

Moyes Family Homes

Warranty Manual



MOYES
FAMILY  HOMES

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Welcome

Message

Congratulations on your decision to purchase a new home from Moyes Family Homes. We share your excitement about your new residence and look forward to having your home built.

Moyes Family Homes structured this Homeowner Manual to assist you during and after the purchase of your home. The information presented here will answer many questions and prepare you for each step of the new home experience, making this exciting time easier. In addition to guiding you through the process of purchasing and building, this manual provides you with maintenance guidelines and a description of our limited warranty program, component by component.

Please take time to review this material thoroughly. Note the amount of detail we have provided. Your new home will receive the same attention to detail.

Your manual will provide a useful record of information about your new home.

If you need clarification or additional details about any topic discussed, please give us a call. We are delighted to welcome you as part of the Moyes Family Homes family and are ready to serve you. ***Your first contact for questions will be the Moyes Family Homes Customer Service Department 888-735-6295.***

Sincerely,

Moyes Family Homes

What Happens Next?

An Overview of Your New Home Experience

Purchasing a new home is an exciting experience. The process is also complex, with many details to be decided and arranged. While Moyes Family Homes is building your new home, you participate by taking care of several important aspects of your purchase.

Building a new home is an investment of your money, your emotions, and your time. Many of the tasks will require your attention during regular business hours, Monday through Friday, usually between 8:00 a.m. and 5:00 p.m.

Purchasing Your Home

The purchase agreement and various addenda constitute the legal understanding regarding the purchase of your new home. Please read the purchase agreement and all attachments carefully. As with any legal agreement, you may wish to have your attorney review them. Once all the paperwork has been signed, we suggest you keep a copy for your future records.

Construction of your Home

Several tasks need to be completed prior to the start of construction. Some of these are our job; some are yours. Near the beginning of construction, we will offer to meet with you at a Preconstruction Conference to review plans and specifications one final time. Next, we will invite you to tour your new home with us when your home reaches the mechanical stage, just before insulation is installed.

Homeowner Orientation

The homeowner orientation has two purposes. The first is to demonstrate the features of your home and discuss maintenance and our limited warranty program. Equally important, we want to confirm that we have delivered your new home at the quality level described in our documents and shown in our model homes and with all your selections correctly installed. For detailed information, please contact your sales agent or the project superintendent for more information.

Homeowner Checklist and Maintenance Schedules

Many of your responsibilities as an owner and Moyes Family Homes' responsibilities under the terms of our limited warranty are discussed in the Homeowner Checklist and Maintenance Schedules. Begin to become familiar with the home maintenance you should complete and our warranty service commitment to you. Moyes Family Homes plans two standard contacts with you during the warranty-The first is 90 days after your closing and the second is 12 months after closing.

Your Feedback and Suggestions

Our desire to maintain open communication with you extends through the buying process and after your move-in. In an effort to improve the product and service we provide; we welcome your comments on how we've performed. Our goal is to build the best home and the best customer relationship possible. Your feedback helps us reach that goal.

As time passes, if your housing should change, we are ready at any time to build you another home. We also appreciate referrals. Our office is always happy to provide you with information about where we are currently building and the products we offer to the best of our abilities.

Who's *Who?*

Some Names You Should Know

Two-way communication is vital to a mutually satisfactory relationship. Understanding what is happening and knowing who to contact can smooth the home-buying process. We believe that it is our responsibility to establish and maintain clear lines of communication. The professionals listed below are glad to assist you or find the answers to your questions.

Builder:

Moyes Family Homes

PO Box 2434

Pinedale, WY 82941

888-735-6295

Email: customerservice@moyesfamilyhomes.com

Sales Team:

Jackie Hillen

307-699-7124

Email: jackiehillen@gmail.com

Title Company:

First American Title Insurance Company

15 S Fremont Ave, Pinedale, WY 82941

307-367-2588

New Home

Selections

Standard Features– Confirm your understanding of which features are included in your new home.

Optional Features– You can select from many popular options to personalize your new home.

Selection Hints– Reminders to guide you through the selection process.

Selection Locations– Names and locations of showrooms where you can view selections and options.

Buyer Start Sheet– The form you sign confirming all selections and changes are complete and telling us to start your home.

Change Orders– Moyes Family Homes will consider requests for changes after you sign the Buyer Start Order in accordance with the schedule and fees described here.

New Home *Selections*

Continued

Part of the fun of buying a new home is selecting features, finish materials, and colors. You will make these choices at the Moyes Family Homes' design or sales office. Location and contact information will be provided to you by your sales agent. As you make choices for your new home, consider your present and future lifestyle. Consider your family's daily activities, hobbies, and work; the kind of entertainment you do, and your family's holiday traditions.

Standard Features- Each floor plan includes a substantial number of standard features as listed on the standard features sheet available from our sales center. Please review this information carefully to prevent any misunderstandings about which features are included in the base price of your new home. To delete a standard feature, complete and submit a change order with your selection sheets. If you have any questions, your sales agent will be able to assist you.

Optional Features-Based on feedback from our customers, Moyes Family Homes has developed a list of the most popular options that are available for home plans in your new community. This list and the current pricing of these items are available from your sales agent. This list is updated regularly based on feedback from our customers and fluctuations in costs.

Our options list is organized by components: cabinet, electrical, floor covering, plumbing, and so on. To include an optional item in your new home, simply list the item on your selection forms. Additional fees may apply.

New Home *Selections*

Continued

Custom Features- The possibilities for your new home far exceed the popular ideas we suggest on our options list. In addition to the available options, you may have custom features you want us to consider incorporating into your new home.

Think, dream imagine, look— we will assist you in any way that we can to make these decisions as early as possible. Please keep in mind that your new neighbors have this same opportunity and may request still other features. We make no claim that we mention or offer every possible idea.

Selection Hints- Moyes Family Homes provides you with selection sheets that list the choices you need to make. Schedule a time to visit our design center and/or model homes, to make your selections as soon as possible. Your prompt completion of these selections helps prevent delays caused by backorders.

Allowances- Decorating choices that exceed the specified allowances, such as those for floor coverings, countertops, or light fixtures, will require additional payment or non-refundable deposits.

New Home *Selections*

Continued

Colors-You are welcome to bring cushions or swatches to showrooms to coordinate colors. View color samples in both natural and artificial light to get an accurate impression of the color. Variations between samples and actual material installed can occur. This is because of the manufacturer's coloring process (dye lots) and the fact that over time, sunlight, and other environmental factors affect the samples. Some colors will appear different when seen in a large area as opposed to the sample.

Exterior Choices- Your homeowner association and selections your future neighbors have made may limit your choices for exterior finish materials or colors. The sooner you make your selections, the more choices you have. Viewing existing homes is one way to select exterior colors. Selections often look different on a full-size home. Some colors require extra coverage which can impact the cost.

Availability-If a selection you make turns out to be unavailable, we will contact you and request that you make a different selection. Because so many choices are offered, Moyes Family Homes is unable to predict when a particular manufacturer or supplier may discontinue any particular item. We regret any inconvenience this causes. Similarly, materials readily available when your home is built may not be available in years to come if replacements are needed.

Final Option *Addendum*

When you have completed selections for your new home, sign the Final Option Addendum (a copy will be given to you upon request) which notifies us that we can finalize the orders for your home and schedule the start of construction.

Once you sign the Final Option Addendum, Moyes Family Homes orders materials and schedules labor to build your home.

Administrative fees apply to any requested changes to your plans and specifications after this point.

Change Orders- Moyes Family Homes uses a change order form to describe and document all changes you may request to your new home's specifications. Change orders fall into two categories. You may decide to:

- Add or delete items from the options list after signing your selection sheets.
- Change a selection previously ordered.

In order to deliver your home as close as possible to the target date, we order many items well in advance of installation. Once a particular item is ordered, making further changes may involve adjusting the planned delivery date and additional costs. By requesting all changes prior to signing the Buyer Start Sheet, you avoid both. All change orders are subject to a processing fee in addition to the actual costs of the proposed changes.

Final Option

Addendum

Continued

Processing- When you request a change, the sales counselor will document the request and submit it for approval and, in the case of custom changes, pricing. Pricing of custom change requests can take up to 5 to 10 business days.

Sometimes a seemingly minor change impacts other elements of the home and therefore may come with hidden costs—for example, if you order a ceiling fan, the framing that will hold it is reinforced. Changes of any kind involving square footage, windows, or elevation are not allowed. The cost of deleted optional items may be credited to you although administrative fees are non-refundable.

Information on pricing and any schedule adjustment is returned to your sales counselor who will then contact you for a final decision. If you elect to proceed with the change, we ask that you sign the change order and make full payment. Change orders that remain unsigned or unpaid become null and void upon the expiration date shown on the change order.

For the protection of all concerned, all changes are documented and incorporated into your new home only after

- Moyes Family Homes has approved and signed the change.
- You have approved, signed, and paid for the change prior to its expiration date.
- The applicable building department has approved the change, when applicable.

Final Option

Addendum

Continued

Our contracts with our trade contractors prohibit them from making any changes to plans or specifications without written change order authorization from Moyes Family Homes.

Cutoff Points for Changes

Moyes Family Homes reserves the right to deny any changes.

Construction of *Your Home*

Preconstruction Meeting– A meeting to review your plans, selection, changes, and the protocols of the construction process.

Start of Construction– Once you sign the Buyer Start Sheet, Moyes Family Homes attends to several tasks before starting construction.

Safety– Please respect the potentially dangerous nature of a construction site and follow our site visit policies.

Pre-Drywall Tour– Your second meeting with your builder provides an opportunity to see the quality inside the walls of your new home and confirm that selections and change orders are correct so far.

Locks and Keys– Once you use your housekeys, only your keys will open your home.

Plans and Specifications– No two homes are alike.

Quality– We monitor work on your home to note and correct any errors that occur and ensure that the home we deliver meets the standards we promised you.

Single Source– Moyes Family Homes selects all personnel and orders all materials that go into your home.

Trade Contractors– Trades people have no authority to make changes without Moyes Family Homes written change order and are unaware of all the elements in your home; any questions you have should be communicated through your salesperson.

Construction Sequence– An overview of the major steps typically followed in building a home.

Our Customer Wants to Know– Please document any questions you have about your home during construction and forward them to your sales agent or Customer Service Team.

Construction of *Your Home*

Continued

The construction of a new home differs from other manufacturing processes in several ways. By keeping these differences in mind, you can enjoy observing the construction process as we build your new home.

- As a consumer, you rarely have the opportunity to watch as the products you purchase are created. Your new home is created in front of you.
- You have more opportunity for input into the design and finish details of a new home than for most other products. Our success in personalizing your home depends on effective and timely communication of your choices.

Preconstruction Meeting (aka PreCon)

You will have the opportunity to meet with your builder twice during this process. The first of these is a preconstruction meeting (the second is the pre-drywall tour described later in this section). Your sales counselor schedules this appointment once all of your selections are completed. This meeting takes approximately 60 to 90 minutes and will be scheduled Monday through Friday from 8:00 am through 3:00 pm.

The purpose of the preconstruction meeting is to conduct a comprehensive review of your final plans and specifications as well as the building process itself. We will discuss such things as site visits, questions, trade contractor communication, change orders, and target delivery date. An example of our agenda is included on the next page.

Construction of *Your Home*

Continued

Start of Construction-Before construction of your home can begin, Moyes Family Homes has several important tasks to accomplish that involve outside people and entities. For example:

- Structural changes you decided to make to the plans may necessitate revision of engineering for the home. This must be completed prior to applying for a building permit and can take from several days to several weeks.
- Residential construction requires that we obtain a building permit. The process varies and can take a few days to many weeks depending on the volume of applications being processed by the building department. This volume varies from month to month.
- The time of year may affect the start date because of the weather conditions.

Safety-We understand that you may want to visit your new home between these construction reviews. However, although a new home construction site is exciting, it can also be dangerous. In addition, site visits can also disrupt production schedules and your safety is of prime importance to us. Therefore, if a site visit becomes necessary, it must be arranged with your sales agent and then coordinated with construction staff. These arrangements usually take a few days to coordinate, and it is possible that, depending on circumstances, a site visit will not be possible. We require that you wear a hard hat and that a member of our staff accompany you during your visit.

Construction of *Your Home*

Continued

Please observe commonsense safety procedures at all times when visiting:

- Keep older children within view and younger children within reach or plan to leave them elsewhere when visiting the site.
- Do not walk backward, even one step. Look in the direction you are moving in at all times.
- Watch for boards, cords, tools, nails, or construction materials that might cause tripping, puncture wounds, or other injury.
- Do not enter any level of a home that is not equipped with stairs and rails.
- Stay a minimum of six feet from all excavations.
- In addition to safety considerations, be aware of the possibility that mud, paint, drywall compound, and other construction materials are in use and can get onto your clothing.

Pre-Drywall Tour-Many buyers appreciate the opportunity to tour their home just after the rough mechanical stage, before insulation. The rooms have begun to take shape, but the inner workings are still visible. This is an opportunity for you to see the quality that goes inside the walls of your home. Although this is not an opportunity to request changes, the meeting does give all of us an opportunity to confirm that we are correctly installing the options you ordered or approved changes you requested. As with the preconstruction meeting, your pre-drywall tour is scheduled by your sales counselor. You will meet your builder at your new home. Pre-Drywall tours usually take 20 to 30 minutes. Please understand that if for any reason you are unavailable to attend this meeting, we must continue with construction.

Construction of *Your Home*

Continued

Locks and Keys- Once exterior doors and locks are installed, we will access your home with a construction master key. Company policy prohibits staff members from loaning these keys to customers. When you take possession, using your permanent key in the locks for the first time will reposition the lock tumblers and the construction master keys will no longer open your home.

Plans and Specifications- The building department of the city or county where your home is to be located must review and approve the plans and specifications for your home. We construct each home to comply with the plans and specifications approved by the applicable building department. Your specifications become part of our agreements with trade contractors and suppliers. Only written instructions from Moyes Family Homes can change these contracts. Many factors can cause variations between the model home you viewed and the home we deliver to you.

Regulatory Changes- From time to time, city or county agencies adopt new codes or regulations that can affect your home. Such changes are usually adopted in the interest of safety and are legal requirements with which Moyes Family Homes must comply. Therefore, builders may construct the same floor plan slightly differently in two different jurisdictions or at two different times within the same jurisdiction.

Construction of *Your Home*

Continued

Individual Foundation Designs-Another area where variations among homes can appear is in the foundation system. The foundation design is specific to each lot. Based on the results of a soil test, an engineer determines which foundation system to use. Because of variations in soil conditions among lots, your foundation may differ from your neighbors' foundation or that of the same home in another neighborhood.

Topography and Home Site Conditions-Because each home site is shaped differently, the position of your home on the site may vary from others in the community. You will receive a copy of a plot plan, a drawing that shows you the home's position on your home site, at your preconstruction conference. In addition, the exterior elevations of each home are affected by the topography, or surface contours, of your home site. For instance, slope on the site may affect the number and configuration of the driveway, walks, steps, and rails. Exterior finish varies in accordance with the slope on the site and retaining walls are sometimes needed for extreme conditions. Moyes Family Homes identifies existing trees on your home site that must be removed to create room for your home, drive, and so on. Our construction practices include steps intended to keep other trees in a healthy condition. However, because the reaction of trees to construction activities and your new home is outside our control; we cannot guarantee the health or survival of any existing trees.

