



ABOUT YOUR HOME

mattamyHOMES

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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.

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AIR CONDITIONING

Homeowner Use & Maintenance Guidelines

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

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

Your home air conditioning is a closed system, which means that the interior air is continually recycled and cooled until the desired air temperature is reached. Warm outside air disrupts the system and makes cooling impossible. Therefore, you should keep all windows closed. The heat from the sun shining through windows with open drapes 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, the carpet, and the furniture. At 6:00 PM, the air conditioning unit starts cooling the air, but the walls, carpet, and furniture release heat and nullify this cooling. By the time the air conditioning unit has cooled the walls, 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.

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. The opposite goes in the winter - heat rises.

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 first year, Mattamy Homes will level it.

See also [Grading and Drainage](#).

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

Climate

The outside humidity in Jacksonville can be quite high throughout the year, however, the relative humidity in your home should be kept below 60 percent. 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 to the exterior of the home via a condensate line or pipe. You will should see water dripping from this line during cooling months.

AIR CONDITIONING *CONTINUED*

Troubleshooting Tips

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 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.
- Fuse in air handler 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.
- Condensation line is not full and float switch has not been tripped.
- Air conditioner has not frozen from overuse.

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

Coolant

The outside temperature must be 55°F or higher for the contractor to add coolant to the system. If your home was completed during winter months, this changing of the system is unlikely to be complete and will need to be performed in the spring.

Mattamy Homes Limited Warranty Guidelines

The air conditioning system should maintain a temperature of 78° or a differential of 15° 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.

Non-Emergency & Emergency

A total lack of air conditioning service 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 5 working days.

Maintenance

There is one filter inside your air handler. This filter needs to be cleaned every three months at a minimum. 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 re-installing them. If you choose an aftermarket filter, follow the manufacturer's instructions, but ensure it meets the equipment minimum specifications.

The condensate line will also require maintenance. Due to our temperate climate, algae and mildew can build up inside the 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 1 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 1 gallon of warm water to flush out the line.

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

Most front load washers/dryers have the ability to reverse the door hinge & swing. If you purchase your appliances after closing, please ensure you specify or order the door swing correctly. The incorrect location of the appliances versus venting for appliance door opening is not warrantable.

Mattamy Homes needs to know if pedestals are going to be purchased prior to finalizing selections either for appliances purchase through Mattamy, or your own. Pedestals affect the placement of the mechanicals and venting of the appliances, and may preclude some cabinet options. Please let your agent know as soon as possible of your choice to install pedestals.

Mattamy Homes is not responsible for changing any venting after move-in if pedestals are not listed on the purchase agreement or change order. 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 if we are not notified in writing by the buyers prior to selection finalization, and Pre-Construction Meeting.

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) 874-4698 or 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.

ATTIC ACCESS

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.

Bb

BRICK/STONE

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.

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".

Cc

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.

Cleaning

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

Hinges

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

Moisture

Damage to cabinet surfaces and warping can result from 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.

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.

CABINETS *CONTINUED*

Alignment

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 2 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 and inherent with the materials.

CARBON MONOXIDE DETECTORS

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 back-up 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

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 that you select an appropriate caulk for the intended purpose. We suggest this is done yearly.

Areas to maintain include:

Interior - Around sinks, bath tubs, 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.

CAULKING CONTINUED**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**Homeowner Use & 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 first year 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 may be 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 (they 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.

Sealing Grout

Sealing grout is recommended and is the homeowner's responsibility. To avoid sealing in dirt, clean the grout before the sealing process. 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 hardware 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.

CERAMIC TILE *CONTINUED*

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

CONCRETE FLATWORK

Homeowner Use & Maintenance Guidelines

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

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.

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.

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.

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.

Mattamy Homes Limited Warranty Guidelines

Concrete slabs, such as driveways, patios, 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. Monolithic slabs, such as 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.

Garage Slabs - 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.

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 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.

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 & 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 & 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.

Moderate settings in winter can maintain desired comfort levels without contributing too much moisture to your home. You may need to experiment to find the correct level for your family's lifestyle.

Interior relative humidity should be between 40% and 60% on average, depending on the season. Readings above 60% will be highly conducive to excessive condensation.

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.

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.

Temperature

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:

- 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.
- 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 "on" or continuous position.
- DO NOT plug the return air intake for your furnace/air handler (this is also a safety precaution).

CONDENSATION *CONTINUED***Ventilation**

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

Monitor

Purchase a humidistat or hygrometer for your home to monitor the ambient moisture in the air, and experiment with your daily activities and the various seasons to find the correct balance, which is generally between 40% and 60% relative humidity. Keep in mind this is a moving target.

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**CULTURED MARBLE/MANUFACTURED STONE****Homeowner Use & Maintenance Guidelines**

Exercise some 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 to clean. 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 & 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.

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.

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.

COUNTERTOPS *CONTINUED***LAMINATE****Homeowner Use & 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.

Cleaning

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

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 & 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.

DOORS & LOCKS

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.

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 air or water tight.

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.

Slamming

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

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.

DOORS & LOCKS *CONTINUED*

Weather Stripping Thresholds

Weather stripping on the bottom of doors will be replaced, if damage causes moisture to enter 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 due to 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 it swings freely of the carpet.

Door Hardware

Due to elements beyond the Builders control, tarnished hardware cannot be warranted.

Drafts Under Exterior Doors

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

1. Remove the threshold plugs.
2. To move the threshold closer to the door, loosen the screws.
3. To move the threshold away from the door, tighten the screws.
4. Install the threshold plugs.

Panel Shrinkage/Splitting

Some door panels, depending on selection 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 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 the Mattamy Homes is not responsible.

Patio Doors

Inoperable patio doors not caused by Homeowner neglect or damage need to be serviced by the window manufacturer. It is the Homeowner's responsibility to contact the builder within the warranty period. The cleaning and maintenance necessary to preserve proper operation is a Homeowner responsibility.

Scratches, Gouges, Nicks, Scrapes, Marks & Chips In Doors

Mattamy Homes will repair any door with scratches, gouges, nicks, scrapes or chips, if it was noted on the New Home Orientation checklist. The repairs will be made by using colored putty and varnish or paint. Replacement of the affected door is at Mattamy Homes' discretion.

