

**WELCOME TO
YOUR NEW
WATTS
GROUP
CONSTRUCTION
BUILT HOME!**



Your new home has a one year builder's warranty

This warranty covers problems that occur due to defective material or workmanship. Problems that occur due to homeowner damage or negligence are not covered through the builder's warranty.

If a warranty item occurs, please first call the Watts Group Const. office during normal business hours and we will gladly set up a time to fix these problems.

For emergency situations during nights and weekends, reference the numbers listed below. Please understand that these numbers are to be used only for *emergency* situations – things that cannot wait until normal business hours to be addressed.

Emergency Contact Numbers

Watts Group Construction. Ph: 319-338-4100 Mon-Fri (8 am – 5 pm)

After-hours emergencies only: Brent: 319-631-0346

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Introduction

At Watts Group Construction, our mission is superior customer satisfaction through years of experience, continuous quality improvement, innovative designs and a community-minded spirit. Our reputation depends on it!

In order to ensure your superior satisfaction, we offer this comprehensive guide as a supportive reference material concerning your new Watts Group Construction built home. Here you can find detailed information concerning maintenance procedures, your warranty and what to expect in your new home.

Watts Group Construction. prides itself on a policy of customer satisfaction. We strive to do all we can to ensure that you enjoy living in your new home just as much as you enjoyed selecting and purchasing it.

We greatly appreciate your feedback concerning your experience with the building and/or buying process; therefore, we encourage you to complete the Customer Satisfaction Survey, which was emailed to you prior to your closing. Didn't receive our email? You can request a copy from us over the phone or at info@wattsgroup.com.

We appreciate your business and your trust, so please feel free to contact Watts Group Construction with any questions or concerns that may arise as you settle into your new home. We can be reached by phone at (319) 338-4100 or online at wattsgroup.com.

Utility Numbers by Subdivision

Country Club Estates

Electricity:	Eastern Iowa Light & Power Co-op	(800) 728-1242
Gas:	MidAmerican Energy	(888) 427-5632
Water:	City of Iowa City	(319) 356-5066
Mail:	Iowa City Post Office	(800) 275-8777
Telephone/Internet/TV:	Mediacom	(800) 332-0245
	Century Link	(800) 603-6000

Dahnovan Estates:

Electricity:	Alliant Energy	(800) 822-4348
Gas:	MidAmerican Energy	(888) 427-5632
Water/Garbage Tags:	City of North Liberty	(319) 626-5700
Mail:	North Liberty Post Office	(319) 626-2940
Telephone/Internet/TV:	South Slope	(319) 626-2211

Galway Hills

Electricity & Gas:	MidAmerican Energy	(888) 427-5632
Water:	City of Iowa City	(319) 356-5066
Mail:	Iowa City Post Office	(800) 275-8777
Telephone/Internet/TV:	Mediacom	(800) 332-0245
	Century Link	(800) 603-6000

Harvest Estates

Electricity:	Linn County REC	(800) 332-5420
Gas:	MidAmerican Energy	(888) 427-5632
Water/Garbage Tags:	City of North Liberty	(319) 626-5700
Mail:	North Liberty Post Office	(319) 626-2940
Telephone/Internet/TV:	Mediacom	(800) 332-0245
	South Slope	(319) 626-2211

Iowa River Landing, Old Town & Westview Estates

Electricity & Gas:	MidAmerican Energy	(888) 427-5632
Water:	City of Coralville	(319) 248-1715
Mail:	Coralville Post Office	(319) 354-1061
Telephone/Internet/TV:	Century Link	(866) 642-0444
	Mediacom	(800) 332-0245

Watts Group Construction Limited Warranty

Experienced tradesmen, under the supervision of Watts Group Construction personnel, have built your home. It has been constructed in accordance with standard home-building practices and inspected and approved by the appropriate governmental agencies and lending institutions.

To ensure your complete satisfaction, Watts Group Construction warrants that the home will be free of structural defects for a period of one year and non-structural defects for one year from your closing date.

We allow our subcontractors 3-4 weeks for repairs that are not of emergency nature. Occasionally, due to circumstances beyond our control, this process may take more time. However, if the work is not performed within four weeks, please give us a follow-up call and we will check on the situation immediately.

****All warranty requests must be submitted in writing****

Mail: 425 E. Oakdale Blvd., Ste. 101, Coralville, IA 52241

Email: info@wattsgroup.com

Non-Structural Defects

Watts Group Construction will make minor repairs (such as door sticking, adjusting weather stripping, paint touch ups after repairs, leaking faucets, grout cracks or popping floor tiles) once during the period of time one year following your closing. After the one year period, the items noted above, plus normal paint weathering and minor drywall, masonry, stucco and concrete cracking are no longer covered by this warranty.

This service policy does not cover items that, in the judgment of Watts Group Construction, have suffered misuse, abuse, or neglect; nor does this policy cover normal maintenance items such as light bulbs, faucet washers, air conditioning/heating filters, etc.

Some items in every home are easily damaged, especially during the move-in period. Because of this, the condition of items listed on your Walk-Through Inspection Report must be noted on the form. Items not noted on this form are not covered under your warranty.

Major Structural Defects

For a period of one year following your closing, Watts Group Construction will make repairs, such as major structural defects, ONLY when the problem is due to defective workmanship or material, not when caused by other factors. Storm damage is specifically excluded from this warranty and should be taken up with the homeowner's insurance company.

Warranties on items such as air conditioners, heating units, hot water heaters, plumbing fixtures or appliances are solely those of the original manufacturers.

Warranty Coverage by Item

This section outlines the warranty coverage as it applies to specific features of your home. Be sure to familiarize yourself with the care and maintenance sections (beginning on pg. 17) as well, in order to best understand how to properly care for your home's features.

Air Conditioning & Heating

Your new home is equipped with a high quality air conditioning and heating system that complies with local and state energy codes. Please read the manufacturer's service manual, operating instructions, maintenance guidelines, warranties and energy saving recommendations provided to you.

Watts Group Construction warrants the quality of workmanship for one year; material and equipment are covered per the manufacturer's warranty. Programmable thermostats not provided and installed by a contractor may void all warranties. If you were not provided with the proper warranty information, you can call the manufacturer and they will mail the information to your home.

Appliances/Equipment

The appliances/equipment in your home are protected by the manufacturer's warranty. Please read the manufacturer's instructions on usage and care before you use your appliances. Fill out and mail in all warranty cards. Appliances and equipment will not be serviced, repaired, or replaced by Watts Group Construction; please contact the manufacturer.

If you were not provided with the proper warranty information, you can call the manufacturer and they will mail the information to your home.

Cabinets

Watts Group Construction warrants the quality of workmanship for one year and material per manufacturer's warranty. The wood in your cabinets is a natural product; therefore it is subject to drying and can warp. This could cause drawers to stick and prevent doors from closing properly. Color can also differ with wood grain and stain used. It is not unusual for the color of the installed cabinets to be different from the samples shown at the time of selection.

With proper care, the beauty and utility of your cabinets will last for many years. Scratches, chips and cracks will not be warranted after closing unless specifically noted on the Walk-Through Inspection Report. Warped doors or drawer fronts will be corrected if warping is in excess of 3/16". Tightening cabinet hardware that loosens over time is a homeowner responsibility.

Flooring—Carpet & Hardwood

Carefully examine all carpets during the Homebuyer orientation. Carpet damage or stains will not be repaired after occupancy unless specifically noted on the Walk-Through Inspection Report. In addition to any stain or wear warranty offered by the manufacturer, Watts Group

Construction warrants that the carpet and workmanship are free from hidden defects for one year after your closing. A declaration of excessive wear and any associated warranty claims will be determined solely by the manufacturer.

