power surges, which are due to local conditions, are not warranted. This applies to any other damage, including damage done to appliances, by power surges. Please use bulbs within the fixture's rated capacity. Using bulbs with a rating greater than the fixture's capacity may damage the fixture or shorten bulb life.

### Outlets

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

If there are small children in the home, install safety plugs to cover unused outlets. Teach children to never touch electrical outlets, sockets, or fixtures. All outlets in homes are now required to be tamper resistant as well.

Electrical outlet on exterior walls may permit airflow through the outlet. This is normal and no corrective action is required. Caulking around the perimeter of the box may eliminate the airflow and is a Homeowner maintenance item.

## ELECTRICAL SYSTEM (Continued)

### Three-Way Switches

Three-way switches are one light controlled by two different switches. Because of this, it is possible for one switch to be in the OFF position and the light be on, and vice versa.

### Underground Cables

Before digging, check the location of buried service leads by calling the local utility locating service. Maintain positive drainage around the foundation to protect electrical service connections.

## TROUBLESHOOTING TIPS

### No Electrical Service Anywhere in the Home

Before calling for service, check to confirm that the:

- Service is not out in the entire neighborhood. If so, contact the utility company.
- Main breaker and individual breakers are all in the ON position.

### No Electrical to One Or More Outlets

Before calling for service, check to confirm that the:

1. Main breaker and individual breakers are all in the ON position.
2. Applicable wall switch is ON.
3. GFI is set (see details on GFIs, earlier in this section).
4. Item you want to use is plugged in.
5. Item you want to use works in other outlets.
6. Bulb in the lamp is good.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

### Mattamy Homes Limited Warranty Guidelines

During the New Home Orientation, we confirm that light fixtures are in acceptable condition and that all bulbs are working properly. Mattamy Homes' limited warranty excludes any light fixtures. These are warranted directly through the lighting supplier.

### Designed Load

Mattamy Homes will repair any electrical wiring that fails to carry its designed load to meet specifications.

### GFI (Ground-Fault Interrupters)

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

### Power Surge

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

### Emergency Contacts

Emergency service covers any of the following situations:

1. Total loss of air conditioning. (FL/AZ/NC)
2. Total loss of electricity.
3. Plumbing leak that requires the entire water supply to be shut off.
4. Total sewage stoppage.
5. Total loss of water

If an emergency occurs during regular business hours of 8:00 AM to 4:30 PM, Monday through Friday, please call the Mattamy Homes Customer Care team for assistance as provided on our website.

For after-hours EMERGENCIES (Monday through Friday after 4:30 pm, and Saturdays/Sundays and Holidays), please call the appropriate contractor from your "After Hours Emergency Contacts" on the label/magnet attached to your electrical service panel or in handouts/ bluebook /warranty manual provided at closing.

Mattamy Homes cannot be responsible for any bills sent to the homeowner for a non-emergency issue. Please submit all non-emergency issues in writing to the Mattamy Homes Warranty Department via our website or email.



## FIBERGLASS TUBS AND SHOWERS

During the construction process, it is normal to have minor surface blemishes on fiberglass tub and shower units. Over time, many of these will disappear with normal usage.

### Blemishes

Blemishes that are warranted are any breaks in the surface, i.e., deep scratches, small chips, small cracks, etc. Tubs and showers must be inspected at the New Home Orientation and any issues noted on the New Home Orientation Checklist. Only items noted on this list will be repaired.

For normal cleaning use a nonabrasive bathroom cleanser (or a mild detergent and water) and sponge or nylon cleaning pad. Avoid steel wool, scrapers, and scouring pads. Shower floors can become stained from using soap products, cleaners, and hard water.

### Whirlpool Tubs

If your home includes a jetted tub, follow manufacturer's directions for its use and care. Never operate the jets unless the water level is at least one inch above the jets. **Be cautious about using the tub if you are pregnant or have heart disease or high blood pressure. In those cases, discuss the use of the tub with your doctor. Tie or pin long hair to keep it away from the jets, where it might become tangled — a potentially dangerous event.** Clean and disinfect the system every one to two months, depending on usage. Avoid abrasive cleansers.

#### Be sure to clean out your whirlpool tub before taking your first bath.

The jets are packed in oil, which needs to be cleaned off.

Follow these instructions to clean out the tub:

1. Fill the tub with water at least 1" over the jets.
2. Add one tablespoon of Cascade (or any other DISHWASHER - not dishwashing soap).
3. Run the jets for 15 minutes.
4. Empty.

Repeat the above four steps for a total of three times.

## FIREPLACE

### Gas Fireplace

In many homes, Mattamy Homes offers a direct-vent gas fireplace. If you selected this type of fireplace, its operation is demonstrated during the New Home Orientation. Read and follow all manufacturer's directions and maintenance requirements. A short delay between turning the switch on and flame ignition is normal. If you notice any gas smell, immediately shut off the switch and report it to the gas company. Excessive winds can cause a downdraft, which can blow out the pilot, requiring you to relight it before using the fireplace.

### Start Up

To break in your fireplace we suggest the following:

- Burn for 30 minutes, off for at least 30 minutes.
- Burn for 60 minutes, off for at least 60 minutes.
- Burn for 120 minutes, off for at least 120 minutes.

This can, but does not need to, be done all at one time. Once you have completed these burning cycles, you can use your fireplace as often or as little as you like. Be advised, when your fireplace is new, there will be an odor when you are burning for the first 8-16 hours. This is normal and will go away.

### Mattamy Homes Limited Warranty Guidelines

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

### Discoloration

Discoloration of the firebox or brick is a normal result of use and requires no corrective action. Mortar-style fireplaces may develop cracks due to temperature changes and other factors. Discoloration of adjacent materials due to excessive use or heat buildup is also not covered.

### Glass

Damage to glass will be corrected if noted during at the New Home Orientation. this would include all windows, enclosures, sliders and glass inserts.

## FIRE SUPPRESSION SYSTEM (If applicable)

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### Homeowner Use and Maintenance Guidelines

In units with fire suppression systems, the system is specific to your unit only. This means, if there is a fire, only the sprinkler in the area of the fire will go off. Your system works using a glass bulb in each sprinkler head. The bulb will break if the temperature in a room reaches 155° F or higher, activating the sprinkler in that area only. Use care not to break the bulb manually. Sprinkler heads are not to be used to hang clothes or decorations from.

In warmer climates, the fire system is pre-filled with water, therefore do not drain the system down; if you do, an alarm will sound and a strobe will flash. This is not a monitored system. In cooler climates, some areas of the fire system are of the dry type such as garage areas and do not require water.

### Mattamy Homes Limited Warranty Guidelines

Annual inspection, by a qualified fire Suppression Contractor, is a Homeowner responsibility, and is recommended by Mattamy Homes; however, this is not covered by any Mattamy Homes warranty or the Homeowner's Association. After your One-Year Warranty Service Review, any remaining warranty on your fire suppression system is held through the supplier.

## FLOOR COVERINGS

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### POURED FLOORING UNDERLAYMENT

#### Mattamy Homes Limited Warranty Guidelines (If Applicable)

Poured flooring underlayment may be used on second floors to offer quieter, sturdier and more consistent subfloors. The underlayment does not require Homeowner maintenance, but Homeowners should take note that dropping heavy items on the subfloor could cause the material to crack, which would not be warrantable. Mattamy warrants the subfloor will be free of defects under normal use for a period of one year.

#### Floor Deflection

Although poured floors help greatly increase floor rigidity, the floors may deflect (bend) when walked on or with the installation and placement of furnishings. This is not a structural deficiency and Mattamy Homes will take no action for this occurrence.

### Floor Level

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

NOTE: Use of poured flooring underlayment use will vary by market.

### CARPET

#### Homeowner Use & Maintenance Guidelines

Your Selection Sheets provide a record of the style and color of floor coverings in your home. Please retain this information for future reference. Refer to the various Manufacturer's recommendations for additional information on the care of your floor coverings. Please keep any carpet remnants left in your home for possible future repair.

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

#### Burns

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

#### Cleaning

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

Vacuum twice each week lightly and once a week thoroughly. Heavy traffic areas may require more frequent cleaning.

## FLOOR COVERINGS (Continued)

A light vacuuming is three passes; a thorough job may need seven passes. A vacuum cleaner with a beater-bar agitates the pile and is more effective in bringing dirt to the surface for easy removal.

Wipe up spills and clean stains immediately. For best results, blot or dab any spill or stain; avoid rubbing. Always test stain removers on an out-of-the-way area of the carpet, such as in a closet, to check for any undesirable effects.

Have your carpet professionally cleaned regularly, usually after 18 months in your home, then once a year after that.

### Crushing

Furniture and traffic may crush a carpet's pile fibers. Frequent vacuuming in high-traffic areas and glides or cups under heavy pieces of furniture can help prevent this. Rotating your furniture to change the traffic pattern in a room promotes more even wear.

Some carpets resist matting and crushing because of their level of fiber, but this does not imply or guarantee that no matting or crushing will occur. Heavy traffic areas such as halls and stairways are more susceptible to wear and crushing. This is considered normal wear.

### Fading

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

### Pilling and/or Fuzzing

Pilling or small balls of fiber can appear on your carpet, depending on the type of carpet fiber and the type of traffic. If this occurs, clip off the pills. If they cover a large area, seek professional advice. In loop carpets, fibers may break, creating fuzzing.

### Rippling

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

### Shading

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

### Shedding

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

### Snags

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

### Stains

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

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

### Static

Cooler temperatures outside often contribute to static electricity inside. You can use or install a humidifier to help control static build-up.

### Tack Strips

Tack strips are placed under the carpet and are necessary to hold the carpet in place. Mattamy Homes will do their best to bend the prongs so they do not come through the carpet. If tack strip prongs come through the carpet after closing, you may use a hammer to bend down the prongs. Do not hammer down large areas of the tack strips, as this may cause your carpet to come loose and will not be warranted by Mattamy Homes.

## FLOOR COVERINGS (Continued)

### Mattamy Homes Limited Warranty Guidelines

During your New Home Orientation, we will confirm that your carpet is in acceptable condition. We will correct stains or spots noted at this time by cleaning, patching, or replacement.

Mattamy Homes is not responsible for dye lot variations if replacements are made. The Builder is not responsible for discontinued patterns/colors. Please keep the pieces of carpet left in the home for these instances. This will help avoid the dye lot changes and discontinuations. Damage that occurs through Homeowner negligence is not warranted.

### Edges

Edges of carpet along moldings and edges of stairs should be held firmly in place. In some areas, metal or other edging material may be used where carpet meets another floor covering. It is not uncommon to be able to feel the point of tacks along the edges of walls or other transitions. If the tacks are flattened out too much, they won't be able to hold carpet tightly.

### Gaps in Seams

Carpet seams are not a defect but a limitation of the product. Seams will show but visible openings are not acceptable. Mattamy Homes will correct affected areas so openings are not visible. Carpet seams usually improve with time and use but may not completely go away.

### Seams

Carpet usually comes in 12' widths, making seams necessary in most rooms. Visible seams are not a defect unless they have been improperly made or unless the material has a defect, making the seams appear more pronounced than normal. The more dense and uniform the carpet texture, the more visible the seams will be.

Carpet styles with low, tight naps result in the most visible seams. Seams are never more visible than when the carpet is first installed. Patterned or Berber carpet seams will show.

### Carpet Stretch Loosens

Wall to wall carpeting should not separate from the points of attachment. Mattamy Homes will re-stretch and/or secure carpeting as necessary within the first year of your warranty. When moving furniture, be sure not to drag it across the carpet, this will cause it to loosen.

### Matting

Please refer to your manufacturer's specifications for further details. Mattamy Homes will correct carpet that is not performing to these specifications.