Homeowners are responsible for any damage not noted on the New Home Orientation checklist.

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 and 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.

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.

DRYWALL

Homeowner Use & Maintenance Guide

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 twelve 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, 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 a distance of 5 to 6 feet 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.

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

Homeowner Use & 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.

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

Homeowner Use & 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 GFI's 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.

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 the bathrooms, the kitchen, patio or balcony, 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.

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.

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.

ELECTRICAL SYSTEM *CONTINUED*

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.

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.

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/Ufer ground. This is generally located in the garage behind a blank plate.

Light Bulbs

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.

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:

- Main breaker and individual breakers are all in the ON position.
- Applicable wall switch is ON.
- GFI is set (see details on GFI's, earlier in this section).
- Item you want to use is plugged in.
- Item you want to use works in other outlets.
- 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.

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ELECTRICAL SYSTEM *CONTINUED*

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.
2. Total loss of electricity.
3. Plumbing leak that requires the entire water supply to be shut off.
4. Total sewage stoppage.

If an emergency occurs during **regular business hours** of 8:00 am to 4:30 pm, Monday through Friday, please call our Warranty Department at 904-279-9521 for assistance.

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 attached to your electrical service panel or call our main line which is monitored at: 904-279-9521.

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.

Email: Jacksonville.warranty@mattamyhomes.com

Mail: Mattamy Homes Jacksonville Division

Attn: Warranty Department
7800 Belfort Parkway
Suite 195
Jacksonville, FL 32256

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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 BREAK 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.

Whirlpool Tubs

If your home includes a jetted tub follow manufacturer 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; 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.

NOTE: 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 4 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 manufacturers' 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.

Caution: The exterior vent cover for a direct-vent gas fireplace becomes extremely hot when the fireplace is operating. Do not touch vent cover!

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.

Cleaning

Use a fireplace glass cleaner (found at hardware and fireplace stores) to clean off any residue that builds up on the glass.

Clean monthly or as needed but be sure not to wait too long as the residue can become permanent and the glass would need to be replaced. This would not be covered by warranty. Use caution in the selection of cleaners. Some cleaners give off flammable vapors and can take time to clear out. Do not light your fireplace or leave pilot light lit to dry the internal surfaces, this can lead to an explosion.

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 the New Home Orientation.

FIRE SUPPRESSION SYSTEM

Homeowner Use & 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.

How your system works is each sprinkler head has a glass bulb in it. The bulb in the sprinkler head 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 close or decorations from.

Because the fire system is pre-filled with water, do not drain the system down; if you do, an alarm will sound and a strobe will flash. This is not a monitored system.

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

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 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. 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, regularly changing air filters in heating and air conditioning systems, keeping humidity and room temperature from getting too high, and reducing sunlight exposure with window coverings.

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. Simply clip the excess fibers. If it continues, call a professional.

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.

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.

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.

FLOOR COVERINGS *CONTINUED*

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, paints, and India ink. Some substances destroy or change the color of carpets, including bleaches, acne medications, drain cleaners, plant food, insecticides, and food or beverages with strongly colored natural dyes, as found in some brands of mustard and herbal tea.

Refer to your care and maintenance brochures for recommended cleaning procedures for your particular 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.

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 due to 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.

Seams

Carpet seams will be visible. Mattamy Homes will repair any gaps or fraying.

Floor Squeaks See Framing.

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.

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. 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 shade drawn as needed.

FLOOR COVERINGS *CONTINUED*

HARDWOOD

Homeowner Use & Maintenance Guidelines

Preventive maintenance is the primary goal to ensure a long beautiful life of 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.

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.

The following information is from NOFMA; THE NATIONAL WOOD FLOORING MANUFACTURERS ASSOCIATION'S Web Site:

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.

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.

Cleaning

Dirt is your hardwood floors 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 a damp-mop with a mixture of one-cup vinegar to one gallon of warm water. 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.

Good Choices For Cleaning Your floors:

1. Damp mop using 409 and water solution or dishwasher (not dishwashing) detergent and water solution.
2. Damp mop using Windex and water or vinegar and water solution. Use only Windex - not other glass cleaners as they may contain silicone, which dulls the finish.
3. Buff floor as needed to shine.

If your floors are not very dirty, skip step one and use only steps two and three. All mixes should be half a cup product to half a gallon of water.

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. Also, some cleaning products can leave a film. Use a buffing cloth to clean and shine this up.

Floor Squeaks See Framing.

FLOOR COVERINGS *CONTINUED*

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 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.

Re-Coating

Floors can and should be recoated. How well you care for them will determine how often you will need to recoat 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 guidelines before recoating 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 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, recoating 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 either Vinegar and water, Windex and water or any cleaner that is polyurethane safe. Also be sure to not overspray any cleaning products directly onto the hardwood floor.

FLOOR COVERINGS *CONTINUED*

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.

Cracking And/Or Separation Of Boards

Cracks (in boards, not between boards) in excess of 1/8" in width 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.

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 cause 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. 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 (anything 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 Bubbles And/Or 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 COVERINGS *CONTINUED*

Denting

The nature of vinyl flooring makes it possible to deform the surface permanently. Any load of high pressure can damage it. Examples are: High heels, furniture legs, or anything that exerts a lot of weight in a small area. Mattamy Homes will repair any scrapes, gouges, holes, nicks, dents, rips or any other repairs of this type only if they were listed on the original New Home Orientation checklist. 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 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 exceeding a 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.

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.

Mattamy Homes Limited Warranty Guidelines

Mattamy Homes will warrant against defects in materials and workman - ship on foundation wall, slab and footing assemblies according to the 10-year Jacksonville Structural Warranty.

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.

TO ENSURE WATER FLOWS AWAY FROM YOUR HOME, THE FOLLOWING PRECAUTIONS SHOULD BE TAKEN BY THE HOMEOWNERS:

- Maintain the grading so it slopes away from the foundation.
- If landscaping rock, wood chips, etc, are used around the foundation of the home it is essential to install these materials correctly so water pockets do not develop.
- Install gutters and downspouts.

