



# Home Owner Handbook

*A field guide to your brand-new  
Talavera Home*



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## New Home Orientation

The Pre-Closing Orientation is your pre-occupancy and acceptance review. The Salesperson will contact you to schedule this appointment, which can be scheduled to occur Monday through Friday, 8:00 am to 5:00pm, and orientation will be conducted by your Construction Manager or Assistant Construction Manager. Please meet with them at your new home to begin your review. We encourage all the Buyers listed on the contract to attend. No others will be allowed to participate except your Realtor.

This appointment is to review all the features and operations of your new home. Your Construction Manager will review with you the purpose and intent of our Pre-Closing Orientation Form. At the conclusion of the orientation, you will be asked to sign it, ascertaining your agreement that any and all adjustments needed are documented on this form. No verbal agreements can be accepted.

During this orientation, your Construction Manager will familiarize you with the operation of all fixtures and normal homeowner maintenance procedures, which will help you obtain the maximum performance out of the products in your home. This is also your last opportunity to point out any cosmetic items you wish to have corrected by the Construction Manager.

If a cosmetic issue is reported after closing that was not noted on the walk list, it will not be warranted. These cosmetic items include, but are not limited to: breakage, cracks, chips, scratches, stains or marks on such items as floors, tile, concrete, woodwork, cabinets, mirrors, walls, porcelain, ceramic, glass, plumbing fixtures, all countertops, tubs and showers, lighting fixtures, doors or appliances. Therefore, please pay special attention to these details at your orientation, and ensure they are noted on your documents.

Prior to closing, you will have a final appointment to check for completion of the items listed on the Pre- Closing Orientation Form. These items will be completed by this second orientation. You will be asked to sign this form, stating that the listed items have been satisfactorily completed. No additional items are expected at this appointment as Talavera Homes policy won't allow the home to close with open items.

**Orientation is a very important part of the closing process. We want you to be satisfied with your new home at this time. ANY and ALL items of a subjective nature MUST be resolved BEFORE closing.**

## **Customer Care Program**

This section of your Handbook provides you with valuable information concerning your new home and details our obligation to you relating to its construction. It lists what we can and what we cannot assume responsibility for under the terms of our Limited Warranty.

All our new homes are covered by the SDH Warranty Program, which is considered part of your New Home Purchase Agreement. This Handbook describes your one-year Limited Warranty for many items and a ten-year Limited Warranty for structural defects.

## **Homeowner's Obligations**

As the homeowner, you must provide normal maintenance and proper care of the home according to this Handbook, warranties of manufacturers of consumer products, and industry-accepted standards. We must be notified by you in writing, prior to the expiration of the warranty, of the existence of any potential defect before we are responsible for any corrections. You must provide access to the home during normal business hours, Monday through Friday, 8:00 a.m. to 5:00 p.m.

To avoid confusion, we will only accept service requests from the owner of the property. Tenants of rented homes should report any issues through their Landlord or Management Company.

You are also responsible for your appointments. Talavera Homes is not responsible for appointments scheduled directly with the Trades. If you no-show or cancel 2 successive scheduled appointments, we will assume your issue has been resolved and we will close out the claim.

Talavera Homes will contact you by way of phone or email within 1 business day of receiving your Service Order request. If you do not contact Talavera Homes within 72 hours after our first attempted contact to schedule an appointment, your Service Request will be closed out and you will need to resubmit your request. You should be prepared to make an appointment within 1-4 days of submittal. Otherwise, we reserve the right to close the request until you are better available.

## **How to Obtain Needed Customer Care**

### **Process for Emergency Service**

All problems with any of your mechanical systems (appliances, plumbing, electrical, heating, air conditioning and gas) should be referred directly to the appropriate contractor. especially if it is an emergency. A list of the names and contact information will be found on the sticker attached near your circuit breaker panel. Call them directly with any emergencies within the first 12 months. This allows you the quickest response for these issues. Use of a contractor other than the original

installer may void your warranty coverage. You also need to notify our Warranty Department after you have contacted the appropriate contractor.

A true homeowner emergency means you cannot live in your home until the next business day. The following are examples of qualifying emergencies:

- Complete water outage, which means a water leak that requires the water service to be shut off at the main cut off to avoid damage to the building and/or furnishings.
- Electrical outage if the entire house has lost power. Please contact your electric company first to see if this problem involves more than just your home.
- Complete loss of heat during cold winter weather, after checking the electrical switch, circuit breaker, thermostat, gas meter and gas valve. Industry standards do not consider loss of air conditioning an emergency unless the outside temperature is over ninety degrees Fahrenheit (900).
- Gas leak or outage. Contact your local gas provider first.

Be prepared to provide the following: your name, name of your community, lot number, street address, contact phone number, the date you closed on your home and a brief description of the emergency.

Please notify the Warranty Department at the start of the next business day of any emergency work that you initiated. We will update your warranty file to reflect the emergency and take care of any necessary follow-up.

### **Non-Emergency Customer Requests**

All other non-mechanical, non-emergency problems should be sent directly to the Warranty Department. You may reach them via the following:

1) Warranty Submission: [www.Talavera-Homes.com](http://www.Talavera-Homes.com) (Service Request Tab) This is the preferred method of contact.

Within 2 business days of receiving your request, a representative will contact you to review your request and to determine what action needs to be taken. In some cases, the service technician may be able to resolve the potential problem, or we may need to schedule a contractor to make the repairs. We will input your request into our system so that we can monitor and track all service-related requests. Please contact the Warranty Department should any approved warranty work not be completed as scheduled.

## **Customer Care Hours**

The office is open Monday through Friday, 8:00 a.m. to 5:00 p.m. We are closed on weekends and holidays.

Normal service calls will be made by our service technicians and contractors at your home Monday through Friday between 8:00 a.m. and 5:00 p.m. We cannot schedule service calls on evenings, holidays or weekends.

## **Process for Service Requests**

The Talavera Homes New Home Service provides you with the most personal and efficient means of communicating and addressing warranted items during your first year of home ownership. We recommend that you review your home and make a list of any warranty needs at 1 month, 3 months and 11 months from your closing date. The list is best submitted through the Service Request tab on our website. These submittals are optional, as many homeowners have no problems to report. It is up to you to make a service request. Please verify that all items you have listed are warranted, as explained in this Handbook, prior to sending in your list. This avoids uncomfortable situations for both you and our representatives, as they are required to adhere to warranty guidelines.

***Appointments are scheduled between 8:00 a.m. and 4:00 p.m., Monday through Friday.***

*Will all items be repaired during my new home service appointments?*

Your service technician is skilled in maintenance and repairs. By providing a list upfront when the appointment date is made, we can prepare to bring the materials and tools needed to take care of some items for you at the time of your appointment. For items that require work by contractors, we will have them schedule those repairs directly with you. The homeowner or a designated adult must be present for all service appointments.



## Warranty Program

### One-Year Limited Warranty

For purposes of this Warranty Program, the terms "we," "our" and "us" refer to the Seller under your New Home Purchase Agreement.

### *Warranty Term*

The One-Year Limited Warranty begins on the date of your closing on your new home and ends on the day before the anniversary of your closing date.

### *Warranty: What is Not Covered*

The warranty does not cover claims not made in accordance with the terms and conditions of the warranty, claims made by parties who are not covered, claims made after the warranty term has expired, and any other claims excluded by this warranty.

10 Common Requests for Warranty Service that are not covered under your Warranty.

1. **Paint:** At the Homeowner Orientation, you will receive a coupon for paint from the local paint store
  - a. perfect for those minor move-in nicks, scratches, and the optional nail-pop/settlement crack repairs.
2. **Caulk:** Shrinkage of caulk and surrounding materials is a normal occurrence. For best results, re-caulk interior and exterior regularly, especially wet areas.  
Maintenance of all caulking is a homeowner responsibility.
3. **Concrete:** Cracks in concrete (garage, driveway, patio, foundation, sidewalks) are likely to occur. They are usually not an indication of a construction deficiency and will not impair the intended use of the concrete surface. For more details, please see the "Concrete" section of this Handbook.



