

SECTION 14 – MAINTENANCE GUIDELINES AND MAINTENANCE

SCHEDULES

TABLE OF CONTENTS

PAGES

Alarm System..... 38

Appliances 38

Asphalt38-39

Attic Access 39

Cabinets 40

Carpet 40-42

Caulking 42-43

Ceramic Tile 43

Concrete Flatwork 43-45

Condensation 45

Countertops 45-46

Doors, Locks and Hardware 46-47

Drywall 48

Electrical Systems and Electrical Fixtures 48-50

Expansion and Contraction 50

Fences 50

Fireplace 50-51

Foundation 51

Garage Overhead Doors..... 52

Gas Shut-Offs 53

Gas Water Heater 53

Grading and Drainage..... 54

Gutters and Downspouts 55

Hard Surface Flooring..... 55-57

HVAC System (Heating, Ventilation & Air Conditioning)..... 57-62

Insulation..... 62

Landscaping..... 63

Low voltage wiring (cable, television, sound & structured wiring) 63

Masonry 63-64

Mold and Mildew 64-66

Mirrors 67

Paint and Stain..... 67

<u>TABLE OF CONTENTS</u>	<u>PAGES</u>
Pest and Insect Infestations	68
Plumbing and Plumbing Fixtures	68-71
Roof	71-72
Rough Carpentry.....	72-73
Siding	73
Smoke Detectors	73-74
Stairs.....	74
Stucco	74-75
Ventilation	75-76
Water Heater (see Gas Hot Water Heater).....	53
Windows, Screens and Patio Doors	76-77
Wood Trim	77

Homeowner Use, Care and Maintenance Guidelines

We are proud of the homes we build and the neighborhoods in which we build. We strive to create long-lasting value. This cannot be achieved unless you, as the Homeowner, properly maintain your home and all of its components. Periodic maintenance is necessary because of normal service required by the mechanical systems as an example. Natural fluctuations in temperature and humidity also affect your home.

Many times, a minor adjustment or repair done immediately saves a more serious, time-consuming, and costly repair later. Neglect of routine maintenance can void applicable limited warranty coverage on all or part of your home. By caring for your new home attentively, you ensure your enjoyment of it for years. The attention provided by each Homeowner contributes significantly to the overall desirability of the community.

We recognize that it is impossible to anticipate and describe every attention needed for good home care, but we have covered many important details. The subjects covered include components of homes we build, listed in alphabetical order. Each topic includes suggestions for use and maintenance followed by Tapestri Square LLC limited warranty guidelines. This manual may discuss some components that are not present in your home.

Please take time to read the literature provided by the manufacturers of consumer products and other items in your home. The information contained in that material is not typically repeated here. Although much of the information may be familiar to you, some points may differ significantly from homes you have had in the past.

We make every effort to keep our information current and accurate. However, if any detail in our discussion conflicts with the manufacturer's recommendations, you should follow the manufacturer's recommendations. Activate specific manufacturer's warranties by completing and mailing any registration cards included with their materials. In some cases, manufacturers' warranties may extend beyond the first year and it is in your best interest to register products and maintain the extended warranty items in conformance with the manufacturer's instructions to ensure warranty coverage.

The following home care guidelines are organized by subject:

ALARM SYSTEM

Homeowner Use and Maintenance Guidelines

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

Window Contacts

Whether you have an alarm prewire or a complete system, you will have caps or contacts that are drilled in the window frame. Your windows may have a small flush round white object in a lower corner or side of the window frame that is covered with silicone caulking. These contacts will need to be inspected and maintained. The lack of maintenance can cause water from the weather, sprinklers or window washing to travel behind the wall and cause damage.

Batteries

If you have a complete alarm system that was provided by the Tapestri Square LLC, there will be a battery in the cabinet that holds the electronic components. This cabinet is usually found in the master bedroom closet. The battery inside has a useful life of one to three years. When it can no longer provide power to the alarm system as the back-up element, it can cause the alarm to either completely shut down or operate in an inconsistent manner. The manufacturer's operating manual for the alarm system will advise you how the alarm system will alert you of a battery replacement. A professional repair person should replace this battery.

APPLIANCES

Homeowner Use and Maintenance Guidelines

Read and follow all manufacturers' instructions for the use and maintenance of each appliance in your home and keep them available for reference.

Manufacturer's Service

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

- Date of purchase (your closing date)
- Serial and model numbers, found on a metal plate or sticker on the side or bottom of each appliance
- Description of the problem

Registration

It is important to register your appliance with the manufacturer. This can be done with the registration cards that can be found in your Homeowner Orientation binder or online which manufacturer's generally prefer.

ASPHALT

Homeowner Care and Maintenance Guidelines

Asphalt is a flexible and specialized surface. Like any other surface in your home, it requires protection from things that can damage it.

Over time, the effects of weather and earth movement will cause minor settling and cracking of asphalt.

These are normal reactions to the elements and do not constitute improperly installed asphalt of defective material. Avoid using your driveway for one week after it is installed, by keeping people, bicycles, lawn mowers, and any other traffic off of it.

Chemical Spills

Asphalt is a petroleum product. Gasoline, oil, turpentine, and other solvent or petroleum products can dissolve or damage the surface. Wash such spills with soap and water, and then rinse them thoroughly with plain water.

Hot Weather

Avoid any concentrated or prolonged loads on your asphalt, particularly in hot weather. High-heeled shoes, motorcycle or bicycle kickstands, trailers, or even cars left in the same spot for long periods can create depressions or punctures in asphalt.

Nonresidential Traffic and General Use

Avoid nonresidential traffic such as heavy trucks on your driveway; it was designed for residential use only. Do not drive or park on or over the edges of the asphalt.

Sealcoating

Exposure to sunlight and other weather conditions will fade your driveway, allowing the surface gravel material to be more visible. This is a normal condition and not a material or structural defect. You do not need to treat the surface of your asphalt driveway. However, if you choose to treat it, wait a minimum of 12 months and use a dilute asphalt emulsion, rather than the more common coal tar sealant.

Alligator Cracking

If cracking that resembles the skin of an alligator develops under normal residential use; Tapestri Square LLC will repair it. If improper use, such as heavy truck traffic, has caused the condition, repairs will be your responsibility.

Settling

Settling next to your garage floor of up to 1–1/2 inches across the width of the driveway is normal. Settling or depressions elsewhere in the driveway of up to one inch in any eight-foot radius are considered normal. We will repair settling that exceeds these standards.

Thermal Cracking

Your driveway will exhibit thermal cracking, usually during the first 12 months. These cracks help your driveway adapt to heating and freezing cycles. Cracks should be evaluated in the hottest months, generally July or August. We will repair cracks that exceed 1/2 inch in width.

ATTIC ACCESS

Homeowner Use and 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 as well as damage to the ceiling below.

CABINETS

Homeowner Use and Maintenance Guidelines

Your selection sheets are your record of the brand, style and color of cabinets in you home. If you selected wood or wood veneer cabinets, expect differences in grain and color between and within the cabinet components due to natural variations in wood and the way it takes stain.

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 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 (such as a coffee maker) too near the cabinet. When operating such appliances place them in a location that is not directly under a cabinet.

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.

CARPET

Homeowner Use and Maintenance Guidelines

Your color selection sheets provide a record of the brand, style, and color of floor coverings in your home. Please retain this information for future reference. Refer to the various manufacturers' recommendations for additional information on the care of your floor coverings.

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.

Vacuuming high-traffic areas daily helps keep them clean and maintains the upright position of the nap. Wipe spills and clean stains immediately. For best results, blot or dab any spill or stain; avoid rubbing. 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 once a year.

Most carpet manufacturers now require that carpet must be cleaned by a "truck mounted steam cleaning" method. Failure to use this method when cleaning your carpet may void warranties provided by the manufacturer.

Some problem conditions that may occur with your new carpet and our suggested remedies are presented below.

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, contact a professional about replacing the damaged area.

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. Rotation of 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. This is considered normal wear.

Fading

All carpets will slowly lose some color due to natural and artificial forces in the environment. You can delay 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.

Fuzzing

In loop carpets, fibers may break. This is a normal wear pattern. Simply clip the excess fibers. If it continues, call a professional.

Pilling

Pilling (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.

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-foot 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 seam 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 nap result in the most visible seams. Seams are never more visible than when the carpet is first installed. Usually with time, use and vacuuming the seams become less visible. You can see examples of how carpet seams diminish after they have been vacuumed and have experienced traffic in the model homes.

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 and lighter in these areas. A good vacuuming, which makes the pile all go in the same direction, provides a temporary remedy.

Shedding

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

Snags

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

Sprouting

Occasionally you may find small tufts of fiber sprouting above carpet surface. Simply use scissors to cut off the sprout. Do not attempt to pull, because other fibers will come out in the process.

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. Pre-test 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. To avoid the problem, look for carpets made with anti-static features. You can also install a humidifier to help control static build-up.

CAULKING

Homeowner Use and 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.

Colored Caulk

Colored caulking is available where larger selections are provided. As with any colored material, dye lots can vary.

Latex Caulk

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

Silicone Caulk

Caulking that is 100% silicone will not accept paint; it works best where water is present, for example, where the tub meets tile or a sink meets a counter top.

Critical Areas to Monitor

Any area where caulking is installed to prevent water intrusion must be monitored carefully and regularly. Water has the potential to cause major and expensive damage. Critical areas to monitor include but not limited to the following:

Interiors

- 1) Conditions where flooring (vinyl or ceramic tile) meets plumbing fixtures such as bathtubs, shower pans and toilets.
- 2) Conditions where ceramic walls meet plumbing fixtures such as bathtubs and shower pans.
- 3) Conditions where plumbing fixtures are connected to sinks or shower walls.
- 4) Conditions where sinks are attached to counter tops.
- 5) Conditions where counter top backsplashes meet walls in wet areas.
- 6) Conditions where counter tops, such as cultured marble, separate from the backsplash.

Exteriors

- 1) Around doors and windows.

- 2) Wood trim and siding joints.
- 3) Around pipes and other items protruding through the exterior walls.
- 4) Sheetmetal items that were caulked as part of the original construction such as fireplace caps and roof metal. Roof metal should be inspected by a professional who is trained to walk on all the various types of roof materials such as concrete roof tiles.

See also “Countertops”, “Expansion and Contraction”, “Stairs”, and “Wood Trim”

CERAMIC TILE

Homeowner Use and Maintenance Guidelines

Your selection sheets include the brand and color of your ceramic tile.

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.

The ceramic tile installed on walls or countertops in your home may be washed with any nonabrasive soap, detergent, or tile cleaner. Abrasive cleaners will dull the finish.

Grout Discoloration

Clean grout that becomes yellowed or stained with a fiber brush, cleanser, and water. Grout cleaners and whiteners are available at most hardware stores.

Sealing Grout and Tile

Sealing grout and tile is your decision and responsibility. It is highly recommended to perform the sealing and to do it as soon as you move-in the home. Sealers can be purchased at your local home improvement center or a tile store.

