



Better... From Square One

**A Division of Park Square Enterprises, Inc.**

5200 Vineland Road

Suite 200

Orlando, FL 32811

(407) 529-3000

**CRC 1328817**

# WELCOME

Welcome to the growing family of Park Square Homeowners! We are proud of the homes that we build and the neighborhoods in which our Park Square Homeowners reside. Whether this home is your permanent residence or a vacation home, it is very important to us that you understand the home buying and building process.

Our goal is to make this process as easy and satisfying as possible. That is why we have created the “Homeowner’s Manual.” Think of it as a guide and a road map that will help you through every step along the way. By working together and forming a partnership, we will make the journey an enjoyable one and deliver the quality home you expect.

Your new Park Square home is the result of our professional staff dedicated to producing a home that you can be proud of and one that will last through generations. Your Park Square Home has been designed and constructed by a company which was founded in 1984 and we have been responsible for the construction of thousands of homes through the years. We view every home as an individual accomplishment, and we are as proud of your home as we were of the very first home we built.

## HOW TO USE THIS MANUAL

Whether you will be residing in and personally maintaining your new Park Square home, or owning and employing an outside source to manage and maintain your new home, it is very important that you, as owner, understand the process involved in the various aspects of financing, construction and closing, as well as the maintenance and warranties involved in keeping your new home one of lasting value.

The content of this manual is extensive and written to help you through every step. Please read this Homeowner’s Manual carefully and **take note the nine (9) steps on the journey that require your participation.** Feel free to ask questions of our professional and highly motivated staff. These people are important members of the team that will work with you through the entire building experience.

## TABLE OF CONTENTS

The table of contents provides easy reference to the appropriate pages.

## THE JOURNEY BEGINS - THE PROCESS AND MEETINGS

This section will describe in detail the important meetings we expect you to attend to help you understand the details of the mortgage process, design selections, the building and the closing process.

## THE JOURNEY CONTINUES – AFTER CLOSING

This section will discuss your responsibilities as a homeowner and guide you in the care and maintenance of your home. Included is information on who to contact and how to handle routine and emergency warranty situations. It will also assist you in setting up a schedule for routine maintenance of your new home.

## MAINTENANCE GUIDE

In this section, we have compiled explanations and descriptions for maintaining the various aspects and components of your new home. In addition, you will find solutions to common problems that may arise over the life of the home.

## LIMITED WARRANTY

This is our written one year Limited Warranty on your home. It covers in detail what is warranted as well as the exceptions. We are committed to following the Limited Warranty Documents and providing you the service you have come to expect from Park Square Homes.

**The Homeowner's Manual provides you with a considerable amount of information. In order to enjoy your home and have a satisfying buying experience, we strongly encourage you to take the time to familiarize yourself with the contents.**

*We would like to thank you for the purchase of your new home and wish you well as your life progresses in your Park Square Home!*

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# THE JOURNEY BEGINS

## Step # 1 - Financing Your Home

Unless you have arranged to pay cash for your home, the first step is for you to complete a mortgage application for the financing of your new home. For your benefit, it is important for you to complete the mortgage application within 10 days from the date you sign the contract. It will take approximately a week for you to be approved. It is very important not to delay this process as delays in financing may delay the start of your new home.

Lincoln Mortgage Corporation, an affiliate of Park Square Enterprises, Inc., supports the homebuilding operations of Park Square Homes.

Lincoln Mortgage Corporation provides diverse mortgage services; in originating mortgages, in offering a variety of market-competitive loan types and mortgage financing programs. Additionally, Lincoln Mortgage Corporation arranges Settlement and Escrow Services through our affiliated Escrow Agent.

A loan application is a complicated task. However, the loan representative is familiar with the process and will guide you carefully along the way. Ask questions if there is any information presented to you that you do not understand.

The amount of documentation and information required for a mortgage can sometimes seem overwhelming. The following checklist will help in the smooth processing of your mortgage.

### Documents Required For All Loan Types

No matter what loan type you are applying for, please provide all documents listed here. This process reduces the amount of time necessary to process a loan. For FHA Loans there will be some additional documents needed. For VA Loans there will be additional documents appropriate to this type of loan. See below for the list.

#### **Please Provide:**

- \_\_\_\_\_ 1. A check for the application fee. This covers the cost of the appraisal and the credit report. Your Loan Representative can tell you the correct amount when you call for your Application Appointment.
- \_\_\_\_\_ 2. A complete copy of your Agreement of Sale and Purchase with all addenda, riders, and change orders.
- \_\_\_\_\_ 3. Photo ID's. Passport or Driver's license

## Typical Documentation Requirements

If you are salaried, seeking a Conventional Loan and your Loan Representative has suggested Alternative Documentation

### **Please Provide:**

- \_\_\_\_\_ 1. Your two most recent pay stubs
- \_\_\_\_\_ 2. W-2 forms for the previous two years
- \_\_\_\_\_ 3. Previous three months' bank statements (the most recent must be dated within 45 days of your application)
- \_\_\_\_\_ 4. Proof of the source of all funds for down payment or Settlement costs

**If you are self-employed, (or)**

**If you are commissioned, (or)**

**If you have a 25% or more ownership interest in a company**

### **Please Provide:**

- \_\_\_\_\_ 1. A signed year-to-date profit and loss statement
- \_\_\_\_\_ 2. A balance sheet
- \_\_\_\_\_ 3. Signed federal and state tax returns with all schedules for the past two years
- \_\_\_\_\_ 4. W-2 forms or 1099 forms
- \_\_\_\_\_ 5. Corporate tax returns, if applicable

**If you plan to liquidate stock for down payment or Settlement costs, (or)**

**If you will be withdrawing funds from a 401(k) or a profit-sharing plan**

### **Please Provide:**

- \_\_\_\_\_ 1. Copies of your current statements
- \_\_\_\_\_ 2. For mortgage loans having a loan-to-value ratio of 95% or higher, evidence of sufficient cash reserves to make two or more consecutive mortgage payments.

**If you are relying on income from alimony and/or child support**

### **Please Provide:**

- \_\_\_\_\_ 1. Proof that you receive payment on a regular basis (e.g., 12 months of canceled checks, a court statement, or deposit slips)
- \_\_\_\_\_ 2. A copy of your signed and recorded divorce decree and separation agreement.

**If you are required to pay alimony, child support, and/or separate maintenance payments**

**Please Provide:**

- \_\_\_\_\_ 1. A copy of the complete signed divorce decree and separation agreement.

**If you have full or partial ownership in real estate property**

**Please Provide:**

- \_\_\_\_\_ 1. If rented, please provide a copy of the current leases  
\_\_\_\_\_ 2. If being sold, please provide a copy of the sales contract  
\_\_\_\_\_ 3. If property is owned free and clear, please provide proof that there are no outstanding liens. i.e. copy of Homeowner's Insurance declaration page.

**Additional VA Documentation Requirements**

**If you are applying for a VA Loan, you must also provide:**

- \_\_\_\_\_ 1. A copy of your Leave and Earnings Statement (LES) and/or discharge papers (Form DD214)  
\_\_\_\_\_ 2. Certificate of Eligibility

**If currently on active duty, we will need:**

- \_\_\_\_\_ 1. Statement of Service  
\_\_\_\_\_ 2. Off-Base Housing Authorization  
\_\_\_\_\_ 3. A copy of your transfer orders (if applicable)

## The Application Appointment

Please allow approximately one hour for the Application Appointment, since a lot of information will be shared during the meeting. Your Loan Representative will review your application and ask you about items that require clarification. Your Representative understands how complicated the mortgage process seems, so please ask questions.

After a full review of all information, the Loan Representative will have you sign your application as well as other forms necessary to process your loan, including authorization forms to use to verify your employment, deposit accounts, and debts.

In addition to signing forms and disclosures, your Loan Representative will discuss the various terms and options of your proposed mortgage with you (i.e., interest rate, discount points, fixed rate versus variable rate, and so on).

The interest rate discussed during the application interview is an indication of current rates for your particular loan type and is subject to change until your loan closes. If you want a guaranteed interest rate, discuss your “lock-in” options with your Loan Representative. Locking in your interest rate will require that you have agreed to pay the necessary fees associated with the lock-in and have written authorization from Park Square Homes that the lock-in date can be achieved for the delivery and closing of your home.

Please remember that no one can predict whether interest rates will go up or down. If your interest rate is locked-in, you can be protected if rates go up. However, if rates go down, your lock-in agreement is your commitment to close your loan at the locked-in interest rate.

At this point, your Loan Representative may provide you with an approximate time when your loan will be approved. Please be patient though, since timing will vary according to your loan type and the corresponding requirements. Please also remember that approval of your loan will depend on various factors. At the time of application, your loan officer cannot guarantee that your loan application will be approved. A decision on loan approval will be made after your lender confirms that all loan program requirements are met.

## Disclosure Statements

During the appointment, or within three business days thereafter, you will be asked to review and sign several disclosure statements, including an *Estimated Federal Truth in Lending Disclosure Statement* and a *Good Faith Estimate of Settlement Costs*. These disclosures provide you with estimates of charges involved in the loan transaction based on the information available to us at the time of application. The disclosure language used can be a bit technical, so the following provides a brief explanation of the most commonly used terms.

## Estimated Federal Truth-In-Lending Disclosure Statement

*The Truth-in-Lending Statement discloses the Annual Percentage Rate (APR) plus other useful information explained below. The disclosure will show you your loan amount, proposed interest rate, and loan term.*

**Annual Percentage Rate (APR):** Reflects the cost of your loan as a yearly rate, and reflects the note interest rate plus estimated prepaid finance charges, including discount points. The APR is not the same as your interest rate.

**Finance Charge:** The total dollar amount your loan will cost you, including interest, PMI and other prepaid finance charges.

**Amount Financed:** The total amount of money the lender will provide to you, less repaid finance charges.

**Total of Payments:** The sum of the finance charge and the amount financed, assuming the loan is paid off in its scheduled installments until maturity.

**Schedule of Payments:** Shows the principal and interest payment plus any applicable monthly mortgage insurance payments, and also shows when those payments are due to the lender.

## Good Faith Estimate of Settlement Charges

*The Good Faith Estimate provides you with cost estimates of Settlement services and other charges you will likely incur, including the appraisal, title insurance, recording fees, and so on. When reviewing this form, please remember that the amounts shown are only estimates, not a guarantee, of what your final costs may be. In some cases, a maximum charge is shown. The following describes some of the items which will appear on your Good Faith Estimate:*

**Discount Points:** Also called “points,” each point is equal to 1% of the loan amount. For example, one point on a \$100,000 loan equals \$1000. The points serve to raise the lender’s yield on the loan. Thus, you may have a choice of paying a 9.5% interest rate and 4 discount points, or paying a 10% interest rate and 1 discount point. Both scenarios could provide the same yield and ARP to the lender, but the lower interest rate requires the payment of more discount points.

**Application Fee:** Covers the lender’s charge to process your loan application.

**Appraisal Fee:** Is used to obtain a property appraisal to determine if the value of the property is sufficient to secure your loan.

**Credit Report Fee:** Is used to obtain a credit report that examines the manner in which you have handled other credit transactions. We strongly suggest you do not take on any additional large credit obligations prior to closing on your home as this may affect your credit report and your ability to obtain a mortgage.

**Interest Expense Disclosure:** Estimates your interest charge for 15 days from the middle of the month through the end of your Settlement month. The actual interest you will pay, however, will be adjusted based on your actual Settlement date. For example, if you settle on June 20, you'll pay interest from June 20 through June 30 (the end of the month) at Settlement. Your first payment will not be due until August 1. When you make your August 1 payment, you are paying interest from July 1 through July 31. This is called paying interest "in arrears".

Some fees collected at the time of loan application, which may include your application, appraisal and credit report fees, may be non-refundable.

If Park Square Homes has agreed to pay any charges in connection with your loan, per the terms of your Agreement of Sale, then this will be reflected on the Good Faith Estimate.

You will also receive other disclosures, such as the *Equal Credit Opportunity Act Notice* and a booklet that explains Settlement Costs. Your Loan Representative can review these documents with you and will be pleased to answer your questions.

Before you leave the application interview, your Loan Representative will advise you if any additional information is required to process your loan. You may also be talking to your Loan Representative frequently over the next few weeks.

## The Processing of Your Loan

*The following items will be ordered by your lender:*

- **Credit Report** – Your lender will order this report from a credit reporting agency. The report will show your credit history, the amount of money you owe to each of your creditors and the timeliness of your payments.
- **Appraisal** – The appraisal of the property ordered by your lender confirms the market value of your new home.
- **Good Faith Estimate** – Your lender will provide you with a legally required estimate of the costs and payments you will incur in financing your new home. Several days before closing, you will be informed of the exact amount of funds to bring to closing.

- **Verification of Employment** – This form is sent to all employers for whom you have worked for the past two years. The employer will sign and return the form to your mortgage company. This form will show the dates employed and the amount of money earned including bonuses and overtime. If you are self-employed, you will be asked to provide tax returns for the past two years.
- **Verification of Deposit** – This is sent to all of your banking institutions. The bank(s) will indicate the date you opened each account, the average balance in each account for the last three months, and the amount of money in each account on the day the forms were completed. Also, the banks will list loans or overdraft accounts, if any, that you have established.
- **Verification of Mortgage** – This form will be completed by your current mortgage company and will show the amount of your monthly payment, how much you owe, and the timeliness of your payments.

Approval of the mortgage application typically takes 10-30 days, depending upon the individual circumstances of each customer. While we try to help as much as possible, Park Square Homes does not control the credit underwriting process of any mortgage lender. We encourage your active cooperation with your loan officer in providing information when requested so that the process can proceed as smoothly as possible.

You may be asked by your mortgage company to write a letter regarding your assets, income, or credit. This allows your mortgage company to better assist you in obtaining your financing.

*If you order an option which changes the price of your home, you need to notify your lender promptly. If changes affecting the sales price occur, the lender needs this information in order to determine the exact loan amount.* Changes made after estimation of the loan amount could delay final loan approval, so additional items may need to be paid in cash. Any changes in your financial situation during the time from loan application until closing may affect final approval of your loan.

When your loan is approved, you will receive a commitment letter from your mortgage lender. Please provide your Closing Coordinator with a copy of this letter immediately. The commitment letter may identify certain conditions that must be met prior to closing.

## Additional Requirements

Typically, when you sign your Agreement for Sale & Purchase, you make an initial cash deposit with Park Square Homes. Please remember that the balance of your required initial down payment will be due as specified by your Purchase Agreement.

**HOMEOWNER'S INSURANCE or HAZARD INSURANCE:** All lenders require this type of insurance. Generally speaking, it covers damage due to fire and theft. It also covers loss to personal property as well as general liability.

**MORTGAGE INSURANCE:** If you put less than 20% down on a home, you will need mortgage insurance. MI or PMI is a type of insurance for the lender that protects against loss in case of default by the borrower. MI or PMI makes up the difference between the 20% down payment required by most mortgage lenders and the amount that home buyers put down to purchase a home. Mortgage insurance is paid monthly and is normally added to your monthly mortgage payment.

**FLOOD INSURANCE:** Many areas in the country are considered by the federal government to be in a flood zone. Due to extensive development over many years, these new developments have greatly lowered and in some cases have removed water completely from these areas. (Where applicable)

The Federal Emergency Management Agency (FEMA) still classifies many of these areas in flood zones. This does not mean your home or the area around your home will flood, but the remote possibility exists. Your lender may require you to purchase a flood insurance policy whether or not you are in the actual flood zone.

If flood insurance is required, it will be in addition to the standard Homeowner's insurance policy required by all lenders and banks. The cost of the flood insurance is usually a fraction of the cost of your homeowner's insurance policy.



## Step #2 -Personalizing Your New Home

A fun part of buying your new Park Square home is personalizing it through the selection of colors and other finish materials. Most of these choices will be made at the sales office or our Design Studio. When selections are to be made off-site, your Sales Associate will advise you.

The Design Studio will schedule your appointment at time of contract. It must be complete within 7 days after signing of the Purchase Agreement. At the Design Studio, we have provided an area for you so you can make your choices in comfort. During the meeting you will be shown all the selections we have available and you will be assisted with all your decisions to help you remain within your budget.

Your selections will include such items as cabinet styles and colors, floor coverings and exterior color alternatives. If your home is presently under construction or is fully completed, many of these selections may already have been made prior to your purchase. Elevations and exterior colors may be restricted due to community requirements and previous neighbor selections. You will be advised as to what changes, if any, can be made at this time.

Following the 7-day period, the architectural, structural, and permit documentation will commence. In order to deliver your home in a timely manner, we order all materials well in advance of ground breaking. This process helps us to meet our construction schedules, reduce costs to our customers and provide building efficiency.

We understand that there are times you may wish to change or add something to your original selection sheet. We will allow changes up to the 7 day sign off period. After you complete the color selection sheet, we do not allow any further changes as this adversely affects multiple vendors and the entire building process.

You are encouraged to bring cushions or swatches to this meeting in order to help make your color selections easier. We suggest you view all color samples in natural light as well as artificial light in order to become comfortable with the appropriate color.

Just a word of caution, color variations between the samples you are looking at and the actual materials installed are always possible. This is due to the manufacturer's slight changes in dye lots and, over time, sunlight and other environmental factors affect our samples. Variations in natural materials can also occur. No two products can be exactly alike. This occurrence happens mostly with wood, tile, granite and marble products. Variations are to be expected.

The following guidelines will facilitate the selection process and help ensure the timely delivery of your new home:

- Upon execution of the Purchase Agreement, schedule a time to meet at the sales office or Design Studio center to make your selections within 7 days.

- Your Sales Associate will provide you with a *Color Selection* sheet that includes the list of choices you need to make. Review this sheet prior to coming to your appointment for selections.
- Once you make your selections, please make sure all blank areas are completed. Double check all color numbers and names. Please sign and date this form upon completion. You may be asked to provide second choices for certain items. On rare occasions, selections become discontinued. If this should happen, you will be contacted and asked to make an alternate selection.
- Please retain your selection sheets for future reference. You may need to refer to them later in the building process and after you close.
- Please be prepared and make arrangements to pay a 10% deposit for all upgrades and changes that are chosen.

### **Building Material Substitutions and Changes**

At Park Square Homes, we continually keep abreast of improved construction techniques and products. Also, our suppliers sometimes make changes in their products which may impact the construction of your home.

City and county agencies may adopt new regulations. These regulations are usually in the interest of safety or product improvement.

We comply with all building codes and requirements that are in effect for each community. Therefore, the same floor plan and elevation may be constructed slightly differently in two different jurisdictions or communities.

As a result, we may employ construction methods or use materials in your home that are different from those in our model home. Whenever we must substitute a method or a product, it will be of equal or better quality than that used in our model home. Because such substitutions or changes may be necessary due to matters outside of our control, we reserve the right to make these changes without notification or liability.

## **Working With Your Superintendent**

### **Safety Comes First**

We understand and encourage your interest in the construction of your new home; however, safety is of fundamental importance to us. Construction sites can be dangerous and caution should be observed at all times. We regret that we cannot permit you to visit your home during construction unless you are accompanied by a Park Square Homes representative. Genuine safety concerns and our accident liability insurance specifically preclude you from inspecting your home unless escorted. If you wish to visit your home at times other than those already scheduled during construction, please contact your Sales Associate to arrange for a Park Square Homes representative to escort you and provide a hardhat, which must be worn at all times on site. We are always glad to see you, so please feel free to call and schedule a visit.

### **Scheduled Customer Meetings during Construction**

At Park Square Homes we strive to keep you informed during construction of your new home, and we want you to see how well it is built. We schedule three specific meetings with you during this process to help ensure that we are building your home to the plan specifications. In addition, we update you of important milestones in the construction of your home. We will make every effort to schedule these meetings at a time that is convenient for you; however, please understand that we must not delay construction of your home if you cannot attend. Therefore, if you are unable to personally attend, we require that you designate a representative to participate on your behalf.

Please allow enough time for each meeting. The first two meetings should take approximately two hours each. The third meeting, the Welcome Home Orientation Meeting, may take up to three hours. We suggest that you become familiar with each of the forms we use at each meeting so that any questions you have can be addressed at that time. These meetings work best with your full attention. Therefore we request that you not be accompanied by relatives, friends, children or pets during these meetings.

### **Step #3 - The Pre-Start Construction Orientation Meeting**

In order to keep you informed and encourage your participation in the building process, we provide a Pre-Start Construction Orientation Meeting once the following steps have been fully completed:

- Purchase Agreement and all addenda have been fully executed and accepted
- All colors, options and upgrades have been finalized and signed
- Initial loan approval has been completed

We will schedule the Pre-Start Construction Orientation Meeting at a convenient time for you Monday through Friday, between the hours of 8am and 5pm. The meeting will take place in most instances at the sales office unless you are otherwise notified. Please bring your Homeowner's Manual with you. It will make it easier for you to follow along and make notes in the appropriate areas as needed. The following items will be discussed:

- The site plan, plot plan, drainage issues, setbacks, easements, trees and natural landscaping when applicable
- The floor plan, elevation and placement of electric fixtures. The plans should reflect any and all changes that you have made during the selection process
- Status of the plan review, the permit process, utilities such as fire hydrants and utility boxes, if pertinent
- Material specification. This will include the names of the quality brands we use
- A review of you chosen colors, options and upgrades
- The construction process and general timetable
- Projected or targeted window of delivery and closing
- Delays – man made, weather and Acts of God
- Why it appears as if “nothing is happening”
- Regularly scheduled county or city building department inspections
- Our quality inspection schedule
- Site visits – schedules, safety and security
- How to handle future questions – who to contact and normal response time
- Homeowner's Association – your general responsibilities and questions
- Future meeting – time frame, topics to cover and what to expect
- Review of names and telephone numbers of people you still need to contact

You will have ample time at the Pre-Start Construction Orientation Meeting to ask questions. Provided everything is in order, you will be expected to “sign-off” on the final plan. The following is a copy of the Pre-Construction Orientation Form which will be presented to you during this meeting. Please become familiar with it.



Better... From Square One

## PRE-START CONSTRUCTION ORIENTATION CHECKLIST

HOME BUYER: \_\_\_\_\_ COMMUNITY: \_\_\_\_\_ LOT#: \_\_\_\_\_

PHONE: (H) \_\_\_\_\_ (W) \_\_\_\_\_ (CELL) \_\_\_\_\_

Superintendent: \_\_\_\_\_ Customer Relations Rep.: \_\_\_\_\_ Sales Associate: \_\_\_\_\_

The purpose of this meeting is to discuss your plans, options, and selections. We also want to stress the importance of good communication throughout the construction process. The following is a checklist of important items for us to cover before starting your new home:

	DESCRIPTION	COMMENTS	HOME BUYER	SUPERINTENDENT	SALES
I.	<b>GENERAL INFORMATION</b>				
	1. Discuss and review plot plan				
	2. Set backs and easements				
	3. Underground utilities				
II.	<b>CLEARING OF LOT</b>				
	1. Tree Removal				
	a. Trees to be removed at initial clearing only				
	b. Remove trees only damaged by construction in natural areas				
	2. Natural Areas				
	3. Swale locations and purpose; water drainage patterns.				
III.	<b>CONTRACT</b>				
	1. House type & elevation				
	2. Verify Color Selection				
	3. Review all Option Change Orders/enter last item # on c/o				
	4. Verify Sales Brochure/Floor Plan				
	a. Cable TV & Telephone				
	b. Ceiling fan pre-wires				
	c. Hose bib locations				
	5. Pools/Spas				
IV.	<b>CONSTRUCTION INFORMATION</b>				
	1. Site Visit Guidelines				
	2. Pre-Drywall Orientation				
	3. Welcome Home Orientation				
	4. Customer Relations/Warranty				
	5. Construction Delays				
	6. Homeowner's Manual				
	7. Construction Concerns/Communication				
	8. Other				
V.	<b>SPECIAL NEEDS</b>				
	1. HOA				
	2. HC				
	3. FHA				
	8. VA				
	8. ETC				

### CONSTRUCTION NOTATION:

#### Acknowledgment of Pre-Start Construction Orientation:

Homebuyer: \_\_\_\_\_ Superintendent: \_\_\_\_\_  
*Signature* *Signature*

\_\_\_\_\_  
*Print* *Print*

Homebuyer: \_\_\_\_\_ Sales Associate: \_\_\_\_\_  
*Signature* *Signature*

\_\_\_\_\_  
*Print* *Print*

Date: \_\_\_\_\_

## Construction

The first step in the construction process is obtaining the building permit. This can take anywhere from several days to quite a few weeks, depending on the county where your home is being built. Please do not be concerned that “nothing is happening.” As soon as the permit is received, the actual building process will begin.

Construction schedules vary greatly and there will always be time when it appears that the work has stopped. This is not so.

Our Construction schedules are distributed to our trade partners’ weeks in advance of the actual work. This allows the trade partner’s “lead time” so that they can plan their schedules to meet ours. A specific amount of time is allotted for them to complete each task from a few hours to a few days. If a trade partner completes their work ahead of schedule, the next trade partner’s assigned time usually cannot be moved up on short notice. Therefore, you may see some days during construction when it looks like “nothing is being done.”

Also, there are times when we are waiting for materials to be delivered and the work appears to have stopped. At other times, your home is waiting for the building inspector. This is all part of the normal progress of construction and occurs at several points along the way.

Weather delays affect everyone’s schedule. If the weather prevents a trade partner from completing a task on a home scheduled to close prior to yours, your home may be held up as well. There is no way to avoid this. We make every attempt to make up the lost time but that is not always possible.

Obviously, construction delays are normal, built in to our schedules and to be expected. If there is an unusual delay that will affect your estimated closing date, you will be advised as quickly as possible.

The following is a brief outline of the actual building process:

1. Clean lot and build pad (if necessary)
2. Set foundation forms and install underground plumbing
3. Place concrete and block
4. Build exterior walls
5. Install roof
6. Install interior framing and begin plumbing rough-in
7. Install windows and exterior doors
8. Install A/C and heating duct work, electrical wiring and above ground plumbing
9. Install insulation, drywall and start lower exterior finish
10. Texture drywall and install interior doors and trim
11. Paint interior of home
12. Install cabinets and counter tops
13. Trim out plumbing and electric and install HVAC
14. Install landscaping and sod
15. Clean windows, tubs and cabinets
16. Install flooring material

17. Final check of house, complete minor touch-up items and final clean
18. Welcome Home Orientation Meeting
19. Complete minor punch-out items and close

If you have any questions, concerns or note something that needs to be addressed during an unscheduled visit, please contact your Sales Associate or Superintendent. Please do not interrupt or stop a worker from completing his task.

There will be days when your home “simply does not look very good” or “looks like it will never be completed on time.” While your home is being constructed, it faces many elements such as wind and rain. It also must endure the coming and going of numerous trade partners, not to mention work that can be very dirty and noisy. All this activity creates dust, trash and material scraps.

Park Square Homes makes every attempt to keep our construction sites clean. However, during your visit you might encounter some messy or unsightly situations. Please remember that we are a professional building company and take a lot of pride in building your home. Please be patient and your new home will be constructed with quality workmanship in a timely manner.

#### Step #4 - Pre-Drywall Orientation Meeting

The Pre-Drywall Orientation Meeting affords you the opportunity to formally review your new home while it is being built. At this stage, the foundation and roof are installed. Your home has been wired and a good deal of the plumbing is installed along with the framing for the drywall. You will be able to walk from room to room and actually get the feel of your new Park Square home coming together.

You will be contacted by your Superintendent to schedule an exact time for your Pre-Drywall Orientation Meeting. Please bring your “Homeowner’s Manual” along with your selection sheet containing your options and upgrades and feel free to ask questions and take notes.

Pre-Drywall Orientation Meetings are scheduled at your new home Monday through Friday, 9am to 3pm.

During the Pre-Drywall Orientation Meeting, you will be able to visibly check and make sure that the options and upgrades your requested are installed. We also recommend that you and the Superintendent discuss what you can expect to see and do at the next meeting, the “Welcome Home Orientation Meeting.” This is an excellent time to review and generally discuss the closing process and warranty issues. Warranty will be explained in detail during the Welcome Home Orientation Meeting.

The following page is a copy of our Pre-Drywall Orientation form that will be used as a guide and checklist while you inspect your new home. You will be asked to sign the sheet and retain a copy for your files.

As you know, the actual delivery date for your new Park Square home is still an “estimated” delivery date. There continues to be events that can, will and might change this all-important date. Such items as weather conditions, material deliveries and labor shortages are just a few that substantially affect the final delivery date. However, in most instances, we are able to provide you with a confirmed delivery date 45-30 days prior to delivery and closing.