FRAMING

Mattamy Homes Limited Warranty 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 Builders discretion:

- Face Nailing.
- Screwing from the floor below.
- Pulling up the floor covering and screwing from the floor above.

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.

GARAGE DOOR

Homeowner Use & Maintenance Guidelines

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 6 months, apply a lubricant such as silicone spray or 30 weight automobile oil 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 the 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 repair, replacement or adjustment to 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 of 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.

GARAGE DOOR *CONTINUED*

NOTE: The installation of garage door openers may affect the operation of the garage doors, which is not warranted by the Builder, if the opener was not provided by Mattamy Homes.

Light, Rain, Visible

Garage overhead doors are not weatherproof and some entrance of light rain should be expected. Garage doors will be corrected to meet the manufacturers' specifications unless the cause is determined to be the result of homeowner neglect or lack of proper maintenance.

GARBAGE DISPOSAL

Homeowner Use & Maintenance Guidelines

Your garbage disposal requires some special attention. When operating, you should only use cold water. Do not use commercial drain cleaners. Grind some ice cubes and lemon peels to clean and freshen.

Garbage disposals should be used for small, soft items. Large quantities of food can cause clogs. Make sure you do not use your disposal for bones, coffee grounds, celery, potato skins, any vegetable or fruit containing fibers or "strings".

Clogs

Many clogs are caused by improper usage. Always use plenty of cold water when running the disposal. Run the water while you are grinding and for at least 30 seconds after you are done.

If you do clog your disposal, there is a wrench that can be inserted into the bottom of the disposal. This will allow you to manually turn the chamber to free up the clog. Also, there is a reset button under the disposal. If you clog it, it will shut itself down so it doesn't burn out the motor. If this happens, push the reset button to engage the motor.

GAS SHUT OFF

Homeowner Use & Maintenance Guidelines

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

Gas Leak

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

Mattamy Homes Limited Warranty Guidelines

The 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 no warranty coverage for leaks at that connection, through Mattamy Homes.

GRADING & DRAINAGE

Homeowner Use & Maintenance Guidelines

Once the final grade around your home has been completed, an inspection of the lot will be done. Our surveyor completes a grading certificate and then the local building authorities compare the survey to the plan and either accept it or reject it. 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. Mattamy Homes does not have the authority to change it.

"As Built" Survey

An "As Built" Survey may be performed where required prior to closing to assure the grade matches the grading plan of the city. The "As Built" Survey is performed by certified land surveyors, or inspected by Mattamy Homes, and approved by the city or county. Landscaping that alters the designed plan, and its effects are not warranted by Mattamy Homes.

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.

GRADING & DRAINAGE *CONTINUED*

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.

Lot Not Draining Properly

After a normal rainfall, water should not stand in the yard for more than 24 hours, 48 hours in swales. NOTE: No decisions will be made regarding drainage problems while saturation exists in the ground. 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.

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 settled areas as needed to maintain positive drainage.

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.

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.

HARDWARE

Homeowner Use & 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.

Mattamy Homes Limited Warranty Guidelines

We confirm that all hardware is in acceptable condition during the New Home Orientation. The limited warranty excludes repairs for cosmetic damage subsequent to the New Home Orientation.

HEATING SYSTEM

AIR SOURCE HEAT PUMP

Homeowner Use & Maintenance Guidelines

Good maintenance of your HVAC equipment can save energy dollars and prolong the life of the system. Carefully read and follow the manufacturer's literature on use and maintenance. The guidelines here include general information only.

Adjust Vents

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

Keep in mind that heat rises and during cold weather you may benefit from opening the vents on the lower levels of the home and partially closing vents on the upper floors. Reverse the process for warm summer months when the air conditioning is used. This exercise of balancing your HVAC (Heating, Ventilation, and Air Conditioning) system can greatly enhance your home comfort from season to season.

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 you can view this information on their Website: www.epa.gov/iaq/pubs/.

Filter

A clean filter will help to keep your home clean and reduce dusting chores. Remember to change or clean the filter monthly. A clogged filter can slow airflow 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 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 are needed for.

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 of 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 and should pass quickly.

Return Air Vents

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

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.

HEATING SYSTEM *CONTINUED*

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 & 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, the home 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.

NOTE: Heat pumps have an electrical heating element as back up for times where 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 3° or more are used. This is very inefficient and should be avoided.

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 75° F in the summer.

Since hot air rises, during cold weather you may benefit from opening the vents on the lower levels of the home and partially closing vents on the upper floors. Reverse the process for warm summer months when the air conditioning is used.

Run your fan in the “on” or continuous position. This will even out your heat, 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.

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.

Placement of the thermostat is determined by our contractor or per plan. Thermostats will not be moved due to the sun shining in the home.

HEATING SYSTEM *CONTINUED*

Trial Run

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

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.
- Breaker on the main electrical panel is 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.)
- Fuse in air handler is good. (See manufacturer literature for size and location.)
- Filter is clean to allow proper airflow.
- Vents in individual rooms are open.
- Air returns are unobstructed.

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

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

Adequacy of the system is determined by its ability to establish a temperature of 78° F, as measured in the center of the room, 5' above the floor. Mattamy Homes will correct a system that does not meet the performance standards. It is the responsibility of the Homeowner to balance the system by adjusting the dampers.

Duct Placement

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

INSULATION

Homeowner Use & 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.

Sound Transmission (Between Multi-Family Units)

To help keep sound from transmitting from unit to unit, a total of 11" of material and air space has been placed between each unit. Before the sheetrock is put on, the County inspects the insulation in the common walls ensuring proper application of insulation before finished. 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 & Doors

See Window And Doors.

Moisture, Condensation, Or Frost On Windows

See Condensations.

Pipes Freezing See Plumbing.

LANDSCAPING

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 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. Monitor this watering increased water bills for the establishment of new sod are not covered by Mattamy Homes.

Irrigation Systems

Irrigation systems are intended to water the sodded areas of your yard & planting beds. Watering these areas is a homeowner responsibility, and failure to do so may negatively impact the plants in those areas. 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 homeowners responsibility immediately upon closing.

If Irrigation system stops working, first ensure that you check the timer, and the exterior rain sensor first.

