



William Lyon Homes

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# Homeowner Maintenance Guide

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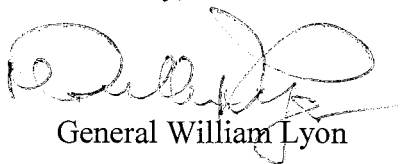
Dear Homeowner,

Allow me to offer my sincerest congratulations on the purchase of your new home. After more than 60 years in the homebuilding industry, it remains a great honor to be able to play a part in providing families with the opportunity to experience the pride of home-ownership. Purchasing a home is a time of great excitement, as it should be. It is truly one of life's most rewarding experiences.

I realize that you had a number of options in purchasing your home and I thank you for choosing William Lyon Homes. I have no doubt that you will be satisfied with this decision. Our dedication to providing the highest-quality homes on the market is driven by our mission of commitment to your satisfaction. We stand behind our work. If you need anything throughout your new journey, we're here for you.

On behalf of all of us at William Lyon Homes, congratulations and welcome home.

Sincerely,

A handwritten signature in black ink, appearing to read "William Lyon". The signature is fluid and cursive, with a large loop at the end.

General William Lyon

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# Introduction



## William Lyon Homes, Inc.

Hello and Congratulations,

Welcome to the neighborhood and to the William Lyon Homes family of homeowners. Purchasing a home is a major step in your life and has the potential to be a bit overwhelming. Our goal is to take the stress out of the experience by making certain that you have all the information you need to properly maintain your home and help you understand the importance of making maintenance a priority.

Maintaining a home is a lot like maintaining a car, only on a much larger scale. Proper care and upkeep will help ensure that the beauty and value of your home stand the test of time. Knowing your home and the areas that require your attention will reduce or eliminate problems down the road.

This manual provides all the information you need to become acquainted with your home and to understand its maintenance requirements.

The introduction should give you a broad sense of the elements of your home that require maintenance. **It is highly recommended that you take the time to read and understand the entire manual as there are several things that require attention throughout the first year of home ownership.** For information on how to request warranty service, please see the “How to Obtain Service” section of your manual or visit our web site at [www.lyonhomes.com](http://www.lyonhomes.com).

If you need clarification regarding any of the information you find in this manual or if you have questions regarding an issue that you feel has not been included, please don't hesitate to call our Warranty Service office. That's what we're here for. Living in your new home should be stress-free and we will do whatever we can to assist you in making sure that happens.

From the high-quality and fine craftsmanship we put into every inch of your home, to our steadfast commitment to providing you with superb customer service, our number-one priority is your satisfaction. Let us know if there's anything we can do to make the experience of living in your home more enjoyable. Happy Homeowning!

Sincerely,

Alexander Torres  
Director of Warranty Service  
Southern California

Michael Reeves  
Manager of Warranty Service  
Northern California

# Getting Started

This guide has been prepared specifically with you in mind. It is an important tool in establishing a comprehensive preventive maintenance program that ensures your home stays in outstanding condition.

Your Homeowner Maintenance Guide contains descriptions and example photographs of the major components and materials found in your home. It also provides primary preventive maintenance tasks and frequencies necessary for a successful maintenance program.



## HOW TO USE THIS GUIDE

The maintenance program provided in this guide will only be as effective as its implementation. Without a clear plan for implementing the maintenance, diligent adherence to that system, and conscientious follow-up to ensure all maintenance items are completed on schedule, proper maintenance of your townhome will not be achieved.

**To ensure effective implementation of this guide we ask that you:****1. Make maintenance a priority.**

The keys to cost-effective maintenance are attending to immediate maintenance needs and implementing a comprehensive preventive maintenance program. Preventive maintenance is important for extending the life of, and maintaining the appearance of, your property. This is essential in maintaining your property value.

**2. Use the Home Maintenance Summary.**

The Home Maintenance Summary contains maintenance recommendations for your home, organized by frequency (monthly, twice per year, etc.). Refer to this table as a reminder of how often various components in your home need to be maintained.

**3. Perform regular inspections and update your Maintenance Guide accordingly.**

Regularly assess the condition of each component in your townhome and update your Maintenance Guide as your home's needs change. One of the benefits of regularly scheduled maintenance inspections is that a clearer picture of the maintenance needs results over time. As these evolve and become more distinct, update your Maintenance Guide to incorporate your home's changing maintenance requirements.

**4. Use professionals.**

For maintenance tasks outside your expertise or ability, it is best to hire licensed professionals. Hiring vendors without proper licenses, bonding, and insurance is risky.

**ICON KEY**

Icons draw attention to especially important information:



**Note:** The *Note* icon indicates important points of interest related to the current subject.



**Caution:** The *Caution* icon brings your attention to conditions and maintenance steps that, if not properly followed, could result in damage to your home.



**Warning:** The *Warning* icon alerts you to conditions that could be hazardous to you, your family, or your guests.

## INTENT AND LIMITATIONS

The intent of this guide is to identify the major physical components found in your home, to describe the preventive maintenance recommendations for these components, and to facilitate a long and healthy relationship with your builder's customer service department.

The expert advice, preventive maintenance recommendations, and inspection program included in this guide will assist you in monitoring the condition and needs of your townhome. They will also allow maintenance practices to be adjusted to obtain the best results that can be reasonably expected, given the conditions which exist in your home and community.

**Maintenance Needs.** This guide was written based on normal use in average environmental and weather conditions. The maintenance needs of your home, however, are never fully predictable. Your home is subject to unusual weather conditions, normal and abusive use, and the unexpected. The time frames within this publication are based on industry standards and the best information currently available, however, adjustments may need to be made to compensate for either adverse or exceptional conditions. Over time, the maintenance requirements of your home will undoubtedly change. Physical components may change as replacements are made. This is another reason to update your Maintenance Guide.

**CALGreen.** The State of California passed a new, greener building code effective January 1, 2011. The code, referred to as CALGreen, requires that homeowners be provided with an operation and maintenance manual for their homes. This guide is to remain with the building throughout the life cycle of your home. When you move from your home, it is important that you pass this Homeowner Maintenance Guide to the next owner or occupant. (2010 California Green Building Standards Code, Section 4.410.1.1.)

**Limitations.** Since it is not possible to foresee every potential maintenance need that might arise, this guide is not all encompassing and should not be considered as the sole source of information about maintenance requirements for your home. However, used in conjunction with other industry information and expert advice available, it will provide a good basis for strategic planning.

**Building Standards.** Your home was developed to meet or exceed prevailing building codes and industry standards for your community and region. Most of the primary finishes and the supporting structure are an assembly of naturally occurring materials, selected and assembled to current building standards. Because they are subject to a range of local environmental conditions unique to your site and community, variations in appearance and performance will normally occur.

**Manufacturer Documentation.** Familiarize yourself with the Owner's Manuals that came with the products installed in your home. In the event of a conflict between the guidelines in this guide and those provided by the manufacturer of any component in your home, the manufacturer's guidelines prevail.

**Illustrative Photographs.** The photographs in this guide are for illustrative purposes only and are not intended to specifically represent any actual component or material in your home. The photographs provide general examples of what industry-standard components or materials may look like, and are intended only to aid you in recognizing the components in your home.

**Homeowner's Association.** Your home is located in a Homeowner's Association (HOA), also called a Common Interest Development, become familiar with the restrictions and regulations associated with your CC&Rs and HOA common area. Know who your HOA point of contact is and the Property Manager who has been appointed to care for your community.

**Warranty.** This Manual contains certain summary information regarding your New Home Limited Warranty (the "Limited Warranty"), as well as a re-printed sample copy of the Limited Warranty. The official copy of your Limited Warranty is the one that is issued to you as an Addendum to your Purchase Agreement. Please refer to your specific Limited Warranty for specific terms and conditions regarding coverage, time periods and exclusions. In the event of any conflict between the re-print provided in this Manual (or any other statement in this Manual) and the Limited Warranty delivered to you as an Addendum to your Purchase Agreement, the Limited Warranty delivered to you as an Addendum to your Purchase Agreement shall control. We encourage you to please contact your Warranty Service Representative for any questions about the Limited Warranty.

## BENEFITS OF USING THIS GUIDE

There are several great reasons to follow the recommendations found in this guide:

- They collectively serve as an excellent management tool in helping inspect your property and schedule maintenance.
- California State Law (Civil Code Title 7) and conditions of your developer's warranty require you to properly maintain your home in order to retain your full rights to have your builder correct construction deficiencies during and after the warranty period.
- Preventive maintenance saves you money, time, and helps prevent potential injury.
- Property values tend to be higher with proper maintenance.

Implementation of the preventive maintenance program in this guide will maximize the beauty of your home and help ensure that the life expectancy of its components is reached. By using these time-tested checks and balances, you will also greatly reduce the inconvenience when an element fails or is no longer aesthetically pleasing.



# Important Information

The following pages contain important facts about your new home, the materials that were used in construction, and other details that will help increase your knowledge of your new home. Please review this section carefully.

In addition to the following information, it is possible that there are specific items that pertain only to your specific home. Your Sales Representative and Warranty Service Representative are your best sources of additional information about your new home.

If you have questions about your home before you close escrow, please contact your Sales Representative. After you occupy your new home, please direct your questions to our Warranty Service Department. You will find contact numbers and procedures in the section titled "How to Obtain Warranty Service."

## MODEL HOMES

Model homes have several functions. They are used as sales offices, to demonstrate products in the home, and as a showcase. These multiple uses may require larger air conditioners and other equipment that are neither appropriate nor desirable for residential use. The model homes may also display a variety of features, finishes, design, materials, colors and products that are not included in specific production homes. The following was prepared to clarify the items and features in your new home that may differ from that shown in the models.

Due to their function as sales offices and being open to public visitations, the model homes often have enhanced heating and air conditioning systems that may not be the same as in your home.

Construction methods, plans, specifications, elevations and details may vary between model homes and production homes. Production homes can have design features that differ from those in the model homes. The differences could be in materials, interior and exterior colors, surface coverings, doors, windows, garage doors and other features.

Production homes can have different interior and exterior dimensions than those of the model homes. The dimensions of your home may vary from the models. You should measure your new home for window coverings, furniture and other improvements. Do not use the model homes or other production homes as a guide for measuring for decorator items, wallpaper, floor coverings or other items.

Model homes have been landscaped with specific attention paid to maintaining proper drainage through drainage swales or systems designed to address the installed landscaping. Your home may not contain the same landscaping and/or drainage methods as our model homes, and if you landscape your home you will need to make sure that appropriate drainage is maintained for whatever type of landscaping or hardscape (walls, planters, sidewalks, etc.) you choose to install. Additionally, finish grade must be kept a minimum of two inches below the stucco screed.

The entrance and walkways of the model homes may vary in size, materials and location from production homes

The representation of features, settings, finishes and other items that are used in the model homes or in advertising and sales materials may differ from those in production homes. Substitute materials differing from materials used in the model homes may have been used in the construction of your home, due to a variety of causes.

## COLOR VARIANCES

Variations in color occur in all manufactured products. Manufacturers may discontinue certain colors and products. Although every effort is made to provide consistent color, variances may be noticeable in paint, masonry, stucco, tile, carpet, cultured marble surfaces and other colored surfaces. Exposure to the sun and water will alter the color more rapidly. These variances may be especially noticeable where a repair has been made. **An exact color match of materials is not guaranteed or covered by your Limited Warranty.**

## CONCRETE, MASONRY, AND STUCCO

Due to the weather and temperature in this area and to the nature of concrete, masonry and stucco, it is normal for these materials to shrink and expand. This can result in normal hairline cracks on the surface that do not affect the strength, performance or purpose of the concrete, masonry or stucco. **Your Limited Warranty does not cover normal shrinkage or surface cracking of the building slab or adjacent concrete, masonry or stucco**

Please see the "Construction Standards" chapter in this manual for additional information on this subject.