## PRE-DRYWALL ORIENTATION

HOME BUYER: \_\_\_\_\_ COMMUNITY: \_\_\_\_\_ LOT#: \_\_\_\_\_

Superintendent: \_\_\_\_\_ Sales Associate: \_\_\_\_\_

The purpose of this meeting is to provide you with an opportunity to view your home before the drywall is installed. We will also confirm from the pre-start orientation, that the changes you made are in place at this time. The following is a checklist of important items for us to cover before continuing with your new home:

	DESCRIPTION	HOME BUYER	SUPERINTENDENT
<b>I.</b>	<b>GENERAL INFORMATION</b>		
	1. Discuss and review plot plan		
	2. Set Backs, Easements and Boundaries		
	3. Review swale locations, purpose and water drainage patterns		
<b>II.</b>	<b>CONTRACT</b>		
	1. House type & elevation		
	2. Review all Change Orders		
	3. Verify Sales Brochure		
	a. Cable TV & Telephone		
	b. Ceiling fan pre-wires		
	c. Hose bib locations		
<b>III.</b>	<b>CONSTRUCTION INFORMATION</b>		
	1. What's Next? (Drywall, trim, paint, cabinets...)		
	2. Welcome Home Orientation (100% complete @ Closing)		
	3. Customer Relations/Warranty		
	4. Closing Coordinator		
	5. Approximate Time-frame for Completion		
<b>IV.</b>	<b>SIGN PRE-DRYWALL CHANGE ORDER</b>		

### CONSTRUCTION NOTATIONS:

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Homebuyer: \_\_\_\_\_

Superintendent: \_\_\_\_\_

Homebuyer: \_\_\_\_\_

Sales Associate: \_\_\_\_\_

Date: \_\_\_\_\_



## Step #5 – The Welcome Home Orientation Meeting

Prior to closing on your new home, you will be contacted by our office to set an appointment for the Welcome Home Orientation Meeting.

Typically this meeting takes place five (5) days prior to the closing. However, sometimes circumstances beyond our control necessitate the meeting take place closer to the closing date. At the time of the meeting, your home will be completed and will have received a Certificate of Occupancy. (CO).

The purpose of the Welcome Home Orientation is for you to be introduced to your new Park Square home. We will confirm that we have delivered your new home at an acceptable level of quality and with all your selections installed correctly. We will demonstrate the operation of all the appliances and systems in your home. We will also explain, in detail, the Park Square Homes One-Year Limited Warranty (which is printed at the back of this manual) and your normal homeowner maintenance responsibilities.

In addition, the meeting will serve as an opportunity for all of us to note any items that might be incomplete or require additional attention prior to closing. While walking through your home together, we will complete a checklist indicating that we have reviewed your home and confirmed that all colors, options and upgrades have been installed per the Purchase Agreement. We will check to see that your home meets the Park Square Homes quality standards as shown in our models. If you bought your home from a floor plan, we will make sure all the details are in conformance with those plans.

While walking through your home, Park Square recommends that you carefully observe the following for surface damage, such as scratches, chips, cracks and dents, as these items are expressly not warranted beyond the date of closing.

- Sinks, tubs, showers and plumbing fixtures
- Countertops and cabinet doors
- Light fixtures, mirrors and glass
- Windows, exterior doors, sliding glass doors and screens
- Tile, carpet, hardwood and resilient flooring
- Wood doors, wood trim and hardware
- Paint and drywall
- Exterior stucco, siding, brick or stone
- Appliances
- Driveways, walk-ways and patios

We also recommend that you examine your landscaping and irrigation system operation. Make sure there is proper coverage on all zones.

The Welcome Home Orientation Meeting is held Monday through Friday, 8am to 2pm. Please allow at least two hours for this meeting and if your home is extremely large, allow some additional time as well. By arranging your schedule so you will have ample time to explore and learn about your new home, you will receive maximum benefit from the appointment.

Experience has shown that the Welcome Home Orientation is most beneficial when buyers are able to focus all their attention on their home and all the important information presented. We appreciate that friends and family want to see your new home. However, it would be wise if they could visit with you at another time. If a real estate agent has been involved with your purchase, he or she is always welcome to join us, but it is not a requirement.

In a few instances, homeowners wish to bring along their own home inspector. This is not necessary or required and is an additional expense to you. Your home has been inspected by local governmental inspectors who inspect the technical components of your home which supersede private inspectors. The only inspection that is needed is your approval at the Welcome Home Orientation.

Our goal is for you to be 100% satisfied with your new home the day you move in. Before your Welcome Home Orientation, our Park Square Homes team performs our own quality inspections to ensure your home meets all of our standards. The objective is to be complete at closing.

The following is a copy of the Orientation/Acceptance form that you will be expected to sign. Be sure to retain a copy of your records and future reference.

At the very end of your Welcome Home Orientation Meeting, we will schedule your next follow up meeting with us which is our “30 Day Courtesy Visit.” Please see Step # 7.



## WELCOME HOME ORIENTATION / ACCEPTANCE CHECKLIST

Scheduled Final Acceptance Date: \_\_\_\_\_ Time: \_\_\_\_\_

DATE: \_\_\_\_\_ TIME: \_\_\_\_\_ Superintendent: \_\_\_\_\_

COMMUNITY: \_\_\_\_\_ LOT#: \_\_\_\_\_

HOMEBUYER'S NAME: \_\_\_\_\_ ADDRESS: \_\_\_\_\_

PHONE: (H) \_\_\_\_\_ (W) \_\_\_\_\_ (CELL) \_\_\_\_\_

EMAIL: \_\_\_\_\_

\_\_\_\_\_  
HOMEBUYER'S SIGNATURE

\_\_\_\_\_  
PARK SQUARE REPRESENTATIVE

The Park Square Homes Welcome Home Orientation is conducted for the benefit of both the Homebuyer and Park Square Homes. When signed above by the Homebuyer, this form indicates the following: (1) The Orientation has been completed by the Homebuyer accompanied by a Representative of Park Square Homes prior to the Homebuyer's occupancy of the property. (2) The Homebuyer concurs with the remarks shown below as to the condition of the property at the time of inspection and accepts the home as completed, subject to these corrections and repairs, that will be completed within 30 days of closing. (3) The Homebuyer acknowledges that there are no verbal agreements, other lists or commitments regarding this Orientation other than those listed below. (4) That any repairs or corrections reported to Park Square Homes subsequent to the Orientation are not noted below, will be placed on a Customer Relations Warranty Service Request form, a copy of which is now in the Homebuyer's possession or can be found at the back of the Homeowner's Manual. (5) The Homebuyer acknowledges that the home has been delivered in accordance with the terms of the contract and all upgrades and options are installed. (6) The Homebuyer will be responsible for normal homeowner maintenance terms and conditions as outlined in the Homeowner's Manual and Warranty Documents.

There are certain areas and items in your new Park Square Home which, in the course of normal use, may become nicked, gouged, scratched or otherwise damaged. Park Square Homes Personnel have checked over your new home to insure there are no existing deficiencies. However, it is important for you, as the Homebuyer, to check very carefully in the following areas as Park Square Homes will repair only those items noted at the Homebuyer's Welcome Home Orientation:

<input type="checkbox"/> Appliances - All accessories in place	<input type="checkbox"/> Bathroom Sinks, Toilets and Tubs, Aerators	<input type="checkbox"/> Drywall
<input type="checkbox"/> Cabinets and Counter Tops	<input type="checkbox"/> Interior and Exterior Hardware	<input type="checkbox"/> Garage Doors
<input type="checkbox"/> Windows and Sliding Glass Doors	<input type="checkbox"/> Interior and Exterior Doors and Trim	<input type="checkbox"/> Light Fixtures
<input type="checkbox"/> Carpet	<input type="checkbox"/> Interior & Exterior Paint	<input type="checkbox"/> Marble Tops, Sills, & Tubs
<input type="checkbox"/> Hardwood Floors	<input type="checkbox"/> Window Glass & Sliding Door Glass	<input type="checkbox"/> Mirrors
<input type="checkbox"/> Vinyl Floors	<input type="checkbox"/> Bathroom Tile Walls and Floors	<input type="checkbox"/> Kitchen & Bathroom Fixtures
<input type="checkbox"/> Tile Floors	<input type="checkbox"/> Window and Door Screens	<input type="checkbox"/> Smoke Detectors

Concrete: Driveway \_\_\_\_\_ Patio \_\_\_\_\_ Walk-way \_\_\_\_\_ Garage Floor \_\_\_\_\_ Landscaping: \_\_\_\_\_ Drainage Swales \_\_\_\_\_ Sprinkler System \_\_\_\_\_

Item #		Date Completed / Initials

The above work has been satisfactorily completed.

#of attachments \_\_\_\_\_ None \_\_\_\_\_

\_\_\_\_\_  
Homebuyer's Signature and Date

\_\_\_\_\_  
Park Square Homes Representative Signature and Date

**Copies to: Superintendent — Homebuyer — Customer Relations Rep. — Office**

## **Step #6 - The Closing Process**

Approximately 30 days prior to closing, your Closing Coordinator will contact you to give you an approximate closing date. Two weeks prior to closing, your Closing Coordinator will contact you to inform you of the exact time and date of the closing. Your closing will take place approximately one week after the Welcome Home Orientation. Park Square Homes will coordinate the closing date with you, the mortgage company and the title company

### **Establishing Your Closing Date**

Your closing is tied to the delivery date of your new home. Many factors affect the time it takes to build your home, including weather, material and labor shortages, delay in responding to a lenders request, and many other unforeseen delays that can occur after the Purchase Agreement has been completed.

We make every attempt at meeting the estimated delivery date, as we understand that timing is very important to you. If any circumstances cause a significant change in the closing date, we will notify you as soon as possible so you may adjust your plans accordingly.

### **Closing Location**

Your Closing Coordinator will inform you of this location.

If you are closing by mail, arrangements for this will be made by the Closing Coordinator. Please be sure you advise the Closing Coordinator of your desire to close by mail.

### **Details Needed before Closing**

Prior to the Closing date, you must obtain a Hazard (fire and casualty) Insurance Policy from an insurance company on the property being financed, and you must bring your policy or evidence of insurance and a paid receipt for the first year's premium to Closing. Your Loan Representative can provide the specific amount of coverage needed so that you may advise your insurer. We recommend you obtain this policy two to four weeks prior to closing. Do not wait until the last minute as this can delay the closing.

Prior to Closing, your Loan Representative or your Closing Coordinator will advise you of the exact amount of money you will need to provide at Closing and the required method of payment. However, in certain circumstances you may need to contact your mortgage company and have them provide a preliminary closing amount prior to the closing package being sent to the title company. At Closing, you will be paying your down payment plus all required Closing costs, less any amounts you have already paid as a deposit. Remember that final Closing costs may change from the estimates previously

provided. All payments of funds required for Closing must be made by cashier's check, certified funds, or wire transfer. Please note that international wire transfers must allow 7 to 10 days to clear.

In order for the closing to go smoothly, you need to make sure your loan is clear to close, including a rate locked and hazard insurance is received by the lender a minimum of two (2) weeks before your closing date. Delays at this part of the process could delay closing and put you at risk or default of your purchase agreement.

## Starting your Utilities

You will need to notify all utility companies of your move. We recommend that you have the utilities changed within three days after closing in order to avoid any interruption of service. The utility company phone numbers are provided to assist you in making these arrangements.

## Closing and Closing Documents

At Closing, you will be signing a variety of documents that set forth the terms and conditions of your loan. During Closing, please review the documents carefully before signing, and feel free to ask about your obligations under the terms of the mortgage loan.

You will need to provide proper ID. Please be sure to bring your drivers license or passport with you. If you do not drive, any form of acceptable ID will do as long as your picture is attached. The following provides a brief description of some of the important Closing documents.

**Mortgage Note:** At Closing, you will be asked to sign a Mortgage Note for the loan amount which shows the terms of the loan and the repayment plan. The Mortgage Note represents your legal promise to repay the loan.

**Security Instrument:** A Security Instrument is a Deed of Trust or Mortgage and is the legal recorded document which grants your lender a first lien against the property in order to secure repayment of your loan.

**Deed:** The Seller transfers ownership of the property to you through the Deed, which includes a legal description of the property.

**Title Insurance Policy:** At Closing, a lender's Title Insurance Policy will be required by your lender to insure that the title to the property is clear and that no one else has a claim to ownership. It is also possible for you to purchase a separate owner's Title Insurance Policy that protects your ownership interest in the property.

**HUD-I Settlement Statement:** This document itemizes the credits and charges for both you and the seller, and is based upon the terms of your Agreement for Sale and Purchase and the costs associated with buying your home.

**Survey:** The Survey shows the actual dimensions of the property you have purchased. It will show how your home sits on the property and any easements that may be on your property.

You may also receive coupons to use with your monthly mortgage payments should payments come due before you receive your personalized coupon book. After all the documents have been signed and the funds collected, the necessary documents will be recorded and any prior liens on the property will be paid. Funds will be disbursed to the seller, and the final signed loan Closing package is returned to your lender. The entire Closing process is then complete.

You will receive a copy of all your completed paperwork approximately 6 to 8 weeks after closing. This date is determined by the county in which your purchase is to be recorded.

**Key Disbursement:** Primary community keys are disbursed at the Closing. In the Resort communities the keys will be available at the title company at Closing..

**Postal Service:** Mail box placement is dictated by the U.S. Postal Service and is subject to change during the construction of a new community. We understand everyone's mail is important and will assist where needed by the postal service.

You are now the proud owner(s) of your new Park Square home and you may move in as quickly as you wish. Should there possibly be a few remaining items to be completed from your Welcome Home Orientation Meeting, please advise your Superintendent when access to your home will be available so they can complete the work prior to the 30 day Courtesy Visit with the Customer Relations Representative.

## THE JOURNEY CONTINUES – AFTER CLOSING

**Welcome Home!** You have closed on your new Park Square Home. We are just as proud of your new home as you are and we will continue to work with you to make your transition from homebuyer to homeowner as smooth as possible. Because the construction of your home includes thousands of man-hours and thousands of parts, it is impossible for everything to work 100% all the time. We recognize that you may need advice and help from time to time and we are committed to being there for you.

### Step #7 – 30 Day Visit

Continuing Park Squares commitment to excellent service, we offer every homeowner the opportunity of meeting with a Customer Relations Representative 30 days after closing. This appointment will be scheduled during your Welcome Home Orientation Meeting. Appointments are available Monday through Friday, 8am to 3pm. These meetings are important and we encourage you to participate with us. The purpose of this visit is:

1. To review the warranty procedures, key maintenance points and answer any questions you have about the care and operation of your home's functions
2. To inspect your home again, using the Welcome Home Orientation list as a guide, to confirm all the components are performing properly and all touch ups are complete.
3. To inspect any new items you believe require warranty attention and determine appropriate action.

### Step #8 – The 6<sup>th</sup> Month Visit

Park Square Customer Relations Representative will meet with you again for the 6<sup>th</sup> Month Warranty Visit. The Customer Relations Department will be sending a reminder letter to invite you for this visit. The purpose of the 6<sup>th</sup> Month Visit is to assure you that the Customer Relations Department is there for you to resolve any new items that you may have found since the 30 Day Visit. The 6<sup>th</sup> Month Visit is optional however offered to you in case there are items that need to be addressed prior to the 10<sup>th</sup> Month Visit. We want to answer your questions and verify that your home is in good condition. Appointments will be made Monday through Friday, 8am to 3pm.

The agenda of this meeting is to:

1. To review again with you the Maintenance Section of the Homeowner's Manual.
2. To inspect your home again, using our check list as a guide, to confirm all the components are performing properly and all touch ups are complete.
3. Explain in detail your third party structural warranty.
4. Answer any operational or maintenance questions you may have.



## Step #9 – The 10 Month Visit

**Congratulations!** You have been in your new Park Square Home for almost a year and we want to recognize and celebrate that fact with you. We therefore provide one more formal meeting to make sure your home is in tip top condition. You will receive a letter from the Customer Relations/Warranty Department advising you that the 10 Month Visit is approaching. We hope you will take advantage of this meeting by simply calling or emailing the Customer Relations/Warranty Department to schedule the appointment. Meetings are scheduled Monday through Friday, 8am through 3pm. These meetings normally take from one to two hours.

The objective of the 10 Month Visit is to:

1. Identify and correct any new warranty issues
2. Use our check list as a guide to ensure that all the components in you home are working properly.
3. Discuss and review key maintenance responsibilities using the Homeowner's Manual as a guide.
4. Answer any questions you may have

## Warranty Contact Procedures:

Park Square Homes Warranty Program consists of a 30-Day Visit, a 6-Month Visit and a 10<sup>th</sup>-Month Visit. This program is designed to:

1. Review key maintenance points and answer any questions you have about the care and operation of your home's functions.
2. Inspect your home, using our checklist as a guide, to confirm all the components are performing properly.
3. Inspect any new items you believe require warranty attention to determine appropriate action.

The Customer Relations Department will notify you, via mail, when one of these visits is approaching. At that time, we ask that you compile a list of all your warrantable requests, on the included forms, and return them to the Customer Relations Department. Upon receipt of your request we will contact you to schedule your warranty visit.

These three visits will streamline our response time to serve you, our homeowner, better. By having these three visits in place, **we unfortunately will not accept minor service requests between these visits**. Should you have an emergency or major event within your home that requires immediate assistance, your request will be processed promptly and as quickly as possible.

## Emergency Contact Procedures:

If you experience an emergency any time during the first year in your new home and during normal business hours, please call the Customer Relations/Warranty Department immediately. You may also contact the appropriate trade partner directly. However, we prefer that you inform us so that we can send out a Customer Relations Representative to help you even before the trade partner arrives. **A list of emergency numbers should have been provided to you and is located in your home for your convenience. Your Superintendent showed you the location of this Emergency List during your Welcome Home Orientation. This will be needed if an emergency arises.**

In case of an emergency after normal business hours, a weekend or a holiday, please contact the appropriate trade partner directly. Our plumbers, electricians, and air conditioning trade partners have emergency 24-hour answering services or a paging system. If you are unable to reach the appropriate trade contractor **(allow one hour for a returned call), please contact another licensed service company in your area,** then notify your Customer Relations Coordinator as soon as possible the next business day. Please save your receipts and a clear written explanation of the service they provided so that we may document your records accordingly. Any situation that actually endangers lives or is threatening to the safety of the people living in your home would be considered an emergency.

### **The following are considered Emergencies:**

- **Total loss of air conditioning or heat during extreme temperature times of the year.**
- **Total or substantial loss of electricity (Please check the circuit breakers before calling). We usually consider a loss of electricity in more than half the home as an emergency. The electrical failure of one room or some receptacles is not an emergency.**
- **A plumbing leak that may cause permanent water damage to your home. If it is flowing water, turn off the main source of water to the house. If there is some water coming into your home and at least one toilet is working, turn off the water in that area and your service call will be handled during regular business hours.**
- **A plumbing stoppage (such as sewer backup).**
- **A gas leak. (In this case, leave your home immediately and contact your utility company or plumber.) Shut off the gas outside of your home).**

Before calling for help with an emergency, please review the appropriate information pertaining to electrical, air/heating or plumbing systems in this guide to determine if something very simple can resolve the problem.

### Non-Emergency Leaks:

Exterior leaks such as roof leaks, window leaks and door leaks are not considered emergencies. We understand that these kinds of leaks can be alarming and disturbing and cause you genuine concern. Therefore, please report these types of leaks to the Customer Relations/Warranty Department verbally and in writing as soon as possible. We make every attempt to repair these types of leaks as quickly as possible. However, sometimes we are hindered by the fact that the actual repair work cannot be completed until the affected area has completely dried. This is particularly true with roof leaks. The repair of drywall, carpet and tile damaged by a leak will be completed as soon as we are sure the cause of the leak has been corrected.

In case of any type of leak, you will be expected to protect and care for your own personal property. Neither Park Square Homes nor the third party warranty company covers this type of loss. Personal property damage is covered under your homeowner's insurance policy, which will most likely carry a deductible.

### Non-Emergency – Service Request Procedure

As stated before, all service requests must be submitted in writing. You may email your Customer Relations Coordinator or fax in your service requests to 407-529-3105. By putting all your warranty requests in writing, you will be helping us serve you better. We will be able to schedule our Customer Relations Service Technicians and trade partners more promptly and make your warranty corrections and adjustments with a minimum amount of inconvenience to you. This will also create a paper trail that will assist us in providing the best possible service. We will compile these requests and include them in your 30 day, 6 month or 10 month visit.

If you need service for an appliance in your home, most manufacturers' warranties include a toll-free hotline number to call with any questions. You will find this information along with the warranty material you received at your Welcome Home Orientation. If you need further information you may also contact the Park Square Customer Relations/Warranty Department.

### Access to Your Home

When either a trade representative or a Park Square representative comes to your home, you will be expected to be there for the entire visit. We do not recommend that young children be your designated representative, as we require a "sign-off" once the work has been completed. In some instances a trade partner may refuse to enter a home unless an adult is present.

Park Square Homes Customer Relations personnel and our contractors need access to your home during normal business hours. Many homeowners ask whether evening and weekend appointments are available. We understand 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. Therefore, we have reserved evening and weekend appointments for emergency situations only. We appreciated your understanding and cooperation with these procedures.

*By accepting this Limited Warranty or Extended Warranty, the Homeowner(s) agree to and understand that access to, on, through or within the premises during reasonable workday hours must be available so that any deficiency may be corrected and the Warranty Service performed. Failure to allow access or an unreasonable delay in allowing access to your home will void warranty coverage for that claim.*

## Customer Relations Service Request Process

***During the 30 day, 6 month or 10 month visit with your Customer Relations Representative, we will attempt to make any repairs possible at the time of the visit. They will also discuss whether your request falls under the terms of the warranty or are normal homeowner maintenance items. If repairs require a contractor’s services or additional materials are needed, a work order will be generated to the appropriate vendor or trade partner. Please allow 30 days after the initial visit for completion of non-emergency work. The subcontractor will contact you directly for an appointment.***

## Routine Maintenance of Your Home

Whether this home is your primary residence, an investment home, or a second/vacation home, the importance of maintaining your new home on a regular basis is critical. Many people believe owning a new home frees them from normal maintenance chores. This is not so. Owning a new home is directly comparable to maintaining a brand new car. If you never change the oil or get the car tuned up, little problems will eventually become big problems.

Similarly, your new Park Square home is designed and built to last for many years, and yet it has numerous components and equipment that require periodic maintenance. By implementing the following preventative maintenance guidelines, you can help keep the components of your home functioning properly with as few problems as possible.

To help you pinpoint when specific maintenance items should be performed, the following checklist is divided into distinct time periods: After Move-In, Every Month, and Every Six Months, Annually, spring season and fall season. For additional information regarding the subjects presented here, please refer to the appropriate Manufacturer’s Operating Instructions and/or the specific subject discussions contained in this Manual.

***Please note that this section is intended to provide you, the homeowner, with maintenance guidelines that you can perform yourself and does not indicate the services that Park Square Homes will perform. If you decide to hire a professional contractor to perform these services, you will be charged directly by the contractor.***

## After Move-In Checklist

### **ELECTRIC**

- ❑ Locate and label the main circuit breaker in the electric panel box or at the meter 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 an emergency.

### **FIREPLACE**

- ❑ Purchase fireplace screen, wood grate or andirons, and tools as necessary.

### **FIRST-AID KIT**

- ❑ Keep first-aid materials and a book on first-aid procedures in an accessible location.

### **FLOORING**

- ❑ Attach furniture protectors underneath furniture legs to protect hardwood, resilient, and ceramic tile floors.

### **HOUSEHOLD TOOLS**

- ❑ Acquire basic tools to help you with normal home maintenance chores, to include: pliers, adjustable wrench, flat-blade and Phillips-head screwdrivers, claw hammer, hand saw, tape measure, caulk and caulking gun, putty knife, paint roller and brush, power drill and drill bits, assorted nails, brads, screws, nuts, bolts, sandpaper, utility knife, toilet plunger, and flashlight.

### **LANDSCAPING**

- ❑ Follow your Landscaping Contractor's instructions for year-round landscaping care. Review and implement recommendations in the *Landscaping* section of this Manual.

### **PLUMBING**

- ❑ Locate the main water line shut-off valve and show all family members how to close it in case of a plumbing emergency.

### **WATER EROSION**

- ❑ After the first heavy rain, check foundation for erosion and fill eroded areas. Ensure that splash blocks are correctly positioned to divert rain water away from the home.

Thereafter, always be on the alert for erosion and take immediate action to fill eroded areas.

## Monthly Checklist

### **AIR CONDITIONING AND HEATING**

- ❑ Check air filters and clean or replace monthly or as needed.
- ❑ Vacuum air-supply and air-return registers to remove dust and lint.

### **FIRE EXTINGUISHERS**

- ❑ Check fire extinguishers to ensure that they are fully charged.

### **GARBAGE DISPOSAL**

- ❑ Clean disposal blades by grinding up ice cubes.
- ❑ Freshen disposal with baking soda and by grinding up citrus fruit rinds.

### **EXTERIOR FINISHES**

- ❑ Check for cracks and voids in exterior caulking and re-caulk as necessary.

### **INTERIOR CAULKING**

- ❑ Check for cracks or separations in caulking around sinks, bathtubs, shower stall tile joints, toilets, faucets, countertops and backsplashes, ceramic walls, resilient and ceramic floors, window sills, and any other areas originally caulked by Park Square. To repair these areas, use an appropriate caulking compound and follow the caulking instructions in the *Plumbing Fixtures* section.

### **RANGE HOOD FAN**

- ❑ Clean or replace dirty filter.

### **SMOKE DETECTOR**

- ❑ Test smoke detectors and replace batteries as needed.
- ❑ Clean and/or vacuum detector openings as necessary.

### **SEPTIC SYSTEM**

- ❑ Clean septic tank by flushing a yeast or other bacterial solution through commode, following manufacturer's instructions.

### **IRRIGATION**

- ❑ Check the direction of sprinkler heads and position away from home. Sprinkler heads allowed to spray directly on the home can cause moisture and leaks. Adjust heads as needed for proper coverage and height. Turn the irrigation system on manually. Check to make sure there are no broken heads. Repair as needed.

## Six-Month Checklist

### **CABINETS**

- ❑ Clean and apply a light coat of wax, if appropriate.

### **DOORS**

- ❑ Check screws on door lockset and hardware and tighten as necessary.
- ❑ Lubricate bi-fold and by-pass doors as necessary.
- ❑ Clean sliding door track and apply silicone spray to tracks as necessary.
- ❑ Oil moving parts of garage door.
- ❑ Check caulking on exterior door frames and repair as necessary.

### **ELECTRIC**

- ❑ Test and reset all GFCI (Ground Fault Circuit Interrupter) receptacles.
- ❑ Check electrical extension and appliance cords. Replace frayed or split cords.

### **EXTERIOR FINISHES**

- ❑ Check for cracks and voids in exterior caulking and re-caulk as necessary.
- ❑ Inspect siding and clean as necessary, per manufacturer's instructions.
- ❑ Check exterior painted surfaces for damage and weathering. To repair, follow the maintenance instructions contained in the *Painting* section of this Manual.

### **PLUMBING**

- ❑ Check water supply lines and valves to sinks and toilets. Tighten if loose or leaking.
- ❑ Clean out faucet aerators, spray nozzles, and drains.
- ❑ Check pipes and drains for water leakage.
- ❑ Remove water heater residue following instructions in the *Plumbing Fixtures* section.
- ❑ Check the temperature and pressure relief valve to ensure proper operation.

### **WINDOWS**

- ❑ Check sills for caulking cracks or separations and re-caulk as necessary.
- ❑ Check weather stripping around windows and repair or replace as necessary.
- ❑ Check windows for smooth opening and closing operation. Clean tracks and lubricate as necessary.
- ❑ Inspect window screens and repair or replace as necessary.

### **AIR CONDITIONING**

- ❑ Flush air conditioning condensate line, located inside the air conditioning closet, by pouring ½ cup vinegar into condensate line. This will reduce mildew build up and potential obstruction of the condensate line.

## Annual Checklist

### **CABINETS**

- ☐ Check drawers and hinges for proper alignment. Tighten and adjust as necessary.

### **DOORS**

- ☐ Check and repair or replace weather stripping on exterior doors as necessary.
- ☐ Check and tighten door hardware and lubricate as necessary.
- ☐ Tighten all bolts on garage door. You may need a professional to provide this service.