4. **Appliances:** All appliances in your home carry a warranty directly through the manufacturer who is best qualified to diagnose and repair your equipment.
5. **Countertops:** Granite, marble and laminate tops must be protected from sharp objects, heat and abrasives, certain oils, and chemicals. Only use products approved for the surface you're cleaning. Some common cleaners can damage even the toughest surfaces. Do not allow water to stand on countertop seams or edges, as damage may occur.
6. **Drywall (Sheetrock):** As your home settles, nail pops and hairline cracks may form in walls and ceilings, especially corners. This is to be expected and is not the result of a construction defect. We offer a one-time nail pop/settlement crack repair during your first year. Sanding and paint are the homeowner's responsibility.
7. **Drainage & Settlement:** Maintenance of lawn, landscaping, drainage pathways and erosion are homeowner responsibilities. Please look at the established drainage carefully with the Construction Manager at the Homeowner Orientation Walk. Water must be standing for 48 hours within 10' of your home before an area is considered to have a drainage issue. See the Landscaping section for more details.
8. **Landscaping:** As we have no control over the conditions and level of care given to your yard once you take possession, the health and survival of all landscaping becomes the homeowner's responsibility at closing and is not warranted.
9. **Tubs & Showers:** These are very durable but can be damaged by impacts and abrasion. Chips, cracks and scratches found after closing are not covered.
10. **Floors:** Some floor squeaks may be heard when walking on wood floor systems. This is to be expected and is not an indication of a construction deficiency. Often these are seasonal, and they may disappear as the weather changes.

### *Manufacturer's Warranties*

We assign to the homeowner all warranties furnished by the manufacturers for appliances, such as dishwasher, garbage disposal, oven, microwave, etc. Only the manufacturers warrant the appliances. We have no obligation under any manufacturer's warranty. The homeowner should file all appropriate registrations with each manufacturer.

### *Other Non-Warranted Items*

#### **We do not warrant any of the following:**

1. Damage resulting from acts of nature, including but not limited to: sub-freezing temperatures, snow and ice, floods, lightning, fallen trees, etc. These damages should be referred to the homeowner's home insurance. Damage to any landscaping after closing is considered the responsibility of the homeowner.
2. Manufacturers often discontinue products/models/colors, etc. This is beyond our control and no promise of exact replacement can be made. As appropriate, we will attempt repairs with equal or better materials or fixtures. Matching new products to existing ones is not guaranteed.
3. Any damage that is the result of work done by third parties other than our contractors.
4. Any damage to personal property, including damage accidentally or consequently occurring.
5. Mold/mildew will thrive given a moist environment. The homeowner is responsible for maintaining normal humidity levels in the home, (typically 50-60% relative humidity) as mold will grow in high humidity environments (70% RH or higher). Areas particularly prone to mold growth are bathrooms, basements, garages and exterior surfaces, though it can grow virtually anywhere. Most molds are harmless to most people, but you should address it whenever you encounter it. A dehumidifier may be recommended in some cases. ***We do not warrant the presence of mold or mildew due to exposure to moisture that is out of our control.*** This is particularly important for homes with unconditioned basements.
6. Any damage due to condensation.

7. Damage caused by pets or animals of any kind, domestic or wild.
8. Any damage to home or possessions caused by or worsened by the homeowner's lack of timely notification of an issue.
9. Any damage to home or possessions caused by or worsened by the homeowner's negligence, improper or lack of maintenance, or failure to control an issue.
10. Any damage to home or possessions caused by or worsened by the homeowner's restricting timely access to the home per this Handbook.
11. Damage to furniture or possessions needing to be moved to affect a repair. The homeowner is encouraged to move items before the appointment and replace them after conclusion of the work.
12. Your home has been treated for termite prevention only. The presence of or any loss or damage by insects or animals is not warranted.
13. Payment for service calls for work discovered to fall under homeowner maintenance will be the homeowner's responsibility. Including, but not limited to, burned out light bulbs, clogged drains, clogged aerators, frozen pipes, water/gas/electrical cut-offs, dirty HVAC filter, filled gutters, tripped GFCIs or circuit breakers, jammed garbage disposals, or exhausted battery replacement.

NOTE: Failure to include an item in the non-warranted sections or to specifically exclude an item from the warranty does not imply that an item is covered by the warranty.

## **NOTICE:**

**We assume no responsibility nor offer reimbursement for service work performed by anyone other than the original contractor of record without prior written approval. If an unauthorized contractor is used for repairs, the homeowner will be solely responsible for both the quality of work performed and any cost incurred. Additionally, any work done by an unauthorized contractor may void any remaining warranty coverage pertaining to the item being addressed.**

## **Second Owner**

The 12 Month Limited Warranty on the home is transferable to subsequent owners for the remainder of the first-year coverage but only problems with the functioning of an item will be considered. Issues involving landscaping, grading, cosmetics, wear & tear, aging or concerns that might have been caused by the prior owner should be addressed with the Seller and are not warranted.

## **Sales Office/Model**

A purchased home previously used as a Sales Office or Model is considered a resale and is not covered by this warranty. See your contract for more details.

## **Appliances**

### *Product Information*

Any specific product information you need regarding your new appliances is available in the service manuals provided to you at the New Home Orientation or can be found on the manufacturers' websites. We recommend you fill out and mail the warranty cards as instructed.

### *Homeowner Hints*

If you require service on any of your new appliances, please contact the appliance manufacturer directly to arrange for an appointment. We are not qualified or authorized to work on appliances, nor are we liable for any injury or damage caused by defects in appliances. Their contact information can be found in the manuals and on the appliance.

There may be occasions when you are unsure if the problem should be resolved by the appliance manufacturer or the installer. In these situations, contact our Warranty Department to determine responsibility. Before calling for service, always try to determine if the problem lies elsewhere. (Example: check circuit breakers for electrical appliances; be sure the gas is on for gas appliances)

### *Warranty*

Your appliances are warranted to be free of defects in material and workmanship for one year after closing. Limitations include:

- Visible damage not noted on the New Home Orientation walk.
- Any appliances purchased and installed by parties other than our contractor.

### **Cabinets & Vanities**

#### *Product Information*

The kitchen cabinets and bathroom vanities used in your home are affected by changes in temperature and humidity; therefore, they may contract and expand with weather changes. If you do experience shrinkage and/or swelling, it will be more evident in the cabinet and vanity doors. Natural variations in stain coloring and wood grain are to be expected.

#### *Homeowner Hints*

The cabinets and vanities are factory finished and should be cared for much the same as fine wood furniture. You may enhance and preserve the rich wood grain finish by periodic application of furniture polish.

*Follow the manufacturer's instructions for your furniture polish, including test areas.*

Scratches, which may result from normal use, can usually be touched up with a wood stain touch-up pen or crayon available at any hardware store. Cabinets and vanity hardware will loosen with repeated use. Periodically tighten the hardware as needed.

### *Warranty*

Kitchen cabinets and bathroom vanities are warranted to be free of defects in material and workmanship for one year after closing. Limitations include:

- Visible damage not noted on the Home Orientation List.
- Door or drawer warpage less than ¼".
- Rear to front out of level less than ¼".
- Natural variations in color and grain. Repairs and replacements may not be an exact match.

## **Caulk**

### *Product Information*

Caulk or foam sealants have been applied to your home around doors, windows, and all exterior penetrations, as well as in-between joints. Interior caulk has been applied around trim, tubs, sinks, counter tops, thresholds, etc. Even properly installed caulk will shrink and separate due to settlement, expansion and contraction.