Separations

Expect slight separations to occur in the grout between tiles. Cracks in the grout can be filled using premixed grout purchased from flooring or hardware stores. Follow package directions.

Tile around bathtubs or countertops may appear to be pulling up after a time. Normal shrinkage of grout or caulk and shrinkage of wood members cause this as they dry out. If this occurs, the best remedy is to purchase tub & tile silicone caulk from a hardware store. Follow directions on the container. This Homeowner maintenance is important to protect the underlying surface from water intrusion.

CONCRETE FLATWORK

Homeowner Use and Maintenance Guidelines

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

Concrete flatwork slabs are floating and are not attached to the home’s foundation walls. These are not a structural (load-bearing) element of the home and are not covered by the structural warranty.

Cleaning

Avoid washing exterior concrete slabs with cold water from an outside faucet when temperatures are high and the sun has been shining on the concrete. The abrupt change in temperature can damage the surface bond of the concrete. We recommend sweeping for keeping exterior concrete clean. If washing is necessary, do this when temperatures are moderate. Repeated cleaning of the garage floor by hosing can increase soil movement by allowing water to penetrate any existing cracks. We recommend sweeping to clean the garage floor. It is illegal under state and federal law storm water laws to clean concrete with acids and other market available concrete cleaners and degreasers such as 409 and Simple Green in a manner that those chemicals are introduced to a storm water system. A storm water system is a street gutter or a gutter drain commonly referred to as a drain inlet or "DI". Tapestri Square LLC during the construction of your home was required to have a Storm Water Prevention Pollution Program (SWPPP). Non-compliance with SWPPP can result in fines and penalties to the Builder exceeding \$100,000.00 per occurrence. Many times the Builder will be still constructing homes in areas where Homeowner and Builder drain water in to the same storm drain system. The potential for the Builder to be blamed for a Homeowner's illegal introduction of chemicals to the storm drain system is great. The Builder is now required to contact the local jurisdictional agency when he sees a Homeowner introducing chemicals to a storm drain system. Other contaminants defined by the State of California and the federal government are dirt, sand, bark or other landscape materials, cement residue, fertilizer, paint, saw dust along with any petroleum products. The Builder as part of the SWPPP installs filter bags at each drain inlet. They do not filter chemicals and are designed simply to trap certain size particulate. Please do not remove those under any circumstance. Not only is it dangerous but it also is a violation of the law.

Clearances and Installation Guidelines

When hiring a contractor to install concrete flatwork, request he perform the following:

- 1) Provide a drainage plan including all underground drainage pipes for you to review and approve. It will be your responsibility as the Homeowner to ensure the plan is consistent with the approved grading plan.
- 2) **Do not allow** any flatwork (especially pool decks) to slope toward the foundation. This condition places static pressure against the foundation, which may compromise the moisture barrier placed in the foundation. Compromising the moisture barrier can cause vinyl and other hard floor coverings to fail.
- 3) Asphalt joint felt should be installed between the new flatwork and the foundation allowing the flatwork to float, thus, reducing some flatwork cracking stress.
- 4) Make sure there is a minimum of 4" between the bottom of the finish wall system and the top surface of the flatwork.
- 5) Do not allow flowerbeds to be constructed against the foundation without proper drainage. (See Grading and Drainage)

Cracks

A concrete slab 10' across shrinks approximately 5/8" as it cures because of water evaporation from the concrete. This shrinkage can be compared with a kitchen sink sponge. When a sponge is wet it is full size but as water evaporates the sponge reduces in size. Some of this shrinkage shows up as cracks. Cracking of concrete flatwork also results from temperature changes that cause expansion and contraction.

During the summer, moisture finds its way under the concrete along the edges or through cracks in the surface. In winter, this moisture forms frost that can lift the concrete, increasing the cracking. Maintaining drainage away from all concrete slabs will minimize cracking from this cause. As cracks occur, seal them with a waterproof concrete caulk (available at hardware or home improvement stores) to prevent moisture from penetrating to the soil beneath.

Discoloration and color variation

Discoloration and color variation are results of many factors and is normal. Concrete ingredients from cement milling to where rock and sand are mined influence the color of concrete. The temperature when the concrete was placed, how it was finished, variations of moisture in the earth below the concrete, the minute thickness differences, the type of earth the concrete was placed on also contribute to color variation. Unless the concrete is stained after it is placed or colored with a liquid concrete color, concrete discoloration and color variation is a characteristic that one lives with.

Expansion Joints

We install expansion joints to help control expansion. 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 gray silicone sealant, which you can purchase at most hardware stores.

Heavy Vehicles

Do not permit heavy vehicles such as moving vans or concrete trucks to drive on your concrete work. We design and install this concrete for residential use only.

Surface Damage

Protect concrete from chemical agents or activities such as pet urine, fertilizers, radiator overflow, other caustic chemicals and repeated hosing. All of these items can cause spalling (chipping of the surface) of concrete.

Sealer

A concrete sealer, available at home improvement centers, will help you keep an unpainted concrete floor clean. Do not use soap on unpainted concrete. Instead, use plain water and washing soda.

Standing Water

Water may stand on exterior concrete slabs for several hours after precipitation or from roof run-off. Contact Tapestri Square LLC if water ½" or deeper remains longer than 12 hours unless it is from roof run-off.

CONDENSATION

Homeowner Use and Maintenance Guidelines

Condensation on interior surfaces of the windows and frames comes from high humidity within the home combined with low outside temperatures and inadequate ventilation. Family lifestyle significantly influences these conditions. If you use a humidifier or other appliance or activity that creates moisture, closely observe manufacturer's directions for its use, especially during periods of cooler temperatures.

See also "Ventilation"

COUNTERTOPS

Homeowner Use and Maintenance Guidelines

Use a cutting board to protect your counters when you cut or chop. Protect the counter from heat and from extremely hot pans. 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 any heat generating item directly on the counter.

Caulking

The caulking between the countertop and the wall, along the joint at the backsplash 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.

Mats

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

Sealing

It is highly recommended that you seal counter tops made of ceramic tile or natural stone such as granite or marble as part of the move in process. Counter tops made of cultured marble should be sealed with products designed specifically for cultured marble. Sealers for counter tops are readily available at home improvement centers. The frequency of re-applications will be addressed on the sealer container.

Wax

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

Separation from Wall

Separation of countertops from walls, backsplash, and around sinks results from normal shrinkage of materials. Caulking will be Homeowner maintenance responsibility. It is important to maintain these joints to prevent water intrusion.

See also "Ceramic Tile"

DOORS, LOCKS AND HARDWARE

Homeowner Use and Maintenance Guidelines

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

Bi-fold Doors

Interior bi-folds sometimes stick or warp due to weather conditions. Apply a silicone lubricant to the tracks to minimize this inconvenience.

Exterior Doors

Exterior doors are generally made fiberglass or other composite product or steel. These doors require very little maintenance and generally very energy efficient. They can be damaged by impacts. The finish on the doors is the key maintenance item, largely as a cosmetic item. Keeping the exterior doors painted on a schedule with the balance of the home is usually sufficient.

Failure to Latch

If a door will not latch because of minor adjustments occurring in the structure, you can correct this by making a new opening in the jamb for the latch plate (re-mortising) and raising or lowering the plate accordingly.

Finishes

All door and hardware finishes can be damaged by general use. Door keys and jewelry, such as rings, are typically culprits in causing chipped and damaged surfaces. Chemicals and natural oils on your skin is another source that can cause surface damage. Sun will also cause finishes to fade or develop a tarnished look. It is important to realize door hardware will wear out with normal use. By keeping your hardware clean and lubricated, your hardware and finish should give you years of trouble free service. Do not use abrasive cleaners on your hardware.

Fire doors

The door you use to go directly from the garage to the house is called a fire door. This door is constructed with a solid core center and the doorjamb is also considered solid construction. This door is equipped with at least one self-closing door hinge. This door by its nature of solid core construction is designed to prolong the time it takes for a garage fire to enter in to the home. The self-closing hinge feature ensures the door will close when unattended. Never attempt to defeat the self-closing feature of the hinge. It is intended to protect the occupants of the home in a fire. The self closing hinge is spring-loaded and could cause personal injury if tampered with. If you ever have to replace this door, make sure you replace it with the same type of door.

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 or herself in a room such as the bathroom. 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.

Locks

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

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.

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 a Homeowner maintenance responsibility.

Sticking

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

Before planing a door because of sticking, try two other steps first, apply either a paste wax, a light coat of paraffin, or candle wax to the sticking surface; or tighten the screws that hold the door jamb or door frame. If planing is necessary even after these measures, use sandpaper to smooth the door and paint the sanded area to seal against moisture.

Warping

If a door warps slightly, keeping it closed as much as possible often returns it to normal.

Weather Stripping

Weather stripping and exterior door thresholds occasionally require adjustment or replacement to maintain a good seal. Weather stripping is designed to substantially reduce wind, light and weather intrusion. Weather stripping is not a total wind, light or weather stop. It is important to inspect all weather stripping on an annual basis for fit and flexibility. Without a good fit not only is there a risk of water intrusion but also higher utility bills.

DRYWALL

Homeowner Use and Maintenance Guidelines

Slight cracking, nail pops, or seams may become visible in walls and ceilings. The shrinkage of the wood and normal deflection of rafters to which the drywall is attached causes slight cracking, nail pops, or seams to become visible. Drywall is installed by hand, finished by hand, textured by hand and sanded by hand. This product is truly a hand-finished product and will not be perfect and will have its own style and character.

Repairs

With the exception of the one-time repair service provided by Tapestri Square LLC, care of drywall is a Homeowner maintenance responsibility. Most drywall repairs can be easily made. This work is best done when you repaint a 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. Cover it with spackle, which is available at home improvement centers. 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.

Lighting Conditions

Tapestri Square LLC does not repair drywall characteristics that are only visible under particular lighting conditions because of the hand-finished nature of this product.

Related Warranty Repairs

If a drywall repair is needed (such as blister in tape) or other warranty-based repair (such as a plumbing leak), Tapestri Square LLC will complete the repair by touching up the repaired area with the same paint that was on the surface when we delivered the home to you. If more than one-third of the wall is involved, we will repaint the wall corner-to-corner, floor to ceiling. You are responsible for custom paint colors or wallpaper that has been applied subsequent to closing. Due to the effects of time on paint and wallpaper, as well as possible dye lot variations, touch-up may not match the surrounding area.

ELECTRICAL SYSTEMS AND ELECTRICAL FIXTURES

Homeowner Use and Maintenance Guidelines

We will demonstrate the location of the main electrical panel at the Homeowner Orientation. This panel includes the main shut-off that controls all the electrical power at the home as well as the breakers for each branch circuit in the home. Each breaker is marked to help you identify which breaker controls each branch circuit, major appliance, outlets, or other service. Should a failure occur in any part of your home, always check the breakers in the main panel box.