### **DRYER VENT**

- ☐ Check dryer vent and ductwork for obstructions. Clean vent.

### **SEPTIC SYSTEM**

- ☐ Have system inspected by certified contractor and pumped as needed.

### **TERMITE BOND**

- ☐ Termite Bond needs to be renewed at your expense, if you desire. Please read your bond for instructions.



## Spring Checklist

### **AIR CONDITIONING SYSTEM**

- ❑ Have HVAC Contractor perform seasonal maintenance check-up for summer.
- ❑ Ensure that air supply registers are not blocked by rugs, draperies, or furniture.

### **ROOFING**

- ❑ Visually inspect roof from the ground for loose, warped, torn, or missing shingles. Contact roofing contractor should repairs be required.
- ❑ Have a contractor check and clean gutters and downspouts, inspect for winter damage, and repair gaps in flashing and soffits.
- ❑ Hire a contractor to check skylights for loose flashing and gaps in caulking.

## Fall Checklist

### **HEATING SYSTEM**

- ❑ Have HVAC Contractor perform seasonal maintenance check-up for winter.

### **ROOFING**

- ❑ Have a Contractor clean and check gutters for leakage.
- ❑ Check alignment of gutters, downspouts, and splash blocks to ensure that water is properly diverted away from the home.

# MAINTENANCE GUIDE

## Air Conditioning & Heating

The air conditioning and heating equipment provides year-round climate control. It consists of a thermostat to control temperature, a basic furnace unit to heat the air, a filter to cleanse the air, plus a fan unit to distribute and circulate air throughout the home via ducts and registers. Heat pumps and air conditioners have an outdoor unit that transfers heat into or out of the home.

It is important to read the manufacturers' service manuals, operating instructions, maintenance guidelines, warranties, and energy-saving recommendations. Where appropriate, fill out and return the warranty registration cards to the manufacturer. Failure to do so may void the manufacturer's warranty.

**Note:** As equipment technology frequently changes, the manufacturers' service manuals will supersede all recommendations and procedures contained in this guide.

The air conditioning system shall be capable of maintaining a temperature of 78° F, as measured in the center of each room at a height of 5.0 feet. Should outside temperatures exceed 95° F, a differential of 15° F from the exterior temperature will be maintained. Deficiencies will be inspected and corrected to meet the specification.

**Caution:** *Any addition, alteration, or modification to the original heating, venting, or air conditioning system installation may void all applicable warranties.*

**Manufacturer Warranties:** *The air conditioning, gas heating, and heat-pump equipment installed in your home is protected by manufacturer warranties that may extend beyond Park Square's first year coverage. Should you experience problems that the manufacturer warrants beyond the first year of occupancy, please contact the HVAC contractor listed in your home.*

**Note:** *All air conditioning units create condensation during their use. A condensation line is run to the rear or side of your home. You may notice an area of high moisture, even during the driest of times. Park Square is only responsible for running the condensation line to the outside of your home. If you wish to extend the line to another location, this is the responsibility of the homeowner.*

Homeowner Maintenance Guidelines

**Extended Service Contract:** An extended annual service contract may be available from your HVAC contractor that provides seasonal check-ups of the heating and cooling components, plus periodic cleaning. The advantage is that scheduled service may reduce system failure by preventing problems before they occur.

## Before Calling for Service

1. Ensure that the thermostat is properly set. *The air conditioning system will only cool 15° cooler than the outside temperature. Setting the thermostat below this point will cause the unit to malfunction and freeze up. This condition is not covered under any warranty.*
2. *AC filters are clean and allow proper air flow.*
3. *Vents in individual rooms are open*
4. *Air returns are unobstructed.*
5. *Check the circuit breaker in the panel box. If tripped, reset by switching the breaker to full OFF, then fully back to the ON position. If the circuit breaker will not reset, contact the HVAC contractor. See Circuit Breakers in the Electrical System section.*
6. *Check the electrical disconnect switch, located on or near the furnace, and reset.*
7. *Check the exterior disconnect switch located outside the home, near the heat pump, and reset.*

## Calling for Service

For prompt service, contact the HVAC contractor directly. *Park Square Homes cannot assume responsibility for service performed by anyone other than the authorized contractor.* Service calls made incorrectly may result in service charges to the homeowner.

## Air Filter

The air filter, located adjacent to the furnace fan unit or in a return-air grill, helps reduce the flow of dust into the air. As the filter collects dust, it reduces the system's efficiency and must be replaced monthly.

Park Square has installed one air filter in each filter location unit and will, at the Welcome Home Orientation, demonstrate proper filter replacement procedures. After that, the replacement, and maintenance of the air filter are the homeowner's responsibility.

## Homeowner Maintenance Guidelines

Monthly filter replacement will provide cleaner air, improve air flow, help reduce utility costs and to keep important components dust free in side of the unit. To remove and clean or filter, turn the furnace and fan off using the thermostat control, then pull out the old filter and insert a new one. Replacement filters are available through hardware stores or can be purchased from our HVAC contractor for your convenience. Another important maintenance procedure while attending to your filter replacement will be adding household bleach to the condensate drain pipe which will be discussed at your Welcome Home Orientation and 30 day visit.

## Thermostat

The thermostat controls the entire heating and cooling system and is physically located to maximize the efficiency of the HVAC system. Air conditioner and heat pump thermostats have a selectable fan switch to circulate the air when neither heating nor cooling is required. A heat pump thermostat has a light or icon that indicates when the supplemental heating element is in operation. See Supplemental Heat and Emergency Heat under Heat Pumps in the *Air Conditioning and Heating* section.

***Manufacturer Warranty:*** *The thermostat installed in your home is protected by a Manufacturer's warranty that may extend beyond Park Square's First Year Coverage. Should you experience problems that the manufacturer warrants beyond the first year of occupancy, please contact the HVAC contractor.*

## Homeowner Maintenance Guidelines

To maximize energy efficiency and minimize utility bills, set the thermostat to a comfortable level, normally between 68° F and 78° F for heating and between 76° F and 78° F for cooling, and leave it there. Then set the fan switch to either ON or AUTO, as recommended by the manufacturer's service manual.

The less you change the thermostat setting, the more comfortable you will be, the lower your utility bills will be, and the less wear and tear it will cause on the system's compressor. Changing settings frequently will cause the supplemental heater to run more often and turning the system on or off expends extra energy to bring the temperature back to a comfortable level.

### **Temperature Variations:**

Temperatures may vary from room to room by several degrees Fahrenheit. This is due to such variables floor plan, orientation of the home on the lot, type and use of window coverings, life styles and traffic through the home. This is normal and acceptable and should not cause undue concern.

Setting air conditioning controls too low does not cool the home faster and the same principle applies to heating. In fact, this may cause the compressor to freeze up and the system to malfunction.

### **Condenser and Compressor:**

The manufacturer's manual specifies maintenance for the condenser. Review and follow these points carefully. Since the air conditioning system is combined with the heating

system, follow the maintenance instructions for your furnace as part of maintaining your air conditioning system.

## Air Distribution System

The heating and cooling system can be adjusted and balanced to meet individual temperature preferences. When the right balance is achieved, utility bills and wear and tear on the heating system are reduced.

### **Duct Work and Dampers**

Ducts carry and distribute heated or air conditioned air to each room.

### **Registers:**

Two kinds of registers are used: air-supply registers located on the floor, ceiling, or walls that deliver warm or cooled air into the room; and air-return registers located on walls that return air from the room back into the air handler fan to be re-heated or re-cooled.

To regulate temperatures on different floors or rooms during different seasons, adjust the air-supply registers by partially opening or closing them, thus restricting or moving additional air into each room.

## Homeowner Maintenance Guidelines

Vacuum supply and return registers to ensure they remain dust-free. Check that registers are not blocked by draperies, furniture, or other obstructions that restrict normal air flow.

## Heat Pump

Your home may be equipped with an electric, forced-air heating system that includes a heat pump. The heat pump is an electrically powered, single-refrigeration unit located outside the home that provides both heating and cooling functions. It operates on the principle that outdoor air, even in winter, contains heat or thermal energy. During winter, the heat pump draws in outside air, extracts the heat, and then circulates it throughout the home. In the summer, the process is reversed, whereby the heat pump removes heat from indoor air, discharges it outdoors, and then circulates cooled air throughout the home.

A heat pump can be expected to operate continuously if outside temperatures fall below 40° F.

Heated air coming from the registers feels cool to the touch. This is normal since the heat pump generates a low level of heat, sometimes below 90° F, while normal body temperature is 98.6° F.

**Supplemental Heat:** When outdoor temperatures fall to at least 40° F, the heat pump may be unable to draw sufficient heat from the outside air and a supplemental heating

unit automatically turns on. You will know it is operating when the light or icon on the thermostat is lit. The heating elements, located in the furnace unit's air handler, will turn on for a short time. The supplemental heat will also turn on if the thermostat is adjusted more than two degrees above room temperature.

**Emergency Heating:** Should the heat pump fail, activate the emergency switch on the thermostat. The red light indicates that it is on. This will stop the heat pump from operating and will provide supplemental heat until the HVAC contractor arrives.

**Defrosting:** During winter, ice can accumulate on the sides of the heat pump's exterior coil. When ice covers 80 percent of the surface, the system automatically activates a defrost cycle that lasts about five minutes, heating the coil to melt the ice. It will also activate the supplemental heat to prevent ducts from blowing cold air into the home during the defrost cycle. This process may occur several times each day, and you will notice that steam rises from the unit when it occurs. This is completely normal and is not cause for concern.

#### Homeowner Maintenance Guidelines

Keep the heat pump unit level and keep the area surrounding the unit clear to allow unimpaired air flow. When planting bushes near the unit, allow 18" + room for growth of branches and leaves. Be careful that dirt, leaves, and grass clippings are cleared away. For a thorough cleaning, contact an HVAC contractor.

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

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

Do not build around or over the air conditioner unless there is an 18.0-inch clearance on the sides and a 6.0-foot minimum clearance on top.

Solutions to Common Heating & Air Conditioning Problems		
<i>Problem</i>	<i>Likely Cause</i>	<i>Solution</i>
Air temperature in different rooms or floors is uneven.	Air distribution unbalanced. Registers are obstructed.	Adjust air registers. Clear obstructions away from registers.
Reduced air flow or excessive dust on vents and registers.	Dirty air filter.	Clean or replace air filter as necessary.
Indicator light on thermostat stays on continuously.	Disconnect breaker at panel box tripped.	Check disconnect breaker. Reset or replace as necessary.
Heat pump, fan or air conditioner not operating.	Circuit breaker or fuse tripped.	Reset circuit breaker at panel box or unit.
Air conditioner or heat pump not operating properly.	Outside unit obstructed by bushes, leaves, etc.	Clear obstructions from top and sides of unit.
Inside air handler is leaking water.	Condensate drain clogged or inside coil is frozen.	Call HVAC contractor. Not under warranty.
Inside or outside coil is frozen.	Low refrigerant or dirty air filter.	Call HVAC contractor. Clean or replace filter. Raise thermostat to 90° to thaw.
Excess water on window panes.	Excess humidity in home.	Adjust thermostat setting. Use exhaust fans while cooking or bathing.
Burning smell when winter or auxiliary heat first turned on.	Accumulated dust on electrical coils.	Normal. Happens once each year.
Blue/green light on thermostat stays on continuously.	Disconnect breaker tripped at heat pump.	Check disconnect breaker. Reset or replace as necessary.
Condensate line blocked or flowing slowly	Growth in line	Flush line ever 6 months as noted in 6-month checklist (pg. 25)

## Alarm System

If your home selections included a pre-wire 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 on its use and provide identification codes for your family. We recommend that you test the system each month.

## Appliances

Your Park Square home comes equipped with a variety of appliances and may include an electric oven or cook top, microwave oven, range hood, dishwasher, refrigerator, garbage disposal, washer, or dryer.

At move-in time, test all appliances for proper operation. Review the manufacturer's service manuals for operation and maintenance instructions. Then file the manuals in a convenient location for future reference. Please fill out and return the warranty registration cards to the manufacturer. Serial numbers are located on the door frame of the appliance. Failure to send the registration may void the manufacturer's warranty.

Many manufacturers offer a toll-free hotline number to answer questions about appliance problems and operation. This toll free number can be found in the manual and will be shown to you at the Welcome Home Orientation.

The appliance manufacturer warrants their product directly. Please call the appliance Manufacturer's 1-800 number, that's located in the manual and a local authorized repair contractor will call you for an appointment.

For appliance repair protection that extends beyond the manufacturer's warranty period, you may want to consider a service contract available through an appropriate contractor.

**Caution:** *An electrical, HVAC, or plumbing addition, alteration, or modification to the original appliance installations, unless performed by a licensed contractor, may void all applicable warranties.*

**Manufacturer Warranties:** *The appliances installed in your home are protected by manufacturer warranties that may extend beyond Park Square's First Year Coverage. Should you experience problems that the manufacturer warrants beyond the first year of occupancy, contact the appropriate appliance manufacturer.*

## Homeowner Maintenance Guidelines

**Before Calling for Service:** If an electrical appliance fails to work, implement the following check list before calling the appropriate electrical, HVAC, or plumbing contractor. Otherwise, you may be charged for a service call.



1. Check that the appliance is plugged in.
2. If the appliance is plugged into an electrical outlet controlled by a switch, make sure the switch is ON.
3. The circuit breaker in the panel box controlling the appliance should be in the ON position. See Circuit Breakers in the *Electrical Systems* section.
4. Some appliances come with their own separate fuses or circuit breakers. Review the manufacturer's service manual for exact location, then check for proper setting.
5. Monthly check the dryer vent for lint build up at the outside outlet due to operation during rainy weather and moisture from clothes exiting the dryer. Also keep the dryer's lint filter clean and make sure the flex hose behind the dryer is not kinked.

*In the event that you need to contact an appliance manufacturer, be prepared to give them the following information: the date of purchase (closing), the serial and model number usually found on a metal plate on the bottom or back of the appliance and a description of the problem.*

Solutions to Common Appliance Problems		
<i>Problem</i>	<i>Likely Cause</i>	<i>Solution</i>
Electric appliance not working.	Check circuit breaker.	Reset breaker or call appliance service department.
Garbage disposal not working.	Clogged.	Turn off power. Manually turn disposal blades with disposal wrench. Reset breaker on disposal.
Garbage disposal blades dull or dirty.	Normal.	Run ice cubes through garbage disposal.
Garbage disposal odor.	Normal.	Pour baking soda or grind citrus peelings into disposal.
Range hood not filtering properly.	Dirty filter.	Clean or replace filter.
Dishwasher not cleaning properly.	Obstructed water flow.	Check for proper loading of dishwasher.
Water spots on dishes/glasses after using dishwasher.	Not using rinse agent.	Use rinse agent recommended by manufacturer.
Refrigerator not making ice.	Ice maker not turned on or water is not turned on.	Turn ice maker and water on.
Condensation around refrigerator door seal.	Temperature control is incorrectly set.	Reset temperature control.
Clothes dryer not drying properly.	Lint build-up.	Check dryer filter. Make sure dryer vent is clean.
Clothes washer leaking on floor.	Washer drain line not installed correctly.	Install drain line correctly.

## Attic

The attic space, located immediately below the roof, is constructed with a truss system.

**Caution:** *Roof trusses should not be cut. This **will** structurally damage the integrity of the roof and will void the major structural defect warranty.*

**Caution:** *When inspecting the attic, walk on the wood members only.*

**Caution:** *Do not use your attic to store heavy items as this will void your warranty.*

### Homeowner Maintenance Guidelines.

The attic truss system is not engineered to support additional weight and should not be used for any storage purpose.

Vents should remain unobstructed year round. If your home has soffit vents and/or ridge vents, they should be cleared of debris. Ridge vents should be checked periodically to ensure they are secure and have not come loose in high winds. Also, check that these vents have not been stepped on and deformed. Excessive heat buildup in the attic is usually caused by blocked air vents. This condition can be resolved by clearing all obstructions away from the vents to allow proper heat release.

There are a variety of attic vents that could be used on your home. The different types can be soffit vents (located in the eaves of your roof), ridge vents (found at the peak of your roof), and attic vents (sometimes known as whirly birds, turtlebacks and mushrooms). Familiarize yourself with all the different vents on your home.

Insulation in the attic protects the rooms below it. If the insulation is moved, it will leave gaps between the insulation panels and may obstruct the attic vents. Always replace moved insulation back to its original position.

The original blown insulation is blown at the correct amount and height during construction. Over a period of time, the insulation will settle. This is normal and to be expected. It is not recommended to walk in the attic as it is dangerous and disturbs the insulation and voids the warranty.

# Bathrooms

## Bathroom Maintenance

### Homeowner Maintenance Guidelines

**Mildew:** Moisture and mildew problems can occur in any room where water vapor is present. To reduce mildew, turn on the exhaust fan or slightly open a window when bathing. Wipe off wet tiles when done, hang up towels and washcloths to dry. To clean mildewed surfaces and reduce mildew odors, apply a liquid mildew agent in a well-ventilated room, followed by a disinfectant and thorough rinsing with clear water. Please refer to the Condensation or Mold sections of this manual for additional information.

**Soap Scum:** In some geographic areas, “hard water” or water that is high in mineral content can contribute to soap scum buildup. To clean and remove this residue, wash the affected surfaces with a mild vinegar-and-water solution.

**Rust Stains:** The contact of wet metal on sink surfaces (for example, the bottom of a shaving can) may produce rust stains. To remove them, apply a powdered rust remover following the manufacturer’s instructions.

## Caulking

Caulk cracks and separations of seams adjacent to tile with a flexible caulk, taking care to wipe the tile clean once caulking is complete. Silicone-based caulk is suggested in bathrooms but not in areas where paint will be used.

Over time, cracks and separations between tub or shower stall and wall surfaces or bathroom floors will appear. Maintaining these areas is critical, since excessive moisture can severely damage underlying materials.

It will be necessary to re-apply a tub-and-tile caulk when the previous caulking has dried out or eroded. To re-caulk the area, use a tub-and-tile caulk available in local hardware stores. Begin by removing the old caulk and cleaning the area. Once the area is dry, apply fresh caulking to fill the vacant space, and smooth out the finish with a wet finger.

## Ceramic Tile Walls

The ceramic tile walls in your bathroom are easy to maintain and impervious to water. The seams, joints, and sealers are not waterproof and require proper maintenance to prevent water seepage and damage of materials adjacent to and underneath tile.

Cracks in the caulking joints between tile and tub, in the shower stall corners, and at the floor are caused by the high degree of moisture present in every bathroom, as well as from the normal shrinkage of caulking material. Separation between the tub and wall tile

is caused by home settlement and by the weight of the tub when filled with water. Cracks in caulking joints are considered normal homeowner maintenance.

***Ceramic Wall Tile Repair Note:*** *Park Square cannot ensure tile wall repairs requiring new material will match the color of the existing tile material or colored grouting. Color variations are normal.*

#### **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.

#### Homeowner Maintenance Guidelines

Clean wall tiles with a damp cloth and remove accumulated film with a soapless, non-abrasive detergent or tile cleaner. Keep wall tile seams clean by brushing with diluted bleach in a well-ventilated room.

#### Mirrors and Medicine Cabinets

##### Homeowner Maintenance Guidelines

Clean bathroom mirrors with a spray glass cleaner and a soft cloth, wiping several times to remove all glass cleaner residue. Do not use abrasive cleansers, which will permanently scratch and mar mirror or glass surfaces.

#### Shower and Tub Enclosures

You may use any ordinary dishwashing detergent for cleaning shower enclosures. Do not use scouring pads or metal pads (Brills pads, etc.) on the glass, brass, or chrome. It will scratch the surface. In the event of hard water mineral deposits, we recommend a commercial glass cleaner containing one (1) tablespoon of household ammonia in a quart of water.

**WARNING:** Be sure to read the caution note on the label before using ammonia. Do not use steel wool or scouring pads on the metal portion of shower enclosures. It will remove the protective finish applied by the manufacturer and cause scratches.

Solutions to Common Bathroom Problems		
<i>Problem</i>	<i>Likely Cause</i>	<i>Solution</i>
Grout cracks between tiles.	Settlement.	Re-caulk cracks with the appropriate type caulk.
Grout Stains.	Moisture and soap build-up.	Wipe down wet tile after bathing. Use exhaust fan.
Ceramic towel bars or soap dish loose.	Accident or too much weight.	Re-install with adhesive caulk.
Shower door track not draining properly.	Weep holes clogged.	Clean weep holes.
Mirror discoloration around edges.	Standing water on bottom of mirror or moisture at edges.	Keep edges of mirror clean and dry.
Soap build-up on shower door.	Normal.	Squeegee or dry shower door after use.
Moisture build-up around window in shower area.	Normal.	Wipe down window and window tracks after use.
Shower rod will not stay up.	Loose rod.	Adjust rod tension by rotating rod.

## Cabinets

Your selection sheets are your record of the style and color of the cabinets in your home. Kitchen and laundry room cabinets, bathroom vanity bases, and medicine cabinets are selected for their attractive appearance, durability, and ease of care. With proper maintenance, the cabinets will remain serviceable and attractive.

### Drawer and Hinge Care

Check the hinges at least once a year for proper alignment and tightness, using a screwdriver to make necessary adjustments. Check drawers for easy movement and apply a silicone spray to the drawer guides, should sticking occur. Close the drawers to protect the drawer guides and to keep the contents clean.

### Laminate Cabinets

Clean laminate cabinets with soapy cloth or sponge, or use a non-abrasive liquid household cleanser for more stubborn stains. There are one-step cleaning products available for laminates that clean, reduce streaking, and leave surfaces polished. As with all cleaning products, carefully follow the manufacturer's instructions. Keep cabinet doors closed when not in use. Periodically using a silicone spray lubricant on drawers and hinges will maximize operating efficiency.

### Repairing Nicks and Scratches

Hardware stores offer color-matching putty, stains, and polymer fillers to cover and repair cabinet nicks and scratches.

### Shelves and Lazy-Susan Cabinets

Flat and carousel shelves are not designed to hold weight that exceeds 20 pounds per square foot. Keep canned goods, flour, sugar, and heavier products on the bottom shelf of the base cabinets. If desired, apply contact paper to shelves to protect against scratches and water stains.

### Wood Cabinets

Wood cabinet tone, grain, and color variations are normal and reflect the natural characteristics of real wood. Fine wood is a composite of color and grain variations and you should expect such variations to run through your hardwood cabinetry; sometimes even in the same panel. Much of the beauty of wood comes from the uniqueness of each tree's color and grain. Such variations may be quite distracting, but they are inherent in the wood and are not considered to be defects.

Also, the finish appearance of natural finished and light stained woods will be constantly changing and "mellowing" from the effects of age, light and humidity on the varnish. If you select a natural or light stain finish, your new set of cabinets will generally appear somewhat lighter than the samples or displays. However, in time it too will darken, just as the samples and displays.

For maintaining wood cabinets, a coat of lemon oil or furniture polish applied twice a year will protect the finish. Only non-abrasive cleaners should be used on the exterior wood surfaces for cleaning. The hinges of your cabinets should also be lubricated periodically for operating efficiency.

Cabinet-mounted coffee makers are not recommended, since the rising steam will damage solid wood and wood veneer, causing fading or de-lamination. For the same reason, position regular coffee makers out from underneath the upper cabinets and near the front of the counter.

Solutions to Common Cabinet Problems		
<i>Problem</i>	<i>Likely Cause</i>	<i>Solution</i>
Cabinet door doesn't close properly.	Door hinge is out of adjustment.	Adjust hinges.
Cabinet door bangs when closing.	Missing cabinet door bumper pads.	Install new bumper pads.
Cabinet door not level.	Screw attaching hinge to frame is loose.	Loosen screw, align door, tighten screw.
Adjustable shelves not at desired height.	Shelf clips in wrong position.	Remove shelf one side at a time. Move clips to desired position. Replace shelf one side at a time.
Cabinet drawer sticks.	Drawer glides out of alignment or debris in track.	Realign track. Check for debris. Spray with silicone.
Carousel not swinging freely.	Out of adjustment.	Loosen black set screw at bottom. Turn dial on shaft counterclockwise to raise, clockwise to lower.
Cutting board will not fit back into place.	Board is swollen from excess moisture.	To prevent, do not soak board in sink. Wash and dry thoroughly when cleaning.
Scratch or dent in cabinet.	Normal use.	Fill crack or dent with colored putty.
Cabinet finish is dull.	Cabinet is dirty.	Clean with soap and water. Use mild furniture polish.
Cabinet swelling from moisture.	Water leak or putting wet dishes in cabinet.	Check for water leaks. Dry dishes thoroughly.

# Concrete

## Concrete Block

Concrete blocks are used to construct most of the exterior walls of your home. The concrete blocks are set in place and then reinforced with steel and additional concrete. Concrete block construction requires occasional painting and caulking. Vertical or horizontal cracks caused by temperature changes and home settlement are usually cosmetic as opposed to structural.

### Homeowner Maintenance Guidelines

**Caulking and Painting:** Expansion and contraction cracks occur in masonry construction and should be filled with a flexible masonry caulk. When painting concrete block, always use acrylic masonry paint.

**Efflorescence:** A white, powdery substance that may appear on the exterior of the concrete block walls is called efflorescence. It is composed of water-soluble salts, originally present in masonry materials, and are brought to and deposited on the surface when water evaporates. Most efflorescence can be removed with a stiff scrub brush and water/ [muratic acid solution, please take precaution and read safety instructions.](#)

## Driveways, Patios, Sidewalks, Porches, Steps, Stoops

In most cases, exterior concrete cracks are due to temperature variations, normal settlement, or shrinkage that occurs during the concrete curing process.

Driveways are subjected to heavy use and severe weather conditions. You may experience slight cracking and movement in the driveway slab due to temperature variations, vehicular traffic, and soil settlement. This is normal.

***Special Note: Park Square does not warrant nor are we responsible for concrete deterioration caused by normal wear and tear, negligence, fertilizer, water conditions, irrigation systems, chemicals, vehicles, or other factors beyond our control. Slight amounts of aggregate may show and is acceptable. This will not affect the integrity of the driveway, patio or walkway and no further action is required.***

***Unless noted during the Welcome Home Orientation Meeting, cosmetic defects or imperfections such as cracking, minor chips, minor holes, color and texture variations on the surface of the driveway, walkways and the patios will not be cause for repair or replacement.***

***If a repair becomes necessary, Park Square Homes cannot ensure that the new concrete, pavers or masonry repairs will match the color of the existing material. A***



***small area of a driveway that may need repairs does not mean that the entire driveway will be replaced. Color variations are normal and are to be expected.***

Some communities have fiberglass reinforcement in the concrete and small fiberglass fibers will be present in the finish.

#### Homeowner Maintenance Guidelines

Lawn fertilizer left on the driveway or sidewalks will stain the concrete and cause rust spots. This can be prevented by hosing off the driveway and sidewalk after applying fertilizer. Water used to irrigate lawns which may contain a high level of iron or chemicals may also cause concrete staining.

Keep excessive weight, such as moving vans, large construction vehicles, firewood, sand, and lumber off the driveway to prevent cracking.

Concrete is a porous material and not always attractive. You may choose to seal it with a sealant found in the local home improvement store. Follow the manufacturer's recommendations and understand that you will be responsible for the proper installation and maintenance of these sealed areas.

If you pressure wash your driveway, walkway or patio, use extreme caution so as not to remove the finish layer of the concrete and expose the aggregate.

#### Foundation

Park Square Homes uses different types of foundations such as, concrete block or poured-in-place concrete to build our homes. To prepare the soil for the foundation, a termite spray is applied to the ground prior to pouring the concrete slab.

*It is important to understand that concrete is a porous, brittle material that will expand, contract, and crack as a result of temperature changes, shrinkage, and stress. Hairline cracks that may appear on foundation walls are usually cosmetic, as opposed to structural. Foundation cracks are common and are caused by shrinkage or stress. Do not be alarmed by the length of a crack.*

Shrinking results from the normal curing process of concrete that varies with the time of the year and the moisture conditions that exist when the concrete is poured. Stress is caused by soil placed up against the wall, plus the full weight of the home that rests upon the walls. The weight from these forces can create a variety of stresses which, in combination with seasonal temperature variations, can cause concrete and masonry foundations to expand and contract.

## Home and Garage Slabs

Hairline cracks are common to home and garage slabs, and are caused by slight home settlement or expansion and contraction. These cracks are normal and it is best to leave them alone, since attempts to fill the cracks will not stop the expansion and contraction. In addition, the repair is more unsightly than the actual crack.