### *Homeowner Hints*

Maintenance of all caulk joints is the homeowner's responsibility and is not covered by this warranty. We recommend that you check the interior and exterior caulking around the house once a year and re-caulk as necessary. The quality of caulk is very important when choosing a brand to maintain your home. Generally, silicone caulks are superior and longer lasting. Be aware that some caulks are not paintable.

### *Warranty*

Joints and cracks in exterior wall surfaces and around openings shall be properly caulked to exclude the entry of water. Limitations include:

- Visible damage or shrinkage not noted on the Home Orientation List.
- Minor surface cracks, etc. due to shrinkage, except when water entry is noted.

## **Concrete**

### *Product Information*

Concrete, by the very nature of the material, will crack. With the expansion and contraction of the concrete surface due to temperature changes throughout the year, cracks typically will occur.

The American Concrete Institute addresses this issue in ACI 302.1-04. "Application of present technology permits only a reduction in cracking and curling, not elimination. Even with the best floor designs and proper construction, it is unrealistic to expect crack-free and curl-free floors.

Consequently, every owner should be advised by both the designer and contractor that it is normal to expect some amount of cracking and curling on every project, and that such occurrence does not necessarily reflect adversely on either the adequacy of the floor's design or the quality of its construction (Ytterberg 1987; Campbell et al. 1976)".

We do provide control joints in some locations in an effort to minimize and control the cracks; however, we have no control over external factors.

**Interior concrete (slab, basement walls) is warranted. Exterior concrete is not.**

**All questions regarding outside concrete appearance must be resolved prior to closing as they are not considered warranted.**

#### *Homeowner Hints*

If you see minor cracks arise, you can apply a thin coat of latex crack sealer to cover the problem.

If a crack allows the entry of water to the inside of your home, please notify the Warranty Department immediately. We will notify you of the type of action needed to correct this situation.

It can take years for concrete to fully cure. During this period, it is not unusual to see dark spots in the concrete surface (especially during very humid weather). This is normal and should fade over time.

#### *Warranty*

Concrete foundations and interior flatwork are warranted to be free of defects in materials and workmanship for one year after closing. Limitations include:

- Exterior flatwork such as sidewalks, driveways, stoops, porches and patios.
- Damage as the result of chemicals applied after closing, i.e., Ice Melt, sealer, paint, etc. Visible damage not noted on the Home Orientation List.
- Any cracking, heaving, shifting, spalling, discoloration, etc., except those conditions which do not meet the "Performance Standards" as detailed below.
- Problems that arise as a direct result of the addition of concrete patios, walks, etc. by parties other than our contractor.
- Standing water on driveways and walkways, unless standing for more than 48 hours.

#### *Performance Standards*

**Exterior Concrete** - Because of exposure to harsh outside conditions, exterior concrete is not warranted except for settling of stoops and steps should not exceed 1 inch as related to the house. Structural concrete stoops attached to steps should not have cracks exceeding ¼ inch.

**Interior Concrete** - Cracks in concrete floors, including the garage, are not to exceed ¼ inch width or ¼ inch in vertical displacement. All other sizes are common, and all other areas are not warranted. The slope of a concrete floor in living areas is not to exceed ¼ inch within 32 inches unless the area is designed for drainage. Patching the surface of non-structural cracks is acceptable.

**Basement Walls** - Foundation walls should not have cracks exceeding ¼ inch in width or seep water.

### **Counter Tops**

There are several types of countertops available for your home. The following warnings and tips apply to most of them.

- Clean all surfaces with warm water and mild detergent or soap. Rinse and dry surfaces after cleaning. Avoid standing water near joints or penetrations.
- Don't use abrasive cleaners such as Comet, Ajax, Windex or Soft Scrub, or any that contain acid such as bathroom cleaners, grout cleaners, or tile cleaners. Don't use cleaners that contain vinegar or lemon juice.
- Don't sit or stand on countertops.
- In some cases, seams may be necessary and will be visible.
- Cutting or slicing food directly on the countertop will result in damage to the surface. Always use a cutting board.
- Do not put hot pots, pans or cigarettes directly on your counter tops; use trivets or lined hot pads. Do not drag pots, pans, etc. across the tops as that can scratch and dull the surface.

### *Warranty*

Counter tops are warranted to be free of defects in material and workmanship for one year after closing. Limitations include:

- Cuts, scratches or other visible damage not noted on the Home Orientation List.
- Damage or dulling arising from the use of abrasive cleaners, oils, or harsh chemicals.
- Cracks or chips due to dropping objects on countertop.
- Damage arising from placing heavy objects or standing on countertop.
- Damage arising from placing hot objects on countertop.
- Rear to front out of level less than ¼".

### *Granite Counter Tops*

Granite is the most durable natural material for countertops. With proper maintenance, it holds its appearance longer than most other surfaces. As a natural product, variations in color and pattern are to be expected.

### *Homeowner Hints*



- Clean any oil or grease that spills as soon as possible. Greasy products left on granite can penetrate the stone and leave a stain.
- Reapply a quality stone sealer to the surface every six months or as soon as you notice that water no longer beads on the surface.

### *Cultured Marble Vanity Tops*

The cultured marble vanity tops used in your home are much like natural stone and must be cared for properly. See the above recommendations.

### *Laminate Counter Tops*

The laminated counter tops used in your new home are made of durable material, but this material is not heat or scratch proof. Joints in the tops will likely be necessary and will be visible. They have been sealed by the installer but over time and use, these joints and penetrations need to be re-sealed. Avoid allowing water to stand on these seams or drip over the edge, as swelling may occur.

## **Decks and Fences**

### *Product Information*

All front and rear decks and some fences are built out of exterior grade lumber. The very nature of this material makes it prone to warping, splitting and shrinkage. This is considered normal.

### *Homeowner Hints*

Due to expansion and contraction because of moisture and temperature change, you may need to re-nail areas that become loose. We highly recommend that you periodically apply a wood sealer to help preserve the material and minimize warping.

### *Warranty*

All decks and fences are excluded from warranty coverage unless noted otherwise on your Home Orientation List.

## **Doors**

### *Product Information*

Winter heating may change the moisture content of wood doors, causing temporary warping. Summer humidity may cause doors to stick due to swelling. Interior doors often stick or warp due to various weather conditions. Exterior doors may warp to some degree due to temperature differential between inside and outside surfaces. These are all normal conditions.

### *Homeowner Hints*

**Sticking:** If the sticking is caused by swelling in damp weather, use a sanding sponge and sand the edge that binds. If uneven alignment is the cause, check to see that hinge screws are tight and holding properly. If the door is still out of alignment, sand or plane the edge that binds. Always paint or seal areas you have sanded or planned to protect the wood from moisture and prevent further problems.

**Weather Stripping:** To maintain a good seal, occasionally you may need to adjust the weather stripping on your exterior doors. Do this by running a screwdriver firmly up and down the groove in the weather stripping. A well-sealed door should be somewhat hard to open and close. A slight air crack is normal. Sometimes hard wind may cause howling. Adjusting as above will solve the problem

- **Adjustable Thresholds:** Exterior doors are equipped with adjustable thresholds. These are easily adjusted as the seasons and humidity change to maintain a correct seal.
- **Painting:** Whenever you paint the house or trim, also paint wood or steel exterior doors. Natural finished doors may require more frequent re-coating.
- **Bi-fold or Sliding Doors Stick:** Keep tracks free of dirt and grit. Occasional application of silicone spray will enable doors to slide easily and prolong the life of your doors.

### *Warranty*

All doors are warranted to be free of defects in material and workmanship for a period of one year after closing. If doors or locks no longer latch, we will adjust doors one time only during the warranty period to restore alignment. Limitations include:

- Visible damage not noted on the Home Orientation List.
- Warping of interior doors that does not exceed ¼ inch from corner to corner.
- Warping of exterior doors unless the warping is to the extent that they become inoperable or cease to be weather-resistant.