All wood flooring is installed to meet industry standards. Changes in moisture levels within your home can lead to expansion and shrinkage of hardwood floors, which is common and not warranted. Keep moisture at a consistent level to minimize expansion and contraction. Separations are considered excessive if they exceed 1/4" between wood flooring segments. In these cases, the area will be repaired by filling and staining. Only scratches or gouges noted on the Walk-Through Inspection Report will be repaired. Prolonged exposure to sunlight will eventually fade or bleach hardwood. This is often most obvious when moving furniture or rugs that have covered hardwood floors while surrounding areas have been exposed to sunlight. This is a natural occurrence and therefore not warranted by Watts Group Construction.

Countertops

The countertops in your new home may be constructed of granite, laminate, cultured marble or Corian. Any scratches, cracks, flaws or damage to your countertops must be noted specifically during your Homebuyer's orientation in order to be covered by the limited warranty.

All laminate countertops come with a one year manufacturer's warranty. Warranty does not include cost of labor or delivery. Damage at a seam from water saturation also is not covered by the policy. All cutouts for sinks, faucets, insta-hots, etc. and the backsplash must be properly sealed or caulked to prevent water from migrating into the seam or cutout – Defects of this nature are not covered by the manufacturer's warranty.

With all materials, seams and joints are unavoidable, but should not display horizontal or vertical misalignment greater than 1/16". Granite has no warranty, as it is a product of the Earth, formed from igneous rocks by magma.

Concrete, Masonry & Driveways

Watts Group Construction warrants all concrete, brick, stone and block in your home against substantial defects for one year. "Substantial defects" are defined as cracks in the home and garage slabs, driveways, walks and other masonry, which significantly interrupt the surface or which reduce the required structural strength of the piece. Cracks reaching 1/4" in width or 3/16" in vertical displacement will be patched one time during the warranty period.

Subsequently, floor slab maintenance is a homeowner responsibility. Minor cracks, which are normal in this area due to extremes of temperature and moisture, are not covered. Repeated hosing of concrete, failure to shovel snow and ice, ice melting agents, or road salts from vehicles are some of the causes of spalling (chipping of concrete surface). Watts Group Construction will not be responsible for spalling concrete.

Never use salt on your driveway during the first year—doing so will void your warranty!

Your warranty covers all concrete against structural defects for a period of one year after

closing. This does not include minor indentations, tire marks, oil spots or other surface imperfections that are inherent in concrete.

Doors

Your home comes with a variety of doors that are subject to expansion and contraction with changes in heat and humidity. This can result in warping and sticking, which is normal and may correct itself as conditions change through the seasons. You should allow your home to go through at least one dry and one damp season before you make permanent changes. Sticking, adjusting doors or hardware will be covered under warranty for one year. Additionally, warping in excess of 1/4" measured on the diagonal could warrant replacement as well. Up to 1.5" of space between interior doors and flooring is normal and necessary for proper ventilation throughout the home.

On exterior doors, minor amounts of daylight at the jamb and threshold are considered normal, as is air and water infiltration during periods of winds greater than 30 MPH; however, poor-fitting weather stripping will be refitted and replaced during the one year warranty period.

Drywall

The walls in your new home are constructed of wood and other materials, which are subject to normal expansion and contraction. Hairline drywall cracks are a normal occurrence and are considered normal homeowner maintenance.

Watts Group Construction will repair any serious drywall cracks (anything over 1/16") or nail pops at the end of the one year warranty period. We will not touch-up paint after the repairs have been made due to the fact that paint changes color as it seasons, so we cannot guarantee a perfect color or sheen match.

Repairs will not be made to flaws that can only be seen under certain lighting conditions that cannot be recreated during normal working hours.

Electrical

Watts Group Construction warrants the electrical system one year for materials and workmanship, including all wiring, connections, fixtures and electrical boxes.

We do not cover light bulbs or damage due to overloading, improper use, homeowner neglect/modification, or repair/alteration of the system by anyone other than Watts Group Construction employees or agents.

Garage Door

Your garage door warranty consists of two parts: the structure of the door and the proper mechanical operations, as installed, are covered for one year. The installation of a garage door opener alters the mechanical operation – if not installed by a licensed company, any applicable garage door warranty will be void. Whoever installs your garage door opener will assume the warranty of the proper mechanical operation.

Overhead garage doors are designed to keep the garage sheltered from the elements, however,

they are not designed to be airtight and will move and flex in the wind. They do not provide 100% seal against the elements; some water will blow in on the sides and bottom of the door during a driving rainstorm and it is possible that rodents could enter through those same areas. It is your responsibility as a homeowner to monitor and take action against these possibilities.

Grading

Each Watts Group Construction site is graded in accordance with the city or county approved specification, designed to provide proper drainage and/or water detention. Your lot has been graded to drain water away from your home; failure to maintain the established grade may result in damage to your home.

We will return **ONCE** before the first anniversary of your closing date to repair washouts and settlements within 10 feet of your home. We are responsible for initially establishing the proper grades and swales; however, the homeowner is responsible for maintaining such grades and swales.

Any walls, walks, driveways, foundation or floor cracks, floor heaving, floor drooping or flooding resulting from homeowner changes in the grade or ground absorption capabilities are excluded from this warranty.

When landscaping, be sure to provide sufficient drainage away from the home to avoid over saturation of the ground. Severe problems can occur if water penetrates under the bottom of the concrete footings.

Fireplaces

The fireplaces installed are covered under their manufacturer's warranty.

Landscape

Landscaping plants installed by Watts Group Construction subcontractors have a **one-time** replacement warranty for a period of one year from the date of installation. Plants showing signs of dying due to inadequate watering or over-watering will not be replaced.

*Please note: When watering your new lawn, do not allow sprinklers to spray against the exterior walls of your home. Doing so causes discoloration, wall buckling and even interior flooding, regardless of whether the wall is masonry or wood. Damage of this nature is **not** covered under your limited warranty.

Paint

The interior and exterior paint in the model homes can demonstrate a variety of finishes, color and techniques. In the production homes, a standard paint is used. Painted interior walls are not "scrub proof." Scrubbing or harsh cleansers will remove paint. Watts Group Construction will repaint only when paint problems are the result of improper application or faulty materials. Variations in color occur in all manufactured products. Although every effort is made to provide consistent color, variations may be noticeable. Exposure to sun and water will alter the color more rapidly. These variances may be especially noticeable where a repair has been made.

Plumbing

Your plumbing system features modern designs and material. Watts Group Construction warrants the structural components of the plumbing system, including fixtures, angle stops, leaking or dripping faucets, for one year. The plumbing fixtures installed in your home are covered by the manufacturer's warranty.

Do not put any type of chemicals in your toilet tank; they will damage the working parts and could create leaking or an overflow. Any chemicals used will void the manufacturer's warranty on your toilet.

Drains are tested for proper operation during the construction phase and at the walk-through inspection. Any drain stoppage must be reported within 48 hours of the walk-through inspection – call the plumbing company directly (see emergency contacts). After 48 hours, any drain stoppages are the responsibility of the homeowner. You will need to make a call to any roofer service and if they find any construction-related blockage, the plumbers subcontracted by Watts Group Construction will be responsible. If there is any type of flooding caused from a construction-related blockage or leak, the plumbers will have the affected area professionally cleaned and sanitized.

Please do not use bleach cakes in your toilets—we do not cover damage if these products are used. If the plumber answers a service call and reports that the discovered defect is due to the use of bleach cakes, you should expect to pay for the service call personally. If you were not provided with the proper warranty information regarding your plumbing fixtures, you can call the manufacturer and they will mail the information to your home.

Roofing

Watts Group Construction warrants that the roof and flashing will be free from leaks and defects for a period of one year following your closing, and the material per the manufacturer's warranty. Our warranty does not cover defects that occur because of acts or circumstances beyond our control. For example: damage caused by a deliberate act of the homeowner (such as the attachment of an external antenna or other structure), damage to the roof by winds in excess of "normal" for the area or by blown or falling objects.

Stucco

Stucco is a brittle cement product that is subject to expansion and contraction in our environment. Hairline stucco cracks are a normal occurrence and do not reduce the function of the stucco in any way.