### Staining or Fading

No carpet is totally stain-proof. Spills and accidents should be cleaned up immediately. These damages are non-warrantable. Also, there is no carpet available that will not fade from exposure to the sun. Keep blinds, curtains and/or shades drawn as needed.

### HARDWOOD

#### Homeowner Use & Maintenance Guidelines

Preventive maintenance is the primary goal to ensure a long, beautiful life for your hardwood floor.

All wood, including your hardwood floors, will respond to weather and humidity. Expansion and contraction of the floors is a process and takes months to either expand or contract. Please allow plenty of time to pass before becoming concerned about gaps in your floor. It is very important to maintain proper humidity levels to minimize the movement of your hardwood floors.

Installation of storm doors on all exterior doors, especially atrium doors, will help protect your hardwood floors. The installation of storm doors may affect/void the exterior door manufacturer's warranty.

If you add a deck, be sure to keep the deck/patio at least 4" below the patio doorsill or damage to your floor will result.

#### From the website of the National Wood Flooring Manufacturers' Association:

All the wood in your home will contract and expand according to the moisture in the air. Doors and windows may swell and stick during rainy seasons. In dry, cold weather, cracks and fine lines of separation may appear in wall cabinets and furniture. This is the characteristic of wood because wood is a product of nature, and its natural quality is what makes it desirable.

## FLOOR COVERINGS (Continued)

### Cracks

The same reaction to humidity or the lack of it is happening constantly in your wood floors. Tiny cracks between the edges of boards appear when dry conditions are produced by your heating system. Simply installing a humidifier can REDUCE this. A balance of moisture in the house is beneficial not only to the house, but people, too.

### Squeaks

When interiors become damp in rainy weather, boards may expand so that edges rub together and produce a squeak. Improper fastening of the floor or sub floor can also cause squeaks. The best solution requires some work and can be accomplished only where there is access beneath the floor. This involves placing wood screws from below. They are inserted through the subfloor and into the finished floor to pull flooring strips tight to the subfloor.

### Cleaning

Dirt is your hardwood floor's worst enemy. Vacuum or sweep on a daily basis or as needed. Always damp-mop, never wet-mop a hardwood floor. Excessive water causes wood to expand and can possibly damage the floor. When polyurethane finishes become soiled, use Shaw Floors Hard Surface cleaner or another product that is polyurethane safe. When damp mopping, remove all excess water from the mop. If your floors are not dry within minutes, you are using too much water. Do not use steam cleaners as they will add moisture to your floors and may void the warranty.

### PRODUCTS NOT TO USE ON YOUR WOOD FLOORS

- Murphy's Oil soap or similar products.
- Endust, Pledge, or any other "no wax" furniture products.
- Mop & Glo, Brite, or any other floor polishes that leave a sheen behind.

### Dimples

Placing heavy furniture, walking across hardwood flooring with high heel shoes, or dropping heavy or sharp objects on hardwood floors can result in dimples.

### Filmy Appearance

A white, filmy appearance can result from moisture, often from wet shoes or boots being worn on the floor. Some cleaning products can also leave a film. Use a buffing cloth to clean and shine this up.

### Floor Squeaks – See Framing

### Furniture Legs

Install proper floor protectors (such as felt or Teflon) on furniture placed on hardwood floors. Protectors will allow chairs to move easily over the floor without scuffing.

Make sure the floors under the furniture are clean and that you regularly clean the protectors to remove any grit that may have accumulated. Furniture casters may damage wood floors. Gray, non-marking, casters are the best. Avoid any plastic casters; they will scratch your finish.

### Humidity

Wood floors respond noticeably to changes in humidity and temperature. Especially during winter months, the individual planks or pieces expand and contract as water content changes. A humidifier or continually running the air conditioning helps but does not eliminate this reaction.

It is recommended that you keep your home's humidity level in check during cold winter months. A dehumidifier may be necessary in the summer months.

### Mats & Area Rugs

Use protective mats at entrance doors to help prevent sand and grit from getting on the floor. Gritty sand is wood flooring's worst enemy, using a dirt trapping mat on the exterior will help to keep it out. Use a rug in front of your sink. However, be aware that rubber backing on area rugs or mats can cause yellowing and warping of the floor surface.

Natural fiber rugs are recommended.

## FLOOR COVERINGS (Continued)

### Re-Coating

Floors can and should be recoated. How well you care for them will determine how often you will need to re-coat them. A hardwood floor should be re-coated when the original finish shows signs of wear but before it has worn down to bare wood. Note that types and styles of flooring will have limits to re-coating. For example, hand scraped floors cannot be sanded functionally without removing the hand scraping.

Care should be taken prior to considering any re-coating job.

#### \*Multifamily Units\*

Carefully follow manufacturer's guidelines before re-coating or resurfacing your hardwood floor.

### Shoes

Do not wear high heel shoes on your hardwood floors. If you do, it is best to keep them in good repair. Heels that have lost their protective cap (thus exposing the fastening nail) will exert over 8,000 pounds of pressure per square inch on the floor. That's enough to damage hardened concrete; therefore, it will mark your wood floor.

### Spills

Clean up food spills immediately with a dry cloth. Use a vinegar-and-warm-water solution for tough food spills.

### Sun Exposure

Exposure to direct sunlight can cause irreparable damage to hardwood floors. To preserve the beauty of your hardwood floors, install and use window coverings in these areas. If you have rugs or mats in areas exposed to the sun, your floor will fade or darken in the areas not covered by rugs or mats.

This fading and darkening of the floor is to be expected under direct light exposure and is not considered a product failure.

### Traffic Paths

A dulling of the finish in heavy traffic areas is likely due to foot traffic wearing down the surface. Dulling of finish as a result of heavy traffic is a non-warrantable item.

### Warping

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

### Wax/Oil Soap

Waxing and the use of products like oil soap are neither necessary nor recommended. Once you wax a polyurethane finish floor, re-coating is difficult because the new finish will not bond to the wax. It can affect the current finish of your floor, and it will cost you more to refinish the floor in the future. Be sure to use a cleaner that is polyurethane safe. Also be sure to not overspray any cleaning products directly onto the hardwood floor.

### Mattamy Homes Limited Warranty Guidelines

During the New Home Orientation, we will confirm that your hardwood floors are in acceptable condition. We will correct any readily noticeable cosmetic defects listed during the New Home Orientation. You are responsible for routine maintenance of hardwood floors and cosmetic defects noted after your closing date. Mattamy Homes will correct any defects in materials and workmanship that exist in the first year after closing. Warranted repairs to hardwood floors will be matched to the best of our ability.

### Cracking and/or Separation of Boards

Cracks (in boards, not between boards) wider than 1/8" will be corrected. Wood floors should not have more than a 1/4" ridge or depression within any 32" area measured parallel to the floor joists. Mattamy Homes will, at their discretion, repair or replace wood floors that exceed the performance standard. If there is a replacement, Mattamy Homes will match grain and stain as closely as possible, but color variations are to be expected and are not the responsibility of the Builder.

### LAMINATE/EVP

#### Homeowner Use & Maintenance Guidelines

Laminate flooring is a man-made product with properties and qualities that differ from other commercial wood flooring materials. EVP is a floating floor, meaning it is not glued or nailed down. When installed on a concrete slab, the EVP may have vertical displacement that mirrors low spots in the slab. This displacement is rare and is usually less than 1/16 of an inch.

While very durable, laminate can be scratched. Install protection on table and chair legs and avoid walking on laminate in high heels.

## FLOOR COVERINGS (Continued)

Laminate flooring will expand and contract depending on the humidity, resulting in shrinking or warping. To avoid the occurrence of cracks caused by low humidity, use a humidifier. High humidity will increase the occurrence of cupping and warping. The optimum humidity level is 35-50% (60-80° F). Please review the care and maintenance instructions provided by the flooring manufacturer. Squeaking and popping are normal occurrences caused by changes in seasonal humidity or by the condition of the subfloor slab.

Warranted repairs to laminate/EVP flooring will be matched to the best of our ability.

### VINYL

#### Homeowner Use & Maintenance Guidelines

Although vinyl floors are designed for minimum care, they do require some maintenance. Regular application of a good floor finish is needed to keep your floors looking nice. This will help maintain the glossy finish. The resilient flooring used in your home is “No Wax”. This means it is coated with a clear, tough coating that provides both a shiny appearance and long wearing surface. However, even this surface will mark. Follow the manufacturer’s recommendations for care and cleaning. Wipe up spills and vacuum crumbs instead of washing resilient floors frequently with water. Mopping or washing with water should be limited as excessive amounts of water can penetrate seams and get under the edges, causing them to lift and curl.

Your Selection Sheet provides a record of color and style of the vinyl used in your home. Excess pieces of vinyl are left in the home for possible use if future damage occurs. Do not throw these out.

To prevent damage to your vinyl floors, floor protectors should be used on all furniture that is placed on these floors. Also, high heel shoes should not be worn when walking on these floors.

Here are a few suggestions that can be used to prevent staining of your vinyl floors:

- Direct sunlight can discolor floors. Protect your floors from the sunlight -- this includes skylights.
- Rubber back mats can discolor your floors. We recommend natural fiber rugs with no rubber backing.
- Deck stains and oil base paints can discolor vinyl. Be sure to use a mat and/or remove shoes before walking on the resilient floors.
- Asphalt driveways and driveway sealers can track onto your floors. Wipe or remove your shoes.

- Use only manufacturer-recommended products on your vinyl floors. Also, when cleaning countertops and/or appliances, be sure the cleaners you use for these do not get on your resilient floors.
- Protect your floors from burns (over 120° F).
- Lawn fertilizers can discolor floors. Wipe and/or remove your shoes before walking on these floors.
- Excess water should be kept off the vinyl floors, use a damp mop, sweep or vacuum when cleaning. Keep wet shoes and boots off these floors or keep on a mat. Water from bathtubs and showers should be wiped up immediately.
- Maintain caulking near sinks and at bathtubs and shower connections to vinyl flooring.

#### Mattamy Homes Limited Warranty Guidelines

Warranted repairs to vinyl flooring will be matched to the best of our ability.

#### Bubbles/Seams Coming Loose

Vinyl floors do not normally come loose during the warranty period unless they were exposed to excessive water. This is typically due to Homeowner negligence, which is not warranted. Mattamy Homes will only repair if the issue was noted on the original New Home Orientation Checklist.

#### Floor Squeaks – See Framing

#### Nails Popping Through the Floor

Nail pops that have broken through the floor covering will be repaired. Mattamy Homes will set the nail and repair the flooring above it. Dye lot variations are to be expected, for which the Builder is not responsible. The builder is not responsible for discontinued patterns/ colors. Please keep the pieces of vinyl left in your home for these instances. This will avoid the dye lot changes and discontinuations.

#### Ridges and/or Depressions

Ridges or depressions wider than 1/4” within a 32” area measuring perpendicular to the ridge or depression will be repaired. The Builder will correct the floor by shimming the floor, pulling the sub floor down, or other methods required to meet the performance standard. Dye lot variations are to be expected, for which the Builder is not responsible.

The Builder is not responsible for discontinued patterns/colors. Please keep the pieces of vinyl left in your home for these instances. This will avoid the dye lot changes and discontinuations.

## FLOOR COVERINGS (Continued)

### Staining

Vinyl floors can stain due to various reasons. Typical stains are not warranted as stains are mainly caused by negligence not manufacturer defects or improper installation. If a stain was not due to negligence, Mattamy Homes will correct the affected areas. Dye lot variations are to be expected, for which the Builder is not responsible. The Builder is not responsible for discontinued patterns/colors. Please keep the pieces of vinyl left in your home for these instances. This will avoid the dye lot changes and discontinuations.