## CONSTRUCTION METHODS

Construction methods can vary from home to home due to variations in plans, elevations and the requirements of building codes.

The plans and specifications for your home must be reviewed and approved by the building department of the city or county where your home is located. We construct each home to comply with plans and specifications, which are subject to approval by the applicable building department. Many of the specifications become part of our agreements with subcontractors and suppliers and can only be changed by amending these agreements.

The builder may substitute materials, equipment and fixtures of comparable quality for those shown on the plans and specifications and may erect the residence as shall best conform, in the builder's opinion, to the lot upon which the residence is being constructed. William Lyon Homes, Inc. (WLHI) reserves the right to substitute materials, equipment and fixtures of a different nature, brand or composition than those shown in any model and from those shown on the plans and specifications.

William Lyon Homes, Inc., in the exercise of its discretion, may erect the home in a manner that it believes best conforms to the Lot upon which the home is being constructed. Any change in any aspect of the home including materials, equipment and fixtures thereof shall not be deemed a violation of William Lyon Homes, Inc. obligation under the Purchase and Sales Agreement. Should you have any questions regarding any changes to plans or specifications, please contact your sales representative.

### **Regulatory Changes**

From time to time, city or county agencies adopt new regulations, which can affect your home. Such changes are usually adopted in the interest of safety. We must comply with codes and requirements that are in effect for each individual area. Therefore, the same floor plan may be constructed slightly differently in each of two different jurisdictions or at two different times within the same jurisdiction.

### **Individual Foundation Designs**

Another area where variations between homes can appear is in the foundation system. The foundation design is individual to each Lot. The specific location and elevation of the foundation on the Lot is subject to a wide variety of influences including but not limited to topography, setback requirements and geological conditions. Therefore, William Lyon Homes, Inc. shall solely determine the location of the foundation on the Lot. Your foundation type may be different from your neighbor's or that of the model home.

## Changes in Materials, Products and Methods

The new home industry, building trades and product manufacturers are continually watching for improved methods and better products. In addition, manufacturers sometimes make model changes that can impact our final product. As a result, we may use methods or materials in your home that differ from those in the model home.

In all instances, any substitution of method or product will be of equal or better quality than shown in our model. Since such substitutions or changes may become necessary due to matters outside our control, we reserve the right to make them without notification.

## DRAINAGE

All lots have been graded to transport surface water away from the home. The grading plan for each homesite has been engineered and graded to local, state and federal standards. Failure to maintain grading can result in damage to your home, your homesite and to neighboring property. **Any alteration of the established grading plan for your homesite will invalidate coverage of your grading under your Limited Warranty for some claims or damages.**

Damage to your alterations or improvements to your home, or to any other property, resulting from such alterations or improvements, are not covered under your Limited Warranty.

Your homesite has been graded to accommodate the soils, elevations and other factors of the homesite. Consult a licensed professional before you make changes to the grade of your homesite. Your Limited Warranty does not cover damage to your home or other homes caused by changes or alterations in the grading, landscape and drainage systems. For any additions, changes or alterations to your grading, landscape and drainage system or landscape, please consult a licensed contractor.

If you have a Homeowners' Association, you generally must consult your Homeowners' Association before you make any changes or additions to the exterior of your home, including landscaping, drainage and grading. Please review the Homeowners' Association documents including the Conditions, Covenants and Restrictions (CC&R's) provided with your purchase agreement.

## EASEMENTS AND UTILITIES

Your property may be subject to easements that should be reflected on your title report that will be given to you shortly after your purchase and closing. Consult your title report or a professional before any alterations are made to your home or to your lot.

## FUTURE DEVELOPMENT

Because William Lyon Homes cannot predict or control future development on nearby or adjacent properties, no warranty nor guarantee is made with respect to the presence, absence or nature of any future development.

## HEATING AND AIR CONDITIONING SYSTEM

The temperature in your new home may vary from room to room. This variation is normal. This variation is due to differences in your home's orientation to the sun, shade from neighboring homes, trees, landscaping and other factors. While efforts have been made to balance your system to achieve overall efficiency and comfort, ideal balance is not always possible. Temperature variances between the first and second floor are normal because heat rises. Seasonal adjustment of register vents is part of normal homeowner maintenance. Refer to the "Hardwood Flooring" section in the "Interior Maintenance" chapter for more information.

### **Important Facts You Should Know About Your Heating and Cooling System**

1. Please see the manufacturer's warranty brochure for information on possible solutions to problems with your heating and air conditioning system.
2. An efficient system with a programmable thermostat has been installed. This allows you to "set back" your thermostat to save energy when you are sleeping or away from your home to save energy. This also allows your home to reach your desired temperature when you awake or return home for ultimate convenience.
3. Do not turn the air conditioning system off. Part-time cooling is not economical. If the system is left off during the morning, the home will soak up heat and be more difficult to cool in the afternoon. You can actually save money by letting the thermostat determine when cooling is needed. See the "Hardwood Flooring" section in the "Interior Maintenance" chapter of this manual for suggested heating and cooling settings.
4. Avoid excessive adjustments of your thermostat. When you have found a temperature that you prefer, it is best to leave the thermostat at that setting.

5. Check filters monthly. Clean or replace filters as necessary. Dirty filters will affect the performance and the efficiency of your heating and cooling. Filters are located at the return air grill or at the forced air unit itself.
6. An auxiliary drainpipe has been installed from the air handler in the attic to the overhang on one of the sides of your home or in the ceiling over a bathtub or shower (attic installations only). If you ever notice water dripping from that pipe, a problem exists and the unit should be checked immediately.
7. Shades, drapes, shutter or screens can be installed on windows exposed to direct sun light. Our Design Center can assist you with these and other upgrades.

## UPGRADES OR OTHER ALTERATIONS BY BUYERS

Changes or the installation of non-approved upgrades by the buyer are not permitted during construction. Any such alterations will be removed and any resulting damage will be repaired at the buyer's expense.

After the close of escrow, the use of independent contractors, other than those who are contracted by William Lyon Homes, with respect to any systems, features and structures of the home, will void the Limited Warranty, with respect to any and all damage caused, directly or indirectly, as a result of any such independent contractor's work.

## HOMEOWNER MAINTENANCE RESPONSIBILITY

The features and systems in your new home require routine maintenance. Refer to the Maintenance section in this manual and, if necessary, please consult a professional for advice on your maintenance requirements. You may also contact our Warranty Service Department if you have questions about how to maintain your home. Your Limited Warranty does not cover damage, deterioration and destruction of items caused by improper or inadequate maintenance by the Homeowner.

## HOMEOWNERS ASSOCIATION

The Homeowners' Association, where applicable, is responsible for certain areas of the subdivision and budgets for such maintenance. Month dues are required. **The Homeowners' Association generally must be consulted prior to any additions, changes or alterations to exterior colors and trim, landscaping and other changes.** Consult the Homeowners' Association, applicable CC&R's and other information in this manual for more information.

## LANDSCAPING

The landscaping for the model homes features more mature plantings, special plant selections, denser planting and unique hardscape features. These features are not found in production homes if landscaping has been included as a standard or optional feature in your community.

## MILDEW AND MOLD

Mildew and mold can result when moisture accumulates in a confined area. Moisture in the home can have many causes. Spills, leaks, overflows, condensation and high humidity are common sources of moisture in the home. Over watering of landscaping can also cause mold and mildew. For more information refer to the “Mold” section in the “Special Considerations” chapter of this manual.

## PLUMBING FIXTURES

Plumbing fixtures are susceptible to damage and staining if water is permitted to stand on the surface or because an abrasive cleansing product is used.

## SOILS

The soils in this area may be expansive in nature. A soils engineer, who recommended the type and design of the foundation used for your home, analyzed the soils in this development. **Any changes to the foundation, the grading and the landscaping of your home and lot can result in severe damage to your property and to neighboring properties.** Consult a professional before making changes.

## TILES

The color of manufactured tiles and natural stone products can vary in color from tile to tile. The consistency of tile color is not warranted. Further, no representation or warranty is made that the tile colors and finishes in your new home will match those used in the model homes, or will be available in the future.

## UNAUTHORIZED OPTIONS

William Lyon Homes does not permit the installation of options by anyone other than William Lyon Homes and contractors working at its direction prior to the close of escrow. Additionally, all options must be in writing on provided forms and accepted and signed by William Lyon Homes officer prior to installation.

## VIEWS

No representation or warranty is made with respect to the presence or absence of views or scenes that are visible from your new home. Such views and scenes can be blocked or changed by future development, the growth of plants, and other activities.

## NEW HOME ORIENTATION ITEMS

Items for repair or replacement noticed during the New Home Orientation must be noted in writing on an approved William Lyon Homes form. These items will be completed as soon as possible. It is possible that some items will be completed after the close of escrow. Any item that William Lyon Homes does not correct at the New Home Orientation will be addressed in writing.

## WATER PRESSURE

Your Limited Warranty does not include any representation or warranty concerning water pressure levels.



# How to Obtain Warranty Service

## Warranty Service

William Lyon Homes' Warranty Service Department is responsible for administering the terms of your Limited Warranty program. William Lyon Homes Warranty Service Representatives are trained to respond to your needs promptly and professionally.

To assist Warranty Service in handling your request efficiently, we ask that you review this section carefully. If you have questions after you move in, please direct them to a representative of William Lyon Homes' Warranty Service Department.

You can contact Warranty Service at:

**Southern California Region:**  
**Phone: (949) 476-1396**

**Northern California Region:**  
**Phone: (800) 770-6883**

**William Lyon Homes, Inc.**  
**4695 MacArthur Court, 8th Floor**  
**Newport Beach, CA 92660**  
**Email: [socal-ws@lyonhomes.com](mailto:socal-ws@lyonhomes.com)**  
**Fax: (877) 893-5507**

Submit a service request online via SiteOne at:

<http://wlh.s1service.com/Logon/Logon.aspx>

If you have not received a SiteOne username and password, you may submit a service request online at [www.lyonhomes.com](http://www.lyonhomes.com) and you will receive an email from one of our Warranty Coordinators containing your new username and password along with other information about SiteOne.

You may also fax a written warranty service request to the fax number above.

Our office hours are 8:00 am to 4:00 pm.

## WARRANTY SERVICE POLICIES

This section describes our normal warranty service procedures. If you believe that you have a warranty claim, we suggest that you review the “Limited Warranty” chapter of this manual before you request service. This will help you decide if the claim is covered by the Limited Warranty, by a manufacturer’s warranty, or is considered your responsibility.

It is our policy that Warranty Service responds to all warranty service claims as quickly and efficiently as possible. Approved Warranty Service Requests are usually scheduled for completion within thirty (30) days of receipt of the written request. Occasionally, due to circumstances beyond our control, this process may take more than thirty (30) days. Delays can be caused by shortage of materials, back-ordered parts, labor problems, weather or other unanticipated events. We will keep you informed of the anticipated completion date. Some service calls will need to be scheduled over several days, according to the work to be done. For example, drywall repairs might be done at one time and repairs to cabinets might be done at another. This enables the Warranty Service Department to complete repairs efficiently. Warranty Service work will be scheduled Monday through Friday from **7:30 am until 4:00 pm.**

You need to reasonably cooperate in permitting our Warranty Service Department and their agents to inspect, investigate, test (including destructive testing), monitor, repair, replace or otherwise correct an alleged construction defect. This includes keeping service and repair appointments made with our Warranty Service Department. **You must not incur any expense, make any voluntary payments, or assume any obligations to remedy a claimed defective condition without our Warranty Service Department Manager's prior written approval.**

If you believe you have an emergency requiring immediate attention, please refer to the “Emergencies” chapter in this manual. If your situation is not an emergency, please follow the steps below for requesting service.