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 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

Mattamy Homes Limited Warranty Guidelines

All light fixtures are warranted through Mattamy Homes for One Year from closing against manufacturer's defects and workmanship only. Rust and tarnish is created by environmental issues and is considered a non-warrantable condition.

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MILDEW & MOLD

The Facts

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 items 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 very important.

What A Homeowner Can Do

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. These steps 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.

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

MILDEW & MOLD *CONTINUED*

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 & 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

The Following Message Is On The Better Business Bureau Telephone Message System:

Condensation is visible evidence of excessive moisture in the air. It may appear as water, frost or ice on the room surface of windows and doors. The warmer the air, the more water the air can hold, which means that the air in the center of any given room will hold more water than the air adjacent to the window or door walls, since this area is always cooler. 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.

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 air tight that they present a new problem. All homes will on occasion, have temporary condensation that is the result of one of four occurrences:

1. New construction building materials contain a great deal of moisture.
2. 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.
3. 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.
4. Temperature change - Sharp, quick and sudden drops in temperature, especially during the heating season will create temporary condensation problems.

MOISTURE CONTINUED

Did you know an average family of four produces in excess of 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 2 Years	Add 10+ Pints To Above

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.

Tips To Avoid Window Condensation

Regulate the indoor humidity level by reducing the amount of moisture generated. Run your exhaust fan when showering and 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. Operate A/C in Cooling mode.

Mattamy Homes Limited Warranty Guideline

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 when cooking, dishwashing or doing laundry, etc.

PAINT & STAIN

EXTERIOR

Homeowner Use & Maintenance Guidelines

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. 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 and 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.

PAINT & STAIN *CONTINUED*

INTERIOR

Homeowner Use & Maintenance Guidelines

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

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.

Coverage

The surface being painted over will not show through 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.

Peeling / 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)

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.

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.

PAINT & STAIN *CONTINUED*

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. 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 be responsible for the painting of those areas.

PETS & WILDLIFE

Homeowner Use & 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. It is the responsibility of the homeowner to prevent Wood Destroying Organisms after one year.

PLUMBING

Homeowner Use & 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 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.

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*

Dripping Faucet

You can repair a dripping faucet by shutting off the water at the valve directly under the sink, then removing the faucet stem, changing the washer, and reinstalling the faucet stem. The showerhead is repaired the same way. Replace the washer with another of the same type and size. You can minimize the frequency of this repair by remembering not to turn faucets off with excessive force. (Please note that some manufacturers do not use rubber washers.) If your faucet has a cartridge instead of a washer, refer to the manufacturer's manual for replacement instructions.

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 1.5 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 1.5-gallon toilet turned out to be the size that overall consistently saves water. 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

The water supply to your home can be shut-off entirely, generally in two locations. The first is at the meter and the second is at your water heater. We will point both of these out during your New Home Orientation.

Due to code, we are required to put back flow preventers 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 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.

Shut-Offs

Your main water shut-off is located near your meter. 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.

PLUMBING CONTINUED

Stainless Steel

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.

Tank Care

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

Do not use bowl cleaners that are placed in the tanks. They may cause the rubber parts and washers to break down, warp or fall apart. If chemicals are added to the toilet tank, the tank bolts could become damaged and actually cause the tank to leak. Using these kind of products will void your warranty.

Water Filter Or Softener

If you install either a water filter or a water softener, carefully read the manufacturer's literature and warranty for your specific model.

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.

UN-PLUGGING TOILETS IS A NON-WARRANTABLE ITEM.

PLUMBING *CONTINUED*

Sewer Back Up Affecting Entire Home

- If you've been in your home fewer than 2 years, contact Mattamy Homes or the plumber listed on your Emergency Phone Numbers sheet.
- If you've been in your home over 2 years, contact a router service.
- Remove personal belongings to a safe location. If items are soiled, contact your homeowner insurance company.

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 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.

NOTE: UNPLUGGING OF TOILETS IS NOT A WARRANTED ITEM! In an attempt 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.

Leaks

No faucet or valve should leak because of defects in material or workman- ship. 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.

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.

Pp

PLUMBING *CONTINUED*

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.

Rr

ROOF

Homeowner Use & Maintenance Guidelines

The shingles 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. 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

Should you choose to install gutters, 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 are replaced, expect dye lot variations, which are not warranted.

Mattamy Homes Limited Warranty Guidelines

Mattamy Homes will repair roof leaks other than those caused by severe weather. 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.

Rr

ROOF CONTINUED

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.

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. 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.

Mismatch Of Shingle Colors

This is a non-warranted item. Some color mismatches 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.

Ss

SCENTED CANDLES

Homeowner Use & 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.

SHOWER DOORS OR TUB ENCLOSURES

Homeowner Use & 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 build up of minerals and soap.

Use cleaning products suggested by the manufacturer to avoid any damage to the trim and hardware. 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 & POSTS

Homeowner Use & 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.

Wood & 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.

SIDING & POSTS *CONTINUED***VINYL**

Vinyl siding will occasionally require cleaning. Start at the top to avoid streaking and use a cleaning product recommended by your siding manufacturer. Follow directions carefully. For stubborn stains try the following solution:

- 1/3 cup powdered laundry detergent.
- 2/3 cup powdered household cleaner (Spic-n-Span).
- 1 gallon of water.

If mildew is a problem, substitute one quart of 5% household bleach for one quart of water in the above formula.

Warping of vinyl siding due to reflections off neighboring buildings is beyond the Builder's control and is not warranted.

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 the first 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.

Joint and cracks of wall surfaces will be recaulked ONE TIME ONLY to prevent entry of water. 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.

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 Builders discretion, the Builder will repair (by caulking) or replace the affected areas, if noted on the New Home Orientation checklist.

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.

SMOKE DETECTORS

Homeowner Use & 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 instructions for installing a new battery. Most smoke detectors use a 9-volt battery. It is recommended that you change your batteries every 6 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.

STUCCO

Homeowner Use & Maintenance Guidelines

Stucco is the application of Portland cement plaster over a wire lath to form an exterior cladding. This is done in a 3 coat method achieving a 7/8" thick finished product. 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 at least annually, and address any cracks or shrinkage immediately to avoid water intrusion. Mattamy Homes does not warrant against poorly maintained stucco.