## FOOTINGS & WALLS

### Homeowner Use & Maintenance Guidelines

We install the foundation of your home according to the plans and specifications required by state and municipal codes. The walls of the foundation (if applicable) are typically block where needed, and all monolithic slabs are poured concrete. To protect your home's foundation, follow guidelines for installation and maintenance of landscaping and drainage in this guidebook. It is important to maintain positive drainage away from your foundation.

Even though an engineer designed the foundation and we constructed it according to engineered code requirements, surface cracks can still develop in the wall or slab. Surface cracks are not detrimental to the structural integrity of your home.

### Future Construction in Basement

If you decide to perform additional construction in the basement, obtain guidelines from a licensed engineer, obtain a building permit, and comply with all necessary codes and safety requirements.

### Damp Walls

Damp basement walls and floors are common and are a natural occurrence in summer months. Damp walls and floors should not be confused with "WET" basement which can be defined as actual water running through or under the basement wall onto the floor and forming a puddle.

Damp foundation walls and floors are normal and not warranted through Mattamy Homes.

Normally, doing the following can dry damp basement walls and floors:

- Air out the basement by opening the window and turning on a fan to circulate the air.

- Use a dehumidifier.
- Run your air conditioner.

### Mattamy Homes Limited Warranty Guidelines

Mattamy Homes will warrant against defects in materials and workmanship on foundation wall, slab and footing assemblies.

### Cosmetic Imperfections

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

### Cracks

Cracks in foundation slabs/walls are common and to be expected. Mattamy Homes will correct cracks that exceed 1/4" in width, or cause displacement of at least 1/4". Cracks that allow leakage will be repaired by epoxy injection or an equivalently approved method of corrective action.

### Leaks

Actual water that flows or accumulates into the basement will be corrected. Mattamy Homes will not be responsible if the cause is due to improper landscaping, maintenance or negligence of the Homeowner. To prevent water leaking into the basement and to stem soil erosion, Homeowners must take precautions to ensure water flows away from the home.

These include:

- Maintain gutters and downspouts if Builder-installed by keeping them free from debris. Downspouts can cause soil erosion and must be maintained by the Homeowner.
- Maintain the grading so it slopes away from the foundation, typically, 1/4" per foot for every 10'.
- Use a dehumidifier.
- Any landscaping rock, wood chips, etc., used around the foundation of the home must be installed correctly so that water pockets do not develop and water does not become trapped and leak into the basement.
- Keep window well clear of all debris and vegetation.
- Install window well covers.



## FRAMING

### Homeowner Use & Maintenance Guidelines

Some floor and stair squeaks are unavoidable. Floor squeaks will generally appear and disappear due to the settling of your home as well as changes in humidity either in the home or with the weather. A certain amount of floor shrinkage is normal. Complete avoidance of floor squeaks is impossible and cannot be guaranteed. Maintaining humidity levels (as stated in the Condensation section) will help reduce, but not eliminate, the number of squeaks.

Although Mattamy Homes does not warrant against floor squeaks, a reasonable effort will be made to correct them. We will try to repair the squeak in one of the following manners, at the Builder's discretion:

#### Face Nailing

- Screwing from the floor below.
- Pulling up the floor covering and screwing from the floor above.
- Shimming between the floor joist and subfloor at squeak.

#### Floor Deflection

Floors will deflect (bend) when walked on or with the installation and placement of furnishings. This will be more noticeable next to hutches, bookcases, pianos, chairs and other heavy furniture. This is not a structural deficiency and Mattamy Homes will take no action for this occurrence.

#### Floor Level

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

#### Plumb/Bowed Walls

Mattamy Homes will correct walls that are out of plumb more than 1/2" in an 8' distance or walls that are bowed more than 1/4" in any 32" measurement.

## FROST IN ATTIC

Attic spaces will be ventilated as required by applicable building codes. During severely cold weather, attics become super chilled. When warm moist air from living spaces gets into the attic, the temperature difference causes the

moisture to condense and freeze, forming frost. Frost in attics is not unusual. Temperature swings will cause small amounts of frost to form, melt and evaporate harmlessly throughout the winter.

However, when there is an extended cold snap followed by a quick thaw, melting of large amounts of frost can happen swiftly. The resulting water does not evaporate; it moves right through the insulation and into living spaces through light fixtures, down walls and inside windows. You may also see brown streaks running down the interior or exterior walls of your home. There is not much a Homeowner can do except let the moisture run its course and wait for the attic and insulation to dry out. This could take until spring. If you have sustained damage, contact your Homeowner's insurance.

### Homeowner Use and Maintenance Guidelines

It is a homeowner's responsibility to keep interior moisture levels to a minimum to prevent water staining from occurring.

Make sure you run your exhaust fan during and for at least 30 minutes after showering or bathing - longer during extremely cold temperatures. Make sure your exhaust fans are on or a window is cracked while doing laundry, cooking or any other activity that increase moisture levels inside the home. Make sure your roof vents are not covered with snow. If your vents are covered in snow, follow the below steps. It is potentially a dangerous job for a Homeowner to try and remove an ice dam and it is also possible to damage shingles or roofing, which can void your warranty.

If your roof vents are covered in snow, you should:

1. Call a roofer who removes snow and ice as soon as possible. Check to ensure the company you hire is licensed, bonded and insured.
2. Some Homeowners use a roof rake to remove snow. If you try this, be careful not to damage your shingles and be extra careful around overhead power lines.
3. Repeat these steps every time you notice ice dams forming on your roof.

### Mattamy Homes Limited Warranty Guidelines

Any damage resulting from frost in the attic is a non-warrantable item. (See also Ice Dams)

## GARAGE DOOR

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Since the garage door is a large, moving object, periodic maintenance is necessary. Follow manufacturer's instructions to ensure safe and reliable operation. Stay away from the door when it is in motion. Keep hands and fingers away from moving parts. Do not allow children to play with, or around the door.

### Lubrication

Every six months, apply a lubricant such as silicone spray or manufacturer-recommended lubricant to all moving parts: track, rollers, hinges, pulleys and springs. Avoid over-lubricating to prevent drips on vehicles or the concrete floor. At the same time, check to see that all hardware is tight and operating as intended without binding or scraping. DO NOT attempt to alter or replace the garage door. Seek the assistance of a professional to ensure personal safety. If the lock becomes stiff, use a graphite lubricant. DO not use oil as it will stiffen in winter and make the lock more difficult to open.

### Opener (If Applicable)

To prevent damage to a garage door opener, be sure the door is completely unlocked before using the operator. If you have an opener installed after closing on your home, we suggest that you order it from the company that provided and installed that garage door to assure uninterrupted warranty coverage. Be familiar with the steps for manual operation of the door in the event of a power failure.

The door springs are under a considerable amount of tension and require special tools and knowledge for accurate and safe servicing. Have the door inspected by a professional garage door technician after any significant impact to the door. DO NOT attempt to repair, replace or adjust the door spring; have such work done by a qualified specialist.

### Mattamy Homes Limited Warranty Guidelines

Your garage door should operate smoothly and with reasonable ease. The door can become misaligned and require adjustment. Exercise care when opening and closing the doors. Do not fling open or slam shut. This can cause the doors to come off the tracks. Mattamy Homes will correct the garage doors as needed unless the cause is determined to be the result of Homeowner neglect or lack of proper maintenance.

## GAS SHUT-OFF

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### Mattamy Homes Limited Warranty Guidelines

You will find shut-offs on gas lines near their connection to each item that operates on gas. In addition, there is a main shut-off at the meter. We point

these out during the New Home Orientation.

### Gas Leak

If you suspect a gas leak, leave the home immediately and call the gas company for emergency service from an outside line, or a neighbor's home. Do not use your phone (landline or cellular) inside your home. Do turn lights on or off in your home as either of these could cause a small static spark which could ignite the flammable gas.

### Mattamy Homes Limited Warranty Guidelines

Your gas company is responsible for leaks up to the meter. Mattamy Homes will correct leaks from the meter into the home for appliances installed by Mattamy Homes. Aftermarket installations are not covered. If your gas appliance was not connected to the gas line via Mattamy Homes, there is not warranty coverage through Mattamy Homes for leaks at that connection.

## GRADING & DRAINAGE

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### Homeowner Use and Maintenance Guidelines

Once the final grade around your home has been completed, an inspection of the lot will be done. In some markets, our surveyor completes a grading certificate and then the local building authorities compare the survey to the plan. Once the survey has been accepted, it is then the Homeowner's responsibility for erosion control of the property. Mattamy Homes is not responsible for weather related damage to un-landscaped yards after final grade or closing, whichever came last. Yards drain from one to another. You and your neighbors share an overall drainage plan for the community. This plan is created and approved by the City and/or County. Mattamy Homes does not have the authority to change it.

### Drainage

In most cases, drainage swales do not follow property boundaries. Maintain the slopes around your home to permit the water to drain positively away from the home as rapidly as possible. This is essential to protect your foundation. Failure to do so can result in major structural damage and will void your warranty.

### Exterior Finish Materials

Maintain soil levels 6" below siding, stucco, brick, or other exterior finish materials. Contact with the soil can cause deterioration of the exterior finish material and encourages pest infestation.

## GRADING & DRAINAGE (Continued)

### Lot Not Draining Properly

After a normal rainfall, water should not stand in the yard for more than 24 hours, or more than 48 hours in swales. Standing water within 10 feet of the foundations remaining 24 hours after a rain event ends will be considered a deficiency. NOTE: No decisions will be made regarding drainage problems while there is frost/snow or saturation exists in the ground. The possibility of standing water after an unusually heavy rainfall or abnormally wet season is expected and is not considered a deficiency. Mattamy Homes is responsible for establishing the proper grade and swales according to the city or county grading plan. Mattamy Homes will not be responsible for the grade if the established grade has been altered or the Homeowner installed gutters after closing.

#### Note:

It is essential that you maintain the slopes around your home to permit the water to drain away from your home as fast as possible. Failure to do so can result in damage and will void your warranty.

### Settling

The area we prepare for your home's foundation is larger than the home to allow room to work. In addition, some trenching is necessary for installation of utility lines. Although we replace and compact the soil, it does not return to its original density or undisturbed state. Some settling will occur, especially after prolonged or heavy rainfall. Settling can continue for several years. Inspect the perimeter of your home regularly for signs of settling and fill.

### Subsurface Drains

Occasionally Mattamy Homes installs a subsurface drain to ensure that surface water drains from a yard adequately. Keep this area and especially the drain cover clear of debris so that the drain can function as intended.

### Mattamy Homes Limited Warranty Guidelines

We established the final grade to ensure adequate drainage away from the home and per the county approved site plan. Maintaining this drainage is your responsibility. You and your neighbors share an overall drainage plan for the community. Use caution when installing landscaping, fencing, or additions to your home to prevent causing water problems on adjacent lots.

### Backfill Settlement

Backfilled ground will settle. Mattamy Homes will grade your yard prior to closing (weather permitting) and fill any settling at that time. Mattamy Homes will correct settlement in excess of 6 inches one time only during the first year. If such settlement occurs Mattamy Homes will not be responsible for any damage to landscape items or additions not installed by Mattamy Homes. After the first year maintaining the grading of the yard is a Homeowner maintenance responsibility.

### Erosion

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

### Swales

Mattamy Homes does not alter drainage patterns to suit individual landscape plans. Typically, a lot receives water from and passes water on to other lots, so changes in grade often affect adjacent or nearby lots. Mattamy Homes advises against making such changes. After heavy rain, water may stand in swales up to 48 hours, but this may be extended if gutter and downspouts are installed post close, terminating into swales causing localized pooling and extended soil percolation time. Mattamy Homes that are built with installed fencing will be built to ensure proper grading in swales. Homeowners adding any fencing after close must not disrupt the swale grading as this issue will not be covered under the Mattamy Limited Warranty.