## HOW TO REQUEST WARRANTY SERVICE

Your Limited Warranty period begins the day you close escrow on your home (assuming you are the initial purchaser).

**For your records, to assure quality, and so that we may maintain a complete file on your property, all requests for Warranty Service must be submitted in writing.** We have prepared Warranty Service Request forms for this purpose.

Submit a service request online by visiting your online account at <http://login.dwellinglive.com>. You may also submit a service request online at [www.lyonhomes.com](http://www.lyonhomes.com) and you will receive an email from one of our Warranty Coordinators containing your new username and password along with other information about how you can request warranty service.

When we receive your warranty service request, we will evaluate if the Limited Warranty covers the item, if it is the responsibility of a product manufacturer, or if it is your responsibility. Usually, we must inspect the problem to review and fully understand the request for warranty service and to determine warranty coverage and responsibility for subsequent actions.

Service requests that are the responsibility of product manufacturers can generally be brought to the attention of the appropriate manufacturers by telephone. The product manufacturers and their telephone numbers (or other service procedures) are listed in the manufactured product warranty documents delivered during your New Home Orientation.

Building industry standards and the Construction Standards set forth in this manual will be used to select the materials and the workmanship practices that are employed in Warranty Service repairs and replacements.

Our Warranty Service Representatives in the field do not have permission to authorize repair work by your subcontractors or other vendors, and they do not have the authority to extend or alter your Limited Warranty in any way.

We take pride in our Warranty Service. If you are dissatisfied with the quality of work or the level of professionalism displayed by one of our subcontractors or employees, please contact our Warranty Service Department immediately. Your comments help us to maintain the high level of service in which we take pride.

## How to Request Service

1. Review the warranty section which addresses the item you believe requires service.



2. Complete the Warranty Service Request form. Please include your address and work and home phone numbers. Describe in detail the item, including the location of the item (e.g., kitchen or master bathroom) requiring service.



3. Submit a service request online via SiteOne at:

<http://wlh.s1service.com/Logon/Logon.aspx>

If you have not received a SiteOne username and password, you may submit a service request online at [www.lyonhomes.com](http://www.lyonhomes.com)



You may also fax a written warranty service request to: (877) 893-5507.

When warranty service work is completed, you will be asked to sign an acknowledgment of performance of the work and, where appropriate, a release of claims relating to the repaired construction defect. Any such release will not prevent you from making claims for subsequent or different construction defects. In the event any dispute arises relating to warranty claims, such disputes will be resolved pursuant to the arbitration procedures specified in the Limited Warranty.

# Miscellaneous Procedures

## ABSENT OWNER ENTRY

Representatives of William Lyon Homes and authorized subcontractors will not enter your home unless an owner has specifically given Warranty Service a written authorization to enter the home. Also, employees and subcontractors of William Lyon Homes will not remain in your home in the presence of minor children who do not have adult supervision. Please note that all Warranty Service inspections and work will be done on Monday through Friday between the hours of **7:30 am until 4:00 pm**.

## PETS

William Lyon Homes is not responsible for pets and/or for their security. Pets must be removed from the work area when Warranty Service work is being performed, and they should not be returned to the area until you have inspected the work area and determined that it is secure and ready for a safe return.

## FIX-IT LAW PROCEDURES

The above procedures are William Lyon Homes' normal Warranty Service procedures, as described in the Limited Warranty and this manual. You are encouraged to pursue any and all warranty or construction defect issues through these normal warranty service procedures, as we believe these procedures provide the most efficient and reliable methods for responding to and addressing such issues. Please note that nothing in our Limited Warranty, in this manual, or in any other document provided in conjunction with the sale of this home diminishes any rights or obligations that you or we may have under California Civil Code sections 895 through 945.5 (the "Fix It Law"), or under any "alternative nonadversarial contractual provisions" adopted in the purchase contract in place of the nonadversarial dispute resolution procedures set forth in California Civil Code sections 910 through 938, with respect to formal claims initiated and prosecuted under the Fix It Law. (A copy of the relevant portion of the Fix It Law code sections have been provided with the purchase contract.) However, it is our goal and desire to address your warranty and construction defect issues through our normal Warranty Service and warranty administration procedures, without the need to resort to more formal processes.

# Emergencies

We define emergencies as problems that require immediate attention to protect you and your family from harm, or to avoid damage to your home, your property, or adjacent property.

If an emergency should happen, your first step should be to protect yourself and your family from harm. Once you are sure of their safety, and if your safety will not be jeopardized, you should take steps to correct or lessen the effects of the emergency. Some examples are provided below.

We maintain an emergency telephone service that operates during all non-business hours. In case of an emergency, please call the Warranty Service at:

**Southern California Region:**  
**Phone: (949) 476-1396**

**Northern California Region:**  
**Phone: (800) 770-6883**

Do not delay in reporting an emergency. Subsequent damage caused by a delay in reporting an emergency will not be the responsibility of William Lyon Homes.



**Note:** NON-EMERGENCY REPAIRS THAT ARE REQUESTED BY THE HOMEOWNERS AND ARE PERFORMED AFTER BUSINESS HOURS, ON WEEKENDS OR ON HOLIDAYS WILL BE INVOICED TO THE HOMEOWNER AT PREVAILING HOURLY OVERTIME LABOR RATES.

Some circumstances that may constitute emergencies are not covered by the Limited Warranty, such as earthquakes, fires, severe weather, invasions of insects or other pests, etc. These circumstances may be covered by your homeowners' insurance or other insurance.

If your situation is covered by the Limited Warranty and does not fall within the following emergency guidelines (such as an inoperative appliance, a loss of hot water only, a toilet stoppage, a dripping faucet or leak under the sink), you should use the normal procedures outlined previously for requesting routine Warranty Service. If you believe that lack of immediate action in response to your situation could result in further damage, please call our Warranty Service Department at the emergency telephone numbers provided.

The problems that qualify as emergencies include:

## ELECTRICAL

- **A TOTAL ELECTRICAL FAILURE, OTHER THAN AN OUTAGE IN THE NEIGHBORHOOD.** Before you call, please review “Electrical” in the “Troubleshooting Guide” and the “Natural Stone Countertops” section in the “Interior Maintenance” chapter of this manual to see if you can rectify the problem.

## HEATING AND AIR CONDITIONING

- **A TOTAL LOSS OF HEATING OR AIR CONDITIONING DURING EXTREME WEATHER CONDITIONS.** We define “extreme” conditions for heating as any time the heating unit does not work in any room and the outside temperature falls below 50 degrees. The failure of air conditioning is not normally considered to be an emergency unless the lack of air conditioning jeopardizes the health of someone in the home. An air conditioning emergency is defined as a total outage that creates a medically threatening condition for an individual with a medical condition, an elderly person or an infant. If these conditions are not met the situation will be handled during regular business hours. Please review the “Heating and Air Conditioning” portions of the “Troubleshooting Guide” and the “Hardwood Flooring” section in the “Interior Maintenance” chapter of this manual before you call.

## PLUMBING

- **A WATER LEAK THAT REQUIRES THAT THE WATER SUPPLY TO YOUR HOME BE SHUT OFF TO AVOID SERIOUS WATER DAMAGE.** A leak that can be isolated by the shutoffs under the cabinet or plumbing fixture is not an emergency. Please refer to the “Plumbing” portion of the “Troubleshooting Guide” chapter in this manual.



**Note:** DAMAGE FROM A WATER LEAK CAN BE MINIMIZED BY TURNING OFF THE WATER TO A PARTICULAR FIXTURE OR TURNING OFF THE WATER MAIN TO YOUR HOME. THE WATER MAIN SHUTOFF VALVES ARE LOCATED BELOW THE FRONT HOSE BIBB AND AT THE WATER METER BOX WHICH IS LOCATED BEHIND THE CITY SIDEWALK.

- **A total stoppage of the plumbing and/or sewer system, in which none of your sinks, tubs or toilets will function properly.** If one toilet is working, do not place an emergency call.

## ROOFING

- A failure of the roofing on your home can be an emergency if rain is entering the home and cannot be stopped by the homeowners. Take steps to protect your home and its contents from water leaks. For safety reasons, roofing will be repaired when weather conditions permit.
- **Do not walk on the roof of your home. The roofing materials that are used on your roof are easily damaged by foot traffic. Also, to avoid damage to the roof, do not attach antennae or other devices such as satellite dishes to the roof of your home. Any such damage is not covered by your Limited Warranty.**



# Emergency Utility Shut-Offs

In an emergency you may wish to turn off the utilities that supply your home. Please refer to the following pages for locations and instructions for utility shut-offs.

## ELECTRIC



Electric Meter: Typically located outside of home near front.



**Note:** Main breaker is sometimes located in line with circuit breakers.

## GAS



Main Shut-Off "ON"



Main Shut-Off "OFF"

Gas Meter: Located near electric panel on outside of home.



“ON”



“OFF”

In Line Shut-Offs: Located at water heater, furnace and gas appliances.  
Note the “on” and “off” positions.

## WATER



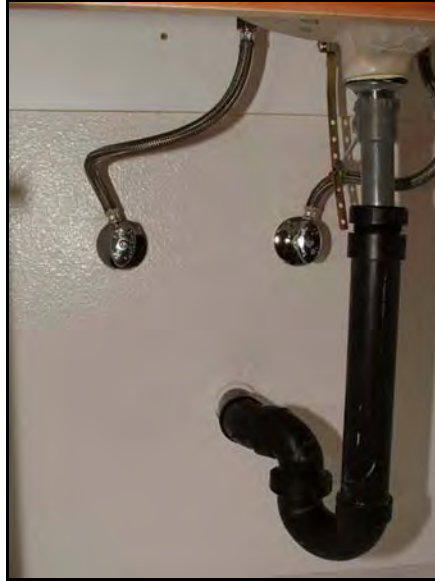
"ON"



"OFF"

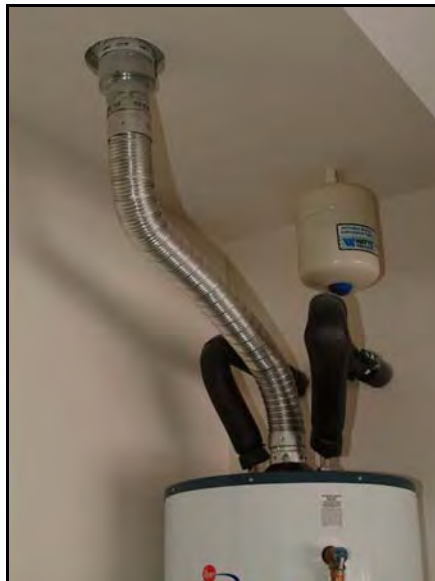
Main Line: Located in water meter box. Note the "on" and "off" positions.

House Main: Located below front hose bib on outside of house  
(Turn off clockwise).



Sink Faucets and Toilets: Located directly under fixture (Turn off clockwise).

## WATER HEATER



Water Heater Fill Line: Located on top of tank (Turn off clockwise).

# Troubleshooting Guide

In case of an emergency contact the William Lyon Homes Warranty Service at:

**Southern California Region:**  
**Phone: (949) 476-1396**

**Northern California Region:**  
**Phone: (800) 770-6883**

The section titled “Emergencies” that precedes this section may also be of assistance. For other problems that arise, we provide these Troubleshooting Suggestions for your convenience.