## **Door Hardware**

### *Product Information*

Quality hardware has been used throughout your home. Lock trim is factory treated with a clear protective coating to provide both durability and beauty. However, many finishes will gradually tarnish.

### *Homeowner Hints*

Initial care requires periodic cleaning with mild non-abrasive soap and light buffing with a soft, clean cloth.

Normal usage may loosen screws securing the hardware to the door. Periodic checking and tightening is part of homeowner maintenance and is not covered under the warranty.

### *Warranty*

All hardware is warranted to be free of defects in material and workmanship for one year after closing. Limitations include:

- Visible damage not noted on the Home Orientation List.
- Normal usage wear and tear including tarnishing.
- Loosened screws that secure it to the door.
- Damage to doors and trim caused by a door bump due to excessive force.

## **Drywall/Sheetrock**

### *Product Information*

The interior walls of your home have been constructed of gypsum wallboard (drywall). Slight imperfections such as shrinkage, settlement cracks, nail pops and/or seam lines do appear during the drying and settling process of your home. This is a normal condition of drywall construction.

### *Homeowner Hints*

Most of these types of issues will surface after your home has gone through the drying and settling period, usually after about 12 months. After you have passed this one-year period and the house has sufficiently dried, you can use a product called spackle to fill in these areas.

We will return ONCE during the one-year warranty period, to repair only cracks exceeding 1/8 inch in width (not length), visible nail pops and seam lines visible from 6 feet under normal lighting conditions. It is to your benefit to wait until near the end of your one-year warranty period to note these cracks for repair. All nail pops, settlement cracks and visible seams must be marked by the homeowner before the repairman arrives. Painter's tape or post-it notes work well. The homeowner is responsible for sanding all patches and touching up paint. As this is the only time we do this, it is recommended that you confirm all marked items have been addressed before the workers leave.

### *Warranty*

All drywall in your home is warranted to be free of defects in material and workmanship for a period of one year after closing. Limitations include:

- Visible damage not noted on the Home Orientation List.
- Shrinkage or settlement cracks less than 1/8 inch in width.

## **Electrical System & Fixtures**

### *Product Information*

The electrical system and fixtures in your home have been installed by a licensed electrical contractor. Each phase of construction has been inspected by the local municipality and has met all applicable codes and electrical standards in your area.

### *Homeowner Hints*

Your electrical wiring and appliances are protected by a combination of circuit breakers, arc fault, and ground fault interrupters. The wiring in your home will accommodate several electrical appliances; however, occasionally you may find an outlet or circuit that does not operate properly.

Your home is equipped with ground fault circuit interrupt (GFCI) circuit breakers on some kitchen, bathroom, garage and outside receptacles. If you do not receive power to an outlet, you should first check to see if it is GFCI protected, as these circuits trip quite easily. Some circuits are protected by an outlet type GFCI. They are designed to trip with the slightest moisture contact. If you cannot get electricity at one of these receptacles, simply reset the GFCI by pressing the reset button. Some outlets that appear standard may be wired through a GFCI, so you may have to look in other areas or the breaker panel to find the appropriate GFCI to reset. Because GFCIs are extremely sensitive and prone to trip with little provocation, (the better to protect your life), be careful what you plug

into them. For example, refrigerators or freezers plugged into a garage or basement GFCI may lose power in some situations. It is best to have an electrician rewire a dedicated outlet for those situations.

Next, check the main electrical panel box. Look for a breaker that appears in the "middle" position. To restore the power, push the breaker to the OFF position first and then back to ON. If, after resetting the circuit breaker, it trips off again, you should immediately try to locate the cause and correct the problem. Until the problem is identified, leave the breaker in the OFF position.

Other causes of tripped circuits include: overloaded circuits, worn cords or defective plug connections, defects within the appliances themselves, or a defective breaker.

### *Warranty*

The electrical fixtures and systems in your home are warranted to be free of defects in material and workmanship for one year. Limitations include:

- Any visible damage to fixtures not noted on the Home Orientation Walk. Tarnished fixtures are not warranted.
- Any system problems that arise as a direct result of work performed on the system by any party other than our contractor.
- Any system problems that arise as a direct result of the addition of higher wattage lighting fixtures or appliances, which may overload the circuits.
- Replacing light bulbs/tubes, including doorbells with bulbs. Some bulbs may last years and others only days.
- Lights may temporarily dim or flicker when your HVAC system or other high-draw appliance starts up. This is normal.

## **Fireplaces**

### *Product Information*

Your home may be equipped with a prefabricated fireplace, either a gas fireplace that is directly vented to the outside or an electric fireplace which doesn't need venting.

### *Homeowner Hints*

**Direct Vent:** If your home is equipped with a direct vent gas fireplace it is intended to only use the gas log set. Do not attempt to burn natural wood or any other substances in this fireplace.

Lighting a gas fireplace for the first time or after a period of non-use may require several repeated attempts in order to clear any air in the lines. Also make sure the separate gas cut-off valve is turned on. This may be located on the outside or in a basement.

### *Warranty*

The fireplace in your home is warranted to be free of defects in material and workmanship for a period of one year after closing. Limitations include:

- Visible damage not noted on the Home Orientation List.
- Accidental spread of fire due to improper usage, care or maintenance.

### **Flooring and Wall Tile**

For the most accurate and up-to-date information, you should read and follow the manufacturer's recommendations for care and maintenance of all your flooring.

Be aware that an exact match involving discontinued patterns or color variations in floor covering that requires repair/replacement during the warranty period is not guaranteed.

The nature of wood construction makes it practically impossible to eliminate all floor squeaks during all seasons. For loud, frequent squeaks, a reasonable effort will be made to reduce them, but a squeak-free floor is not guaranteed. Talavera Homes will not remove floor coverings or cut into sheetrock to access squeaks.

### **Carpeting**

#### *Product Information*

All carpeting comes from the mill in standard twelve-foot widths. Every effort is made to limit the number of seams and locate them as unobtrusively as possible. However, seaming is unavoidable. Some grades, brands or colors of carpet may show seams more readily than others. This is not a reflection of the quality of carpet you have chosen.

After initial installation of the new carpet, you will notice that excess yarn may appear on the carpet surface. This is normal. Do not be concerned, this will dissipate with repeated vacuuming within a few months.

### *Homeowner Hints*

The following maintenance tips will help your carpet remain beautiful:

Have your carpets professionally cleaned. The frequency of cleaning depends on the type of yarn, color and the traffic the room receives. You should consult the carpet manufacturer's information on specific types of stains before attempting any type of spot removal. Also consult the manufacturer if you intend to shampoo using water, as some advise against this.

Be careful moving heavy furniture. Pushing heavy furniture may stretch and cause "bubbles" to appear.

### *Warranty*

The carpet in your home is warranted to be free of defects in material and workmanship for one year after closing. Limitations include:

- Spots, discoloration or damage not noted on the Home Orientation List.
- Due to varying dye lots, precise matching of your carpet to the carpet sample, cannot be controlled by us. For the same reason, replaced carpeting may not perfectly match existing.
- Unavoidable visible seams.
- Any carpeting purchased and installed by parties other than our contractor.

## **Laminate Flooring**

### *Product Information*

Your new home may have laminate plank floors installed.

### *Homeowner Hints*

Dirt and dust can be removed simply by sweeping or vacuuming. Sweep or vacuum your floor as often as required to remove loose dirt or grit before it can scratch the surface of the floor. Never clean these floors with water. Do not use any floor cleaner that has been premixed with water or one that must be mixed with water. Water can dull your finish and permanently damage your floor. Wipe up spills as soon as possible before they get sticky or dry and remove dried spills with a slightly damp cloth.

You may want to use outside door mats and an inside area rug to keep dirt and moisture from being tracked in. Do not use rubber, foam back or plastic mats as they may discolor the floor. Spike heel shoes cause dents and related damage to floors due to the high compressive force they generate.