Construction of *Your Home*

Continued

Utilities and Mailboxes- The location of meters, phone and electrical junction boxes, and mailboxes are examples of items outside the control of Moyes Family Homes. The authority of the utility companies and the U.S. Postal Service to designate the placement of these items is well established.

Changes in Materials, Products, and Methods- The new construction home industry, building trades, and product manufacturers are continually working to improve methods and products. In addition, manufacturers sometimes make model changes that can impact the final product. The model homes will show the appliances that were current when the models were built although your home may have a more recent version. In all instances, as required by your purchase agreement, any substitution of method or product that we make will have equal or better quality than that shown in our models. Since such substitutions or changes may become necessary because of matters outside our control, we reserve the right to make them without notification.

Models- Model homes can be equipped with larger capacity heating/cooling systems to accommodate high traffic; models also display decorator items, window coverings, and furnishings. Mature landscaping, fences, lighting, fountains, signs, and flags are other examples of items which are not part of the home we will be building for you. Please review your home's specs as well as info Moyes Family Homes provides about optional items displayed in the models carefully to avoid misunderstandings. Contact your sales agent with any questions. Please measure window coverings in your home when it is completed rather than in any model.

Construction of *Your Home*

Continued

Construction Innovations- You may be aware of various home construction methods and materials from watching television programs or exploring the Internet. Moyes Family Homes routinely reviews new approaches with a focus on building homes with materials and methods that perform predictably and to our standards. While we will be happy to discuss alternative methods and materials you may be interested in, we take a conservative approach to utilizing new approaches until they have been proven over time. In addition, what is appropriate for a home in one area may not be appropriate for your home because of soil, climate, and other conditions.

Natural Variations- Dozens of trade contractors have assembled your home. The same individuals rarely work on every home and, even if they did, each one would still be unique. The exact placement of switches, outlets, registers, and so on will vary slightly from the model and other homes of the same floor plan.

Quality- Our company will build your new home to the quality standards described in our documents and demonstrated in our model homes. Each new home is a handcrafted product—combining art, science, and raw labor. The efforts of many people with varying degrees of knowledge, experience, and skill come together.

Construction of *Your Home*

Continued

Errors and Omissions- From time to time during a process that takes several months and involves dozens of people, an error or omission may occur. We have systems and procedures for inspecting our homes to ensure that the level of quality meets our requirements. We inspect every step of construction and are responsible for quality control. In addition, the county, city, or an engineer conducts a number of inspections at different stages of construction. Your home must pass each inspection before construction continues.

Your Questions-We also respect your interest and appreciate your attachment to the new home. Therefore, your input into our system is welcome. However, to avoid duplication of efforts, confusion, misunderstandings, or compounding errors, we ask that you first check your purchase documents to review what you ordered and the specifications for construction of your home. If you still believe we are in error, do one of two things:

1. Bring your concern up at the frame stage tour.

2. Contact your sales agent, in writing, with your question. Also keep the following points in mind once you have notified the builder of a concern:

- Your concern may involve a detail Moyes Family Homes has already noticed or appreciates your pointing out. Still, correction may not occur immediately. Trades and suppliers often impose trip charges for extra visits to the home site so to be efficient, we may schedule the correction for the next routine visit. Also, a particular trade may be unavailable on short notice.
- Work may simply be incomplete; an early stage can look wrong to you but be exactly right when finished.

Construction of *Your Home*

Continued

Ugly Duckling Stages- During the construction process, every home being built experiences some days when it is not at its best. Homes under construction endure wind, rain, snow, foot traffic, and activities that generate noise, dust, and trash. Material scraps are a byproduct of the process. Although your new home is cleaned by each trade upon completion of their portion of the work, during your visits you will encounter some messy moments. Keep in mind that the completed homes you toured also once endured these "ugly duckling" stages.

Single Source- Moyes Family Homes is a single source company. That means that we select all personnel and companies who will contribute to your home. We order all materials and products from suppliers with whom we have established relationships. Although sweat equity arrangements are unavailable as a part of our purchase agreement, you are welcome to add your personal touches to the home after you close and take possession of it.

Schedules- The delivery date for your new home begins as an estimate. Until the roof is on and the structure is enclosed, weather can dramatically affect the delivery date. Even after the home itself is past the potential for weather-related delays, weather can severely impact installation of utility services, final grading, and concrete flatwork, to mention a few examples. Extended periods of wet weather or freezing temperatures bring work to a stop in the entire region. When favorable conditions return, the trade's people go back to work, picking up where they left off. Please understand that they are as eager as you are to get caught up and to see progress on your home.

Homeowner *Orientation*

Your homeowner orientation is an introduction to your new home and its many features. We plan this walkthrough to review the quality of construction and to orient you to your new home and to ensure most, if not all, of the items found on the first walk are resolved and to answer any questions, you may have about the Warranty and this manual. The two walks are usually scheduled a few business days apart.

Scheduling- We schedule the orientation with you as your home nears completion, typically several days before your closing. Appointments are available Monday through Friday, 8:00 a.m. to 2:00 p.m., especially in winter months, beginning by 2:00 P.M. assures sufficient daylight to view all surfaces sufficiently. We meet at your new home. Expect your orientation to take approximately 2 hours.

Last-Minute Activity- If you visit your home a day or two prior to orientation, you may notice dozens of details that need attention. During the last few days just prior to your orientation appointment, many trades people and Moyes Family Homes employees will be working in your home. They are completing last-minute adjustments and fine-tuning your home. These finishing touches cannot be performed until all of the parts have been installed. What seems like a rush of activity is a normal part of the construction process.

Bring Questions- If you have not already done so, please read the maintenance information, limited warranty, and warranty guidelines towards the end of this manual. If you have questions, make note of them to bring up at the orientation.

Homeowner *Orientation*

Continued

Cosmetic Surfaces- Cosmetic surface damage caused during construction is readily noticeable during orientation. Such damage can also occur during the move-in process or through daily activities. Therefore, during your orientation, we will confirm that all surfaces are in good and acceptable condition.

Any details that need attention will be listed on your orientation forms. After we correct any items noted during the orientation, repair of cosmetic surface damage is your responsibility. Additional details appear on the orientation forms.

Our limited warranty specifically excludes repairs for damage caused by moving in or living in the home. If your movers scratch the entry floor bringing the piano in, notify the moving company. If you splinter some wood trim and break a taillight backing out of your new garage, repairs to the garage and the car are your responsibility. Moyes Family Homes is always available to assist you with information about cosmetic repairs you may need to make.

Attire- Wear shoes that are convenient to get off and on. We will tour both the exterior and interior of your home. Anticipate that some dust, bending, kneeling, and reaching may be encountered.

Get Involved- Plan to listen carefully and take a hands-on approach. Push buttons, lock locks, and flip breakers. This helps you remember the dozens of details we cover.

Homeowner *Orientation*

Continued

Quality-The overall quality of your home should equal that shown in our models and described in your purchase documents. We list items we agree need further attention and arrange appropriate work.

Orientation items fall into several categories:

- Incomplete or missing (Cabinet knob not installed.)
- Incorrect (Porch light should be polished brass, not antique.)
- Dysfunctional (Bath fan does not come on.)
- Below company standard (Mitered corner rough, top right of den door, hallway side.)
- Damaged (Scrape on wall from carpet installation.)
- Unclean (Mud on the garage floor.)

At some point, quality ceases to be scientific and becomes a matter of personal taste. In a few areas, your personal standards may be even higher than ours. Our commitment to you is that we will deliver what we promised. If you wish to make it even better after moving in, we will be happy to assist you with information.

Completion of Items- Moyes Family Homes takes responsibility for resolving any items noted. We will complete most items before your move-in. If work needs to be performed in your new home after your move-in, construction personnel are available for appointments Monday through Friday, 8:00 a.m. to 4:00 p.m. Under normal circumstances, you can expect us to resolve all items within a few weeks. We will inform you of any delays caused by back-ordered materials. Please note that we will correct only those items listed.

No verbal commitments of any kind will be honored by Moyes Family Homes.

Caring for *Your Home*

Moyes Family Homes has constructed your home with carefully selected materials and the effort of experienced craftsmen and laborers under the supervision of our field personnel, with the administrative support of our office personnel. Although this group works from detailed plans and specifications, no two homes are exactly alike. Each one is unique; a home is one of the last hand-built products left in the world. Over time, each behaves differently.

Although quality materials and workmanship have been used in creating your home, similar to an automobile, it requires care from the first day. Regular homeowner maintenance is essential to providing a quality home for a lifetime. This section of our manual was assembled in order to assist you in that effort.

Prompt Attention- In addition to routine care, many times minor maintenance attention provided immediately saves you a more serious, time-consuming, and sometimes costly repair later. Note also that neglecting routine maintenance can void applicable limited warranty coverage on all or part of your home.

By caring for your new home attentively, you ensure uninterrupted warranty coverage as well as the enjoyment of your new home for many years to come. The attention provided by each homeowner contributes significantly to the overall desirability of the community.

Caring for *Your Home*

Continued

Homeowner Use and Maintenance Guidelines- We are proud of the homes we build and the neighborhoods in which we build them. We strive to create lasting value. This is best achieved when you, as the homeowner, know and perform appropriate maintenance tasks. Periodic maintenance is necessary because of normal wear and tear, the inherent characteristics of the materials used in your home, and normal service required by the mechanical systems. Natural fluctuations in temperature and humidity also affect your home, resulting in maintenance items. The natural and manufactured materials, the components interact with each other and the environment.

We recognize that it is impossible to anticipate and describe every attention needed for good home care. We focused on items that homeowners commonly ask about. The subjects are listed in alphabetical order to make finding answers to your questions convenient. Because we offer home buyers a variety of floor plans and optional features, this manual may discuss components that are not present in your home.

Please read the literature provided by the manufacturers of consumer products and other items in your home. The information in that literature is not 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.

Caring for *Your Home*

Continued

Activate specific manufacturer's warranties by completing and mailing any registration cards included with their literature. In some cases, manufacturer's warranties may extend beyond the first year and it is in your best interests to be aware of such coverage

Before you perform maintenance such as painting and replacing exterior items, please consult your **Homeowners Association or your CC&R's** to be sure that the work you plan meets the guidelines that have been established for your neighborhood. Be especially careful when you repaint with a different color, erect new structures or fences, add to or change your landscaping or install window coverings that are visible from outside the home. Please refer to your CC&R documents for further information. If applicable, you may need prior approval from your Homeowners' Association and/or Architectural Control Committee.

Moyes Family Homes Limited Warranty Guidelines- While we strive to build a defect-free home, we are realistic enough to know that, with repeated use, an item in the home may fail to perform as it should. When this occurs, we will make the necessary corrections, so the item meets our warranty guidelines. In support of this commitment, Moyes Family Homes provides you with a limited warranty.

Corrective Actions-In addition, this manual includes details about the criteria we will use to evaluate concerns you report. The purpose is to let you know what our warranty commitment is for the typical concerns that can come up in a new home. The manual describes the corrective action we will take in many common situations.

Caring for *Your Home*

Continued

We Sometimes Break Our Own Rules–In Your Favor- Our criteria for qualifying warranty repairs are based on typical industry practices in our region and meet or exceed those practices. Please note that we reserve the right, at our discretion, to exceed these guidelines if common sense or individual circumstances make that appropriate, without being obligated to exceed all guidelines to a similar degree or for other homeowners whose circumstances are different.

We Sometimes Say No- With a product as complex as a home, different viewpoints regarding which tasks are homeowner maintenance responsibilities and which are Moyes Family Homes warranty responsibilities are possible. If you request warranty service on a maintenance item, we will explain to you the steps you should take to care of the item. We are available to answer your home-care questions during and after your warranty period. Providing normal maintenance for your home is your job.

Warranty Reporting Procedures- Providing a warranty service for a new home is more complicated than for other products. When you purchased your home, you actually purchased hundreds of items and the work of 35 to 50 independent trade contractors. With so many details and people involved, a planned system is essential. Our warranty service system is designed based on a written report of non-emergency items. This provides you with the maximum protection and allows us to operate efficiently, thereby providing faster service to all homeowners. Emergency reports are the only service requests we accept by phone. Please put all non-emergency service requests in writing.

Caring for *Your Home*

Continued

You will be contacted for an appointment to review your warranty items. Keep a copy of your records. This written system permits Moyes Family Homes personnel to focus their time producing results for you and following up. Experience has taught us that accuracy and efficiency suffer when we work outside this system and sacrifice careful documentation. We plan two standard warranty contacts with you. The first is 90 days after your closing and the second is 12 months after closing. We also have emergency response procedures and have provided miscellaneous warranty requests between the standard 90-day and 12-month reports. Service for your appliances is handled differently as they are warrantied through the manufacturer directly. Please use the literature left behind along with the model and serial number on the unit itself.

90-Day Report-For your convenience and in order for our service program to operate at maximum efficiency, we will contact you when your 90-day warranty list is ready to be reviewed. This allows you sufficient time to become settled in your new home and to use most components repeatedly. As you notice items such as vinyl, doors needing adjustment etc., jot them down and we'll reference them during the walkthrough.

12-Month Report- Near the end of the 12th month of your materials and workmanship warranty, we will contact you again to see if you have any items to report. We will also be happy to discuss any maintenance questions you may have at that time. Again, keep notations of items. This is also the best time for you to request the "one-time" repairs we offer on several components such as drywall, paint, tile etc.

Caring for *Your Home*

Continued

Emergency Service- While emergency warranty situations are rare, when they occur, prompt response is essential. In the event of an emergency (as defined below), you should immediately contact us by telephone to report the problem. “Emergency” situations include:

- Total loss of heat /AC when the outside temperature is below 45/above 95 degrees F.
- Total loss of electricity. (Check with your utility company before reporting this circumstance to Moyes Family Homes or an electrician.)
- Total stoppage of sewer and/or plumbing system. This means none of your sinks, tubs or toilets will function properly. If one fixture is working, it is not an emergency.
- Total loss of water. (Check with the water department to be certain the problem is not a general outage in the area.)
- Plumbing leak that requires the entire water supply to be shut off.
- Gas leak. (Contact your utility company immediately upon detection of a gas leak)

**For emergency service during business hours, please call Moyes
Family Homes office:
(888) 835-6295**

Note that if a service (gas, electricity, water) is out in an entire area, attention from the local utility company is needed. Trade subcontractors are unable to help with such outages.

Caring for *Your Home*

Continued

Roof Leak- While we agree with homeowners that a roof leak is indeed an emergency, the reality is that repairs cannot safely or effectively be performed while the roof is wet. During business hours, contact our office with the information, take appropriate steps to mitigate damage, and we will follow up when conditions make repairs possible. (See *Roof* for more details.)

Other Emergencies- In addition to emergency situations covered by our limited warranty, be prepared for other kinds of emergencies. Post phone numbers for the fire department, police, paramedics, and poison control near phones in your home. Have companies in mind in the event you need a locksmith, water extraction, glass breakage repair, or sewer service. If you are new to the area, neighbors may be able to recommend good service providers. Introduce your children to neighbors who might be available to help in an emergency if you are not home.