## PLUMBING

1. If a water main breaks or a major plumbing leak develops, turn off the main water valve. The main water valve is usually located below the front hose bibb, however, locations may vary. An additional shutoff is located in a ground level box near the street.
2. If you notice a leak under a sink or toilet, turn off the water by using the shutoff valves located under or behind the unit. Arrange for service.
3. If a toilet becomes clogged, turn off the water to the fixture. Follow the procedures outlined in the “Standard Tank Water Heater” in the “Interior Maintenance” chapter of this manual.
4. If you notice a leak in the tub or shower, turn off the water at the main shutoff valve and arrange for service. Do not use the shower or tub until service can be provided.
5. If there is a leak in the water heater, turn the shutoff valve on top of the heater to ‘off.’ Turn the gas supply off and drain the water heater.
6. If you notice water spots (darkened areas) on your walls or ceilings, you may have a water leak. Determine the source of water if possible and take steps to prevent further damage. If the leak can be traced to one location (one toilet, sink or tub), turn off the water to that fixture. Contact William Lyon Homes Warranty Service for service. If the leak cannot be isolated, turn off the main water service.
7. If you notice water dripping from the PVC pipe coming out of the overhang, there could be a problem with the air handler in your attic. Call for service immediately.

## ELECTRICAL

If a complete power outage occurs, look to see if your neighbors have electrical power. If the power is off in your neighborhood, call the electric company to report the outage. If the outage is limited to your home, inspect all circuit breakers, including the main breaker. If a breaker appears damaged leave it off and contact William Lyon Homes' Warranty Service Department. If the breakers are not damaged, turn them all off and back on again one at a time.

**IMPORTANT NOTE: IF YOUR MAIN CIRCUIT BREAKER TRIPS OR IS TURNED OFF, WAIT 2-3 MINUTES BEFORE TURNING IT ON. THEN, RESTORE POWER TO THE OTHER CIRCUITS ONE BY ONE. THIS AVOIDS OVERLOADING THE SYSTEM.**

1. If you notice sparks or smell burning, find the location of the odor or sparks. If an appliance is plugged into that outlet, check the appliance for a short in the cord or other problem and unplug it. If this is not the problem, shut off the problem circuit and call Warranty Service at the number above. **IMPORTANT NOTE: Immediately call the fire department if there is any possibility of a fire.**
2. If there is no power in a bathroom, kitchen, garage or outside receptacle, these receptacles may be connected to a Ground Fault Interrupt (GFCI) device designed to interrupt the flow of electricity preventing electrical injury or damage. Locate the nearest GFCI outlet. If the reset button has tripped, unplug the appliance; press the reset button to restore power. If power is not restored, determine if the circuit is being overloaded. Two hair dryers or other appliances being used on one circuit could cause the breaker to trip. Defective appliances can trip a GFCI when they will not trip a standard breaker. Rarely will a GFCI be too sensitive and require replacement. Contact Warranty Service if you have questions about the GFCI outlets in your home.
3. **IMPORTANT NOTE: Do not use power tools, refrigerators, freezers or appliances in GFCI outlets. Do not plug an appliance with a separate transformer or an item with a timing device (such as an irrigation system) into GFCI outlets.**
4. If there is no power to an electrical outlet, make sure that a wall switch that may be turned off does not control the outlet. Once this is determined, inspect the circuit breakers and reset any that are in the OFF position.
5. If a luminous light fixture does not work, make sure all fluorescent bulbs are installed properly. Adjust any tubes that are flickering or buzzing. Check wall switches and circuit breakers.

## HEATING AND AIR CONDITIONING

1. If the heating system is not working properly, make sure the thermostat is set to a temperature higher than the room air and the thermostat is turned to the 'heat' position. Make sure the circuit breaker is in the on position. Also make sure that the ignition or pilot system is operating and that the gas line to the burner is ON. See the "Hardwood Flooring" section in the "Interior Maintenance" chapter for information on the heating and air conditioning system in your home. If you are unable to isolate the problem, call Warranty Service.
2. If your air conditioning unit shuts down or will not start, make sure the thermostat is set to a temperature that is cooler than the room air. Then, turn the air conditioner off at the thermostat and inspect the circuit breaker. If the breaker is tripped, reset it and restore power to the unit. On some units, if the air conditioner does not restart, check for a bad fuse. This fuse is in the disconnect box located near the compressor. If you are unable to correct the problem, call Warranty Service.
3. Check to see if your return air filters are dirty. If you do not replace your filters regularly, they may restrict the airflow through your system.
4. If you have a digital thermostat, make sure it has fresh batteries.
5. Make sure you balance your air registers properly every season.
6. If you have a system with more than one thermostat, make sure both thermostats are set the same and are on at the same time.



## GARAGE DOOR OPENERS

1. If your garage door opener motor runs, but the door does not move, the track release has probably been pulled. The track release usually has a cord hanging from the point where the arm attached to the door meeting the opener track that runs horizontally from the opener motor to the door. Make sure the release is in the engaged position and cycle the motor. The release should pop back into the track during the open / close cycle. If you continue to have trouble, you may contact Warranty Service to aid in coordinating service from the installer.
2. If your garage door begins to close, but then opens and stops, your infrared sensors may be out of alignment. To help prevent small children and animals from being injured by a closing garage door, your opener system is equipped with infrared sensors, which will abort the closing process if the beam between them is interrupted. If these sensors are bumped so that they no longer point directly at each other, the door will think there is something obstructing its path and will not close. Normally there is a small light on each sensor to indicate whether or not they are aligned. If the light is red or blinking, the sensors are either out of alignment or something is interrupting the beam between them. If the light is green or constant the sensors are in alignment and the door should close properly. If you continue to have trouble, you may contact Warranty Service to aid in coordinating service from the installer.
3. If your garage door closes but then reopens and will not stay closed, the resistance limits are set too sensitively. Most garage door opener motors are equipped with resistance limits that are designed to prevent the door from closing if it hits an obstruction. If these limits are set too sensitively or if the stop point is not set correctly, the door may believe it is hitting an obstruction when it closes and thus reopen. You may follow the manufacturer's recommendations to make these adjustments yourself, or you may call Warranty Service during the first year for assistance. If you continue to have trouble, you may contact Warranty Service during the first year to aid in coordinating service from the installer.

## SMOKE DETECTORS

1. If a smoke detector makes a “chirping” sound the battery is depleted and should be replaced. Smoke detectors in a home are sometimes linked so that they will all sound if a fire starts anywhere in the home. This also means that sometimes they will all chirp when the battery in one of them is low. You should probably replace the batteries in all of your smoke detectors at the same time, but if you replace a battery in just one of them and the “chirping” continues it is probably due to the linked nature of the detectors. Please read the manuals that are supplied with the smoke detectors carefully.
2. Smoke detectors can be activated by a variety of things in addition to actual smoke. Steam, dust, sprayed paint, insects and of course smoke from burning food in the kitchen can all activate the smoke alarm system. To deactivate the system you must remove the source of the false alarm. Open windows and run exhaust fans to clear the house of smoke or steam. Very often if you have not run your forced air unit for several months or if you are running it for the first time after construction there will be some fine dust particles circulated initially which may set off the smoke alarm system. Open windows and doors and continue to run the heating and air conditioning system. After several minutes the smoke detectors should stop sounding. If you believe that your smoke detectors were set off by dust and they continue to sound, it may be necessary to vacuum the top of the detector to remove dust, which may have been lodged inside.

# A Word About Warranties

We have included the following summary information so you can fully understand the Limited Warranty that accompanies your new home.

The Limited Warranty provided by William Lyon Homes covers your home. The Limited Warranty has been provided with your purchase contract. A sample copy of the Limited Warranty is re-printed in the next section of this Manual, for your reference. The official copy of your Limited Warranty is the one that is issued to you as an Addendum to your Purchase Agreement. Please carefully review the Limited Warranty and the additional information provided in this manual, to understand your and our respective rights and obligations under the Limited Warranty.

There are certain items that have a variety of coverage periods, and warranty coverage is subject to important exclusions and homeowner maintenance obligations. In addition, certain items are covered by a manufacturer's warranty that is separate from the Limited Warranty provided by William Lyon Homes, and which may vary based on community. Please refer to your Limited Warranty for specific terms and conditions regarding coverage, time periods and exclusions. The following summary is provided for informational purposes only, and is qualified in its entirety by, and is subject in all respects to, the terms and conditions included in the Limited Warranty delivered to you as an Addendum to your Purchase Agreement. In the event of any conflict between the re-print provided in this Manual (or any other statement in this Manual) and the Limited Warranty delivered to you as an Addendum to your Purchase Agreement, the Limited Warranty delivered to you as an Addendum to your Purchase Agreement shall control.

The Limited Warranty is administered by William Lyon Homes through its normal “Warranty Service” procedures, as described in the Limited Warranty and this manual. You are encouraged to pursue any and all warranty or construction defect issues through these normal warranty service procedures, as we believe these procedures provide the most efficient and reliable methods for responding to and addressing such issues. Please note that nothing in our Limited Warranty, in this manual, or in any other document provided in conjunction with the sale of this home diminishes any rights or obligations that you or we may have under California Civil Code sections 895 through 945.5 (the “Fix It Law”), or under any “alternative nonadversarial contractual provisions” adopted in the purchase contract in place of the nonadversarial dispute resolution procedures set forth in California Civil Code sections 910 through 938, with respect to formal claims initiated and prosecuted under the Fix It Law. (Copies of the Fix It Law code sections have been provided with the purchase contract.) However, it is our goal and desire to address your warranty and construction defect issues through our normal Warranty Service and warranty administration procedures, without the need to resort to more formal processes. If you have questions about the warranty on your new home during the construction and purchase processes, contact your Sales Representative. After the close of escrow on your new home, please contact Warranty Service for questions and comments about the Limited Warranty.

## Contacting Warranty Service

Contact Warranty Service by telephone at:

**Southern California Region:**  
**Phone: (949) 476-1396**

**Northern California Region:**  
**Phone: (800) 770-6883**

Both regions can be reached by email or by facsimile at:

**Email: [socal-ws@lyonhomes.com](mailto:socal-ws@lyonhomes.com)**

**Fax: (877) 893-5507**

We will contact you promptly to schedule a visit. For additional details on requesting warranty service, please see the chapter on “How to Obtain Warranty Service” in this manual.

# Factory Manufacturer Product Warranties

Factory-manufactured items installed in your new home are typically covered by warranties from their respective manufacturers. This includes but is not limited to the following: your appliances, smoke detectors, floor coverings, HVAC units, furnace, garage door opener, water heater, thermostat and other consumer products. Purchasing these items from William Lyon Homes is no different than purchasing them from a local retail outlet. Manufacturer warranties are passed and assigned to you at the Close of Escrow. At that time you will receive written materials concerning these products, typically including written warranties, use and product information and maintenance instructions. It is important that you complete the warranty cards and mail them to the manufacturers promptly. This ensures that you will receive the warranty coverage that is intended. Subject to the provisions of the Limited Warranty, the Limited Warranty provided by William Lyon Homes does cover the workmanlike installation of these items, but does not cover defects in those manufactured products themselves.