### Winter Grading (In applicable markets)

Due to weather conditions, especially during winter and early spring, the final grade may not have been established at the time of closing. We document the status of your grading at the time of delivery. When conditions permit, grading work will continue. We confirm that we have completed your grading before beginning landscaping. In winter climates, Mattamy may have escrowed funds at closing to pay for spring completion of items such as driveway, landscaping, grading, etc. Therefore, Homeowners should refer to their closing disclosure for those items.

## GRADING & DRAINAGE (Continued)

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### Drainage and Landscape Limited Warranty

Mattamy Homes and the developer have engineered and graded your yard to ensure proper storm water drainage away from your home. Final grade has been established and swales installed in certain areas to ensure water does not flow against the foundation. These swales are designed to ensure proper drainage flow and to carry water away from your home so the foundation is not adversely affected. It shall be the responsibility of the Homeowner to maintain these swales to allow/ensure water to flow properly on the property.

The entire community storm water runoff has been engineered and subsequently approved by the local municipality, so that it drains in an orderly manner. In most cases, drainage swales follow property lines. We will try our best to keep them as close to the property lines however site conditions do not allow it. Mattamy Homes will not alter drainage patterns that stray from the overall drainage plan. It is common for one lot to receive water from and/or pass water to other lots (i.e., water from upper lots will flow to lower lots). Grade and water are designed to flow downhill from one lot to another lot. Any Homeowner changes in grade can have negative effects on surrounding properties and would fall under the responsibility of the Homeowner and therefore are not warranted.

During rain events, water will flow away from foundations and through the engineered swales to carry water away from the home. Drainage concerns will not be evaluated during rain events. Standing water within 10 feet of the foundation remaining 24 hours after a rain event ends will be considered a deficiency. Standing water remaining in swales that drain on the property, or adjoining properties, for more than 48 hours will be considered a deficiency. The possibility of standing water after an unusually heavy rainfall or abnormally wet season is expected behavior and is not considered a deficiency. Grading determinations will not be made while there is frost, snow or when the ground is saturated.

## HARDWARE

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### Homeowner Use and Maintenance Guidelines

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

## ICE DAMS

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### Mattamy Homes Limited Warranty Guidelines

Ice Dams occur when warm air passes through the ceiling into your attic space and warms the roof enough to melt the snow. Melted snow runs down the roof until it reaches the edge, which is cooler than the rest of the roof. The water then freezes, creating a ridge of ice, which is known as an ice dam. As the snow continues to melt, the ice dam stops the water from running off the edge of the roof.

The water backs up under the shingles and leaks into the attic and walls causing damage such as:

- Wet attic insulation
- Water-stained ceilings
- Cracked drywall

If you have an ice dam, take these steps to help prevent damage: Call a roofer that removes snow and ice as soon as possible. Check to ensure the company you use is licensed, bonded and insured. This is a potentially dangerous job for a Homeowner and it is also possible to damage your shingles. Some Homeowners use a roof rake to remove snow before it melts. If you try this, be careful not to damage your shingles and be extra careful around overhead power lines.

### Mattamy Homes Limited Warranty Guidelines

Ice dams and any damage caused by ice dams are not warranted.

## INSULATION

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### Homeowner Use and Maintenance Guidelines

Insulation will be installed in accordance with the building codes applicable at the time of construction. The R-Value of the insulation can be affected by anything that disturbs the surface of the insulation, such as adding wiring through the attic. As the last step in any work done in your attic (for example, the installation of speaker wire), you should confirm that the insulation lays smooth and even. Do not step on drywall ceilings, because this can result in personal injury or damage to the drywall. Also, caulk your attic access shut when done. For these same reasons, do not store items in your attic.

## INSULATION (Continued)

### Sound Transmission (Between Multi-Family Units)

Party walls that separate multi-family units may utilize block and/or frame wall assemblies. Both designs meet or exceed sound transmission codes for attached living. The acoustics of a home may vary based on selected interior finishes. This could increase the level of noise transmitted through adjoining party walls. Sounds from adjoining units are a non-warranted item.

### Mattamy Homes Limited Warranty Guidelines

Mattamy Homes will install insulation to meet or exceed the building codes applicable at the time of construction and outlined as part of your Purchase Agreement.

### Drafts at Baseboards

Mattamy Homes will inspect the draft to determine if adequate insulation was installed. Please note – the juncture of the floor and the wall system is conducive to opening, therefore, a certain amount of air movement is permissible. Mattamy Homes will check the affected areas and correct if necessary.

### Drafts Around Windows and Doors (See Windows and Doors)

### Moisture, Condensation, or Frost on Windows (See Condensation)

### Pipes Freezing (See Plumbing)

## LANDSCAPING

One of the maintenance items that Homeowners most frequently overlook is the proper care and maintenance of the landscaping. It will require time, effort and diligence to bring new landscaping to maturity. The landscaping, including but not limited to sod, seed and straw, shrubs and trees require proper watering, fertilizing, pruning, weeding, aerating, occasional spraying for insects, etc.

Mattamy Homes warranty excludes the following: Damages to landscaping attributable to improper care and maintenance by the Homeowner or its agents, damages caused by utility contractors (phone, cable, power, etc.) while working in the yard and/or right of way, damages to landscaping caused by heavy rains or natural causes, i.e., excessive downpours, blowing winds, ice storms, etc., after closing, damages to landscaping caused by walking on lawns while yard is saturated and unstable to walk on, and the life of any trees existing on the property after closing.

### Planting Beds

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

### Erosion

Until your yard is established and stable, erosion will be a potential concern. Heavy rains or roof runoff can erode soil. The sooner you restore the grade to its original condition, the less damage will occur.

Erosion is of special concern in drainage swales. If swales become filled with soil runoff, they may not drain the rest of the yard, causing further problems. You may need to protect newly planted sod with erosion matting or reseed to establish grass in swales. It can take several years to fully establish your lawn in such challenging areas. Erosion from lack of water management and/or maintenance is not covered by Mattamy Homes.

### Sod

Newly placed sod requires extra water for several weeks. Be aware that new sod and the extra watering it requires can sometimes create drainage concerns (in your yard or your neighbor's) that will disappear when the yard is established and requires normal watering. Increased water bills for the establishment of new sod are not covered by Mattamy Homes.

### Irrigation Systems (if applicable)

Irrigation systems are intended to water the sodded areas of your yard and planting beds. Watering these areas is a Homeowner responsibility, and failure to do so may negatively impact the plants in those areas. However, overwatering can cause drainage issues for you and your neighbors. We strongly discourage aiming sprinklers at your home because this may create water intrusion issues in your home and void your warranty.

You may encounter watering restrictions. Please contact your city or county inspections department to determine what the restrictions are and if you need a permit to water. During your New Home Orientation, we will explain how to program your irrigation system. All water use is the Homeowner's responsibility immediately upon closing.

## LANDSCAPING (Continued)

If your irrigation system stops working, check the timer and the exterior rain sensor first. Irrigation leaks are only warranted for your first 30 days of home ownership.

### Mattamy Homes Limited Warranty Guidelines

Live plants can be affected by many events and conditions beyond Builder control. As such, sod is a non-warranted item after New Home Orientation. Repair or replacement will be a Homeowner maintenance item. Plants are likewise affected by many events beyond Builder control are not warranted beyond the New Home Orientation.

Irrigation systems that do not cover the sodded areas of the yard will be corrected. Adjusting the times or dates of sprinkling, repair/replacement of broken heads and pipes is a Homeowner maintenance item and is not a warranted service.

### UTILITY LINES

Serious injury or death may result from contact with an underground natural gas pipe or electrical line. Before digging in your yard, check the location of buried service leads by calling the local utility locating service.

## LIGHTING

### Homeowner Use and Maintenance Guidelines

All light fixtures are warranted through Mattamy Homes for one year from closing against manufacturer's defects and workmanship only. Rust and tarnish are created by environmental issues and are considered non-warrantable conditions.

## MILDEW & MOLD

Mold is a type of fungus. It occurs naturally in the environment, and it is necessary for the natural decomposition of plant and other organic material. It spreads by means of microscopic spores borne on the wind and is found everywhere life can be supported. Residential home construction is not, and cannot be, designed to exclude mold spores. If the growing conditions are right, mold can grow in your home. Most Homeowners are familiar with mold growth in the form of bread mold, and mold that may grow on bathroom tile.

### Contributing Factors

In order to grow, mold requires a food source. This might be supplied by material found in the home, such as fabric, carpet or even wallpaper, or by building materials, such as drywall, wood and insulation, to name a few. In addition, mold growth requires a temperate climate. The best growth occurs at temperatures between 40° F and 100° F. Finally, mold growth requires moisture. Moisture is the only mold growth factor that can be controlled in a residential setting. By minimizing moisture and monitoring humidity levels in the home, a Homeowner can reduce, or possibly eliminate mold growth.

Moisture in the home can have many causes. Spills, leaks, overflows, condensation, and high humidity are common sources of home moisture. Good housekeeping and home maintenance practices are essential in the effort to prevent or possibly eliminate mold growth. If moisture is allowed to remain on the growth medium, mold can develop within 24 to 48 hours. Therefore, cleaning up any spills or leaks is important. You can take positive steps to reduce or possibly eliminate the occurrence of mold growth in the home, and thereby minimize any possible effects caused by mold.

### What a Homeowner Can Do

Steps to help prevent mold from forming and growing include the following:

1. Regular vacuuming and cleaning will help reduce mold levels. Mild bleach solutions or most tile cleaners are effective in eliminating or preventing mold growth.
2. Keep the humidity in the home low. Vent clothes dryers to the outdoors. Ventilate kitchens and bathrooms by opening the windows, by using exhaust fans, or by running the air conditioning to remove excess moisture in the air, and to facilitate evaporation of water from wet surfaces.
3. Promptly clean up spills, condensation and other sources of moisture.
4. Thoroughly dry any wet surfaces or material. Do not let water pool or stand in your home. Promptly replace any materials that cannot be thoroughly dried, such as drywall or insulation.
5. Inspect for leaks on a regular basis, look for discolorations or wet spots. Repair any leaks promptly. Take notice of musty odors, and any visible signs of mold.
6. Should mold develop, thoroughly clean the affected area with a mild solution of bleach. First, test to see if the affected material or surface is color safe. Porous materials, such as fabric, upholstery or carpet should be discarded. Should the mold growth be severe, call on the services of a qualified professional cleaner.

## MILDEW AND MOLD (Continued)

Cleaning mildew from your home is your responsibility. Solutions that remove mildew are available from local paint or home improvement stores. Wear protective eyewear and rubber gloves for this task; the chemicals that remove mildew are unfriendly to humans.

### Mattamy Homes Limited Warranty Guidelines

In order to prevent mold growth in a home, it is up to the Homeowner to properly manage and maintain the home. The responsibility of a builder is limited to the honoring the one-, two- and ten-year warranties. The Builder cannot eliminate the possibility that mold and other fungi may develop after construction is completed.

All damages and claims for damages against the Builder, including property damage and personal injury, caused by mold, or by some other fungus or agent, that result from or arise out of the failure to properly manage and maintain the home are hereby waived. Nothing herein shall constitute a waiver of any of the statutory warranties.

## MIRRORS

### Homeowner Use and Maintenance Guidelines

To clean your mirrors, use any reliable liquid glass cleaner or polisher available at most hardware or grocery stores. Avoid acidic cleaners and splashing water

under the mirror; either can cause the silvering to deteriorate. Acidic cleaners are usually those that contain ammonia or vinegar. Avoid getting glass cleaners on plumbing fixtures as some formulas can deteriorate the finish.

### Mattamy Homes Limited Warranty Guidelines

We will confirm that all mirrors are in acceptable condition during the New Home Orientation. Mattamy Homes will correct scratches, chips, or other damage to mirrors noted during the New Home Orientation. Cosmetic discrepancies of this nature will not be warranted after your closing date. Desilvering of mirrors is not a warrantable condition. It is most typically caused by environmental issues that are out of the builder's control.