Arc Fault Interrupter (AFI)

Your home is equipped with an AFI system. This system immediately shuts down power to all bedrooms if an operating electrical appliance is pulled from a wall outlet. When you pull the cord plug from an appliance such as a vacuum from the wall outlet while the appliance is still operating a small spark is created between the cord plug and the wall outlet. The AFI system senses the spark and immediately trips a breaker causing the electricity to be shut off to all wall outlets in the AFI system. As mentioned above, this only impacts bedroom wall outlets. You must go to the main breaker electrical box to reset the breaker. The breaker will be marked accordingly.

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.

Breaker Tripping

Breakers trip due to overloads caused by plugging too many appliances into the circuit, a worn cord or defective appliance, or operation and 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 an electrician. If the circuit remains on, one of the items you unplugged is defective and will require repair or replacement.

Buzzing

Fluorescent light fixtures use transformer action to operate. This action sometimes causes a buzzing.

Dimming

You may notice a slight momentary dimming of lights when a household appliance (i.e. iron, hair blower, air conditioning, etc.) either starts up or during its electric demand cycle. This slight dimming is normal and does not indicate an undersized or overloaded electrical circuit. This is not a warranty item.

Electrical Light Fixture Finishes

Most light fixture finishes require little maintenance. You can expect exterior fixtures to tarnish with age and more quickly when they are directly exposed to natural elements. The only way to maintain that “new” look is to regularly replace the affected fixtures. When cleaning any light fixture it is important to use mild, non-abrasive cleaning solution.

Fixture Location

We install light fixtures in the locations indicated on the plans. Moving fixtures to accommodate specific furniture arrangements or room use is your responsibility.

GFCI (Ground-Fault Circuit-Interrupters)

GFCI receptacles have a built-in element that senses fluctuations in power. Quite simply, the GFCI is a circuit breaker. Building codes require installation on these receptacles in bathrooms, the kitchen, outside, and the garage (areas where an individual can come into contact with water while holding and electric appliance or tool). Heavy appliances such as freezers or power tools will trip the GFCI breaker. Each GFCI receptacle 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 GFCI breaker trips during normal use, it may indicate a faulty appliance and you will need to investigate the problem. One GFCI breaker can control up to three or four outlets.

Grounded System

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

Light Bulbs

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

Modifications

If you wish to make any modifications, contact the electrician listed on the “Warranty Service & Emergency Telephone Numbers”. Having another electrician modify your electrical system during the warranty period will void that portion of your limited warranty,

Outlets

If an outlet is not working, check first to see if a wall switch or GFCI controls it. Next, check the breaker. If there are small children in the home, install safety plugs to cover unused outlets. This also minimizes the air infiltration that sometimes occurs with these outlets. Teach children to never touch electrical outlets, sockets, or fixtures.

Underground Cables

Before digging in your yard, check the location of buried service leads by calling the local utility locating service. The service is called Underground Service Alert, USA for short. Their number can be found in any local phone directory.

EXPANSION AND CONTRACTION

Homeowner Use and Maintenance Guidelines

Changes in temperature and humidity cause all building materials to expand and contract. Dissimilar materials expand or contract at different rates. This movement results in separation between materials, particularly dissimilar ones. You will see the effects in small cracks in drywall and in paint, especially where moldings meet drywall, at mitered corners, and where tile grout meets tub or sink. On the exterior separations between the window frame and the stucco wall is normal. While this can alarm an uninformed Homeowner, it is normal.

Shrinkage of the wood members of your home is inevitable and occurs in every new home. Although this is most noticeable during the first year, it may continue beyond that time. In most cases, caulk and paint are all that you need to conceal this minor evidence of a natural phenomenon. Even though properly installed, caulking shrinks and cracks. Maintenance of caulking is a Homeowner maintenance responsibility. It is important to monitor all exterior and interior caulked joints and re-caulk as necessary. It is especially important where water intrusion may be an issue.

FENCES

Homeowner Use and Maintenance Guidelines

Fences represent property lines of your property. They are designed and built to provide privacy. They are not structural and are not designed to retain soil. It is important when you do grading and landscaping that you do not stack or mound soil against the fence or posts. It also is important to provide drainage away from fences, as wet soil can be very destructive to your fence.

Sprinklers

Sprinkler water that is allowed to come in contact with the fence on a regular basis will cause different patterns and types of colorization, which may be noticeable and undesirable. Sprinkler water also will reduce the usable life of a fence. Inspect your sprinkler system on a regular to ensure it is not hitting the fence.

FIREPLACE

Homeowner Use and Maintenance Guidelines

A fireplace is an excellent way to create a warm, cozy atmosphere. However, without sufficient information, your use of the fireplace can result in heat (and dollars) being wasted. To help prevent that, consider the following points.

Gas Fireplaces

Tapestri Square LLC offers gas fired fireplaces. If your home has this type of fireplace, it is demonstrated during the Homeowner Orientation. Read and follow all manufacturers' directions.

A slight delay between turning the switch on the flame ignition is normal. The flames should ignite gently and silently. If you notice any deviation from this or smell gas, immediately shut off the switch and report it to us or the Gas Company.

Gas Fireplace Ignition Systems

Gas fireplaces have different types of ignition systems and are classified as either solid-state ignition or a pilot light. Solid-state ignition gas fireplaces will not work when there is a loss of electricity, so on those storm related electrical outages you will not have the comfort of the fireplace. Never attempt to light this type of fireplace with a match, as it may damage the unit or as well as cause personal injury or a fire. Pilot light models will generally work when there is an electrical loss if they do not require an 110v electrical circuit to operate the gas delivery system. Never attempt to adjust or repair a gas fireplace gas delivery system or ignition system. This system is a very specialized piece of equipment and should only be adjusted and repaired by a professional repair person.

Gas Fireplace Glass

Gas fireplaces operate in a “sealed” environment. This simply means the glass cannot be opened. Your gas fireplace is not designed to burn wood or combustible items. Attempting to do so will cause a fire and personal injury as well as damage to the fireplace. The glass doors are removable when they are cool for the purposes of cleaning the interior of the glass. Each manufacturer has their own removal instructions and it is important to follow those instructions both for the removal and reinstallation of the glass doors. Never operate the gas fireplace without the doors properly installed. Please remember these important points: The glass doors that came with your fireplace are made with tempered glass. If they break, replace them with new doors that are made by the fireplace manufacturer. Do not replace a portion of the glass with untempered glass. Operating your fireplace with the glass doors partially or fully open has a second undesirable consequence, which is uneven expansion of the glass doors. Uneven expansion of the glass doors will eventually cause the doors to break or explode. Finally, consult a fireplace dealer for after market cleaners for your glass doors. Using abrasive household cleaners can scratch the glass, which creates weak points where the glass may fail when it gets hot.

When the fireplace is first activated you will notice the glass door(s) fogging. This is a result of moisture evaporating from the gravel and simulated wood inside the fireplace. The fog will disappear generally within 3 to 4 minutes. This characteristic will occur on a regular basis is normal.

It is important to monitor activities around the fireplace and the glass door(s) on the fireplace especially with children. When a fireplace is in use the glass door(s) will become very hot and have the potential to burn skin that comes in contact with the glass door(s). The danger of heat injury has always existed with any form of fireplace but gas fireplace glass can be perceived by children as a television screen.

FOUNDATION

Homeowner Use and Maintenance Guidelines

We install the foundation of your home according to the recommendations of our consulting engineer. The walls of the foundation are poured concrete with steel reinforcing rods. To protect your home's foundation, follow guidelines for installation and maintenance of landscaping and drainage in this manual.

Cracks

Even though an engineer designed the foundation and we constructed it according to engineering requirements, surface cracks can still develop in the wall. Surface cracks are not detrimental to the structural integrity of your home. Shrinkage or backfill cracks are not unusual in foundation walls. Tapestri Square LLC will fill cracks that exceed ¼” in width.

Cosmetic Imperfections

Slight cosmetic imperfections in foundation walls, such as a visible seam where two pours meet, or slight honeycombing (aggregate visible), are possible and require no repair.

GARAGE OVERHEAD DOORS

Homeowner Use and Maintenance Guidelines

The garage door is a large, moving object, periodic maintenance is necessary.

Lock

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

Lubrication

Every six months apply a lubricant to all moving parts, track, rollers, hinges, pulleys and springs. There are specialty lubricants on the market that can be purchased at local home improvement centers. At the same time, check to see that all hardware is tight and operating as intended without binding or scraping. Avoid over-lubricating to prevent drips on vehicles or the concrete floor.

Opener

To prevent damage to a garage door opener, be sure the door is completely unlocked and the rope-pull has been removed 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 ensure uninterrupted warranty coverage. Be familiar with the steps for manual operation of the door in the event of a power failure.

Painting

Repaint the garage door when you repaint your home, or more often if needed to maintain a satisfactory appearance.

Safety

Follow the manufacturer's instructions for safe and reliable operation. Do not allow anyone except the operator near the door when it is in motion. Keep hands and fingers away from all parts of the door except the handle. Do not allow children to play with or around the door.

For your safety, after the expiration of the one-year warranty, have any needed adjustments made by a qualified specialist. 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.

Spring

The large spring that is located above the garage door on the interior of the garage is there as a compensation device to offset the weight of the garage door making it easy to open and close. This spring is under considerable tension when the garage door is closed. The spring can break. The general causes for a spring to break are spurs caused by rust and wear where the spring coils rub each other. To reduce the chance of spurs developing apply a generous application of a spray lubricant on the complete spring each time you lubricate the garage door.

In the event the spring breaks do not attempt to replace the spring yourself. As basic as the spring system appears, spring replacement requires knowledge of the type and size of the spring, replacement techniques and specialized tools. Spring replacement should only be performed by a garage door professional.

Visible Light

Garage overhead doors cannot be airtight. Some light will be visible around the edges and across the top of the door. Severe weather conditions may result in some precipitation entering around the door.

GAS SHUT-OFFS

Homeowner Use and 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 gas meter. We point these out during the Homeowner Orientation. If you suspect a gas leak, leave the home and call the Gas Company immediately for emergency service.

GAS WATER HEATER

Homeowner Use and Maintenance Guidelines

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

Cleaning

Your tankless water heater may need to be de-calcified from time to time. If you notice gradual pressure drops on the hot water side of your faucets it is most likely mineral build-up in the heat exchanger. The manufacturer makes recommendations and well as sells after market equipment to facilitate this maintenance procedure.

Controls

Your tankless water heating system comes with a remote temperature control. The manufacturer generally sets the default water temperature control at approximately 108°F. The remote temperature control allows you to increase the water temperature. The remote control may need to be reset in the event of a power outage.

Hot Water Supply

Tankless water heaters will deliver a limited but constant supply of hot water for as long as there is demand. You can not have hot water demands at multiple locations with out compromise both in temperature and pressure. The system should, for example, operate a shower, laundry and dishwasher at the same time. Just keep in mind there are limits to the amount of water which can be heated and it will probably take some experimenting to find out what will work. The one known obstacle of supply is if you are filling a soaking style tub that will most likely be only demand the tankless water heater can serve. The tankless water heater system is somewhat of a culture change and will take some time to get use to.