## New Home Orientation

Your new home will conform to company and industry standards as to “fit and finish” and appearance items when you accept the home. Some items in your home are subject to damage immediately after you move in. Movers or workers that you employ can damage these items. So that you and we can be certain that these items are in excellent condition during the New Home Orientation we will ask that you inspect each item and acknowledge its condition. These items include, but are not limited to:

1. Bathtubs and showers - scratched or chipped
2. Carpet - Carpet will not be cleaned by William Lyon Homes after move-in
3. Ceramic Tile - Broken or chipped tiles on counter tops and floors
4. Concrete - damaged concrete
5. Counter tops and panels - marred scratched, cracked or chipped
6. Drywall - Damaged or gouged drywall
7. Fencing and gates - damage from movers and from irrigation systems
8. Mirrors - Scratched, chipped or cracked mirrors
9. Paint - Marred or scratched paint on walls, trim and doorways; dirt stained exterior at the base of the home
10. Roof tile and composition shingles to the extent visible through reasonable inspection.
11. Screens - Torn, gouged or missing window and door screens
12. Vinyl Flooring - Marred, scratched or dented vinyl
13. Windows - Scratched, chipped or cracked glass

Please check all items in your home to assure that they are in acceptable condition at the time of your New Home Orientation.

## What's Covered

Again, please refer to your Limited Warranty for specific terms and conditions regarding coverage, time periods and exclusions. The following summary is provided for informational purposes only, and is qualified in its entirety by, and is subject in all respects to, the terms and conditions included in the Limited Warranty delivered to you as an Addendum to your Purchase Agreement, which shall control in the event of any conflicting information.

### WARRANTY COVERAGE

Subject to the provisions of the Limited Warranty, and during the Warranty Period(s) as specified in the Limited Warranty and below, William Lyon Homes warrants against "Construction Defects" in the construction of the home and its components. The complete terms of Limited Warranty are contained in the Limited Warranty delivered to you as an Addendum to your Purchase Agreement. A sample copy of the Limited Warranty is included in this manual, for your reference.

All claims under Limited Warranty must be reported to our Warranty Service Department in writing as soon as possible after discovery, and will be evaluated under the "Performance Standards" and "Construction Standards" set forth in this Manual.

The Performance Standards include various cosmetic items, minor adjustments, and other issues arising out of original construction of the home.

The Construction Standards describe more significant issues which are covered under the Limited Warranty for the coverage period under the Limited Warranty as applicable to the building component in question.

Whenever you are considering whether to submit a Warranty Service Request to William Lyon Homes' Warranty Service Department for repairs under the Limited Warranty, you should first review these Performance Standards and Construction Standards to determine whether the claim or condition in question falls below these construction standards or otherwise qualifies as a covered "construction defect" under the Limited Warranty.

## WARRANTY EXCLUSIONS

As noted above, the Performance Standards and Construction Standards are provided for illustrative purposes to define “Construction Defects” that may be covered by the Limited Warranty, subject to all other terms, conditions and exclusions set forth in that Limited Warranty. Some of these terms, conditions and exclusions may limit your warranty coverage in some situations.

Examples of such potential excluded damages are listed in some of the Performance Standards and Construction Standards below, where typical or illustrative; however, all of the Performance Standards and Construction Standards are subject to the complete terms of the Limited Warranty.

For example, if a homeowner damages the home through his or her own actions or negligence, such damage generally is not covered even if the damage itself results in non-compliance with one of the following Construction Standards. Similarly, if a homeowner or his or her separately-engaged contractor alters the condition of the home, for example through landscaping or hardscaping improvements, electrical system modifications, plumbing modifications, roof penetrations, remodeling, or other similar activities, claims for damages arising as a result of such work are generally excluded under the Limited Warranty. Please refer to the Limited Warranty for a complete list of exclusions.

## WARRANTY PERIODS

As a general matter, and subject to the provisions of the Limited Warranty, William Lyon Homes warrants against “Construction Defects” in the construction of the home and its components, other than “fit and finish” components, until such time as an action can no longer be brought under California Civil Code Section 896 for a component’s failure to comply with an applicable standard. Further, for a period of three years from your close of escrow (assuming you are an initial purchaser), you are covered by the Limited Warranty covering the fit and finish of certain building components (such as cabinets, mirrors, flooring, interior and exterior walls, countertops, and paint finishes or trim), subject to the terms and exclusions of the Limited Warranty.

The fit and finish warranty means that the builder will repair significant defects or failure of these items. Scratches or damages caused by the homeowner or others after the move are the responsibility of the homeowner.

Nothing in this document is intended to imply that the builder is offering an enhanced protection agreement.



Note that the warranty coverage period may be shorter for certain building components and some types of damages. The Limited Warranty expressly excludes coverage for claims that would otherwise be barred under applicable “statutes of limitation” under California law (which set time limits for bringing lawsuits for such components and damages). The Limited Warranty is intended to provide coverage for a particular component of your home for the same period that you are allowed to bring suit under California’s statutory law with respect to that component.

California statutes of limitation impact the warranty coverage period for warranty claims involving certain building components and/or damages. Other time periods limiting the right to sue, and coverage under the Limited Warranty, may also exist under California law. Although more than one statute limiting the time period for filing suit may apply to a particular situation, **the “shortest” applicable statute of limitations period in effect at the time the Limited Warranty is issued controls.**

Warranty coverage periods provided by the Limited Warranty are determined as a matter of California law, and therefore you should discuss any questions you may have with an attorney of your choice. Any disputes concerning the warranty coverage period will be resolved pursuant to the arbitration procedures specified in the Limited Warranty.

# Common Disclosures

*Add additional common disclosures here. Examples would be:*

1. Drainage Disclosure
2. Stucco Disclosure
3. Concrete Disclosure
4. Termite Disclosure
5. Outside Flooring Disclosures, etc.

# Limited Warranty

A copy of William Lyon Homes' Limited Warranty is reprinted on the following pages. Please refer to your specific Limited Warranty for specific terms and conditions regarding coverage, time periods and exclusions. In the event of any conflict between the re-print provided in this section of the Manual (or any other statement in this Manual) and the Limited Warranty delivered to you as an Addendum to your Purchase Agreement, the Limited Warranty delivered to you as an Addendum to your Purchase Agreement shall control. Nothing in this Manual shall amend or otherwise modify the provisions of the Limited Warranty actually issued to you.

Like any warranty, this one specifies limits of responsibility and conditions under which it is valid or applicable. Please read the Limited Warranty completely. If you have any questions, we will be pleased to discuss them with you.

Again, nothing in the Limited Warranty diminishes any rights or obligations that you or we may have under California Civil Code sections 895 through 945.5, with respect to formal claims initiated and processed under those statutes (copies of which have been provided with the purchase contract). The Limited Warranty is not an "enhanced protection agreement" under those statutes, and the Warranty Service request for service procedures described in this Manual or in the Limited Warranty are not "alternative nonadversarial contractual provisions" under those statutes.

It is our goal and desire to address your concerns through the Limited Warranty and our normal Warranty Service request for service procedures.

## NEW HOME LIMITED WARRANTY- CALIFORNIA

### 1. YOUR WARRANTY.

- 1.1 Limited warranty.** This is an express limited warranty (this “*warranty*”). Reading this warranty will help you understand what is covered by the warranty, what is not covered by the warranty and how to request service. The warranty also sets forth the procedure in which disputes about warranty claims will be resolved. If you have questions about this warranty, please contact us at [www.lyonhomes.com](http://www.lyonhomes.com). The intent is to provide you with a warranty against “Construction Defects” as defined in Civil Code Sections 896, *et. seq.* (the “*Fix It Law*”) for the length of the statute of limitations applicable to the Construction Defect. This warranty is not an insurance policy. You are responsible for damages not related to our construction of your home and you should discuss with your broker the availability of homeowners insurance to protect against other risks.
- 1.2 Types of homes covered.** This warranty covers both detached and attached homes, including, but not limited to, condominiums and townhomes. Section 7 addresses the matters that are applicable only to attached homes.
- 1.3 FHA/VA - addendum.** If the initial purchase of the home was financed by an FHA or VA loan and that loan is still in effect, please refer to the HUD Addendum included later in this warranty. Any provision of this warranty marked with an asterisk (\*) is modified by the HUD Addendum.
- 1.4 BINDING ARBITRATION.\*** THIS WARRANTY CONTAINS A BINDING ARBITRATION PROVISION IN SECTION 6 CONTROLLED BY THE FEDERAL ARBITRATION ACT. (“*FAA*”). YOU SHOULD READ SUCH PROVISIONS CAREFULLY. THEY REQUIRE DISPUTES BE SUBMITTED TO A NEUTRAL THIRD PARTY ARBITRATOR INSTEAD OF A COURT OR JURY. THIS WARRANTY DOES NOT CONSTITUTE AN ENHANCED PROTECTION AGREEMENT UNDER CALIFORNIA CIVIL CODE SECTIONS 901-906 OR ALTERNATIVE NON-ADVERSARIAL CONTRACTUAL PROVISIONS UNDER CALIFORNIA CIVIL CODE SECTION 914.

### 2. WHAT IS COVERED BY THE WARRANTY\*.

- 2.1 Definitions.** The following defined terms will be used throughout the warranty.
- (A) **Construction Defect.** The term “Construction Defect” as used in this warranty means a condition that fails during the warranty coverage period to (1) meet the standards for those Components set forth in California Civil Code Section 896, or (2), if a “Fit and Finish Component”, meet the standard of quality as measured by acceptable trade practices or applicable industry standards; or (3) if a Component not addressed in California Civil Code Section 896 and is not a “Fit and Finish Component”, meet the standard set forth in California Civil Code Section 897. A copy of California Civil Code Sections 896, 897 and 941 (see Warranty Coverage

Periods below) is attached to this warranty as Exhibit A. However, a Construction Defect does not include conditions that are caused by a condition or circumstance that is excluded from coverage under Section 3 of this warranty or under California Civil Code Sections 896, 897 and 941. These standards shall be used to determine whether a Component is performing within an acceptable tolerance.

- (B) **Component.** The term “Component” means an item that was incorporated into the construction of your home by us, other than items specifically excluded by this warranty. The term does not include items added by you or anyone other than us, or added to the home after the warranty commencement date, such as improvements to the home or furniture.
- (C) **Fit and Finish Component.** The term “Fit and Finish Component” means the fit and finish of cabinets, mirrors, flooring, interior and exterior walls, countertops, paint and trim.
- (D) **Warranty Commencement Date.** The term “Warranty Commencement Date” means the date we initially closed the sale of the home to the first buyer.

## 2.2 **Warranty and Warranty Coverage Periods.**

- (A) **Warranty period.** We warrant that the Components of your home other than Fit and Finish Components will be free from Construction Defects until such time as an action can no longer be brought under California Civil Code Section 896 for a Component’s failure to comply with an applicable standard. If no such time is set forth in Section 896 for a Component’s failure to comply with an applicable standard, then we warrant that the Component will meet such applicable standard from the Warranty Commencement Date until such time as an action can no longer be brought under California Civil Code Section 941.
- (B) **Fit and Finish warranty period.** We warrant that Fit and Finish Components will be free from Construction Defects for 3 years after the Warranty Commencement Date.
- (C) **Warranty Period Examples.** Although the warranty period for many Components is ten years from the substantial completion of the improvement, the following is a list of examples of statute of limitations periods less than ten years:

### **Matters covered for one year after close of escrow:**

Compliance with interunit noise transmission standards, if any (attached structures only) - one year from original occupancy of adjacent unit. (California Civil Code Section 896(g)(6).)

Builder-installed irrigation systems and drainage shall operate properly so as not to damage landscaping or other external improvements. (California Civil Code Section 896(g)(7).)

**Matters covered for two years after close of escrow:**

Untreated wood posts in contact with soil based upon finish grade at time of original construction. (California Civil Code Section 896(g)(8).)

Builder-installed landscaping systems installed in a manner to survive not less than one year. (California Civil Code Section 896(g)(12).)

Dryer ducts installed and terminated pursuant to manufacturer installation requirements. (California Civil Code Section 896(g)(14).)

**Matters covered for four years after close of escrow:**

Plumbing and sewer systems shall be installed to operate properly and not materially impair use of the structure by inhabitants. (California Civil Code Section 896(e).)