Watts Group Construction will repair any serious stucco cracks over 1/16" at the end of the one year warranty period. Due to the fact that paint changes color as it seasons, we cannot guarantee a perfect color match in areas where paint is touched up after repairs are made.

Tile & Vinyl

In the event that ceramic tile is found to be defective or improperly installed, Watts Group

Construction will repair the issue; however, only tiles that are recorded as cracked, badly chipped or loose on the Walk-through Inspection Report will be addressed. Expansion and contraction may cause hairline cracks to appear, which will be transmitted through the tile, grout lines or vinyl surface. Control joints are placed in engineered areas to absorb the movement in non-standard areas, reducing the incidence of cracks in the concrete below tile or vinyl.

Watts Group Construction limited home warranty is for a one-time grout touch up within one year of closing. After that point, grouting and caulking are considered homeowner maintenance. Please note: after a repair has been done, the grout color might not match perfectly because of the age of the tile. Watts Group Construction is not responsible for discontinued tile patterns or colors.

Vinyl floor coverings should adhere properly and the following issues are warranted and would be repaired: lifting, bubbling, surface nail pops, gaps or curling at seams. Ridges or indentations over 1/8" will also be repaired (measured with a straight edge perpendicularly over the ridge and the deflection measured no more than 3" from the ridge). Only scratches, tears, etc. recorded on the Walk-through Inspection Report will be repaired. In all situations that require repairs or replacement, effort will be made to match the existing material as closely as possible, but Watts Group Construction is not responsible for any discontinued colors or patterns.

Windows & Screens

Windows should operate easily and locks should operate as designed. Windows collecting moisture between panes may have a bad seal and will be replaced if needed. Watts Group Construction will only replace windows that leak excessively or under normal weather conditions. Those that leak slightly during high winds are considered normal. "Whistling" or other noises may be heard from windows during periods of heavy wind. Only broken or damaged windows or screens that are identified on the Walk-through Inspection Report will be replaced.

Items Not Covered Under Your Limited Home Warranty

- Incursion of any type of pests or insects
- Damage caused from not reporting a problem in a timely fashion
- Damage caused by abuse or any non-intended use of a part
- Catastrophes caused by acts of God, lightning, windstorms, hail, flood, mudslides, earthquakes, natural disasters, acts of war or any other circumstances that are beyond the control of Watts Group Construction.
- Damage resulting from the lack of normal maintenance of the home and its components
- Imperfections, cracks in wood or minor separation or opening of wooden joints (such as those in paneled doors, mitered casing or solid paneling) that are caused by normal shrinkage of the wood during the drying process of your home.
- Normal fading, caulking or peeling of outside paint. If paint touch ups are made, perfect match of color is not guaranteed.

In closing, it is our goal to do everything possible to make your Watts Group Construction built home as trouble-free and gratifying for you as possible. We trust you and your family will be satisfied with it and experience years of enjoyment in your new home.

Customer Service

Watts Group Construction's policy regarding customer service is standard in the industry and designed to ensure that our responsibilities as your homebuilder have been met. We will be glad to make any repair caused by original faulty construction or workmanship, but we do not perform maintenance on your home.

Submitting a Service Request

In order to ensure the best possible service, we have established certain guidelines and procedures in order to best provide prompt and professional attention to our homeowners. This procedure includes the homeowner being responsible for submitting all service requests in writing via mail, fax or email.

Mail: 425 E. Oakdale Blvd., Ste 101, Coralville, AI 52241

Email: info@wattsgroup.com

Service requests will not be accepted over the phone, except for emergencies. Oral requests may be inadvertently misunderstood or misplaced, so we request that you follow our established procedure in submitting service requests.

Emergency Service Request

Watts Group Construction defines emergencies as problems that require immediate attention to protect you and your family from harm and avoid damage to your property, your home, and your lot.

Emergency problems include:

- A total stoppage of the plumbing system. If your plumbing system ceases to work and sinks, tubs and/or toilets will not function properly.
- A water leak, which requires that the water supply to your home be shut off to avoid serious water damage (A leak that can be shutoff under a cabinet or plumbing fixture is not an emergency).
- A total, or near total, electrical failure that is isolated to your home only.
- Complete failure of the heating or air conditioning system.

If an emergency situation arises, please call the appropriate subcontractor first (see pg. 1). They will answer after business hours, including evenings, weekends and holidays. After you have contacted the appropriate subcontractor, please call our Customer Service representative at (319) 665-9200 so that we can follow up with them.

Emergency items should be reported immediately so that they can be resolved as quickly as

possible. Damage caused by a delay in reporting an emergency will not be the responsibility of Watts Group Construction. and is not covered under the one year limited warranty. Additionally, damage to personal property is not covered, as this falls under your homeowner's insurance policy.

Please remember, if a service person is sent out to care for any item that is caused by failure to follow instruction manuals or an owner's negligence, the homeowner will be charged for the service call. Therefore, we ask for your discretion in notifying us of service requests; however, if it is a problem for which we are at fault, we will be more than happy to repair it.

Unnecessary emergency calls include:

Plumbing

Sewer stoppage due to something you have introduced into the line.
A leak that can be shut off under a cabinet or plumbing fixture.

Electrical

Power failure due to the circuit breaker being tripped or in the off position.
Failure to reset G.F.I. buttons after overloading the circuit.
Problems with appliances due to not reading or following the instruction manual.

Air Conditioning & Heating

Failure of air conditioning or heat to operate properly due to dirty filters.
Power failure due to the circuit breaker being tripped or in the off position.

Year End Warranty Requests

Watts Group Construction will make minor repairs, as applicable, provided the repairs are necessary as a result of defective workmanship or material. If you believe that you have a warrantable request, please first refer to the warranty section of this guidebook for a list of covered items (beginning on pg. 6).

In an effort to consolidate service-related trips, as well as minimize inconvenience to you and your family, we ask that you follow the procedure outlined below for non-emergency service requests.

- I. You have received a Warranty Request Form in this guidebook (see pg. 18). This form should be used to compile a list of non-emergency warranty issues. Please return the completed form at or about 11 months after your closing date. Simply fill out the service request form in its entirety and send it via mail, fax or email to Watts Group Construction.

Mail: 425 E. Oakdale Blvd., Ste. 101, Coralville, AI 52241

Email: info@wattsgroup.com

- II. When we receive your request for service, we will call or email to schedule an appointment for a Watts Group Construction representative to inspect the items on your list in order to have a complete understanding of your request. A determination will be made regarding whether the limited warranty covers the items or if it is a homeowner maintenance responsibility.
- III. For requests that are determined to be covered under the warranty, the customer service representative will assign the work to the responsible subcontractor or supplier. The subcontractor and/or supplier will contact you directly to schedule appointments. We allow our subcontractors 3-4 weeks for non-emergency repairs. Occasionally, due to circumstances beyond our control, this process may take more time; however, if the work is not performed within four weeks, please give us a follow-up call and we will check on the status of your request immediately.

* Watts Group Construction will not be responsible for expenses, including lost wages, which might be incurred during the time your repairs are taking place.

Watts Group Construction uses only the best trade contractors. We are confident that they will provide you with prompt, quality service. If for any reason you are dissatisfied with the quality of work, or have any concerns, please contact our customer service representative immediately at (319) 338-4100. We welcome your comments so that we can maintain the high level of service that you deserve.

Care and Maintenance of Your Home

Licensed subcontractors have built your home with quality modern materials and regular preventive maintenance is necessary to preserve its beauty and value. Preventive maintenance for your home begins the day you move in, so it is important to familiarize yourself with this section concerning the proper care of your home. An understanding of how to care for each feature will prevent costly repairs and replacements down the road.

Our environment accounts for extreme changes in temperature. These temperature variations affect your home. Natural building materials, such as wood and concrete, are subject to constant expansion and contraction from day to day. This can result in minor warping of wood materials and hairline cracking of drywall, stucco, concrete and mortar. These effects are particularly obvious the first year after a new home has been built.