## MOISTURE

When the warm, moisture-laden air moves toward the cooler window or door wall, it becomes cooler and cannot hold the moisture. It then appears as water on the glass and frames of windows and doors. This occurs more frequently during the winter months because of the extreme difference between the inside and outside temperatures.

### Sources of Moisture in the Home

Did you know an average family of four produces more than 30 pints of water in their home each day by just going through the regular routine? According to the Minnesota Extension Service, U of M, here are some contributing factors:

Moisture Source	Amount of Moisture Produced
Your 5-minute shower	0.52 Pints
Cooking your daily meals	2.07 Pints
If your meal included boiling water	0.48 Pints Covered / 0.57 Pints Uncovered
House plants (5-7 average)	0.86 Pints a Day
Respiration and perspiration (family of 4)	0.44 Pints an Hour
Refrigeration defrosting	1.03 Pints Per Day
Evaporation from home materials	6.33 - 16.91 Pints Per Day
NEW Home within first two years	Add 10+ Pints to Above

## MOISTURE (Continued)

If you wish to avoid condensation during the winter months, when the average outdoor temperature drops to 50° F or less, it would be wise to maintain a 40-60% relative indoor humidity. Plants will contribute to condensation problems. Keep them in well-ventilated areas.

Ventilation is a very effective way to remove excessive moisture from the air, which is why old, poorly insulated houses with single glazed windows, often times do not have condensation problems. This is because the air is exchanged by infiltration around the windows, doors, vents and other openings. Newer homes, which are constructed to meet current insulation standards, energy codes and energy conservation requirements, or older homes, which have been newly insulated through the addition of attic and basement insulation and installation of primed windows with dual or triple-glazed glass, are now so airtight that they present a new problem.

All homes will on occasion, have temporary condensation that is the result of one of four occurrences:

- New construction building materials contain a great deal of moisture.
- As soon as the heat is turned on, this moisture will flow out into the air and settle on doors and windows, etc. This will usually disappear following the first heating season.
- Humid summers - During humid summers, houses absorb moisture. This will be apparent during the first few weeks of heating. Then the house should dry out.
- Temperature change - Sharp, quick and sudden drops in temperature, especially during the heating season will create temporary condensation problems.

If you have an existing moisture or condensation problem, do not count on correcting it by installing new windows. You must remember that windows do not cause condensation. Therefore, windows cannot cure condensation.

Regulate the indoor humidity level by reducing the amount of moisture generated. Run your exhaust fan when showering and if you have a fan, use the fan in the kitchen to help to reduce moisture as it is generated. Increase ventilation by running your A/C fan and/or open windows a crack to provide airflow. In warmer climates, operate A/C in Cooling mode.

## Mattamy Homes Limited Warranty Guidelines

Controlling moisture in your home is Homeowner responsibility. Consult your equipment manuals for care and use of this piece of equipment.

The following are helpful guidelines to follow:

- Clean up wet or damp areas as soon as possible. Generally, damp or wet areas do not grow mold within the first 24 to 48 hours.
- Make sure the ground slopes away from the building foundation.
- If you see condensation or moisture collect on windows, walls or pipes, quickly dry the wet surface and try to reduce the water source.
- Run the bath fan or open a window while bathing or showering and for at least 30 minutes after. One hour in extremely cold weather.
- Use exhaust fans or open windows.

## PAINT AND STAIN

### INTERIOR AND EXTERIOR

Painted surfaces must be washed gently using mild soap and as little water as possible. Avoid abrasive cleaners, scouring pads, or scrub brushes. Often better results come from touching up rather than washing the paint.

If applicable, review your association documents to determine whether your monthly dues cover maintenance. Generally, Mattamy Homes Townhomes feature association-maintained exteriors while Single-Family Homeowners are individually responsible for the upkeep. Regular attention will preserve the beauty and value of your home. Check the painted and stained surfaces of your home's exterior annually. Repaint before much chipping or wearing away of the original finish occurs; this will save the cost of extensive surface preparation.

(Single-Family) Plan on refinishing the exterior painted surfaces of your home approximately every two to three years or as often as your paint manufacturer suggests for your area and climate.

- Climatic conditions control the chemical structure of the paint used on the exterior. Over time, this finish will fade and dull a bit. Depending on the exposure to weather of each surface, the paint on some parts of your home may begin to show signs of deterioration sooner than others.
- Begin by resetting popped nails and removing blistered or peeling portions of paint with a wire brush or putty knife.



## PAINT AND STAIN (Continued)

- Sand, spot with primer, and then paint the entire area.
- Use a quality exterior paint formulated for local climate conditions.
- Avoid having sprinklers spray water on the exterior walls of your home. This will cause blistering, peeling, splintering, and other damage to the home.

### Colors

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

### Severe Weather

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

### Mattamy Homes Limited Warranty Guidelines

During your New Home Orientation, we will confirm that all painted or stained surfaces are in acceptable condition. Mattamy Homes will touch up paint as indicated on the New Home Orientation checklist. You are responsible for all subsequent touch-up, except painting we perform as part of another warranty repair. If the original color or paint type has been changed, Mattamy Homes will perform "other" repairs to the area but will not be responsible for the painting of those areas. Exterior paint is not warrantable.

### Coverage

The surface being painted over will not show though the new paint when viewed from a six-foot distance under normal light. Mattamy Homes will touch up the paint as necessary to meet the performance standard. Due to dye lot variations and variations due to elements, color variations should be expected and are not warranted.

### Cracking

As it ages, exterior trim may develop minor cracks and raised grain. Much of this will occur during the first year. Raised grain permits moisture to get under the paint and can result in peeling. This is not a defect in materials or workmanship. Paint maintenance of exterior trim is the Homeowner's responsibility (Single-Family).

### Fading

Expect fading of exterior paint or stain caused by the effects of sun and weather. Mattamy Homes limited warranty excludes this occurrence.

### Peeling

If the exterior paint or stain peels within the first year, Mattamy Homes will prepare and touch up the affected areas by matching the paint or stain as closely as possible. Due to different dye lots in paint and stain, and to fading for the elements, color variations should be expected. The Builder is not responsible for these variations.

### Variations in Color

All wood products have variations in grain and color. Due to these characteristics, color variations will result when stain is applied. No repair or replacements will be made due to color variations.

### Wood Grain

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

### Care

Your walls have been painted with flat latex paint. This finish is not resistant to washing. Minor soiling may be cleaned with a soft cloth or sponge and soapy water.

This could still result in discoloration and /or wearing of the finish. Severe soiling should be touched up with matching paint. Spackle may be used to patch small holes and blemishes.

### Colors

Your Selection Sheets are your record of the paint and stain color names in your home.

## PAINT AND STAIN (Continued)

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### Peeling and/or Deteriorating

If the finish on your interior paint or woodwork stain peels within the first year, Mattamy Homes will prepare and touch up the affected areas by matching the paint or stain as closely as possible. Mattamy Homes will refinish the affected areas if the damage is not due to moisture or water. Due to dye lot variations, and effects of the elements, variations in color should be expected, which are not warranted by the Builder.

Woodwork that becomes soiled can be cleaned with a mild liquid soap and a damp cloth. Once clean, excess moisture should be removed with a dry cloth.

### Stain

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

### Touch-Up

When doing paint touch-ups, use a small brush or roller, applying paint only to the damaged spot. Touch-ups may not match the surrounding area exactly, even if the same paint mix is used. When it is time to repaint a room, prepare the wall surfaces first by cleaning with a mild soap and water mixture or a reliable cleaning product. We provide a paint touch-up kit for your home. Store these with the lids tightly in place and in a location where they are not subjected to extreme temperatures.

### Variations in Color

All wood products have variations in grain and color. Due to these characteristics, color variations will result when stain is applied. No repair or replacements will be made due to color variations.

### Wall Cracks (one-time repair if needed)

We suggest that you wait until your one-year anniversary to repair drywall cracks or other separations due to shrinkage or settling. This will allow your home to properly settle. Cracking in corners is typical.

### Touch-Up Visible

One time during the materials and workmanship warranty, Mattamy Homes will repair drywall shrinkage cracks and nail pops and will touch up the repaired area using the same paint color that was on the surface when the home was delivered. Touch-ups will be visible and should be expected, for which the Builder is not responsible.

“Flashing” is normal when fresh paint is used to touch up existing areas. It will be more noticeable on long spans of walls, or walls with light shining down them. Mattamy Homes will not paint whole walls because of this condition. Repainting the entire wall or the entire room to correct this is your choice and responsibility.

### Mattamy Homes Limited Warranty Guidelines

During your New Home Orientation, we will confirm that all painted or stained surfaces are in acceptable condition.

Mattamy Homes will touch-up paint as indicated on the New Home Orientation checklist. You are responsible for all subsequent touch-up, except painting we perform as part of another warranty.

All paint issues are looked at from a standard six-foot distance, under normal light conditions.

If the original color or paint type has been changed, Mattamy Homes will perform any other repairs needed to the area but will not repair the new paint.

## PESTS & WILDLIFE

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### Homeowner Use and Maintenance Guidelines

Insects such as ants, spiders, wasps and bees, and animal life such as woodpeckers, squirrels, mice and snakes, may fail to recognize that your home belongs to you.

Addressing concerns involving these pests and wildlife goes with being a Homeowner. Informational resources include, among others, the state wildlife service, animal control authorities, the county extension service, pest control professionals, the internet, and public library. This is a non-warranted item.

The home is warranted to be free from termite infestation for one year, through the provided termite bond. It is the responsibility of the Homeowner to prevent Wood Destroying Organisms after one year. Mattamy strongly encourages renewal of termite bond annually to protect the home from damage.

## PLUMBING

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### Homeowner Use and Maintenance Guidelines

Good maintenance of your home's plumbing components will ensure proper operation for many years to come. Carefully read and follow the manufacturer's literature on use and maintenance. The guidelines here include general information only.

Locate your main shut off. It may be in the garage, basement or the exterior of the home depending on your options. Be sure you are familiar with this shut off in case of emergency such as a water line break. Each sink and toilet has an individual shut off for its water supply.

**IMPORTANT:** Before frost, shut off the water to your exterior spigots and bleed the water out of the lines. To do this, turn the spigot on so water is coming out. Then go to the shut-offs in the basement and turn them off. Then loosen the "bleeder" valve so water squirts out of the hole in them. You can put a bucket below to catch the water. Leave the bleeder valves on loosely for the winter. In the Raleigh market, frost-proof spigots are often installed. If not, there is a cut-off for the spigot next to the main valve that will need to be shut off and drained before a frost.) **FAILURE TO DO WILL CAUSE YOUR PIPES TO BURST, WHICH IS NON-WARRANTABLE.** With the arrival of spring, reverse this process.

### Care

Follow the manufacturer's directions for cleaning the plumbing fixtures. Abrasive cleaners will remove the shiny finish, leaving behind a porous surface that is difficult to maintain. A non-abrasive cleaner, such as Soft Soap or liquid detergent is usually recommended.

Brass or antique brass fixtures should be cared for with a good quality brass cleaner, available at most hardware stores. Gel-Gloss is also recommended. It also works well on ceramics, stainless steel and cultured marble.

### Cast Iron

Cast iron sinks should always be treated with care. Always use a dishpan when doing dishes. Use non-abrasive cleaners, such as Soft Soap.

Local water conditions affect the appearance of cast iron. A white film can develop on the sink if you have over-softened water or water with a high concentration of minerals. In hard water areas, a brown surface stain can form appearing like rust.

Avoid abnormal pressure to the toilet tank. It is possible to crack the tank at the points where it is attached. Be sure not to use concentrated chloride bleach tank additives. These will deteriorate the interior tank parts.