### Homeowner Maintenance Guidelines

Due to certain soil types, some staining of concrete is normal. Clean concrete floors with a solution of five tablespoons of baking soda to a gallon of water. Before using the cleaning solution, wet the floor with clear water and loosen dirt with a steel brush or scraping blade.

We recommend sweeping for keeping garage floor clean. If washing is necessary, do this when temperatures are moderate in order not to damage the surface bond of the concrete.

A concrete sealer may be applied to the floor, following the manufacturer's directions, approximately six months after you move in. This will make it easier to clean and will reduce concrete dusting. You will be responsible for normal maintenance thereafter.

Solutions to Common Concrete Problems		
<i>Problem</i>	<i>Likely Cause</i>	<i>Solution</i>
Stains on driveway or sidewalk.	Oil spills, fertilizer, or leaves.	Clean with commercially available cleanser.
Stairstep cracks on exterior block walls.	Home settlement.	Fill with a flexible masonry caulk.
Mildew or algae on concrete.	High moisture content.	Lightly pressure clean with a mild chlorine solution.
Hairline cracks in concrete slab, driveway, sidewalk or other slabs.	Thermal or soil settlement or climate conditions.	No action to be taken.

## Condensation

Condensation, or the appearance of moisture that occurs when warm, moist air comes into contact with a colder surface, is most prevalent in new homes, especially during the first year. The moisture is caused by the large quantities of moisture used to build the home, such as the concrete foundations, lumber, drywall and the paint and caulk on the walls. As this water evaporates and the drying-out process occurs, the moisture takes the form of condensation on interior windows.

You may notice more moisture on the north side of your home as that side receives less sunlight and heat, especially in the cooler months. While moisture may appear on windows and doors, this does not indicate a window or door problem. This is normal and to be expected.

Another source of indoor humidity is your own lifestyle and everyday water usage. For example, we create moisture by boiling or steaming our foods, our bathroom showers in the morning, watering plants and dish washer use. We can measure this moisture with a digital humidity gauge to determine what action we must take. The optimal humidity range is between 40% to 60% in the home. Below is a guideline for moisture control.

Window condensation is produced by conditions beyond Park Square's control and is not covered under the terms of the warranty.

### Homeowner Maintenance Guidelines

**Ventilation:** Proper ventilation is the safe and steady way to reduce indoor humidity & condensation

- Use the ceiling ventilation fan when showering
- Ceiling fans will help air circulation
- Check dryer vent hose for air leaks
- Use of a desiccant which is available in grocery stores, will capture moisture in rooms with high humidity.
- Use of air conditioner will decrease humidity.
- Use the kitchen exhaust fan while cooking.

Do not try to speed up the evaporation process by creating extremely high temperatures in the wintertime. This will cause the house to dry out unevenly, creating cracks and other problems.

Solutions to Common Water Infiltration & Condensation Problems		
<i>Problem</i>	<i>Likely Cause</i>	<i>Solution</i>
Wet floor or walls.	Altered grade.	Correct grade.
Water is present around HVAC unit.	Condensation line is clogged.	Snake out and clear line.
Water build-up on windows.	High humidity inside combined with cold outside temperatures.	Open heat registers near windows. Turn down humidifier.

## Countertops and Vanity Tops

Countertops are covered with laminate material, ceramic tile, solid surface material, or cultured marble.

**Caution:** *Failure to report loose tiles may be considered homeowner negligence and can result in significant water damage which will not be repaired by Park Square Homes.*

**Welcome Home Orientation Checklist:** *Carefully examine all countertops and vanity tops during the Welcome Home Orientation. Scratches, chips, and cracks will not be repaired after occupancy unless specifically noted on the Welcome Home Orientation Checklist.*

### **Special Note – Precautions for all types of counter tops:**

1. Keep countertop dry at all times.
2. Excessive heat can cause charring, burning, lifting, or blistering. Do not place hot pans, coffee pots, baking dishes, hot irons, or burning cigarettes directly on the countertop surfaces. Use protective hot pads or trivets under countertop electrical appliances.
3. Always use a cutting board, since knives will gouge and mar the surface.
4. Steam from an open dishwasher may cause swelling and delamination. Allow time for the dishwasher to cool before opening the door. To further reduce moisture damage, apply a silicone spray to the underside of countertops, directly over the dishwasher, and two feet left and right of the dishwasher.

## Ceramic Tile Countertops

**Ceramic Countertop Tile Repair Note:** *Park Square cannot ensure that ceramic countertop tile repairs requiring new material will match the color of the existing tile material or colored grouting. Slight color variations are normal. Also be aware that the grout used on ceramic tile countertops will stain and that such stains will not be repaired by Park Square Homes.*

Clean countertop tiles with a damp cloth and remove accumulated film with a soapless, non-abrasive detergent or tile cleanser. Use a mild vinegar-and-water solution to remove

grease and soap scum. Keep white tile seams clean by brushing with diluted bleach in a well-ventilated room.

Sealing grout is your decision and responsibility. Once grout has been sealed, ongoing maintenance of that seal is necessary and the limited warranty coverage on grout that has been sealed is void. Apply a grout sealant with a small brush to reduce grout staining, taking care to keep the sealant off the tile surface.

Caulk cracks and separations of seams adjacent to tile with the appropriate caulk, taking care to wipe the tile clean once caulking is complete. See Re-Caulking of Tubs and Showers in the *Plumbing Fixtures* section.

Counter tops can be damaged by dropped objects or by forcefully hitting the counter edges.

### Cultured Marble Vanity Tops

Clean cultured marble with a damp cloth and a non-abrasive detergent. Caulk cracks and separations of seams adjacent to walls with the appropriate caulk, taking care to wipe the cultured marble clean once caulking is complete. See Re-Caulking of Tubs and Showers in the *Plumbing Fixtures* section.

### Laminate Countertops

Clean laminate countertops with a soapy cloth or sponge, or use a non-abrasive liquid household cleanser for more stubborn stains. There are one-step cleaning products available for laminates that clean, reduce streaking, and leave surfaces polished. As with all cleaning products, carefully follow the manufacturer's instructions. Always clean across the joints in laminate countertops.

The contact of wet metal on sink surfaces may produce rust stains. To remove them, apply a powdered rust remover following the manufacturer's instructions.

Keep standing water away from the backsplash, seams, and the seal around the sink. These areas are prone to water damage, since excessive moisture will eventually break down the seal and cause swelling or delaminating. Check seams periodically and re-caulk as necessary. See Re-Caulking of Tubs and Showers in the *Plumbing Fixtures* section.

### Solid Surface Countertops

Caring for your solid surface countertop is as simple as wiping the surface with a damp cloth. If a stain develops, wipe it away with soap and water. If this does not remove the stain, consult your manufacturer's instructions on products which can be used on your top. Do not expose the surface to harsh chemicals such as paint remover, turpentine, nail

polish remover or stove and drain cleansers. If these chemicals come in contact with the surface, immediately wash them off with water, using appropriate safety measures to avoid injury.

Although solid surfacing can be repaired, certain steps should be taken to protect it. Be sure to use a cutting board instead of cutting directly on the surface. Hot pans and heat-producing appliances, when set directly on the countertop, can mar the product's beauty.

Solutions to Common Countertop and Vanity Top Problems		
<i>Problem</i>	<i>Likely Cause</i>	<i>Solution</i>
Countertop separating from wall.	Settlement.	Re-caulk gap between countertop and wall.
Minor scratches in cultured marble tops.	Accidents.	Use automotive polish to buff out scratches.
Countertop chipped or damaged.	Accidents.	Call for professional repair.
<u>Gaps in caulking at joints and around sink.</u>	Shrinkage of caulk and seam filler.	Re-caulk or add seam filler.
Backsplash behind sink is swelling.	<u>Caulking joint open</u>	Re-caulk backsplash.
Rust stains.	Marks from metal cans or steel wool.	Apply rust remover per manufacturer's instructions.

## Deck

A deck is constructed with pressure-treated wood to resist rot, decay, and termites. Decking materials are acceptable within certain tolerances. Deck posts may warp or twist up to ½ inch over an 8-foot length. A deck board should not develop cracks at knots that are across the grain.

***Deck Repair Note:*** *Park Square cannot ensure that deck repairs requiring new material will match the color of the existing material. Color variations between new wood and existing wood are normal. If the deck has not been stained or sealed, the new wood will naturally weather to a uniform color. If the deck has been stained, it is the homeowner's responsibility to apply stain or other finishes to the new boards.*

### Homeowner Maintenance Guidelines

To prolong the life and beauty of the deck, treat it periodically with a water repellent or wood preservative. Painting pressure-treated deck lumber is not recommended. A local hardware store can help you select the right product.

To replace a warped deck board, rail, or picket, remove all nails and bring the board or a section of a board to a lumber yard for the closest possible match.

Check nuts and bolts of deck and deck supports annually to ensure tightness.

Excessive weight may cause structural damage to decks. Do not put children's swimming pools or hot tubs on decks.

Solutions to Common Deck Problems		
<i>Problem</i>	<i>Likely Cause</i>	<i>Solution</i>
Loose boards. Nails coming loose.	Wood shrinkage.	Re-nail using galvanized nails.
Raised nail heads on floor decking.	Wood shrinkage.	Re-set nails.
Cracking, drying, or change of wood color.	Low moisture or excessive sunlight.	Apply penetrating oil finish.
Dark discoloration of deck.	Mildew.	Periodically use deck cleaner or bleach solution.
Wood splintering.	Normal due to weathering.	Sand or plane edges smooth.



## Doors

Your Park Square home comes with a variety of doors, including interior passage doors, French doors, louver doors, bi-fold doors, sliding glass doors, exterior doors, and garage doors.

### Exterior Doors

Whenever you paint your home, exterior doors should be painted or varnished. In hot and humid climates, wooden exterior doors should be refinished more often than in colder climates. It is recommended that exterior doors be resealed once or twice a year, depending on exposure to weather conditions. Stained exterior doors with varnish finishes tend to weather faster than painted doors. Oil the finish on a wooden door with a wood preserver quarterly to prevent the door from drying and cracking.

Aluminum doors do not need painting. Always keep the aluminum tracks of the sliding glass doors clean. Silicone lubricant placed in the tracks is good for a smooth door operation. From time to time, apply a small amount of oil to the bottom of the door and lock mechanism.

Fiberglass doors are either stained or painted. Depending on the exposure of a fiberglass door to direct sunlight, it may show signs of fading. We recommend consulting a local paint specialist about paint or stain that will resist UV light deterioration.

#### **Weather Stripping:**

In order to operate effectively and maintain the home's energy efficiency, weather-stripping on exterior doors must remain properly in place. Applying a silicone spray will help prolong the life of vinyl and rubber weather-stripping. Replace weather stripping that becomes loose or damaged.

### Garage Doors

The moving parts of garage doors should be lubricated approximately every three months. The screws and bolts that fasten the hardware to any wood areas should be tightened within a year, and periodically thereafter as the wood shrinks slightly due to aging and causes the fasteners to loosen. The tracks should be kept clean and free of debris to ensure smooth movement.

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 water and moisture entering around the door, as well as some dust. This is normal and no further adjustments are necessary.

If Park Square Homes installed a door opener as one of your selections during the Welcome Home Orientation, we demonstrated the electric eye that provides a 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 control about once a year. Usually the battery is a 9 volt. This may vary with some models.

**Caution:** *The installation of a garage door opener not installed as a Park Square option, will void any applicable garage door warranty. Garage doors are warranted for proper mechanical operation as installed. The installation of a garage door opener alters the operation of the door, and Park Square cannot be responsible for altered mechanical operation.*

### Homeowner Maintenance Guidelines

Garage doors with remote openers can be operated manually by pulling the release cord at the top of the garage door, near the track, and then lifting the garage door open. If minor garage door adjustments are required, please contact an authorized repair person.

Do not leave garage doors open for long periods of time, as this can cause inward warping.

Wood shrinks as it ages, which loosens the screws that fasten the hardware to the garage door. Check and tighten these once a year and oil the moving parts of garage doors every six months.

Garage doors use high-tension springs that make homeowner repair dangerous. Please contact a garage door company for spring repairs.

The exterior of garage door, because of its exposure to weather changes, will shrink, expand, flex and this may expose unpainted surfaces, which you should re-caulk and/or repaint.

### Interior Doors

Interior doors expand and contract in reaction to temperature and moisture changes and will be wider in humid summer periods and narrower during dryer winter months. Occasionally interior doors may require minor adjustments.

### Homeowner Maintenance Guidelines

**Sticking Doors:** Home settlement or swelling caused by humidity may cause the door to be out of alignment. In some cases, this may only be temporary due to seasonal variations and the sticking will tend to correct itself without any adjustment. . When sticking is caused by swelling during a damp season, do not plane the door unless it continues to stick after the weather changes.

If adjustment is required:

1. Check hinge screws for tightness.
2. Fold sandpaper around a wooden block and sand the edge that sticks, but be careful not to remove too much wood.
3. Always paint or varnish sanded or planed areas to protect the wood from future moisture penetration and sticking.

**Bi-fold Doors:** Keep the door tracks free of paint and dirt and apply a small amount of wax or silicone spray to the guide edges of the tracks.

**Bi-pass and pocket Doors: Lubricate top track and roller wheels with silicone spray**

***Door Precautions:***

*Interior doors are hollow-core and are not designed to support attachments and hanging accessories. Hanging heavy items on doorknobs, or at the top of a door, can damage hardware, hinges, or the door itself.*

*Slamming doors can damage both doors and door 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.*

## Keys and Locks

The keys used in your home during construction will no longer operate the locks after you have moved in. The exterior locksets come finished with a factory-coated long life sealant. Review your lockset warranty information for the manufacturer's recommendations on caring for your locksets.

Your interior door locksets can work loose over time. If you notice excessive play in the lockset, we recommend tightening the screws located in the cover plate. If the doorknob has become inoperative, it could mean that the interior mechanism has slipped out of place. Remove the knob, realign the interior mechanism, reset the knob, then tighten the exterior screws. Should a lock be hard to operate, apply a graphite lubricant to the keyhole and lock mechanism. This will usually help the lock to operate more smoothly.

For interior bedroom and bathroom doors, 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.

## Sliding Glass Doors

### Homeowner Maintenance Guidelines

**Caution:** *Under certain 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.*

**Breaking Glass:** If the glass cracks or breaks, contact a professional glass re-glazing company as they have the special tools to replace glass. Scratched or broken glass is expressly excluded from the warranty unless noted during the Welcome Home Orientation.

**Cleaning:** Clean glass with a spray glass cleanser and wipe frames with sudsy water and a soft cloth.

Periodically clean the bottom of the door track and check to ensure that the weep holes are clear of obstructions. To keep the doors moving freely, apply a silicone spray to the tracks. Keep sprinklers away from sliding glass doors and windows when watering the lawn.

**Tinting:** Applying tinting or foil lining to dual pane doors can result in broken glass due to heat buildup. Some manufacturers void their warranty on the doors if you apply tinting or foil lining. Contact the manufacturer to check on their current policy before you apply such coatings.

Solutions to Common Door Problems		
<i>Problem</i>	<i>Likely Cause</i>	<i>Solution</i>
Interior door does not stay closed.	Keeper out of adjustment.	Adjust keeper.
Door sticks or binds.	Settlement or swelling from moisture.	Adjust hinges, keeper, or jambs.
Door knob loose or rattles.	Loose screws.	Tighten screws.
Hinges on door squeak.	Metal rubbing.	Apply silicone spray to hinges.
Bi-fold doors do not close flush.	Door keepers unadjusted.	Adjust keepers on back side of door.
Bi-fold door leaves track.	Unusual handling of door.	Reinstall door, inserting wheels at top of door into track.
Sliding glass door sticking or hard to operate.	Bottom rollers out of adjustment.	Adjust rollers and apply silicone spray.
Sliding glass door will not lock.	Locking latch out of adjustment.	Adjust locking latch.
Entry door does not latch properly.	Tight weather-strip or slight door movement.	Adjust weather-strip or door keeper.
Hot or cold air coming in under exterior door.	Threshold out of adjustment.	Adjust threshold.
Water infiltration at door.	Threshold not snug to bottom of door.	Adjust threshold.
Garage door not operating properly.	Out of adjustment.	Call authorized repair person.
Can see light around entry door or garage service door.	Loose weather-strip or sweep.	Adjust weather-strip or sweep to ensure tighter fit.
Remote garage door opener not operating.	Weak or dead batteries.	Replace batteries.
Remote garage door not operating.	Infra-red light beam obstructed.	Clear obstruction.

## Easements

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 may pass across or on the side of your property. Likewise, water from your property may run across a neighboring lot. Easements are recorded and are permanent.

Trees, shrubs, 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 homes.

Utility companies, the United States Postal Service and others have the right to install equipment in easements. Neither Park Square 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. Park Square homes is

unable to predict specific sites that will include such equipment and do not take any responsibility to clean up jobsites left by the specific service entity.

## Electrical System

The electrical system in your Park Square home is designed for safe, trouble-free service and meets both local and national electric code requirements. Electrical wiring, switches, outlets, and circuit breakers were installed by the licensed electrical contractor listed in Park Square's Homeowner Warranty Directory. Be sure you and your family are familiar with the electric panel box and the main shut off that controls the power to your home.

***Warranty Caution:*** Any addition, alteration, or modification to the original electrical system installation, unless performed by a licensed electrical contractor and inspected by the appropriate local authorities, may void all applicable warranties. This includes installation of overhead fans.

### Homeowner Maintenance Guidelines

***Electrical Safety Cautions:*** Do-it-yourself electrical wiring is dangerous. Improper electrical repairs can endanger the lives of your family and jeopardize your homeowner's insurance in the event of fire or electrical injury. Always use a licensed electrician to make electrical repairs, adjustments, and additions.

***Power Failure:*** If the electric power goes out, check first to determine if neighbors are also without power and, if so, contact the utility company. Before attempting to reset circuit breakers, check that power has been restored to the area. If neighbors have power, check the main circuit breaker in the panel box. See Homeowner's Maintenance Guidelines under Circuit Breakers, this section.

Be aware that not every electrical power problem is due to problems within the home's electrical system. Utility companies experience a variety of situations that affect power supplies, including power surges and interruptions, peak overload periods, and even total shutdowns.

***Electrical Storm Caution:*** It is recommended to use surge protectors and to unplug television sets, computers, and telephones during electrical storms common to Florida.

## Circuit Breakers

Electrical wiring and appliances are protected by circuit breakers to stop circuit overloading. The main circuit breaker is located in the electrical service panel next to the electric meter or in the panel box and if tripped for any reason, entirely cuts off all electricity. The smaller circuit breakers within the exterior service panel or the interior panel box control appliances, wall switches, lighting, and the heating system, and each switch is clearly marked as to what it controls.

Circuit breakers have three positions, on, off and tripped. When a circuit breaker trips, it must first be turned to the off position before it can be turned to the on position. Moving 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.

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

Do not tamper with the electrical service entrance cable that provides power to the service panel.

#### Homeowner Maintenance Guidelines

**Circuit Tripping Causes and Remedies:** Thunderstorms, lightning, and power failures can cause circuit breakers to trip. If only your home is affected, try to reset by switching the breaker to full OFF, then fully back to the ON position. If this does not reset the breaker or if the breaker continues to trip, unplug everything close to the circuit area and try to reset the breaker. Do not continue resetting the breaker, as this can damage the panel box, wiring, or appliance that it controls. Call the electrical contractor for service inspection.

Overloaded circuits can also cause tripping. This occurs when too many small or large appliances are used on one circuit. To reduce the load, unplug the appliances that may cause the overloading, then reset the breaker as described above.

If you install a microwave or other appliance that requires large electrical loads, you may need a licensed electrical contractor to add additional wiring to accommodate the load.

#### Electric Meter Box

The utility company installed an electric meter box to measure your electric usage for billing purposes. Their invoice is based on kilowatt hours used over a given time period with a kilowatt hour being the energy expended by 1000 watts for one hour. Should you have questions about meter box functions, please contact the Customer Service Dept. at the utility company.

## Ground Fault Circuit Interrupters (GFCI)

GFCI electric outlets prevent electrical shock and are installed in kitchens, bathrooms, garages, basements and exterior areas where water may be present. GFCI receptacles are sensitive to power surges and electric storms and interrupt power under certain conditions to prevent injury.

### Homeowner Maintenance Guidelines

GFCI outlets are often wired in a series. For example, the bathroom GFCI outlet controls the bathroom and possibly other outlets throughout the home. For example; if the electrical outlet in the bathroom is not functioning, check the GFCI in the garage on the main wall. Also, be aware that some Park Square homes have multiple GFCIs, both inside and outside your home so be certain to inspect and reset the affected area.

When a GFCI controls more than one outlet, an overloaded outlet will also shut down all connected outlets. For this reason, do not plug refrigerators, freezers, or electric garage door power cords into GFCI outlets.

If a GFCI receptacle is not functioning, press the Reset button on the wall plate to restore proper operation. If that does not work, check and reset the circuit breaker in the panel box first, then press the GFCI Reset button. We must remember that we might find the tripped GFCI in the Kitchen, Bathrooms or the Garage. If the outlet still fails, it may indicate a short in the appliance. If other appliances will not operate, an electrician should be contacted and the GFCI replaced.

To test GFCIs, press the Test button on the receptacle. The will stop the outlet from performing. To reset, press the Reset button.

### **Trouble Shooting Electrical Failures:**

Before calling for service, check to confirm that the

1. Main breaker and individual breakers are all in the ON position
2. Applicable wall switch is on
3. GFCI is set
4. Item you want to use is properly plugged into the receptacle
5. Item you want to use works in other outlets
6. Bulb in the lamp has not blown out

Even if the above tips do not solve the situation, the information you gather will be useful to the service provider you call.



## Intercom, and Central Vacuum

Some homes are equipped with one or more of these options, and their operating instructions and warranty information are contained in their respective manuals and product literature.

## Light Fixtures

### Homeowner Maintenance Guidelines

Interior and exterior lighting fixtures require periodic homeowner maintenance to preserve the finish. If you were provided with maintenance instructions, carefully review and follow the instructions provided for these fixtures. Otherwise, normal cleaning and maintenance will work.

Do not use indoor bulbs in exterior lighting fixtures. Do not use light bulbs with a higher wattage than the maximum wattage stated on the light fixture. You are responsible for replacing burned out light bulbs.

## Outlets and Wall Switches

If an electrical outlet does not work, check first to make sure the outlet is not controlled by a wall switch that is turned off, a circuit breaker that is not on or a GFCI that is not working. If the outlet still does not operate, contact the electrical contractor.

An electrical outlet or light switch on an exterior wall may produce a slight draft, allowing cold air to be drawn into the room. Park Square makes a special effort to reduce these drafts; however, some cold air is normal. Draft protection pads that help reduce cool air drafts can be installed by a qualified electrician or are available at hardware stores.

If there are small children in the home, install safety plugs to cover unused outlets. This also minimizes the air infiltration that sometimes occurs with these outlets. Teach children to never touch electrical outlets, sockets or fixtures.

## Smoke Detectors

The smoke detectors in your home are pre-wired, per electrical code requirements, into the main electrical system. They are placed in accordance with building codes, which dictate locations. Park Square Homes cannot omit any smoke detectors and you should not remove or disable any.

Most information pertaining to care of your smoke detectors is contained in the manufacturer's manual. Your smoke detector is battery-operated or battery powered/hardwired into the electrical system. The battery in each smoke detector should be replaced every six months in each unit. With an electrical-powered model, verify that the circuit breaker is on.

Test, vacuum and clean the openings of the smoke detectors at least once a month. Visually inspect the clear button of the test switch to see that the indicator light is

glowing. To test the alarm, press the Test button for about ten seconds, or until the horn sounds loudly. Do not use an open flame to test the detector. The unit will emit a low-frequency beeping noise if a malfunction or power failure occurs.

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 and they should be replaced every six months.

## Telephones and Cable TV

Park Square homes are pre-wired for telephone and cable TV. If you experience problems with phone connections or cable TV reception, contact the telephone company or local cable company. Park Square is responsible for the inside telephone and cable wires in your home. The telephone company and cable company are responsible for the wires that come from the street to your home.

If the telephone or cable company state that there is trouble in the house wiring, call the electrical contractor who installed the wiring. Neither Park Square Homes nor the electrical contractor will pay for interior wiring repairs or cable connections done by the telephone or cable company.

Solutions to Common Electrical Problems		
<i>Problem</i>	<i>Likely Cause</i>	<i>Solution</i>
Complete power failure.	Main breaker tripped. Electrical outage.	Reset main breaker. Call power company.
Electrical outlets not working.	Outlet switch is off or circuit breaker is tripped.	Turn on switch. Check and reset breaker.
GFCI outlets not operating.	GFCI receptacle or circuit breaker is tripped.	Reset GFCI. Check and reset circuit breaker.
GFCI keeps tripping.	GFCI circuit overloaded.	Do not overload GFCI circuit with small appliances.
Light fixture not working.	Switch is off or bulb is burned out.	Turn on switch. Turn off power to replace bulb.
Appliance does not work.	Circuit breaker tripped or appliance broken.	Reset circuit breaker. If problem persists, see appliance manual.
Smoke alarm goes off when smoke is not present.	Dust or dirt trapped in smoke alarm.	Clean or vacuum smoke alarm.
One half of wall outlet is not working.	Switched outlet.	Turn on wall switch.
Disposal does not work.	Reset button not pushed or appliances not plugged into a receptacle.	Push the reset button located on the disposal. If your appliances are designed to be plugged into a receptacle, check to be sure they are plugged into the proper one. The duplex receptacle under your sink is specially wired with one outlet for the dishwasher and one for the disposal.
Electric water heater will not function.	Circuit breaker thrown.	Check the circuit breaker. If that does not work, refer to your water heater instruction manual.
Oven will not heat.	Improper operation or thrown circuit breaker.	Refer to the manufacturer's manual to be certain you are properly operating the time controls. Also check the circuit breaker.

## Exterior Finishes

Exterior finishes are applied once the exterior framing or concrete block is complete. The exterior is finished with wood, stucco, vinyl, hardboard siding, brick or stone veneer, or a combination of these materials.

***Exterior Repair Note:*** *Where surfaces are repaired that require staining or painting, Park Square Homes will paint or stain the new material; however, Park Square cannot ensure that exterior repairs requiring new material will match the color of the existing material. Color variations caused by weathering effects are normal.*

Homeowner Maintenance Guidelines for all Exterior Finishes:

Keep garden sprinklers away from the home and do not plant shrubbery too close to the walls.

Periodically inspect the exterior to be sure that wood siding and trim joints and seams are tightly caulked. Loss of seal can result in water damage.

The paint and/or caulking on the trim and siding on your home must be maintained regularly to prevent rot and water damage. Inadequate homeowner care of caulking and painting is considered negligence, and this damage is expressly excluded from the warranty.

### Brick Veneer

Upon completion of construction, the brick was cleaned with a diluted acid solution or a non-acidic solution, per the manufacturer's recommendation.

Slight variations in size, color, and placement create the textural interest that contributes to the look of a brick exterior. Surface chips and cracks add a weathered appeal, while small hairline cracks in the mortar are caused by shrinkage. Minor brick chipping, cracking, and mortar shrinkage are normal.

Mortar joints may be  $\frac{1}{4}$  inch in width and may vary up to  $\frac{5}{8}$  inch.

Brick Size: Bricks may vary in size  $\frac{1}{4}$  inch in length or width.

Brick Distortion: Bowed brick may vary  $\frac{3}{8}$  inch over the brick's length.

Brick Chipping: Bricks may be chipped during packaging, shipping, or on the job site. Chips are measured from an edge or a corner, and the total length of these chips will not be greater than 10 percent of the perimeter of the face of the brick, or greater than  $\frac{5}{16}$  inch from the edge, or greater than  $\frac{1}{2}$  inch on the corner.

**Brick Veneer Repair Note:** *Park Square cannot ensure that brick or mortar repairs requiring new material will match the color of the existing material. Color variations are normal. New mortar will weather and blend more closely with existing mortar as time passes.*

## Homeowner Maintenance Guidelines

Bricks can be cleaned with a soap-and-water solution. Gentle scrubbing with a non-abrasive household cleaner and a stiff brush will remove most stubborn discolorations.

A white, powdery substance that may appear on masonry walls is called efflorescence. It is composed of water-soluble salts, originally present in masonry material, that are brought to the surface when water evaporates. Efflorescence can usually be removed with a stiff scrub brush and water.