Proper humidity levels should be maintained by use of an air conditioner, dehumidifier or by turning on your heating system periodically during the summer months. If damp or rainy weather causes slight expansion in your floor, the edges or boards may rub together and produce a squeak. Carefully applied liquid or powdered graphite between the squeaking boards will usually quiet them down.

### *Warranty*

The laminate flooring in your home is warranted to be free of defects in material and workmanship for a period of one year after closing. Limitations to the warranty include:

- Visible damage not noted on the Home Orientation List.
- Uneven joints resulting in ridges or indentions less than 1/4 inch within 32-inch area.
- Laminates damaged by excessive humidity levels.
- Squeaks caused by flooring shrinkage or temperature changes.
- Separation less than 1/4 inch width.
- We are not responsible for variations in color, stain or finishes.

### **Tile - Floor & Wall**

#### *Product Information*

The tile used in your new home provides a durable and decorative covering for the floors and walls. Cracks in grouting of tile joints are common due to normal shrinkage and flexing. Grout settlement cracks often show up around tubs and countertops. These are considered Homeowner maintenance. You can buy special caulk-like products at hardware stores. These are designed to match the grout and the application is quite simple. Shade and/or color variation is inherent in all fired clay products and grout.

#### *Homeowner Hints*

Abrasive cleaners should not be used to clean tile surfaces, as this may result in surface scratches. A special sealer for grout will make it more stain resistant. Staining agents should be mopped up promptly. Care should be taken to avoid damage to the tiles by securing shower rods too tightly on bath walls and/or dropping heavy objects on floor surfaces. Such occurrences can result in cracked and broken tiles. Spike heels WILL damage ceramic, slate and marble floors. Avoid damage by removing shoes.



### *Warranty*

All ceramic tiles in your home are warranted to be free of defects in material and workmanship for a period of one year after closing. Limitations include:

- Visible damage such as cracks, chips and scratches not noted on the Home Orientation List.
- Color match of grout or ceramic tile that requires repair during the warranty period or damage noted on the Home Orientation List.
- Any tile purchased and installed by parties other than our contractor.
- Variations of color, veining and surface textures in marble.

### **Vinyl Floor Covering**

#### *Product Information*

The resilient (vinyl) floor covering used in your home is no-wax flooring. You may experience conditions with your new floors such as raised nail heads or seams separating. Raised nail heads are caused by movement of the floor joists due to shrinkage and deflection. We have attempted to minimize this problem by using special nails and gluing the sub-floor to the joists to lessen the number of nails used. Separation at seams is caused by shrinkage or by failure of the adhesive materials in a particular area.

#### *Homeowner Hints*

Asphalt compounds tracked from streets can permanently stain resilient flooring. Placing mats at doors will minimize this. Some rubber backed mats can cause the floor to discolor over time.

Care for resilient flooring daily by removing loose dirt with a broom, dust mop or vacuum. Wipe up spills immediately. If a spot dries, use a damp sponge, cloth or mop. When floors are dull and cannot be refurbished by mopping, clean them thoroughly with a good detergent.

Use floor protectors on legs of furniture to minimize scratches and indentations. High heels will damage resilient floors. Be careful moving heavy furniture and appliances. Lift the object as sliding it can stretch or tear the vinyl.

### *Warranty*

The resilient floor coverings are warranted to be free of defect in materials and workmanship for one year after closing. Limitations include:

- Visible damage not noted on the Home Orientation List.

- Any damage to the floor due to improper care or use, such as improper maintenance; improper use of caustic cleaning agent; failure to use recommended floor protectors and furniture rests; improper rolling casters under furniture and appliances.
- Any floor covering purchased and installed by parties other than our contractor.

## **Garage Doors - Overhead**

### *Product Information*

The overhead garage door on your new home is mounted with rollers and springs for easy operation. Garage doors do NOT seal against the elements and may show some light at the edges. This is not considered a defect.

### *Homeowner Hints*

The door hardware does require periodic maintenance. You should lubricate the locking mechanism, pulley and rollers at least twice a year.

When locking the door, you should step down on the lock plate to line up the locking mechanism to avoid damage to the lock.

If you have a motorized garage door opener, you should disable the manual locks to avoid potentially expensive damage due to the motor trying to raise a locked door.

### *Warranty*

All garage door systems are warranted to be free of defects in material and workmanship for one year after closing. Limitations include:

- Visible damage not noted on the Home Orientation List.
- Any problems arising as a direct result of the addition of any equipment to the system by parties other than our contractor, including garage door openers, etc.

## **Garbage Disposal**

### *Product Information*

If your home is equipped with a garbage disposal, it will be a continuous feed. Instructions on the side of the unit will give precise directions for its operation.

### *Homeowner Hints*

Many homeowners wrongly believe that because their disposal can grind up most food waste, it is also capable of eliminating grease and other substances they would not otherwise pour down a drain. In fact, you should be especially careful not to clog disposal drains with grease. When grinding greasy substances, be sure to use plenty of COLD water. Always use cold water when the disposal is on. Should the drain become clogged, do NOT put chemicals down the disposal.

### *Reset Buttons:*

Most disposals have a reset button that works in much the same way as a circuit breaker. Should the disposal become overloaded with substance obstruction, disrupting the disposals operation, wait about three minutes and push the reset button and turn the switch on. If it still does not start, turn it off again and check to see if you have tripped a circuit breaker.

Be sure the circuit breaker is OFF before inserting your hand or any other object to remove material when the disposal is stalled. A disposal wrench is included with the disposal and can be used to free objects that might get trapped inside the unit by manually moving the jaws.

### *Warranty*

All garbage disposals are warranted to be free of defects in material and workmanship for a period of one year after closing. Limitations include:

- Visible damage not noted on the Home Orientation List.
- Injury as result of improper use.
- Damage due to foreign objects not designed for disposal including but not limited to: grease, chemicals, bones, utensils, etc.

## **Gutter & Downspout System**

### *Product Information*

The gutter and downspout system on your new home is made of aluminum or galvanized steel.

### *Homeowner Hints*

Gutters and downspouts should be kept free of tree limbs, leaves, balls or any other obstruction that will stop the system from functioning properly and/or may cause leaks. Even properly designed and installed gutters may overflow in heavy rains.

You should make sure that all downspouts are directed away from the building to eliminate standing water at the foundation. It is advisable to check attachments once a year, as normal expansion and contraction will cause them to become loose.

### *Warranty*

Gutters and downspouts are warranted to be free of defects in material and workmanship for one year after closing. Limitations include:

- Visible damage not noted on the Home Orientation List.
- Leaks due to build up debris in gutter.
- Standing water in gutters must exceed one inch in depth.

## **HVAC (Heating, Ventilation & Air Condition)**

### *Product Information*

The furnace and central air conditioning system has been installed by a licensed heating contractor. Each phase of construction has been inspected by the local municipality and has met all applicable codes and heating standards in your area.

### *Homeowner Hints*

In the event the furnace is not operating, or you are not receiving a sufficient amount of heat, you should check:

- *Thermostat controls are set properly.*
- *Circuit breaker is turned to ON.*

- *The electric switch that controls the furnace is on. (Note: the switch will be on or near the furnace)*
- *Be aware that some after-market thermostats may not be compatible with your system.*
- *Gas systems have an electronic ignition; they are not equipped with a pilot light.*
- *All room registers are opened properly to allow for an even flow of heat.*
- *If the furnace filter should be cleaned or replaced. It is imperative that this be done on a regular basis as indicated in the furnace service manual. A dirty filter can dramatically reduce the efficiency and life span of your system.*

By leaving interior doors open, you will find that you have better air circulation throughout your home.

#### *Heat Pumps:*

Your home may come equipped with a heat pump system rather than a gas furnace. If this is the case, you should understand that a heat pump works differently and produces a lower temperature flow of air at the register than normally found with a gas furnace. The air will not feel "hot", but it will be warmer than the air in the room by as much as 20 degrees.