You can minimize these effects by maintaining a constant temperature in your home during the first year. This allows the wood to dry at an even rate and may eliminate larger settlement cracks. Minor settlement cracks and displacement of wood is a normal part of the aging process and does not affect structural integrity.

The following information provides an overview of the features and materials of your new home. It is recommended that you read each section carefully so that you are familiar with the routine maintenance required to keep your home in good shape inside and out.

We wish you many years of happiness in your new Watts Group Construction built home. We hope your pride in it will grow over the years and that your investment will appreciate as your community matures and continues to increase in beauty.

Appliances

Information about the proper usage and care of each appliance can be found in the literature supplied by the manufacturer. Please read the manufacturer's instructions on usage and care before using your appliances. Fill out and mail in all warranty cards, then file your manuals in a convenient place for future reference. If for any reason you did not receive the appropriate warranty information, please contact the manufacturer directly and they will mail it to your home.

Range Hood

Range hoods need to have their filters cleaned and changed periodically. Fan motors should also be oiled periodically. For directions, consult your instruction manual.

Basement

When designing your landscaping, it is vital that a positive slope away from your house is maintained, especially in the basement area. Do not block or build anything that will keep water around the basement. If you add a concrete walk or pad, be sure to add drain grates to allow water to escape.

Cabinets

Your cabinet fronts are made of finished hardwoods. With proper care, the beauty and utility of your cabinets will last for many years. Lacquered wood surfaces may be cleaned with a damp cloth; use warm water and thoroughly wring the water from the cloth before wiping.

Immediately dry all surfaces with a soft cloth so that moisture is completely removed. After cleaning, a mild wood polish may be used. Your cabinets should be treated like fine furniture, therefore do not use abrasive cleaners or polish that might scratch the wood. Scratching can be avoided when dusting by using a feather duster or dusting brush. All surface dust should be removed before cleaning.

Protect your wood from exposure to water and harmful chemicals, such as bleaches, strong soaps and oven cleaners. Wipe off all liquids immediately. If water is allowed to remain on wood for an extended period of time, water spotting, warping and peeling can occur.

Humidity is also a factor to consider. Because wood is a living material, it will adapt to whatever type of environment it is in. Excess humidity will cause swelling and lack of moisture will cause shrinkage. While bathing or showering, use the bathroom vent fan to remove excess moisture in the air. If the humidity in your house gets too low during winter heating or summer air conditioning, a humidifier would benefit all of your wood furniture—cabinets included.

Hinges may also need to be lubricated from time to time with dry silicon spray. Do not use 3-in-1 or oil sprays.

Countertops

Plastic Laminate

This type of countertop is constructed of a thin sheet of hard plastic that is laminated onto a wooden base. You must be careful not to disturb the bond between the wood and plastic sheet. Laminate plastic tops are very easy products to maintain, however, there are a few ways to increase their life and prolong their beauty:

- Do not place anything coming directly off of a burner or from the oven directly on the plastic surface. The countertops cannot handle the heat and may get damaged.
- Avoid allowing moisture to sit for long periods of time on the surface, especially near seams. For seams that are close to sinks, use a light application of candle wax rubbed into the miters to prevent water damage to the wood and joint separation.

- Most spots, glass rings, etc. will usually wipe clean with a damp cloth and mild soap. For more stubborn stains, we recommend Formica brand spray cleaner. Never use abrasive cleaners, strong acids or alkalis—they will damage the decorative surface.
- Never cut items directly on the countertop, always use a cutting board. Knives will create scratches and marks that can become unsightly hiding places for dirt.
- Countertops are not designed for sitting. Excessive weight can cause warping, drawer malfunctions, and in some cases, the top may even begin to pull away from the wall.

Cultured Marble

Cultured marble tops in bathrooms require special care to keep them looking their best. Most simulated marble is resistant to alcohol, fruit acids, boiling water and common household and office liquids. Cleaning should be done with water and mild soap or any good quality, non-abrasive bathroom cleaner. Special notes about cultured marble:

- Do not use abrasive cleaners. Avoid contact with bleaches, lye components (such as Draino), Sani-Flush or peroxides.
- Use care when handling heavy objects near or on top of the counter. Be especially careful with razor blades, manicure equipment and bathroom appliances.
- If hard water minerals collect, they may be removed with a mild ammonia solution of one tablespoon to each quart of water.

Granite

Granite is made of minerals, such as quartz and small amounts of mica and hornblende so this type of countertop requires special care to continue looking beautiful for many years. Although granite is quite resistant to scratches, we suggest following the advice below in order to properly maintain the material:

- Clean your countertop daily with a soft cloth and a neutral, non-abrasive cleanser for best results. Mild dish soap and water work best.
- Household cleaners, such as Windex, Lysol Disinfectant and 409, can be used, but may leave a film on the surface. Using these products on occasion is fine, but keep in mind that the harsher the product, the quicker it will break down your sealer. Therefore, your safest bet is warm water and a sponge.
- Streaking, smudges and body oils are best removed with a solution of vinegar and water.
- Marble, limestone and Black Absolute granite are susceptible to acid etching so avoid using products that contain lemon, vinegar or other acids.
- An occasional application of furniture polish can keep fingerprints off of dark colored granite and will give the countertops a nice feel.
- High and low temperatures will not harm granite in any way so you can take a hot pan off the stove or out of the oven and set right on your countertop without damage. However, if you have a seam in your countertop, it is best to avoid setting hot materials

on the area since the epoxy in the seam can melt if exposed to extended amounts of heat.

- Cutting foods directly on your countertops will not harm your granite, but it is not recommended as it will dull your knives very quickly.

Sealant

- The need for resealing depends greatly on the type of stone you have and how much use your work surface gets. Sealant may need to be reapplied anywhere from 1-4 years, or possibly never at all. To test if the sealer is working, place a few drops of water on your work surface. If the water soaks in quickly, then it is time to reseal; if it beads up, your granite is protected.
- If your granite darkens when wet, do not be alarmed. It will return to its normal color when the water evaporates, but this is an indication that resealing is needed.
- You can purchase sealer at most home improvement stores or may hire a professional to do it for you. It also may not be necessary to reseal your entire countertop—concentrate only on the trouble areas.

Stains, Lime Build-up & Stuck on Food

- No sealer is perfect and while stains are rare, they are most frequently caused by cooking. The best way to avoid a stain is to wipe up any spills immediately.
- Do not store bottles of cooking oil directly on your granite. Also do not store rusty pots, pans or cans on your countertops because the rust can stain the surface.
- Use coasters under all glasses, especially those containing alcohol or citrus juices.
- If lime build-up occurs around your faucet, do not use Lime products. Gently scraping the lime off with a straight razor is the best solution. You can also use the flat side of a razor for removing stuck on tape, residue, glue, dried paint or food, etc.
- If a stain occurs, follow these steps for removal: Mix a paste consisting of diatomaceous earth (pool filter powder found at any pool supply or Big Box store) and 10% hydrogen peroxide (found at beauty supply stores and is stronger than that sold at drug stores). Form the mixture into a pancake and cover the stain completely. Use clear plastic wrap to cover the mixture and tape down the edges. Leave it to sit overnight. The mixture will act like a poultice to pull the stain from the granite surface. If the stain is not fully removed, repeat as necessary. For more stubborn stains, follow the same steps above using diatomaceous earth and acetone (nail polish remover).

Scratches & Chips

- Removing diamonds is recommended as they are able to scratch granite.
- Certain stoneware dishes contain rough silica and pose a risk of scratching. This includes some pizza stones, so do not spin it while cutting pizza. It is recommended to use trivets or mats under this dish and others that could scratch the surface.
- If you use a marble cutting board, make sure the rubber or plastic feet remain secure.

- Chips in granite are not a common occurrence. When they do occur, they are most often caused by banging something into the edge of the countertop.
- If a chip does occur and you can find the piece that came out, save it. Granite is very restorable; most of the time chips can be epoxied back into place. Smaller chips can be filled with household Super Glue by applying the glue and shaving off the dried product with a razor blade.