Kitchen Appliance Warranties- The manufacturers of kitchen appliances have asked to work directly with homeowners if any repairs are needed for their products. Customer service phone numbers are listed in the use and care materials for each appliance. Be prepared to provide the model and serial number of the item and the closing date on your home. Appliance warranties are generally for 1 year from close of escrow; refer to the literature provided by the manufacturer for complete information.

Caring for *Your Home*

Continued

Warranty Item Processing Procedures- When we receive a warranty service request, we may contact you for an inspection appointment. Warranty inspection appointments are available Monday through Friday, 8:00 a.m. to 4:00 p.m. We inspect the items listed in your written request to confirm warranty coverage and determine appropriate action. Generally, reported items fall into one of three categories:

- Trade subcontractor item
- Moyes Family Homes Customer Service item
- Home maintenance item

If a trade contractor or a Moyes Family Homes employee is required to perform repairs, we issue a warranty work order describing the situation to be addressed. If the item is home maintenance, we will review the maintenance steps with you and offer whatever informational assistance we can. Occasionally, the inspection step is unnecessary. In that case, we issue the needed work orders and notify you that we have done so. Moyes Family Homes does not provide routine home maintenance.

Help Us to Serve You- We can provide our service faster and more accurately if we have all the necessary information. With your request, please include:

- Your name, address, and the phone numbers where you can be reached during business hours.
- A complete description of the problem, for example, "guest bath—cold water line leaks under sink," rather than "plumbing problem."
- Information about your availability or the best days or times to reach you.

Caring for *Your Home*

Continued

Access to Your Home- Moyes Family Homes conducts inspections of interior warranty items only when an adult is available to accompany our representative and point out the items you have listed. Both our in-house service technicians and those of our trade's contractors will likewise perform repairs only when an adult is available to admit them to your home. An adult is a person 18 or older who has your authorization to admit service personnel and sign completed work orders.

We do not accept keys, nor will we permit our trade contractors to accept your key and work in your home without an adult present. While we recognize that this means processing warranty service items may take longer, we believe your peace of mind and security should be our first concern.

Exterior Items-Exterior items can usually be inspected and repaired without an adult present, provided access is available (for instance, no locked gate). However, we will contact you the day prior to any visit and let you know we will have someone on your property. If you prefer to meet with us and discuss the item(s) in question, we are happy to arrange an appointment to do that.

Repair Appointment and Work Hours- Many homeowners ask whether evening and weekend appointment times are available. Moyes Family Homes understands the desire for appointments outside normal business hours. We recognize the trend to services being available "24/7" in many businesses. However, in investigating how such appointments could be arranged, we discovered many factors that make extended service hours impractical.

Caring for *Your Home*

Continued

- A significant portion of repairs require daylight for proper execution. This applies to drywall, paint, and exterior work of almost any type.
- We also found that most of the 35 to 50 independent trade contractors who helped us build your home—many of whom operate as small companies—were unable to work all week and also be available for extended hours. Therefore, the few repairs that could be performed in off-hours failed to eliminate the need for repair appointments during normal hours.
- Administrative staff and supervisors would need to be available to answer questions. Having some personnel work extended hours meant being short staffed during normal business hours.
- When we calculated the impact on wages and salaries for adding more personnel or compensating existing personnel for working non-traditional hours, we found that this affected overhead, and consequently the prices for our homes.

We are still looking for a workable long-term answer to this recognized dilemma. Meanwhile, our warranty hours will be as follows:

Administrative staff: Monday through Friday, 8:00am-4:00pm
Inspection appointments: Monday through Friday, 8:00am-4:00pm
Work appointments: Monday through Friday, 7:00am-4:00pm

Evening and weekend appointments are reserved for emergency situations. We appreciate your understanding and cooperation with these policies.

Caring for *Your Home*

Continued

Pets-Moyes Family Homes respects the pets that many homeowners count as members of their households. To prevent the possibility of an animal getting injured or lost or giving in to its natural curiosity about tools and materials used for repairs, we ask that you restrict all animals to a comfortable location during any warranty visit, whether for inspection or warranty work. This policy is also for the protection of our employees and trades personnel. We have instructed Moyes Family Homes and trades personnel to reschedule the appointment if pets have access to the work area.

Your Belongings-In all work that we perform for our homeowners we are concerned that their personal belongings be protected. When warranty work is needed in your home, we ask that you remove vulnerable items or items that might make performing the repair difficult. Moyes Family Homes and trade personnel will reschedule the repair appointment rather than risk damaging your belongings.

Surfaces-We expect all personnel who work in your home to arrive with appropriate materials to cover the work area, protecting it from damage and catching dust or scraps from the work being performed. Similarly, all personnel should clean up the work area, removing whatever excess materials they brought in. Repair personnel will routinely check the work area for any existing damage to surfaces. They will document any scratches, chips, or other cosmetic damage prior to beginning repairs to avoid any later disagreement about how and when such damage occurred.

Caring for *Your Home*

Continued

Signatures on Work Orders-Signing a work order acknowledges that a technician worked in your home on the date shown and with regard to the items listed. It does not negate any of your rights under the warranty nor does it release us from any confirmed warranty obligation. If you prefer not to sign the work order, the technician will note that, sign the work order and return it to us for our records. If you are dissatisfied with any service we provide, you can note that on the work order or call the warranty office with your feedback. We will review your concerns and determine whether our requirements have been met. While complaints of this type are infrequent, about 50 percent of the time we find the homeowner is correct and more attention is needed.

Completion Time-Regular review of outstanding work orders is part of our office routine. Checking with trades and homeowners alike, we strive to identify the cause for delays and get all warranty work completed within a reasonable amount of time. We intend to complete warranty work orders within a reasonable amount of time unless you are unavailable for access. If a back-ordered part or similar circumstance causes a delay, we will let you know. Likewise, when weather conditions prevent the completion of exterior items, we track those items and follow up to ensure that they are addressed when conditions are right. This can mean a wait of several months.

Missed Appointment-If a Moyes Family Homes employee or a trade person will be late, they should contact you as soon as the delay is recognized, offering you a choice of a later time the same day or a completely different appointment. If you must miss an appointment, we appreciate being alerted as soon as you realize. We can put work orders on "hold" for up to 30 days and re-activate them when your ready.

Customer Service

Summary

The many details of warranty coverage can be confusing. We hope this summary of key points will help. If you do not know whom to contact, call our Customer Service office and we will guide you.

Customer Service Hours

Administrative staff: Monday through Friday, 8:00am-4:00pm

Inspection appointments: Monday through Friday, 8:00am-4:00pm

Work appointments: Monday through Friday, 7:00am-4:00pm.

Appliances- Contact the manufacturer directly with model and serial number, closing date, and description of problem.

Emergency-First, check the troubleshooting tips under several individual headings in this manual. If those tips do not solve the problem, during our business hours (Monday through Friday, 8:00am-4:00pm) call our Customer Service office: **888-735-6295**

After business hours or on weekends or holidays, contact the trade or appropriate utility company directly using the emergency numbers you receive at your orientation.

Non-Emergency-Non-emergency items will be addressed on your 90-day and 12-month visits. It is a good idea to keep a running list of these items as you discover them. If you have questions about this process, please contact our customer service department.

Storm Damage or Other Natural Disaster- Contact your homeowner's insurance immediately. Contain damage as much as possible without endangering yourself. In extreme situations, photograph the damage.

Extended *Absences*

Whether for a vacation, business travel, or other reasons, nearly all of us occasionally leave our homes for days or weeks at a time. With some preparation, such absences can be managed uneventfully. Keep these guidelines in mind and add additional reminders that are appropriate to your situation.

Plan in Advance

- Ask a neighbor to keep an eye on the property. If possible, provide them with a way to reach you while you are away.
- If you will be gone an especially long time (over two weeks) consider arranging for a house sitter.
- Use lighting timers (available at hardware stores)
- Confirm that all insurance policies that cover your property and belongings are current and provide sufficient coverage.

As You Leave

- Unplug electronic devices that might be harmed in an electric storm.
- Leave window coverings in their most typical positions.
- Confirm that all doors and windows are locked, and the deadbolts are engaged.
- Summer: Turn your whole house fan on.
- Winter: Leave doors on cabinets that contain plumbing lines open. Leave room doors open as well. This allows heat to circulate.
- Arm your security system, if applicable.

Specific Home *Components*

Alarm System

Homeowner Use and Maintenance Guidelines

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

Moyes Family Homes Limited Warranty Guidelines

Moyes Family Homes will correct wiring that does not perform as intended for the alarm system. Moyes Family Homes makes no representation that the alarm system will provide the protection for which it is installed or intended.

Appliances

Homeowner Use and Maintenance Guidelines

Read and follow all manufacturer 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 following 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.

Specific Home ***Components***

Continued

Appliances Continued

Registration-Mail warranty registration cards directly to the manufacturer.

We will confirm that all appliance surfaces are in acceptable condition during your orientation. We assign all appliance warranties to you, effective on the date of closing. The appliance manufacturers warrant their products directly to you according to the terms and conditions of these written warranties.

Closing Date: _____

Moyes Family Homes Limited Warranty Guidelines-We confirm that all appliance surfaces are in acceptable condition during your orientation. We assign all appliance warranties to you, effective on the date of closing. The appliance manufacturers warrant their products directly to you according to the terms and conditions of these written warranties.

Appliance Serial Numbers:

RANGE:_____

COOKTOP:_____

OVEN:_____

MICROWAVE:_____

DISHWASHER:_____

DISPOSAL:_____

Specific Home *Components*

Continued

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 into 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 or damage to the ceiling below. Your limited warranty does not cover such injury or damage.

Moyes Family Homes Limited Warranty Guidelines- Moyes Family Homes and the local building department inspect the attic before your closing to confirm the insulation is correct.

Brick/Stone

Homeowner Use and Maintenance Guidelines-Brick is one of the most durable and lowest maintenance finishes for a home's exterior. A record of your brick color is included in your selection sheets.

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

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

Specific Home *Components*

Continued

Brick/Stone Continued

Weep Holes-You may notice small holes in the mortar along the lower row of bricks. These holes allow moisture that has accumulated behind the brick to escape. Do not fill these weep holes or permit landscaping materials to cover them.

Moyes Family Homes Limited Warranty Guidelines- We check the brickwork during the orientation to confirm correct installation of designated materials.

Cracks-One time during the warranty period, Moyes Family Homes will repair masonry cracks that exceed 3/16th of an inch one time. We cannot guarantee exact color and texture matches in mortar and concrete due to the variations in materials, sun exposure and other factors.

Cabinets

Homeowner Use and Maintenance Guidelines-Your selection sheets are your record of the brand, style, and color of cabinets in your 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.

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 crock-pot) too near the cabinet. When operating such appliances, place them in a location that is not directly under a cabinet.

Specific Home ***Components***

Continued

Cabinets Continued

Cleaning- A clean, soft cotton or microfiber cloth for laminate and high gloss cabinetry dampened with warm water. For extra grime fighting, a mild solution of dishwashing liquid (not dishwasher products) mixed with fresh, clean, warm water will take care of dirt and grease. 5% dishwashing liquid to 95% water is a good ratio. After cleaning your stained or painted cabinets, wipe them down with a clean, damp cloth and be sure to dry wet/damp surfaces with another clean, soft cloth. Laminates and high gloss materials **MUST** be dried with a microfiber cloth to avoid scratches.

Moyes Family Homes Limited Warranty Guidelines- During the orientation, we will confirm that all cabinet parts are installed and that their surfaces are in acceptable condition. Due to normal settling of the home, cabinet doors may require adjustment for proper fit. Moyes Family Homes will make such adjustments one time during the warranty period.

Separations-We will correct gaps between cabinets and the ceiling or cabinets and the walls by caulking or other means if the gap exceeds 1/8 inch (locations behind appliances are accepted from this repair).

Warping-If doors or drawer fronts warp in excess of 1/4 inch within 24 inches, we will correct this by adjustment or replacement.

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.

Specific Home *Components*

Continued

Carpet

Homeowner Use and Maintenance Guidelines- Your 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.

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

Cleaning-You can add years to the life of your carpet with regular care. Carpet wears out because of foot traffic and dirt particles that get trampled deep into the pile beyond the suction of the vacuum. The dirt particles wear down the fibers like sandpaper and dull the carpet. The most important thing you can do to protect your carpet is to vacuum it frequently. Vacuum twice a 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. Vacuuming high-traffic areas daily helps keep them clean and maintains the upright position of the nap. Wipe spills and clean stains immediately. For the 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 after 18 months in your home and then once a year after that.

Specific Home *Components*

Continued

Carpet Continued

Crushing- Furniture and traffic may crush a carpet's pile fibers. Frequent vacuuming in high-traffic areas and glides or cups under heavy pieces of furniture can help prevent this. Rotating your furniture to change the traffic pattern in a room promotes more even wear. Some carpets resist matting and crushing because of their level of fiber, but this does not imply or guarantee that no matting or crushing will occur. Heavy traffic areas such as halls and stairways are more susceptible to wear and crushing. This is considered normal wear.

Fading- Science has yet to develop a color that will not fade with time. All carpets will slowly lose some color due to natural and artificial forces in the environment. You can 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.

Filtration- If interior doors are kept closed while the air conditioning is operating, air circulation from the closed room flows through the small space at the bottom of the door. This forces the air over the carpet fibers, which in turn act as a filter, catching particulate pollution. Over time, a noticeable stain develops at the threshold.
See also ghosting

Fuzzing- In loop carpets, fibers may break. Simply clip the excess fibers. If it continues, call a professional.

Specific Home *Components*

Continued

Carpet Continued

Pilling- Pilling or small balls of fiber can appear on your carpet, depending on the type of carpet fiber and the type of traffic. If this occurs, clip off the pills. If they cover a large area, seek professional advice.

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 appears more pronounced than normal. The more dense and uniform the carpet texture, the more visible the seams will be. Carpet styles with low, tight naps result in the most visible seams. Seams are never more visible than when the carpet is first installed. Usually with time, use, and vacuuming the seams become less visible. You can see examples in the model homes of how carpet seams diminish after they have been vacuumed repeatedly and have experienced traffic.

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

Specific Home *Components*

Continued

Carpet Continued

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

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

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 it, 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. Pretest any spot-removal solution in an inconspicuous area before using it in a large area. Apply several drops of the solution, hold a white tissue on the area, and count to ten. Examine both tissue and carpet for dye transfer and check for carpet damage.

Specific Home *Components*

Continued

Carpet Continued

Static-Cooler temperatures outside often contribute to static electricity inside. To avoid the problem, look for carpets made with anti-static. You can also install a humidifier to help control static build-up.

Moyes Family Homes Limited Warranty Guidelines- During your orientation, we will confirm that your carpet is in acceptable condition. We will correct stains or spots noted at this time by cleaning, patching, or replacement. Moyes Family Homes is not responsible for dye lot variations if replacements are made.

Edges-The edges of carpet along moldings and edges of stairs should be held firmly in place. In some areas, metal or other edging material may be used where carpet meets another floor covering.