Caulking & 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 annually but not limited to hose bibs, exterior doors and windows. Check around power outlets and services and anywhere there is a penetration of the stucco. 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.

Care & Maintenance

Wash your stucco as needed to keep its surface clean and bright.

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.

Pre-Wet

Use a garden hose with a jet nozzle to pre-wet the wall over the entire surface. Pre-wetting will overcome a possible absorption problem and will prevent the stucco from absorbing dirty wash water. Set the nozzle to a medium to coarse spray. Start at the bottom and work your way to the top.

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 of using pressure washers to clean stucco as they can achieve pressures sufficient to cut the stucco surface.

STUCCO CONTINUED

Use cleanser if necessary: 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 effected 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 as long as 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.

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. Expected life in our climate is 3 to 5 years.

Cracking & 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, 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 as Mattamy can act immediately.

Cracks, separations or gaps left unaddressed for 10 days or longer are not warrantable and are a Homeowner Maintenance item.

Homeowner Use & Maintenance Guidelines

Homes today are built more energy efficient than ever. This saves energy dollars but creates a potential concern. Condensation, cooking odors, and indoor pollutants may all accumulate. We provide mechanical and passive methods for ventilating homes. Your attention to ventilation is important to health and safety. Building codes require attic and crawl space vents to minimize accumulation of moisture.

VENTILATION

Attic Vents

Attic ventilation occurs through vents in the soffit (the underside of the overhangs) and on the roof. Driving rain sometimes enters the attic through these vents. Do not cover them to prevent this.

Daily Habits

Your daily habits can help keep your home well ventilated:

- Develop the habit of running the hood fan when you are cooking.
- Use the bath fans when bathrooms are in use, and for at least 30 minutes after a shower.
- Air your house by opening windows for a time when weather permits.

Proper ventilation will prevent excessive moisture from forming on the inside of the windows; also see **Condensation**.

Mattamy Homes Limited Warranty Guidelines

Mattamy Homes warranty guidelines for active components (for example, exhaust fans) are discussed under the appropriate headings (such as electrical systems, heating system, and so on).

WATER HEATER

ELECTRIC WATER HEATER

Homeowner Use & 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. 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. 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 Water

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.

WATER HEATER *CONTINUED*

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.

TROUBLE SHOOTING 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 the trouble-shooting tips do not identify a solution, the information you gather will be useful to the service provider you call

Mattamy Homes Limited Warranty Guidelines

Refer to the manufacturer's limited warranty for complete information regarding warranty coverage on your water heater.

Tankless Hot Water Heater

Tankless Hot Water Heaters are designed to be a much more efficient way to heat the water in your home, however, the hot water is not instant. It may still take a few minutes for the hot water to reach the faucet, as it must still travel from the heater to the fixture. The delay of hot water from the appliance to the tap is not a warrantable item.

WINDOWS, SCREENS & SLIDING GLASS DOORS

Homeowner Use & Maintenance Guidelines

Windows are warranted directly through the window manufacturer. You will be given the warranty information at your New Home Orientation. It is suggested that you add this information to the warranty section of your Mattamy Homefolio.

Windows will operate with reasonable ease.

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

Clean during moderate temperatures with only a mild soap and warm water using a sponge or soft cloth and dry with a towel. Avoid abrasive cleaners, razors, brushes, or scrubbing devices of any kind. Clean glass with a mild dish soap and water or commercial glass cleaner, rinse completely with clean water and wipe dry with a soft cloth to avoid water spots.

Clean screens by first removing, then washing on a clean, flat surface with mild soap and water solution using a soft brush. Rinse, dry and reinstall.

Condensation

Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. Your family's lifestyle controls the humidity level within your home.

Also see **Condensation**.

Sliding Glass Doors

Sliding glass doors are made with tempered glass, which is more difficult to break than ordinary glass. If broken, tempered glass breaks into small circular pieces rather than large splinters, which can easily cause injury.

Keep sliding door tracks clean for smooth operation and to prevent damage to the doorframe. Silicone lubricants work well for these tracks. Acquaint yourself with the operation of sliding door hardware for maximum security.

Weep Holes

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

WINDOWS, SCREENS & SLIDING GLASS DOORS *CONTINUED*

Mattamy Homes Limited Warranty Guidelines

We will confirm that all windows, screens, and sliding glass doors are in acceptable condition during the New Home Orientation. Mattamy Homes will repair or replace broken windows or damaged screens noted on the New Home Orientation checklist. Windows should operate with reasonable ease and locks should perform as designed. If they do not, contact the window supplier for adjustments.

Condensation

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

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

For more information, see [Condensation](#).

Infiltration

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

Windows and window weather stripping is covered through the manufacturer. The window manufacturer covers patio doors also.

It may be necessary for the Homeowner to provide a storm door to help with certain temperature, wind, rain, and/or snow conditions.

NOTE: It is strongly recommended that storm doors be installed on all exterior doors, especially atrium doors and front doors.

Mildew

Mildew is a fungus that tends to develop on very moist surfaces. Try to keep your windowsills dry by either controlling your condensation and/or wiping up any moisture.

Mildew can be removed by using 3 tablespoons of Tri-Sodium Phosphate (TSP) and 1 cup of household bleach in one gallon of water. (ALWAYS WEAR RUBBER GLOVES.)

Scratches

Mattamy Homes confirms that all window glass is in acceptable condition at the New Home Orientation. Minor scratches on windows can result from delivery, handling, and other construction activities. Mattamy Homes will replace windows that have scratches readily visible from a distance of 6-feet only if noted on the New Home Orientation checklist.

Mattamy Homes does not replace windows that have scratches visible only under certain lighting conditions.

Screens

Sliding patio door screens will slide properly on the track. Cleaning and maintenance are necessary to preserve proper operation of the screen door and are the Homeowner's responsibility. Damage not caused by Homeowner negligence of damage will be repaired during the warranty period.

Screens with holes or defects will be replaced if noted on New Home Orientation checklist. Once the home has closed, it is the Homeowner's responsibility.