#### *Warranty*

Operation of the heating and air conditioning system in your new home is warranted to be free of defects in material and workmanship for one year after closing. The equipment itself carries a five-year parts only warranty that can be extended to ten years by registering with the manufacturer within 60 days of closing.

#### *Limitations include:*

- Visible damage not noted on the Home Orientation List.
- Any system problems that arise as a direct result of work performed on the system by parties other than our contractor. This includes installation of a different thermostat.
- Any system problems that arise as direct result of improper maintenance or a clogged filter.

#### *Performance Standards*

The ASHRAE standard states that the heating system is capable of producing an inside temperature of 68 degrees during normal winter conditions in the area where your home is located. The measurement is taken from the center of the room and at a height of 5 feet above the floor, except

in vaulted areas. It also allows the system to operate up to 72 hours to reach this temperature. Air conditioning is designed to cool a home at least 15 degrees less than the outside temperature. This means that during unseasonably hot or cold weather the system may not produce the temperature you have set at the thermostat, but as long as the temperatures meet these stated tolerances, your system is operating properly. Due to a variety of factors, (home orientation and layout, window locations, etc.), you may experience slightly differing temperatures between different rooms. A temperature range difference of 4 - 6 degrees is normal and acceptable.

### **Grading / Site Drainage**

Grades and swales have been established to insure proper drainage away from the home. Standing or ponding water within 10' of the foundation should dissipate within 48 hours. Water may stand longer during periods of heavy rains, especially when heavy rains occur on successive days. No grading determination will be made while frost or snow is on the ground or while the ground is saturated. A mature and healthy lawn and plantings are integral to storm water management. It is the responsibility of the homeowner to maintain their landscaping and the existing swales, berms, etc., to ensure the drainage system functions as intended.

#### *Limitations include:*

- Flowing water renewed by rain or other sources.
- Soggy soils without standing water can be normal and is not warranted. As the yard settles and landscaping matures, this situation will likely self-cure.
- Puddles beyond 10' from the home.
- Water refreshed by AC condensation drainage.
- Water refreshed by watering, either your yard or coming from off-site.
- Puddles in natural or undisturbed areas.
- Standing water created by alterations in the drainage pattern due to activities by anyone other than our authorized Trades, including utility work, fences, irrigation systems, garden beds, walkways, retaining walls, firepits, porch/patio additions, sand box, etc.

### **Landscaping**

#### *Product Information*

The care of the lawn and landscaping is the homeowner's responsibility. Because we have no control over the conditions to which your yard is subjected nor the amount of care given your

landscaping after closing, there is no warranty on lawns, shrubs, trees nor any other vegetation. Erosion control is the homeowner's responsibility as well.

Exact house placement, driveway size, shape, and location, amounts and locations of trees and plantings, drainage patterns and clearing limits are determined by us in accordance with any applicable community and municipal requirements.

### *Homeowner Hints*

Your new lawn is strictly a starter lawn and will require a great deal of care by the homeowner to thrive. Plan on spending at least 3 growing seasons working on your yard before you can expect it to mature. Newly installed lawns need regular watering and periodic applications of lime and fertilizer are highly recommended. Consult with qualified lawn specialists to determine the specific needs of your yard.

During the hotter months, each air conditioner can generate up to 20 gallons of water a day. This means you can expect the area around the condensate drain line(s) to stay wet and soggy. This is the nature of the system and does not qualify as a drainage issue.

Care must be taken with areas washed by heavy rains. If these washes are immediately raked smooth, your yard will quickly become established. In low spots, you can add sand as a filler over the sod to help with growth.

### *Warranty*

We are responsible for setting proper grade and drainage swales and providing the appropriate landscaping. (See Site Drainage for more information.)

### *Limitations include:*

- Visible damage including dead sod, etc., not noted on the Home Orientation List.
- Establishment and proper maintenance of the lawn.
- Any damage to or alteration of a yard by the homeowner, utility company or any other work not authorized by us.
- Any conditions that are out of our control such as severe weather events or other external force.
- At the time of closing, the yard will be free of washes or erosion.

- Recently disturbed earth is prone to settlement, especially around basement homes and septic systems. During the warranty period, settlement more than 5 inches in depth will be repaired. This work may be completed as equipment is available and weather permits.

## **Masonry (Brick & Stone)**

### *Product Information*

A high-quality masonry product may have been installed on your home.

### *Homeowner Hints*

Little maintenance is required except routine cleaning with water. To remove stains, a very mild solution of muriatic acid and water is recommended. See specific product labels for directions and warnings.

### *Warranty*

The masonry work is warranted to be free of defects from materials and workmanship for one year after closing. Limitations include:

- Visible damage not noted on the Home Orientation List.
- Cracks greater than 3/8 inch will be touched up one time during the first year.
- Settling of masonry stoops and steps will not exceed 1" as related to the home.

## **Paint (Exterior)**

### *Product Information*

High quality paint has been used on the exterior of your home.

### *Homeowner Hints*

Depending on climatic exposure, some paints will fade more than others, particularly dark colors. Checks, cracks and peeling are quite often caused by climatic conditions rather than the paint or its application. Caulk will shrink and separate over time and is considered normal homeowner maintenance. There is no touch up on caulk or paint after closing.

### *Warranty*



Exterior painting is warranted not to peel or deteriorate during the first year of coverage. Limitations include:

- Visible damage not noted on the Home Orientation List.
- Color fastness of exterior stain and paint.
- Variation of stain absorbing by exterior wood.
- Knots holes shrinking, cracking or falling out.
- Tannic acid stains bleeding through any painted or stained surfaces.

## **Paint (Interior)**

### *Product Information*

High quality paint has been used on the interior of your home. Your home has flat wall paint on the walls and ceilings. The paint used for trim is generally a semi-gloss finish for ease of cleaning. You received a coupon for paint from the local paint store at Homeowner Orientation; just perfect for those minor move- in nicks, scratches, and other cosmetic touch ups.

### *Homeowner Hints*

Depending on exposure to sunlight, some paints will fade more than others, particularly dark colors. Caulk will shrink and separate over time and is considered normal homeowner maintenance. There is no touch up on caulk or paint after closing.

### *Warranty*

Interior painting is warranted to be free of defects in materials and workmanship for a period of one year after closing. Limitations include:

- Visible damage not noted on the Home Orientation List.
- Restoration of painted surfaces to the original surface finish supplied with your home. (If you repaint or paper a wall during your one-year warranty period that is subsequently repaired under warranty, we will NOT assume responsibility for restoring the wallpaper or any special paints you may have used.)
- Touched-up areas due to any repair are not guaranteed to exactly match the original paint.

## **Plumbing System & Fixtures**

### *Product Information*

The plumbing system and fixtures in your home have been installed by a licensed plumbing contractor. Each phase of construction has been inspected by the local municipality and has met all applicable codes and plumbing standards in your area.

### *Homeowner Hints*

#### *Drains*

Each plumbing fixture in your home has a J-shaped pipe designed to provide a water barrier between your home and the sewer system, thus preventing the odor of sewer gas from entering your house.

If you seldom use a fixture, turn it on at regular intervals to replace evaporating water and keep the barrier intact. Because of their shape, traps are the point where drains are most likely to become clogged.

#### *Bathtubs, Sinks and Showers*

Most of the fixtures in your home employ water saving flow restrictors. This means that it could take several minutes for water from the water heater to reach the further faucets. This is not a defect.

Fiberglass or acrylic tubs and showers may have been installed in your home. These materials are flexible, and you will experience a certain amount of "give" when using them. This is normal.

Never use abrasive cleaners such as scouring powders, or pads, steel wool, scrapers, sandpaper or anything else that could scratch or dull the surface. Use warm water and liquid detergents, especially those recommended for cleaning fiberglass. Apply with clean, soft rags or a sponge and rinse thoroughly. When using cleaning materials, make sure to read and follow all package instructions.