Electrical systems shall be installed to operate properly and not materially impair use of the structure by inhabitants. (California Civil Code Section 896(f).)

Exterior pathways, driveways, hardscape, sidewalls, sidewalks, and patios installed by the original builder shall not contain excessive cracks. (California Civil Code Section 896(g)(1).)

Untreated steel fences and adjacent Components installed by the original builder shall not suffer unreasonable corrosion. (California Civil Code Section 896(g)(9).)

**Matters covered for five years after close of escrow:**

Builder-installed paint or stains causing deterioration of building surfaces within a time contrary to manufacturers' representations. (California Civil Code Section 896(g)(10).)

**2.3 Seller's Obligations Regarding Claims Covered by the Warranty.**

- (A) **Repair of a Construction Defect.** If a Construction Defect exists during an applicable warranty coverage period as provided in Section 2.2, then we will either take action as determined by us to correct the Construction Defect or, at our option, pay you the reasonable cost of the repair. Corrective action will be based on the individual circumstances and our judgment. The corrective action may include, but is not limited to, repair, adjustment or at our option replacement of a defective or damaged Component.
- (B) **Repair of other damage.** We will also repair or at our option replace any Component damaged by a Construction Defect. We are not, however, obligated to repair or replace any non-damaged Component, unless it is a Fit and Finish Component or as otherwise required by California Civil Code Section 896.
- (C) **Cost of repair.** Instead of correcting a Construction Defect, we may decide at our option to pay you the reasonable cost of same.

- (D) **Repair Materials and Appearance.** If a corrected Component is adjacent to the same type of Component, we will use materials similar in quality and appearance, to the extent reasonably available, so that the corrected Component is reasonably similar to the adjacent non-damaged Component. However, because of product variations, age, dye lots, availability of materials, normal wear and tear, and similar factors, we are not obligated to match materials and finishes exactly.

## 2.4 Homeowner's Obligations.

- (A) **Responsibility to maintain.** You must maintain your home to ensure proper performance and to avoid premature deterioration. Maintenance is your responsibility, as this warranty is not a maintenance contract. You should become familiar with proper maintenance requirements. Your ongoing maintenance responsibilities include, but are not limited to, periodic repainting, resealing of finished surfaces as necessary, caulking, maintenance of mechanical systems, preservation of grading around the home and cleaning of drainage systems to allow for proper drainage of water away from the home. We will provide a maintenance manual to you, but the failure to provide you with a maintenance manual does not relieve you of your maintenance obligations. In circumstances where a homeowners' or property owners' association is responsible for performing certain maintenance, you are still responsible to make sure the maintenance is performed either by the association or you.
- (B) **Responsibility for proper use.** You are responsible for any improper use of your home, including, but not limited to, unreasonable use, intentional damage, and the use of your home for anything other than a single-family residence.
- (C) **Responsibility to provide notice – mitigation of damages.** If you believe your home has a Construction Defect covered by this warranty, you must give us timely notice in the manner described in Section 5. We are not responsible for any damage that occurs because you failed to timely notify us or because you failed to take reasonable action to prevent the damage.
- (D) **Responsibility to provide proper ventilation.** You are responsible to provide proper ventilation in order to prevent damages due to dampness or condensation.

## 3. COVERAGE EXCLUSIONS AND LIMITATIONS.

- 3.1 **Exclusions - items not covered by this warranty.** The following, and damages caused by the following, are not covered by this warranty. Any Component of the home that fails to comply with the performance standards due to any of the conditions or reasons in this Section 3.1 will not be considered a Construction Defect and, thus, is excluded from coverage under this warranty. Additionally, we are not responsible for any damages caused by or resulting from the following conditions or reasons:

- (A) **Utilities.** Utility services and equipment that were not installed by us.
- (B) **Pollutants and contaminants.** Any claim that a Component of the home or property under or surrounding the home contains or is releasing any pollutant or contaminant, including, but not limited to, radon, electric magnetic fields, allergens, mold, fungus, spore(s), bacterial, toxic or hazardous chemicals, and waste materials, except to the extent such pollutant or contaminant is caused by or constitutes a Construction Defect that exists during the applicable warranty coverage period.
- (C) **Homeowners' and property owners' association improvements.** Except to the extent described in Section 7, this warranty does not cover any improvements owned by any homeowners' association or property owners' association, including, but not limited to, swimming pools, clubhouses, recreational buildings, streets, and sidewalks. For condominiums, building common elements are warranted as provided in Section 7.
- (D) **Fit and Finish Components damaged by other defects.** The Fit and Finish warranty shall not apply to damage to such Fit and Finish Components caused by defects in other Components.
- (E) **Personal Property.** This warranty does not apply to your personal property.
- (F) **Bodily Injury.** This warranty does not apply to bodily injury to any person arising out of a Construction Defect.
- (G) **Improvements or Betterments.** Any cost or expense to upgrade or add omitted materials, equipment or systems originally intended to be included in your home.
- (H) **Recall of Products.** Damages claimed for any loss, cost or expense arising out of recall or withdrawal from the market of a Component or part of a Component.
- (I) **Electronic Data.** Damages arising out of the loss of, loss of use, damage to, corruption of, inability to access or inability to manipulate electronic data.
- (J) **Asbestos.** Damages arising out of or relating in any way to asbestos.
- (K) **Damages excluded by California Civil Code Sections 895, 896 and 941.** This warranty does not cover damages that are not Construction Defects as defined by California Civil Code Sections 895, 896 and 941.
- (L) **Improper Maintenance.** Damage or failure arising out of improper maintenance, negligence or improper use by you or anyone on your behalf. You are responsible for all Construction Defects and damages caused by the lack of maintenance or by improper maintenance. Such Construction Defects and related damages are excluded from coverage under this warranty.



- (M) **Modifications to your home.** Any item added or any modifications made to your home by you or anyone other than us or made after the commencement date of this warranty. Modifications include, but are not limited to, improvements, additions and alterations to your home, changes in grading or drainage of the lot, and the use of furnishings or other personal property that overload any Component of your home.
- (N) **Normal deterioration, ordinary wear and tear or failure based on the expected useful life of a Component.**
- (O) **Damage caused by anyone other than us.**
- (P) **Abuse or excessive use of a Component.**
- (Q) **Acts of nature.** Acts of nature, including, but not limited to, fire, lightning, excessive rain, ice, snow, hail, floods, earthquakes, mudslides, changes in the underground water table that were not reasonably predictable by us, and high winds (including, but not limited to, gale force winds, hurricanes, tropical storms and tornadoes) and any other excessive type of weather.
- (R) **Animals, including, but not limited to, insects, termites, birds, and rodents.**
- (S) **Failure to provide proper ventilation.** Dampness or condensation due to your failure to provide adequate or proper ventilation.
- (T) **Failure to maintain proper temperatures (heating and cooling) within your home.**
- (U) **Failure to timely notify us of a Construction Defect in the manner described in Section 5.**
- (V) **Failure to timely take action to prevent damage.**
- (W) **Harmless deviations.** This warranty does not cover any non-conformity with or deviation from plans, specifications, manufacturer's recommendations, or building code requirements, unless it results in a Construction Defect.
- (X) **Damages not caused by the construction of your home.**
- (Y) **Consequential damage.** We are not obligated to repair or pay for any other damage — often called “consequential” or “incidental” damage — associated with or resulting from an alleged Construction Defect. Consequential and incidental damages not covered by this warranty include, but are not limited to, the following:
  - (i) Temporary living expenses, including, but not limited to, shelter, transportation, food, moving, storage, or other expenses; if the required repairs are so extensive that we determine that you need to temporarily move out of the home until the work is finished, we will reimburse you the reasonable costs for alternative lodging.

- (ii) Loss of use, lost profits, lost income, business interruption, mortgage payments, security costs, inconvenience or annoyance; and
- (iii) Diminished value of your home unless it is less than, and in lieu of the cost of all obligations under Section 2.3 including the cost of repair of the Construction Defect.

### 3.2 Consumer Products - Appliances.

- (A) **Definition.** The term “consumer products” means all appliances, pieces of equipment, or other items that are a consumer product for the purposes of the Magnuson-Moss Warranty Act (15 U.S.C. § 2301, *et seq.*). The term includes, but is not limited to, a refrigerator, freezer, trash compactor, range, oven, kitchen center, dishwasher, oven hood, microwave oven, clothes washer and dryer, air-conditioning system, boiler, heat pump, space heater, furnace, central vacuum system, smoke detector, fire alarm, humidifier, ice maker, garage-door opener, chimes, water pump, intercom, burglar alarm, whirlpool bath, garbage disposal, water heater, electronic air cleaner, exhaust fan, thermostat, fire extinguisher, electric meter, gas or electric barbecue grill, water softener, and sump pump.
- (B) **Manufacturers’ warranties – assignment of rights.** We assign to you the manufacturers’ warranties for consumer products in your home.
- (C) **Exclusion from coverage – except improper installation.** Consumer products are excluded from coverage under this warranty. However, to the extent provided California Civil Code Sections 895 and 896 we will be responsible for damage caused by our improper installation of a consumer product.
- (D) **Warranty procedures for consumer products.** If a consumer product malfunctions or is otherwise defective, you should follow the procedures in the applicable manufacturer’s warranty documents. If you need help notifying a manufacturer of a problem, please let us know and we will try to help you.

4. **WAIVER OF ANY OTHER WARRANTIES – EXCLUSIVE WARRANTY.** TO THE FULLEST EXTENT PERMITTED BY LAW, ALL WARRANTIES REGARDING YOUR HOME, INCLUDING BUT NOT LIMITED TO STATUTORY AND IMPLIED WARRANTIES, ARE HEREBY WAIVED AND DISCLAIMED BY YOU AND THIS WARRANTY IS SUBSTITUTED IN PLACE OF ANY OTHER WARRANTIES. THIS MEANS THAT THIS WARRANTY IS THE ONLY WARRANTY THAT APPLIES AND GOVERNS YOUR AND OUR RIGHTS AND OBLIGATIONS RELATED TO YOUR HOME AND THAT THERE ARE NO OTHER WARRANTIES EXCEPT AS MAY BE REQUIRED BY LAW.

- (A) **EXAMPLES OF DISCLAIMED WARRANTIES.** EXAMPLES OF WARRANTIES THAT ARE WAIVED AND DISCLAIMED BY YOU INCLUDE, BUT ARE NOT LIMITED TO, STATUTORY WARRANTIES, IMPLIED WARRANTY OF QUALITY OR FITNESS

FOR USE FOR A PARTICULAR PURPOSE, A WARRANTY OF CONSTRUCTION IN A GOOD AND WORKMANLIKE MANNER, WARRANTY OF HABITABILITY, AND WARRANTY OF MERCHANTABILITY.

- (B) **NON-WAIVABLE WARRANTIES.** YOU ARE ENTITLED TO (AND NOTHING IN THIS SECTION 4 REDUCES) ANY WARRANTY COVERAGE PROVIDED BY LAW THAT MAY NOT BY LAW BE WAIVED, DISCLAIMED, OR REDUCED BY THIS WARRANTY OR SUBSTITUTED WITH THE TERMS OF THIS WARRANTY. IF AN ARBITRATOR DETERMINES THAT A WARRANTY CANNOT BE WAIVED, DISCLAIMED, OR REDUCED BY THIS WARRANTY OR SUBSTITUTED WITH THE TERMS OF THIS WARRANTY BY LAW, THEN THE SPECIFIC TERM IN THIS WARRANTY THAT CONFLICTS WITH THE WARRANTY TERM THAT MAY NOT BE WAIVED, DISCLAIMED, REDUCED OR SUBSTITUTED WILL NOT APPLY, BUT ALL OTHER TERMS WILL REMAIN APPLICABLE TO THE FULLEST EXTENT PERMITTED BY LAW.