Seams-Carpet seams will be visible. Moyes Family Homes will repair any gaps or fraying.

Caulk

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.

Moyes Family Homes Limited Warranty Guidelines- During the orientation we confirm that appropriate areas are adequately caulked.

One-Time Repair-We will touch up caulking one time during your materials and workmanship period. We suggest that this be performed with your 12-month service.

Specific Home *Components*

Continued

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. 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 soap. 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 cleansers and whiteners are available at most hardware stores.

Sealing Grout-Sealing grout is your decision and responsibility. Once grout has been sealed, ongoing maintenance of that seal is necessary and limited warranty coverage on grout that has been sealed is void.

Separations-Expect slight separations to occur in the grout between tiles. This grout is for decorative purposes only; it does not hold the tile in place. Cracks in the grout can be filled using premixed grout purchased from flooring or hardware stores. Follow package directions. Tiles around bathtubs or countertops may appear to be pulling up after a time. This is caused by normal shrinkage of grout or caulk and shrinkage of wood members as they dry out. If this occurs, the best remedy is to purchase tub caulk or premixed grout from a hardware store. Follow directions on the container. This maintenance is important to protect the underlying surface from water damage.

Specific Home *Components*

Continued

Ceramic Tile Continued

Moyes Family Homes Limited Warranty Guidelines- During the orientation we confirm that tile and grout areas are in acceptable condition. We will repair or replace cracked, badly chipped, or loose tiles noted at that time. Moyes Family Homes is not responsible for variations in color or discontinued patterns. New grout may vary in color from the original.

One-Time Repair- Cracks appearing in grouting of ceramic tiles at joints or junctions with other materials are commonly due to shrinkage. Moyes Family Homes will repair grouting, if necessary, one time during the first year. We are not responsible for color variations in grout or discontinued colored grout. Any grouting or caulking that is needed after that time is your responsibility.

Concrete Flatwork

Homeowner Use and Maintenance Guidelines- By maintaining good drainage, you protect your home's foundation and the concrete flatwork: the basement floor, porch, patio, driveway, garage floor, and sidewalks. Concrete slabs are floating—they are not attached to the home's foundation walls. These are not structural (load bearing) elements of the home and are covered by the one-year material and workmanship warranty.

We install a flexible collar around the top of the furnace plenum. Gas and water lines include flexible connections and drain lines have slip joints. The basement stairs do not rest on the floor and the support posts under the I-beam are separated from the floor slab. Moyes Family Homes incorporates all of these details in the construction of the basement floor because we know the floor will move in response to the soil.

Specific Home *Components*

Continued

Concrete Flatwork Continued

Movement of the basement slab or any concrete slab results in cracking. Minimize this movement by following Moyes Family Homes landscaping recommendations, the objective of which is to prevent moisture from reaching soil around and under the home.

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 to keep the 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.

Cracks- A concrete slab 10 feet across shrinks approximately 5/8 inch as it cures. Some of this shrinkage shows up as cracks. Cracking of concrete flatwork also results from temperature changes that cause expansion and contraction. 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 the soil beneath.

Specific Home *Components*

Continued

Concrete Flatwork Continued

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

Ice, Snow, and Chemicals- Driving or parking on snow creates ice on the drive, which magnifies the effects of snow on the concrete surface. Remove ice and snow from concrete slabs as promptly as possible after snowstorms. Protect concrete from abuse by chemical agents such as pet urine, fertilizers, radiator overflow, repeated hosing, or de-icing agents, such as road salt that can drip from vehicles. All of these items can cause spalling (chipping of the surface) of concrete.

Post-Tension Slabs- If your home is built on a post-tension slab, avoid any action that penetrates the concrete. The risk of hitting a cable or tendon, which is under considerable tension, makes such actions dangerous.

Sealer- A concrete sealer, available at paint stores, will help you keep an unpainted concrete floor clean. Do not use soap on unpainted concrete. Instead, use plain water and washing soda or, if necessary, a scouring powder.

Specific Home ***Components***

Continued

Concrete Flatwork Continued

Moyes Family Homes Limited Warranty Guidelines- Concrete slabs are floating—they are not attached to the home's foundation walls. Because these slabs are not a structural (load bearing) element of the home, they are excluded from coverage under the structural warranty. The limited warranty coverage is for one year unless the requirements of your loan state otherwise.

Color-Concrete slabs vary in color. Moyes Family Homes provides no correction for this condition.

Cracks- If concrete cracks reach 1/8 of an inch in width or 1/4 of an inch in vertical displacement, Moyes Family Homes will patch or repair them one time during the warranty year. Subsequently, concrete slab maintenance is your responsibility. If you prefer to have the slab replaced, we will obtain a price for you and assist in scheduling the work upon receipt of your payment. However, we advise against this expense since the new slab will crack as well.

Finished Floors-Moyes Family Homes will correct cracks, settling, or heaving that rupture finish floor materials that we installed as part of the home as you originally purchased it.

Level Floors- Concrete floors in the habitable areas of the home will be level to within 1/4 inch within any 8-ft measurement with the exception of an area specifically designed to slope toward a floor drain.

Separation- Moyes Family Homes will correct separation of concrete slabs from the home if separation exceeds one inch.

Specific Home *Components*

Continued

Concrete Flatwork Continued

Settling or Heaving- Moyes Family Homes will repair slabs that settle or heave in excess of 2 inches or if such movement results in negative drainage (toward the house) or hazardous vertical displacement.

Spalling (Surface Chips)- Causes of spalling include repeated hosing of concrete for cleaning, animal urine, radiator overflow, fertilizer, unclear snow and ice, ice-melting agents, and road salts from vehicles. Repair of spalling is a home maintenance task.

Standing Water-Water may stand on exterior concrete slabs for several hours after precipitation or from roof run-off. Moyes Family Homes will correct conditions that cause water to remain longer than 24 hours of cessation of rain.

Condensation

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

Humidifier Operation- If your home includes a humidifier, closely observe manufacturer's directions for its use. Instructions to turn the humidifier off during air conditioning season are typical. Moderate settings in winter can maintain desired comfort levels without contributing too much moisture to your home. You may need to experiment to find the correct level for your family's lifestyle.

Specific Home *Components*

Continued

Condensation Continued

Normal Activities- As you live in your home, your daily lifestyle contributes to the moisture in the air also. Cooking, laundry, baths and showers, aquariums, plants, and so on all add water to the air in your home. Likewise, your daily routine can mitigate the amount of moisture in your home and reduce condensation on interior surfaces.

Temperature- Avoid setting your thermostat at extreme temperatures. Heating your home will cause the materials to dry out faster, generating more moisture into the air; drying the materials out too fast also increases shrinkage cracks and separations.

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

Moyes Family Homes Limited Warranty Guidelines- Condensation results from weather conditions and a family's lifestyle. Moyes Family Homes has no control over these factors. The limited warranty coverage excludes condensation.

Countertops

Homeowner Use and Maintenance Guidelines- The countertops in your kitchen or bathroom may be constructed of glazed ceramic tile, plastic laminate, cultured marble, acrylic, granite or other products. They are designed to provide years of use. Any flaws or damage to your countertops must be documented during the new home orientation in order to be addressed by Moyes Family Homes. After you move in, the care of your countertops is your responsibility

Specific Home *Components*

Continued

Countertops Continued

Countertops are connected to the cabinets and caulked to the wall of the home. As the homes expand and contract with differing weather conditions, the walls of the home move. This movement may cause a crack to develop between the countertop and the wall. Adding additional caulking to this crack easily repairs this issue. DO NOT adjust the countertop closer to the wall. Adjusting the countertop placement may result in the countertop breaking when the wall contracts as weather conditions change.

- We suggest that you follow these instructions to ensure that your countertops remain beautiful and functional for years.
- Always use a cutting board to protect your countertops when you prepare food. While the minor scratches that result from cutting food may not be noticeable at first, in time they will dull and mar the finish.
- Wipe up spills immediately. Some liquids, particularly hot ones, can cause almost imperceptible stains on ceramic tile grout, plastic, laminate, and cultured marble. In time, the stains can accumulate and become unsightly.
- Be careful to avoid dropping pots and pans and other kitchen items on your countertops. This can break or chip the counter's surface.

Specific Home *Components*

Continued

Countertops Continued

Here are more suggestions for caring for your ceramic tile, cultured marble, plastic laminate, granite, and Corian™ and similar countertops:

Ceramic Tile-Ceramic tiles are purchased in lots that have the same texture and color. Because an exact replacement match of ceramic tile can be impossible, we urge you to take special care to avoid breaking or damaging the ceramic tile on your countertops. The best way to avoid broken tiles is to use a cutting board and other protection for your ceramic tiles when you are at work in your kitchen.

Ceramic tiles are relatively brittle and can be broken by a sharp blow from a heavy object. Wipe spills away promptly to avoid staining the grout. Soapy warm water, a detergent, or a commercial tile cleaner can be used to keep your tile shiny and bright. Because the grout between the tiles is porous, you may want to consider sealing the grout once a year. This will somewhat inhibit stubborn stains from penetrating the grout and becoming unsightly. Scrubbing of the grout with warm, soapy water will keep it clean and fresh. Strong cleaners such as Lysol can stain the grout. Sealers and cleaners can be found at your local hardware store.

Specific Home *Components*

Continued

Countertops Continued

Quartz-Quartz countertops are naturally non-absorbent, unlike granite, marble, or concrete countertops. This makes them much less likely to stain and much easier to keep sanitized. A tremendous advantage of quartz countertops is that they are incredibly low-maintenance. While concrete, granite, and marble countertops need to be sealed and polished regularly to maintain a smooth and easy-to-clean surface, quartz countertops do not. Quartz is already non-porous and does not require sealing or polishing.

The surface can also be easily cleaned with warm water and a gentle sponge or cloth to minimize your need for harsh chemical cleaners in your home.

Granite-Granite creates beautiful countertops. The proper care and maintenance of natural Granite is important to the look and lifespan of the product. Damage to Granite can be caused by the use of harsh chemicals, especially those that contain acids or strong alkaline cleaning agents of any type.

- NEVER use vinegars, powdered cleansers, or abrasive pads as a cleaning agent. Even “soft scrub” types of cleaners contain pumice which can damage your stone.
- Granite should only be cleaned with warm soap and water(anti-bacterial cleaner is okay, unless you purchase a special formulated cleaner specifically made for “natural stone”).
- The quicker you blot up spills the easier it is to remove or prevent stains. Before applying any treatment, do a spot test first to make sure that the stone’s color and finish won’t be affected.

Specific Home *Components*

Continued

Countertops Continued

Moyes Family Homes Limited Warranty Guidelines-During your orientation we confirm that all countertops are in acceptable condition. We repair noticeable surface damage such as chips, cracks, and scratches noted **only on the orientation list**. Repair of surface damage noted subsequent to this is one of your home maintenance responsibilities.

Separation from Wall-Separation of countertops from walls, backsplash, and around sinks results from normal shrinkage of materials. Moyes Family Homes will recaulk these areas one time during the materials and workmanship warranty. Subsequently caulking will be your home maintenance responsibility.

Doors & Locks

Homeowner Use and Maintenance Guidelines- The doors installed in your home are wood products subject to such natural characteristics of wood as shrinkage and warp age. Natural fluctuations caused by humidity and the use of forced air furnaces, showers, and dishwashers; interior doors may occasionally require minor adjustments.

Bifold Doors-Interior bifold doors sometimes stick or warp because of weather conditions. Apply silicone lubricant to the tracks to minimize this inconvenience.

Failure to Latch-If a door will not latch because of minor settling, you can correct this by making a new opening in the jamb for the latch plate (remortising) and raising or lowering the plate accordingly.

Specific Home *Components*

Continued

Doors & Locks Continued

Exterior Finish-To ensure longer life for your exterior wood doors, plan to refinish them at least once a year. Stained exterior doors with clear finishes tend to weather faster than painted doors. Treat the finish with a wood preserver every three months to preserve the varnish and prevent the door from drying and cracking. Reseal stained exterior doors whenever the finish begins cracking or crazing.

Hinges-You can remedy a squeaky door hinge by removing the hinge pin and applying 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. 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.

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

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

Specific Home *Components*

Continued

Doors & Locks Continued

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

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

Moyes Family Homes Limited Warranty Guidelines- During the orientation we confirm that all doors are in acceptable condition and correctly adjusted. Moyes Family Homes will repair construction damage to doors noted on the orientation list.

Adjustments- Because of normal settling of the home, doors may require adjustment for proper fit. Moyes Family Homes will make such adjustments.

Panel Shrinkage-Panels of wood doors shrink and expand in response to changes in temperature and humidity. Although touching up the paint or stain on unfinished exposed areas is your home maintenance responsibility, Moyes Family Homes will repair split panels that allow light to be visible.

Warping-Moyes Family Homes will repair doors that warp in excess of 1/4 inch.

Specific Home *Components*

Continued

Drywall

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

Ceilings-The ceilings in your home are easy to maintain. Periodically remove dust and/or cobwebs as part of your normal cleaning and repaint as needed.

Repairs-With the exception of the *one-time repair* service provided by Moyes Family Homes, care of drywall is your maintenance responsibility. Most drywall repairs can be easily made. This work is best done when you redecorate the room. Repair hairline cracks with a coat of paint. You can repair slightly larger cracks with spackle or caulk. To correct nail pops, reset the nail with a hammer and punch. Cover it with a spackle, which is available at paint and hardware stores. Apply two or three thin coats. When dry, sand the surface with fine-grain sandpaper, and then paint. You can fill indentations caused by sharp objects in the same manner.

Moyes Family Homes Limited Warranty Guidelines

During the orientation, we confirm that drywall surfaces are in acceptable condition.

One Time Repairs-*One time during the materials and workmanship warranty*, Moyes Family Homes will repair drywall shrinkage cracks and nail pops and will touch up the repaired area using the same paint color that was on the surface when the home was delivered. Touch-ups will be visible. Repainting the entire wall or room to correct this is your choice and responsibility. You are also responsible for custom paint colors or wallpaper that has been applied subsequent to closing.

Specific Home *Components*

Continued

Drywall Continued

Lighting Conditions- Moyes Family Homes does *not* repair drywall flaws that are only visible under particular lighting conditions.

Related Warranty Repairs- If a drywall repair is needed as a result of poor workmanship (such as blisters in tape) or other warranty-based repair (such as a plumbing leak), Moyes Family Homes completes the repair by touching up the repaired area with the same paint that was on the surface when the home was delivered. If more than one-third of the wall is involved, we will consider repainting the wall corner to corner. You are responsible for custom paint colors or wallpaper that has been applied subsequent to closing. The effects of time on paint and wallpaper, as well as possible dye lot variations, mean touch-up may not match the surrounding area.

Easements

Homeowner Use and Care Guidelines- Easements are areas where such things as utility supply lines can pass through your property. They permit service to your lot and adjacent lots, now and in the future. Your lot will also include drainage easements, meaning the runoff from adjacent lots pass across your property. Likewise, water from your property may run across a neighboring lot. Easements are recorded and are permanent. Trees, shrubs, gardens, play equipment, storage sheds, fences or other items which you install in or across these easements may be disturbed if service entities—such as the gas, electric, or phone companies—need access to lines for repairs or to connect service to nearby home sites.