Operation

The tankless water heater is operated with natural gas for the heating operation of the water and electrical for an exhaust fan and electronic ignition. There is no standing pilot light. The tankless water only operates when there is a demand for hot water. Standing out side near the water heating when operating you will hear a low tone fan operating which is normal.

No Hot Water

If you discover that you have no hot water, check the gas and electrical supply before calling for service. Refer to the manufacturer's literature for specific locations of these items and other troubleshooting information.

See also "Plumbing"

GRADING AND DRAINAGE

Homeowner Use and Maintenance Guidelines

The final grades around your home have been designed, constructed, inspected and approved for proper drainage of your lot. The local building department inspects and approves the grade as function of "finaling" the building for occupancy. Should you use a contractor for your landscaping, make sure he provides a drainage plan, including all underground drains, for you to review and approve. Make sure the drainage plan contemplates that no water will be held against the foundation and that water does not drain onto or impact a neighbor's lot differently than the approved drainage plan. This is very important to do to prevent water intrusion.

Drainage

Typically, the grade around your home should slope one inch in the first ten feet (1%). In most cases, drainage swales will be aligned with property boundaries however they are not the property boundaries. Maintain the slopes around your home to permit the water to drain 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 may void portions of this limited warranty.

Erosion

After your home has passed the local inspection final it will not be unusual to encounter erosion caused by storms or other water related events. Erosion will occur as long as there is no ground cover. Erosion will cause dirt to fill the swale created when the finishing grading was being performed and cause water to pool up and eventually change the way water gets to the front of your lot. It is very important that you monitor and maintain any area that has been subjected to erosion. This is a Homeowner responsibility to monitor and maintain.

Flowerbeds

Do not allow flowerbeds to be constructed against the foundation, especially if storm or irrigation water will become trapped against the foundation. This causes static water pressure, which can defeat the moisture membrane incorporated in the foundation.

See also Soil to Exterior Wall Separation below

Roof Water

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

Rototilling

Rototilling can significantly change drainage swales. You can minimize this by rototilling parallel to the swales rather than across them.

Soil to Exterior Wall Separation

One of the most common grading issues is the condition where soil is placed against the foundation and is less than 6" from the bottom of the exterior wall finish. It is important to maintain this 6" separation. Failure to maintain this separation can result in undetectable termite infestations and cause static water pressure to defeat the moisture member incorporated in the foundation. This condition will cause vinyl and other hard floor coverings to fail.

Winter Grading

Due to weather conditions, especially during winter and early spring, the final grade may not have been established at the time of closing. We document the status of your grading at the time of the Homeowner Orientation. When conditions permit, grading work will resume in the order homes were occupied.

See also "Landscaping" and "Clearances and Installation Guidelines"

GUTTERS AND DOWNSPOUTS

Homeowner Use and Maintenance Guidelines

Check roof gutters periodically and remove leaves or other debris. Materials that accumulate in gutters can slow water drainage from the roof, causing overflows, and clog the downspouts.

Cleaning

It is important that you clean all roof gutters of leaves and other debris on a regular basis and at least twice a year. The collection of leaves and debris will not only prevent storm water from properly draining off the roof but will cause the gutters to fail by the weight of water being held in the gutter as well as the corrosion of the metal caused by the leaves. If you have to walk on concrete tile roofs you are advised to hire a professional cleaning service. Never attempt to clean gutters if you are not comfortable on a ladder.

Ladders

Use caution when leaning ladders against gutters, as this may cause dents.

Leaks

If a joint between sections of gutter drips, caulk the inside joint using a commercial gutter caulking compound available at home improvement centers.

Over flow

Gutters may overflow during periods of excessively heavy rain. Several factors may cause this to occur. The most common reason for gutter overflow is downspout blockage due to tree leaves and other foreign debris. Another reason which is extremely rare is simply the rain flow exceeds the ability of the roof drainage system to accommodate all of the rain flow through the gutter and downspouts.

Standing Water

Small amounts of water (up to one inch) will stand for short periods of time in gutters immediately after rain. No correction is required for these conditions.

HARD SURFACE FLOORING

Homeowner Use and Maintenance Guidelines

In daily care of hard surface floor, preventive maintenance is the primary goal.

Cleaning

Sweep on a daily basis or as needed. Never wet-mop an unsealed hardwood floor or a floor that is sealed with a latex based sealer. Excessive water causes wood to expand and can possibly damage the floor.

If your floor is treated with a polyurethane finish, you may 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. Consult with the hardwood floor company or the hardwood floor manufacturer if you have any questions regarding floor care. Ceramic and natural stone floors can be cleaned with cleaners that may be purchased at your local home improvement store. Consult a professional floor company, the subcontractor that installed your floor, a floor company specializing in ceramic and natural stone, or your local home improvement center for the best cleaners and sealers for your particular floor.

Dimples

Placing heavy furniture 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.

Furniture Legs

Install proper floor protectors on furniture placed on hardwood floors. Protectors will allow chairs to move easily over the floor without scuffing. Regularly clean the protectors to remove any grit that may have accumulated.

Humidity

Wood floors respond noticeably to changes in humidity in your home. Especially during winter months, the individual planks or pieces expand and contract as water content changes.

Mats and Area Rugs

Use protective mats at the exterior doors to help prevent sand and grit from getting on the floor. Gritty sand is wood flooring's worst enemy. However, be aware that rubber backing on area rugs or mats can cause yellowing and warping of the floor surface.

Pets and Children

Pets and children can be rough on any floor system. Pets with sharp claws will damage floor systems. Don't let your pet run in the house or slip on the floor. They will cause surface damage. Children, food and toys with hard surfaces present the greatest durability test for most floor system. It is important to monitor your children's' activities, since many of their activities can and will damage floor systems.

Sealing

Sealing of ceramic tile, natural stone and grout are highly recommended on a regular and consistent basis. There are many products that are as easy to apply as just squirting on and spreading. Sealing in this manner will provide an easier surface to clean and will keep your grout and flooring from being easily stained. Sealing products can be purchased at home improvement centers.

Separation

Expect some shrinkage around heat vents or any heat-producing appliances, or during seasonal weather changes.

Shoes

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

Spills

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

Splinters

When floors are new, small splinters of wood can appear.

Sun Exposure

Exposure to direct sunlight can cause irreparable damage to any type of flooring. To preserve the beauty of your floors, install and use window coverings in these areas.

Temperature Maintenance

Flooring, like many other items in your home, is affected by temperature. The contrast in temperature between your slab and the indoor air temperature can be dramatic. Concrete slab floors tend to stay fairly consistent in temperature. However if wood, ceramic tile or natural stone floors are allowed to get very warm or cold, they will expand or contract and cause unwarrantable damage. To protect your floors, keep the interior temperature no lower than 65° F and no warmer than 85° F. It is important that you do not shut your heating and air conditioning system completely off when you go away on vacation or for extended periods.

Traffic Paths

A dulling of the finish in heavy traffic areas of a wood floor is likely. Hallways are generally the most concentrated traffic areas where dulling can occur. Area rugs can be a source for floor protection.

Warping

Warping will occur if the wood 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

Waxing and the use of products like oil soaps are neither necessary nor recommended on wood floors. Once you wax a polyurethane finish floor, recoating is difficult because the new finish will not bond to the wax. The preferred maintenance is preventive cleaning and recoating annually or as needed to maintain the desired luster.

HVAC SYSTEM (Heating, Ventilation & Air Conditioning)

Home owner Use and Maintenance Guidelines

Proper maintenance of the furnace can save energy dollars and prolong the life of the furnace. Carefully read and follow the manufacturer's literature on use and maintenance. The guidelines here are general information only.

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 conditioner unit is the mechanism that produces cooler air. The air conditioning system involves everything inside your home including items such as, drapes, blinds, floor coverings 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 difficult. Therefore, you should keep all windows and doors closed while operating your air conditioning system. Any heat generated through windows will have an effect of the cooling process. For best results, close all window drapes.

Time is very important in your cooling expectations of the air conditioning system. Unlike a light bulb, which reacts instantly when you turn on a switch, the air conditioning system will not react in the same manner. Much is dependent on how warm the interior of the home becomes before the air conditioning is programmed to operate, the type of interior finishes such as floor covering, walls, furniture, etc., the exterior temperature and ultimately what temperature is desired when occupied. For example, if your AC is turned off and the indoor temperature has reached 90° you arrive home set your thermostat to 75 degrees, the air conditioning unit will begin cooling. This period of time when the system is attempting to cool the house down dramatically is called “recovery time”. You can expect the rate of cooling during the “recovery time” will be between 1° to 1-1/2° per hour. The sun has been heating not only the air in the house, but the walls, the flooring, and all the contents inside your home. The air conditioning starts cooling the air, but the walls, carpet, and furniture will release heat for many hours and will slow the cooling process. It is suggested that you set your air conditioner to keep your home between 75° to 78° during the day during hot periods and close all drapes to minimize heat transmission. If evening cooling is your primary goal, set the thermostat between 75° and 78° in the morning while the house is cooler, allowing the system to maintain the cooler temperature. The temperature setting may then be lowered slightly when you arrive home, with better results. Once the system is operating, setting the thermostat below the desired temperature will not cool the home any faster and can result in the air conditioning compressor freezing up causing the air conditioning system to shut down completely. Extended use under these conditions can damage the system.

Adjust Vents

Maximize airflow to occupied parts of your home by adjusting the vents. Likewise, when the seasons change, readjust them for comfortable heating. Experiment with the adjustable registers in your home to establish the best heat flow for your life style. 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 needs.

Avoid Overheating

Do not overheat your new home. Overheating can cause excessive shrinkage of framing lumber and may materially damage the home. In the beginning, use as little heat as possible and increase it gradually.

Compressor

The air conditioning compressor must be in a level position to operate correctly, and to prevent inefficient operation and damage to the equipment. If the compressor becomes unlevelled due to soil settlement, please contact us. Do not plant vegetation, build walls, fences or covers or do anything else that may restrict the flow of air to or away from the compressor unit. Restricting the flow of air causes the compressor to work at higher temperatures which not only less efficient and cost more to operate it prematurely ages the compressor. Additionally, heat related damage to the compressor caused by the restriction of air flow is not warrantable. Please do not wrap or cover the compressor unit with the intent of protecting the unit from the winter weather. This unit was designed and built to withstand our inclement weather.

Condensation Lines and Emergency drain pan

Condensation lines are plastic pipes (generally ¾” PVC) leaving the furnace unit in the attic and terminating to the exterior of the structure. There will be two PVC pipes which comprise the condensation line system. The first PVC pipe line is called the “primary” condensate line and is connected directly to the furnace unit and runs from the attic and exits the exterior near ground level. This is the line you will see dripping when the furnace or air conditioning cycles are running. The second pipe is called the “secondary line”. This pipe is attached both to the furnace unit and the emergency drain pan under the furnace and exits through an eave block over a window.