## 5. REQUESTING A HOME REPAIR.

5.1 **Procedure.** If you believe there is a Construction Defect covered by this warranty, you must take these steps:

- (A) **Step 1 – Contact us.** Contact us with details of your concerns as soon as possible via the Homeowners page of our web site. Conditions that could cause additional damage, such as water leaks, should be contained and reported immediately. Please contact our local office and ask to speak with a warranty or customer care representative. Do not communicate your request to any person that is not a Lyon Homes employee, such as a contractor. If you do not know the contact information for our local office, please visit our web site at [www.Lyonhomes.com](http://www.Lyonhomes.com). Our goal is to promptly respond to all warranty related requests, so if you do not receive an acknowledgment within a reasonable time, please follow up to make sure your message was not misdirected. All warranty claims must be submitted during, or within 30 days after the expiration of, the applicable warranty coverage period, except to the extent otherwise provided by law.
- (B) **Step 2 - Allow us to investigate.** We will review the information you give us and investigate your concerns. Our investigation may involve sending employees or consultants to your home to inspect the Component or to perform tests or other analysis. If that is necessary, we will need your cooperation, which will often include, but not be limited to, meeting us or our representatives at your home during our normal working hours.
- (C) **Step 3 - Our response.** After investigating, we will inform you whether there is a Construction Defect covered under this warranty. If there is a covered Construction Defect, we will repair or at our option replace it as provided in this warranty. Alternatively, instead of correcting the

Construction Defect, we may decide at our option to pay you the cost of correction.

(D) **Step 4 - Repair process.** We will need access to your home during our normal working hours to perform the repair work. We prefer not to be in your home when you are not there, so we may ask you to be at home when the work is performed. We will start and complete the work as soon as possible based on your schedule, our work schedule, and the availability of the contractors and materials required to do the work. Your cooperation and flexibility is needed for us to complete the work promptly. If the required repairs are so extensive that we determine that you need to temporarily move out of the home until the work is finished, we will reimburse you the reasonable costs for alternative lodging.

**5.2 Failure to allow us to make repairs.** We are not responsible for any damage that occurs because you failed to take reasonable action to prevent damage or failed to allow us to timely make repairs. Additionally, if you make or pay for repairs beyond that reasonably necessary to prevent damage without first notifying us of the problem and allowing us to investigate and repair it as required by this warranty, then we will not reimburse you for those repairs.

**5.3 Emergency repairs.** If an emergency condition exists that requires immediate reasonable repairs to protect the safety of occupants of your home or to prevent imminent serious damage to your home, you may make such reasonable repairs and we will reimburse you the reasonable cost of those required repairs that would otherwise be covered by this warranty. You are still obligated to give us notice as soon as possible, even in an emergency situation.

**5.4 Repairs by or payment from insurance company – waiver of claims.** Coverage for Construction Defects is provided by this warranty and we encourage you to submit Construction Defect claims to us. This warranty, however, is not a homeowner's insurance policy, which typically provides coverage for certain property damages and casualty losses. If you receive from an insurance company or any other party payment or repairs relating to or arising from a Construction Defect, then to the fullest extent permitted by law you hereby waive for yourself and on behalf of anyone acquiring rights through you, including, but not limited to, any insurance company, all subrogation claims and other claims against us for such payments or repairs received by you.

## **6. RESOLVING DISPUTES\*.**

**6.1 Overview.** Our preferred method of resolving warranty claims is to address them directly with you. If we, however, are unable to resolve your concerns, you have the option of requesting mediation as provided in Section 6.2 below. If you elect not to pursue mediation or if mediation does not resolve the dispute, then the dispute must be resolved by binding arbitration as provided in this Section 6.

**6.2 Mediation by JAMS.** If you are not satisfied with our response to your warranty request, you have the option of requesting mediation of your warranty request by a JAMS mediator by providing written notice to Seller. JAMS is a mediation and

arbitration service consisting of retired judges and experienced attorneys. Mediation is not arbitration. It is simply the process of a third party trying to help other parties resolve a dispute. At any time you may terminate the mediation process. Your election to mediate a dispute regarding your warranty request does not eliminate your obligation to comply with the pre-litigation procedures set forth in California Civil Code Sections 910-928.

- 6.3 California procedures – Prior to arbitration.** California Civil Code Section 910-928 requires parties to take preliminary steps before arbitration or a legal action may begin. Those steps include, but are not limited to, a notice of alleged defects by the homeowner to a specific person, by specific means (such as certified mail or personal delivery) using particular notice language. If we receive a notice from you that satisfies California’s requirements for steps that must be taken prior to the initiation of an arbitration or legal action, we will consider it a notice both under California law and a notice for a warranty request under this warranty. Any response by us to a notice that does not comply with California’s required pre-litigation procedures will not be a waiver of our rights under that law.
- 6.4 Arbitration. THIS WARRANTY PROVIDES THAT ANY AND ALL CLAIMS AND DISPUTES OF WHATEVER KIND OR NATURE BETWEEN YOU AND US WHICH YOU AND WE ARE UNABLE TO RESOLVE BY MUTUAL AGREEMENT, SHALL BE RESOLVED SOLELY AND EXCLUSIVELY THROUGH FINAL AND BINDING ARBITRATION IN ACCORDANCE WITH THE TERMS AND PROCESS DESCRIBED WITHIN THIS DOCUMENT. BY EXECUTION OF THE PURCHASE AND SALE AGREEMENT AND ESCROW INSTRUCTIONS BY YOU AND US, AND BY THE TERMS OF THIS WARRANTY, BOTH YOU AND WE ARE WAIVING THE RIGHT TO LITIGATE DISPUTES IN COURT.** If a claim in any way arising out of or related to your home or this warranty is not resolved, we believe it is best to have a fair and efficient way to resolve that claim. Accordingly, any unresolved claim concerning your home or this warranty, whether based on statute, in tort, contract, or other applicable law (including, but not limited to, claims related to the purchase and sale of your home, disputes regarding whether a defect is covered by this warranty and claims for personal injury), must be submitted to binding arbitration, except that either party may bring any claim to a small claims court if the claim is within the small claim court’s geographic and monetary jurisdiction. Binding arbitration means that we each give up the right to go to court to assert or defend rights (except for matters that may be taken to small-claims court). That does not mean, however, that you give up any claims simply by presenting those claims to an arbitrator. The parties’ rights will be determined by a neutral arbitrator and not by a judge or jury. An arbitrator’s decision is final and binding, subject to appeal as provided later in this warranty. If a party uses litigation to enforce the requirement to arbitrate, the court will award such party its court costs and reasonable attorneys’ fees.

- 6.5 Applicable law.** The arbitration provision of this warranty will be governed by the FAA (see Section 1.4) which overrides and preempts certain California state, local or other laws concerning arbitration, including, but not limited to, laws that have the purpose of defeating or restricting arbitration. Even if a part of these arbitration provisions is determined to be unenforceable under California law, both parties retain the right to resolve disputes through binding arbitration.
- 6.6 Appointment of arbitrator.** The arbitration will be conducted before an arbitrator appointed by JAMS. If JAMS declines to arbitrate a dispute, or if the JAMS is not available, the parties will agree to an alternative arbitrator or have a court appoint a new arbitrator whose experience and training in construction arbitration is similar to that of a JAMS-trained arbitrator.
- 6.7 Construction arbitration rules.** The arbitration will proceed in accordance with the JAMS's rules applicable for residential construction at the time the arbitration claim is filed, except to the extent a rule is inconsistent with the provisions of this warranty. And except that the parties shall each be entitled to visually inspect and perform non-invasive and invasive testing as to any Component claimed to be defective or Component or property claimed to be damaged. If there are no specific rules for residential construction, then the JAMS's rules applicable for the general construction industry will apply subject to the same exceptions. Such rules will apply even if the arbitration is not conducted by the JAMS. No party to the arbitration shall attempt to take the deposition of any past or present chairman of the board of directors, director, president or chief executive officer, chief operating officer, treasurer or chief financial officer, in the order listed above, nor shall any party attempt to compel the appearance of such a Person at any proceeding, hearing or trial unless: (i) such Person is personally involved in and has direct and unique personal knowledge of or unique information about the matter in dispute, which knowledge and information is not available from or through any other Person; (ii) such party has used its best efforts to obtain such knowledge or information through alternative and less burdensome and intrusive discovery methods; and (iii) such knowledge or information is material and necessary for the party's prosecution or defense of the matter in dispute and is not sought to harass or annoy.
- 6.8 Neutral, experienced arbitrator.** The arbitrator appointed pursuant to Section 6.6 of the warranty shall be a neutral, impartial individual who is either a retired judge or an attorney licensed to practice law in California and having a least 15 years of experience with substantial experience in the type of matter in dispute and with a strong emphasis on the laws governing real estate matters, especially those dealing with residential real estate development and construction. The arbitrator shall not have any relationship to the parties to the dispute or any interest in the property or the project in which the property is located. The arbitrator shall be selected from a panel in accordance with the rules described in Section 6.7, but in no event more than 60 days after written submission to arbitrate.

- 6.9 Joinder of additional parties to arbitration.** We both agree that:
- (A) Any dispute covered by Section 6.4 that involves claims against our officers, directors, agents, employees, representatives and parent, subsidiary, affiliate or successor entities, future acquired entities or affiliated companies, will also be resolved through arbitration.
  - (B) Either party may join as a party to the arbitration any third party subcontractor or supplier (including, but not limited to, any contractor, vendor, engineer, architect or design professional) involved in a common question of fact or law.
- 6.10 Initiating arbitration.** Either party may begin the arbitration process. The failure to initiate arbitration at any particular time will not be considered a waiver of the right to compel arbitration of a dispute. The only way this right to arbitrate claims may be waived is by a written agreement among the parties. To the extent not inconsistent with the FAA, all of the provisions of this paragraph are subject to the general qualification that California laws, requirements and rules, including, but not limited to, state filing limitations (such as statute of limitations and statutes of repose), may affect how and when arbitration may be initiated and administered. The following is a brief description of the steps to initiate arbitration and the arbitration process:
- (A) **Filing a request for arbitration.** Subject to Section 6.6, the party initiating arbitration must notify the JAMS in writing of the request for arbitration under the terms of this warranty. JAMS address is currently 1920 Main Street, Suite 300, Irvine, California 92614. If we initiate arbitration, we will pay the JAMS's filing fee and any other administrative fee or cost charged by JAMS for conducting the arbitration. If you initiate arbitration, you will pay the lesser of 1/2 of those costs and fees or the amount provided by JAMS rules and we will pay the other 1/2 or remainder, or as otherwise agreed by the parties. Ongoing costs and fees will be paid as agreed by the parties. If the parties are unable to agree, the arbitrator shall determine payment of ongoing costs and fees. Under no circumstances, however, shall you be required in any consumer arbitration to pay our share of fees and costs (including, but not limited to, the fees and costs of the arbitrator, the provider organization or our attorney or witnesses).
  - (B) **The arbitration hearing.** The arbitration will probably be held at a location agreed to by the parties, usually in the metropolitan area where the home is located. The hearing typically will be scheduled by the arbitrator or the arbitration organization at a time mutually agreeable to all parties. At the hearing, the arbitrator will hear and consider evidence presented by all parties. If a party timely notifies JAMS of a request for a record of the hearing prior to the earlier of the hearing date or the date in JAMS's rules, if specified, the arbitrator will preserve all evidence presented at the arbitration. Oral evidence will be preserved in a manner

that it can be converted into a written transcript. The costs of the record will be paid by the party requesting the record.