Avoid hitting the tub or shower with sharp objects or dropping objects that may chip or crack it.

If a drain in these fixtures becomes clogged, first use a plunger. Be sure the rubber cup covers the drain and that the water comes well up over the cup edge. Working the plunger up and down 10 or 20 times in succession will build up pressure in the pipe and be more effective than sporadic separated plunges. If the plunger does not solve the problem, use a plumber's snake. Always turn the handle of the snake in the same direction when removing it as you did when inserting it. This will

prevent matter attached to the snake from coming loose before the snake is removed. Use a quality drain opening product (Drano, etc.) and be sure to follow the directions.

You can help avoid stopped-up drains by never pouring grease into a drain or toilet.

### *Stainless Steel Sinks*

Your new home may include a stainless-steel sink. This sink should give you years of satisfactory service, but it does require maintenance to enhance its shine and luster.

*Rubber Mats:* Due to the resiliency of stainless steel, rubber mats are not essential to protect your sink or glassware dishes, and therefore are not recommended. Residual water deposits and food particles trapped underneath rubber mats could cause discoloration.

*Discoloration, Pitting and Rust:* Can be caused by harsh chemicals, wet sponges, cloths, cleaning pads and rubber mats left on the sink surface. Prolonged contact with rusted metal can also cause rust on the sink.

*Steel Wool Pads:* Should never be used to clean your sink. Iron particles imbedded in the grain lines from these pads can cause rust and pitting of the sink surface.

*Liquid Soap:* Most liquid detergents contain chemical additives which will affect the original shine of the finish if left to dry on your sink. In some instances, full strength residual liquid detergents have caused pitting and staining of the sink surface.

*Bleaches:* The chlorides in bleach can react with your stainless-steel sink and cause corrosion. They should not come in contact with the surface of the sink for extended periods. If they are used, rinse thoroughly. If clothes are left in the sink to soak, bleaches may cause rusting and pitting at the water line.

*Spotting:* Water quality can also affect the appearance of your sink. Where hard water or water with high iron content is present, a brown stain may appear, giving the appearance of rust. In areas that contain water with a high concentration of minerals, or over-softened water, a white film may appear in the sink. We suggest that the sink be towel dried after each use if this condition exists.

### *Toilets*

Water saver toilets do not have the same flushing capability to which you may be accustomed. Never flush hair, grease, lint, diapers, cloth, paper towels, wipes, rubbish, etc. down the toilet drain. These wastes will clog the drains and sewer lines. Clogs by these products are not warranted.

### *Toilet Leaks*

If the water chamber seems to be leaking, the dripping may be coming from condensation on the outside of the tank. If this is a problem, you may want to use a cloth tank cover. If water leaks into the bowl through the overflow pipe, try bending the rod that holds the float so that the float is closer to the bottom of the tank. Flush the toilet, and if it still leaks, you will probably need to have the inlet valve washer replaced.

If the water trickles into the bowl, but is not coming through the overflow pipe, it is coming from the flush flapper. Water will leak through the bowl if the flapper is worn or if there is dirt or rust on it. If that is the case, remove dirt and rust. If the flapper is worn, turn the water off and replace it with a new one. Excessive use of bleach or bleach tablets can accelerate deterioration of the flush mechanism.

### *Faucets*

To maintain your faucets' water pressure, you will need to check the aerators for clogging if you experience a problem with flow capacity. This attachment to the faucet adds air to the water to reduce splashing and use less water.

### *Exterior Faucet*

Be sure to remove garden hoses from the exterior hose bibs and turn the faucet off at the separate cut-off valve prior to temperatures falling below 32 degrees. Failure to do so will cause damage, as the frozen water in the hose will be forced back into the faucet as it expands. By state law, these frost-proof hose bibs have a back-flow prevention method to prevent foreign matter from entering the home's water supply.

### *Shut Off Valves*

Every home has a main shut-off valve inside the home, which will cut off the water supply coming into the house. There is also a cut off valve for each outside hose faucet. Due to the design of different houses, these are not always in a standard location~

## **Water Heaters**

All water heaters have a control mechanism to govern water temperature but changing the temperature can affect the efficiency of some appliances and create a scalding concern. Your water heater requires little maintenance to operate efficiently but most manufacturers recommend draining them once a year. Directions are normally on the side of the unit.

## **Septic Systems (if applicable)**

### *Product Information*

The septic system is an effective, long-standing method for collecting, treating, and disposing of sewage for rural and suburban homes. Septic systems are used in many counties. Several different types of septic systems are available, each with its own design. The traditional, conventional system is most common; however, other systems may be used based on soil or building constraints.

### *Homeowner Hints*

Both the septic tank and the drain field must be properly maintained by checking and servicing approximately every 2 to 3 years. While this could be done by the homeowner, it is a messy, unpleasant task and there are potential safety issues because of the germs in the sewage and toxic gases. For most people, it would be appropriate to hire a company that specializes in septic system maintenance and service to inspect and clean the system.

With conscientious maintenance, the system should work correctly for many years. Such maintenance begins with water use and waste disposal habits. Your family will determine which materials enter the system, so you should establish rules for proper use and maintenance.

- Do not put too much water into the septic system; typical water use is about 50 gallons per day for each person in the home.
- Do not drain or flush chemicals, cigarette butts, tissues, sanitary napkins, cotton swabs, cat box litter, coffee grounds, disposable diapers, applicators, etc.
- Restrict the use of a garbage disposal.
- Do not pour grease or cooking oils down the sink drain.
- Have the effluent filter in the septic tank cleaned periodically by a professional.
- Have the solids pumped out of the septic tank periodically.
- Maintain adequate vegetative cover over the drain field.
- Keep surface water away from the tank and drain field.
- Keep automobiles and heavy equipment off the system. Do not plan any building additions, pools, driveways, or other construction work near the septic tank or field lines.

### *Warranty*

- Pumps (if applicable): Manufacturer's warranty for 2 years
- Control Panel (if applicable): Manufacturer's warranty for 1 year.

Items not covered under warranty: Pump Floats, Drain Fields/ Lines, Premature system failure due to homeowner negligence, tanks, filters, risers, and d-boxes.

### **Cold Weather Precautions**

We sometimes experience winter temperatures significantly below freezing in this area. When this occurs, you should take some extra precautions to protect your home from damage caused by frozen water pipes. A little preparation will save you a lot of unnecessary frustration. When the forecast is for severe temperatures, you should do the following:

- Disconnect hoses from exterior faucets and be sure each faucet is turned off completely after bleeding. Turn off the interior cut-off valves and "bleed" each faucet of all water after removing the hose.
- Open lower cabinet doors on sinks and vanities on outside and garage walls. This allows the warm air from inside your house to heat these areas.
- Leave a small trickle of cold and hot water running in the faucets overnight.
- Protect valve (meter) box, if necessary.
- When leaving the house for extended periods during extremely cold weather, turn off the water to the house (at the valve box) and bleed the water lines.

**NOTE: It is very important that the valves to your hose faucets be shut off and then drained at the start of freezing weather each year. We are NOT responsible for frozen or broken water lines due to the homeowner not closing the shut-off valves and draining the water to the hose faucets.**

### *Warranty*

The plumbing fixtures and plumbing systems are warranted to be free of defects in material and workmanship for one year after closing. Limitations include:

- Visible damage to the plumbing system fixtures not noted on the Home Orientation List.
- Any system problems that arise as a direct result of work performed on the system by parties other than our contractor.
- Any drainage system blocked because of any foreign matter not within its designed usage.
- Expenses for repairs of a blocked drainage system not caused by a construction defect will be the responsibility of the homeowner.

## **Roofs**

### *Product Information*

We use a fiberglass type shingle with a "seal tab". These shingles are manufactured with a mastic material on the underside of each shingle. After the initial installation of the roof, the heat generated by the sun then seals the top shingles to the ones below.