This is important: If you ever see water dripping from the secondary condensate pipe which is generally located above a window, contact Tapestri Square LLC, or if after expiration of the warranty period, contact a professional repair person to investigate the cause. The secondary pipe is an emergency condensation line back-up which is activated in the event the primary line becomes plugged. The primary condensation line can become plugged when insects make the pipe their home. It is also a great place for children to hide things. It is important never to try to make a cover of screen or other porous materials to cover either the primary or secondary lines where they terminate. These covers will affect the flow of condensation water, which may void warranties. The primary line should drip when the air conditioning and heating units are operating. If you do not see water dripping from the primary line shut the air conditioning unit off until you can determine where the condensation water is going. High efficiency heating units will also cause condensation, which results in dripping water coming from the primary condensation line.

Coolant

Your system is factory charged with coolant. However, we must add additional coolant when installing the compressor. When the compressor is installed, temperature, humidity and other environmental factors are considered when installing additional coolant. Winter compressor installations do not allow us to test and operate the air conditioning system under normal operating conditions. In order to reduce the chance of an initial air conditioning failure due to reduced coolant levels, begin using the air conditioning before the weather becomes uncomfortably warm.

Continuous Ventilation System (CVS)

The CVS system is included as part of your HVAC system. It is designed to introduce "fresh air" to your home which ultimately is intended to provide better indoor air quality. Tight building techniques and HVAC system construction provides energy efficiency but compromises indoor air quality by not allowing fresh air to infiltrate the interior air space. Under older construction methods "fresh air" leaked in to the interior of the structure through less efficient windows, insulation systems, doors, etc. The CVS system includes intake and exhaust ducting and an in-line fan which operates (24) twenty four hours a day. The inline fan motor can be found in a 4" or 5" solid pipe located near the roof sheeting in the attic. This location was selected to ensure quiet operation of the system. It will have an 110v romex electrical wire attached to a connection box that is attached to the motor. The exhaust portion of this system is attached to the exhaust fans in the bathrooms. The intake air ducting is connected from a roof jack or the Smart Vent to the return air portion of the HVAC system. The CVS system operates at a low rate of air replacement and is not intended to make a noticeable demand on the heating or cooling cycles of your HVAC system. You can check the CVS system operation by placing a piece of tissue paper at the bathroom exhaust fan grill. If the system is operating you should see the tissue paper draw up toward the grill.

Ductwork

The ducting in your home was installed as a sealed system. The ductwork should remain attached and securely fastened. If it becomes unattached please contact us.

Ductwork Noise

Some popping or pinging sounds are the natural result of ductwork heating and cooling in response to airflow as the system operates. If you encounter what you believe is excessive noise from the ducting system please contact us.

Exhaust fans

Properly operating exhaust fans are a very important element for indoor air quality. Exhaust fans are placed in each bathroom as well as the kitchen hood.

The grills on the bathroom fans are subject to particulate build-up such as lint. This build-up will have a very detrimental effect on the performance of the exhaust fan while it is operating as well as impact the CVS system which operates (24) twenty four hours a day. It is important that you clean the grills at least twice a year and more often is better. The bathroom exhaust fans are purposely connected to the main bathroom lighting to ensure that while the bathroom is being used the exhaust fan will be operating. This is to help with indoor air quality by removing bathing humidity which is associated with certain types of mold growth. It is important that you do not modify the operation of the bathroom exhaust fans.

The kitchen hood must be used every time you use the gas range or oven. This is the only active venting for combusted natural gas and humidity from cooking and baking. It is important to keep the kitchen hood filter clean. The filter can be placed in the dishwasher for cleaning on a monthly basis, which of course is based on usage of the range and oven.

Emergency

There are two separate issues Tapestry Square LLC has determined that will be handled as emergencies. They are a total loss of heat and the odor of natural gas. In either event you should follow the emergency protocol outlined in this manual.

Filter

The intake filter will be in a grill in the ceiling normally found in a hallway. There may be additional filters in walls based on the model of your home. The intake filter grill can be identified by the two or three levers found on the log side of the grill. These levers when pulled out will release the grill cover. Please use caution when performing this step. The grill cover will come down quickly causing injury if not supported with one hand. The filter will be visible at that point. Once the filter is replaced reattach the grill cover making sure the levers have fully engaged the grill catches. It is easier to replace the filters when the HVAC system is not running.

Change the intake filter(s) **every (30) thirty days**. This is extremely important with tight home and tight duct construction which are elements used in constructing your home. The intake filter is the only air pathway for the HVAC system. A dirty filter will significantly reduce air flow to the HVAC system. A reduction in air flow to the HVAC system will create unnecessary stress on the intake air flow motor as well as cause overheating of the heat exchanger when the furnace is being used. The reduced air flow will reduce the life cycle of the HVAC system as well as use more electricity to operate. Other consequences of not changing filters on a thirty day basis are fine particulate build up on the inside of the air handler unit which can result in the circulation of dirty air as well as reduces the efficiency of the HVAC system and the potential of duct collapse as the HVAC system attempts to draw air through a restricted dirty filter. A dirty filter may also trigger a trip switch intended to protect the unit from restricted air flow and ultimately shuts the HVAC system down completely. Damage caused by dirty intake filters is not covered by warranty. Although it takes less than one minute to change the filter, this is one of the most frequently overlooked details of normal furnace care.

If you have a permanent, washable, removable filter, you need to clean this every (30) thirty days. Clean the filter in accordance with the filter manufacturer's instructions. Do not use soaps or detergents on the filter unless specifically recommended by the filter manufacturer.

Furnace Unit and Location

Your furnace is a high efficiency unit. The furnace unit has unique features. The furnace is so efficient that the exhaust is vented with PVC plastic pipe which exits through the roof. The furnace when operating will produce condensation dripping very similar to the familiar summertime air conditioning condensation dripping.

Your furnace and air handler unit are installed in the attic area or a closet depending on the model of your home. Access is provided through an attic access for those units found in the attic found generally in a closet, hallway or a utility room ceiling. You should never attempt to remove any shields or covers on the furnace. This is a specialized piece of equipment and should be serviced by a professional repair person.

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 window coverings and furnishings, the home may seem cooler than you would expect.

Gas Odor

If you smell gas, call Tapestri Square LLC immediately. This is considered an emergency. Please follow the emergency warranty protocol outlined in this manual. You may also call Pacific Gas & Electric emergency services which generally offer an immediate response.

Manufacturer's Instructions

The HVAC system is a combined heating and air condition system. Follow the maintenance instructions for your HVAC system which includes the furnace, "A" coil, both found in the attic and the compressor normally found in the backyard. **Consult the manufacturer's warranty and use manuals supplied with your Homeowner Orientation package for a more detailed warranty and maintenance guide. Manufacturer's operating and warranty information is summarized here. This information should not be used as a substitute for the information presented in the manufacturer's owner's manuals. When you transfer this property to a subsequent party please include the owner's manuals as part of the transfer process.**

Non-emergency

Lack of air conditioning service is not an emergency. Heating and air conditioning contractors in our region respond to air conditioning service requests in the order received. During the warmest periods of the season, a repair response may take up to five days or longer.

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 on the heat exchanger and should pass quickly. This condition may temporarily activate your smoke detector system.

Pilot Lights and Solid-State Ignition

Your furnace is gas powered. The ignition system is an electronic solid-state system, which means there is no pilot light. In the event your heating unit fails to start up do not attempt to remove any panels on the furnace with the intention to attempt to start up the unit with a match. Not only will it not work but also it is very dangerous.

Registers

HVAC register covers are adjustable. You are responsible for adjusting the dampers in these covers to regulate the heat flow within the home. Registers in the rooms farther away from the furnace will usually need to be opened wider.

See also "Adjust Vents"

Roof jacks and Vent pipes

Your furnace unit is gas powered. Therefore, there must be a vent pipe that exits the furnace units and terminates in a roof jack on the roof. It is important to have the vent pipe checked annually and after very strong weather events check the roof jack to ensure it has not blown off. A roof jack that has blown off can cause leaks that can damage the interior of the home.

Temperature Variations

Depending on the style of home, temperatures can normally vary from room to room as much as 5° on an extremely hot or cold day. 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. This can be lessened by adjusting registers.

Temperature Design Criteria

The air conditioning system should maintain a temperature of 78° or a differential of 15° from the outside temperature, whichever is greater, measured in the center of each room at a height of five feet above the floor. Lower temperature settings are often possible, but neither the manufacturer nor Tapestry Square LLC guarantees this. The heating system should maintain a temperature of 70° as measured in the center of the room at a height of three feet above the floor.

Thermostat

The HVAC system is automatically controlled by the use of thermostats. Thermostats will be found on each level of your home that has conditioned air vents. These thermostats control the operation of the heating and cooling systems and the Zoned Thermal Equalizer (ZTE) system. These thermostats are calibrated to operate within to 3 degrees plus or minus. Your thermostats have a setback feature that if set correctly saves energy. Setting your thermostats is one of the most critical energy efficiency efforts you can make that not only affects your personal comfort but your pocketbook. Your energy suppliers generally recommend setting the thermostat at 70° degrees for heating and 75° to 78° for cooling.

Trial Run

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

Zoned Thermal Equalizer (ZTE)

The ZTE system equalizes the temperature between the levels of your home with the use of the corresponding thermostat for that level. By using this system correctly you can prevent the upper levels from being too hot and the lower floors from being too cold which is a historic problem with multi-level homes. This system is another energy feature which will enhance your personal comfort and pocketbook if used correctly. This system, if properly set, is designed to keep the temperature of the different levels within 3° of each other. The ZTE is damper door controlled device which can deliver conditioned air to one level based on thermostat settings. This system also reduces the heating and cooling cycles by assessing current air temperatures and determines whether blending the air will achieve or maintain the thermostat set temperature.

INSULATION

Home owner Use and Maintenance Guidelines

Your home is constructed with a sealed attic which forms a conditioned air space attic. The insulation in the attic is polyurethane spray foam. This insulation application creates an energy efficient home by reducing the attic temperature normally 130 F to 150 F in the summer to 6 F to 10 F warmer than the interior temperature of your home. Hot attic temperatures affect HVAC systems which are normally found in the attic. Reduced attic temperatures reduce the heat load placed on HVAC systems in the attic which in turns makes the HVAC system more efficient. The foam insulation should never be removed, modified or altered. This insulation application is designed and installed in a manner which provides for a sealed air attic space and does not require any outside venting.

The walls in your home are insulated with fiberglass batt insulation. In the event you ever come in contact with the fiberglass insulation, generally through remodeling, it is highly recommended that you use gloves and a mask at a minimum. Fiberglass insulation is blown glass and can, if not handled correctly, cut skin. Fiberglass that is disturbed can produce small air borne glass particles. Wearing at least a dusk type mask will reduce inhaling the small glass particles. You can also go online to the fiberglass manufacturer's website for recommendations on handling fiberglass insulation. The manufacturer's name is on the insulation certificate normally found attached to the wall in the garage.

LANDSCAPING

Homeowner Use and Maintenance Guidelines

Your landscaping is installed by Tapestri Square LLC and maintained by the Homeowners Association (HOA). Anytime you notice any issues that need to be addressed, contact the HOA.

