CONTEMPO BUILDER

Warranty: What's NOT covered?

- Natural Disaster Acknowledgement.
- Most common items are not covered under warranty.

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Natural Disaster Acknowledgement

The Builder Does Not Warranty and Shall Not Be Responsible for the Following:

Damaged caused or made worse by extreme or named weather conditions, lightening, windstorm, hail, flood, hurricane, tropical storm, gale force winds, mudslide, earthquake, volcanic eruption, Acts of God, wind driven rain or other water, subsidence or sinkholes, changes in the underground water table, or below ground water that exerts pressure on, seeps, or leaks into the home, sidewalk, driveway, foundation, swimming pool or other structure, accident, riot, war, terrorism, vandalism, vehicle, boat, civil commotion or disputes, motorized vehicles, fire, explosion, smoke, power surge, water escape, falling objects, aircraft, insects, birds, rodents, vermin or other wild or domestic animals.

Roof and Roofing

The Homeowner shall perform periodic maintenance to prevent leaks due to buildup of debris, snow, or ice. The Homeowner shall take such action as is necessary to prevent downspouts and gutters from becoming clogged and shall maintain and clean gutters and downspouts to prevent buildup of debris or other obstructions, if installed. Roofs should not leak, but leaks caused by lack of these maintenance items are not covered by this Limited Warranty.

Humidity or Dryness in the Home

The Homeowner should take the following actions to prevent excessive moisture accumulation by (A) properly using ventilation equipment, (B) preventing excessive temperature fluctuation and (C) taking any other reasonably necessary action to avoid excessive moisture, dampness, humidity or condensation in the home that may lead to excessive moisture or dryness. The Homeowner should not turn off the HVAC system in the home. Some air and moisture infiltration can be noticeable around doors and windows, especially during high winds. While not a builder obligation, Owner may wish to have storm doors and/or storm windows installed at Owner's expense to reduce air and water infiltration. Moisture intrusion in the home due to wind driven rain is not covered under this limited warranty.

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Most common items not covered under warranty

- Paint touch-ups after closing are considered Homeowner maintenance.
- Hairline cracks in stucco or mortar of new construction are expected and are not considered defects. This can be remedied with caulk or added grout and is considered Homeowner maintenance. Cracks less than 3/16” inch in width are not warrantable.
- All caulking must be maintained by the Homeowner. Exterior caulking prevents moisture and air infiltration and should be checked annually. Interior caulking can be expected to display hairline cracks as the home’s moisture stabilizes and should be re-applied as needed.
- Cracks in concrete drives, sidewalks, and patios are not warrantable. Hairline cracks can be expected and are not considered a defect.
- Small cracks in sheetrock are natural when a home’s moisture stabilizes. Homeowners applied caulk or spackle will cover these small cracks. Cracks less than 3/16” in width are not warrantable.
- Your home site has positive drainage. It is the responsibility of the homeowner to maintain drainage patterns. Repairing any blockage or damage to sod caused by normal use is the Homeowner’s responsibility. Use caution when adding sprinkler systems or landscaping that may affect drainage.
- The health of plants and grass cannot be guaranteed by the Builder. Even under ideal growth conditions plants may not remain healthy and can even die. It is the homeowner’s responsibility to replace any dead plantings.
- Noise can be transferred between floors. This is typical of a home. Exterior noise from air conditioners, neighbors, and passing traffic may also be noticeable.
- Care must be taken to avoid damage to tile, stone, and laminate/hardwood floors. A regulated temperature is necessary to maintain laminate/hardwood floors and variations can cause floors to rise or even buckle. Furniture and high heels can cause dents, cracks, and scratches.
- Countertops are not to be used as cutting boards or trivets. Heated, heavy, or sharp objects may harm the finish.
- Cosmetic items are to be addressed prior to closing only. The Builder does not offer a one-year Punch List.
- Broken toilet seats are the responsibility of the homeowners and not covered by our warranty.
- Towels should not be hung on the shower door. Little to no weight should be put on the shower glass. The glass doors should be opened and closed carefully and any cracks to the glass are the responsibility of the owner.

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How to care for my new home

- Air Conditioning
- Landscape
- Home maintenance checklist
- Floor, Stone, and Bath Surfaces
- Homeowner Maintenance Responsibility
- Facts About Condensation

By signing this form, I acknowledge I have received, read, and understood all the documents listed above. I have been given the opportunity to clarify any questions or concerns about how to properly care for my new home.

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Air Conditioning

You are purchasing your new home with a new HVAC system. It is critical that you maintain and service the AC and furnace system regularly. The Builder suggests that you have the system serviced twice yearly by a licensed AC service company. The first two years we suggest using the HVAC company that installed your system in order to keep the warranty intact.