Sticking Windows

Most sliding windows (both horizontal and vertical) are designed for a ten-pound pull. If sticking occurs, or excessive pressure is required to open or close, use a silicone lubricant. Spray this on the tracks and the windows should move freely. Silicone is available at hardware stores. DO NOT use petroleum-based products. This is a Homeowner's maintenance item and is not covered through the manufacturer or Mattamy Homes.

Stress Cracks

The window manufacturer will replace the cracked piece of glass within the warranty period. Glass that is cracked due to Homeowner's negligence will not be warranted.

WOOD TRIM

Homeowner Use & Maintenance Guidelines

Shrinkage of wood trim occurs during the first two years or longer, depending on temperature and humidity. All lumber is more vulnerable to shrinkage during the heating season. Maintaining a moderate and stable temperature helps to minimize the effects of shrinkage. Wood will shrink less lengthwise than across the grain.

Wood shrinkage can result in separation at joints of trim pieces. You can usually correct this with caulking and touch-up painting.

Mattamy Homes Limited Warranty Guidelines

During the New Home Orientation we will confirm that wood trim is in acceptable condition. Minor imperfections in wood materials will be visible and will require no action.

Cracking And/Or Separation

Separation between wood and adjacent surfaces or cracks that exceed 1/8" will be corrected. Mattamy Homes will correct by using caulk, putty or other methods.

If replacement is required, we will do our best to match stain and grain as closely as possible, but variations are to be expected and are not warranted.

All wood will have variations in grain and color. These variations are not warranted. Mattamy Homes will correct readily noticeable construction damage such as chips and gouges listed during the New Home Orientation.

JACKSONVILLE WARRANTY

One-Year Warranty

During the first year of ownership, the home shall be free from defects caused by faulty workmanship and defective materials due to non-compliance with building standards. The period of ownership commences on the date of closing, unless otherwise specified by Mattamy Homes.

Two-Year Warranty

During the first two years of ownership, the home shall be free from defects caused by faulty installation of plumbing, electrical, heating and cooling systems.

Ten-Year Warranty

During the first 10 years of ownership, the home shall be free from major structural defects. "Major structural defects" means actual damage to the load-bearing function and which vitally affects, or is imminently likely to affect the use of the dwelling for residential purposes to the extent that the home becomes unsafe, unsanitary, or otherwise unlivable.

Such load-bearing components may include:

1. Foundation systems and footings
2. Beams
3. Girders
4. Lintels
5. Columns
6. Load Bearing Walls and Partitions
7. Floor Systems
8. Roof Framing Systems

Damage to the following non-load bearing portions of the home may be covered by the One Year Limited Warranty, but do not constitute a major structural defect:

1. Roofing and sheathing
2. Drywall and plaster
3. Exterior siding
4. Brick, stone, or stucco veneer
5. Floor covering material
6. Wall tile and other wall coverings
7. Non-load bearing walls and partitions
8. Concrete floors in attached garages and basements that are built separately from foundation walls or other structural elements of the home
9. Electrical, plumbing, heating, cooling and ventilation systems
10. Appliances, fixtures, and items of equipment
11. Paint
12. Doors and windows
13. Trim
14. Cabinets
15. Hardware
16. Insulation
17. Floor squeaks or deflection



WARRANTY CONTINUED

Obtaining Warranty Service

For reasons of accuracy and to comply with the terms of your warranty, all items for which you request service MUST be reported in writing.

When submitting items, please follow the steps below:

1. Please refer to the “About Your Home” Guide Book for each item in question.
 - a. Is the requested item covered by this warranty?
 - b. Does it fall within the performance standards warranty period?
 - c. Who is responsible for this item and what is the acceptable correction?
2. All requests for service need to be submitted in writing (e-mail or standard mail) to:

Email: Jacksonville.warranty@mattamyhomes.com

Mail: Mattamy Homes Jacksonville Division

Attn: Warranty Department
7800 Belfort Parkway
Suite 195
Jacksonville, FL 32256

3. Please include your name, address, lot number and phone number to help us serve you better. Please give a complete description of the issue (e.g. “leaky sink” should be “sink in master bedroom leaking under the vanity”).
4. Please provide access to your home during normal working hours of 8:00 AM to 4:30 PM, Monday through Friday.

ALL WARRANTY REQUESTS MUST BE RECEIVED WITHIN ONE YEAR AFTER CLOSING.

The first year warranty period expires on the anniversary date of your closing.

WARRANTY PROCESSING PROCEDURE

14-Day Contact

Our Warranty Department will be contacting you via email approximately 14 days after your closing. The purpose for this contact is to inquire about any items that may have been noted on your final walk-through and to verify that they have all been completed. We will also be reminding you to compile

a list of items that may need attention, in preparation of the initial Post Close Warranty Visit, which is described below.

Initial Post Close Visit

Near the completion of your Final Acceptance Walk (FAW), your builder and you will select a date for your Initial Post Close Visit. At this visit you will meet with your Mattamy Homes Warranty Technician to review any items that you’ve compiled on your Post Close Warranty Form and prepare a plan to repair those items that are considered warrantable.

NOTE: Please provide access to your home during working hours from 8:00 AM to 4:30 PM, Monday through Friday. Failure to provide access to your home during normal business hours may void your warranty.

Year-End Post Close Visit

It is the homeowner’s responsibility to contact Mattamy Homes with any warrantable concerns. Please submit your list of warrantable items 11 months after closing to Mattamy Homes via email, so work can be completed by the one-year expiration date. Please be as specific as possible.

Upon receipt of your Year-End list, we will contact you to set up an appointment with you and your Mattamy Homes Warranty Technician to review the items. During this meeting, the technician will have you select a date at least two weeks out that you are available to be home while the repairs take place. All necessary trade partners are scheduled for the same day when possible, to reduce the level of inconvenience to the homeowner.

Warranty Services must be accepted by the homeowner and service orders must be signed as complete.

In the period between the Initial and Year-End Post Close Visits, only emergency (or highly unusual) warranty items will be addressed.

Safety & Security Checklist

FIRE SAFETY

- Buy at least one fire extinguisher for your home.
- Ensure that all family members know the fire extinguisher locations(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 advisable to take the following precautions when leaving your home for an extended period of time:

- Turn off the water at the main shut-off.
- Stop mail and newspapers.
- 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 an 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

INTERIOR

- Clean/replace HVAC filter (recommended every 30-90 days).
- Check hot water tank for leaks; drain unit and refill.
- Inspect drains and ensure traps are filled with water.
- Air out 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 Fault 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 for sealant.