### Clogs

The main causes of toilet clogs are domestic items such as disposable diapers, excessive amounts of toilet paper, sanitary supplies, Q-tips, dental floss, and children's toys.

You can usually clear clogged traps with a plunger. If you use chemical agents, follow directions carefully to avoid personal injury or damage to the fixtures.

### Also, see Garbage Disposal

To clean a plunger drain stopper (usually found in bathroom sinks), loosen the nut under the sink at the back, pulling out the rod attached to the plunger, and lifting the stopper. Clean and return the mechanism to its original position.

## PLUMBING (Continued)

### Drains

Never pour grease down your drains, keep hair and food out of the drains, and do not use any kind of lye.

Every month you should:

1. Run hot water down the drain.
2. Add 3 tablespoons of baking soda.
3. Add a little hot water and let stand for 15 minutes.
4. Flush with hot water.

Clogged drains are not warrantable.

### Freezing Pipes

Plumbing pipes should be adequately protected from freezing, provided the home is heated at a normal level. Set the heat at a minimum of 55° F if you are away during winter months. Keep garage doors closed to protect plumbing lines running through this area from freezing temperatures.

In unusually frigid weather, or if you will be gone more than a day or two, open cabinet doors to allow warm air to circulate around pipes and leave the faucet slightly dripping. Use an ordinary hair dryer to thaw pipes that are frozen. Never use an open flame. If a pipe freezes - DO NOT TURN OFF THE WATER SUPPLY unless the pipe has burst, then notify a plumber.

### Laundry Tub

If you have a laundry room tub, the faucet does not have an aerator. This is to allow the laundry tub faucet to accept a hose connection.

### Leaks

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

### Low-Flush Toilets

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

Because this may cause your toilet to plug more often, you may find the following tips useful:

- Hold the handle down to allow more water to pass. Even though the toilet is a 1.5-gallon flush, the tank holds 3.2 gallons of water.
- Flush two times.
- Do not allow large objects to go down the toilet.
- Expect to use a plunger.

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

### Low Pressure

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

### Main Shut-Off

Your home has one water shut off within the building envelope and a second shut off will be at the main water meter. We will point both of these out during your New Home Orientation.

Due to building codes, we are required to put back flow preventers on your sillcocks (spigots). In some markets, we may also be required to install backflow preventers on your irrigation system. It is against code to remove these and will cause damage to your faucet, which would not be warranted. It is normal to get some spray back at your spigot from the back flow preventer.

### Running Toilet

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

## PLUMBING (Continued)

### Shut-Offs

Your main water shut-off is located near your meter or at the street. You use this shut-off for major water emergencies such as a water line break or when you install a sprinkler system or build an addition to your home. Each toilet has a shut-off on the water line under the tank. Hot and cold shut-offs for each sink are on the water lines under the sink.

### Outside Faucets

Before frost, shut off the water to your exterior spigots and bleed the water out of the lines. To do this, turn the spigot on so water is coming out. Then go to the shut-offs in the basement and turn them off. Then loosen the “bleeder” valves so water squirts out of the hole in them. You can put a bucket below to catch the water. Leave the bleeder valves on loosely for the winter. Frost-proof spigots are often installed in northern markets. If not, there is typically a cut-off for the spigot next to the main valve that will need to be shut off and drained before a frost.) **FAILURE TO DO WILL CAUSE YOUR PIPES TO BURST, WHICH IS NON-WARRANTABLE.** With the arrival of spring, reverse this process. Building codes required that we put back flow preventors on your sillcocks (spigots). It is against code to remove these and will cause damage to your faucet, which would not be warranted. It is normal to get some spray back at your spigot from the back flow preventor.

### Stainless Steel Sinks

Clean stainless steel sinks with soap and water to preserve their luster. Avoid using abrasive cleaners or steel wool pads; these will damage the finish. Prevent bleach from coming into prolonged contact with the sink as it can pit the surface. An occasional cleaning with a good stainless steel cleaner will enhance the finish. Rub in the direction of the polish or grain lines and dry the sink to prevent water spots.

Avoid leaving produce on a stainless steel surface, since prolonged contact with produce can stain the finish.

Also avoid using the sink as a cutting board; sharp knives will gouge the finish. Local water conditions affect the appearance of stainless steel. A white film can develop on the sink if you have over-softened water or water with a high concentration of minerals. In hard water areas, a brown surface stain can form, appearing like rust.

## TROUBLESHOOTING TIPS

### No Water Anywhere in the Home

Before calling for service, check to confirm that the:

- Main shut off on the meter outside your home is open.
- Main shut off at the side of your home is open.
- Main shut off at the water heater is open.
- Individual shut-offs for each water-using item is open.

### No Hot Water (See Water Heater)

Leak involving one sink, whirlpool tub, or toilet:

- Check caulking and grout.
- Confirm shower door or tub enclosure was properly closed.
- Turn water supply off to that item.
- Use other facilities in your home and report problem on to the Warranty Department.

### Leak Involving Shower/Bathtub

- Turn water off at one of the main locations in your home.
- Call emergency number for service.

These items do not have a shut off at the unit; you will need to shut off the water at the main.

### Leak Involving a Main Line

- Turn water off at the meter in your home.
- Call emergency number for service.

### Back Up at One Toilet

If only one toilet is affected, corrections occur during normal business hours.

- Shut off the water supply to the toilet involved.
- Use a plunger to clear the blockage.
- Use a snake to clear the blockage.

UNPLUGGING TOILETS IS A NON-WARRANTABLE ITEM.

## PLUMBING (Continued)

### Smell in Drains

- Soaps and cleaners can leave a smell in a drain. This is normal.

### Sewer Back Up Affecting Entire Home

- If you've been in your home fewer than two years, contact Mattamy Homes or the plumber listed on your Emergency Phone Numbers sheet.
- If you've been in your home over two years, contact a router service.
- Remove personal belongings to a safe location. If items are soiled, contact your Homeowner insurance company.

Even if these troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

### Mattamy Homes Limited Warranty Guidelines

During the New Home Orientation, we will confirm that all plumbing fixtures are in acceptable condition and are functioning properly, and that all faucets and drains operate freely.

### Clogs

Sewers, fixtures and drains should operate properly to accomplish their intended function. Because sewers, fixtures and drains can easily be clogged through Homeowner negligence, the Homeowner will make the necessary repairs and be responsible for associated costs.

**NOTE: UNPLUGGING OF TOILETS IS NOT A WARRANTED ITEM!**

### Toilet Clogs

To conserve water, the law now requires 1.5-gallon flush tanks to be installed in homes. Because this may cause your toilet to plug more often, you may find the following tips useful:

- Hold the handle down to allow more water to pass.
- Even though the toilet is a 1.5-gallon flush, the tank holds 3.2 gallons of water.
- Flush two times, if needed, to clear the bowl.
- Do not allow large objects to go down the toilet.
- Expect to use a plunger.

### Condensation on Pipes or Tanks

Condensation on pipes or toilet tanks may result due to combinations of temperature and indoor humidity.

Be sure to wipe up any condensation that drips on surfaces that can be damaged by water. Condensation is not warrantable. Please see Condensation for more information.

### Cracks, Chips, Scratches

Mattamy Homes will repair cracks, chips, scratches on porcelain, cast iron, stainless and cultured marble if noted on the New Home Orientation checklist. Any damage not noted on the worksheet will be a Homeowner responsibility and not warranted. If you do damage any of these surfaces, call us and we can direct you to a repair company.

### Water Heater (See Water Heater)

### Freezing Pipes

Provided the home is heated at a normal level, pipes should not freeze. Set heat at 55° F if you are away during winter months. Keep garage doors closed to protect plumbing lines that run through this area. Mattamy Homes will correct the situation in the event of a frozen pipe, if the problem is due to improper installation. The correction may involve opening the walls for access to the pipe, and, either adding or replacing insulation, which may have moved during the construction process. A permanent vent may be left in place to allow for warmer air to circulate around the pipe.

If any pipes freeze - DO NOT TURN OFF THE WATER SUPPLY unless the pipe has burst, then notify a plumber.

### Leaks

No faucet or valve should leak because of defects in material or workmanship. Mattamy Homes will repair leaks in the plumbing system per the Limited Warranty specified in your state's Warranty Statutes. If a plumbing leak caused by a warranted item results in drywall or floor covering damage, Mattamy Homes will repair or replace items that were part of the home as originally purchased. We do not make adjustments for secondary damages (for example, damage to wallpaper, drapes, and personal belongings). Insurance should cover these items. If the leak is due to a defective washer cartridge in the faucet, washer cartridge replacement is a Homeowner responsibility.

## PLUMBING (Continued)

No leaks of any kind should exist in any soil vent or water pipe. The Builder will make necessary repairs to eliminate leakage. The Builder will repair any drywall or floor covering damaged by a warranted leak. NO adjustments will be made for secondary damages - wallpaper, drapes, personal belongings, etc. - Homeowner's insurance should cover these items.

Make sure your family knows where the plumbing shut offs are located in case of an emergency. The plumbing main shut off is in the basement. This will shut off the entire home. Each sink has a hot and cold shut off. Each toilet has one shut off either below it or behind it. In the event of a leak, shut off the water to the affected area, or if that is unknown, or the leak is at the bath tub or shower, shut off the water main.

### Noise

Changes in temperature or the flow of the water itself will cause some noise in the pipes. This is normal and requires no repair. Mattamy Homes will repair persistent water hammer.

### Sinks Do Not Hold Water

Stoppers on sinks should retain water for a sufficient length of time to accomplish their intended use. Mattamy Homes will correct the fixture to meet this standard.

### Supply

Mattamy Homes will correct construction conditions that disrupt the supply of water to your home if they involve service from the main water supply to your home, provided actions of yours have not caused the problem.

Disruption of service due to failure of the water department system is the responsibility of the water department to correct.

### Toilet Does Not Flush Properly or Toilet Runs

Toilets should accomplish their intended use. To stop a toilet from continually running, try jiggling the handle. If that doesn't work, remove the tank cover to check the toilet chain. Make sure the chain isn't caught on anything. Also, check the drain valve cover to make sure it is seated correctly over the drain hole.

## ROOFING (SHINGLES AND TILE)

### Homeowner Use and Maintenance Guidelines

The shingles and concrete tile used on your home should provide you with many years of service and weather protection for your home. A few reminders on the maintenance of your roof could save you a great deal of expense and discomfort in the future.

**DO NOT WALK ON YOUR ROOF.** Doing so can void your warranty. The weight and movement will loosen and break the integrity of the roofing material, which can, in turn, result in a leak. In an effort to avoid the inherent danger associated with walking on a roof, we recommend that only a licensed and insured professional roofing contractor traverse roofs.

No one should attempt to walk on the roof when it is wet. It is extremely slippery. During hot weather, your shingles will be soft and pliable and can be easily damaged. Extreme cold will make them hard and brittle thus easily damaged.

### Clean Gutters

Whether you have gutters installed in the building process or you choose to install gutters post-close, maintain the gutters and downspouts so that they are free of debris and able to quickly drain precipitation from the roof.

### Severe Weather

After severe storms, do a visual inspection of the roof for damages. Under normal weather conditions, shingles should not blow off the roof. If shingles are damaged by abnormal weather conditions, please contact your Homeowners Insurance or Association.

Under normal weather conditions, Mattamy Homes will repair or replace damaged shingles. If shingles or tiles are replaced, expect dye lot variations, which are not warranted.

During snowy conditions, be sure to check to see that your roof vents are not covered by snow. See Attic for more information.

## ROOFING (Continued)

### Mattamy Homes Limited Warranty Guidelines

Mattamy Homes will repair roof leaks other than those caused by severe weather during Year One of your warranty. Roof repairs are made only when the roof is dry.