Warranty: It is homeowner's responsibility to register products and understand HVAC warranty requirements and coverage.
Maintenance: It is imperative that you change your HVAC filter every 60 days depending on whether or not you own pets. By not changing your filter, you can cause damage to the HVAC unit, cause the unit to work harder, and also cause many problems that will not be covered under warranty due to lack of maintaining the unit properly. When changing the filter, you should also add a cupful of liquid bleach to the primary drain tube near the attic unit. This will help keep algae from clogging the primary drain and causing an overflow into the drain pan.
Air Balance: Your home has been set up to heat and cool each room on a standard basis by distributing the air evenly across each floor of the home. Everyone lives differently and has different comfort levels. If you have any issues with the comfort after you move in and have installed any window treatments, as well as adjusted your thermostats, please contact the HVAC contractor directly. They will attempt to make your home more comfortable by directing air differently as a courtesy to you one time during the first year. Your system has been installed to comply with all current codes and manufacturer specs. However, this does not guarantee personal comfort in every room.

Answers to FAQs:
1. It is not recommended to turn off individual thermostats.
2. Up to a 5-degree differential is OK when setting thermostats between floors
3. Do not set below 70 degrees F° in cooling mode during the peak of summer heat.
4. Turn fan mode to on position when heating to circulate heat that naturally rises
5. All thermostats should be set to the same mode. The unit cannot do both modes at once.

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Landscape

❖ Bermuda Grass Recommended Maintenance

A. Irrigation

A.1. Fall/Winter/First half of Spring

A.1.1. Irrigate two times a week (as needed)

A.2. Second half of Spring/Summer

A.2.1. Irrigate three times a week (as needed)

B. Lawn Mowing

B.1. Fall/Winter/First half of Spring

B.1.1. Mow once every other week (as needed)

B.2. Second half of Spring/Summer

B.2.1. Mow once a week (as needed)

B.2.2. Fertilization and weed control are recommended and encouraged in order to maintain the health of your grass

❖ Front Yard Trees Recommended Maintenance

A. Irrigation

A.1. Water the tree heavily once a week in the absence of rainfall

B. Fungus and Bugs

B.1. Treat with commercial fungicide if you see powdery mildew, it can occur in warm humid weather

B.2. Watch for aphids. We recommend an insecticide soap spray to treat for them.

C. Fertilization

C.1. We recommend for you to fertilize once a year in early spring.

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❖ Warranty

A. Health of landscape

A.1. It is the homeowner's responsibility to properly care for landscape. Even under ideal growth conditions plants might not remain healthy and can die. It's homeowner's responsibility to replace any dead plantings.

B. Drainage

B.1. Your home site has a positive drainage; it is homeowner's responsibility to maintain it. Caution is advised when installing sprinkler systems or adding any landscape that may affect drainage.

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Home Maintenance Checklist

A new home is a substantial investment for most homeowners. Protecting this investment with regular personal or professional care and maintenance is critical to maintaining functionality and aesthetic sensibility. We created this checklist in order to provide a bit of structure to what may seem like a laborious process. We promise it's worth it!

On a monthly basis:

- Clean or replace air conditioning filters.
- Inspect, clean or replace kitchen vent hood filters (non-charcoal filters).
- Flush all toilets and run water through all sinks, especially in bathrooms that are not used on a regular basis.

On a quarterly basis:

- Check the exterior drainage conditions to ensure that nothing is causing water to stand in puddles for more than 48 hours and that water from any source is not draining toward your foundation.
- Check your GFCIs (ground fault circuit interrupters) for proper operations by tripping the circuit interrupter buttons and then resetting them. If they will not trip and reset, contact 2-10 Warranty.
- Inspect, lubricate and clean all exterior vents. Make sure that air flows freely and that each has an operable damper to prevent backflow of outside air and to keep small animals from entering your home.
- Inspect and clean all weep holes for water drainage.

On a seasonal basis:

- Every six months, inspect and service either your heating or air conditioning system, depending on the season.
- Twice a year, you should inspect and repair the following caulked areas, as necessary:
  - Kitchen and bath wet areas.
  - Flushing areas.
  - Window and door seals.
  - Around all penetrations (hose, faucets, ductwork from vents, fireplace and chimney vents).
  - Cementitious siding.

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- Stucco or mortar cracks.
- Interior settling or shrinkage sheetrock cracks.
- Roof jacks (we recommend using a reputable roofing contractor).
- Clean and repair gutters. Make sure gutters are free of material that could prevent the free flow of water. Make sure you have splash deflectors at the base of the downspout to deflect water away from the home.
- Inspect and adjust sprinkler systems. Set your timers for the proper season to ensure enough, but not too much water per station.