Additions

Before making any additions or changes to the landscaping, consult the HOA to determine whether it needs the HOA Architectural Review Committee review and approval. Failure to do so may result in actions which may include complete removal of your additions or changes.

Keep drainpipes in place to channel roof runoff away from the foundation area of your home. Routine inspection of downspouts, backfill areas, and other drainage components is recommended.

Contractors

You are responsible for changes to the drainage pattern made by any landscape, concrete, deck, or other contractor. Require a written drainage plan with any company you hire to do an installation in your yard. Do not permit them to tie into your existing drainage pipes without your approval.

Irrigation and sprinkler time

Your HOA is responsible to set and monitor the irrigation. The irrigation clock cabinet will be locked to prevent adjustments to the operation of the irrigation clock by anybody other than the landscape maintenance contractor.

Maintenance

All builder installed landscaping will be maintained by a landscape maintenance contractor under the direction of the HOA.

Permit and Approval Requirements

Check with your local building department and Homeowners Association before designing, installing or changing landscaping for any regulations that they require you to follow.

LOW VOLTAGE WIRING

Home owner Use and Maintenance Guidelines

Low voltage wiring includes cable television, telephone, structured wiring and audio wiring systems. Some systems are sensitive to placement, so it is important to review your installation request prior to the installation of drywall. An inspection of the placement is available. Consult your sales executive to schedule this review.

MASONRY

Home owner Use and Maintenance Guidelines

Masonry can be divided into two categories, structural and non-structural. Structural masonry supports weight such as buildings or earth. Structural masonry requires a structural concrete and reinforcing steel footing as part of the masonry system.

Non-structural masonry is generally decorative in nature. Non-structural masonry generally requires a minimum footing for support of the masonry application. Non-structural masonry includes products such as cultured stone (man-made stone and rock products, cast concrete trims, etc.), brick veneer and other brick and stone features.

Cultured Stone

Stucco stone products are concrete products formed and colored to resemble stones, slates and rocks normally found in nature. Cultured stone is an environmentally friendly (reduces mining) and a cost-effective product for Builders who want upgraded exterior elements. The individual pieces are produced to allow for a more uniform layout including pieces, which are made to wrap around corners. Cultured stone is a surface colored product. When it is chipped or otherwise subjected to surface damage, you will see the underlying cement colored base of stone. Replacement of damaged individual pieces can be difficult. We recommend any repairs to damaged stone should be “surface repaired” and painted with exterior grade paint. Your local home improvement center will have cement based repair products for this purpose.

Brick

Brick can either be made with clay or cement. Brick will differ slightly in color. The surfaces of brick will have slight cracks, chips and other irregular surface characteristics. These are normal.

Efflorescence

The white, powdery substance that sometimes accumulates on masonry surfaces is called efflorescence. This is a natural phenomenon and cannot be prevented. Consult your home improvement center for commercial products to remove efflorescence. Avoid using stiff brushes or other tools and aggressive or caustic chemicals, all of which will cause surface damage, when attempting to remove efflorescence.

Tuck-pointing

After several years, mortar between bricks or stones may require tuck-pointing. Tuck-pointing is the filling of mortar, which may have cracked, or fell out.

Weep Holes

You may notice small holes in mortar along the lower row of masonry. These holes allow moisture that can accumulate behind the masonry to escape. Do not fill these weep holes or permit landscape materials to cover them.

MOLD AND MILDEW

Homeowner Use and Maintenance Guidelines

Mold is a type of fungus which occurs naturally in the environment and is necessary for the natural decomposition of plant and other organic material. It spreads by means of sharing in a microscopic spores borne in the wind, and is found everywhere life can be supported. Residential home construction is not, and can not 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 on the form of bread mold and mold that may grow on bathroom tile.

In order to grow, mold requires a food source. Food sources can 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. Mold growth also requires a temperate climate. The best growth occurs at temperature between 40 degrees F and 100 degrees F. Finally, mold growth requires moisture. Moisture is the only mold growth factor that can be controlled in a residential setting. By minimizing moisture, the Homeowner can reduce or eliminate mold growth.

Moisture in the home can have many causes. Spills, leaks, overflows, condensation, high humidity are common sources of home moisture. Good housekeeping and home maintenance practices are essential in the effort to prevent or eliminate mold growth. If moisture is allowed to remain on the growth medium, mold can develop within 24 to 48 hours.

All mold is not necessarily harmful, but certain strains of mold have been shown to have an adverse health effects in susceptible people. The most common effects are allergic reactions, including skin irritation, watery eyes, runny nose, coughing, sneezing, congestion, sore throat and headache. Individuals with suppressed immune systems may risk infections. Some experts contend that mold causes serious symptoms and diseases which can be life threatening. However, experts disagree about the level of mold exposure that may cause health problems and about the exact nature and extent of the health problems that may be caused by mold. It is important not only to react quickly to mitigate mold growth, but to make arrangements to move any individuals out of the home who have suppressed immune systems or show any of the symptoms mentioned above as a result of exposure to the mold growth as quickly as reasonably possible.

Homeowners can take positive steps to reduce or eliminate the occurrence of mold growth in the home and thereby minimize any possible adverse effects that may be caused by mold. The steps include:

- 1) Before bringing items in to the home, check for signs of mold on the items. For example, potted plants (roots and soil), furnishings or stored clothing and bedding material as well as many other household goods which could already contain mild growth.
- 2) Regular vacuuming and cleaning will help reduce mold levels. Mild bleach solutions and most tile cleaners are effective in eliminating or preventing mold growth if used in accordance with the manufacturer's instructions.
- 3) Keep the humidity in the home low. Vent clothes dryers to the outdoors. Ventilate kitchens and bathrooms by opening windows and always operating exhaust fans provided in those rooms. Running the air conditioning will remove excess moisture in the air and facilitate evaporation of water from wet surfaces.
- 4) Promptly clean up spills, condensation and other sources of moisture. Thoroughly dry any wet surfaces or material. Do not let water pool or stand in your home. Promptly replace any materials that can not be thoroughly dried, such as wallboard or insulation.
- 5) Inspect for leaks on a regular basis. Look for discolorations or wet spots on flooring, walls, trim, etc. Repair and certainly make every reasonable effort to arrest any leaks promptly. Inspect condensation pans (refrigerators and air conditioners) for mold growth. Take notice of musty or unusual odors and determine the source or cause as well as any visible signs of mold.
- 6) Should mold develop, thoroughly clean the affected area. First, test to see if the affected materials 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 cleaning company.
- 7) Flooring. Proper selections of flooring material in wet areas (such as bathroom) is highly recommended. Preferred flooring material for these areas are either ceramic tile or vinyl. It is much easier to extract or clean up excessive water from ceramic tile or vinyl flooring.
- 8) Humidity. Relative humidity inside the home should remain below 60%. Relative humidity above 60% will encourage excessive mold growth. You, as the homeowner, must aid in maintaining an acceptable level of humidity in your home by following the guidelines in this manual. The HVAC system should be operated to maintain optimum relative humidity levels. Items that introduce moisture to the home such as humidifiers should not be used. If relative humidity levels are above 60%, dehumidifiers or engineered controls, such as increasing ventilation with the outside air or lowering the temperature in the house should be used. The HVAC system and ductwork should be kept clean by replacing the filter every 30 days. Additionally, if your home exceeds a 60% level, you should consult your Builder or mechanical engineer.

- 9) Landscape and Drainage. Landscaping is subject to the provisions of the CC&R's. You are not allowed to install or plant any front yard landscaping without the approval of the Architectural Review Committee. If you control the landscape irrigation do not over water especially in expansive soil, it retains water. If you do not control the landscape irrigation, report over watering or malfunctioning irrigation to those that are responsible. When making improvements maintain positive grade and consult with a professional regarding drainage prior to making improvements. Use the proper irrigation system for the areas you are improving. It is critical to maintain the proper clearance from soils to the exterior finishes mentioned elsewhere in this manual. Never allow water to pond or be directed to the foundation.
- 10) Leaks. All leaks need to be addressed immediately. ALL LEAKS caused by some deficiency in the building structure during the warranty period must be reported to Tapestry Square LLC. Leaks caused as a result of the Homeowner should be addressed immediately by the Homeowner. Mold growth requires moisture and a leak creates that potential for mold growth. When moisture from leaks comes in contact with food sources which your home is primarily comprised of, which is wood and wallboard, the potential for mold growth is almost guaranteed. Reaction time to mitigating a leak is critical, mold growth can begin if any cellulose based materials like wood or wallboard or materials that can retain moisture for extended periods of time such as carpet remains moist for more than 48 hours.
- 11) Maintenance. Homeowners must regularly check the condition of their home (visually inspect the interior as well as the exterior) and maintain it as necessary. The caulking and grout in showers and bathtubs must be checked and restored as necessary to prevent water intrusion to the subsurface materials. Showers and bathtubs are common areas for mold growth due to humidity and soap residue and must be maintained by actions such as using a squeegee on the shower and bath walls as well as the shower doors after showering or bathing, operating the ventilation system and maintaining the caulking and grout. Another area common to mold growth is windowsills, where a wood sill or wallboard joins against the window frame. Again this area must be caulked, cleaned and maintained regularly. Lawns, shrubs and ground cover must be maintained to prevent overgrowth that may clog drainage systems, weep screeds or allow water to pond or be directed near or toward the foundation of the home.
- 12) Ventilation. (Controlling your environment) You must always use exhaust fans in the kitchen when cooking and in the laundry room when washing clothes. Always use the exhaust fans in the bathrooms when showering or bathing. All of these activities create humid moist air. Exhaust fans create air exchanges which extract excess moisture in the air and reduces humidity. YOU MUST USE THE EXHAUST FANS.
- 13) Windows and Doors. Your windows and doors must be closed as appropriate for ventilation and to maintain correct moisture levels in your home. For example, opening a bathroom window after showering will facilitate elimination of moisture on most days. Opening windows and doors on rainy days, however, may increase moisture levels in your home. You must utilize these openings as appropriate for the given inside and outside conditions. Safety is critical when doors and windows are open. When leaving windows and doors open, it is suggested that you install and use window locks to limit how far a window can be opened and security screen doors, approved by the CC&R's and the Home Owners Association.
- 14) Mold information may be periodically updated by the California Department of Health Services and may be available from the website:

<http://acgih.org>

For more information you may also want to try these websites:

US Environmental protection Agency: <http://www.epa.gov>

Centers for Diseases Control and protection Agency: <http://www.cdc.gov>

American Conference of Government Industrial Hygienists: <http://www.acgih.org>

MIRRORS

Homeowner Use and Maintenance Guidelines

To clean your mirrors, use any reliable liquid glass cleaner or polisher available at most hardware or grocery stores. Avoid acidic cleaners and splashing water under the mirror; either can cause silvering to deteriorate. Avoid getting glass cleaners on plumbing fixtures as some formulas can deteriorate the finish.