### Inadequate Roof Ventilation

Attic spaces will be ventilated as required by applicable building codes. Be sure roof vents remain open and are not covered or blocked by debris. If the roof vents are covered, we recommend that a professional be hired to clear them off.

NOTE: The attic should NEVER be used for storage.

### Inclement Weather

Storm damage is excluded from warranty coverage. Notify your Homeowner's Insurance or your Association if storm damage is discovered.

#### Note:

During windy days and severe storms, some roof vents may create noise due to required baffles. Noisy roof vents during windy days or storms are considered expected and not covered under warranty.

### Leaking Through Vents

Vents are provided for proper ventilation. Even vents that are installed according to building codes can allow driving rain to enter. This is not a defect. Mattamy Homes is not responsible for damage due to driving rain. Please contact your Homeowners Insurance or Association.

Vents should not leak under normal conditions. The Builder will repair leaks that occur under normal conditions, unless the leaks occur due to frost build up which is beyond Builder's control.

### Leaks

All roof and/or flashing leaks not caused by Homeowner's actions or negligence will be repaired. It is a Homeowner's responsibility to remove leaf/debris build up in gutters and valleys in roofs. If shingles are replaced, expect dye lot variations, which are not warranted.

When a leak is noticed, try to detect the exact location; this will greatly help in locating the area that requires repair. Roof repairs will only be made when the roof is dry.

### Variation of Shingle Colors

This is a non-warranted item. Some color variations are due to sun reflections, minor differences in colors between shingles in the same lots and the aging and weathering of the shingles.

### Shingles Sticking Up or Not Sealing Down

Shingles should be sealed by the end of the One-Year Warranty Service Review period. Shingles need heat from the sun to get the full effect of the seal. Due to lack of heat from the sun during the winter, performance standards may vary. Mattamy Homes will repair shingles that are not sealed by the end of the One-Year Warranty period. If a shingle is replaced, expect dye lot variations, which are not warranted.

### Shingles Do Not Overhang or Overhang Too Much

Shingles will overhang roof edges by no less than 1/4" and no more than 1". Mattamy Homes will either reposition or replace shingles as necessary to meet this standard. If a shingle is replaced, expect dye lot variations, which are not warranted.

### Concrete Roof Tiles Fading

Yes, over time concrete roof tiles do fade, and change color and appearance due to exposure to the elements. However, this will not affect the integrity or beauty of your roof. Color is achieved within concrete roof tiles one of two ways: by adding pigment into the body of the tile producing a color-through product, or by applying a concentrated slurry coat of cement-infused pigment to the top surface of the tile, known as a slurry/color-bonded product.

With color-through tiles, the color will last indefinitely. During manufacturing, the colored cement will be drawn to the surface of the tile resulting in the initial color shade. This layer is slightly softer than the body of the tile and will typically erode away within the first ten years, depending on the climate in which the roof is installed. This erosion will expose a larger percentage of the sand and aggregate, resulting in an overall lightening of color; however, this occurs to a lesser degree with concrete roof tile than most other roofing materials.



## ROOFING (Continued)

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After this initial change, future erosion occurs at a dramatically slower pace and will never compromise the functionality of the tile. Slurry-coated tiles, which are usually selected when high contrast, bright colors are desired, can oxidize and turn chalky before gradually wearing down to the gray or white concrete base. This lightening can be the result of surface erosion that essentially exposes the grains of aggregate. Periodic cleaning and resealing can rejuvenate and prolong the surface finish of either type of concrete roof tile.

### White Chalky Substance on Concrete Tile Roof

Your concrete tile roof is undergoing a natural process called efflorescence. Efflorescence is a temporary surface condition which is common to all concrete products. The process is caused by the chemical nature of cement. It is superficial and in no way affects the quality, functional properties, or the structural integrity of the tile. Manufactured cement contains free lime, and when water is added, a series of chemical reactions take place. These reactions are accompanied by the release of calcium hydroxide that can form a white chalky crystalline salt deposit on the tile surface when reacting with carbon dioxide. This reaction can appear as an overall chalky white bloom (a softening of color) in more concentrated patches. It is difficult to predict how long the effects of efflorescence will last as it depends on the type and amount of deposit, as well as on local weather conditions. The action of carbon dioxide and rainwater will gradually remove the deposit, in most cases, leaving the original color of the roof intact without further efflorescence occurring.

### Cleaning a Concrete Tile Roof

If desired, it is suggested that a licensed, bonded and insured roofing professional or cleaning company be used to clean your roof that specializes in this type of work. To remove dirt, algae or mildew from the roof surface, a high-pressure power washer sprayer can be used. The spraying application must be done in such a way to not damage the surface of the tile. In some cases, it may require the use of chemicals. Once again, it is recommended that you contact a licensed contractor to perform such work. Keep in mind that any dirt, algae or moss growth on the surface of the roof tile does not affect their integrity or ability to protect the structure.

## SCENTED CANDLES

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### Homeowner Use and Maintenance Guidelines

The popularity of scented candles has increased many-fold in recent years. If this is an activity that is part of your lifestyle, we caution you about the potential damage to your home from soot. When this condition results from Homeowners burning candles, resulting damage is excluded from our limited warranty coverage.

## SCREEN ENCLOSURES

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### Homeowner Use and Maintenance Guidelines

Screen enclosures offer year-round enjoyment of outdoor areas and minimize intrusion of bugs and critters. Although enclosures offer protection, they should not be misconstrued at “bug proof,” as small insects may find access. Limited maintenance is required on screen enclosures, only needing to periodically wipe down frame and screen mesh. Extra care should be taken on enclosure screens when cleaning, as using excess force (i.e., pressure washing) can loosen the screen from the frame.

### Mattamy Homes Limited Warranty Guidelines

During the New Home Orientation, we will review the screen enclosure for visible damage and defects. For a period of one year, Mattamy will warrant the frame and screen material to be free from defects under normal use. NOTE: the painted aluminum will maintain most of its manufacturer's color, however, atmospheric conditions and sun exposure may cause fading and/or discoloring over time which is not covered under this warranty. Holes in your screen caused by your maintenance would not be covered by Mattamy Homes for repair.

## SHOWER DOORS OR TUB ENCLOSURES

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### Homeowner Use and Maintenance Guidelines

Shower doors and tub enclosures require minimal care. Using a squeegee to remove water after a bath or shower will keep mineral residue and soap film to a minimum. Use of a shower spray can also help prevent a build-up of minerals and soap. Use cleaning products suggested by the manufacturer to avoid any damage to the glass scratches, trim and hardware. Scratches in glass after a home closing are not warranted. Avoid hanging wet towels on corners of doors; the weight can pull the door out of alignment and cause it to leak. Check and touch-up caulking on an as-needed basis.

### Mattamy Homes Limited Warranty Guidelines

During your New Home Orientation, we will confirm the good condition of all shower doors and tub enclosures. Mattamy Homes warrants that shower doors and tub enclosures will function according to manufacturer specifications.

## SIDING AND POSTS

### Homeowner Use and Maintenance Guidelines

Siding expands and contracts in response to changes in humidity and temperature. Slight waves are visible in siding under moist weather conditions; shrinkage and separations will be more noticeable under dry conditions. These behaviors cannot be entirely eliminated. Minor voids that may appear in siding made from Hardi Boards are expected and are not defects.

### Wood and Wood Products

Wood or wood-product siding will require routine refinishing. The timing will vary with climatic conditions. Maintain caulking to minimize moisture entry into the siding. Note that some paint colors will require more maintenance than others and some sides of the home may show signs of wear sooner based on their exposure to the elements. Some wood siding, such as cedar, is subject to more cracking and will require more maintenance attention.

### Cement-Based or Composite Products

Cement based siding will require repainting and caulking just as wood products do.

### Fire Safety

Vinyl siding is made from organic materials and will melt or burn when exposed to a significant source of flame or heat. You should always take precautions to keep sources of fire, such as grills, combustible materials, dry leaves, mulch and trash away from vinyl siding.

### Mattamy Homes Limited Warranty Guidelines

Mattamy Homes warrants all siding to be free of defects in material and workmanship for one year from closing. We will confirm the condition of the siding during your New Home Orientation.

Under normal weather conditions, your siding should not come loose. Siding that comes loose during the warranty period will be repaired. Expect variations in color due to dye lots and elements. If the siding becomes loose due to abnormal weather conditions, please contact your Homeowners Insurance or Association. We will correct any separation at joints or where siding meets another material if the separation allows water to enter the home for one year after closing.

### Dents, Scratches, Holes or Nicks in Siding

There should not be any dents, scratches, holes or nicks in the siding prior to closing. Mattamy Homes will repair or replace ONLY the damaged siding noted on the New Home Orientation checklist.

### Painting and Caulking

Paint will fade and touch up may be needed in knotholes and other areas at a later date. Touch up is the responsibility of the Homeowner. The Homeowner can expect the newly painted surface may not match the original color, for which the Builder is not responsible.

NOTE: Exterior caulking is a yearly Homeowner maintenance item.

Joints and cracks of wall surfaces will be recaulked ONE TIME ONLY during the first year of the warranty to prevent entry of water (not applicable in Raleigh market). Please note that properly installed caulk will shrink and must be maintained during the life of your home. We will match your caulk color as closely as possible but expect variations of color, which are not warranted.

### Rattling Noises

Due to windy or stormy weather conditions, the vinyl siding or the soffits may make a rattling noise. The siding and soffits are installed in a manner that allows them to expand and contract as needed. Due to this, you may experience some rattling noise, which is normal and not warranted.

### Vinyl Siding Thermal Stress/Warping

Warping due to thermal stress caused by a reflection from a window or any other heat source such as a grill is beyond the Builder's control and is not warranted.

### Wood Splits

Some splitting of wood is normal and should be expected. Splits exceeding a 1/4" will be repaired. Knots are a natural character of the wood and not considered defects of the wood. At the Builder's discretion, the Builder will repair (by caulking) or replace the affected areas, if noted on the New Home Orientation checklist.

## SMOKE DETECTORS

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### Homeowner Use and Maintenance Guidelines

Read the manufacturer's Manual for detailed information on the care of your smoke detectors. Your smoke detectors are hardwired to the electrical panel, interconnected to each other (if one goes off, they all go off) and all have battery back ups. These are not part of the security system.

### Battery

If a smoke detector makes a chirping sound, that is a sign that the battery needs to be replaced. Follow manufacturer's instructions for installing a new battery. Most smoke detectors use a 9-volt battery. It is recommended that you change your batteries every six months. A good way to remember this is to change them when you adjust your clocks.

### Cleaning

For your safety, clean (vacuum) each smoke detector monthly to prevent a false alarm, or lack of response in a fire. After cleaning, push the test button to confirm the alarm is working. For safety it is important that these devices are kept clean and in good working order.

### Locations

Smoke detectors are installed in accordance with building codes, which dictate locations. Mattamy Homes will not omit any smoke detector and you should not remove or disable any smoke detector.

### Mattamy Homes Limited Warranty Guidelines

Mattamy Homes does not represent that the smoke detectors will provide the protection for which they are installed or intended. We will test smoke detectors during the New Home Orientation to confirm that they are working and to familiarize you with the alarm. You are responsible for obtaining fire insurance.

## STAIRS

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### Homeowner Use and Maintenance Guidelines

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

### Mattamy Homes Limited Warranty Guidelines

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

## STUCCO (if applicable)

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### Homeowner Use and Maintenance Guidelines

Stucco is the application of Portland cement plaster over a wire lath to form an exterior cladding. This achieves a 7/8" thick finished product over frame walls and 3/8" thick finish over concrete block walls. This material is made of cement plaster, and in effect concrete. Cracking of this material as it ages and the home settle is to be expected. Some shrinkage cracks can show up almost immediately. Mattamy Homes will warranty stucco cracks one time in the first year. Mattamy will fill the crack and paint using original color at the location of the crack only.