On an annual basis:

- Drain and refill your hot water heater(s). This may be necessary on a more frequent basis if you live in an area with extremely hard water.
- Inspect and test your hot water heater safety valve.
- Inspect your garage door(s), rails and lock system; adjust and lubricate, as necessary. Consider changing your garage door opener code as a security precaution.
- Clean your faucet aerators and inspect your plumbing for leaks.
- Clean and sharpen your garbage disposal by running a tray of ice cubes and depositing a cleaning (foaming) product into the disposal. Inspect or test your home fire extinguishers.
- Replace your smoke alarm batteries.

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Floor, Stone, and Bath Surfaces

Sealing Your Stone

Natural stone has been formed over millions of years. Just a few months of improper care can ruin nature's beauty. Although stone is a "hard" surface, it is a porous material that can absorb spills and stains if left untreated. Sealing your stone with a quality impregnating sealer will minimize the chance of spills to damage your investment.

There are a wide variety of sealers available, so you should choose one for your specific needs and natural stone type. Impregnating sealers, with advanced fluorochemical technology, penetrate the stone and help protect it against water and oil staining. Industry professionals recognize that natural stone is best protected with fluorochemical-based sealers, and we fully recommend them as well.

Once sealed properly, your stone is more fully protected against everyday dirt and spills. Proper cleaning will help sealer last longer and keep your stone protected without damaging your stone's natural beauty.

Cleaning Procedures

Keeping your stone surfaces free of dust and dry or sandy soil will minimize the scratches and wear patterns that can develop from everyday use. Sweep or dust all natural stone surfaces regularly to remove loose soil and dust.

Clean your natural stone on a regular basis with warm water and a non-abrasive cloth, sponge, or mop. In addition, using a neutral cleaner specifically formulated for natural stone will help remove soils that normal dusting or damp mopping leaves behind. Do not use general purpose cleaners that could damage your stone or the applied sealer.

Countertops and Vanities

On a regular basis, it is necessary to remove residues from cooking oils or everyday spills and any hairspray, cosmetics, or other bathroom products residues. Many common foods and drinks contain acids that may etch or dull the stone surface. Some common toiletries such as perfume, toothpaste, mouthwash, and skin cleansers contain acids or other ingredients that may damage the stone surface or degrade the applied sealer.

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Floor Surfaces

A. Laminate

- No steam cleaners or wet mops. Avoid liquids on the flooring as much as possible.
- Use a damp cloth to blot up spills.
- For tough spots such as oil, paint, markers, lipstick, ink or tar, use acetone on a clean white cloth. Wipe the area with a damp cloth afterwards to remove the residue.
- Sweep, dust, and or vacuum regularly. Use the hard floor attachment on your vacuum if available.
- Avoid steel wool and other abrasives.
- Do not use any type of buffing or polishing machine.

B. Title

B.1. Avoid

- Cleaners with acid or bleach for routine maintenance.
- Wax-based cleaners and oil-based detergents.
- Harsh cleaning aids such as steel wool.

B.2. Invest

- High quality floor mats and protective pads under heavy furniture.
- Floor mats at entrances and exits (collect and trap corrosive substances from being tracked in)
- Place mats in high traffic areas to reduce wear

B.3. Basic maintenance

- Sweep and/or vacuum before using cleaning products.
- Damp mop the tile at least once a week

B.4. Glazed Tile (Common)

- Clean regularly with an all-purpose, non-oil-based household cleaner.

B.5. Unglazed Tile (More rare)

- Use concentrated tile cleaners that have a neutral pH for regular cleaning.
- Check to be sure the cleaner is intended for the application, use, and traffic level.

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C. Stone

C.1. Do's

- Dust mop floors frequently.
- Clean surfaces with mild detergent or stone soap.
- Rinse and dry the surface with water after washing.
- Blot spills immediately.
- Protect surfaces with non-slip mats, rugs, coasters, and trivets.

C.2. Don'ts

- Use vinegar, lemon juice, or other cleaners containing acids.
- Use abrasive cleaners.
- Mix bleach and ammonia Use worn vacuum cleaners that many scratch the stones surface.

Bath and Other

Wet Areas It is important to remove soap scum or hard water deposits before they have the opportunity to build up. In wet areas, using a squeegee after each use can minimize soap scum and hard water deposit buildup.

What to do when a spill occurs

No matter how careful you are, spills are going to happen. A quick response and the right solutions can keep spills from damaging your sealed stone or wood surfaces.