## Siding

Siding expands and contracts in response to changes in humidity and temperature. A slight wavy condition may be visible in siding under moist weather conditions. Shrinkage and separations will be more noticeable under dry conditions. This is normal and to be expected.

## Soffits and Fascia

Vinyl and aluminum do not require painting. The aluminum soffit and fascia have a baked enamel finish that does not require painting. The soffit vents are located under the roof overhang and on porch ceilings. The fascia is used behind gutters and to cover gable trim boards.

In some areas, wood is used for the soffit and fascia. This product requires caulking and painting.

**Warranty Note:** *These items are warranted by the manufacturers. The length of these warranties is different for different manufacturers. For specifics, please review the product literature appropriate to your installation. The manufacturers do not provide warranty coverage should the panels come loose or detached by winds in excess of 54 miles per hour. Winds this powerful are considered “Acts of God” and repairs may be covered by homeowner’s insurance.*

**Repair Note:** *Park Square cannot ensure that repairs requiring new material will match the color of the existing material. Color variations caused by weathering effects are normal.*

## Stone Veneer

Slight variations in size, color, and placement create the textural interest that contributes to the look of a stone exterior. Minor stone chipping, cracking, and cement shrinkage are normal. A crack in the cement joint of stone veneer may be up to 1/8 inch in width.

***Stone Veneer Repair Note:*** *Park Square cannot ensure that stone or cement repair requiring new material will match the color of the existing material. Color variations are normal. New cement will weather and blend more closely with existing cement as time passes.*

## Stucco

Stucco is a brittle cement product that is subject to expansion and contraction. Minor hairline cracks will develop in the outer layer of stucco. This is normal and does not reduce the function of the stucco in any way.

There are two types of stucco application. One is applied over concrete block construction while the second is applied over wood-framed walls with wire lath attached. Stucco requires very little maintenance other than painting and caulking.

### Homeowner Maintenance Guidelines

Stucco cracks should be noted, caulked and painted every six (6) months. Water can and will enter through cracks that are not properly sealed and painted.

**Painting:** When painting the exterior of the home, use acrylic masonry house paint. Before painting, fill the hairline cracks with flexible caulk.

**Efflorescence:** A white, powdery substance that may appear on the exterior masonry walls is called efflorescence. It is composed of water-soluble salts, originally present in masonry materials that are brought to and deposited on the surface when water evaporates. Most efflorescence can be removed with a stiff scrub brush and water/  
[muriatic acid solution, please take precaution and read safety instructions.](#)

Solutions to Common Exterior Finish Problems		
<i>Problem</i>	<i>Likely Cause</i>	<i>Solution</i>
Dents in soffit or fascia.	Abusive treatment.	Replace panel.
Siding blows off.	Strong winds less than 54 miles per hour.	Call during 1 <sup>st</sup> year for inspection.
Siding blows off.	Strong winds over 54 miles per hour.	Act of God. Review homeowner's insurance policy.
Nicks or deep depressions in wood siding.	Abuse or accidents.	Caulk and repaint as soon as possible.
Dirty siding.	Adverse weather conditions and soiling.	Periodic hosing. See manufacturer's recommendations.
Siding has dirty, streaked appearance.	Mildew or fungus growth.	Apply commercial mildew cleaner following manufacturer's directions.
Cracking/peeling of painted surfaces.	Normal aging and weathering.	Clean and sand surface, then prime and repaint.
Gaps at joints in wood trim.	Normal caulk and filler shrinkage.	Re-caulk or fill.
Sap on exterior trim.	Wood drying out.	Sand, prime, and paint.
Efflorescence on masonry finishes.	Crystallized soluble salts.	Scrub with stiff brush and water/ <u>muratic acid solution. (1 quart muratic acid with 2 gal of water and a paint bucket. Review safety handling instructions).</u>
Cracks or stair step cracks in masonry finish.	Normal home settlement.	Seal cracks with a flexible masonry caulk.



## Fencing

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 you close. All types of fencing require some routine attention.

**Drainage:** In planning, installing and maintaining fencing, allow existing drainage patterns to function unimpeded and as planned. 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 or aluminum fence for water to pass through even after the grass has grown back.

Do not build a fence in a swale as you will void your warranty and stop the proper flow of water.

**Homeowner Association Design Review:** If you choose to add fencing after moving into your new home, keep in mind the need to obtain approval from the Design Review Board (ARB) of your Homeowners Association. Specific requirements about style, height and position on the lot are described in the Homeowner Documents for your community. It is your responsibility to comply with all the details.

### Homeowner Maintenance Guidelines

The lumber used to construct wood fences and railings is rough cedar. Over time it the wood will crack, warp and split. This is normal and requires no action on your part. As the wood ages and shrinks, nails may come loose and require attention. Check the posts and gates twice a year and especially after bad storms. Tighten the hardware or make needed adjustments.

Wrought iron railings are subject to rusting if not maintained properly. Use touch-up paint on any scratches or chips. Inspect the railing or fence twice a year and repair as needed.

## Fireplace

In order to maintain the safest and most efficient use of your fireplace, be sure to read the manufacturer's literature provided to you.

It is important for safe fireplace operation that you maintain a clean, unobstructed fireplace and chimney. Have a fireplace cleaning company inspect the fireplace and chimney once a year for soot build-up and appropriate cleaning.

**Caution:** Do not burn pressure-treated wood, scrap lumber, Christmas trees, trash, cardboard, plastic, or any flammable material such as gasoline. Burning these items is

*extremely hazardous and will cause brick and flue liners to crack. This may void your fireplace warranty. Building a big fire will cause brick to crack and will not be warranted.*

**Fireplace Equipment:** A set of fireplace tools, available from a local fireplace equipment shop, will help you handle logs, stoke the flames, and shovel out cold ashes. A fireplace screen and grate are necessities.

If your fireplace comes equipped with a gas starter, refer to the manufacturer's recommendation for proper operation of the gas unit. If your gas starter is in the "OFF" position and you smell gas leaking, open your windows and doors in that room, leave the house and call the gas utility company. If your home comes with a "ventless" gas fireplace, note that you can only use the gas logs that come as part of this fireplace unit. Do not attempt to burn firewood. Please refer to the manufacturer's literature for proper operation of your fireplace.

Caution: Please keep the gas starter keys away from children.

Be especially careful of closing glass doors with a roaring fire as this might crack or break the glass. If your fireplace has a mesh screen and a glass door, open the mesh screen. This prevents excessive heat build-up on the mesh which could result in warping or discoloration.

**Starting a Fire:** Follow this checklist for safe fireplace use.

1. Open the flue damper fully and visually check that the flue is not obstructed.
2. Clear obstructions and ashes away from the air inlet channels and fireplace screen.
3. Use a steel or cast-iron grate to elevate the wood above the fireplace brick. Do not build fires directly on the fireplace brick.
4. Place crumpled, non-colored newspaper under the grate.
5. Add kindling (small wood chips and twigs) on the grate over the newspaper.
6. Place three logs in a pyramid arrangement at the back of the firebox, providing air spaces between the logs.
7. Preheat flue by lighting a piece of newspaper on top of the logs, making sure that the smoke is carried up the chimney.
8. Ignite the newspaper under the kindling.
9. Use seasoned hardwood for a long-burning, smoke-free fire. Store firewood outside, as it may harbor insects.

Do not build extremely large fires. Building a big fire will cause brick to crack and will not be warranted.

10. Keep damper open and screen closed throughout the life of the fire.

11. Close damper the following day when the fire is completely out. Periodically remove ashes from previous fires and place them outdoors in a metal container. Keep damper closed when fireplace is not in use.

Solutions to Common Fireplace Problems		
<i>Problem</i>	<i>Likely Cause</i>	<i>Solution</i>
Fire will not stay lit.	Wood is wet or unseasoned.	Use dry, seasoned wood.
Fire will not stay lit.	Starting fire with firewood logs that are too large.	Start fire with newspaper, kindling, and small logs.
Smoke backs up into room.	Chimney flue not pre-heated.	Light newspaper above wood and grate to create draw.
Smoke smell in home when the fire is not burning.	Dirty flue. Leftover ashes in firebox. Wet flue.	Clean flue. Clean out ashes. Install chimney cap.
Smoke smell in home when the fire is not burning.	Exhaust fan pulling air down flue into home.	Close damper.
Water inside fireplace.	Rain coming down from chimney.	Install chimney cap.
Cracks in fire brick and/or in mortar.	Burning fires that are too large and too hot.	Get brick and mortar repaired. Do not build large fires.
Down drafts pull smoke into home.	Drafting problems.	Call Park Square for inspection.(During first year only.)
Excessive black soot on inside of fireplace and flue.	Burning poor-quality wood or items other than wood.	Burn only dry, seasoned hardwoods. Get chimney cleaned.
Chimney fire.	Burning sappy or unseasoned wood.	Burn only dry, seasoned hardwoods.
Outside finish on fireplace becomes dull.	Normal aging.	Repaint with heat-resistant paint.
<u>Plastic or Paint smell the first time in use.</u>	<u>New material burn off</u>	<u>Open window(s) to ventilate house.</u>

## Flooring Finishes

Your home is finished with a variety of flooring materials, including carpet, resilient vinyl, wood floors, and manufactured tiles.

### Carpeting

The carpet is durable and requires minimal care. Color variations and shading may be noticeable and depend upon the surface texture and pile fiber of the carpet. A carpet seam should not have visible gaps at the seam joint.

A carpet problem caused by defective material, including mismatched dye lots, or unjustified (not caused by homeowner negligence) staining, fading or discoloration, will be repaired by removing, patching or replacing the affected area.

An independent carpet-testing agency will inspect and test the carpet to verify unjustified staining and discoloration. The decision of the independent agency and their recommendations are considered binding for all parties..

***Carpet Repair Note:*** *Park Square cannot ensure that carpet repairs requiring new material will match the color of the existing material. Park Square is not responsible for manufacturer dye-lot variations or for discontinued carpet patterns. Only the immediate area will be replaced or patched. Park Square Homes will not replace connecting hall or rooms.*

### Homeowner Maintenance Guidelines

We recommend that you vacuum at least twice a week using a powerful vacuum cleaner to maintain resiliency. This will not only keep high traffic areas clean, but will prolong the life of your carpet. Professional carpet cleaning should be performed at least once a year.

Fading: All carpets will slowly lose some color due to natural and artificial forces in the environment. You can delay the fading caused by sunlight by closing the draperies during the day or by using sheer draperies to reduce incoming sunlight.

Crushing: Heavy traffic areas, such as halls and stairways, are most susceptible to wear and crushing. This is considered normal wear and is not a cause for alarm.

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

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

Seams: Carpet usually comes in 12-foot width, making seams necessary in most rooms. The more dense and uniform the carpet texture, the more visible the seams will be. Seams are never more visible than when the carpet is first installed. Usually with time, use and vacuuming the seams become less visible.

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 stapled looped carpet fibers than continuous filament fibered carpet.

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 and Spills: No carpet is stain-proof. Although your carpet manufacturer designates your carpet as stain-resistant, some substances may still cause permanent staining. Stains and spills should be cleaned immediately. If your carpet becomes wet, place aluminum foil or plastic coasters between the furniture legs and the carpet. Pre-test any spot-removal solution in an inconspicuous area before using it in a large area. In the event of a severe stain, call a carpet cleaning professional. It will be well worth the expense in terms of longevity and the beauty of your carpet.

## Ceramic Tile Floors

Ceramic tile floors are easy to maintain and impervious to water. The seams and joints are not waterproof and require special attention to prevent water seepage.

***Repair Note:** Park Square cannot ensure that ceramic tile floor repairs requiring new material will match the color or dye lot of the existing tile material or colored grouting. Color variations are normal and to be expected. Park Square cannot ensure that after a new tile replacement over a natural expansion crack that the tile will not crack again. This is due to the normal movement which transmits to the new tile or grout line.*

## Homeowner Maintenance Guidelines

**Cleaning Tile Floors:** For the first 60 days, clean the floor with a mixture of vinegar and water. Vacuum when needed. Occasionally, a wet mopping with warm water may be appropriate. Avoid adding detergent to the water. If you feel a cleaning agent is required, use a mild solution of warm water and dishwasher crystals (they will not result in a heavy, difficult-to-remove lather on the grout). Rinse thoroughly.

**Grout Sealing:** Water can penetrate grout seams and joints and will damage materials adjacent to and underneath the tile. This occurs when excessive amounts of water are used during floor washing, or in the bathroom from splashes and spills from showers, tubs, and sinks. The homeowner can apply a grout sealer at move-in time to reduce staining, mildew, and water penetration. Grout sealers are available at hardware stores

and should be used following manufacturer's guidelines. Once grout has been sealed, ongoing maintenance of that seal is necessary. This is a maintenance issue and is not covered under the terms of the warranty.

**Seam Caulking:** The seam joints where baseboards and tile meet will crack and erode over a period of time from normal settlement of the home. Inspect these areas frequently and apply caulk to the joints as needed.

## Resilient Floor Coverings

Resilient floor coverings typically come in 6-foot-wide or 12-foot-wide rolls and may be installed in foyers, kitchens, bathrooms and laundry areas.

Expansion and contraction of resilient materials may cause butt joints in the flooring to show. These are characteristics of the material and do not affect the inherent quality of the floor.

**Caution:** *It is the homeowner's responsibility to report any vinyl problems promptly to The Customer Relations/Warranty Department. Failure to do so will void Park Square's warranty responsibilities. Review and follow the manufacturer's cleaning and care recommendations. Using a cleaning solution other than that specifically recommended by the manufacturer will void the manufacturer's warranty. Do not wax a no-wax floor.*

**Caution:** *Do not place foam, plastic, or rubber-backed mats on resilient floor coverings, as they may cause discoloration.*

**Caution:** All resilient flooring is subject to indentation from heavy loads or sharp objects such as high heels. Furniture legs without floor protectors or high heel shoes may damage resilient floors. The use of non-staining casters or glides is recommended to protect your floors.

**Repair Note:** *Park Square Homes cannot ensure that resilient floor covering repairs requiring new material will match the color of existing material. Park Square is not responsible for manufacturer dye-lot variations or discontinued patterns.*

**Repair Note:** *Plugging resilient floors is an acceptable procedure for repairing vinyl cuts or tears.*

## Homeowner Maintenance Guidelines

Mop up bathroom water spills from showers and baths immediately. Water seeping into the mastic through the seams and under the baseboard trim can cause seam separation and

lifting. A silicone caulk, available at hardware stores, is recommended for use at tub and floor joints to minimize this problem.

## Wood Floors and Stairs

Wood floors are pre-finished at the factory with a baked-on wax coating or a urethane coating. Wood floor tone, grain, and color variations are normal and reflect the natural characteristics of real wood.

Some squeaking of wood floors is normal and is caused by seasonal weather and humidity changes. Squeaking floors do not need repair unless the cause is due to underlying structural issues.

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

***Wood Flooring Repair Notes:*** *Park Square Homes cannot ensure that wood flooring repairs requiring new material will match the color of the existing material. It is normal to expect surface nailing to occur around the perimeter area of pre-finished wood floors and around any repaired areas, as well.*

## Homeowner Maintenance Guidelines

Become familiar with the manufacturer's recommendations pertaining to caring for your floor and also know the different cleaners allowed on your particular finish. Do not use any type of cleaner or wax without reviewing the floor manufacturer's recommendations.

***Caution:*** *The protective urethane coating on site-finished wood floors can react with certain commercial floor wax products. These products generally have a label warning that use on a urethane floor will cause discoloration and/or clouding of the floor surface. Problems caused by these products will not be repaired by Park Square.*

Use entrance rugs or mats to protect wood flooring from dirt and water spots. Do not use foam, plastic, or rubber-backed mats, as they may cause discoloration. Mop up water spills immediately. Do not set potted plants directly on a hardwood floor, as moisture can leak through and cause permanent staining and warping.

Wood floors respond to a change in the level of humidity within the home. In the winter months the flooring boards will tend to shrink slightly because of the lack of humidity in the air. When this shrinkage occurs, the gaps between boards will increase. These gaps are a normal occurrence during the winter months. Using a humidifier will help, but will not completely eradicate this reaction. You may notice a dulling of the finish in heavy traffic areas. Warping will result if the floor becomes wet repeatedly or is thoroughly soaked one time. Food and water spills should be cleaned up as soon as possible with a

damp cloth. Use coasters or padded protectors underneath furniture to protect wood floors. Also note that any high heels worn may damage wood floors.

Fading of floors in areas with direct sunlight is not uncommon and is not a warranty issue.

Solutions to Common Flooring and Finish Problems		
<i>Problem</i>	<i>Likely Cause</i>	<i>Solution</i>
Carpet seams noticeable.	Fibers separate from vacuuming and normal traffic.	Vacuum carpet in same direction as seams.
Carpet fades near windows and doors.	Excessive sunlight.	Close window coverings to reduce excessive sun.
Carpet stains.	Spills, pets.	Follow manufacturer's guidelines.
Carpet looks matted on stairs and high-traffic areas.	Dirty carpet or insufficient vacuuming.	Steam-clean carpet. Vacuum more frequently.
Resilient or vinyl floor finish looks dull.	High-traffic areas or furniture rubbing against floor.	Follow manufacturer's guidelines.
Resilient or vinyl floor seams are apparent.	Normal.	No repair required.
Cuts or burns in resilient floors.	Accidents.	Contact flooring contractor for repairs.
Nail or staple pops up under vinyl or resilient floor.	Settlement.	Gently re-set nail or staple.
Yellow or purple areas in resilient floors.	Moisture problems or rubber-backed floor mats.	Investigate moisture problem. Do not use rubber-backed mats.
Caulk around vinyl floor cracks.	Caulk shrinkage and settlement.	Re-caulk gaps with appropriate caulking.
Dents in vinyl or resilient floors.	Objects dropped, heavy furniture, or high-heeled shoes.	Follow manufacturer's guidelines.
Fine scratches, white splotches, or stains on pre-finished floors.	Normal wear, furniture scratches, and spills.	Follow manufacturer's guidelines.
Grout cracks along baseboards.	Normal expansion and contraction.	Re-grout cracks.
Grout staining.	Liquid spills and grease from food.	Follow manufacturer's guidelines.



## Framing and Carpentry

Framing and carpentry with wood or metal studs, beams, and joists create the skeletal structure of the home.

### Floor Framing

Horizontal wood members are supported between walls by vertical wood members or concrete block walls. Floor trusses that support the floor are set in place. Sub-flooring is then glued and nailed to the floor joists, forming a base for the carpet, tile, or vinyl floor. Floors will deflect (bend) when walked on. This will be more noticeable next to large and heavy pieces of furniture. This is not a structural deficiency and no additional action is needed.

As the wood in your home dries, normal shrinkage will occur that causes settlement. While every home has certain degrees of settlement, not all settlement is severe enough to require repair.

***Note:** A squeak-proof floor cannot be assured. Floor squeaks and loose sub-flooring are often temporary and passing conditions, caused by lumber shrinkage or temperature changes. An isolated floor squeak is not a defect, unless caused by a defective floor joist in the system. A large area of floor squeak which is noticeable, loud and objectionable is a defect. For large areas of floor squeaks or floor squeaks caused by a defective floor joist, Park Square will correct within reasonable repair capability. Where a finished ceiling exists under the floor, the corrective work may be attempted from the floor side. Where necessary the repair may need to remove the finished floor material to make the repair and then reinstall.*

### Wall Framing

Wood or metal studs are set vertically on 16-inch or 24-inch centers to make up wall sections and the wall sections are then set in place.

### Exterior Wall Sheathing

Structural grade sheathing is applied to reinforce the studs and to provide a base for the exterior finishing process.

### Roof Framing

A pre-engineered truss system is used that supports the weight of the roof and can be used in combination with conventional ceiling and roof framing. The trusses are delivered to the building site by truck and then placed and secured into position on the home.

**Roof Sheathing:** Roof sheathing that covers the rafters provides structural integrity and it serves as a base for the roofing materials.

**Caution:** *Attic access must be installed parallel to and in between the trusses. Roof trusses should not be cut. This can structurally damage the integrity of the roof and will void your Park Square Homes Warranty and any other structural-defect warranty.*

## Candle Burning

Sometimes homeowners (in both old and new homes) want to know about black sooty stains which develop on surfaces such as carpet, walls, ceilings, appliances, mirrors, around area rugs and entrances to bedrooms. This has caused much investigation and research throughout the building industry.

The conclusion of the research and laboratory tests has shown 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, such as light colored carpet, they are impossible to clean completely. The air conditioning system distributes soot through out the house and deposits particles on various objects that are attracted to these particles.

The popularity and usage of scented candles has increased in many years. Heavy smoking is also a factor. If these are activities that are part of your lifestyle, we caution you about the potential damage to some areas of your home as this type of damage is excluded from our warranty.

## Interior Walls, Ceilings and Trim

Your Park Square home features two types of walls: load-bearing and non-load-bearing.

**Caution:** *Any alteration of bearing walls may undermine the structure by reducing its load-bearing or support capacity and may void all structural defect warranties.*

Interior wall construction begins with the placement of studs set vertically at 16- or 24-inch intervals.

### Drywall

Drywall is installed according to the manufacturer’s specifications and local codes. The seams where sheets of drywall come together are taped, spackled with a joint compound, allowed to dry, and then sanded to prepare them for painting. Some communities then apply texture to the walls and ceilings.

Visible, minor drywall imperfections are normal. Any repairs to textured ceiling will have slight color and texture variations, which are normal and to be expected.

***Builder Drywall Repairs:*** *Prior to any action, please do not write on walls or make other marks where drywall is to be repaired. Drywall repairs which are necessary due to other repairs to the house, will be made by the Superintendent and the area will be brought back to the original stage, painting included.*

## Nail Pops and Drywall Repairs:

Minor drywall cracks and nail pops on the interior wall and ceiling surfaces are caused by home settlement and the normal drying of stud framing and drywall materials. Nail pops are nails that come loose from the studs, pushing the drywall joint compound up to produce a bump on the drywall surface. Both nail pops and small drywall cracks are simple to repair.

1. Reset the protruding nail slightly into the gypsum board surface or remove it entirely. Place another drywall nail two inches above or below the popped nail and gently hammer it slightly below the paper surface. Then cover the area with spackling compound, allow to dry, sand smooth, and repaint the surface.
2. For drywall joint cracks, press a small V-shaped indentation using the back of a putty knife along the length of the crack, about 1/8 inch deep and 1/8 inch wide. Spackle, sand, and repaint as with nail pops.
3. To prevent cracks wider than 1/4 inch from reopening, first apply the spackling compound, cover the crack with a strip of drywall tape, add another top layer of spackle, feathering the edges well. Sand to a smooth finish, then repaint.
4. Deep scrapes and indentations on drywall surfaces can be filled with two or three applications of spackling compound. Allow it to dry thoroughly, and sand between each application.

**Wall Fasteners and Anchors:** There are a variety of specially designed wall fasteners for drywall available from a hardware store. They offer strength in supporting an object, such as a large, framed picture, and yet create little damage should you move the picture later.

## Expansion and Contraction

Drywall: 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 material, 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 tubs or sinks. While this may be alarming to you, it is normal and to be expected.

Wood: 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.

## Insulation

Insulation is placed wherever outside air is likely to seep into the home: in the floors, ceilings, exterior walls, and the attic. Flexible insulation, in the form of fiberglass blankets, is commonly used in walls, floors, ceilings, and around ducts. Blown insulation of loose fiberglass can be used in flat-ceiling areas. Plastic foam may be used for spot insulation around windows and doors, pipe openings, and other air leakage points.

**Caution:** The effectiveness of blown insulation is diminished if it is uneven. As the last step to any work done in your attic or crawl space, you should confirm that the insulation has been put back and is smooth and even.

**R-Value:** *This is an insulation measurement. The higher a material's "R-value" number, the more effective it is as an insulator. Different parts of the home have different insulation standards and Park Square meets or exceeds both local and national code requirements.*

## Interior Trims and Moldings

Park Square homes are built with ceiling moldings, floor moldings, door casings, and other types of trims. Some separation of trims and moldings is normal and is caused by home settlement, plus shrinkage or expansion due to extremes of dryness or humidity.

**Interior Trim and Molding Repair Note:** *Park Square will only paint or stain the new material when repairing interior trim and molding. It is normal that the new material may not exactly match the color of existing material.*

## Homeowner Maintenance Guidelines

Should the baseboard trim come loose, simply re-nail the baseboard back into proper position. For moldings, it is better to wait for several months to see if settlement will bring the pieces back together naturally. If not, a separation at corners or seams can be patched with a wood filler or caulk and then stained or painted to match the existing molding.

## Plant Ledges

Plant ledges are architectural design features and should be used strictly to hold plants and other decorative objects. They are not constructed to support the weight of an adult or child.

## Wall Paper and Special Painting Features

*If the wall needing repair has wall paper, custom paint or special painting features, it will be the homeowner's responsibility to replace the wall paper, custom paint or recreate the special paint features. Park Square will complete the drywall repair and bring the area back to the original stage prior to your personal changes.*

Solutions to Common Interior Wall and Ceiling Problems		
<i>Problem</i>	<i>Likely Cause</i>	<i>Solution</i>
Nail pops, holes, or cracks in drywall.	Settlement or accidents.	See "Drywall Repairs", this section.
Base molding separates from wall.	Normal caulk shrinkage.	Re-caulk gap.
Wallpaper loosens or peels.	Moisture and lack of proper ventilation.	Re-glue wallpaper. Improve ventilation.
Drapes or pictures falling off wall.	Improper anchor used.	Consult hardware store for proper anchor.
Separation at door casing.	Normal caulk shrinkage or settlement.	Re-caulk gap.
Drafts at electrical outlets.	Temperature inversion due to thickness of electric box vs. wall.	Install thermal covers under plug and switch covers.
Moisture on plant ledges.	Over-watering of plants.	Move plants off ledge for watering.
Flapping noise in attic.	Insulation baffles loose.	Re-secure insulation baffles.

## Landscaping

### Grading

The final grade around your home has been inspected and approved for proper drainage of your lot. The purpose of grading is to ensure that surface water flows away from your home, rather than accumulating and soaking into the ground immediately around your home. Yards may drain from one to another. You and your neighbors share an overall drainage plan for the community.

Prior to closing the surveyor completed a drainage certification and then the local building authorities inspected the site. Park Square Homes is responsible for establishing the original proper grade. The homeowner is responsible for maintaining the grade.

#### Homeowner Maintenance Guidelines

Over time, the grade around the house can settle. This is normal and to be expected. If this occurs, add additional soil, sod or sand in the depressions to raise and re-establish the grade.

#### **To prevent erosion, standing and ponding water:**

1. If you change the original grade, make sure the established slopes and swales drainage areas are maintained. Avoid any grade changes that affect drainage on to your neighbor's yard.
2. Keep swales open and free of leaves and debris. Do not build sheds, hot tubs, decks, fences, pools, or gardens in the swales, otherwise water will not flow correctly through the swales. This will all void your warranty.
3. In order to prevent washouts near your home from roofs run-off, install gutters and direct the water away from the home by using splash blocks.
4. Direct sprinklers away from the house and do not allow water to sit near or at the foundation area.

## Grass

Park Square Homes installs two types of grass: St. Augustine and Bahia. Their maintenance varies slightly with St. Augustine requiring more water than Bahia.

Park Square Homes is responsible for installing the sod which should be alive at time of closing. Please be sure to note any areas of the grass that appear dead at the time of the Welcome Home Orientation as we do not replace sod unless noted at that time or reported within 30 days of closing. Sod installed during the colder months may appear brown and not lush. The sod is not dead and good maintenance is still needed.

### ***Important – The First 30 Days – Homeowner Maintenance Guidelines:***

For the first month after closing, it is important that you water the grass daily in the morning and late afternoon for approximately ½ an hour for each watering cycle. Be careful not to over water. If water is creating a puddle or your foot prints are visible in the grass, cut back the amount of time you are watering. Be sure to water early in the day and early in the evening and not during the hottest part of the day. If you do not water enough, the grass will dry out and not seed. The sod will shrink and gaps will appear between the sections. If this occurs, you will need to repair these areas yourself by adding some sand or actually adding small pieces of sod. Left alone, these areas will eventually grow in, they just take time and care.

After the initial 3-4 weeks of watering every day, be sure to change your sprinkler timer's clock. The change should show the watering times and days allocated by your city or county. Allow approximately a ½ hour per zone two days a week.