### *Homeowner Hints*

Although periodic inspections of the roof, chimney, caulking around vents, etc. is necessary, you should avoid excessive foot traffic on the roof, as damage to shingles may result. It is the homeowner's responsibility to keep gutters and valleys free from the build-up of pine straw, leaves and debris. This can create a dam for the natural flow of water and can result in a roof leak.

### *Warranty*

Roofing shingles are warranted to be free of defects in material and workmanship for one year after closing. Limitations to the warranty include:

- Visible damage to roofing materials not noted on the Home Orientation List.
- Damages due to winds exceeding 60 mph in velocity.
- Leaks and subsequent damage due to ice build-up on roof.
- Leaks and subsequent damage due to any attachment or installation through the shingles of any structure, etc. installed by parties other than our contractor.
- Roof truss/rafter/beam deflection of no more than 1" in 8'.
- Roof sheathing wavy or bowed no more than ½" in 2'.

## **Siding**

### *Product Information*

*Fiber Cement Siding:* Fiber cement siding is a man-made product and is likely to expand and contract, which may cause some slight warping of the material. There are many variables that determine the amount of expansion and contraction, including humidity, exposure to the sun, and shade of paint used.

*Vinyl Siding:* Vinyl siding is a man-made product and is similar to fiber cement siding with respect to expansion and contraction. However, the manufacturer of this product does guarantee it against rusting, peeling, corroding, or flaking under normal conditions for as long as you own the property.

#### *Homeowner Hints - Fiber Cement Siding*

Though the butt-joints are flashed so no caulking is required there, you need to routinely re-caulk and paint all other exterior areas of your home. We recommend a fresh coat of paint every three to five years. This will help prolong the life of the materials.

#### *Homeowner Hints - Vinyl Siding*

**Moderate Atmospheric Dirt:** An occasional wash down with a garden hose and soft-bristled brush is recommended.

**Heavy Industrial Atmosphere:** Wash in the same manner as above but replace clear water with a solution of water and household detergent. To minimize streaking, wash from the bottom to the top. Immediately after cleaning, rinse the surface thoroughly with a garden hose. Avoid vigorous rubbing to prevent undesirable glossy areas over the finish.

**Mildew Accumulation:** Mildew can collect on surfaces of all types of building products, including glass. Mildew is easy to remove by using a basic cleaning solution with the addition of sodium hypochlorite (Clorox 5% solution).

**CAUTION: Stronger concentration of cleaners can cause damage to the vinyl finish. Rinse the surface well with clear water immediately after cleaning. Avoid skin contact or getting solution in eyes. In all cases follow the cleaning manufacturer's instructions.**

**Caulking Compounds, Tar and Similar Substances:** Use mineral spirits in reasonable amounts and apply them directly to the foreign substance. Immediately after cleaning, rinse thoroughly with water.

Avoid abrasive type cleaners and strong solvents. Excessive scrubbing is unnecessary and more harmful than helpful. Always wash or hose siding from above. Spraying water under the siding can lead to potential leaks.

#### *Warranty*

All exterior siding is warranted to be free of defects in material and workmanship for one year as specified in accordance with the Warranty Insurance program. Limitations include:

- Visible damage not noted on the Home Orientation List.



- Normal expansion and contraction as specified by the manufacturer of the product. Industry standard allows a tolerance of up to ½ inch bow in 32 inches.
- Damage arising from improper maintenance of the product.

## **Smoke and CO2 Detectors**

### *Product Information*

Smoke and CO2 detectors have been installed in accordance with municipality building codes.

### *Homeowner Hints*

Understand what type of device you have. Most are tied into the electrical system with a battery back- up feature if you lose power. Keep fans and drafts away from detectors as the dust particles may set them off. Run the range hood fan when cooking to avoid heat/smoke setting off detectors. Change the battery when it chirps like a bird. This means the battery is low. Excessive dust accumulation can trigger false alarms. If this happens, blowing out the alarm with compressed air may solve the problem.

### *Warranty*

Smoke detectors are warranted to be free of defects in material and workmanship for one year after closing. Limitations include:

- Visible damage not noted on the Home Orientation List.
- Short-out or burn-out due to lightning or electrical back surge.

## **Termite Protection**

### *Product Information*

Your home comes with a one-year termite protection process and repair policy.

### *Homeowner Hints*

Talavera Homes provides the first year's coverage free to you. After 12 months, you will be given the opportunity to renew coverage through the original pest control company or one of your choosing.

### *Warranty*

Understand that this only covers termite control, any other observed pests would need to be dealt with separately.

### **Trim (Interior)**

#### *Product Information*

Solid and processed wood is affected by heat, cold and humidity extremes and therefore may contract or expand with weather changes. As a result, minor shrinkage and swelling is unavoidable. The resulting separation is normal and is considered homeowner maintenance. A good quality caulk can be used to restore its appearance.

The primary areas that may be affected include stairs, crown, chair rail, doors, baseboards, and fireplace mantels, and may result in slight cracks or minor separation. Although it is impossible to completely alleviate the problem, keeping the house at an even temperature is an excellent precautionary measure.

#### *Homeowner Hints*

When cleaning any wood trim, make sure to use only a clean, dry dust cloth. Use of water or chemical cleaners may affect some finishes.

### *Warranty*

All interior wood is warranted to be free of defects in material and workmanship for a period of one year after closing. Limitations include:

- Visible damage not noted on the Home Orientation List.

### **Ventilated Shelving**

#### *Product Information*

Your new home comes with ventilated shelving.

#### *Homeowner Hints*

Ventilated shelving has many advantages over wood shelving such as durability and strength. However, the ventilated shelving does have limits of strength. *The maximum safe load is 75 pounds per linear foot. Do not overload shelves.*

### *Warranty*

We are not responsible for replacing or repairing property damaged due to improper use. Limitations include:

- Visible damage not noted on the Home Orientation List.

## **Windows & Sliding Glass Doors**

### *Product Information*

The vinyl windows used by us are selected due to their high energy efficiency ratings. By their very nature, windows are a source of heat loss, and you may feel cold radiating even from a properly installed and functioning window.

### *Homeowner Hints*

Since you live in a modern energy-efficient home, you may experience ice buildup and sweating on windows when you have a combination of cold weather and high humidity. This is a common occurrence and does not necessarily indicate a defect in the window or its installation. By reducing the humidity level in the house, you will reduce and possibly eliminate this situation. If you are experiencing an extreme ice build-up or sweating problem on your windows, you should investigate your humidity level in the home. Water damage due to over-humidification is expressly excluded from your one-year warranty coverage.

Keep all windowsill channels and sliding glass door tracks free of dirt and particles for proper seal and operation. If you feel a draft from your sliding glass door or window, make sure to check the track for buildup of dirt before requesting warranty service.

To ensure proper drainage, you should also periodically check the weep holes in windows and doors to see that they are free of any blockage.

If you find that you have an actual draft or water leak, contact our Warranty Department to investigate and take corrective action, if required. Please note that some drafts are inevitable.

### *Warranty*

Windows are warranted to be free of defects in material and workmanship for one year after closing. Limitations include:

- Visible damage to glass, screens, etc., not noted on the Home Orientation List.
- Damage due to over-humidification of the home by the homeowner.
- Cracks in glass due to settlement.
- Cracked caulking around all windows due to shrinkage, settlement, etc.



Dear Homeowner,

We're truly grateful that you trusted Talavera Homes to build your quality home, It means a lot to us.

To show our thanks, we'd like to introduce you to our Homeowner Referral Program. It's a way for us to give back to you when you refer new customers to us. For details, please contact your sales agent.

We hope you find the Handbook helpful and informative. If there's anything we've missed or if you have any suggestions, we're all ears. Your input is valuable to us.

Wishing you many happy moments in your new home!

Warm regards,

Eric H. Stensrud

President, Talavera Homes



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## HOMES