A. Etch Marks

- Substances that are acidic, such as fruit juices, coffee, vinegar, wine, tomato products, mustard, and many soft drinks can "etch" most marble, granite, and travertine surfaces- whether the stone is sealed or not. Although sealing allows you time to wipe up a spill, it cannot stop the chemical reaction that may leave a dull area or etch mark in the stone. In addition, cleaners not specifically designed for natural stone are not recommended. These may etch away the polish, discolor the surface, scratch the stone, or degrade the sealer.

B. Food Spills

- Remove food with a plastic spoon. Blot with a dry white cloth. Wipe off any excess with a clean cloth and use a recommended clean cloth and use a recommended cleaner for natural stone or wood. Mud Let the mud dry completely. Remove dried mud with a soft brush. Wipe off any excess with a clean cloth and use a recommended cleaner for natural stone or wood.

C. Oily Stains

- If a stain has an oil base (from foods such as salad and cooking oils, butter, or some cosmetics) you may be able to remove the stain using a poultice.

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Homeowner Maintenance Responsibility

Performance of residential structures depends on not only the proper design and construction but also on the proper foundation maintenance program. Every homeowner should conduct a yearly observation of foundation and flatwork and do any maintenance necessary to improve drainage and minimize infiltrations of water from rain and lawn watering. This is important especially during the first 10 years of a newly built home because this is usually the time of the most severe adjustments between the new construction and its environment.

The homeowner is responsible for any paint touch up or caulking due to material shrinkage or separation after move in both the interior and exterior of the home. Please refer to the Limited Builders Warranty Agreement on non-warrantable items.

Clogs in plumbing drains are a common occurrence and are generally outside the scope of your warranty. If a clog occurs, it is recommended to use only drain cleaning products approved for PVC piping. The use of plungers can clear some clogs; however, it is recommended that toilets not be plunged more than two to four times to remove any clog. Repeated plunging could result in the failure of the wax seal and lead to a leak that would not be covered by your warranty.

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Facts about condensation

Foggy windows are a common issue in many homes, especially during winter cold snaps. Some homeowners think it's caused by defective windows or poor installation. If you're a diligent builder, however, you'll know only too well that's not the case.

Window condensation is caused by excess humidity

When a house has high levels of humidity, water vapor in the air tries to find a way out. Because modern buildings are designed to be air-tight and keep the cold out, they also trap moisture inside. So, when the vapor comes in contact with glass windows that are cooled from the outside, it condenses into drops of water. The moisture that forms on the glass is condensation.

Family lifestyle affects humidity levels

There are activities being performed every day around the house that generate moisture. These, in turn, increase humidity levels. Examples include cooking, showering or bathing, and washing clothes. You'll often find that houses in the same location and built the same way have different humidity levels. Keep in mind what household activities occur in a home. If you know you're dealing with a family of six, then expect the daily hustle and bustle to encourage the generation of moisture, and thus high humidity in the house.

An uncontrolled indoor temperature promotes interior condensation

Condensation on the interior side of the window glass is most likely due to high indoor humidity. This can be prevented by striking a balance between the indoor and outdoor temperatures. As the outside temperature drops, a high interior humidity level will produce condensation. You can avoid issues like this by installing dual-paned, insulating glass (IG) units that do not easily fog up in high humidity. A Low-E coating on the glass will also reduce heat loss and block UV rays. Placing vents and exhaust fans in humid rooms like the kitchen and bathroom will improve air circulation and reduce moisture levels. A humidistat in living spaces is beneficial as well.

Outdoor environmental conditions cause exterior condensation

Window glass that is cooler than the outside air will create condensation on the exterior side of the glass. This will evaporate as the glass warms up. Good air circulation outside the window will also help the water evaporate faster. Survey the surrounding areas directly outside the windows and around the rest of the house. Shrubbery, trees, and structures can limit the amount of air that circulates throughout the vicinity of the house. Knowing the typical weather conditions in the region will also help you predict the

possibility of exterior condensation.

Different types of windows will be affected by condensation differently

All window types are prone to condensation. Nevertheless, they have particular ways of responding to moisture. When identifying how you can minimize potential damage from condensation, know your options for window materials:

- Wooden windows should be properly finished or painted. Wood is porous, so moisture can easily seep into and through the material.
- Vinyl windows are outfitted with a "weep" system that drains water out. They will be fine as long as the drainage holes are not blocked with dirt.
- Aluminum windows are very susceptible to condensation because they transfer heat. The aluminum frame quickly becomes colder than the surrounding air.

Condensation can be costly and dangerous

Excess moisture on windows can cause costly problems to a house in the form of decaying wood, peeling paint, and buckling floors. Health hazards like mold and mildew growth might also present themselves.

Always remember that prevention is better than cure!

Source: https://www.builderup.com/article/6-Facts-About-Window-Condensation
More information: https://www.americorphomes.com/guides/capitolCondensation.pdf