Sometimes, a ½ hour is too long for the sides of your home. If this is the case, set the timer for no more than 5-10 minutes of watering on each side, especially where there is little sunlight and your neighbor's sprinklers may slightly overlap your grass. Sometimes, watering once a week is sufficient. These watering times need to be monitored at different times of the year so as not to fill up the swales and create sitting water. You will be responsible if the swales stay constantly wet and soggy once the initial grade has been developed. Please make sure the rain sensor is on.

When sod is initially installed it may turn brown. The sod is not dead. It has simply gone into "shock". You should continue to water and maintain it.

Mow the new grass only after it has grown 3 to 4 inches. Do not mow if the ground is soggy. Set the mower at the highest height and be sure the mower blades are sharp.

## Homeowner Maintenance Guidelines (after 30 days)

The future beauty of your yard depends on how you care for and maintain it now. Since landscaping is a living item, Park Square Homes cannot be responsible for improper maintenance, insects or weather conditions.

**Occasionally, during the rainy season, the swales will hold water for an excessive amount of time. This will keep the swale area soggy and may even cause the swale to become muddy. This can be prevented by both you and your neighbor getting together and deciding to reduce watering times on one or both the sides of your home. You may decide to turn off the sprinklers for a period of time to allow the area to completely dry out. Do not allow heavy lawn mowers through those wet or soggy areas, as they leave tracks, lower the swale and in general disturb the original grade. As a last resort, add some sand to the area and allow the grass to grow through the sand.**

**The swale is designed to hold water for 24-48 hours without additional rains or water from sprinklers. If the swale was holding water or wet prior to a heavy rain, then the period might be extended. The same is true if the area is over-watered.**

**Do not empty pool water directly into the swale, as the same conditions may result.**

Do not spray immature grass with chemicals to kill weeds.

## Shrubs and Trees

Park Square Homes has taken great care to select healthy trees and shrubs that are indigenous to your climate. Please note on your Welcome Home Orientation checklist if any trees or shrubs are dead or appear to be in shock.

All trees and shrubs are nursery grown and initially planted by a landscape contractor. The first six to nine months are the most crucial for new plantings. The type of tree or shrub will dictate the specific care needed. Talk to a professional landscape specialist or company for details pertaining to your special needs and interest.

Because trees and shrubs are living materials they will need constant care and maintenance. They must be watered and fertilized with the same care as your lawn. Plant materials need proper treatment for insects, and periodic pruning. It is also a good idea to frost-protect your trees and shrubs in the winter months as needed.

Park Square Homes will replace, one time only, any new tree, shrub, or ground cover that dies within 30 days of closing, unless damage is caused by homeowner transplanting, under or over-watering, insects, weather or neglect.



**Caution:** *Do not remove or transplant trees and shrubs from their original location, as this will void the landscape contractor's 30-day warranty. Should a tree or shrub die, leave it in the ground and let the landscape contractor remove it.*

### ***Important – The first 30 days -Homeowner Maintenance Guidelines***

**Watering:** It is extremely important that new plants and trees be watered once a day for the first 30 days. Weather conditions may affect watering frequency. Watering should be done with an open-end garden hose: approximately one minute on shrubs and three to four minutes on trees. For best results, contact a lawn care specialist for proper maintenance guidelines.

**Fertilizing:** Plants should be fertilized on a regular basis. Contact a lawn care specialist for proper maintenance guidelines. Remove fertilizer from driveways immediately as it may stain the concrete.

## **Sprinkler System**

*Please refer to the other landscaping sections above: Grading, Grass, Shrubs and Trees*

During your Welcome Home Orientation, the operation of the sprinkler timer was explained to you. If you still have concerns, please call the Customer Relations Department. They will meet with you during the 30-Day Visit and further explain the timer's operational features.

At the Welcome Home Orientation, you had the opportunity to check to make sure there was proper sprinkler coverage and all the sprinkler heads were working. Park Square Homes does not warrant sprinklers, therefore, we request that you check the system carefully and immediately upon moving into your home. We allow a 30-Day grace period after closing to ensure the system is functioning properly.

### **Homeowner Maintenance Guidelines**

The sprinkler system is controlled by an automatic time clock. Refer to the manual for instructions on setting the time clock and watering times.

Inspect the entire system on a regular basis, once a month. Keep grass and shrubs trimmed around sprinkler heads. Over a period of time, the sprinkler heads will clog with grass cuttings and settlement build-up that will need to be removed and cleaned. Lawn mowers may damage the sprinkler heads as well. Check to make sure sprinkler heads face away from your home. All this is normal homeowner maintenance.

The height of the sprinkler heads will need adjustment as your plants and grass grow. If left unattended, the tall shrubs may block the flow of water and prevent the spray from reaching your entire lawn.

Park Square Homes does warrant the sprinkler timer for a period of one year, unless damaged by lightening or power surge. You are responsible for the proper setting of the timer and the overall operation of the system.

Be sure to check with your local city or municipality regarding their watering days. Failure to do so could result in a fine. Also be aware that local watering restrictions can prevent you from watering on certain days or time of the day. Local watering times are beyond the control of Park Square Homes.

The best time to water your lawn is between 3am and 9am. This will allow your lawn to drain and dry during the warmest part of the day. Watering during the hottest part of the day during the very hot months could cause your grass to burn.

***For your information:*** A typical irrigation system zone puts out approximately 18 to 22 gallons per minute. Awareness to this will conserve both the environment and your water bill.

Solutions to Common Landscaping and Grading Problems		
<i>Problem</i>	<i>Likely Cause</i>	<i>Solution</i>
Tips of grass blades frayed or turning tan.	Dull mower blades.	Sharpen blades.
Weeds growing in lawn.	Improper weed control.	Use pre-emergent weed control.
Gaps or holes in sod.	Insufficient watering.	Fill gaps with sod or seed and soil. Water lawn properly.
Grass turning yellow.	Lack of fertilizer.	Fertilize following manufacturer's directions.
Brown patches in grass.	Fungus or insect disease.	Contact lawn specialist.
Grass does not maintain a lush, green appearance.	Lack of fertilizer.	Fertilize following manufacturer's directions.
<u>Irrigation heads are too low.</u>	<u>Thatch build-up.</u>	<u>Raise heads to proper height.</u>
Trees and shrubs turning yellow.	Lack of tree and shrub fertilizer.	Fertilize following manufacturer's directions.
Trees and shrubs wilting.	Too much or too little water.	Check soil around base of plant and water accordingly.
Newly planted tree or shrub drops all leaves.	Shock resulting from transplanting.	Normal. Continue to water as necessary.
Wetness around foundation.	Settlement of soil around home.	Fill settled areas and re-mulch or re-seed as necessary.

## Mold

### **Important Information:**

Mold is as old as the Earth and it is everywhere. Under specific conditions, mold may grow inside your home. In most cases, this is not cause for alarm. First, start by getting the facts. The National Association of Home Builders (NAHB) has developed the consumer web site, [www.MoldTips.com](http://www.MoldTips.com) which will provide you with sound, practical advice on identifying, preventing and cleaning up household mold.

Residential home construction is not and cannot be designed to exclude mold spores. If conditions are right, mold can grow in your home.

### **Consequences of mold:**

All molds are not necessarily harmful, but certain strains of mold have been shown to have adverse health effects in susceptible persons. **The Center for Disease Control** states that a causal link between the presence of toxic mold and serious health conditions has not been proven.

The most common effects are allergic reactions, including skin irritation, watery eyes, runny nose, coughing sneezing, congestion, sore throat and headache. Individuals with suppressed immune systems may risk infections. Serious health conditions and long lasting health conditions due to mold have never been proven

## **Mold and moisture**

Molds are fungi. Molds grow throughout the natural and built environment. Tiny particles of mold are present in indoor and outdoor air. In nature, molds help break down dead materials and can be found growing on soil, foods, plant matter, and other items. Molds produce microscopic cells called "spores" which are very tiny and spread easily through the air and enters the home through open doors and windows, pets and humans Live spores act like seeds, forming new mold growths (colonies) when they find the right conditions. In order for a mold spore to grow there must be (1) abundant moisture, (2) the correct temperature range, and (3) a food source. As we go through our daily routine in our homes we create moisture by boiling or steaming our foods and our bathroom showers in the morning. This is evident on a cold morning when we find condensation moisture on our windows on a cold morning comparable on a small scale to holding a glass of ice tea in a warm environment. We can measure this moisture with a digital humidity gauge to determine what action we must take. The optimal humidity range is between 40% to 60% in the home. Below is a checklist for moisture control.

- Use the ceiling ventilation fan when showering
- Ceiling fans will help air circulation

- Check dryer vent hose for leaks
- Follow your homeowner maintenance guide lines for exterior/interior caulking
- Report any unusual water stains on the drywall at ceilings,walls,windows,and shower stalls.
- Use of a desiccant will capture moisture in rooms with high humidity which is available in grocery stores
- Use of air conditioner will decrease humidity
- Keep shower stall tile joints and sill ledges in check with caulking
- Check and adjust the spray on lawn irrigation heads away from exterior walls

## Painting & Caulking

### Interior and Exterior Paint

Regular attention will preserve the beauty and value of your home. Check the painted surfaces of your home's exterior bi-annually for cracks and wearing.

Plan on repainting the exterior of your home approximately every two to three years or as often as your paint manufacturer suggests. Florida climate conditions affect the chemical structure of the paint used on the exterior of your home. Over time, this finish will fade and dull. Depending on the exposure to weather, the paint on some parts of your home may begin to show signs of deterioration sooner than others.

**Painting Repair Note:** Park Square cannot ensure that painting repairs requiring new material will match the color of the existing material. Paint repairs may show slight variations in color as a result of weathering, aging, or pigment variations in different paint manufacturing runs. Color variations are normal.

*Paint and stains will vary due to fading over time. Touch up paint and stains used on different types of wood/material/wood grains will most likely not match perfectly. The same color paint and stain applied to two dissimilar types of materials may look different. (i.e. stair rails, cabinets, wood floors.)*

**Paint Kit:** A small paint kit is left in every home at time of closing. Please use it for small touch ups and repairs. If you do not receive a paint kit at closing, be sure to note it at the time of your Welcome Home Orientation and we will supply one as we do not furnish paint kits after 30 days. Once the paint kit is used up, you will be able to purchase additional paint at the local manufacture's store. If too much time has gone by or the

paint has faded or the color does not match, simply bring a sample from the wall or trim to the store. The store should be able to match the paint for you.

## Homeowner Maintenance Guidelines

### Touch-up Painting: Interior

When doing paint touch-ups, use a small brush, applying paint only to the damaged spot. Touch-ups may not match the surrounding area exactly, even if the same paint mix is used. You may want to paint the wall, corner to corner for a better match.

**Cleaning Flat Latex-Painted Surfaces:** A lead-free latex paint is applied to the interior walls of the home. This is not a washable paint and will smudge if cleaned. Park Square does not recommend washing these surfaces, but instead suggests using the supplied touch-up paint to cover paint scuffs and marks.

**Cleaning Semi-Gloss Painted Surfaces:** A lead-free semi-gloss paint is applied to interior wood trim and doors. These surfaces may be cleaned with a sponge and lukewarm water. The less moisture on the sponge, the better. Wipe quickly with a gentle washing pressure from top to bottom without allowing the solution to run down the door or trim. If the water does not work, try the same procedure using a small amount of mild detergent mixed with water. Once complete, lightly rinse the washed area with plain water and allow it to dry.

Interior paint typically gets dirty in many situations: hand prints around switches and knobs, splashes in kitchen and bathrooms, marks on hallways and ‘soot’ accumulating above electric lamps and other heat sources. Removing dirt before it accumulates not only improves the appearance of your home; it reduces the chance of the dirt becoming permanently embedded in the paint. While changing color is a good reason for painting, covering over dirty paint is generally not recommended.

- a. Check for dirt periodically and assume it will be present in and near cooking areas and all places at hand height.
- b. Always clean the surface using a mild detergent with a sponge or soft cloth. Only resort to harsher cleaners when absolutely necessary.
- c. Recognize that alkaline cleaners can dull the sheen or gloss of oil- based paint. Abrasive cleaners will burnish nearly any paint and will dull the gloss of satin, semi gloss, products.
- d. Washed surfaces should be rinsed thoroughly because residual cleaners can interfere with adhesion of paint applied later.

### Caulking: Interior

Please refer to the drywall and plumbing sections of this Homeowner’s Manual.

## Touch up Painting – Exterior

**Exterior Painting Note:** Due to the humid conditions experienced in Florida during the hot summer months, mildew may become visible on the exterior siding in areas that do not receive a lot of direct sunlight. This condition is normal for this part of the country and has nothing to do with the quality of paint used on the exterior.

*Recommended removal is accomplished by:*

- a. Cover plants and grass in the area to protect them from the solution.
- b. Applying a 3:1 mixture of water/household bleach to the mildewed area plus a 1-foot margin, using a brush or garden sprayer. Wear eye and skin protection and a respirator (if you wish). With colored paints, test a small area first to be sure the bleach solution will not cause fading.
- c. Allowing the mixture to remain on for 20 minutes. Add more as it dries.
- d. Rinsing off the area thoroughly.

It is important to monitor the condition of exterior paint in order to catch failure early and thus minimize subsequent failures and make repainting more cost effective. In addition to assessing exterior paint for dirt, chalk and mildew, check the paint closely for the following and repair immediately:

- a. Cracking or checking
- b. Blistering, peeling, loss of adhesion
- c. Serious fading and loss of gloss
- d. Signs of rusting

## Caulking: Exterior

Exterior caulking will eventually shrink, separate and deteriorate. This will cause the caulking to pull away from surfaces and create areas for water and air to infiltrate. This should be monitored bi-yearly and before and after the rainy season because moisture can work its way behind wood trim or siding and cause rotting.

Pay particular attention to the caulking at doors and windows; if separation of the caulking occurs, it can result in leaks. Check for stucco cracks and caulk as needed. This cracking is to be expected and is normal homeowner maintenance. When caulking on the exterior, use a product that paint will adhere to.

Solutions to Common Painting Problems		
Problem	Likely Cause	Solution

Exterior paint peeling.	Surface not cleaned. Moisture/solvents under paint surface.	Scrape, sand, prime, and repaint.
Blisters in paint.	Poor adhesion caused by water or solvent trapped under paint.	Scrape, fill resulting depression, sand, prime, and repaint.
Wrinkling runs and/or drips.	Paint applied too thick.	Sand smooth and repaint.
Interior and/or exterior caulking cracks or shrinks.	Normal drying, settlement, expansion and contraction.	Remove old caulking only if unsightly. Caulk open gaps.
Paint peeling off masonry.	Surface not cleaned. Moisture/solvents under paint surface.	Scrape peeling paint. Repaint with latex paint.
Efflorescence or peeling on foundation.	Alkali compounds on foundation.	Scrape, apply alkali neutralizer, repaint.
Bleeding wood knots.	Wood resin seeping out.	Sand, apply stain killer, repaint.
Mildew on painted surfaces.	Fungus from moisture and little sunlight.	Carefully wash with water-diluted chlorine bleach.

## Plumbing System

A plumbing contractor installed all plumbing lines and systems in your Park Square home and these have been tested and inspected.

In most cases, minimum homeowner maintenance is all that the plumbing system requires. Attending to small problems as they occur keeps them from becoming larger, more costly ones.

**Caution:** *It is important to immediately notify Park Square Homes should a leak occur, since leak damage resulting from homeowner delay is considered negligence and may void any warranty protection.*

**Warranty Caution:** *Any addition, alteration, or modification to the original plumbing system installation, unless performed by a licensed plumbing contractor and inspected by the appropriate local authorities, may void all applicable warranties.*

### Drains

Each plumbing fixture in your home has a “p” shaped drain trap designed to provide a water barrier between your home and sewer gas. The trap holds water which prevents the airborne bacteria and odor of sewer gas from entering your home. If a fixture is used infrequently, water should be turned on regularly to fill the “p” trap, thus ensuring that the barrier remains intact.

### Homeowner Maintenance Guidelines

Because of their “p” shape, traps are the point at which most drains become clogged. There are a variety of reasons that traps become clogged, the most common being grease and loose hair buildup. When the drain pipe stops up, you can use a plunger. Make sure the rubber cap of the plunger covers the drain opening and the water comes well up over the cup edge. When working on a double sink, be sure to plug the overflow outlet, if there is one, with a piece of cloth and close the other drain.

**Drain Stopper** – In order to clean a plunger drain stopper – usually found in bathroom sinks – loosen the nut under the sink at the back, pull out the rod attached to the plunger and lift the stopper. Clean and return the mechanism to its original position.

**Garbage Disposal** - When operating the garbage disposal, always use a generous amount of cold water to keep the sink drain clear and the disposal motor cool. Do not put grease or “stringy” type food down the disposal.



***Cautions:*** Do not pour grease into drains or toilets, or use caustic sodas to open plugged drains. Do not use a plunger when using any drain-cleaning chemicals. When using a chemical drain cleaner, carefully follow the manufacturer's safety precautions and product directions.

## Main Shut-Off Valve

This is the beginning of the plumbing system, the point at which the main water line comes into the home. If a major plumbing problem occurs, turn off the main shut-off valve to prevent flooding. It is a good idea to show every family member where the shut-off valve is, explain how to close it in case of an emergency, and to mark it with an easy-to-locate name tag. There is another main shut off valve located near the street.

## Sanitary Sewer Lines

In the final stages of preparing your home for move-in, Park Square Homes tested and flushed the sewer lines to ensure they were clear and working properly.

### Homeowner Maintenance Guidelines

The main causes of toilet and sewer clogs are usually domestic items such as disposable diapers, excessive amounts of toilet paper, sanitary supplies, Q-tips, dental floss and children's toys. Please avoid flushing all of the above into the toilet and sewer system. Do not use tank cleaners, they will deteriorate toilet tank parts and will void the warranty.

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

## Septic Tank

Some Park Square homes have a private sanitary system called a septic tank system. It is made of reinforced concrete or fiberglass and has a tank sized to meet local codes. It is an efficient sanitary system featuring a filter bed that acts as an absorption field.

### Homeowner Maintenance Guidelines

The tank accumulates sludge material and should be professionally pumped and flushed annually. Access for cleaning is located at the top of the tank. Required monthly maintenance can be done through the commode using yeast or other bacterial solution available at hardware stores.

## Water Intake Valves

Every plumbing fixture in the home has a water intake valve to individually shut off the water supply to that fixture for minor repairs and emergencies. Show family members

how to operate them and where they are located on sinks, toilets, water heater, washing machine, and laundry tub. Toilet valves are behind the toilet and sink valves are under the sink.

## Water Lines

Your home may depend on a central water system or have a well-and-pump arrangement. The pipes that carry water into the home are designed to resist rust and corrosion.

Water pressure may be unusually high in your locality. In such a case, a water pressure regulator is installed at the main shut-off valve. Do not attempt to adjust the water pressure regulator yourself. It is designed to keep water line pressure surges from entering the home, and improper adjustment can burst the water lines and create severe water damage. If you think the water pressure needs adjustment, please contact the water utility company or a plumbing contractor.

### Homeowner Maintenance Guidelines

**Noisy Pipes:** Pounding or knocking sounds in the water system should be corrected immediately, since the resulting vibrations can damage plumbing line fittings and cause them to leak. There is one exception: Exterior hose faucets often produce a high-pitched noise caused by an attached vacuum breaker or back-flow device. This noise is normal and is not cause for concern.

Identify and correct noisy pipes as follows:

1. The water heater temperature may be set too high, producing steam in the pipes. To resolve, gradually reduce the water heater temperature setting until the steam is reduced.
2. Abruptly turning off a faucet in areas with high water pressure can produce a pounding or knocking sound. To resolve, slightly close the main shut-off valve.
3. Air can get into the pipes. To resolve, open all interior and exterior faucets and run for a few minutes, allowing all air to pass through the system.

**Running Water in the Pipes:** Occasionally, water may be heard running through the pipes. This usually occurs after a toilet is flushed or a shower is running. This is normal and should not cause alarm. Simply check to make sure there is no leak.

**Frozen Pipes:** Prevention is the best cure.

1. During extreme cold weather conditions, keep pipes from freezing by allowing the faucets to drip slightly **or covering the exposed pipe.**
2. Do not leave the home or any room without heat during cold weather.

**Safe Defrosting of Pipes:** Freezing is more likely to occur near an outer wall that is exposed to winter winds.

- Begin by restoring heat to the affected area.
- Open all faucets connected to the pipe line so steam can escape during thawing.
- Begin thawing slowly at the frozen point nearest the faucet. Thaw slowly to prevent formation of steam which can cause pipes to rupture or burst. A heat lamp set at least six inches from a plasterboard or wall panel will thaw the pipes behind it. For exposed pipes, use a hair dryer or rent a heat cable to wrap around the pipe.
- As the pipe thaws, move the source of the heat to the next frozen area until all piping has been defrosted.

<b>Solutions to Common Plumbing System Problems</b>		
<i>Problem</i>	<i>Likely Cause</i>	<i>Solution</i>
Water leaks at the valves.	Packing nut loose.	Tighten packing nut.
Water leaks at drain pipes.	Loose fittings.	Tighten fittings.
Main sewer line clogged.	Blockage in pipe.	Call plumbing contractor. Protect your personnel property
Hot water coming out of cold water side at sinks or tub.	Heat build-up in pipes	Normal. Let water run a few minutes
No hot water	Main shut off turned off.	Check main shut off at the street and at the side of the house
No hot water	Element in the hot water heater has burned out.	Call plumbing contractor

## Plumbing Fixtures

The plumbing fixtures in your Park Square home include interior faucets, bathtubs, showers, toilets, sinks, exterior faucets, the water heater and the garbage disposal.

**Note:** As equipment technology changes frequently, the manufacturer's service manuals will supersede all recommendations and procedures contained in this manual.

**Caution:** Any addition, alteration, or modification to the water heater, or plumbing fixture installation may void all applicable warranties.

Kitchen and bathroom sinks, toilets, and bathtubs are made with cultured marble, plastic, stainless steel or steel finished with porcelain.

### Homeowner Maintenance Guidelines

To clean any of your bathroom fixtures, use a non-abrasive spray cleanser, sponge or soft cloth. Dropping heavy objects onto any surface can chip or crack the surface or may produce permanent staining. Do not leave steel wool pads on kitchen sink surfaces, as they will rust and stain the finish. Care for brass fixtures with a good-quality brass cleaner, available at most hardware stores.

## Bathroom Sinks

### Homeowner Maintenance Guidelines

Sink surfaces can be easily chipped and stained, so treat accordingly. Prevent hair accumulation clogs by periodically removing the stopper for cleaning. Avoid setting lit cigarettes on the edge of the sink, as they will burn and permanently damage the surface.

## Bathtubs and Tub-Shower Combinations

### Homeowner Maintenance Guidelines

**Cleaning:** Clean porcelain-on-steel bathtubs, fiberglass tub-shower combinations, and shower stall floors with warm water and a non-abrasive cleanser. Clean glass shower doors with a commercial glass cleaner. Check bathtub stoppers and shower floor drain grates for hair accumulation. Also periodically while the drain grate is removed, the cleaning of the drain weep holes located around drain throat; 4-6 inches below drain grate.

Do not step into a bathtub or tub-shower with shoes on. Gritty particles adhere to shoe soles and will scratch the enamel.

Do not use powdered or abrasive cleaners on fiberglass. Cleaners and waxes made specifically for fiberglass are available at most supermarkets. For cleaning fiberglass, spray window cleaners are very effective.

### **Re-Caulking of Tubs and Showers:**

*Over time, cracks and separations between the tub and shower stall, shower wall surfaces and shower floors will appear. Maintaining these areas is critical, since excessive moisture can severely damage underlying materials.*

*It will be necessary to re-apply a tub-and-tile caulk when the previous caulking has dried out or eroded. To re-caulk the area, use a tub-and-tile caulk available in local hardware stores. Begin by removing the old caulk and cleaning the area. Once the area is dry, apply fresh caulking to fill the vacant space, then smooth out the finish with a wet finger.*

**Note:** *The caulking around your tubs and showers may deteriorate over time. To repair, pull off all the old caulking and re-caulk with a product specifically for showers and tubs.*

## **Bath Tubs – Jet System**

Some baths are equipped with an optional jet system. The warranty will vary due to different manufacturers and this information is summarized in the appropriate manufacturer's warranty guide.

**Warranty Caution:** *Never run pump motor without 2 inches of water above the jets. Running the pump with improper water levels will damage and void the pump warranty. Always turn the pump off during draining.*

### **Homeowner Maintenance Guidelines**

- Check for leaks periodically by looking around the base of the tub.
- Every two to three months, fill the tub with hot water and add a small amount of liquid dishwasher detergent. Run the pump for 10 minutes, drain, fill with cold water, then run again for 10 minutes. This will clean the inside pipes and internal pump parts.

## **Exterior Faucets**

### **Homeowner Maintenance Guidelines**

Disconnect hoses to drain all exterior water prior to extreme cold weather. Check for leaks and replace washers as required, since a leaking exterior faucet can cause water damage. See *Washer Replacement* under *Interior Faucets*, this section.

**Water Back-Flow Prevention:** Most Park Square Homes have a vacuum breaker installed on the exterior hose faucet. This device prevents back-flow and stops contaminated water from flowing back into the home water supply system via the garden hose. Where installed, these devices are a plumbing code requirement and may not be removed.

With a vacuum breaker installed, it is normal to hear a humming or vibrating noise throughout the home when the exterior faucet is in use. This is caused by the array of washers built into the back-flow device and is not cause for concern.

## Garbage Disposals

The disposal should be operated with cold water running, and the unit turned on prior to depositing food into it. This helps to solidify grease which should be chopped up and moved out with other food wastes. Also, you may clean the disposal by chopping up ice cubes and adding baking soda and citrus fruit rinds. If the disposal becomes jammed, always turn off the unit before attempting to unclog it. Remove the particle clogging the disposal. Press the reset button, which is located on the bottom of the disposal once it is unclogged, so it will be ready to function again.

## Interior Faucets

Interior faucets are either single-lever faucets or washer faucets.

### Homeowner Maintenance Guidelines

To clean, use a non-abrasive spray cleanser and sponge or soft cloth or follow manufacturer's guidelines.

## Kitchen Sink

### Homeowner Maintenance Guidelines

For routine cleaning, use a non-abrasive household cleanser with warm water and a sponge. Do not cut or scrape the surface with utensils, pots, or pans. Do not leave food leftovers or produce in the sink or drainer, particularly tea bags, which contain harmful acids. These will all stain the finish. Washing soda, not baking soda, should be added to the drain to keep it grease and soap free.

Do not clean stainless steel sinks with steel wool or metal brushes, and do not leave rubber mats in the sink, since they trap water and produce surface discoloration. To restore luster to stainless steel apply a good stainless steel cleaner. Rub in the direction of the polish or grain lines and dry the sink to prevent water spots.

## Toilets

Do not use toilet bowl cleaners containing calcium hypochlorite. This will damage parts in the tank. Only use cleaners designed specifically for toilets. Never stand on the toilet seat cover; it was not designed for this purpose and the excess weight may cause it to crack. Do not flush hair, grease, lint, diapers, sanitary napkins, rubbish, paper towels or facial tissues down the toilet drain. These items will stop up the toilet.

### **Note: Running Water**

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.

Check the chain on the flush handle. If the chain is too tight, the rubber stopper at the bottom of the tank will not be able to seal, thus resulting in running water.

Be aware that continuous-action toilet bowl cleansers placed in the toilet water tank can prematurely wear out the rubber tank flapper and discolor the bowl.

### **Note: Low Flush Toilets**

Low flush toilets are a water-saving regulation that went into effect in 1993. The law 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.

## Water Heater

The electric or gas water heater is equipped with an automatic temperature and pressure-relief valve, a safety feature that opens and releases excessive pressure or heat build-up. Should this occur, water will flow from the tank until both temperature and pressure are reduced to safe levels.

***Manufacturer Warranties:*** *The water heater (and sump pump, if applicable) in your home is protected by manufacturer warranties that may extend beyond Park Square's First Year Limited Warranty Coverage. Should you experience problems that the*

*manufacturer warrants beyond the first year of occupancy, please contact the plumbing contractor who installed the water heater.*

## Homeowner Maintenance Guidelines

**Hot Water Temperature:** Water temperature is set at 120° F, as required by code. While lower settings reduce utility operating costs, bear in mind that dishwashers, which have their own heating element, do not sanitize properly with settings below 125° F.