Specific Home *Components*

Continued

Easements Continued

Utility companies, the United States Postal Service, and others have the right to install equipment in easements. These might include streetlights, mailboxes, or junction boxes to name a few.

Neither Moyes Family Homes nor you as the homeowner have the authority to prevent, interfere with, or alter these installations. Plans for the location of such items are subject to change by the various entities involved. Because they have no obligation to keep Moyes Family Homes informed of such changes, we are unable to predict specific sites that will include such equipment.

Electrical System

Homeowner Use and Maintenance Guidelines- Know the location of the breaker panel; it includes a main shut-off that controls all the electrical power to the home. Individual breakers control the separate circuits. Each breaker is marked to help you identify which breaker is connected to which major appliances, outlets, or other service. Should a failure occur in any part of your home, always check the breakers in the main panel box.

Breakers-Circuit breakers have three positions: on, off, and tripped. When a circuit breaker trips, it must first be turned off before it can be turned on. Switching the breaker directly from tripped to on will not restore service. Breakers trip because of overloads caused by plugging too many appliances into the circuit, a worn cord or defective appliance, or operating an appliance with too high a voltage requirement for the circuit. The starting of an electric motor can also trip a breaker.

Specific Home *Components*

Continued

Electrical System Continued

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

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 of these receptacles in bathrooms, the kitchen, outside, and the garage (areas where an individual can come into contact with water while holding an electric appliance or tool). Heavy appliances such as freezers or power tools will trip the GFCI breaker.

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

Each GFCI circuit has a test and reset button. Once each month, press the test button. This will trip the circuit. To return service, press the reset button. If a 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 orientation.

Modifications-Having another electrician modify your electrical system during the warranty period can void that portion of your limited warranty.

Specific Home *Components*

Continued

Electrical System Continued

TROUBLESHOOTING TIPS: NO ELECTRICAL SERVICE

No Electrical Service Anywhere in the Home

Before calling for service, check to confirm that the:

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

No Electrical to One or More Outlets

Before calling for service, check to confirm that the:

- Main breaker and individual breakers are all in the on position.
- Applicable wall switch is on
- GFCI is set (see details on GFCIS, earlier in this section)
- Item you want to use is plugged in
- Item you want to use works in other outlets
- Bulb in the lamp is good

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

Moyes Family Homes Limited Warranty Guidelines-During the orientation, we confirm that light fixtures are in acceptable condition and that all bulbs are working. Moyes Family Homes' limited warranty excludes any fixture you supplied.

Designed Load- Moyes Family Homes will repair any electrical wiring that fails to carry its designed load to meet specifications. If electrical outlets, switches, or fixtures do not function as intended, Moyes Family Homes will repair or replace them.

Specific Home *Components*

Continued

Electrical System Continued

GFCI (Ground-Fault Circuit-Interrupters)-*Moyes Family Homes is not responsible for food spoilage that results from your plugging refrigerators or freezers into a GFCI outlet.*

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

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. 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 your responsibility.

Specific Home ***Components***

Continued

Expansion and Contraction Continued

Moyes Family Homes Limited Warranty- Moyes Family Homes provides one-time repairs to many of the effects of expansion and contraction. See individual categories such as drywall and caulk for details.

Fencing

Homeowner Use and Maintenance Guidelines- Depending on the community in which your home is located, fencing may be included with your home, it may be an optional item, or it may be an item you consider adding after your move-in. When Moyes Family Homes installs fencing as part of your new home, we confirm its acceptable condition during your orientation. All types of fencing require some routine care.

Drainage- Planning, installing, and maintaining fencing, allows existing drainage patterns to function unimpeded. When installing a fence, use caution in distributing soil removed to set posts to avoid blocking drainage swales. Plan enough space under the bottom of a wood fence for water to pass through.

Wood Fences- The lumber used to construct wood fences is rough cedar. Over time it will crack, warp, and split. Unless extreme, these conditions require no action on your part. As the wood ages and shrinks, nails may come loose and require attention. Staining and sealing your fence will help slow the aging process. Also check the posts and any gates twice a year and tighten hardware or make needed adjustments.

Specific Home **Components**

Continued

Fencing Continued

Wrought Iron Fencing-Wrought iron is subject to rusting if it is not maintained. Use touch-up paint on any scratches or chips. Inspect the fence twice a year and do touch-up as needed, then plan to repaint the entire fence every one to two years to keep it looking its best. As with wood fencing, prevent sprinklers from spraying your wrought iron fence or rails. Check monthly to confirm that water does not stand around the fence posts. Make corrections to drainage as needed to prevent this.

Moyes Family Homes Limited Warranty-If fencing is part of your home purchase, we will confirm the acceptable condition of the fence during your orientation. *Moyes Family Homes will correct fence posts that are loose or damaged during the Orientation Walkthrough only.* Be aware that damage to fencing caused by severe weather should be referred to your homeowner insurance company and is specifically excluded from warranty coverage.

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. If a crack develops in a foundation wall that allows water to come through, submit a warranty claim.

Specific Home *Components*

Continued

Foundation Continued

Moyes Family Homes Limited Warranty Guidelines- The foundation of your home has been designed and installed according to the recommendations of an engineer. The walls of the foundation are poured concrete with steel reinforcing rods.

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 unless they permit water to enter.

Cracks-Shrinkage or backfill cracks are not unusual in foundation walls, especially at the corners of basement windows. Moyes Family Homes will seal cracks that exceed 1/8 inch in width.

Leaks-Moyes Family Homes will correct conditions that permit water to enter the basement, provided you have complied with the drainage, landscaping, and maintenance guidelines.

Garage Overhead Door

Homeowner Use and Maintenance Guidelines- Since the garage door is a large, moving object, periodic maintenance is necessary.

Light Visible-Garage overhead doors cannot be airtight. Some light will be visible around the edges and across the top of the door. Weather conditions may result in some precipitation entering around the door as well as some dust especially until most homes in the community have landscaping installed.

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

Specific Home *Components*

Continued

Garage Overhead Door Continued

Lubrication-Every 6 months, apply a lubricant such as silicone spray to all moving parts: track, rollers, hinges, pulleys, and springs. Avoid over lubricating to prevent drips on vehicles or the concrete floor. At the same time, check to see that all hardware is tight and operating as intended without binding or scraping.

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 assure uninterrupted warranty coverage. Be familiar with the steps for manual operation of the door in the event of a power failure. If Moyes Family Homes installed a door opener as one of your selections, during orientation we demonstrate the electric eye that provides safety stop in the event someone crosses through the opening while the overhead door is in motion. Use care not to place tools or other stored items where they interfere with the function of the electric eye.

Expect to replace the battery in the garage opener remote controls about once a year.

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

Sag-The garage door may sag slightly due to its weight and span. This will stabilize after the panels have dried.

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

Specific Home *Components*

Continued

Garage Overhead Door Continued

Safety-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.

Moyes Family Homes Limited Warranty Guidelines-The garage door should operate smoothly and with reasonable ease. The door can become misaligned and require adjustment, which Moyes Family Homes will provide unless the problem is caused by the installation of a garage door opener subsequent to closing on the home. The garage door has cosmetic warranty coverages.

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 meter. We point these out during the orientation.

Gas Leak-If you suspect a gas leak, leave the home, and call the gas company immediately for emergency service.

Moyes Family Homes Limited Warranty Guidelines-The gas company is responsible for leaks up to the meter. Moyes Family Homes will correct leaks from the meter into the home.

Specific Home *Components*

Continued

Ghosting

Homeowner Use and Maintenance Guidelines-Recent feedback from homeowners (in both old and new homes) regarding black sooty stains which develop on surfaces in homes (on carpet, walls, ceilings, appliances, mirrors, and around area rugs—to list a few examples) have caused much investigation and research. The conclusion of the research and laboratory tests has been that the majority of this staining or "ghosting" results from pollution of the air in the home caused by burning scented candles. Incomplete combustion of hydrocarbons as these candles burn contributes a considerable amount of soot to the air. This sooty substance then settles or accumulates on surfaces of the home. The sooty deposits are extremely difficult to remove; on some surfaces (light-colored carpet, for instance), they are impossible to clean completely away. The popularity of scented candles has increased many-fold in recent years. If this is an activity that is part of your lifestyle, we caution you about the potential damage to your home. When this condition results from homeowners burning candles or other lifestyle choices, the resulting damage is excluded from our limited warranty coverage. *See also Carpet/Filtration.*

Grading and Drainage

Homeowner Use and Maintenance Guidelines- The final grades around your home have been inspected and approved for proper drainage of your lot. Our surveyor completes a drainage certification and then the local building authorities as well as Moyes Family Homes inspect the site. Yards drain from one to another. You and your neighbors share an overall drainage plan for the community.

Specific Home *Components*

Continued

Ghosting

Homeowner Use and Maintenance Guidelines-Recent feedback from homeowners (in both old and new homes) regarding black sooty stains which develop on surfaces in homes (on carpet, walls, ceilings, appliances, mirrors, and around area rugs—to list a few examples) have caused much investigation and research. The conclusion of the research and laboratory tests has been that the majority of this staining or "ghosting" results from pollution of the air in the home caused by burning scented candles. Incomplete combustion of hydrocarbons as these candles burn contributes a considerable amount of soot to the air. This sooty substance then settles or accumulates on surfaces of the home. The sooty deposits are extremely difficult to remove; on some surfaces (light-colored carpet, for instance), they are impossible to clean completely away. The popularity of scented candles has increased many-fold in recent years. If this is an activity that is part of your lifestyle, we caution you about the potential damage to your home. When this condition results from homeowners burning candles or other lifestyle choices, the resulting damage is excluded from our limited warranty coverage. *See also Carpet/Filtration.*

Grading and Drainage

Homeowner Use and Maintenance Guidelines- The final grades around your home have been inspected and approved for proper drainage of your lot. Our surveyor completes a drainage certification and then the local building authorities as well as Moyes Family Homes inspect the site. Yards drain from one to another. You and your neighbors share an overall drainage plan for the community.

Specific Home *Components*

Continued

Grading and Drainage Continued

Drainage-Typically, the grade around your home should slope 1 foot in the first 10 feet, tapering to a 2 percent slope. In most cases, drainage swales do not follow 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 will void your warranty.

Exterior Finish Materials- Maintain soil levels 6 inches below siding, stucco, brick, or other exterior finish materials. Contact with the soil can cause deterioration of the exterior finish material and encourages pest infestations.

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.

Settling- The area we excavated for your home's foundation was larger than the home to allow room to work. In addition, some trenching is necessary for installation of utility lines. Although we replaced and compacted the soil, it does not return to its original density. Some settling will occur, especially after prolonged or heavy rainfall or melting of large amounts of snow. Settling can continue for several years. Inspect the perimeter of your home regularly for signs of settling and fill settled areas as needed to maintain positive drainage.

Specific Home *Components*

Continued

Grading and Drainage Continued

Subsurface Drains- Occasionally Moyes Family Homes installs a subsurface drain to ensure that surface water drains from a yard adequately. Keep this area and especially the drain cover clear of debris so that the drain can function as intended. *See also Landscaping.*

Moyes Family Homes Limited Warranty Guidelines- We established the final grade to ensure adequate drainage away from the home. Maintaining this drainage is your responsibility. If you alter the drainage pattern after closing, or if changes in drainage occur due to lack of maintenance, the limited warranty is void.

Backfill Settlement- Backfilled or excavated areas around the foundation and at utility trenches should not interfere with the drainage away from your home. If these areas settle during the first year, Moyes Family Homes will fill the areas **one time** and afterwards will provide you with fill dirt to maintain positive drainage.

Erosion- Moyes Family Homes is not responsible for weather-caused damage to non-landscaped yards after the final grade has been established or the closing date, whichever occurs last.

New Sod- New sod installation and the extra watering that accompanies it can cause temporary drainage problems, as can unusually severe weather conditions.

Recommendations- Moyes Family Homes documents the grades that exist at the time of delivery of your home or as soon thereafter as possible. The ground must be dry and free of frost to make these determinations. Once final grades are set, Moyes Family Homes will inspect drainage problems reported in writing during the warranty period, compare grades to those originally established, and advise you on corrective actions you might take.

Specific Home *Components*

Continued

Gutters and Downspouts

Homeowner Use and Maintenance Guidelines-Check gutters periodically and remove leaves and/or other debris. Materials that accumulate in gutters can slow water drainage from the roof, cause overflows, and clog the downspouts.

Extensions or Splash Blocks-Extensions should discharge outside of rock or bark beds so that water is not dammed behind the edging materials that might be used.

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 hardware stores.

Paint-Gutters and downspouts are painted to match your home. You should repaint them when you repaint your home.

Snow and Ice-Clear excess snow from downspouts as soon as possible to allow the gutter to drain and to prevent damage. Severe ice or snow build-up can damage gutters, and such damage is not covered by the limited warranty.

Moyes Family Homes Limited Warranty Guidelines-Gutters over 3 feet long are installed with a slight slope so that roof water will flow to the downspouts. We correct leaks that occur during the warranty period. 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. Gutters may overflow during periods of excessively heavy rain. This is expected and requires no repair.

Specific Home *Components*

Continued

Hardware

Homeowner Use and Maintenance Guidelines-Doorknobs and locks should operate correctly with little attention. Over time, they may need slight adjustments due to normal shrinkage of the framing. Occasionally, you may need to tighten screws or lubrication.

Moyes Family Homes Limited Warranty Guidelines-We confirm that all hardware is in acceptable condition during orientation. The limited warranty excludes repairs for cosmetic damage subsequent to the orientation. Moyes Family Homes will repair hardware items that do not function as intended.

Heating System

Homeowner Use and Maintenance Guidelines-Good maintenance of your system can save energy dollars and prolong the life of the furnace. Carefully read and follow the manufacturer's literature on use and maintenance. Guidelines included are general information only.

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

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.

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

Specific Home *Components*

Continued

Heating System Continued

Temperature-Depending on the style of home, temperatures can normally vary from floor to floor as much as 10 degrees or more on extremely cold days. The radiant system will typically cycle on and off more frequently and for shorter periods during severe cold spells.

Thermostat-The radiant heat will come on automatically when the temperature at the thermostat registers below the setting you have selected. Once the system is on, setting the thermostat to a higher temperature will not instantly heat the home faster. The system will cycle the warmer water through heating the home. Conversely, turning the thermostat down to cool down the house will not cool the house instantly.

Trial Run-Have a trial run early in the fall to test the radiant heat. If service is needed, it is much better to discover that before the heating season.

TROUBLESHOOTING TIPS: NO HEAT

Before calling for service, check to confirm that the:

- Thermostat is set to "heat" and the temperature is set above the room temperature.
- The breaker on the main electrical panel is on. (Remember, if a breaker trips you must turn it from the tripped position to the off position before you can turn it back on.)
- Water Heater is powered on and not reading an error code.

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

Specific Home *Components*

Continued

Heating System Continued

Moyes Family Homes Limited Warranty Guidelines-We will install heating systems according to local building codes, as well as to engineering designs of the particular model home. The adequacy of the system is determined by its ability to establish a temperature of 70 degrees F, as measured in the center of the room, 5 feet above the floor. In extremely cold temperatures (10 degrees below or colder), the system should be able to maintain a temperature differential of 80 degrees from the outside temperature.