It is recommended that the Homeowner inspect the exterior of the home periodically and address any cracks or shrinkage immediately to avoid water intrusion. Mattamy Homes does not warrant against poorly maintained stucco.

### Caulking and Sealants

Regardless of the advertised life of the caulk material used, it should be inspected routinely for peeling, cracking or separating. Building movement can at times exceed the caulk's ability to stretch, thereby resulting in separation. Most water penetration of wall systems occurs around penetrations in the wall system (i.e., windows, doors, hose bibs, etc.). Re-caulking should be done as necessary to maintain a proper seal to any exposed areas, including but not limited to hose bibs, exterior doors, windows, power outlets and electrical services. When applying caulk, the product selected should be paintable. Maintaining caulked joints and seams can prevent many instances of water intrusion. See the caulk manufacturer's literature for instructions on the proper procedures for re-caulking.

## STUCCO (Continued)

### Care and Maintenance

For painted surfaces, always check the paint manufacturer's specifications and recommendations before using any detergent, cleanser, bleach or other chemical on painted areas. However, in most cases the procedures laid out below should be acceptable.

### Wash

When the surface has been pre-wetted, adjust the nozzle to a "pressure stream." Then direct the stream of water against the wall to loosen dirt and dust. "Caked on" dirt may need to be removed with a brush. Note: Avoid eroding the finish by holding the nozzle a sufficient distance from the surface. Be extremely careful when using pressure washers to clean stucco, as they can achieve pressures sufficient to cut the stucco surface.

Sometimes it may be necessary to use a mild cleanser to remove stains. It is desirable to determine the source and cause of the stain before cleansing. Some stains require specific treatments. However, recommended for most common stains is a mild solution of tri-sodium phosphate, TSP. This is available at most paint or hardware stores. Should you choose to use a different product, be sure it is water-soluble (dissolves completely in water). The product should also be safe for Portland Cement. Note: Do not use soap or dishwashing liquid! It is always recommended to test your cleaning solution on a small, inconspicuous area first. Do not let the solution dry on the wall.

### Rinse

Flush the wall thoroughly with clean water to remove loosened dirt and cleansers.

### Irrigation

Be sure to keep water directed away from the stucco wall. Over time mineral oxides or chemicals in the irrigation water can stain the finish. This could also cause mildew (a fungus) or efflorescence (a white powdery "bloom") to form. If you find efflorescence, spray the affected area with white vinegar. This should neutralize the alkaline efflorescence. After a few minutes, but before the vinegar dries, brush and rinse the area with clean water. You may also use a brick or masonry cleaner, but you should check the manufacturer's directions and test it on a small area for reaction with the paint. Efflorescence is caused by mineral salts leaching out through the stucco from behind.

To prevent reoccurrence of efflorescence, you must find and repair the condition allowing water to get behind the stucco. Eliminating the moisture source will eliminate the efflorescing. Cleaning may be required several times over a period up to six months to allow all the moisture to dry out of the wall system.

For more information on efflorescence, see the National Concrete Masonry Association's "Control and Removal of Efflorescence," NCMA Tek 8-3-A, available through the NCMA at [www.ncma.org](http://www.ncma.org).

### Repainting

Paint should be inspected at least annually for evidence of chalking, peeling, cracking. Repaint as necessary. Make sure to follow the manufacturer's guidelines for repainting and repair. The life of paint varies by climate, so refer to paint manufacturer's warranty.

### Cracking and Repair

Though most cracking can be prevented during the construction process, the potential for some cracking will always be present. While stucco is extremely high in compressive or impact strength, it is not of sufficient tensile strength to resist building movement. Therefore, stucco should be routinely checked for cracks. Determining the cause of the cracking is the key to proper repair procedures. Cracks should be dealt with immediately.

### Minor

Stucco will expand and contract in response to temperature, sometimes creating minor hairline cracks in the outer layer of the stucco application. This is normal behavior and considered a routine maintenance item after the first year warranty period. These minor hairline cracks can be repaired by scraping the loose material from the crack and using a paintable caulk or flexible crack sealer to fill the gap. The texture can be more easily simulated by broadcasting stucco sand onto the fresh caulk before it cures. Most paint manufacturers produce an elastic crack sealer product specifically for this use. They are available under several different brand names. Consult your paint supplier for specific brands.

### Mattamy Homes Limited Warranty Guidelines

Mattamy Homes warrants Stucco to be free of defects in material and workmanship for one year from closing. We will confirm the condition of the Stucco during your New Home Orientation.

We will correct any cracking over 1/16", separation at joints or where stucco meets another material if the separation allows water to enter the home for the first year after closing, only if notified within 10 days of the discovery of the crack/separation. Due to the nature of the material and system, the Homeowner must either address the issues immediately, or cause such notice to Mattamy Homes so Mattamy can act immediately. Cracks, separations or gaps left unaddressed for 10 days or longer are not warrantable and are a Homeowner maintenance item.

## SUMP PUMP (IF APPLICABLE)

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### Homeowner Use and Maintenance Guidelines

The foundation design of your home includes a perimeter drain, and if required by the City, a sump pump.

The perimeter drain runs around the foundation to gather water and channel it to the sump basket. It is normal to have some water in your sump basket. When the water reaches a certain level, the pump comes on and pumps the water out of your home. Read and follow the manufacturer's directions for use and care of your sump pump.

If you are in an area that does not require a sump pump, and there is water in the sump basket, it is the Homeowner's responsibility to purchase a sump pump or to remove this water. Sump pumps can be purchased at hardware or building stores.

### Continuous Operation

The pump may run often or even continuously during a heavy storm or long periods of rain. This is normal under such conditions.

### Discharge

Know where the discharge for your sump pump system is and keep the end of the drain clear of debris so that water can flow out easily. Also, you may need to add an extension to the discharge hose so you do not re-circulate the same water over and over. If you add an extension, be sure to remove it in the fall. If your yard is not sodded, check with your local authorities regarding your discharge water.

### Power Supply

The sump pump runs on electricity. If power goes off, the pump cannot operate. Storm water (not sewage) could then enter your basement. You may wish to install a backup system to guard against this possibility. Homeowner's insurance does not usually cover damage to your property from this source. You may want to obtain a rider to cover this.

### Roof Water

Ensure that roof water drains quickly away from the home to avoid circulating it through your sump pump. Keep downspout extensions or splash blocks in place to channel water away from your home.

### Routine Check

Periodically check to confirm the pump is plugged in, the circuit breaker is on and that the pump operates. To check the operation of your sump pump, pour enough water into the sump basket to make the sump pump kicks on. The pump should come on and pump the water out. It is recommended that this procedure be done at least twice once a year.

Test your sump pump periodically to be sure it is running.

### Trees and Shrubs

Avoid planting trees or shrubs with aggressive root growth patterns near your home's foundation. The roots can make their way into the perimeter drain and eventually clog the system.

### Mattamy Homes Limited Warranty Guidelines

During your New Home Orientation, we will discuss the sump pump and confirm it is operational. The pump is classified as an appliance and is warranted by the manufacturer's different brand names. Consult your pump supplier for specific brands.

## SWIMMING POOLS AND EQUIPMENT

### Homeowner Use and Maintenance Guidelines

Pools are a special home feature that require constant maintenance to keep operating efficiently and effectively. With proper service, your pool will last for many years without problems. Mattamy recommends contacting the pool company directly for an overview on system operation and maintenance.

There are also several pool maintenance companies that offer full-service programs to help care for your pool.

### Pool Care Recommendations

- Be consistent. The key to a well-maintained pool is consistency. Set a regular cleaning schedule and stick to it. Skipping even a week or two of routine maintenance can throw off a pool's pH levels and lead to a clogged filter and algae buildup.
- Skim pool regularly. Leaves, twigs and insects sometimes wind up in the pool, especially after a storm or a particularly windy day. Using a hand skimmer to remove them will help keep the pool's circulation system working efficiently. You should also hose out strainer baskets at least once a week.
- Keep your pool filter clean. No matter the type of filter you have, you'll need to clean it out at least once a month. We recommend replacing your pool filter once a year.
- Check water levels. It's important to maintain your pool's water level so it doesn't fall below the skimmer and damage the pump. Since water is periodically lost throughout a pool's season due to evaporation and regular usage, you'll need to pay attention to water levels and keep them at the level recommended for your pool design.
- Vacuum the pool and clean the walls. Pools need to be vacuumed at least once a week, sometimes more, even if there isn't noticeable debris. You'll just need to move the vacuum back and forth, overlapping strokes to ensure you cover every area. Remember, you might need to clean the filter afterwards, so be sure to check it. Once a week, you should also make time to brush the sides of your pool to prevent algae buildup and calcium deposits.

- Maintain a healthy pH. pH measures acidity and alkalinity. For your pool, a healthy pH is between 7.2 and 7.8. This is the ideal range for optimal sanitization and safe swimming. Depending on your pool, you may need to check pH up to three times a week. Easy-to-use testing kits are available from your local pool supply store to streamline the process.
- Know your pool. There may be maintenance differences between saltwater and chlorine pools. Please review your pool manufacturer's instructions of consult with a pool maintenance company.

### Mattamy Homes Limited Warranty Guidelines

During the New Home Orientation, we will review the pool, pool deck, and pool equipment for visible damage or defects. The pool company shall provide a warranty direct to the Homeowner for pool finish, gunite shell, and pool equipment for a period of one year. The warranty shall cover workmanship and materials.

Homeowner should follow manufacturers' recommendations for maintenance of the system.

## WATER HEATER

### ELECTRIC WATER HEATER

#### Homeowner Use and Maintenance Guidelines

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

#### Drain Tank

Review and follow the manufacturer's timetable and instructions for draining several gallons of water from the bottom of the water heater. This reduces build-up of chemical or mineral deposits from the water, thereby prolonging the life of the tank as well as saving energy dollars. Also drain the tank if it is being shut down during periods of freezing temperatures. Carefully follow the instructions in the manufacturer's literature. Ensure power is off prior to draining an electric water heater.

#### Element Cleaning or Replacement

The heating elements in the water heater will require periodic cleaning per the manufacturer recommendations. The frequency is determined in part by the quality of the water in your area. Again, refer to the manufacturer's literature for step-by-step instructions and drawings, or contact an authorized service company.

#### Pressure Relief Valve

Follow your manufacturer's recommendation for maintenance of the Pressure Relief Valve. Stay clear of the discharge line to avoid injury. See manufacturer's literature for diagrams and detailed instructions.

#### Safety

Keep the area around a water heater clear of stored household items. Never use the top of the water heater as a storage shelf.

#### Stinky Waters

Some people may notice a "stinky water" smell, and think it is a problem with their water heater. The smell is caused by harmless bacteria in the water that eats the magnesium anode rod inside the water heater. Removing the rod inside the water heater, may or may not help. But removing this rod WILL void the water heater warranty.

Foul odors in the water can also be related to water sitting in the tanks for a long period of time; you may need to drain your tank.

#### Temperature

Your water heater is pre-set slightly below or at the maximum temperature allowed by code. Higher settings can waste energy dollars and increase the danger of injury from scalding. Many municipal codes require a separate mixing valve to further control the water temperature in bathrooms. Hot water will take longer to arrive at sinks, tubs, and showers that are farther from the water heater.

## TROUBLESHOOTING TIPS

#### No Hot Water

Before calling for service, check to confirm that the:

- Water heater breaker on your main electric panel is in the on position. (Remember if a breaker trips you must turn it from the tripped position to the off position before you can turn it back on.)
- Temperature setting is not off or too low.
- Water supply valve is open.

Refer to the manufacturer's literature for specific locations of these items and possibly other troubleshooting tips.

Even if these troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.