Carpet

Routine attention is all that is required to keep floors fresh and bright and carpets soft and luxurious. As far as the exact care your carpet needs, it is important to consider your carpet's characteristics and location: bright and light colors tend to show soil more readily than tweeds and therefore require more attention; plush and shag effects will show pile disturbance more readily than tighter pile; the family room will require more frequent vacuuming than bedrooms. You should also consider the "high traffic lanes" of your home (in front of the TV or favorite chair, room-to-room pathways, etc.) because these areas will need extra care.

The best approach for optimum vacuuming is to determine what schedule best suits your home. Soil particles that are permitted to settle into the pile are ground against the individual carpet fibers causing extreme wear. Plan your cleaning program around two vacuuming techniques: *Light vacuuming*, with three strokes (forward, back, forward) over each area; and *Heavy-duty vacuuming*, with seven strokes. In either case, the last stroke should be made in the direction that the individual tufts of fiber naturally slant. Regardless of your light vacuuming schedule, heavy-duty vacuuming should be done at least once a week to remove imbedded soil. We recommend using an upright-type vacuum with stiff brushes and beater bars. The tank-type vacuum has only suction and will not brush up the nap of the carpet.

Regular vacuuming and prompt stain removal will keep your carpet looking new for months. For stain removal, do not rub stains vigorously but gently blot them with a clean cloth instead. Eventually your carpet will require a more thorough cleaning. This can be done by utilizing a professional carpet cleaning firm in your area.

Vinyl

Sheet vinyl floors can withstand years of wear without losing their appeal. You will undoubtedly want to keep your vinyl floor looking as beautiful in the future as it does today. Though vinyl floors are rugged, they are not indestructible, so to safeguard your investment, follow these simple suggestions:

- Light, daily dusting or vacuuming will keep your floor sparkling and bright.
- When your floor receives hard use, damp mopping with a mild cleaning solution like liquid dish detergent is recommended. Be sure to mop up excess suds and then rinse thoroughly with clear, clean water. A mixture of white vinegar and warm water is also an excellent and natural cleaner.

- Tracked-in grit and sand particles have sharp edges that can lessen your floor's shine. If glossiness is fading, your floor's original shine can be restored, in most cases, by applying a thin coat of vinyl dressing wherever needed. You can purchase this dressing at most places where sheet vinyl is sold. When using vinyl dressing, do not pour straight from the bottle onto the floor. Pour a thin layer of dressing into a shallow pan and dip a sponge into the pan. This method will prevent deposits from collecting in the depressed areas.
- We do not recommend no-rinse cleaners because strong detergents can dull your floor. Also, do not use bristle brushes, steel wool or harsh cleaners or solvents because they can also be damaging.
- Protect against damage from furniture by equipping furniture and appliances with large surface casters, glides or furniture cups. As some types of rubber may permanently stain light colored flooring, only use plastic casters and cups. Be sure to replace broken casters and remove small metal objects from furniture and appliances that may damage your floor covering.
- All sheet vinyl floors are nonflammable; however, burns from cigarettes and matches can damage any vinyl surface.
- Protect against tracked-in dirt and grime by placing floor mats at entries. CAUTION: Rubber-backed mats may cause staining of your sheet vinyl surface.
- Heavy furniture, stoves, refrigerators, dishwashers and other large appliances should be moved with care in order to avoid gouging your floor covering. Do not attempt to push or pull them without protecting your floor. For smaller, lighter objects, you can use small pieces of cardboard or carpet as protection while moving. For unusually large or heavy objects, you may prefer to rent a furniture dolly.
- When accidents occur, prompt action is highly recommended. Most spills and stains do not affect your sheet vinyl floor and can be quickly wiped up with a damp mop.
- Other stains can be caused by the transfer of color from carpets with dyes that track off, paints that contain bleeding pigments (frequently found on porches and basement floors) and asphalt driveways, particularly ones that have been recently installed or resealed. Your best protection against problems of this type is to always buy products of high quality.

Ceramic Tile

The ceramic tile in your home is a permanent surface that will retain its beauty for many decades. No other surface is capable of withstanding the punishment of intense heat, scratches and daily wear so well.

For newly installed tile surfaces, wash with a mixture of warm water and white vinegar or bar soap (such as Fes Naphtha, Ivory, etc.). Rinse, then polish dry with a tea towel or Turkish towel. Repeat this step every 2-3 days for the first month after installation. Do not use any detergents during this initial curing stage (30 days after installation).

After the first month, simply wash tile with a damp cloth or sponge for daily upkeep. Thorough cleanings should be conducted at weekly or monthly intervals for best results. Re-grouting should also be completed as needed.

Waxes and sealers are not necessary or recommended for tile. They make cleansing more difficult.

Liquid cleaners are also not needed or recommended—most contain harmful acids, which may etch the tile glaze and eat into the grout.

Caulking

Over time, and particularly during warm, dry weather, caulking will dry and shrink. When this happens, it no longer provides a good seal against moisture. As a part of your routine maintenance, be sure to inspect caulking and repair as needed around your sink tops, tubs and ceramic tile.

Concrete, Driveways, Walks & Patios

All driveways, walks and patios are constructed of concrete. We have anticipated the normal stresses on these areas and provided contraction and expansion control joints to minimize cracking; however, cracking is one of the characteristics of concrete and a method of entirely eliminating cracks is still sought. Unanticipated cracking sometimes occurs from unforeseeable conditions, such as changes in home site grade, which prevents proper runoff for rain or watering. Ordinarily, cracks are of no serious consequence.

Only cracks that are of such magnitude as to substantially interrupt the plane of the surface or affect its structural integrity will be the responsibility of Watts Group Construction.

In order to best maintain your concrete surfaces, avoid repeated hosing, regularly remove snow, ice and road salt accumulation during winter and do not use salt on your driveway during the first year—these are some of the causes of chipping on concrete surfaces, known as spalling. Spalling is not covered under your warranty.

In addition, do not permit any heavy equipment, such as concrete trucks or moving vans, to drive on your concrete. Damage by heavy vehicles is not covered under your warranty and will not be corrected.

Decks

Your deck has been constructed to conform with local building codes relating to its structure and materials. Please note that some cracks and splits are considered a normal condition of the materials used and therefore are not a warranty issue. Deck maintenance is solely the responsibility of the homeowner; therefore, it is suggested that you periodically check for loose or high nails/screws and re-secure them as needed. You should keep deck surfaces and spaces free of debris that is likely to retain water. Even pressure-treated decks should be sealed as

needed to avoid splitting damage caused by water infiltration. A local hardware store likely carries a variety of products for sealing, which should be applied as directed.

Doors—Interior, Exterior & Locks

All doors may experience minor problems, however, most door issues can be handled with minimum skill.

Sticking

Sticking is the most common problem with doors. Try to keep the temperature and humidity levels in your home as constant as possible in order to minimize door sticking and warping. If swelling from damp weather causes the sticking, fold sandpaper around a wood block and sand the edge that binds. If the sticking is the result of uneven alignment (this can occur as your home settles), check to see that the hinge screws are tight and holding properly. If they are tight and the door is still out of alignment, sand or plane the edge that binds. If these suggestions do not solve your door issue, you should call a carpenter to make the repair.

Be sure to always paint or varnish any areas that have been sanded or planed in order to protect the area from moisture and further swelling.

Exterior doors should be painted or varnished whenever the house is painted. Aluminum doors do not need painting.

Sliding glass doors

Special care should be paid to the tracks of vinyl sliding glass doors. Always keep the tracks clean of debris. A very small amount of oil is also recommended on a periodic basis, at both the bottoms of the door and the lock mechanism. Silicone lubricant is good for the tracks.

Bi-fold closet doors & pocket doors

Both of these door types offer tremendous convenience to a homeowner, as well as enhance the look of your home. It is important to recognize that the mechanisms of both types of doors are more complicated than a simple hinge door. Gentleness is the key when operating each type. No up or down pressure should be applied. In the case of bi-fold doors, pull toward you when opening and let the door open itself. With sliding pocket doors, gently pushing in the direction the door moves is all that is necessary. Be certain to avoid driving nails into the pocket area of these doors.