Thermostat-Thermostats are calibrated to plus or minus 5 degrees.

Insulation

Moyes Family Homes Limited Warranty Guidelines-The effectiveness of blown insulation is diminished if it is uneven. As the last step in any work done in your attic (for example, the installation of speaker wire), you should confirm that the insulation lays smooth and even. Do not step on drywall ceilings, because this can result in personal injury or damage to the drywall. Electrical outlets normally emit noticeable amounts of cold air when outside temperatures are low.

Moyes Family Homes Limited Warranty Guidelines- Moyes Family Homes will install insulation to meet or exceed the building codes applicable at the time of construction and outlined as part of your purchase agreement.

Landscaping

Moyes Family Homes Limited Warranty Guidelines-Providing complete details on landscape design is beyond the scope of this manual. Many excellent books, videos, local nurseries, and landscape professionals can also assist you.

Specific Home *Components*

Continued

Landscaping Continued

Moyes Family Homes Limited Warranty Guidelines-In planning your landscaping, think of proportion, texture, color, mature size, maintenance needs, soft and hard surfaces, lighting, fencing, edging, and water requirements. A beautiful yard requires considerable planning and regular attention. Most homeowners take years to achieve the yard they want. Planning to install items in stages can spread the cost and work over several seasons. The final grades around your home have been inspected and approved for proper drainage of your lot by the local building authorities. Moyes Family Homes completed a drainage certification, and then the local building authorities as well as Moyes Family Homes, inspected the site. Maintenance of landscaping is your responsibility after escrow closes. If the landscaping has been provided with your new home, it was designed in conjunction with the grading and drainage to provide proper water flow over your lot. You become responsible for this maintenance immediately after you close escrow. **Your lawn and other plants could be damaged very quickly if not properly watered.**

Additions- Before installing patio additions or other permanent improvements, consider soil conditions in the design and engineering of your addition.

Backfill- We construct the foundation of your home beginning with an excavation into the earth. When the foundation walls are complete, the area surrounding them is backfilled. Soil in this area is not as compact as undisturbed ground. Water can penetrate through the backfill area to the lower areas of your foundation. This can cause potentially severe problems such as wet basements, cracks in foundation walls, and floor slab movement.

Specific Home *Components*

Continued

Landscaping Continued

Avoid this through proper installation of landscaping and good maintenance of drainage. Backfill areas will settle and require prompt attention to avoid damage to your home and voiding of the structural warranty. Keep downspout extensions in the down position to channel roof runoff away from the foundation area of your home. Routine inspection of downspouts, backfill areas, and other drainage components is an excellent maintenance habit. *See also Grading and Drainage.*

Bark or Rock Beds-Do not allow edging around decorative rock or bark beds to dam the free flow of water away from the home. You can use a non-woven landscape fabric between the soil and rock or bark to restrict weed growth while still permitting normal evaporation of ground moisture.

Erosion-Until your yard is established and stable, erosion will be a potential concern. Heavy rain or roof runoff can erode soil. The sooner you restore the grade to its original condition, the less damage will occur. Erosion is of special concern in drainage swales. If swales become filled with soil runoff, they may not drain the rest of the yard, causing further problems. Correcting erosion is your responsibility. You may need to protect newly planted seed with erosion matting or reseed to establish grass in swales. It can take several years to fully establish your lawn in such challenging areas.

Hired Contractors- You are responsible for changes to the drainage pattern made by any landscape, concrete, deck, or pool contractor. Discuss drainage with any company you hire to do an installation in your yard. Do not permit them to tie into existing drainage pipes without approval from Moyes Family Homes. Failure to follow this instruction will void any warranty related to landscaping.

Specific Home *Components*

Continued

Landscaping Continued

Natural Areas-During construction, we remove construction debris from natural areas. Removing dead wood, tree limbs, fallen trees, or other natural items is your responsibility.

Planning-Locate plants and irrigation heads out of the way of pedestrian or bicycle traffic and car bumpers. Space groves of trees or single trees to allow for efficient mowing and growth. Group plants with similar water, sun, and space requirements together.

Plant Selection-Plant with regard to your local climate. Favor native over exotic species. Consider the ultimate size, shape, and growth of the species. *See also Property Lines.*

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.

Seeded Lawns-If lawn seeding is part of your home purchase, consider this just the first step in establishing your yard. Remember that the forces of nature are far stronger than grass seed. You will need to overseed at some point, perhaps more than once. Heavy storms can cause washouts and erosion that you will need to correct. It generally takes at least three growing seasons to establish a good lawn, longer if weather conditions are difficult or if you do not have the time to devote to lawn care. Before over-seeding, remember to fill any slight depressions with a light layer of topsoil. Minimize traffic of all kinds on newly seeded areas and avoid weed killer for at least 120 days. Keep the seed moist, not wet.

Specific Home *Components*

Continued

Landscaping Continued

Sod- Newly placed sod requires extra water for several weeks. Water in the cooler part of the day, (ideally just before sunrise), at regular intervals for the first three weeks. Be aware that new sod and the extra watering it requires can sometimes create drainage concerns (in your yard or your neighbor's) that will disappear when the yard is established and requires normal watering.

Soil Mix- Provide good soil mixes with sufficient organic material. Use mulch at least 3 inches deep to hold soil moisture and to help prevent weeds and soil compaction. In areas with high clay content, prepare the soil before installing your grass. First cover the soil with 2 inches of sand and 1 inch of manure that is treated and odorless. Rototill this into the soil to a depth of 6 inches (rototill parallel to the swales). Whether you use seed or sod, this preparation helps your lawn to retain moisture and require less water. Installing a lawn over hard soil permits water to run off with little or no penetration and your lawn will derive minimal benefit from watering or rain. Apply appropriate fertilizer and weed and pest controls as needed for optimal growth. Investigate organic compounds for additional protection of the environment.

Sprinkler System- If Moyes Family Homes included a sprinkler system with your home, the installer can demonstrate the system and make final adjustments shortly after you move in. The installer will note and correct any deficiencies in the system at the same time. Whether we install your sprinkler, or you install it yourself, keep these points in mind. You are responsible for routine cleaning and adjusting of sprinkler heads as well as shutting the system down in the fall. Failure to drain the system before freezing temperatures occur can result in broken lines, which will be your responsibility to repair.

Specific Home *Components*

Continued

Landscaping Continued

Sod- Newly placed sod requires extra water for several weeks. Water in the cooler part of the day, (ideally just before sunrise), at regular intervals for the first three weeks. Be aware that new sod and the extra watering it requires can sometimes create drainage concerns (in your yard or your neighbor's) that will disappear when the yard is established and requires normal watering.

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Specific Home *Components*

Continued

Landscaping Continued

Conduct weekly operational checks to ensure proper performance of the system. Direct sprinkler heads away from the home. Trickle- or bubbler-type irrigation systems are not recommended for use adjacent to your home. Automatic timers permit you to water at optimum times whether you are at home, away, awake, or asleep. The amount of water provided to each zone can be accurately and consistently controlled and easily adjusted with a timed system. Check the system after a power outage and keep a battery in place if your system offers that as a backup.

Stones- The soil in your area may have stones and rocks. Removing these naturally occurring elements is a maintenance activity. If Moyes Family Homes installs seed or sod, large rocks will be picked up and surface raking performed. You will need to provide continued attention to this condition as you care for your yard.

Trees- Moyes Family Homes values trees as one of the features that make up an attractive community and add value to the homes we build. We take steps to protect and preserve existing trees in the area of your home. In spite of our efforts, existing trees located on construction sites can suffer damage from construction activities, which manifest months after the completion of construction. Damage to existing trees can be caused by such things as compaction of soil in the root zone, changing patterns of water flow on the lot, disturbing the root system, and removing other trees to make room for the home. The newly exposed tree may react to conditions it is unaccustomed to. Caring for existing trees, including pruning dead branches, or removing these trees altogether is your responsibility. Remember to water trees during the summer and during warm dry periods in the winter.

Specific Home **Components**

Continued

Landscaping Continued

Mulch around trees and avoid tilling or planting flower beds around trees. This is especially important while trees are recovering from the construction process. Trees and other plant materials that exist on the lot when construction begins and are not part of any landscaping installed by Moyes Family Homes are excluded from warranty coverage.

Utility Lines- A slight depression may develop in the front lawn along the line of the utility trench. To correct this, roll back the sod, spread topsoil underneath to level the area, and then relay the sod. Before any significant digging, check the location of buried service leads by calling the local utility locating service. In most cases, wires and pipes run in a straight line from the main service to the public supply.

See also Easements.

Waiting to Landscape- If you leave the ground un-landscaped, it erodes. Correcting erosion that occur safter closing is your responsibility.

Weeds-Weeds will appear in your new lawn whether seed or sod is used. Left un-landscaped, your yard will quickly begin to show weeds. When soil is disturbed, dormant seeds come to the surface and germinate. The best control is a healthy lawn, achieved through regular care and attention.

Moyes Family Homes Limited Warranty- The landscape materials we install (i.e. sprinklers, irrigation lines, etc) are warranted for one growing season. We will confirm the healthy condition of all plant materials during the orientation only. Maintaining landscaping is your responsibility.

Specific Home *Components*

Continued

Mildew

Homeowner Use and Maintenance Guidelines- Mildew is a fungus that spreads through the air in microscopic spores. They love moisture and feed on surfaces or dirt. On the siding, it looks like a layer of dirt. To determine whether you are dealing with mildew or dirt, wipe the surface with a cloth or sponge dampened with bleach. If the bleach causes the surface to lose its dark appearance, you are most likely seeing mildew. Cleaning mildew from your home is your responsibility. Solutions that remove mildew are available from local paint or home improvement stores. Wear protective eyewear and rubber gloves for this task; the chemicals that remove mildew are unfriendly to humans.

Moyes Family Homes Limited Warranty Guidelines- We will remove any mildew noted during the orientation. Moyes Family Homes warranty excludes mildew.

Mirrors

Homeowner Use and Maintenance Guidelines-To clean your mirrors, use any reliable liquid glass cleaner or polisher available at most hardware or grocery stores. Avoid acidic cleaners and splashing water under the mirror; either can cause the silvering to deteriorate. Acidic cleaners are usually those that contain ammonia or vinegar. Avoid getting glass cleaners on plumbing fixtures as some formulas can deteriorate the finish.

Moyes Family Homes Limited Warranty Guidelines-We will confirm that all mirrors are in acceptable condition during the orientation. Moyes Family Homes will correct scratches, chips, or other damage to mirrors noted during the orientation **only**.

Specific Home *Components*

Continued

Paint and Stain

Homeowner Use and Maintenance Guidelines- Because of changes in the formula for paint (such as the elimination of lead to make paints safer), painted surfaces must be washed gently using mild soap and as little water as possible. Avoid abrasive cleaners, scouring pads, or scrub brushes. Flat paints show washing marks more easily than gloss paints do. Often better results come from touching up rather than washing the paint.

Colors- Your selection sheets are your record of the paint and stain color names, and/or numbers in your home.

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 manufacturer suggests for your area and climate. Climatic conditions control the chemical structure of the paint used on the exterior. Over time, this finish will fade and dull a bit. Depending on the exposure to weather of each surface, the paint on some parts of your home may begin to show signs of deterioration sooner than others. 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. Sand, spot with primer, and then paint the entire area. Use quality exterior paint formulated for local climate conditions. Avoid having sprinklers spray water on the exterior walls of your home. This will cause blistering, peeling, splintering, and other damage to the home.

Specific Home **Components**

Continued

Paint and Stain Continued

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

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.

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.*

Moyes Family Homes Limited Warranty Guidelines-During your orientation we will confirm that all painted or stained surfaces are in acceptable condition. Moyes Family Homes will touch up paint as indicated on the orientation list. You are responsible for all subsequent touch-ups; except the painting we perform as part of another warranty repair.

Cracking-As it ages, exterior wood trim will develop minor cracks and raised grain. Much of this will occur during the first year. Raised grain permits moisture to get under the paint and can result in peeling. This is not a defect in materials or workmanship. Paint maintenance of wood trim and gutters is your responsibility.

Specific Home *Components*

Continued

Paint and Stain Continued

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

Touch-Ups-Paint touch-up is visible under certain lighting conditions. Moyes Family Homes does not provide corrections for this condition.

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

Pest and Wildlife

Homeowner Use and Maintenance Guidelines-Insects such as ants, spiders, wasps, and bees, and animal life such as woodpeckers, squirrels, mice, and snakes, may fail to recognize that your home belongs to you. Addressing concerns involving these pests and wildlife goes with being a homeowner. Informational resources include, among others, the state wildlife service, animal control authorities, the county extension service, pest control professionals, internet, and public library.

Phone Jacks

Homeowner Use and Maintenance Guidelines- If your home is equipped with telephone jacks as shown on the selection sheets. Initiating phone service, additions to phone service, and moving phone outlets for decorating purposes or convenience are your responsibility.

Specific Home *Components*

Continued

Phone Jacks Continued

Moyes Family Homes Limited Warranty Guidelines-Moyes Family Homes will correct outlets positioned so that a wall phone cannot be installed, for instance, if a kitchen phone outlet is positioned too close to a cabinet or countertop backsplash and prevents a wall phone from being connected. Moyes Family Homes will repair wiring that does not perform as intended from the phone service box into the home. From the service box outward, care of the wiring is the responsibility of the local telephone service company.

Plumbing

Homeowner Use and Maintenance Guidelines-Your plumbing system has many parts, most of which require little maintenance. Proper cleaning, occasional minor attention, and preventive care will assure many years of good service from this system.

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.*

Cleaning-Follow manufacturer's directions for cleaning fixtures. Avoid 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.

Specific Home *Components*

Continued

Plumbing Continued

Clogs-The main causes of toilet clogs are domestic items such as disposable diapers, excessive amounts of toilet paper, sanitary supplies, Q-tips, dental floss, and children's toys. 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 a 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 plunger. If you use chemical agents, follow directions carefully to avoid personal injury or damage to the fixtures. Clean a plunger drains topper—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 shower head 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.)

Extended Absence-If you plan to be away for an extended period, you should drain your water supply lines. To do this, shut off the main supply line and open the faucets to relieve pressure in the lines.

Specific Home *Components*

Continued

Plumbing Continued

You may also wish to shut off the water heater. Do this by turning off the cold-water supply valve on top and the gas control at the bottom. Drain the tank by running a hose from the spigot on the bottom to the basement floor drain. If you leave the tank full, keep the pilot on and set the temperature to its lowest or "vacation" setting. Check manufacturer's directions for additional hints and instructions.

Fiberglass Fixtures-For normal cleaning use a nonabrasive bathroom cleanser and sponge or nylon cleaning pad. Avoid steel wool, scrapers, and scouring pads. Auto wax can provide a shine and restore an attractive appearance.

Freezing Pipes-Provided the home is heated at a normal level, pipes should not freeze at temperatures above 0 degrees Fahrenheit. Set the heat at a minimum of 55 degrees F if you are away during winter months. Keep garage doors closed to protect plumbing lines running through this area from freezing temperatures. In unusually frigid weather or if you will be gone more than a day or two, open cabinet doors to allow warm air to circulate around pipes. Use an ordinary hair dryer to thaw pipes that are frozen. Never use an open flame.