Do not store combustible items, oily rags, clothing, brooms, or dust mops near the water heater, since this obstructs air flow and presents a potential fire hazard.

Every six months check the temperature and pressure relief valve on your water heater to be sure the lever works properly. If the thermostat fails to work, this valve would prevent a dangerous increase in water temperature and pressure.

**Scale:** Small amounts of scale deposits will collect and settle to the bottom of the water tank. Remove this residue by periodically (once a year) draining the tank. For electric water heaters, shut off the power first using the appropriate circuit breaker in the electrical panel box. Then open the valve at the bottom of the water heater, allowing a quart or two of residue to drain out until the water runs clear. If you live in a hard-water region, a water softener will reduce the need for more frequent draining.

Do not completely drain an electric water tank without first shutting off the water heater circuit breaker. Otherwise, the heating element will burn out.

Solutions to Common Plumbing Fixture Problems		
<i>Problem</i>	<i>Likely Cause</i>	<i>Solution</i>
No hot water from electric water heater.	Tripped circuit breaker.	Check and reset circuit breaker.
No hot water from gas water heater.	Temperature setting too low. Pilot light is out.	Adjust temperature setting. Re-light pilot light.
Hot water runs out quickly.	Temperature adjustment on water heater set too low.	Call plumbing contractor for adjustment.
Hot water recovery is slow.	Burnt-out heating element.	Call plumbing contractor.
Toilet runs constantly.	Water level in tank is too high.	Adjust float arm stem in toilet water tank downward.
Toilet makes loud noise when flushed.	Ball cock in water tank is not working properly.	Replace ball cock in toilet water tank.
Toilet backing up and/or overflowing.	Obstruction in line.	Turn toilet intake valve off and plunge toilet.
Vegetable sprayer drips.	Dirty or defective.	Clean or replace.
Slow-draining sink or bathtub.	Blockage such as hair at drain.	Remove hair or blockage.
Water flow from faucet is reduced.	Aerator at tip of faucet is clogged.	Unscrew aerator screen and rinse thoroughly.



Water splatters out of faucet.	Air in water supply line.	Open all faucets in home for five minutes.
Water leaking from under sink.	Loose plumbing fitting(s).	Hand tighten coupling(s) on drain pipes.
Water dripping from shut-off valves.	Loose packing unit.	Open valve all the way, then gently tighten nut.
Garbage disposal clogged.	Obstruction in disposal.	Use disposal wrench in bottom of disposal.
Garbage disposal will not operate.	Tripped circuit breaker.	Check reset button on bottom of disposal unit or circuit breaker.

## Roofing, Gutters and Downspouts, Roof Leaks

The roof of your Park Square home is constructed with roofing felt, tile or shingles, flashing, ridge vents and off-ridge vents. Some selected communities may have gutters and downspouts. These materials are installed following manufacturer's guidelines and product specifications. Some standing water is to be expected in gutters. Standing water should not exceed 1 inch in depth.

***Shingle Repair Note:*** *Park Square cannot ensure that shingle repairs requiring new material will match the color of the existing material. Color variations caused by weathering effects are normal. Over a period of time, the colors will blend.*

***Manufacturer Warranties:*** *Shingles are protected by manufacturer warranties that may extend beyond Park Square's First Year Warranty Coverage. Should you experience problems that the manufacturer warrants beyond the first year of occupancy, please contact the manufacturer directly. Neither the shingle manufacturer nor the roofing contractor provide warranty coverage should the shingles come loose or detached by winds in excess of 54 miles per hour. Winds this powerful are considered "Acts of God" and repairs may be covered by homeowner's insurance.*

### Shingle Roofs

Roofing felt is attached to the roof sheathing and fiberglass shingles are laid over the felt. The underside of the shingles has mastic or glue applied to it that, when warmed by the sun, automatically seals the upper shingle to the one beneath it.

#### Homeowner Maintenance Guidelines

**Shingle Inspections:** Severe winds may cause some fiberglass shingles to lift slightly; however, they will settle back into position during warmer weather. Visually check the roof (from the ground) after bad storms to determine if shingles are torn, broken, or missing, and have a roofing contractor immediately replace them to prevent water penetration and damage.

**Precautions:** Do not walk on the roof except when absolutely necessary. Do not nail objects to the roof or face nail loose shingles. Seal all fasteners holding television satellite dishes and antennas with caulk.

**Warranty Note:** *The cleaning of your roof is usually not necessary. Improper cleaning may void the manufacturer's warranty. Contact a professional roofing contractor for this service.*

## Tile Roofs

Tile roofs come in many different forms, including colored tile, painted tile, glazed tile, flat, and S-shaped tile, to suit the architectural design needs of your home and community.

*Caution: Do not walk on your roof, as this will cause the tiles to crack and break and this will void your Park Square Homes warranty.*

### Homeowner Maintenance Guidelines

Painted roof tiles may require repainting or cleaning, and a professional roofing contractor should be contacted.

**Note:** *Park Square Homes cannot ensure that tile repairs requiring new material will match the existing tile or colored mortar. Color variations are normal and to be expected.*

## Flashings

Roof flashings are sheet metal trims used around roof openings on chimneys, vents, valleys, and skylights. Their purpose is to channel water onto the shingles. The flashing may extend beyond the edge of the roof.

## Gutters and Downspouts

Gutters channel rain water run-off from the roof to downspouts that guide the water to ground-level and away from your home.

### Homeowner Maintenance Guidelines

Gutters and downspouts should be inspected and cleaned on a regular basis at least twice a year. Check for holes and leakage, make necessary repairs. Clear the gutters of accumulated debris such as leaves, twigs, branches, balls, and other objects as often as needed, especially where trees are close to the house .

Gutters need to slope slightly downward to channel water to the downspout. Splash blocks should be properly positioned at the bottom of the downspout to direct water away from the foundation. Finally, the soil grade must slope away from the home. See Grading in the *Landscaping and Grading* section.

## Ridge Vents

The ridge vent is located at the peak or top ridge of the roof and serves to ventilate the heat that builds up in the attic. As the hot air rises out of the ridge vent, cooler air is

drawn into the attic through the soffit vents. Keep obstructions away from the vent openings.

## Roof Leaks – How to Handle

If a leak should occur, try to detect the exact location. Please keep in mind that roof leaks cannot be repaired while the roof is wet. However, you can help by calling the office during normal business hours and notifying us as quickly as possible. Please follow these few simple steps.

1. Confirm the source of the water leak is the roof rather than from a
  - Plumbing leak
  - Open window on a high floor
  - Clogged gutter or downspout
  - Blowing rain coming in through code required roof vents
  - Gap in caulking
2. Where practical, place a container under dripping water.
3. If water is accumulating in the ceiling, use a screwdriver to poke a small hole in the drywall to release the water.
4. Pull back the carpet where possible and dry up any excess water.
5. Remove personal belongings to prevent damage. If there is damage, contact your homeowner's insurance company to submit a claim.

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

## Skylights

Periodic inspection by a roofing contractor to repair caulking and check flashings will ensure that the skylight remains weather-tight

Solutions to Common Roofing, Gutter & Downspout Problems		
<i>Problem</i>	<i>Likely Cause</i>	<i>Solution</i>
Roof leakage.	Gutters plugged up.	Clean gutters and downspouts.
Roof leakage.	Loose flashing. Loose pipe collars.	Secure and re-seal flashing and pipe collars.
Roof leakage.	Loose or missing shingles and/or ridge vents.	Secure and/or replace loose or missing shingles/ridge vents.
Roof leakage.	Hole in gutter or downspout.	Inspect, locate, and repair.
Skylight leakage.	Loose flashing. Caulking deteriorated.	Secure flashing. Inspect and re-caulk.
Run off staining on fascia boards.	Normal surface water flow.	Clean with a soapy water solution.

## Swimming Pool, Spa & Screen Enclosure

Our pools are built under the standards of the American National Standards Institute (ANSI 5). They are also within the guidelines of Chapter 41 of the Florida Building Code. All of our equipment is approved by The National Sanitation Foundation, which ensures that our equipment is not only safe, secure and well manufactured, but you will also be able to use it for many years to come.

We provide suction entrapment and drain safety devices per the building code to ensure your children's safety. Our safety devices range from safety fences to alarms. Your family's safety is of the utmost importance to us.

### SAFETY NOTICE

**Pools built after October 1, 2000 is equipped with an approved Safety Deterrent Device or System. This device or system was installed to assist in preventing accidents and drowning. It is your responsibility, from the date of closing, to maintain this device or system in proper working order.**

### Pool Orientation

We provide a complimentary pool orientation for all our pool owners. During this orientation, we will show you how to maintain your pool, operate your equipment, and provide manuals for all of your equipment. We will also educate you with vital safety guidelines that you will need to learn and remember. When you close on your home, please call us to schedule your pool orientation. This Pool Orientation is imperative to secure the safety of you and your family. We do not suggest using your pool until this orientation has been completed.

### Complimentary Pool Maintenance

During the first four weeks after closing, the pool company will provide you with pool maintenance at no additional cost. This service is offered to you because the first four weeks are the most critical weeks for your swimming pool. We find that this service is very helpful to homeowners while they are still settling into their new home and communities.

**Note:** Refer to the pool company's written warranty and separate Pool Maintenance Manual for specific information which should be strictly followed.

**Caution:** *Defects caused by homeowner misuse, neglect, or failure to maintain the proper chemical balance are not covered by any warranty.*

### Homeowner Maintenance Guidelines

1. The pool finish takes from four to six weeks to cure. During this period, it is important to brush the walls and floors at least three times per week to eliminate permanent stains caused by settling dirt or minerals.
2. Water should be kept about halfway up on the skimmer opening. Evaporation loss will vary from 1 inch to 2 inches per week due to weather conditions.
3. Test the pool water weekly, preferably at the same time of day and after the pump has been running at least five hours. Samples should be taken from below elbow depth (18 inches). Consult with the pool contractor for proper chemical balance. General guidelines are as follows:
  - First 30 days – maintain proper water balance – PH 7.2 and alkalinity at 80 ppm or below
  - 30 to 60 days – maintain proper water balance – PH 7.4 to 7.6 and alkalinity 80 to 120 ppm
  - After 60 days – maintain proper water balance – ideal levels; PH 7.4 to 7.6, alkalinity 80 to 120 ppm; calcium hardness 200 to 400 ppm; stabilizer (cyanuric acid) 40-60 ppm; sanitizer (free chlorine) 1 to 3 ppm.
4. When brushing the pool, open the main drain and close the skimmer, then brush walls, steps, and swim-outs first. When brushing the floor, work from the shallow end toward the deep end and the drain.
5. Pool filters should be cleaned once a week. Remove the cartridge filter, hose it down, then clean the hair/lint trap basket. The pool pump must be in the OFF position. The pool pump has been installed with a timer that should be set to run eight to ten hours in the summer and six hours in the winter.
6. To clean the pool deck, use water-diluted bleach.

## Deck

Hairline cracks in the pool decking are common due to weather conditions and settlement. A crack under ¼ inch in width and depth is considered normal and requires no repair. Long hairline cracks are normal and should be expected.

*Warranty Note: Park Square Homes cannot insure that any repairs to pools or decks will match the existing surface color. Color variations are normal.*

## Finish

The bottom of the pool is finished in a rough ‘Diamond’ finish. This is a typical pool finish and accepted throughout the United States.

This finish may feel rough to you if you are not accustomed to this type of finish. You or your children may want to wear swim slippers to alleviate any discomfort until you get used to the feel of the finish.

## Heat Pump

Under normal circumstances a heat pump collects heat from the outside air down to the 45-50 degree range. For Climates such as Florida this means that in most cases, the pool/spa can be maintained to a comfortable degree most of the year. Should the air temperature fall below 45 degrees for a few hours or longer, efficiency and water temperature will drop accordingly. This may result in cooler water temperatures and feel as though the heater is not working properly. Please be assured the water will get warmer as the air temperature rises during the day and as the heater continues to function.

Geographic locations, desired water temperatures, wind speed, sun exposure and use of the pool/spa cover all affect your comfort and the water temperature. In addition, water temperature is affected by the size of the pool/spa, trees in the area, screen enclosure, etc.

**For proper use and to achieve the most comfort from your pool/spa, please understand that the pool pump must be used anywhere from 10-15 hours per day during the coldest months of the year. Obviously as the outside air heats up, you will be able to run the pump less hours.**

If a pool/spa cover is available, please use it during cool and cold evenings as well as during the day when the pool/spa is not in use. This will help to heat the water and maintain the heat once it has reached a comfortable temperature.

## Screen Enclosure

The screen enclosure that you've selected for your Park Square Home is an aluminum, rust-free structure with charcoal-colored nylon screen attached.

***Aluminum Roof Caution:*** Do not walk on the roof of the screen enclosure. It is not designed to hold your weight.

Periodic pressure washing by a professional is recommended.

Solutions to Common Swimming Pool Problems		
<i>Problem</i>	<i>Likely Cause</i>	<i>Solution</i>
Suspected pool leak	Leak in line or fitting	Shut off skimmer valve. Allow water to pump through main drain. Call pool contractor for service.

## Termites

Park Square Homes pre-treats the foundation of your home for termites and then provides you with a certificate confirming the treatment. It is a wise idea to renew this treatment annually and follow the instructions of a certified termite treatment company. If you see signs of termites or if you have any questions, contact your termite treatment company directly.

We suggest that treatment for other types of insects be performed monthly. It is your responsibility to make treatment arrangements with a pest control company of your choice.

## Water Infiltration

To reduce water infiltration at the masonry walls, Park Square implemented important precautions during the construction process of your home.

Some areas have a vapor barrier installed on masonry walls after the insulation is put into place. This prevents moisture absorbed through masonry walls from entering the home. Good paint primer and acrylic masonry paint is also applied to the exterior of the home and serves the same purpose. Be aware that water can be absorbed through masonry walls during heavy rains, driving wind along with high humidity.

## Windows

The windows in your Park Square home are made of single-pane glass or optional insulated glass with aluminum frames.

Window sills are made of wood, man-made marble, marble or drywall. The most common maintenance activity is dusting and caulking. Protect the sills from moisture. If you arrange plants on a sill, include a plastic tray under the pot.

In bad storms with heavy rains and blowing water, water may collect in the bottom channel of the window frame. 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.

### Homeowner Maintenance Guidelines

**Cleaning:** Clean windows with a commercial glass cleaner or a cup of vinegar mixed with a gallon of warm water. Apply with a sponge or lint-free cloth, then dry and polish with paper towels. A rubber squeegee passed over glass surfaces will speed the drying and eliminate streaking.



## Aluminum Frames

Abrupt changes in weather may cause aluminum windows frames to bind or stick. Should this occur, apply silicone spray to the window sash tracks.

## Screens

Window screens are provided with every Park Square home and their sole purpose is to help prevent insects from coming inside when the windows are open. Window screens may be washed and rinsed using a mild household detergent. Note: Window screens are not installed when located within the pool screen.

## Safety Caution

Window screens will not prevent children from falling through open windows to the ground below. The screen is not a barrier, and the fastening system for the screen will not support any weight beyond the screen itself. Park Square strongly advises that homeowners never allow children near an open screened window, or place any weight on, or push against a window screen. Similarly, do not place furniture near windows so that children have easy access to the window.

## Skylights

Periodic inspection by a roofing contractor to repair caulking and check flashings will ensure that the skylight remains weather-tight.

## Window Condensation

The appearance of moisture that occurs when warm, moist air comes in contact with a colder surface is called condensation. While moisture may appear on windows, this does not indicate a window problem. For further information, review the **Condensation** section of this manual.

Solutions to Common Window Problems		
<i>Problem</i>	<i>Likely Cause</i>	<i>Solution</i>
Aluminum window binds or is difficult to open.	Broken window balance.	Replace balancer.
Aluminum window binds or is difficult to open.	Paint or dirt on jambs.	Clean jamb and spray with silicone.
Aluminum window will not stay open.	Weak window balancer.	Replace balancer or adjust tension rod.
Aluminum window will not slide up or down.	Tension rod jammed.	Call Park Square Homes for inspection during first year.
Aluminum window sash comes out when fully opened.	Tension rod clips on side jambs left on open position.	Position clips in closed position before opening.
Aluminum window will not lock properly.	Debris in track or window not aligned properly.	Clean track or check alignment at middle when closing.
Window binds or is difficult to open.	Paint or dirt on jambs.	Clean jambs and spray with silicone.
Condensation on inside surface of window.	High humidity inside home.	Reduce humidity with exhaust fans and dehumidifier.

# LIMITED WARRANTY

The Park Square Homes Warranty Program offers you a One-Year Limited Warranty against defects in materials and workmanship. In addition, our Warranty Program also provides you with warranty coverage against major structural defects for a ten-year period, provided by a third party warranty company.

## Limited Warranty

(Revised January 2007)

This Limited Warranty is provided by Park Square Homes (Warrantor) to the original purchaser of the residence as recorded herein. This Warranty does extend to any subsequent owner of the home or any mortgage lender who takes possession of the home.

## COVERAGE

1. The warranty period shall be for a period of one full year which begins on the date of closing and the date the title transfers to the new owner. The Warrantor provides that the residence will be free from defects in material and/or workmanship due to non-compliance with the approved standards established herein.
2. If a warrantable defect occurs on an item during the applicable warranty term which is covered by this warranty, the Warrantor will repair, replace or pay the homeowner(s) the reasonable cost of repairing or replacing the defective item. The warrantor's total liability under this warranty is limited to the final sales price of the home as indicated herein. The choice to repair, replace, or combination thereof is solely that of the Warrantor. \* Any repair or replacement shall not extend the warranty period.

*\*Please Note that Park Square Homes reserves the right, at it's discretion, to exceed any guidelines or repairs 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.*

# TEN-YEAR STRUCTURAL WARRANTY

In addition to the Park Square Homes One-Year Limited Warranty, Park Square Homes will provide you, at the time of closing, a homeowner's Limited Structural Warranty provided by a third-party insurer. The 10-year Limited Structural Warranty provided is in addition to and separate from the warranty provided by Park Square Homes.

## Exclusions

THIS WARRANTY DOES NOT APPLY TO:

1. Defects in out-buildings including detached garages and detached carports (except out-building which contain the plumbing, electrical, heating, cooling, or ventilation systems serving the home swimming pool and other recreational facilities), driveways, walkways, patios, boundary walls, retaining walls, bulkheads necessary for the structural stability of a covered building, fences, landscaping (including sod, shrubs, trees, and plantings, after 30 days), or any other improvements not a part of the home.
2. Damage of real property which is not part of the home.
3. Damage to or defects in concrete floors of attached garages that are built separate from the foundation walls or other structural elements of the home.
4. Bodily or personal injury of any kind (including physical or mental pain and suffering and emotional distress), medical hospital, rehabilitation or other incidental expenses. Damage to personal property of others.
5. Any loss or damage which the homeowner has not taken appropriate action to minimize as soon as practical.
6. Any defect in material or work supplied by anyone other than the Warrantor or his/her employees, agents, or subcontractors or any defect caused by work supplied by anyone other than the Warrantor or his/her employees, agents, or subcontractors.
7. Loss of use or opportunity. Loss of market value. Loss of rental value. Loss of wages, commissions or loss of time from job. Loss of travel and personal expenses. Loss due to any similar or consequential issues as stated above.
8. Defects in any property which was not included in the original home delivered for the final sales price.
9. Any damage to the extent it is caused by or made worse by:

- a. Negligence, improper maintenance or improper operation by anyone other than the builder or its employees, agents, or subcontractors.
  - b. Failure by the homeowner(s) to give prompt and proper notice to the builder of any defects.
  - c. Changes of the grading of the ground.
  - d. Loss or damage not caused by a defect or deficiency in the design or construction of the home by the builder, or its employees, agents or subcontractors.
  - e. Loss or damage externally caused by including but not limited to acts of God, riot or civil commotion, fire, explosion, smoke, water, hail, lightening, falling volcanic eruption, natural or introduced gasses, abuse or use of the homes or any part thereof beyond the reasonable capacity of such part for such use or by any others.
  - f. Changes in the level of underground water tables.
  - g. Subsidence of soil movement.
  - h. Any loss or damage which arises while the home is being used for non-residential purposes.
  - i. Insect damage.
  - j. Costs of shelter, transportation, food, moving, storage or other incidental expenses related to relocation during repair. Costs due to the loss of use, loss of wages, inconvenience or annoyance.
  - k. Normal wear and deterioration.
10. Broken or scratched glass.
11. Nicks, scratches, gouges, dents, cracks, holes, or other surface damage including color variation unless noted at the time of closing on the Welcome Home Orientation Form on the following:
- Appliances
  - Sinks, tubs and plumbing fixtures
  - Countertops and cabinet doors
  - Light fixtures, mirrors and glass
  - Windows and screens
  - Tile, carpet, wood and resilient flooring
  - Doors, trim and hardware
  - Paint and drywall
  - Finish on concrete surfaces (garage floor, driveways and patios).
12. Failure by homeowner(s) or by anyone other than the builder or his/her employees, agents, or subcontractors to comply with the warranty requirements of manufacturers for appliances, equipment, or fixtures.
13. Cleanup or washing of any kind.
14. Structural slab foundation systems that have experienced some movement but are within the foundation's design performance criteria.

15. Any damage caused by sinkholes.
16. Landscaping which consists of trees, plants, sod, erosion, grading, soggy or saturated soil or a continuously damp swale area beyond 30 days of closing.
17. Warranty claims submitted after an unreasonable delay or later than 30 days from the expiration of the one year warranty.

## How to Request Warranty Service

*Welcome Home!* Moving into a new home can be an exciting and memorable experience. Park Square Homes wants that experience to continue long after you move in. We want you to feel secure that we will be there for any warrantable service needs and questions you may have. To facilitate this, we have established procedures for warranty requests:

*Please refer to the “Warranty Contact Procedures” located in the first section of this manual for detailed request information.*

Requesting warranty service work is a simple process.

1. Make sure you fill out all warranty cards and mail them to the manufacturers.
2. Check the construction quality standards that follow to see if your service concern is a warrantable item.
3. Check the maintenance section of the manual to see if your concern is a normal homeowner responsibility.
4. Fill out a Service Request Form. This can be found on the last page of this manual or on the Park Square Homes website.
5. Mail, fax or e-mail the Service Request Form to the Park Square Homes office  
Attention: Customer Relations Department
6. Your request will be scheduled into either your 30 day or 10 month visit..
7. In certain cases, we may need to call in a sub-contractor. After a work order is written to them, they will call you directly to schedule their work.

Please remember, your service concern is as important to us as it is to you. Our goal is to process any warrantable items as soon as possible, within 30 days of your first scheduled appointment. We will do everything within our capability to make this sooner, but due to delays beyond our control, we have allotted this 30-day time frame.

Certain warranties are covered by the manufacturers and require that you send in a warranty card (for example: appliances, air conditioning, water heater, etc.). **Warranty cards MUST be sent in to ensure an effective warranty.** Brochures describing manufacturer warranties are left in your kitchen drawers. If they are missing, please contact your construction office.

## Construction Quality Standards

The following construction quality standards are standards that have been developed and accepted by Park Square Homes and the Residential Construction Industry in general. While it is virtually impossible to develop a construction standard for each possible concern, Park Square Homes has attempted to isolate the most common concerns that occur and in doing so, list the extent of the Builder's and Homebuyer's responsibility.

Where a specific concern has not been identified, the standard practice of the construction industry will apply. Additionally, the locally approved structural, plumbing, mechanical, and electrical codes will be used to establish acceptable standards.

The construction quality standards are expressed in terms of required standards that Park Square Homes must meet. Non-compliance with these construction standards calls for corrective action by the builder.

**Homebuyers should be aware that all new homes go through a period of settlement and movement. During this period, the home may experience some minor material shrinkage, cracking, and other events which are unavoidable and considered normal.**

**The Homebuyers should also be aware that they are responsible for proper home maintenance, such as maintaining the builder set grades around the house. Damage caused by the Homebuyer's negligence, improper maintenance, changes, alterations, or additions performed by anyone other than the builder, is excluded from Park Square's warranty.**

## TOPIC: SITEWORK

ITEM	POSSIBLE DEFICIENCY	PERFORMANCE STANDARD	BUILDER RESPONSIBILITY
Excavating and Backfilling	Settling of ground around foundation walls, utility trenches, or other filled areas.	Settling of ground foundation walls, utility trenches, or other filled areas shall not interfere with water drainage away from the house.	Upon request by the owner, the builder shall fill settled areas one time only during the warranty period. The owner shall be responsible for any grass, shrubs or other landscaping affected by the placement of such fill.
Site Drainage	Improper drainage of the site	The necessary grades and swales shall be established to ensure proper drainage away from the house. Site drainage is limited to the immediate grades and swales affecting the structure. Standing or ponding water should not remain for over 48 hours after rain except in swales which drain other areas, or in areas where sump pumps discharge. In these instances, water should not remain after 48 hours.	The builder is responsible only for establishing the proper grades and swales. The owner is responsible for maintaining such grades and swales once they have been properly established by the builder. Erosion due to heavy rains or storms is not covered. The builder is not responsible for wet, soggy or continuously damp swales once they are properly established and keeping the water away from the house.

## TOPIC: CONCRETE

### GENERAL COMMENTS

**Cracks** – Cracks may develop in concrete patios, walks, driveways, porches, slab floors, garage floors or foundations as changes in temperature occur due to the expanding and contracting characteristics of concrete. Cracks may also develop because of the expanding and contracting of the soil on which the concrete is placed. Moving vans or heavy trucks may also crack driveways. There is no known way of completely eliminating these conditions and characteristics inherent to concrete. These cracks are not of structural significance.

**Discoloration** – Slight variation in the material composition will very often affect the color of the surface. Light and dark blotching may appear when perfect field conditions are not possible when pouring concrete. Except for extreme conditions, the final strength of concrete is not affected. Research has not found a way to avoid this.

Pressure washing, fertilizer and some water conditions may also discolor the surface of the concrete. This is normal and does not affect the structural integrity of the surface.



**Flat Concrete Finishes:** Concrete finished areas, such as driveways, walkways and patios are “broom finished.” Concrete by nature is a rough material and even though broom finished it will have areas of inconsistency. These areas are exposed to the outside elements and as the concrete cures and dries, it is subject to conditions beyond the builder’s control. Therefore, driveways, walkways and patios will not be repaired or replaced due to normal cracking, topical damage, damage inflicted after the original installation or normal usage.

**Repair and replacement of flat finished concrete:** Occasionally a small area or section will need to be repaired or replaced. There is absolutely no guarantee that the concrete colors or broom finish will match. Over a period of time, the colors will blend. The builder will decide if an area needs to be repaired or replaced. The builder is not obligated to replace an entire driveway, walkway or patio when a reasonably small repair or replacement is appropriate. The builder will determine a logical cut off area, usually at a joint.

ITEM	POSSIBLE DEFICIENCY	PERFORMANCE STANDARD	BUILDER RESPONSIBILITY
Expansion and contraction joints	Separation or movement of concrete slabs within the structure or at the expansion and contraction joints	Concrete slabs within the structure are designed to move at expansion and contraction joints. Movement caused at expansion and contraction joints is to be expected.	Cracks which exceed 1/4” in width or 1/4” in vertical displacement shall be corrected.
Cast-in-place concrete	Foundation walls crack	Shrinkage cracks are not unusual in concrete foundation walls. Such cracks greater than 1/4” in width are considered excessive.	The builder shall repair cracks in excess of 1/4”.
	Cracking of slab floors or attached garage slab	Cracks in slabs in excess of 3/16” in width or 3/16” in vertical displacement are considered excessive and unacceptable.	The builder shall repair cracks exceeding the maximum tolerances by surface patching or other methods as required.
Cast-in-place concrete	Cracking, settling, heaving, or separating of structurally attached stoops or steps	Stoops or steps should not settle, heave, or separate in excess of 1” from the main structure.	The builder shall take whatever corrective action is required to meet the acceptable standards.
	Standing water on stoops, steps and patios	Water should drain from outdoor stoops, steps and patios. Minor water standing on stoops for a short period after rain is a possibility.	The builder shall take corrective action to assure no more than 1/4” of water remains undrained from steps, stoops and patios.