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 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 and clear any debris, if applicable.
- Verify exterior landscaping is at least 12" to 18" away 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 caulking is intact and sealed, re-caulk if necessary.
- Check windows and screens are operating properly.
- Oil moving parts of garage door(s) & garage door opener (if applicable).
- Arrange for annual inspection of air conditioning & 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.

Fall & Winter Checklist

INTERIOR

- Clean/replace HVAC filter (recommended every 30-90 days).
- Oil air handler motor (follow manufacturer's directions).
- Inspect furnace vents and registers, ensure they are clean and free of debris.
- Check air handler fan belt for normal wear and tear, replace if necessary (follow manufacturer's directions).
- Inspect and ensure drains and traps are filled with water.
- Check hot water tank for leaks and 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, 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 for sealant.
- Treat HVAC condensate lines with vinegar.
- Clean carpets and rugs.

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 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 caulking is intact and sealed, re-caulk if necessary.
- Oil moving parts of garage door(s) & garage door opener (if applicable).
- Check 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.



Receipt of Mattamy Homes “About Your Home” Handbook

I have received my copy of “About Your Home,” the Mattamy Homes homeowner handbook on the date indicated below.

Homeowners Name:

(Please print)

Homeowners Signature:

Date:

Mattamy Representative:

(Please tear this page from book and submit with FAW paperwork)



Our Warranty. Our Commitment.

Every customer concern is important to us and we will address each concern as quickly as possible. Our first priority will be to solve emergency and high hazard situations.

Emergency items as defined under our warranty program include:

- Total loss of Heat or Air Conditioning (both units in a two-unit home)
 - Total loss of Electrical Service
 - Total loss of Plumbing (water or sewer)
- Any undefined situation that may endanger the safety of occupants

If you have any concerns that are not of an emergency nature, please complete the Post Close Warranty Service Request Form and email to: **Jacksonville.Warranty@mattamyhomes.com**

We appreciate your assistance and cooperation.

It is our goal to provide the absolute best customer service we can. You can be confident in knowing that our warranty program is there to help you solve any problems you may have.

Our total commitment to customer service has resulted in Mattamy Jacksonville earning the AVID Diamond Award for Best Customer Experience in the entire United States.



General Warranties

ITEM:	TERM:	NOTES:
ALARM SYSTEMS & INTERCOMS	1 Year	Workmanship and material of original installation.
APPLIANCES	1 Year	Manufacturer's Warranty handled through Whirlpool.
CABINETS	1 Year*	One year warranty through Mattamy Homes, with additional warranties through the manufacturer.
CAULKING & GROUTING	1 Year	Caulking and grouting is a homeowner maintenance item, however Mattamy personnel will touch-up caulking and grouting at the year-end Post Close Visit, per your request.
CERAMIC TILE	1 Year	Workmanship and material of the original installation. Scratches, cracks and chips are not warranted after Final Acceptance Walk.
DOORS & DOOR HARDWARE	1 Year	Workmanship and material of original installation. Scratches and tarnishing of hardware is not warranted.
DRYWALL	1 Year	Drywall finish workmanship is not warranted after Final Acceptance Walk. Nail "pops" and settlement cracks will be repaired once at the Year-end Post Close Visit. NOTE: Flaws in the drywall that are visible only under certain lighting conditions will not be repaired.
EXTERIOR LOCKS, DECORATIVE BRASS & EXTERIOR BRASS FIXTURES	1 Year	Workmanship and material of original installation. Components are warranted to perform as designed. Tarnish and discoloration are not warranted.
FENCES	1 Year	Workmanship and material of original installation. Quality of original installation should be inspected at the time of Final Acceptance Walk.
FLOOR STAIRCASE SQUEAKS	1 Year	Some shrinkage and squeaks may occur. Excessive squeaks will be reviewed.
FOUNDATION	1 Year	Workmanship and material of original installation. Some cracking is normal.
INTERIOR PAINTING	None	Not warranted.
MIRRORS	None	Mirrors are not warranted after Final Acceptance Walk.



General Warranties - Con't

ITEM:	TERM:	NOTES:
CARPETING & RESILIENT FLOORING	1 Year	Workmanship and material of original installation. The vinyl flooring carries a 5-year manufacturer's limited warranty on material. The carpeting and resilient flooring must be inspected carefully at time of New Home Orientation. Burns, cuts, scratches and seams are not warranted after NHO. Note: Mattamy Homes is not responsible for color variations on any repaired area due to variations in the manufacturer's dye lot selections.
SHELVING	None	Workmanship and material of original installation. Use prudence in placing heavy objects on shelves.
WOOD FLOORS (LAMINATE & HARD WOOD)	1 Year	Same note as carpet and resilient flooring. Some swelling, shrinkage and squeaks may occur.



Electrical Warranties

ITEM:	TERM:	NOTES:
CONCEALED WIRING	2 Years	Workmanship of original installation.
ELECTRICAL SUPPLY TO EQUIPMENT & APPLIANCES	2 Years	Workmanship and material of original installation. Electrical warranty does not cover power surges of any type.
LIGHTING FIXTURES	1 Year	Workmanship of original installation. Scratches, cracks and chips are not warranted after Final Acceptance Walk.
SWITCHES, RECEPTACLES & BREAKERS	1 Year	Workmanship and material of original installation.

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



Plumbing Warranties

ITEM:	TERM:	NOTES:
FAUCETS	1 Year	Workmanship and material of original installation.
FIBERGLASS TUBS & SHOWERS	1 Year	Workmanship and material of original installation. Scratches, cracks and chips are not warranted after the Final Acceptance Walk.
OBSTRUCTIONS & CLOGGING	30 days post close	Obstructions and clogs due to the introduction of foreign objects by occupants are not covered.
SHOWER HEADS	1 Year	Workmanship and material of original installation.
SHUTOFF VALVES & "P" TRAP CONNECTIONS	1 Year	Workmanship and material of original installation.
STAINLESS STEEL, CHINA, CULTURED MARBLE & PORCELAIN SINKS	1 Year	Workmanship and material of the original installation. Scratches, cracks, chips and rust are not warranted after Final Acceptance Walk.
SUPPLY, WASTE & VENT PIPING	1 Year	Workmanship and material of original installation.
WATER CLOSETS (COMMODOES)	1 Year	Workmanship and material of original installation. Scratches, cracks and chips are not warranted after the Final Acceptance Walk.
WATER HEATERS	1 Year	Workmanship and material of original installation. The tank liner carries a limited 5-year manufacturer's warranty on material.
WAX COMPRESSION CONNECTIONS	1 Year	Workmanship and material of original installation.
WHIRLPOOL JETS	1 Year	Manufacturer's Warranty.