Gold or Brass Finish- Avoid using any abrasive cleaners on gold or antique brass fixtures. Use only mild detergent and water or a cleaning product recommended by the manufacturer.

Jetted Tubs-If your home includes a jetted tub, follow manufacturer directions for its use and care. Never operate the jets unless the water level is at least one inch above the jets. Be cautious about using the tub if you are pregnant or have heart disease or high blood pressure; discuss the use of the tub with your doctor.

Specific Home *Components*

Continued

Plumbing Continued

Tie or pin long hair to keep it away from the jets where it might become tangled—a potentially dangerous event. Clean and disinfect the system every one to two months, depending on usage. To do this, fill the tub with lukewarm water and add one cup of liquid chlorine bleach. Run the jets for 10 to 15 minutes, drain and fill again. Run for 10 minutes with plain water, drain. Auto wax will help seal and preserve your tub's surface. Avoid abrasive cleansers.

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

Leaks- If a major plumbing leak occurs, the first step is to turn off the supply of water to the area involved. This may mean shutting off the water to the entire home. Then contact the appropriate contractor.

Low Flush Toilets- 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 shower heads and cannot be removed. We apologize for any inconvenience this may cause.

Specific Home *Components*

Continued

Plumbing Continued

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

Main Shut-Off-The water supply to your home can be shut off entirely in two locations. The first is at the street and the second is at the meter. We will point both of these out during your orientation.

Marble or Manufactured Marble-Marble and manufactured marble will not chip as readily as porcelain enamel but can be damaged by a sharp blow. Avoid abrasive cleansers or razor blades on manufactured marble, both damage the surface. Always mix hot and cold water at manufactured marble sinks; running only hot water can damage the sink.

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.

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

Specific Home *Components*

Continued

Plumbing Continued

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

Sprinklers-You should routinely inspect sprinkler heads and provide seasonal service to maintain proper functioning.

See also Landscaping/Sprinkler.

Stainless Steel-Clean stainless-steel sinks with soap and water to preserve their luster. Avoid using abrasive cleaners or steel wool pads; these will damage the finish. Prevent bleach from coming into prolonged contact with the sink as it can pit the surface. An occasional cleaning with a good stainless-steel cleaner will enhance the finish. Rub in the direction of the polish or grain lines and dry the sink to prevent water spots. Avoid leaving product on a stainless-steel surface, since prolonged contact with produce can stain the finish. Also avoid using the sink as a cutting board; sharp knives will gouge the finish. Local water conditions affect the appearance of stainless steel. A white film can develop on the sink if you have over-softened water or water with a high concentration of minerals. In hard water areas, a brown surface stain can form, appearing like rust.

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

Specific Home *Components*

Continued

Plumbing Continued

Water Filter or Softener- If you install either a water filter or a water softener, carefully read the manufacturer's literature and warranty for your specific model. If your home includes a septic system, prior to installing a water softener, discuss with the vendor whether the system you are considering will adversely affect your septic system. *See also Septic System.*

TROUBLESHOOTING TIPS: PLUMBING

No Water Anywhere in the Home

Before calling for service, check to confirm that the:

- Main shut off on the meter inside your home is open.
- Main shut off at the street is open.
- Individual shut offs for each water-using item is open.

Leak Involving One Sink, Tub, or Toilet

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

Leak Involving a Main Line

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

Specific Home **Components**

Continued

Plumbing Continued

TROUBLESHOOTING TIPS: PLUMBING CONTINUED

Back Up at One Toilet

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

- Shut off the water supply to the toilet involved.
- Use a plunger to clear the blockage.
- Use a snake to clear the blockage.
- If you've been in your home fewer than 30 days, contact Moyes Family Homes or the plumber listed on your Emergency Phone Numbers sheet.
- If you've been in your home for over 30 days, contact a router service.

Sewer Back Up Affecting Entire Home

- Remove personal belongings to a safe location. If items are soiled, contact your homeowner insurance company.

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

Moyes Family Homes Limited Warranty Guidelines-During the orientation we will confirm that all plumbing fixtures are in acceptable condition and are functioning properly, and that all faucets and drains operate freely.

Clogged Drain- Moyes Family Homes will correct clogged drains that occur during the first 30 days. If a household item is removed from a clogged drain during this time, we will bill you for the drain service. After the first 30 days, you are responsible for correcting clogged drains.

Specific Home *Components*

Continued

Plumbing Continued

Moyes Family Homes Limited Warranty Guidelines Continued

Cosmetic Damage-Moyes Family Homes will correct any fixture damage noted on the orientation list only. Repairing chips, scratches, or other surface damage noted subsequent to the orientation list is your responsibility.

Exterior Faucets- Moyes Family Homes will repair leaks at exterior faucets noted on the orientation list. Subsequent to orientation, repair of a broken line to an exterior faucet is your responsibility.

Freezing Pipes-Provided the home is heated at a normal level, pipes should not freeze. Set heat at 55 degrees F if you are away during winter months. Keep garage doors closed to protect plumbing lines that run through this area.

Leaks-Moyes Family Homes will repair leaks in the plumbing system. If a plumbing leak caused by a warranted item results in drywall or floor covering damage, Moyes Family Homes will repair or replace items that were part of the home as originally purchased. We do not make adjustments for secondary damages (for example, damage to wallpaper, drapes, and personal belongings). Insurance should cover these items.

Noise-Changes in temperature or the flow of the water itself will cause some noise in the pipes. This is normal and requires no repair. Moyes Family Homes will repair persistent water hammer. Expect temperatures to vary if water is used in more than one location in the home at the exact same time.

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

Specific Home *Components*

Continued

Railings

Homeowner Use and Maintenance Guidelines- Stained or wrought iron railings in your home require little maintenance beyond occasional dusting or polishing. Protect railings from sharp objects or moisture. Cover them during move-in so large pieces of furniture do not cause dents or scratches. Stained railings will show variation in the way the wood grain took the stain. Some designs show seams where pieces of wood came together to form the railing.

Moyes Family Homes Limited Warranty Guidelines- During the orientation we will confirm that all railings are in good condition. Moyes Family Homes installs railings in positions and locations to comply with applicable building codes. Railings should remain securely attached with normal use.

Resilient Flooring

Homeowner Use and Maintenance Guidelines- Although resilient floors are designed for minimum care, they do have maintenance needs. Follow any manufacturer's specific recommendations for care and cleaning. Some resilient floors require regular application of a good floor finish. This assures you of retaining a high gloss.

However, avoid using cleaning or finishing agents on the new floor until the adhesive has thoroughly set. This will take about two weeks.

Color and Pattern- 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.

Limit Water- Wipe up spills and vacuum crumbs instead of washing resilient floors frequently with water. Limit mopping or washing with water; excessive amounts of water on resilient floors can penetrate seams and get under edges, causing the material to lift and curl.

Specific Home *Components*

Continued

Resilient Flooring Continued

Moving Furniture-Moving appliances across resilient floor covering can result in tears and wrinkles. Install coasters on furniture legs to prevent permanent damage. If you damage the resilient floor, you can have it successfully patched by professionals. If any scraps remain when installation of your floor covering is complete, we leave them in the hope that having the matching dye lot will make such repairs less apparent.

No-Wax Flooring-The resilient flooring installed in your home is the no-wax type. No-wax means a clear, tough coating that provides both a shiny appearance and a durable surface. However, even this surface will scuff or mark. Follow the manufacturer's recommendations for maintaining the finish.

Raised Nail Heads-Raised nail heads are the result of movements of the floor joist caused by natural shrinkage and deflection. We have used special nails and glued the underlayment to help minimize this movement. If a nail head becomes visible through resilient flooring, place a block of wood over it and hit the block with a hammer to reset the nail.

Scrubbing and Buffing-Frequent scrubbing or electric buffing is harder on floors than regular foot traffic. Use acrylic finishes if you scrub or buff.

Seams-Any brand or type of resilient flooring may separate slightly due to shrinkage. Seams can lift or curl if excessive moisture is allowed to penetrate them. You can use a special caulking at tub or floor joints to seal seams at those locations. Avoid getting large amounts of water on the floor from baths and showers.

Specific Home *Components*

Continued

Resilient Flooring Continued

Moyes Family Homes Limited Warranty Guidelines-We will confirm that resilient floor covering is in acceptable condition during your orientation. **Moyes Family Homes limited warranty does not cover damage to resilient floors caused by moving furniture or appliances into the home.** We can assist you in contacting professionals who can repair such damage if it occurs in your home. Moyes Family Homes is not responsible for discontinued selections.

Adhesion-Resilient floor covering should adhere. Moyes Family Homes will repair lifting or bubbling and nail pops that appear on the surface.

Ridges- Moyes Family Homes has sanded and filled the joints of underlayment to minimize the possibility of ridges showing through resilient floor coverings. Ridging is measured by centering a 6-inch straight edge perpendicular to the ridge with one end tight to the floor. If the opposite end of the straight edge is 1/8 inch or more from the floor, Moyes Family Homes will repair this condition.

Seams-Seams will occur and are sealed at the time of installation. Moyes Family Homes will correct gaps in excess of 1/16 inch where resilient flooring pieces meet or 1/8 inch where resilient flooring meets another material. Moyes Family Homes will correct curling at seams unless caused by excessive water.

Roof

Homeowner Use and Maintenance Guidelines-The shingles on your roof do not require any treatment or sealer. The less activity your roof experiences, the less likely it is that problems will occur.

Specific Home *Components*

Continued

Roof Continued

Clean Gutters & Valleys-Keep the gutters, valleys, and downspouts free of debris (such as leaves and accumulating materials) and able to quickly drain precipitation from the roof.

Leaks-If a leak occurs, try to find the exact location. This will greatly simplify finding the area that requires repair when the roof is dry.

Prevent Walking-We do not recommend walking on your roof. Your weight and movement can loosen the roofing material and in turn result in leaks. Never walk on the roof of your home at any time.

Severe Weather-After severe storms, do a visual inspection of the roof for damage. Notify your insurance company if you find pieces of shingle in the yard or shingle edges lifted on the roof.

TROUBLESHOOTING TIPS: ROOF LEAK

Please keep in mind that roof leaks cannot be repaired while the roof is wet. However, you can get on the schedule to be in line when conditions dry out, so do call in your roof leak.

- Confirm the source of the water is the roof rather than from a
 - Plumbing leak
 - Open window on a higher floor
 - Ice dam
 - Clogged gutter or downspout
 - Blowing rain or snow coming in through code required roof vents
 - Gap in caulking
- Where practical, place a container under dripping water.
- If a ceiling is involved, use a screwdriver to poke a small hole in the drywall to release the water.
- Remove personal belongings to prevent damages to them. Please report damages to homeowners insurance to submit a claim.

Specific Home *Components*

Continued

Roof Continued

TROUBLESHOOTING TIPS: ROOF LEAK

- Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider.
- Report the leak to Moyes Family Homes during first available business hours.

Moyes Family Homes Limited Warranty Guidelines-Moyes Family Homes will repair roof leaks other than those caused by severe weather, such as hail damage, or some action you have taken, such as walking on the roof. Roof repairs are done only when the roof is dry.

Inclement Weather-Storm damage is excluded from warranty coverage. Notify your homeowner insurance company if storm damage is discovered.

Rough Carpentry

Moyes Family Homes Limited Warranty Guidelines-Some floor and stair squeaks are unavoidable. Although Moyes Family Homes does not warrant floor squeaks, a reasonable effort will be made to correct them.

Floor Deflection-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 Moyes Family Homes will take no action for this occurrence.

Floor Level-Floors will be level to within 1/4 inch within any 32-inch distance as measured perpendicular to any ridge or indentation. Moyes Family Homes will correct floor slope that exceeds 1/240 of the room.

Plumb Walls-Moyes Family Homes will correct walls that are out of plumb more than 1/2 inch in an 8-foot distance or walls that are bowed more than 1/4 inch in any 32-inch measurement

Specific Home *Components*

Continued

Septic System

Homeowner Use and Maintenance Guidelines-Proper operation and maintenance of your Septic System can have a significant impact on how well it works and how long it lasts. Protect your Septic System from potential damage by not plant anything but grass near your septic system as roots from shrubs and trees can cause damage. Do not drive or operate heavy machinery over any part of the system. In the kitchen avoid washing food scraps, coffee grinds, grease/cooking oils or other food items down the drain. Only use toilet paper that is safe for Septic Systems. Don't use the toilet to dispose of plastics, paper towels, facial tissue, feminine products, cigarette butts, dental floss, diapers, etc.

Moyes Family Homes Limited Warranty Guidelines-Where applicable your home may operate on a septic system. Septic tank pumping is important for a well-functioning household and homeowners need to keep an eye on maintaining their system. Septic tanks should be pumped every two to three years to work efficiently and keep your household in order. **Moyes Family Homes is not responsible for pumping of septic systems, maintenance of septic system sand/or clogs due to misuse of the septic system.** Please note the location of your septic system and equipment during the homeowner orientation.

Shower Doors or Tub Enclosures

Homeowner Use and Maintenance Guidelines-Shower doors and tub enclosures require minimal care. Using a squeegee to remove water after a bath or shower will keep mineral residue and soap film to a minimum. Use cleaning products suggested by the manufacturer to avoid any damage to the trim and hardware.

Avoid hanging wet towels on corners of doors; the weight can pull the door out of alignment and cause it to leak.

Specific Home *Components*

Continued

Shower Doors and Tub Enclosures Continued

Moyes Family Homes Limited Warranty Guidelines-During your orientation we will confirm the good condition of all shower doors and tub enclosures. Moyes Family Homes warrants that shower doors and tub enclosures will function according to manufacturer specifications.

Siding

Homeowner Use and Maintenance Guidelines-Siding expands and contracts in response to changes in humidity and temperature. Slight waves are visible in siding under moist weather conditions; shrinkage and separations will be more noticeable under dry conditions. These behaviors cannot be entirely eliminated.

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

Moyes Family Homes Limited Warranty Guidelines-Moyes Family Homes warrants all siding to be free of defects in material and workmanship. We will confirm the good condition of the siding during your orientation. Subsequent damage to the siding will be your responsibility to repair. Moyes Family Homes will caulk and apply touch-up paint to cracks that exceed 3/16 inch. We provide this repair one time only near the end of the first year. Paint or stain touch-up will not match. We will correct any separation at joints or where siding meets another material if the separation allows water to enter the home. Moyes Family Homes will correct delaminating siding.

Specific Home *Components*

Continued

SIPs-Structural Insulated Panels

Homeowner Use and Maintenance Guidelines-Third-party verified, flawlessly engineered structural insulated panels (SIPs) are the easiest, most energy-efficient, time-tested building envelope framing solution available. Premier SIPs provide superior strength and insulation for exterior walls, floors and roofs.

Mounting to SIPs-With a SIP wall, you do not need to find a 'stud' in the wall, but you can mount heavier items to the SIP wall in a similar way to how you would attach cabinets to the wall. For example, if you utilize (10) #6 deck screws to attach to the SIP you will have almost 1 ton of lateral withdrawal strength. For more specifics we suggest using the manufactures guide as a reference. [Click here for details.](#)

Moyes Family Homes Limited Warranty Guidelines-Shrinkage of the wood components 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. Moyes Family Homes provides one-time repairs to many of the effects of expansion and contraction.