ITEM	POSSIBLE DEFICIENCY	PERFORMANCE STANDARD	BUILDER RESPONSIBILITY
	Cracks in structurally attached patios with footer or foundation systems	Cracks in excess of 1/4" in width or 1/4" in vertical displacement are considered excessive and unacceptable in structurally attached patios.	The builder shall repair as required.
	Uneven concrete slab on grade floors.	Concrete floors in rooms designed for habitability should not have pits, depressions or areas of unevenness that would prevent its use as a finished floor. The floor slope, unless designed for specific drainage purpose, should not exceed 1/4" in 36 inches.	The builder shall correct or repair to meet the standards (3/8" in 32" per the 2-10 Warranty manual).
	Pitting or scaling of non-excluded concrete work.	Concrete surfaces should not disintegrate to the extent that a great deal of the aggregate is exposed under normal conditions of weathering and use. Small amounts of aggregate is acceptable	The builder shall take whatever corrective action is necessary to repair or replace defective concrete surfaces. The builder is not responsible for deterioration caused by salt, chemicals, roof water runoff, mechanical implements and other factors beyond the builder's control. Driveways will not be replaced due to surface defects that do not affect the structural integrity of the driveway. Replacing sections of a driveway is appropriate without replacing the entire driveway.

## TOPIC: MASONRY

### GENERAL COMMENTS

**Mortar cracks** – Cracks may develop in mortar used in bonding bricks or blocks together. This is a normal condition due to shrinkage in the mortar, the brick or the block. **NOTE:** Fireplace mortar is “green” and needs to be cured and tempered before being subjected to severe heat. When first used, temper your fireplace with two or three small fires.

**Brick discoloration** – A white powdery substance often forms on new brick walls. This crystallization can be removed with a brush and a weak acid solution.

**Non-uniformity or appearance of antique brick** – It is virtually impossible to guarantee exact duplication of antique brick from one job to another or even within the same building. Variations must be accepted.

ITEM	POSSIBLE DEFICIENCY	PERFORMANCE STANDARD	BUILDER RESPONSIBILITY
Unit masonry	Foundation non-structural wall cracks	Small non-structural cracks are not unusual in mortar joints of masonry foundation walls. Such cracks greater than 1/8” in width are considered excessive.	The builder shall repair non-structural cracks in excess of 1/8” by pointing or patching. These repairs should be made during the first year warranty period.
	Cracks in masonry walls or veneer	Small hairline cracks due to shrinkage are common in mortar joints of masonry construction. Cracks greater than 1/4” in width are considered excessive.	The builder shall repair cracks in excess of 1/4” in width by point or patching. The builder will match the color as closely as possible. These repairs shall be made during the first year warranty period.
Stucco	Cracking occurs in exterior wall surfaces	Cracks are not unusual in exterior stucco wall surfaces. Cracks greater than 1/8” in width shall be repaired.	The builder shall surface repair cracks exceeding 1/8” in width, one time only, during the first year of the Limited Warranty period. Builder is not responsible for color variation.

TOPIC: CARPENTRY

ITEM	POSSIBLE DEFICIENCY	PERFORMANCE STANDARD	BUILDER RESPONSIBILITY
Rough carpentry	Floors squeak or sub-floor seems loose	Floor squeaks and loose sub-floor are often temporary conditions common in new construction, and <b><u>a squeak-proof floor cannot be guaranteed.</u></b>	The builder shall correct the problem only if caused by an underlying construction defect.
	Uneven wood floors.	Floors shall not be more than ¼" out of level within any 32" horizontal measurement. Allowable floor and ceiling joist deflections are governed by the applicable building code.	The builder shall correct or repair to meet Performance Standard.
	Bowed walls.	All interior and exterior walls have slight variances on finished surfaces. Any bowing of walls should not detract from or blemish a wall's finished surface. Any allowable structural defections shall be governed by the governing approved building code.	The builder shall correct or repair bowed walls as required by code.
	Out of plumb walls	Walls should not be more than 3/8" out of plumb for any 32" vertical measurement.	The builder shall repair to meet the Performance Standard.
Finish carpentry (interior)	Poor quality of interior trim workmanship	Joints in moldings or joints between moldings and adjacent surface shall not result in open joints exceeding 1/8" in width.	The builder shall repair defective joints as defined. Caulking is acceptable. Builder is not responsible for color variation.

## TOPIC: THERMAL AND MOISTURE PROTECTION

### GENERAL COMMENT

**Non-uniformity or appearance of repaired areas** – It is virtually impossible to guarantee exact duplication of interior or exterior surface finishes. Variations in texture or color will be accepted.

ITEM	POSSIBLE DEFICIENCY	PERFORMANCE STANDARD	BUILDER RESPONSIBILITY
	Insufficient insulation	Insulation should be installed in accordance with applicable energy and building code requirements.	The builder shall install insulation in sufficient amounts to meet standards.
Louvers and vents	Leaks due to rain being driven into the attic through louvers and vents	Attic vents and/or louvers must be provided in order to properly ventilate your house. Infiltration of rain depends on the force and direction of the wind.	The builder is not responsible.
Roofing and siding	Roof or flashing leaks	Roofs or flashing should not leak under normally anticipated conditions except where cause is determined to result from severe weather conditions, such as high winds and wind-driven rain, or homeowner's action or negligence.	The builder shall re-secure, caulk, repair or replace to meet standards. During the first year only.
	Delamination of veneer siding or joint separation	All shall be installed according to manufacturer's and industry's accepted standards. Separation and delamination are not acceptable.	The builder shall re-secure, caulk, repair or replace to meet standards, unless caused by manufacturer's defect or homeowner negligence.
Finish carpentry (exterior)	Exterior finish siding has open joints between pieces of trim.	Joints between exterior trim elements, including siding and masonry, shall not result in open joints in excess of 1/4" In all cases the exterior trim, masonry and siding shall be capable of performing its function to exclude the elements.	The builder shall repair only once during the first year of warranty. Caulking is acceptable.
	Inadequate clearance of wood siding from finished grade.	There should be a 6" clearance between the wood siding and the finished grade at the time of closing or first occupancy, whichever comes first.	The builder shall insure that there is a minimum 6" clearance between the wood siding and the finished grade at the time of closing or first occupancy, whichever comes first.

ITEM	POSSIBLE DEFICIENCY	PERFORMANCE STANDARD	BUILDER RESPONSIBILITY
Roof tile	Broken roof tile	Not a construction defect, but should be called to Builder's attention prior to closing.	Improper treatment can cause roof tile to crack. When cracked by the Builder, employees of the Builder, or subcontractors of the Builder, Builder shall be responsible for replacing roof tiles that are cracked.
Flat roofing	Standing water on flat roof	Water should drain from flat roofs except for minor ponding or when the roof is specifically designed for water retention.	The builder shall take corrective action to assure proper drainage of the flat roof.
Gutters	Gutters and/or downspouts leak	Gutters and downspouts should not leak except for minor amounts at seams or joints. Gutters may overflow during heavy rains. It shall be the homeowner's responsibility to keep gutters and downspouts free of leaves and debris which could cause overflow.	Significant leaks shall be repaired by resealing joints or seams.
	Water standing in gutters.	When gutters are unobstructed by debris, the water level shall not exceed 1/2".	The builder shall correct to meet Performance Standard. It is possible that small amounts of water will stand in certain sections of gutter immediately after a rain. The homeowner(s) will keep leaves and debris out of gutters and downspouts to assure proper water flow.
Sealants	Leaks in exterior walls due to inadequate caulking	Joints and cracks in exterior wall surfaces and around openings should be properly caulked to exclude the entry of water. Properly installed caulking may shrink and must be maintained by the homeowner during the life of the home.	The builder shall repair and/or caulk joints or cracks in exterior wall surfaces as required to correct deficiencies, once during the warranty period. Repaired area shall be touched up with paint to match as closely as possible. An exact match cannot be guaranteed.

TOPIC: DOORS AND WINDOWS

ITEM	POSSIBLE DEFICIENCY	PERFORMANCE STANDARD	BUILDER RESPONSIBILITY
	Warped interior passage and closed doors	Interior doors (full openings) should not warp to exceed National Woodwork Manufacturer's Association Standards (1/4" measured diagonally from corner to corner), provided the proper levels of humidity have been maintained in the home.	The builder shall correct or replace and refinish defective doors to match existing doors as nearly as possible during the warranty period.
Wood and plastic doors	Warped exterior doors	Exterior doors will warp to some degree. However, they should not warp to the extent that they become inoperable or cease to be weather resistant, or exceed National Woodwork Association standards (1/4", measured diagonally from corner to corner).	The builder shall correct or replace and refinish defective doors during the warranty period.
	Shrinkage of insert panels showing raw wood edges	Panels will shrink and expand, and may expose unpainted surfaces.	The builder is not responsible.
	Splits in door panels	Split panels should not allow light to be visible through the door.	If light is visible through the door, the builder shall fill the split and match the paint or stain as closely as possible during the warranty period.
	Passage doors from room to room that have openings between the bottom of the door and the floor finish material in excess of 1 1/2 " are deficiencies. Closet doors that have an opening in excess of 2" are deficiencies.	Make necessary adjustments or replace door to meet the required tolerance.	
	Malfunction of door locks and hardware	Door locks and hardware shall operate as designed.	Defect shall be corrected.
Wood, plastic, and metal windows	Malfunctions	Windows should operate with reasonable ease as designed.	The builder is to correct or repair as required.
	Condensation and/or frost on windows	Windows will collect condensation on interior surfaces when extreme temperature difference and high humidity levels are present.	Unless directly attributed to faulty installation, window condensation is a result of conditions beyond the builder's control. No corrective action is required.

<b>ITEM</b>	<b>POSSIBLE DEFICIENCY</b>	<b>PERFORMANCE STANDARD</b>	<b>BUILDER RESPONSIBILITY</b>
Weather-stripping and seals	Air infiltration around doors and windows	Infiltration is normally noticeable around doors and windows, especially during high winds. Poorly fitted weather stripping shall be adjusted or replaced.	The builder shall adjust or correct poorly fitted weather stripping.
Glass	Broken or scratched glass	Any broken or scratched glass not reported to the builder prior to closing is the homeowner's responsibility.	The builder shall repair or replace any broken or scratched glass reported prior to closing. After closing, the builder is not responsible.
Sliding doors	Sliding doors do not operate properly	The builder will assure that sliding doors are installed according to manufacturer's specifications.	The builder shall adjust or repair inoperative sliding doors, one time only, during the first year.
Garage doors on attached garages	Garage doors fail to operate after installation of an automatic garage door opener by others	None.	The builder is not responsible.
	Garage doors fail to operate properly under normal use	Garage doors should operate properly.	The builder shall correct or adjust garage doors as required except where the cause is determined to result from damage or alteration by the homeowner or from improper operation of the door by the homeowner.
	Garage doors allow intrusion of water or snow	Garage doors will be installed as recommended by the manufacturer. Some intrusion of the elements can be expected under abnormal conditions, such as high winds or wind-driven rain.	The builder shall adjust or correct garage doors one time only, unless caused by homeowner(s) negligence.



**TOPIC: MECHANICAL**

<b>ITEM</b>	<b>POSSIBLE DEFICIENCY</b>	<b>PERFORMANCE STANDARD</b>	<b>BUILDER RESPONSIBILITY</b>
Air Conditioning	Inadequate cooling	Where air conditioning is provided, the cooling system shall be capable of maintaining a temperature of 78 degrees F as measured in the center of each room at a height of 5 feet above the floor. In the case of outside temperatures exceeding 95 degrees F, a differential of 15 degrees from the outside temperature will be maintained. It shall be the homeowner's responsibility to balance registers, damper, and louvers.	The builder shall correct the cooling system to meet temperature conditions in accordance with specifications.
	Air conditioning lines leak	Refrigerant (air conditioner) lines should not develop leaks during normal operation during the first year.	The builder shall repair refrigerant (air conditioner) line leaks and recharge the unit during the first year of warranty coverage.
Condensation lines	Condensation lines clog up	Condensation lines will clog under normal use. This is a homeowner maintenance item.	The builder shall provide unobstructed lines at closing.
Heating	Inadequate heating	Heating systems should be capable of producing an inside temperature of 70 degrees F as measured in the center of each room at a height of 5 feet above the floor.	The builder shall correct the heating system as required to provide the required temperatures. However, the home-owner shall be responsible for balancing dampers, registers, and other minor adjustments.

**TOPIC: ELECTRICAL**

<b>ITEM</b>	<b>POSSIBLE DEFICIENCY</b>	<b>PERFORMANCE STANDARD</b>	<b>BUILDER RESPONSIBILITY</b>
Electrical conductors, fuses, and circuit breakers	Fuses blow or circuit breakers “kick out” (excluding ground fault interrupters)	Fuses and circuit breakers shall not activate under normal usage.	The builder shall check wiring circuits for conformity with local, state, or approved national electrical code requirements. The builder shall correct wiring not conforming to code specifications.
Service and distribution	Ground fault interrupter trips frequently	Ground fault interrupters are sensitive safety devices installed into the electrical system to provide protection against electrical shock. These sensitive devices can be tripped very easily.	The builder shall install ground fault interrupter in accordance with approved electrical code. Tripping is to be expected and is not covered unless due to faulty installation.
Outlets, switches, and fixtures	Drafts from electrical outlets	Electrical junction boxes on exterior walls may produce air flow whereby the cold air can be drawn through the outlet into a room. The problem is normal in new home construction.	None.
	Malfunction of electrical outlets, switches or fixtures.	All switches, fixtures and outlets should operate as intended.	The builder shall repair or replace defective switches, fixtures and outlets, which were supplied and installed by the builder.

## TOPIC: PLUMBING

ITEM	POSSIBLE DEFICIENCY	PERFORMANCE STANDARD	BUILDER RESPONSIBILITY
Water system supply	Plumbing pipes freeze and burst	Drain, waste, vent or water pipes should be adequately protected as required by applicable code to prevent freezing.	The builder will correct to meet the code. It is the homeowner's responsibility to drain or otherwise protect lines and exterior faucets exposed to freezing temperatures.
	Water supply system fails to deliver water	All service connections to municipal water main and private water supply are the builder's responsibility. Private systems shall be designed and installed in accordance with all approved building, plumbing and health codes.	The builder shall repair as necessary, if the failure is the result of defective workmanship or materials. Conditions beyond the builder's control which disrupt or eliminate the sources of the supply are not the builder's responsibility.
Plumbing	Faucets or valves leak	No valves or faucets should leak due to defects in material or workmanship.	The builder shall repair or replace the leaking faucet or valve unless the leakage is due to homeowner neglect or lack of maintenance.
	Stopped-up sewers, fixtures, and drains	Sewers, fixtures, and drains should operate properly.	The builder is not responsible for sewers, fixtures, and drains which are clogged through the homeowner's neglect. Where defective construction is shown to be the cause, the builder will repair.
	Noisy water pipes	There will be noise emitting from the water pipe system due to the flow of water.	The builder cannot remove all noise due to water flow and pipe expansion. The builder will eliminate "water hammer" or excessive noise due to improper installation.

<b>ITEM</b>	<b>POSSIBLE DEFICIENCY</b>	<b>PERFORMANCE STANDARD</b>	<b>BUILDER RESPONSIBILITY</b>
Plumbing	Septic tank does not function properly	Under normal conditions of weather, groundwater and use, the septic system should function as designed. Changes in conditions or use beyond the level anticipated when the system was designed and installed may result in malfunction.	The builder is responsible for the proper installation of the septic tank to ensure that the tank and drain field are the size required by the type and size of home and soil conditions. Individual use characteristics of a homeowner may exceed the design capacity of the system or inhibit its proper function. The operation of the system may also be inhibited from time to time by changes in the ground-water table. The builder shall correct any defect in material or workmanship which results in improper function of the system or any problems resulting from noncompliance with code requirements. The builder shall not be responsible for malfunctions due to overloading, detergents, grease, or fat.
Plumbing fixtures	Defective plumbing fixtures, appliances or trim fittings	Fixtures, appliances or fittings should comply with the manufacturer's standards.	The builder shall replace any fixture or fitting which is outside of acceptable standards as defined by the manufacturer. The builder shall assist the homeowner in obtaining adjustments in accordance with manufacturer's warranty, but shall not be responsible for the performance of the manufacturer's obligation.
	Scratches, cracking or chipping of porcelain or fiberglass surfaces	Scratches, cracks or chips on surfaces of bathtubs and kitchen sinks can occur when surface is hit with sharp or heavy objects.	The builder shall repair any scratches, cracks or chips noted prior to closing. Any scratches, cracks or chips noted after closing shall not be the builder's responsibility.

## TOPIC: FINISHES

### GENERAL COMMENTS:

**Wood Cracks** – Wood will shrink during the drying-out process of your home. It is a natural characteristic of wood to continue to expand and contract with the changing humidity. The joints of paneled doors, mitered casings, and solid paneling will open up. This is normal. Restoration in appearance is generally a function of homeowner maintenance.

**Interior Wall Cracks** – Plaster cracks, drywall cracks, nail pops, or seams may show in a new home because of settlement and normal expansion and contraction of the wood or masonry to which it has been secured. All measures found effective by research on this subject have been taken to avoid these faults, but complete elimination seems to be impossible. These characteristics can be repaired easily at the time of your next decorating.

**Floor Squeaks** – Extensive research has revealed much that can be accomplished to avoid floor squeaks, but complete avoidance is almost impossible. Generally these will appear and disappear with changes in weather conditions.

**Wood Floor Cupping** – Extensive moisture will cause wood floors to cup. Clothes dryers should be vented and other source of extreme humidity should be controlled.

ITEM	POSSIBLE DEFICIENCY	PERFORMANCE STANDARD	BUILDER RESPONSIBILITY
Gypsum wall board	Defects caused by poor workmanship such as excess compound in joints, cracked corner beads, or trowel marks	Slight imperfections such as nail pops, seam lines and cracks are common in gypsum wallboard installation. However, obvious defects in poor workmanship resulting in excess compound joints are not permissible.	The builder shall correct all defects to acceptable tolerances and repaint areas. The builder is not responsible for color variations in the paint or in surface texture. The builder is not responsible for special paint features or wallpaper installed after closing.
	Defects such as blisters in tape or other blemishes	Obvious defects and poor workmanship resulting in blisters in tape or other blemishes exceeding 1/8" in width are not acceptable.	The builder shall correct such defects to acceptable tolerances and repaint the areas. The builder is not responsible for texture or color variations in finishes. The builder is not responsible for special paint features or wallpaper installed after closing.

ITEM	POSSIBLE DEFICIENCY	PERFORMANCE STANDARD	BUILDER RESPONSIBILITY
	Cracks in exterior ceiling boards	Minor cracks in exterior ceiling board finishes are common and are due to climatic conditions rather than defects in material and/or workmanship.	The builder shall repair only cracks exceeding 1/8" in width. The builder is not responsible for color variations or texture differences.
Ceramic tile around tubs and showers	Ceramic tile around tubs or showers cracks or becomes loose	Ceramic tile should not crack or become loose around tubs or showers during normal usage.	The builder shall replace any cracked tiles and re-secure any loose tiles one time only during Warranty Period, unless the defects were caused by home-owner's negligence. The builder is not responsible for discontinued patterns or color variations in tile.
	Cracks in grouting of ceramic tile joints around tubs or showers, or at junctions with other materials such as a bathtub or wood trim	Cracks in grouting of ceramic tile joints around tubs or showers are commonly due to normal shrinkage conditions. Re-grouting or caulking of these cracks is a maintenance responsibility of the home-owner.	The builder will repair grouting if necessary one time within the warranty period. The builder is not responsible for color variations or discontinued colored grout.
Resilient and ridged flooring	Nail pops appear on the surface of resilient flooring	Readily apparent nail pops shall not be visible.	The builder shall correct nail pops which have broken the surface. The builder shall repair or replace resilient floor coverings in the affected area with similar material. The builder is not responsible for discontinued patterns or color variations in the flooring.
	Depressions or ridges appear in the resilient flooring due to sub-floor irregularities	Readily apparent depressions or ridges exceeding 1/8" should be replaced. The ridge or depression measurement is taken as the gap created at one end of a 6" straight edge placed over the depression or ridge with 3" of the straight edge on one side of the defect, held tightly to the floor.	The builder shall take corrective action as necessary to bring the defect within acceptable tolerances so that the affected area is not readily visible. The builder is not responsible for discontinued patterns or color variations in floor covering. The builder is not responsible for depressions or ridges caused by owners.

ITEM	POSSIBLE DEFICIENCY	PERFORMANCE STANDARD	BUILDER RESPONSIBILITY
	Resilient flooring loses adhesion	Resilient flooring should not lift, bubble, or become unglued during the first year.	The builder shall repair or replace the affected tile flooring as required. The builder shall not be responsible for problems caused by homeowner's neglect. The builder shall not be responsible for discontinued patterns or for color variations in floor covering.
	Seams or shrinkage gaps show in resilient flooring joints	Gaps shall not exceed 1/32" in width in resilient floor covering joints. Where dissimilar materials abut, a gap not to exceed 1/8" is permissible.	The builder shall take corrective action as necessary to correct the problem once during the warranty period.
	Cuts, tears or abrasions in resilient flooring	Cuts, tears, or abrasions not noted prior to closing are not warrantable.	None.
	Cracks on tile and cool deck	In slab on grade floors which have been topped with cool deck or ceramic tile, cracks may come through surface materials. Such cracks are not the result of defective materials or poor workmanship and therefore are specifically excluded from this warranty. These cracks are characteristics of this type of construction.	The builder shall repair or replace any defective tile flooring as required. The builder shall not be responsible for problems caused by homeowner's neglect. The builder shall not be responsible for discontinued patterns or for color variations in floor covering.
Finished wood flooring	Wood flooring does not adhere.	Wood flooring shall not lift or become unglued.	The builder shall repair or replace, at the builder's sole option, the affected wood flooring as required. The builder shall not be responsible for color variation of wood flooring or for problems caused by homeowner's neglect or abuse.
	Cracks developing between floor boards.	Cracks in excess of 1/8" in width shall be corrected.	The builder shall repair cracks in excess of 1/8" within the first year of the warranty period by filling or replacing, at the builder's option.

<b>ITEM</b>	<b>POSSIBLE DEFICIENCY</b>	<b>PERFORMANCE STANDARD</b>	<b>BUILDER RESPONSIBILITY</b>
Painting	Exterior paint or stain peels, deteriorates, or fades	Exterior paints or stains should not fade during the first year warranty period. However, fading is normal and the degree is dependent on climatic conditions.	The builder shall properly prepare and refinish affected areas, matching color as closely as possible. Where finish deterioration affects the majority of the wall or area, the whole area should be refinished. The warranty on the newly repainted surfaces will not extend beyond the warranty period.
	Painting required as corollary repair because of other work	Necessary repairs required under this warranty should be refinished to match surrounding areas as closely as possible. Exact match is not guaranteed.	Refinish repaired areas as indicated.
	Deterioration of varnish or lacquer finishes	Natural finishes on interior woodwork should not deteriorate during the first year of ownership. However, varnish-type finishes used on the exterior will deteriorate rapidly and are not covered under this warranty.	Retouch affected areas of natural finish or interior woodwork, matching the color as closely as possible.
	Interior paint application and coverage	Interior paint shall be applied in a manner that complies with manufacturer's specification, sufficient to visually cover the wall, ceiling and trim surfaces where specified.	The builder shall retouch wall, ceiling or trim surfaces where inadequate paint has been applied to cover the original surface.
	Mildew or fungus on painted surfaces	Mildew or fungus will form on painted surfaces exposed to certain conditions.	None.
Wall covering	Peeling of wallpaper or mismatching in pattern	The builder does not warrant wallpaper installations.	None.
Carpeting	Carpet seams	Carpet seams will show. However, no visible gap is acceptable.	The builder shall re-stretch or re-secure carpeting as needed.



ITEM	POSSIBLE DEFICIENCY	PERFORMANCE STANDARD	BUILDER RESPONSIBILITY
	Carpeting becomes loose, seams separate or excessive stretching occurs	Wall-to-wall carpeting installed as the primary floor covering when stretched and secured properly should not come up, become loose, separate or stretch excessively at its point of attachment.	The builder is to re-stretch or re-secure carpeting as needed.
	Excessive wear	Carpet wear varies greatly due to grade of material, use, and maintenance.	The builder shall assign any warranties provided by the manufacturer to the homeowner. No other warranty regarding carpet wear is provided.
	Spots on carpet and/or minor fading	Exposure to light may cause spots on carpet and/or minor fading.	None.
Louvers and vents	Inadequate ventilation of attics and crawl spaces	Attic and crawl spaces shall be ventilated as required by the approved building code specifications.	The builder shall provide for adequate ventilation. The builder is not responsible for homeowner alterations to the original system.
Fireplaces	Fireplace or chimney does not draw properly	A properly designed and constructed fireplace and chimney should function properly. It is normal to expect that high winds can cause temporary negative draft situations. Similar negative draft situations can also be caused by obstructions such as large branches of trees too close to the chimney.	The builder shall determine the cause of malfunctions and correct as required if the problem is one of design or construction of the fireplace.
	Chimney separation from the structure to which it is attached	Newly built fireplaces will often incur slight amounts of separation, not to exceed 3/8" from the main structure in an 8' vertical measurement.	None.
	Firebox paint changed by fire.	Heat from fires will alter the finish.	None.

ITEM	POSSIBLE DEFICIENCY	PERFORMANCE STANDARD	BUILDER RESPONSIBILITY
	Cracked firebrick and mortar joints	None.	None. Heat and flames from “roaring” fires will cause cracking.
Screening	Torn or poorly fitted screening on windows, doors or screen enclosures	Screening on windows, doors, patio, or pool enclosures should be properly fitted, and have no tears.	The builder shall repair and/or replace loose or torn screening on windows, doors, patio, and pools, if noted by the homeowner at the time of the walk-thru. The builder is not responsible for irregularities after the homeowner takes possession of the dwelling.

TOPIC: OTHER

ITEM	POSSIBLE DEFICIENCY	PERFORMANCE STANDARD	BUILDER RESPONSIBILITY
Automatic irrigation system	Failure of the system to function properly	The irrigation system is warranted to the original purchaser to be free from defects in material or workmanship at the time of closing.	The builder warrants the system to be functioning properly at the time of closing. The builder warrants the timer for a period of one year unless damaged by lightening or power surge. The builder is not responsible for operation of the system after the homeowner takes possession. Builder is not responsible for adjusting sprinkler heads as the landscaping grows.
Cabinets	Surface cracks, joint delamination, and chips in high pressure laminates on the vanity and kitchen cabinet countertops	Countertops fabricated with high pressure laminate coverings should not delaminate or have chips or surface cracks. The deck area joints may have a maximum of 1/16" gap. All other areas of the joint may be a maximum of 1/16" differential in surface alignment.	The builder shall repair or replace to meet standards. Repaired areas may not match exactly in color and/or texture. The builder is responsible only for chips and cracks noted prior to closing or first occupancy, whichever occurs first.
	Counter tops separate from wall	Separations of counter tops from walls will not exceed 1/4".	The builder shall repair only once during the first year of warranty. Caulking is acceptable. The builder is not responsible for color variation.
	Kitchen cabinet door and/or drawer malfunctions.	Warpage not to exceed 1/4" as measured from face frame to furthestmost point of warpage with door or drawer front in closed position.	The builder shall correct or replace doors or drawer fronts.
	Gaps between cabinets, ceiling or walls	Acceptable tolerance shall not exceed 1/4" in width.	The builder shall correct to meet Performance Standard. Caulking is acceptable. The builder is not responsible for color variation.



**Mailing address is: 5200 Vineland Road Suite 200, Orlando, FL 32811.**

DATE: \_\_\_\_\_  
COMMUNITY: \_\_\_\_\_  
LOT #: \_\_\_\_\_  
MODEL/PLAN #: \_\_\_\_\_  
CLOSING DATE: \_\_\_\_\_  
CONTACT NUMBER: \_\_\_\_\_

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Date

REVISIONS DO NOT PRINT

Pg. 17 reworded for inspections.  
Pg. 22 Added 2 hr drywall and paint.  
Pg. 24 Revised "trades" to plumbers elec. And A/c.  
Pg. 25 Added 30 day and 10 month  
Pg. 116 Revised wording #17 "reasonable delay" #6 added 30 day and 10 month.  
Pg. 119 Revised tolerance(s)  
Pg. 121 Revised tolerance(s)  
Pg. 122 Revised tolerance(s)  
Pg. 123 Revised tolerance(s)  
Pg. 124 Revised tolerance(s)  
Pg. 125 Added door gap tolerance.  
Pg. 133 Revised tolerance(s)  
Pg. 137 Revised tolerance(s)  
Deleted pgs. 138, 139, 140.  
Added 30 day and 10 month to warranty request form.