Bi-fold closet doors have adjustment areas should they become difficult to operate or jump from their tracks. These are easily found on the rear side of the doors. Also, bi-fold doors are installed in matched sets, so if you remove the doors for any reason, be sure to put each section in its original position.

Garage Doors

Your garage door is the largest piece of moving equipment in your home. The residential

steel door features steel-embossed, raised panels with a wood grain textured finish, offering the classic look of a traditional wood door. Like any piece of mechanical equipment, garage doors do require some maintenance and periodic service. This includes the lubrication of moving parts, such as hinges, rollers, pulleys, movable lock parts, springs and bearings, with light gage oil as needed. Door hardware should also be checked and tightened as needed and the photo eyes at the bottom of the door should be properly aligned with closing sensitivity adjusted to meet your needs. This level of maintenance can be undertaken by any homeowner, but only those experienced in the maintenance and repair of garage doors should attempt any more extensive work on the equipment.

Locks

Your locks will provide years of satisfaction and security. Please keep the following information in mind:

- The locks are plated with either polished brass or antique brass finishes. These finishes will scratch and tarnish.
- Do not turn doorknobs with keys, coins, etc., in your hand. Do not hang on or pull down excessively on the knobs as this could cause them to not work properly.
- The screws on your locks may need to be tightened periodically, due to the movements of the lock itself.
- Do not use cleaners on your locks, as the chemicals and abrasives may discolor the finishes.

Weather Stripping

To maintain your home's energy efficiency, your exterior doors are equipped with weather stripping made from a variety of materials, including metal, plastic and rubber. It is important that your weather stripping remains properly installed in order to prevent infiltration of outside air and the loss of your conditioned air. Metal weather stripping may need to be re-nailed if it becomes loose, bent or doesn't seal the door tightly. With a hammer, this is an easy job for any homeowner.

Windows, Screens & Frames

If glass doors and windows do not slide freely, oil-free silicone lubricant can be used on the tracks. Do not use oil-based lubricants. A good time to schedule cleaning of your windows and trays or sills is along with the change of seasons when you are cleaning your gutters and inspecting your foundation for drainage patterns.

Due to extreme cold temperatures, during the winter months you may observe condensation build-up on the inside of your windows. We recommend that you open your blinds at least halfway during the day so the interior heat can reach the window glass and dry the moisture. Leaving your window treatments closed tight at all times can eventually lead to mold build-up.

Indoor humidity levels should be monitored to reduce the chance of condensation. See the chart below for recommended winter humidity levels:

<u>Outdoor Temperature</u>	<u>Indoor Humidity at 70°F</u>
-20°F or below	Not over 15%
-20°F to -10°F	Not over 20%
-10°F to 0°F	Not over 25%
0°F to 10°F	Not over 30%
10°F to 35°F	Not over 35%

Vinyl window frames are made to last for years, but do require routine maintenance. Perhaps the most important step in the maintenance process is to keep the window tracks free of dirt and debris. Use a broom, brush or vacuum to remove large debris and follow up with a rinse of soapy water. Your windows have drainage holds along the bottom tray or sill; it is extremely important to keep these open to allow proper drainage and eliminate the possibility of water damage.

Drywall, Walls & Ceilings

Your home contains two types of walls, bearing and non-bearing. Non-bearing walls may be altered without fear of structural damage, but alterations to bearing walls must be done carefully to avoid reducing its bearing capacity. All exterior walls are bearing walls.

Also, keep in mind that the drywall used in your ceiling is not designed to support excessive weight.

Cracks

The interior walls of your home are constructed of gypsum wallboard, also known as drywall or sheet rock. They will last without undue maintenance for the life of your home. Maintain constant temperature and humidity to minimize the emergence of drywall cracks and nail pops.

In unusual cases, such as extreme shrinking in framing boards, minor cracks may appear. No repairs should be attempted until the room is ready to be redecorated. At that time, fill the crack(s) with spackling compound (available at any paint or hardware store). Then smooth it out with **fine** sandpaper and redecorate the entire surface.

Unusual abrasions may scuff or indent the surface of the gypsum wall. In this case, fill the indentation with two or three applications of joint cement used for drywall taping.

Nail pops

Sometimes normal shrinking will cause nail pops. This is where the framing studs and the wall board shrink away from the nail and leave it sticking out beyond the surface of the wallboard. Popped nails do not alter the strength of the wall and they should be left alone until you have decided to redecorate. At this time, they should be reset, re-spackled and repainted along with the rest of the wall.

Paint

The interior walls and ceilings of your home have been decorated with quality paint products. They should serve you well for a long time if properly cared for.

The painted walls are not designed to be scrubbed. Gently cleaning with a mild soap should remove most spots. The best insurance against repainting is to keep your furnace and air conditioning filters clean, quickly vacuum dust as it collects and use the exhaust fans over your range and in the bathrooms.

Electrical

The wiring in your new home meets code requirements and safety standards and will accommodate an adequate number of electrical appliances. Portable appliances, which sometimes require your personal attendance, need separate circuits for their operation. When buying large appliances, remember to check the amount of electrical current necessary in order to determine whether the appliances can be used on the existing circuits. All fixtures have bulb specifications imprinted on the fixture. Use only the type and size bulb specified.

The electrical wiring and equipment in your new home are protected by circuit breakers located in a main electrical panel. These are the safety valves of your electrical system. The use of too many appliances at once, a defective cord or starting an electric motor can overload a circuit, causing the electrical outlets to fail. If this occurs, find the cause of the failure before restoring current.

Circuit breakers

The circuit breaker switches are enclosed in the electrical service panel and all switches should be in the ON position. Your electrical panel has been labeled to designate the house circuits controlled by each breaker. Reset tripped breakers by moving them to the OFF position and then back to the ON position.

Ground fault circuit interrupter (G.F.C.I.)

G.F.C.I. is a safety feature installed in electrical outlets located in the bathroom, kitchen, garage and exterior locations. They are designed to break the flow of electrical shock. Do not use a G.F.C.I. outlet for a freezer, air conditioner or refrigerator.

If a G.F.C.I. receptacle is not functioning, press the reset button on the wall plate to restore proper operation. If the outlet still fails, check the main breaker box to see that no circuits are broken (indicated by a red light). If a circuit is broken, reset it and check the outlet again. If the outlet fails to reset, call an electrician.

Note: The source of the problem could also be a short in the appliance, so be sure to test it in a properly functioning outlet to verify that this is not the cause.

Smoke detectors

For your protection, we have installed electric/battery backup smoke detectors in your home. The installation and locations meet the requirements of local and state building

codes. Check its operation periodically by pushing the TEST button. Replace batteries as needed.

Troubleshooting electrical issues

Refer to the following checklist BEFORE reporting electrical problems:

- If receptacles won't work, check to be certain the circuit breaker has not been tripped. If so, reset it. If not, make sure the receptacle is not controlled by a wall switch currently in the OFF position.
- If lights won't work, check the bulb in another fixture. Then check the circuit breaker to see if it is tripped. Also check your wall switches.
- If your disposal won't operate, first push the reset button located on the disposal. If it still doesn't operate or the dishwasher isn't working, check that both appliances are plugged into the proper receptacle. The duplex receptacle under the sink is specially wired with one outlet for the dishwasher (always on) and for the disposal (connected to a wall switch). Also be sure to check the circuit breaker.
- If an electric water heater isn't functioning, check the circuit breaker. If that doesn't help, turn the power off and push the reset button located under the water heater access cover.
- If your oven won't heat, refer to the manufacturer's manual to be certain you are properly operating the controls. Also check the circuit breaker.
- If the bath or utility exhaust fan won't run and makes no movement or noise (humming), the problem is electrical. If there is any movement or humming, the problem is in the fan unit.
- If an outlet sparks when plugged into, be certain the appliance is off before plugging it in. If it still sparks, try another outlet. If you get sparks from a second outlet, the problem is with the appliance cord. If you do not get sparks at the second outlet, the original receptacle should be inspected.
- If a wall switch or receptacle is ever hot to the touch, you should immediately trip the circuit breaker serving that fixture and contact an electrician. If you ever see sparks from a wall switch, it should be checked by an electrician as well.
- Power outages and subsequent surges can result from local conditions and may sometimes burn out bulbs or damage electrical equipment and appliances. It is recommended to use a surge protector on equipment prone to damage from power surges, such as computers and TVs.