PAINT AND STAIN

Homeowner Use and Maintenance Guidelines

Due to changes in the formula for paint (such as the elimination of lead and Proposition 65 requirements), painted surfaces must be washed gently using mild soap and as little water as possible. Avoid abrasive cleaners, such as 409, scouring pads, or scrub brushes. Flat paints show washing marks more easily than gloss paints do. Often, Homeowners prefer the results obtained by touch up rather than washing.

Exterior

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. Plan on refinishing the exterior surface of your home approximately every two to three years or as often as your paint manufacturers suggests for your climate. Climatic conditions control the chemical structure of the paint used on the exterior. Over time, this finish will fade and dull a bit.

When you repaint the exterior of your home, begin by resetting popped nails and removing blistered or peeling portions of paint with a wire brush or putty knife. Use a pressure washer to completely clean the exterior. It is important to make sure the exterior is completely dry prior to applying primer or paint. Sand, spot with primer, and then paint the entire area. Use a quality exterior paint formulated for local climate conditions.

Sprinklers

Avoid having sprinklers spray water on the exterior walls of your home. This will cause blistering, peeling, splintering, and other damage to the home.

Severe weather

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

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

Wall Cracks

We suggest that you wait until after the first heating season to repair drywall cracks or other separations due to shrinkage. See also "Drywall"

PEST AND INSECT INFESTATIONS

Homeowner Use and Maintenance Guidelines

Geographic and seasonal elements, as well as activities such as earth moving and fires affect pest and insect infestations. There are experts in your area that provide services that can address pests such as mice and snakes as well as insect infestations such as termites and ants.

Pests

As a result of grading or landscape maintenance; mice, rodents and snakes will flee to areas with less activity. Your home provides food, water and a clean environment. There are local companies that specialize in removing these pests. You should acquaint yourself with several different companies prior to actually needing them.

Insects

Bugs, spiders and other insects are generally more bothersome than dangerous. There are two classes of insects that should be avoided. The first class is insects that are venomous. You and your family should learn what those insects look like and how to deal with them. The second class of insects is destructive in nature. Termites probably come to mind first. Termites are frequently brought in from firewood. Compounding this issue, most people stack firewood against a portion of their home. Stacking firewood up against your home not only masks the initial infestation but also accelerates the infestations. It is important to ask your insurance company what coverage is provided as it relates to destructive insect infestations.

PLUMBING AND PLUMBING FIXTURES

Homeowner Use and Maintenance Guidelines

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

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.

Aerators

Even though your plumbing lines have been flushed to remove dirt and foreign matter, small amounts of minerals may enter the line. Aerators on the faucets strain much of this from your water. Minerals caught in these aerators may cause the faucets to drip because washers wear more rapidly when they come in contact with foreign matter.

See also Dripping Faucet.

"Temperature Control" Faucets

Bathtub and shower faucets have a "temperature control" device incorporated in the valve. The manufacturer presets this feature. The setting is generally based on the temperature range of the water heater being operated in the normal range. Adjusting your water heater to a lower temperature range will reduce the temperature of the bathtub or shower water temperature. Conversely, raising the water heater temperature range will increase the temperature of the bathtub or shower water.

This device does not sense water temperature but merely mixes a ratio of water coming from the hot and cold water supplies. This device reduces but does not eliminate the potential for scalding. You should always check the water temperature before use. You may encounter a wide range of temperature variations on a day-to-day basis. This is based on the temperature of the water in the water heater tank at the time you are using it, which can vary by as much as 15 degrees.

Cleaning

Follow manufacturer's directions for cleaning fixtures. Do not use abrasive cleansers. They remove the shiny finish and leave behind a porous surface that is difficult to keep clean. Clean plumbing fixtures with a soft sponge and soapy water (a nonabrasive cleaner or a liquid detergent is usually recommended by manufacturers). Then polish the fixtures with a dry cloth to prevent water spots. Care for brass fixtures with a good-quality brass cleaner, available at most hardware stores.

Clogs

The main cause of toilet clogs are household items such as disposable diapers, excessive amounts of toilet paper, sanitary supplies, Q-tips, dental floss, and children's toys. Improper garbage disposal use also causes many plumbing clogs. Always use plenty of cold water when running the disposal. This recommendation also applies to grease; supplied with steady flow of cold water the grease congeals and is cut up by the blades. If you use hot water, the grease remains a liquid, then cools and solidifies in the sewer line. Allow the water to run 10 to 15 seconds after shutting off the disposal.

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

You can clean a plunger drain stopper usually found in bathroom sinks by loosening 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.

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.)

Freezing Pipes

Provided the home is heated at a normal level, interior pipes should not freeze at temperatures above 0 degrees F. Set the heat at 65 degrees F if you are away during the winter months. Keep garage doors closed to protect plumbing lines running through this area from freezing temperatures. In unusually frigid weather or if you will be gone more than a day or two, open cabinet doors to allow warm air to circulate around pipes. Use an ordinary hair dryer to thaw pipes that are frozen. Never use an open flame. Exposed exterior water pipes should be insulated prior to the winter season. Consult your local home improvement center for pipe insulation.

Garbage Disposal

The manufacturer's instruction book will give you precise directions for the operation of the garbage disposal. Do not use your garbage disposal with the idea it can eliminate grease and other substances that you would not otherwise pour down the drain. It is possible to clog your garbage disposal with grease. Always use cold water when the disposal is on. Never use drain-clearing chemicals on a clogged garbage disposal.

Most garbage disposals have a reset button that works much like a circuit breaker. This reset button is activated when the garbage disposal is stopped. This is normally due to some item stopping the grinder blades in the garbage disposal. Prior to resetting the button you need to determine what is causing the stoppage. Never put your hand into the garbage disposal unless you have unplugged the electrical cord to the disposal. The manufacturer will normally provide a "disposal key" which fits into a slot in the bottom of the disposal. This key is used to free the disposal grinding blades. Avoid using excessive force when attempting to free the disposal grinding blades. Excessive force may result in damaging the enamel on the sink. Consult your manufacturer's instruction book for other information regarding the reset button and freeing the disposal grinding blades.

There are limitations to what can be put into a garbage disposal. Fibrous materials such as artichoke leaves, corn husks and flowers should never be put into the garbage disposal. In most cases, if the garbage disposal becomes blocked because of fibrous material, a plumber will need to be contacted. Other items that should never be put in the garbage disposal include coins, balls, cloth or paper towels, silverware and cooking utensils.

Leaks

If a major plumbing leak occurs, the first step is to turn off the supply of water to the areas involved. This may mean shutting off the water to the entire home. Then contact the appropriate contractor. Toilets and faucets have shut-off valves connected at each fixture water supply. By utilizing these individual valves you can avoid shutting off the water to the entire house.

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.

Some homes are equipped with pressure regulating valves. These valves are designed to reduce water pressure as required by the Uniform Plumbing Code (UPC). These valves, over time, can actually adjust themselves, thus, reducing the water pressure. If you have any questions regarding whether your home is equipped with a water pressure valve contact Tapestri Square LLC. Adjustments to water pressure valves are a Homeowner maintenance responsibility. A licensed plumbing contractor should perform adjustments to water pressure valves.

Plumbing Fixture Finishes

Do not use abrasive cleaners on plumbing fixture finishes. They can and will scratch most surfaces. This damage is not repairable. Use only mild detergent and water or a cleaning product recommended by the manufacturer.

Porcelain

You can damage porcelain enamel with a sharp blow from a heavy object or by scratching. Do not stand in the bathtub wearing shoes unless you have placed a protective layer of newspaper over the bottom of the tub. If you splatter paint onto the porcelain enamel surfaces during redecorating, wipe it up immediately. If a spot dries before you notice it, use a recommended solvent.

Recirculation Pump

Your home is furnished with a water conserving recirculation water pump. The brand name is Metland D'MAND. This recirculation pump is different than conventional hot water recirculation systems. It recirculates hot water only when activated by the user. The activation switch is normally found in the master bathroom. The hot water is not instantaneous as with the traditional recirculation systems but is delivered to the plumbing fixtures at a much faster rate than a plumbing system without a recirculation pump. Delivery times of hot water to the plumbing fixtures will differ based on the length of the plumbing pipe run. This recirculation system will require a trial period as with any new technology. The recirculation system will save water, cause the water heater to work only when hot water is needed and will deliver hot water to plumbing fixtures more quickly than a normal hot water system. This recirculation pump compliments tankless water heaters better than any other systems on the market.

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. Begin by adjusting the float 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. Rubber stoppers have to be replaced, sometimes in as little as two years. Consult your local home improvement center regarding replacement parts.

Shut-offs

Your first "main" water shut-off is located near your meter. This shut-off is for major water emergencies such as a water line break or when you install a sprinkler system or build an addition to your home. Your second "main" water shut-off valve will be near an exterior hosebib. It normally appears with a large pipe coming out of the ground, the shut-off valve with a round handle, hosebib and finally the pipe goes into the building. This would be used in the event you would need to shut off water to the building portion of 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.

Stainless Steel

Clean stainless steel sinks with soap and water to preserve their luster. Avoid abrasive cleaners; these will damage the finish. An occasional cleaning with a good stainless steel cleaner will enhance the finish. Avoid leaving produce on a stainless steel surface, since prolonged contact with produce can stain the finish.

Toilet 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.

Leaks

Tapestri Square LLC will repair leaks in the plumbing system, not due to abuse or normal wear and tear. If a plumbing leak caused by a warranted item results in drywall or floor covering damage, Tapestri Square LLC 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). Your insurance should cover these items. (See Section 8 "What Is a Emergency" regarding leaks)

Noise

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

ROOF

Homeowner Use and Maintenance Guidelines

The roof system applied to your home is a cold weld build up roof system. As with any roof system the performance can be affected by foot traffic. The roof should be limited to foot traffic for the purposes of inspection and cleaning of leaves from the roof and roof gutters.

Clean Gutters

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

Leaks

If a leak occurs, try to detect the exact location. This will greatly simplify finding the area that requires repair when the room is dry.

Severe Weather

After severe storms, do a visual inspection of the roof for damages. You may want to consult your insurance company or a licensed roofing contractor if you find pieces of your roof in the yard or roofing edges have lifted on the roof.

Incllement Weather

Storm damage is excluded from warranty coverage. Notify your Homeowner insurance company if storm damage is discovered.

ROUGH CARPENTRY

Homeowner Use and Maintenance Guidelines

Rough carpentry involves both material and labor. Material includes nominal and engineered lumber, nails, glue, flashing paper, structural hardware and caulking. Rough carpentry labor involves the assembly of the frame and roof structure. Most components of rough carpentry are covered by finish elements (i.e. siding, stucco, etc.). By performing normal Homeowner maintenance, you will most likely be protecting the rough carpentry component of your home.

Rough Carpentry Lumber

Within your home we have used engineered and nominal lumber. Engineered lumber is any material that has been converted, through a monitored manufacturing process, resulting in a lumber product such as a wood I-beam (used as a floor joist), glue-lam, micro-lam, oriented strand board or plywood. Engineered lumber is consistently stronger, less susceptible to warpage and shrinkage and is more environmentally friendly.