Smoke Detectors

Moyes Family Homes Limited Warranty Guidelines-Read the manufacturer's manual for detailed information on the care of your smoke detectors.

Battery-If a smoke detector makes a chirping sound that is a sign that the battery needs to be replaced. Follow manufacturer instructions for installing a new battery. Most smoke detectors use a 9-volt battery.

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.

Specific Home *Components*

Continued

Smoke Detectors Continued

Locations-Smoke detectors are installed in accordance with building codes, which dictate locations. Moyes Family Homes cannot omit any smoke detector, and you should not remove or disable any smoke detector.

Moyes Family Homes Limited Warranty Guidelines-Moyes Family Homes does not represent that the smoke detectors will provide the protection for which they are installed or intended. We will test smoke detectors during the orientation to confirm that they are working and to familiarize you with the alarm. You are responsible for obtaining fire insurance.

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 stairs meet the wall. When this occurs, apply a thin bead of latex caulk and, when dry, touch up with paint.

Moyes Family Homes Limited Warranty Guidelines- Although Moyes Family Homes does not warrant stair vibration and squeaks, a reasonable effort will be made to correct them.

Termites

Homeowner Use and Maintenance Guidelines-We treat the foundation of your home for termites and provide you with a certificate confirming that treatment. Plan to renew this treatment annually or as directed by the literature that accompanies the certificate. Treatment for other types of insects or animal infestations is your responsibility.

Specific Home *Components*

Continued

Termites Continued

Regular Inspections-Regularly inspect your home for signs of termites or conditions that would allow their attack.

- Check for wrinkles or waves in wood trim.
- Tap wood to see if it sounds or feels hollow.
- Inspect under the carpet tack strip by lifting the edge of carpet in the corner of a room. The tack strip is untreated and provides a convenient path for termites through your home.
- Watch for tubes of dirt, called mud tubes that extend from the soil up to your home.
- Keep soil away from any wood parts of your home.
- Avoid storing wood on the ground and against your home.
- Maintain a safe zone of at least two feet in width around the perimeter of your home. Avoid planting grass or shrubs, installing any sprinkler device, or digging of any kind in this area. If you disturb this area, have it re-treated to restore protection.
- Before installing steppingstones, river rock, concrete, or so on, against the home, chemically treat the area that will be underneath the new material.
- If you add onto or change the exterior of your home, be sure to have the areas treated first.
- If you believe you see signs of termites or if you have any questions, contact your termite treatment company for guidance.

Moyes Family Homes Limited Warranty Guidelines- We certify treatment of your foundation for termites at closing. This is our final action for termites. Moyes Family Homes warranty excludes treatment for any other insect (such as ants) or animal (such as mice) infestations.

Specific Home *Components*

Continued

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 Vents- Attic ventilation occurs through vents in the soffit (the underside of the overhangs) or on gable ends. Driving rain or snow sometimes enters the attic through these vents. Do not cover them to prevent this. Instead, cover the insulation in front of the vent. When you do this, precipitation that blows in safely evaporates and ventilation can still occur.

Crawl Space Vents- Homes with crawl spaces usually include two or more vents. Open crawl space vents for summer months and close them for winter months, pulling insulation over them. Failure to close these vents and replace insulation may result in plumbing lines freezing in the crawl space. This occurrence is not covered by your warranty.

Daily Habits-Your daily habits can help keep your home well ventilated:

Do not interfere in any way with the fresh air supply to your furnace. Develop the habit of running the hood fan when you are cooking.

Run the bath fans when bathrooms are in use.

Air your house by opening windows for a time when the weather permits.

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

Specific Home *Components*

Continued

Ventilation Continued

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

Water Heater-Gas

Homeowner Use and Maintenance Guidelines-Carefully read and follow the manufacturer's literature for your specific model of water heater.

Temperature-The recommended thermostat setting for normal everyday use is no higher than 120 degrees. Higher settings can result in injury from scalding. Hot water may take longer to arrive at sinks, tubs, and showers that are farther from the water heater.

TROUBLESHOOTING TIPS: NO HOT WATER

Before calling for service, check to confirm that the:

- Control Panel is on/illuminated.
- The temperature setting is not too low.
- The GFI that controls the unit has not been tripped. Reset by hitting the red button.
- The water heater breaker on your main electric panel is in the on position. (Remember if a breaker trips you must turn it from the tripped position to the off position before you can turn it back on.)
- Refer to the manufacturer's literature for specific locations of these items and possibly other troubleshooting tips.
- Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

Specific Home **Components**

Continued

Water Heater-Gas Continued

Moyes Family Homes Limited Warranty Guidelines-Refer to the manufacturer's limited warranty for information regarding coverage of the water heater. *See also Plumbing.*

Whole House Fan

Homeowner Use and Maintenance Guidelines- Carefully read and follow the manufacturer's literature for your specific model of whole house fan.

Cleaning-Clean fan blades and cover with warm, clear water and a non-abrasive cleaner. Do not use powdered cleaner. You can spray directly onto the blades and cover. Dry thoroughly and place back. The motor can be cleaned with a slightly damp cloth. Avoid spraying directly onto the motor.

Windows, Screens, Glass Doors

Homeowner Use and Maintenance Guidelines-Contact a glass company for reglazing any windows that break. Glass is difficult to install without special tools.

Cleaning-Clean aluminum metal surfaces with warm, clear water. Do not use powdered cleaner. After each cleaning, apply 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. If your home includes a humidifier, closely observe the manufacturer's directions for its use.

Specific Home *Components*

Continued

Windows, Screens, Glass Doors Continued

Screen Storage and Maintenance-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. Prior to re-installing the screen, clean them with a hose and gentle spray of water.

French Doors-French doors are made with tempered glass which is more difficult to break than ordinary glass. If broken, tempered glass breaks into small circular pieces rather than large splinters which can easily cause injury. 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. You may want to apply a decal to the glass door to make it readily visible.

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, apply a silicone lubricant. This is available at hardware stores. Avoid petroleum-based products.

Tinting-Applying tinting or foil lining to dual pane windows can result in broken windows due to heat build-up. Some manufacturers void their warranty on the windows if you apply tinting or foil lining. Contact the manufacturer to check on their current policy before you apply such coatings.

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

Specific Home **Components**

Continued

Windows, Screens, Glass Doors Continued

Moyes Family Homes Limited Warranty Guidelines-We will confirm that all windows, screens, and sliding glass doors are in acceptable condition during the orientation. *Moyes Family Homes will repair or replace broken windows or damaged screens noted on the orientation list only.* Windows should operate with reasonable ease and locks should perform as designed. If they do not, Moyes Family Homes will provide adjustments.

Condensation-Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. You influence the humidity level within your home; Moyes Family Homes provides no corrective measure for this condition. Condensation that accumulates between the panes of glass in dual-glazed windows indicates a broken seal. Moyes Family Homes will replace the window if this occurs during the warranty period.

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

Scratches-Moyes Family Homes confirms that all window glass is in acceptable condition at the orientation. Minor scratches on windows can result from delivery, handling, and other construction activities. *Moyes Family Homes will replace windows that have scratches readily visible from a distance of 4 feet noted on the homeowner orientation walkthrough list only.* Moyes Family Homes does not replace windows that have scratches visible only under certain lighting conditions

Specific Home *Components*

Continued

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 re-nailing. 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.*

Moyes Family Homes Limited Warranty Guidelines-During the orientation we will confirm that wood trim is in acceptable condition. Minor imperfections in wood materials will be visible and will require no action. Moyes Family Homes will correct readily noticeable construction damage such as chips and gouges listed during the orientation.

Raised Grain-Because of the effects of weather on natural wood, you should expect raised grain to develop. This is normal and not a defect in the wood or paint. Warranty coverage excludes this condition.

Specific Home **Components**

Continued

Wood Trim Continued

Exterior-Moyes Family Homes will caulk and apply touch-up paint to cracks in exterior trim components that exceed 3/16 inch. We provide this repair one time only near the end of the first year. Paint or stain touch-up will not match. We will correct any separation at joints that allows water to enter the home.

Wood Stove

Homeowner Use and Maintenance Guidelines-Moyes Family Homes offers wood burning stoves. If you order this type of stove, it is demonstrated during the orientation. Read and follow all manufacturers' directions. Pellets are not to be used in a wood burning stove. Only use clean, dry, seasoned split wood. Wood scraps and trash are also not allowed in a wood burning stove.

Caution: The exterior vent cover for a wood burning stove becomes extremely hot when the stove is operating.

Moyes Family Homes Limited Warranty Guidelines- Wood burning stoves are not intended to be the sole heat source in the home. The wood burning stove should function properly when Moyes Family Homes' and the manufacturer's directions are followed.

Cracks- Normal shrinkage of mortar results in hairline cracks in masonry. Moyes Family Homes will repair cracks that exceed 1/8 inch in width. The repair consists of pointing or patching and the mortar color will be matched as closely as possible but expect some variation. Exterior masonry may have chips, irregular surfaces, and color variations, which occur during manufacturing, shipping, or handling. Unless such conditions affect the structural integrity of the home, no repair is provided.

Specific Home *Components*

Continued

Wood Stove Continued

Downdraft- Although extremely high winds can result in a downdraft, this condition should be temporary and occasional. We will determine and correct continuous malfunction if caused by a construction or design defect.

Glass Doors- During the orientation we confirm that glass stove doors, when included with the home, are in acceptable condition.

Water Infiltration- In unusually heavy or prolonged precipitation, especially when accompanied by high winds, some water can enter the home through the chimney. The limited warranty excludes this occurrence.

Homeowner *Checklists*

The importance of maintaining your home on a regular basis is directly comparable to maintaining a brand-new car. If you never change the oil or get the car tuned up, minor problems will eventually become big problems. Likewise, your new Moyes Family Homes home is designed and built to last for many years, and yet it has numerous components and equipment that require periodic maintenance by the homeowner. As the homeowner, your implementation of the following preventative maintenance guidelines can help to keep your home's components and equipment functioning properly and with as few problems as possible.

Homeowner *Checklist*

Continued

AFTER MOVE-IN CHECKLIST

- Bathrooms: Inspect caulking around tubs, showers, and sinks.
- Electric: Locate and label the main circuit breaker and GFCI's (Ground Fault Circuit Interrupter) in the electric panel box and show family members how to turn it off in case of emergency.
- Fire Extinguisher: Purchase a general-purpose fire extinguisher for each floor of the home plus one small kitchen extinguisher for grease fires. Demonstrate proper usage to family members in case of emergency.
- Fireplace: Purchase fireplace tools as necessary.
- First Aid Kit: Keep first aid materials and a first aid manual in an accessible location.
- Flooring: Install furniture protectors underneath furniture legs to protect carpet, ceramic tile, hardwood, and resilient (vinyl) floors.
- Household Tools: Acquire basic tools for normal home maintenance chores. Include pliers, adjustable wrench, flat blade & Phillips head screwdrivers, claw hammer, hand saw, tape measure, caulk & caulking gun, putty knife, paint roller & brush, power drill & drill bits, assorted nails, brads, screws, nuts & bolts, sandpaper, utility knife, a toilet plunger, and flashlights.
- Plumbing: Locate and label the main water line shutoff valve and show all family members how to close it in case of a plumbing emergency. Find and mark the sewer clean-out locations.
- Water Erosion: After the first heavy rain, check the soil adjacent to the foundation for erosion and fill eroded areas. Thereafter, always be on the alert for soil erosion and take immediate action to fill eroded areas. Check this manual for additional information.

Maintenance

Schedules

Monthly

Cabinets: Check drawers and hinges for proper alignment. Tighten and adjust as necessary. Clean according to the manufacturer's recommendations.

Caulking: Check for cracks or separations in caulking around sinks, bathtubs, toilets, faucets, countertops and backsplashes, ceramic walls, resilient and ceramic floors, window sills, and any other areas originally caulked by Moyes Family Homes. To repair these areas, use an appropriate caulking compound and follow the caulking instructions in the Caulking section of this manual.

Faucet Aerators: Check for proper flow of water. If the flow is reduced, clean the aerator screen. During the first two months of owning your home, the aerators may require more frequent cleaning.

Garbage Disposer: Clean disposer blades by grinding up ice cubes. Freshen it with baking soda and grind up citrus fruit rinds.

Hardwood Stair Rails: Clean and apply a light coat of lemon oil-based wood protection product. **Kitchen Exhaust Fan:** Remove and clean the filter. Clean the grease deposits from the fan housing.

Perimeter Inspection: Look for evidence of insect invasion. If evidence of insects is found, consult an exterminator.

Plumbing: Check under the kitchen and bathroom cabinets, around showers and tubs, at the clothes washer connection, and at other appliance connections for possible leaks. Check the area around the water heater for leaks as well. Make repairs as needed.

Maintenance *Schedules*

Continued

Every Three Months

Doors: Check for proper alignment in the door jamb and the functioning of hardware.

Exterior Finishes: Inspect the exterior surfaces of your home every three months for areas that may require maintenance, including wood trim. Confirm that water is not puddling near the house and that the lawn sprinklers are not hitting the house. Over-watering can cause serious damage to your home. **Plumbing:** Run water in any seldom-used plumbing fixtures to keep water in the “P” trap.

Windows: Check sills for caulking cracks or separations and re-caulk if necessary. Check the weather-strip around windows and repair or replace as necessary. Check windows for smooth opening and closing operation. Clean tracks and lubricate as necessary with a non-oil-based lubricant. Inspect window screens and repair or replace them as necessary. Inspect and replace broken glass immediately so as not to cause further damage. Inspect and remove debris from weep holes at the base of the window frames.

Annually

Attic: Check attic to ensure that soffit vents are not blocked with insulation. Move any insulation back to its original location if there are voids left on the attic floor.

Carpeting: Thoroughly clean according to manufacturer’s recommendations.

Caulking: Replace caulking.

Maintenance *Schedules*

Continued

Annually Continued

Countertops: Reseal (or seal originally) the tile grout or granite.

Exterior Wood Surfaces: Repaint as needed. Check the regulations of your homeowner's association (if applicable) before changing paint colors.

Smoke/Carbon Monoxide Detectors: Perform tests and replace the batteries.

Washing Machine Control Valve: Inspect to confirm that it is opening properly. Replace as needed.

Heating Systems: We recommend you have a professional perform a seasonal maintenance checkup for winter & summer. Ensure that air supply registers and vents are not blocked by rugs carpets, draperies, and furniture.

Roofing: Visually inspect roof from the ground for loose or missing shingles or roof tiles. Inspect roof penetrations (such as air vents) for proper mastic, caulking and seals. We recommend you have a licensed Roofing Contractor perform the needed repairs.



Thank You!

If you need clarification or additional details about any topic discussed, please give us a call. We are delighted to welcome you as part of the Moyes Family Homes family and are ready to serve you. Your first contact for questions will be the Moyes Family Homes Customer Service Department 888-735-6295.

Sincerely,

Moyes Family Homes

www.moyesfamilyhomes.com/warranty