Grading

Proper grade for the land around your new home was established when your home was built. Changing the grade without proper advice may cause drainage problems, or if the change

causes drainage into a neighbor's yard, legal difficulties may result. Watts Group Construction is not responsible for changes in grade or any resultant damage.

Heating & Air Conditioning

Your home has been equipped with a central heating and air conditioning system. By being familiar with the following information, you can obtain the maximum benefit from the system.

Thermostats

Set the thermostat at your desired temperature and leave it there. It is possible that rooms located furthest away from the thermostat will vary in temperature. Programmable thermostats not provided and installed by the contractor may void all warranties.

Registers

The registers regulate the flow of air and maintain the desired temperature in the room. By opening and closing the registers, you can adjust the amount of cool or warm air that enters a room.

Filters

We recommend that filters be changed every 30 days or as needed. Fresh filters can significantly reduce operating costs and will prolong the life of your system.

Annual inspection

Your central heating/air conditioning system should be checked and cleaned by a professional repairman on an annual basis, in advance of peak operating season. To minimize service delays, please do not wait until the weather is warm to check your air conditioning system.

How to save on cooling costs

Set the thermostat at your desired temperature and leave it there. Keep windows and doors tightly closed. Turn off lights when not in use. Close drapes over windows to keep out direct sunlight.

What to check before making a service call

If the system does not heat or cool:

- Is the thermostat set above/below room temperature?
- If the selector on the thermostat set to HEAT or COOL?
- Is the main electric switch turned on?
- Is the filter clogged?
- Is the circuit breaker controlling your heating/cooling system tripped?

Landscaping

Caution is urged when landscaping in order to avoid changing the drainage pattern. You must maintain a positive slope away from your home. Do not block or build anything that will keep water from draining away from your home. If adding sidewalks, patios or borders, make sure to add drain grates to allow proper drainage.

To avoid dry rot and termite trouble, keep all earth deposits at least six inches below any wood construction and slope all deposits away from your house to ensure water drains correctly. Keep the grade of the yard at least six inches below the doorsill to also prevent water from draining into your house or garage.

As the earth around your home becomes compacted and sinks, it may cause depressions along the foundation. Keep these spots filled higher than the level of the surrounding earth to prevent formation of stagnant pools and assure drainage away from the house. Water collecting against the foundation may cause the soil to expand, therefore damaging the foundation and the structure, which is dependent upon its stability. We recommend inspecting your foundation to verify a natural ground fall away from your house at the change of every season. This will ensure continued proper drainage away from your home.

Grow grass lawns to absorb water and prevent erosion. When newly planted, they should be sprinkled freely, but gently to avoid washing out seed. Ground surface should be kept damp until the grass comes up. If there is heavy rainfall and your yard is saturated, allow the water time to recede: for 1 inch of water you should allow 24 hours, for 2 inches allow 48, etc. See the following page for more information about caring for your new sod.

Establishing & Maintaining Your New Lawn

At Watts Group Construction we know that a beautiful, healthy lawn is a wonderful accent to any home. In order to help you get the most out of your new lawn, we have included some recommendations for care. Please remember that it takes time and special care to fully establish your new lawn. It is not uncommon for lawns to take up to three years to become fully established, so we encourage you to be patient and follow good lawn care procedures, like those included below, in order to be rewarded with a beautiful, healthy lawn.

- To establish a new lawn, it is recommended to water thoroughly every day, without creating washout or erosion. It is often best to water very early in the morning, opposed to the heat of the day, so that water is able to penetrate the soil.
- Seasonal rain will cause some settlements and washouts within your new lawn. Be sure to repair any washouts as soon as possible to minimize erosion.
- It is inevitable that some bare spots will develop in any new lawn. Over seeding your new lawn during the first spring and fall planting seasons with an appropriate seed mix is strongly recommended. Over seeding is even more effective when used in conjunction with a fertilization and aeration program.
- The first year of lawn establishment is typically the most critical and during this period it is usually best to focus on fertilization, rather than weed control. Healthy lawns that are regularly fertilized will choke out most weeds naturally. Many lawn professionals recommend the use of a 10-10-10 fertilizer. A schedule of fertilizing approximately 3 times during the growing season (between April 1st and June 30th, mid-September and late October) has been found to promote healthy, vigorous growth.
- During the summer months, do not cut your grass too short. Moisture will remain in the soil longer if the grass is higher. Keep your lawn cut to a height of 3-4 inches to best protect it as it grows.
- Until the homes on both sides of you are completed, please refrain from planting trees or laying sod within five feet of the property line. The establishment of adjoining lawns often requires minor grading work on the property line. By leaving this area clear, we can better grade and drain both properties.
- If you plan on installing fencing or major plantings along a property line, a survey is recommended prior to beginning the work. Trees, shrubs, fences, etc. should never be installed within drainage swale areas or easements.

Please keep this information handy as you cultivate your new sod, but bear in mind that these are only suggestions; for specific recommendations, please contact a lawn care specialist who can evaluate your lawn and soil to determine the best-suited treatment program.

Molding & Trim

If your molding separates from the walls or wood door frames, it is usually best to re-nail this area. Set the nail heads so you may fill this area with putty or caulking when you repaint or lacquer the area in order to maintain a pleasing look.

Plumbing

Your plumbing has been installed by a professional and if cared for properly, should generally need only minimum maintenance for years to come. If any problem does arise, tend to it promptly in order to prevent a larger, more costly problem from developing.

Valves & pipes

You and your family should become familiar with the various water supply intake valves in your plumbing system. Toilet and sink intake valves are located under the corresponding fixture. The main intake valve is normally located adjacent to the front hose bib. Both copper and plastic (ABS) pipe should last the lifetime of the home, but if a joint should loosen, it is best to call a professional for repairs.

Faucets

Faucets, like all plumbing with moving parts, are apt to require more repairs than non-moving fixtures. The less strain you put on your faucets, the less frequently they need repair.

Cleaning the aerator will be the most frequent task in maintaining your faucets. This attachment to the faucet properly adds air to the water as it leaves the faucet, reduces splashing and provides savings by using less water. To clean an aerator, unscrew it from the mouth of the faucet, remove any debris, remove and rinse the washers and screens, replace them in the original order and replace the unit on the faucet mouth.

These should be cleaned every three to four months. Leaking faucets generally can be fixed by replacing the faucet's washer(s). If you have a washer-less fixture, you may still have to replace the control cartridge from time to time, although this occurs with much less frequency than washer replacement.

Garbage disposal

Always use cold water when using your disposal. Many homeowners erroneously conclude that because their waste disposal is capable of grinding most garbage, it is also capable of eliminating grease and other substances that shouldn't be put down drains. You should never pour grease into a disposal. When grinding greasy substances, use plenty of cold water; this will hinder grease coagulation and assist in moving it through the drain. Should your drain stop up, do not pour chemicals into the disposal. Many disposals have a reset button that works similarly to a circuit breaker; should your disposal become overloaded with a substance it cannot grind, it will turn itself off. If this occurs, press the reset button

on the garbage disposal unit.

For additional information and special instructions about avoiding stoppage, blockage and heavy grease buildup, refer to the manufacturer's instruction manual.