Nominal lumber is material that is cut from the log, graded, stacked and shipped to a lumberyard. Some items described as nominal lumber includes 2"x4" and 2"x6" material and 4"x12" window headers. Nominal lumber performance characteristics are affected by heat, humidity, how it was milled, what part of the tree it came from, the size and thickness of the piece of lumber material and how the tree grew in nature. Given all the growing and processing components of nominal lumber, shrinkage and warpage of individual pieces is difficult to anticipate. This accounts, in large part, for why walls and ceilings are not perfectly straight and even, why drywall cracks appear in the first year or why floor squeaks suddenly occurs.

Structural Framing Hardware

As a result of damage caused by earthquakes and other natural disasters, The Uniform Building Code (UBC) was revised to include implementation of structural framing hardware into the rough carpentry component of your home. This hardware is incorporated in the frame of the structure to resist the damaging affects of natural disasters. Most structural framing hardware is attached to the rough framing lumber directly beneath the drywall and other finish materials. Based on the thickness of the structural hardware and the fasteners used to attach it, there will be a bump or bulge in the drywall, baseboard or other finish material. In most cases, these bumps and bulges cannot be prevented.

Floor Deflection

Wood floors will deflect (bend) when walked on. This will be more noticeable next to hutches, bookcases, pianos, chairs, and other heavy furniture. This is not a structural deficiency and Tapestry Square LLC will take no action for this occurrence, unless floor deflection exceeds the minimum requirements of the Uniform Building Code in effect at the time your home was built.

Floor Squeaks

Some floor and stair squeaks are unavoidable. Although Tapestri Square LLC does not warrant against floor squeaks, a reasonable effort will be made to minimize their occurrences once during the warranty period. The Homeowner is responsible for moving furniture involved in this operation.

SIDING

Homeowner Use and Maintenance Guidelines

Siding and trim expand and contract in response to changes in humidity and temperature. Slight waves are visible in siding under certain weather conditions; this cannot be entirely eliminated.

Maintenance

Wood or wood-product siding will require routine refinishing. The timing will vary with climatic conditions. In most cases the siding will be a manufactured cement/wood composite. It requires routine refinishing more for appearance sake.

Siding Surfaces

Natural wood siding will have knots and other natural features on the finished surfaces. These surfaces will also have cracks. Most of these features can be filled and painted and are a Homeowner maintenance responsibility.

Manufactured siding provides a more consistent surface texture from smooth to textured. Some sidings are manufactured using a cement/wood base while other use wood that has been processed and formed into siding. Most manufactured sidings have extended warranties provided by the manufacturer and must be exercised by the Homeowner. Consult the manufacturer for conditions, exclusion and transferability of their extended warranty.

Sprinklers

Check the spray from the lawn and plant irrigation system frequently to make certain that water is not spraying or accumulating on siding surfaces.

See also "Paint and Wood Trim"

SMOKE DETECTORS

Homeowner Use and Maintenance Guidelines

Read the manufacturer's manual for detailed information on the care of your smoke detectors.

Activation

Most smoke detectors are sensitive enough to detect and activate when your heater is turned on for the first time or when certain types of food are being prepared.

Batteries and Power

Your smoke detectors are wired on an 110v household electric current and have a battery back up. The battery back up is the power source for the smoke detectors when the electric power has been disrupted. Even if the smoke detectors are fully powered with the 110v electrical circuit, the batteries age and need to be replaced. The smoke detectors will begin to "chirp" when the batteries need to be replaced. Fire departments suggest a regular battery changing schedule such as when daylight savings time begins in the spring and at a minimum on an annual basis. Always consult the manufacturer's instructions as they relate to battery type, size and changing out schedule.

Cleaning

For your safety, clean 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.

Locations

Smoke detectors are located in every bedroom (any room with a closet) and hallways adjacent to bedrooms.

System Wiring

Smoke detectors are wired together. When one is activated, they all are activated. The positive aspect to this wiring system is that every person in the home is alerted. The negative aspect to this wiring system is when you need to find a defective smoke detector that causes false alarms. Consult a licensed electrical contractor when your smoke detector system experiences false alarms. You should replace defective smoke detectors immediately.

STAIRS

Homeowner Use and Maintenance Guidelines

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

Stair rails are designed and built to protect a person from walking over an edge and to assist them when traveling up and down stairs. Nothing should be forced through the wood uprights (“balusters”). Children should not be permitted to play on stairs or climb on stair rails.

See also “Rough Carpentry”

STUCCO

Homeowner Use and Maintenance Guidelines

Stucco is a minimum maintenance exterior surface. Stucco is a cement and sand based product. It will normally provide many years of service as an exterior surface material. Stucco should not be compared to concrete; that is, it is not a structural finish product.

Cracks

Stucco is a non-elastic material without joints or other mechanisms to relieve the stresses of expansion and contraction. The result of these characteristics is stucco cracks. These cracks are generally limited to hairline cracks. Hairline cracks will not impair the performance of stucco or provide access for water intrusion into your home. The creation of new stucco cracks subsides as your home ages. Several factors account for this: the building components in your home have stabilized, your landscaping is completely installed and the previous cracks in your stucco continue to act as stress release points. Hairline cracks can be filled with flexible compounds and painted over. These products can be purchased at your local home improvement center or paint store.

Stucco cracks which begin from the corners of a window and proceed in a 45-degree angle direction away from the window, are considered normal. These are a function of the curing process of stucco.

Drainage

To ensure proper drainage, keep dirt and concrete flatwork a minimum of 4” below the stucco screed (mesh underneath final coat of stucco). Do not pour concrete or masonry over the stucco screed or right up to the foundation.

Efflorescence

The white, powdery substance that sometimes accumulates on stucco 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.

Sprinklers

Check the spray from the lawn and plant irrigation system frequently to make certain that water is not spraying or accumulating on stucco surfaces.

Stucco Color

An exterior grade latex paint is applied to the stucco texture after the stucco finish coat is applied. The advantage to this method provides for a more consistent color presentation.

Stucco System

Your home has a one coat foam–stucco system. This system begins with 1” of foam and wire fabric that is attached to the frame of the house. One coat of specially formulated stucco is applied. The thickness of stucco is approximately 3/8”. A finish (texture) coat is then applied. This system is more energy efficient and tends to crack less than other stucco systems.

Stucco Trim

With the advent of foam designs, more of the trim work in stucco applications is specialty cement/fabric systems over foam designs. This innovation has elevated stucco elevations to far more sophisticated presentations. These trims can be easily damaged if subjected to weight or impact. They are not intended to support weight and should not be used as walking ledges, ladder catches or any other support activities. Most trim applications are glued on to the brown coat while thicker trim applications may also include long nail fasteners.

Your home may also have limestone trim. The trim is a composite of 1/2” of limestone over a foam core. This system is installed and should be treated exactly as the stucco trim mentioned above.

VENTILATION

Homeowner Use and Maintenance Guidelines

Homes today are built more tightly than ever. This saves energy dollars but creates a potential concern. Condensation, cooking odors, indoor pollutants, radon, and carbon monoxide 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. Attic ventilation occurs through vents in the soffit (the underside of the overhangs) and on gable ends or roof vents. Driving rain sometimes enters the attic through these vents. There are after–market vent covers that can be installed to prevent this type of water intrusion.

Homes with raised wood floors will have crawl spaces and utilize vents for air circulation. Open crawl space vents for summer months and close them for winter months. Failure to close these vents may result in plumbing lines freezing in the crawl space. This occurrence is not covered by your warranty.

Your daily habits can help keep your home well ventilated:

- Do not cover or interfere in any way with the fresh air supply to your furnace.
- Develop the habit of running the hood fan when you are cooking.
- Use the bath exhaust fans when bathrooms are in use.

- Air your house by opening windows for a time when weather permits. Consider safety aspects when leaving windows open.

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

Ventilation is a life style issue and is a Homeowner maintenance issue.

WINDOWS, SCREENS, AND PATIO DOORS

Homeowner use and Maintenance Guidelines

Contact a glass company for re-glazing of any windows that break. Glass is difficult and dangerous to install without special tools.

Cleaning

Clean vinyl and aluminum metal surfaces with mild soap and clear water. Do not use powdered cleaner. After each cleaning, apply a silicone lubricant. Clean glass as needed with vinegar and water, a commercial glass cleaner, or the product recommended by the window manufacturer.

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.

Door Locks

Acquaint yourself with the operation of patio door hardware for maximum security.

Door Tracks

Keep patio door tracks clean for smooth operation and to prevent damage to the doorframe. Silicone lubricants work well for these tracks.

Invisible Glass

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

Sticking Windows

Most sliding windows (both vertical and horizontal) are designed for a 10-pound pull. If sticking occurs or excessive pressure is required to open or close a window, use a silicone lubricant. This is available at hardware stores. Avoid petroleum-based products.

Storing Screens

Many Homeowners remove and store screens for the winter to allow more light into the home. To make re-installation more convenient, label each screen as you remove it. Use caution: screens perforate easily and the frames bend if they are not handled with care.

Water in window tracks and Weep Holes

In heavy rains, water will collect in the bottom channel of window frames. This is normal and the window is designed for such occurrences. Weep holes are provided to allow this type of water accumulation to escape to the outside. Keep the bottom window channels and weep holes free of dirt and debris for proper operation.

Infiltration

Some air and dust will infiltrate around and through window frame joints and weep holes, especially before the installation of landscaping in the general area.

Scratches

Tapestri Square LLC confirms that all window glass is in acceptable condition at the Homeowner Orientation. Minor scratches on window can result from delivery, handling, and other construction activities. Tapestri Square LLC will replace windows that have scratches readily visible from a distance of 6 feet. Tapestri Square LLC does not replace windows that have scratches visible only under certain lighting conditions.

Seal Failure

Dual pane glass is a sealed system. When the seal fails, a foggy film will appear between the glass panes. This is not a Builder or installation issue. This is a window manufacturing issue. You must contact the window manufacturer directly for warranty service. Certain window manufacturers provide extended warranties as they relate to seal failure. These extended warranties are provided solely by the window manufacturer and can only be exercised by the Homeowner. Consult the manufacturer for conditions, exclusion and transferability of their extended warranty.

Tinting

If you add tinting to a dual-glazed window, all warranties are voided. Damage can result from condensation or excessive heat build-up between the panes of glass. Refer to the manufacturer's literature for additional information.

See also "Ventilation"

WOOD TRIM

Homeowner Use and 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.

Shrinkage may also cause a piece of trim to pull away from the wall. If this occurs, drive in another nail close to; but not exactly in, the existing nail hole. Fill the old nail hole with putty and touch up with paint as needed. If the base shoe (small trim between base molding and the floor) appears to be lifting from the floor, this is probably due to slight shrinkage of the floor joists below. Again, you can correct this condition by removing the old nails and renailing. You may prefer to wait until after the first heating season to make any needed repairs at one time when redecorating.

See also "Expansion and Contraction"