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 degrees Fahrenheit, 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.



Mechanical Warranties

ITEM:	TERM:	NOTES:
AIR HANDLER, INSIDE UNIT	1 Year	Manufacturer's Warranty.
AIR REGISTERS & GRILLES	1 Year	Workmanship and material of original installation.
DUCT WORK	2 Years	Workmanship of original installation.
EXHAUST FANS	1 Year	Manufacturer's Warranty.
REFRIGERANT LINES – CONCEALED	1 Year	Workmanship of original installation.
REFRIGERANT LINES – EXPOSED	1 Year	Workmanship of original installation.
GAS PIPING – CONCEALED	1 Year	Workmanship of original installation.
GAS PIPING – EXPOSED	1 Year	Workmanship of original installation.
HVAC – OUTDOOR UNIT	1 Year	Manufacturer's Warranty. The compressor in the unit outside unit carries a 5-year warranty on material only. Additional 10-year warranty is available.
MECHANICAL FIREPLACE	1 Year	Workmanship and material of original installation .
THERMOSTAT	1 Year	Manufacturer's Warranty.

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 6 months, then per the manufacturer's instructions for the type of filter you are using.



Exterior Warranties

ITEM:	TERM:	NOTES:
VINYL WINDOWS	1 Year	Workmanship and material of original installation. The vapor seal carries a Manufacturer's Warranty of 5 years. There is no warranty on broken or cracked glass.
CONCRETE DRIVEWAYS, PATIOS AND SIDEWALKS	1 Year	Workmanship and material of original installation. Cracks which result in a quarter inch separation in width, and/or displacement, should be brought to Mattamy Home's attention for inspection. Mattamy Homes is not responsible for color variations in concrete whether existing, added or replaced.
EXTERIOR PAINT	None	Not Warranted.
EXTERIOR TRIM	1 Year	Workmanship and material of original installation.
GLASS	None	Not warranted after Final Acceptance Walk.
GUTTERS	1 Year	Workmanship and material of the original installation.
SCREENS	1 Year	Workmanship and material of original installation. Scratches, holes and wind damage are not warranted.
SHINGLES (INSTALLATION & FLASHING)	1 Year	Workmanship and material of original installation. Roof leaks are not warranted after one year. Storm damage is not warranted.
SHINGLES (MATERIALS)	1 Year	Prorated, limited, Manufacturer's Warranty on shingles only. This does not include installation.
SHUTTERS	20 Years	Workmanship and material of original installation. Some visible bowing is normal when shutters are exposed to extreme heat.
STUCCO	1 Year	Hairline cracks in stucco are common and their repair is considered home owner 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 and paint, using the original color. (Color and texture match is not guaranteed.)
VINYL SIDING (INSTALLATION)	None	Workmanship and material of original installation.
VINYL SIDING (MATERIAL)	1 Year	Manufacturer's lifetime, limited, transferable warranty. Scratches, holes and thermal distortion are not warranted after Final Acceptance Walk.



Site Work & Landscape Warranties

ITEM:	TERM:	NOTES:
ANTS, BEETLES, FLEAS, CRICKETS, SPIDERS, ETC.	None	Not Warranted.
IRRIGATION SYSTEM	1 Year	Mattamy Homes does not warrant any broken heads after the Final Acceptance Walk.
PLANTS, SHRUBS, SOD, ETC.	None	Not Warranted.
SOIL TREATMENT	None	The home is warranted to be free from termite infestation for 1 year Post Close. Coverage can be renewed through the installer.
STANDING WATER	1 Year	Mattamy Homes warrants, that during the first yer, 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	At Closing	A final survey will be received at closing and property lines will be flagged. Permanent property corners are provide and are the homeowners' responsibility to maintain.
TREES	None	There is no warrantry on trees or any other live plants. Inspect carefully at the New Home Orientation.
UTILITIES INSTALLATIONS (AFTER CLOSING)	1 Year	Landscaping disturbed by utility companies after closing is not warranted by Mattamy Homes. Contact your utility provider in the underground department for assistance.



Structural Warranties

ITEM:	TERM:	NOTES:
CONCRETE INTERIOR SLAB & GARAGE SLAB	None	Not Warranted.
FOOTING & FOUNDATION	1 Year	Mattamy Homes does not warrant any broken heads after the Final Acceptance Walk.
FRAME, FLOORS, WALLS, WOOD & STEEL BEAMS	None	Not Warranted.
ROOF FRAMING	None	The home is warranted to be free from termite infestation for 1 year Post Close. Coverage can be renewed through the installer.

Your Structural Warranty is underwritten by 2-10 Home Buyers Warranty.

Your Builder's Limited Warranty Certificate will be mailed directly from 2-10 Home Buyers Warranty to your home.

You will receive a certificate within 30 days after closing. If you do not receive your certificate, please call the number below.

FOR ALL INFORMATION CONCERNING TERMS AND CONDITIONS OF THE STRUCTURAL WARRANTY, CONTACT:

2-10 Home Buyers Warranty

Warranty Administration Department
10375 East Harvard Avenue, Suite 100
Denver, CO 80231

Phone: 855-429-2109

2-10.com

The Pride & Joy Of A **NEW HOME**

It has been our privilege to build your new home.
We hope your enjoyment of it is never ending.
This book will come in handy in the years ahead.
It will serve as a guide in keeping your home well
maintained and worry free. A home is more than
a collection of rooms. It is the center of family life
and a place where fond memories are formed.
Thank you for allowing Mattamy to be part of it.