Drains

Each plumbing fixture in your home has a drain trap—a J-shaped piece of pipe designed to provide a water barrier between your home and the danger of sewer gas. The trap holds water, which prevents the airborne bacteria and odor of the sewer gas from entering your house. If any fixture is used infrequently, it should be turned on at regular intervals to replace evaporating water and insure that the barrier remains intact.

Traps, because of their shapes, are also the point at which drains are most likely to clog. To avoid stopped up drains, never pour grease into a drain or toilet. Ordinary washing soda (not baking soda) added to a drain on a regular basis will help keep it clear of grease from soap and cooking utensils. Run hot water through the drain, turn off the water, add 3 tablespoons of washing soda and follow it with just enough hot water to wash it down the drain opening. Let it set 15 minutes and run more hot water to rinse.

If the drain pipe from the sink, shower or tub does become clogged, first use a plunger. Be sure the rubber cap of the plunger covers the drain openings and the water comes well up over the cup edge. Working the plunger up and down rhythmically 10-20 times in succession will build up pressure in the pipe and work more efficiently than sporadic, separated plunges. Be sure to plug the overflow outlet (if there is one) with a piece of old cloth and close the other drain when working on a double sink. If the stoppage in the line is past the trap, try using the snake at the clean out plug nearest the blockage. These plugs are located on the drain lines through the house.

If any water-using appliance appears to be leaking, check the drain before calling a repairman. A partially blocked drain can cause overflowing.

Although it is sold commercially as a drain cleaner, never use caustic soda to open a drain. It will combine with the grease from soap or food wastes to form an insoluble compound. Potash lye or caustic potash may be added to finish opening a drain, but never use them on a completely stopped up drain. They may take as long as overnight to work and if you end up having to open up the trap, the chemicals would be hazardous.

WARNING: Because potash lye and caustic potash are highly corrosive, always pour them slowly into the drain to prevent splattering. Never pour water into the chemical. Wear old clothes, rubber gloves and goggles/safety glasses. Never use a plunger on a drain after chemicals have been added—the water may splash and cause injury or damage nearby surfaces.

Stainless steel fixtures

Stainless steel fixtures and sinks generally resist staining and they need a thorough

scrubbing only occasionally. Use a nonabrasive cleaner or a commercial stainless steel cleaner. Stainless steel sinks will dent when they receive strong impact, so be careful with large objects.

Water heaters

Water heaters normally collect small quantities of scale and dirty water. The can easily be removed by annually opening the valve at the bottom of the heater and allowing the tank to drain itself clean. Be sure to turn off the gas and/or electricity before draining your water heater. A water softener will reduce the frequency of cleaning.

All hot water heaters, whether gas or electric, have a control mechanism to govern water temperature. The dial should be set to 140 degrees for electric heaters and on NORMAL for gas heaters. This is especially important for the proper operation of your dishwasher. If there is too little heat, your dishes won't get clean; too much heat will "bake" dirt to your dishes.

Every three or four months, you should check the temperature and pressure relief valve on your water heater to be sure the lever works properly. If the thermostat should fail, this valve would prevent a dangerous increase in water temperature and pressure.

Bathroom Fixtures

The bathrooms in your new home have been outfitted with quality fixtures to enhance the space. Be sure to familiarize yourself with the proper care of these fixtures in order to best sustain their beauty and utility.

Toilets

Never flush hair, grease, lint, diapers, rubbish, facial tissue, etc. down the toilet drain. This type of waste stops up the toilet and sanitary sewer lines.

A variety of commercial cleaners are made especially for the toilet. Use them according to the manufacturer's direction, but DO NOT MIX them or use them with household bleach or any other cleaning product. Never use these types of cleaners in anything besides a toilet.

Troubleshooting toilet issues:

- If the water chamber appears to leak, it may only be condensation forming on the outside of the tank and dripping onto the floor.
- If water leaks into the bowl through the overflow pipe, try bending the rod holding the float so that the float is closer to the bottom of the tank. Flush the toilet, and if it still leaks, the inlet valve washer probably needs to be replaced.
- If the water trickles into the bowl, but is not coming through the overflow pipe, it is coming through the flush ball valve. The rods between the ball valve and the flushing handle may need aligning so that the ball will drop straight down after the handle has been pushed. A worn ball valve, dirt or rust on the ball or ball seat will let water leak

through into the bowl. If the ball or seat is dirty or rusty, clean it. If the ball is worn, unscrew it and replace it with a new one.

Porcelain enamel sinks & tubs

The surface of these fixtures is glossy, smooth and hard, but definitely not indestructible. A blow from a heavy or sharp object will chip the surface and scraping or banging metal utensils in a sink will gradually scratch and dull the surface. Stains can develop from dirt, food grease, rust or water minerals. The finish is also susceptible to being dulled or stained within a short time through the improper or excessive use of strong cleaners.

Not all cleaners are harmful. Nonabrasive cleaners, like many aerosol bathroom cleaners, are the safest. If you prefer a dry material, baking soda and Bon Am Powder (not Bon Ami Cleaner) are nonabrasive.

Fiberglass tubs & showers

Never use powdered cleansers or any type of abrasive on fiberglass tubs or showers. Special fiberglass cleaners are available at most supermarkets. Spray window cleaners are also effective. For long-term protection, wax your fiberglass units with a high quality car wax immediately at move-in and after every major cleaning.

Shower enclosures

To clean your shower enclosure, an ordinary dishwashing detergent (not soap) will work well, unless hard water minerals have been deposited. In these cases, use a commercial glass cleaner containing ammonia or 1 tablespoon of household ammonia in a quart of water.

****Be sure to read the caution note on the label before using ammonia****

Never use steel wool or scouring pads on the metal portion of these enclosures. It will remove the protective finish applied by the manufacturer and cause unsightly scratches.

To prolong the life and beauty of your plumbing fixtures, follow these precautions:

- Don't use plumbing fixtures to hold paint cans, trash or tools when you are redecorating. Cover them with tarps when painting walls and ceilings.
- Don't step in a bathtub or shower stall with shoes on for any reason. Shoe soles carry hundreds of gritty particles that will scratch the surface.
- Don't use your sink, tub or toilets as receptacles for photographic or developing solutions. Developing solution stains are extremely difficult to remove.

Exterior Stone

Care must be taken to avoid smearing mortar on the surface of components. Accidental smears or mortar droppings should be removed with a whisk broom or dry bristle brush only after mortar has become crumbly. Do not use a wet brush, sponge or wire brush. Do not use acid or acid-based products, power-washing or sandblasting on your stone.

Scuffing occurs on all natural stone. Occasionally, some scuffing will occur on the surface of Cultured Stone® products. This can enhance the natural appearance of your manufactured stone veneer installation. Some scuff marks can be removed by cleaning as described above.

Efflorescence is a water-soluble salt deposited on the surface of stucco, concrete, brick and other masonry products by the evaporation of water from the wall. On rare occasions, efflorescence will occur on the Cultured Stone® products. To remove efflorescence, allow the stone to dry thoroughly, then scrub vigorously with a stiff bristle brush and clean water. Rinse thoroughly—do not use a wire brush. For more difficult efflorescence problems, scrub thoroughly with a solution of 1 part white household vinegar to 5 parts water. Rinse thoroughly. For unusually difficult cleaning problems contact your local Cultured Stone® dealer—Iowa Stone Supply: (319) 366-3929.

Stucco

Stucco is susceptible to cracking due to expansion and contraction. Cracks should be expected during the lifetime of your home due to fluctuating temperatures. This is normal and does not reduce the function of the stucco in any way.

The white, powdery substance that sometimes accumulates on stucco finish is called efflorescence. This is a natural phenomenon and cannot be prevented. Consult your local home center for commercial products to remove efflorescence.

Since stucco is not a water barrier, avoid spraying water from irrigation or watering systems onto your stucco surfaces. We recommend that you check the spray from your lawn and plant irrigation system to make certain that it is not spraying your stucco.

To ensure proper drainage, keep dirt and concrete a minimum of six to eight inches from the stucco screed. The screed is the galvanized sheet metal trim that separates the stucco wall from the foundation.