(C) **The arbitration award.** The arbitrator's award will decide whether there is a Construction Defect covered by this warranty and, if requested by a party, the scope and manner of correction. The arbitrator's award will be based on applicable California law, to the extent not inconsistent with the FAA, and will include findings of fact and conclusions of law. Either party may request a written explanation of the award prior to or within 5 calendar days of the service of the award. Each party will bear its own attorneys fees and costs.

(i) **Award final.** The award of the arbitrator will be final. Once the award is final, it will be binding on and enforceable against all parties, except as modified, corrected, or vacated according to the applicable arbitration rules and procedures or to the extent not inconsistent with the FAA or California law. Either party may present the final award to any court having jurisdiction over the dispute to enter that award as a judgment of the court.

(D) **Repairs or payment.** Unless designated otherwise in the award, we will, within 21 days after a final award, elect to either perform the correction awarded by the arbitrator or, at our option, pay you the reasonable cost of such correction. If we elect to perform a correction under an award, we will complete the correction within 60 days after a final award or as may be specified by the arbitrator. If the correction cannot be completed in that time, the arbitrator must grant reasonable additional time to make the correction. If you believe that the correction was not performed satisfactorily or in a timely manner, you may have these issues determined in a later arbitration. If the cost of correction is not specified in the award and we elect to pay you the reasonable cost of the correction, you may have the amount of that payment reviewed in a later arbitration

**6.11 Judicial Reference.** If and to the extent any of the dispute resolution procedures specified in Sections 6.4 through 6.10 above are determined to be void, invalid or unenforceable in whole or in part preventing their use, the claim shall be submitted for resolution to a general judicial reference by JAMS pursuant to California Code of Civil Procedure Sections 638(1) and 641-645, or any successor statues thereto, pursuant to the procedures adopted by JAMS for judicial reference (or any other entity offering judicial reference services and procedures as may be mutually acceptable to the parties).

## 7. ATTACHED HOMES.

**7.1 Scope of warranty for attached homes.** For homes that are physically attached to other homes, this warranty includes coverage for both the portion of the home owned exclusively by you and the building common elements. Building common elements are those elements and property that (1) are part of the building or structure in which the home is located, and (2) either owned in common by all of the owners in the building or owned, insured or maintained by an owners



association. Building common elements may, but do not always, include items such as walls, foundations, and roofs. However, building common elements do not include items such as clubhouses, exterior walkways, streets, swimming pools and recreational buildings.

**7.2 Warranty coverage period commencement date for building common elements.** Unless otherwise required by law, the warranty coverage period commencement date for building common elements will begin on the date of substantial completion of the building and end on the expiration date of the applicable warranty coverage period for such building.

**7.3 Filing a warranty claim.**

**(A) Component – other than building common element.** You may make a warranty claim for Construction Defects in a Component of your home that is owned exclusively by you and not maintained or insured by the owners association.

**(B) Building common element.** Unless otherwise required by law, claims that a building common element has a Construction Defect must be made by the owners association, and may not be made by an individual homeowner. If you believe a building common element has a Construction Defect, you should inform your association. Although you may contact us to report a Construction Defect, this does not change the fact that the association through its board of directors or a validly elected or appointed officer is the appropriate party to submit, process or settle claims related to building common elements.

## **8. GENERAL INFORMATION.**

**8.1 Insured warranty – HUD.** This warranty will be backed by insurance coverage only in those circumstances where such coverage is required by HUD, the VA, or other applicable laws or regulations requiring or regulating new home insured warranties.

**8.2 Modifications.** This warranty cannot be modified except in writing signed by our authorized officer.

**8.3 Force majeure (delaying events).** The performance of our obligations under this warranty may be delayed by events beyond our reasonable control, including, but not limited to, adverse weather, acts of nature, strikes, material shortages, acts of government, or third parties not within our control, and your failure to cooperate. After the delaying event ends, we will resume and continue our performance obligations. Any delay resulting from a force majeure event will result in an extension of the time for us to perform our obligations equal to the number of days the event lasted. However, any extension of time for us to perform due to a force majeure event does not extend the warranty coverage period.

**8.4 No warranty extension.** Investigations, repairs, replacements and other actions taken by us with respect to your home will not extend the warranty coverage period or any other limitations period within which you must bring a claim.

- 8.5 Transfer of warranty to subsequent owners.** This warranty automatically transfers to a subsequent owner of your home. Each subsequent owner will be bound by (1) all terms of this warranty, including, but not limited to, those regarding arbitration; and (2) every act or failure to act by any past owner to the extent that the act or failure to act affects this warranty or the rights and obligations of either party. You must notify any potential purchaser of this and provide this warranty to the subsequent owner of your home.
- 8.6 Additional documents.** The performance standards and the HUD Addendum (if applicable) are incorporated into this warranty by reference. The terms of this warranty will control and govern over the terms of the performance standards, but not over the HUD Addendum.
- 8.7 Severability.** If any provision of this warranty is held to be illegal, invalid, or unenforceable under present or future laws, that provision will be fully severable. This warranty will then be construed and enforced as if the illegal, invalid, or unenforceable provision had never been a part of it.

## HUD ADDENDUM

### **(Applicable to homes if originally purchased with an FHA or VA mortgage that is still in effect)**

Any inconsistency between this HUD Addendum and the warranty will be governed and controlled by this HUD Addendum.

The following language is added to Section 2 of the warranty:

The warranty commencement date and the effective date of this warranty will be the date on which closing or settlement occurs in connection with the initial sale of the home, but in no event will the warranty commencement date be later than the date of FHA endorsement of your mortgage on the home.

Notwithstanding anything to the contrary contained in this warranty, during the first year of coverage, we will correct construction deficiencies in workmanship and materials resulting from the failure of your home to comply with standards of quality as measured by acceptable trade practices. Construction deficiencies are defects (not of a structural nature) in your home that are attributable to poor workmanship or to the use of inferior materials which result in the impaired functioning of your home or some part of the home. Defects resulting from abuse or conditions considered to be normal wear and tear are not considered construction deficiencies. Further, during the first year of warranty coverage we will correct problems with, or restore the reliable function of, appliances and equipment damaged during installation or that we improperly installed.

Structural defects are included in the 10-year warranty coverage period. A structural defect is actual physical damage to the designated load-bearing portions of a home caused by a failure of such load-bearing portions that affects their load-bearing functions to the extent your home becomes unsafe, unsanitary, or otherwise unlivable. Load-bearing Components for the purpose of defining structural defects are defined as follows: footing and foundation systems; beams; girders; lintels; columns; load-bearing walls and partitions; roof framing systems; and floor systems, including basement slabs for the first through fourth years if the home is located in an area designated by HUD regulations on the warranty commencement date as containing expansive or collapsible soils (HUD has designated the State of Colorado as such an area). Damage to the following non-load-bearing portions of your home is not considered to be a structural defect: roofing; drywall and plaster; exterior siding; brick, stone, or stucco veneer; floor covering material; wall tile and other wall coverings; non-load-bearing walls and partitions; concrete floors in attached garages; electrical; plumbing, heating, cooling and ventilation systems; appliances, fixtures and items of equipment; paint; doors and windows; trim, cabinets, hardware, and insulation. Repair of a structural defect is limited to: (1) the repair of damage to designated load-bearing

portions of your home which is necessary to restore their load-bearing ability; (2) the repair of designated non-load-bearing portions, items or systems of your home, damaged by a structural defect, which make your home unsafe, unsanitary or otherwise unlivable (such as the repair of inoperable windows, doors and the restoration of functionality of damaged electrical, plumbing, heating, cooling, and ventilating systems); and (3) the repair and cosmetic correction of only those surfaces, finishes and coverings, original with your home, damaged by the structural defect, or which require removal and replacement attendant to repair of the structural defect.

The warrantor has the right and authority to make the decision whether to repair, replace or pay you the reasonable cost of repair or replacement in lieu of performing such repair or replacement. If the warrantor decides to pay you the cost of repair or replacement of a warranty claim, such cash settlement offer will be made in writing and you will be given two weeks to respond. Cash settlement offers over \$5,000.00 are subject to an on-site review by a HUD-approved fee inspector (inspection costs will be paid by the warrantor) unless: (1) the cash settlement offer is made pursuant to a binding bid by an independent third party contractor that will accept an award of contract from you pursuant to such bid; or (2) payment is being made in settlement of a legal action; or (3) you are represented by legal counsel. The payment will be made jointly to you and the mortgagee. You are required, if requested, to identify the mortgagee to the party making the payment. If a payment in lieu of repairs is made, your mortgagee may require repairs or a reduction in the mortgage debt.

The following language is added to Section 6 of the warranty:

If the initial purchase of the home was financed with an FHA or VA mortgage that is still in effect, you are not required to submit disputes seeking coverage under this warranty to the binding arbitration procedure available in the warranty. However, all other disputes are subject to arbitration. If you elect to pursue a dispute seeking coverage under this warranty to a final judicial resolution, then such election will bar you from pursuing the same dispute against this warranty through the binding arbitration procedure provided herein.

# Performance Standards

Subject to all provisions and warranty coverage time periods of the Limited Warranty delivered to you as an Addendum to your Purchase Agreement, which shall control in the event of any conflict, the following construction and performance standards regarding “fit and finish” items and appearance items shall apply with respect to your home.

The following appearance items shall be free from cosmetic defects at the time of sale. A cosmetic defect is a material deficiency that is readily visible and substantial enough to affect the overall appearance of the item. An obscured or extremely minor deficiency is considered to be within building industry standards.

Many of the following items may be easily damaged during your move-in. A thorough inspection needs to be made to determine their condition at the time of your New Home Orientation inspection, and all items requiring correction need to be noted on the New Home Orientation form.

Please review the following performance standards before submitting a Request for Service.

## APPLIANCES

The manufacturer of each appliance warrants its product directly to the consumer. You should consult the information the manufacturer has supplied with its product for terms and periods of coverage.

Material/ Workmanship	Performance Standard	Responsibility of William Lyon Homes
<b>Any defect in the installation of the appliance that causes malfunction or failure of proper operation.</b>	None acceptable.	Repair installation defect.

## CABINETS

It is not unusual for the color of the installed cabinets to be different from samples shown at the time of selection. Color can differ with wood grain variations and stain used. Some color variation on stained areas is to be expected. Stained and painted cabinets may shift in color over time due to exposure to sunlight.

<b>Materials/ Workmanship</b>	<b>Performance Standard</b>	<b>Responsibility of William Lyon Homes</b>
<b>Cabinets do not meet ceiling or walls.</b>	Gaps in excess of 1/4" are unacceptable.	Repair the gap with caulk, putty, or scribe molding, or reposition/reinstall cabinets to meet the performance guideline.
<b>Cabinets do not line up with each other.</b>	Cabinet faces more than 1/8" out of line, and cabinet corners more than 3/16" out of line, are unacceptable.	Make necessary adjustments to meet the performance guideline.
<b>Cabinet doors not same height.</b>	Tops of cabinet doors should be within 1/16" of the horizontal line.	Adjust doors to meet standards.
<b>Cabinet is warped.</b>	Cabinet warpage shall not exceed 1/4" as measured from the face frame to the point of furthest warpage, with the door or drawer front in closed position.	Correct or replace doors and drawer fronts as necessary to meet the performance guideline.
<b>Cabinet door or drawer binds.</b>	Cabinet doors and drawers shall open and close with reasonable ease.	Adjust or replace doors and drawers as necessary to meet the performance guideline.
<b>Cabinet door will not stay closed.</b>	The catches or closing mechanisms for cabinet doors shall be adequate to hold the doors in a closed position.	Adjust or replace the door catches or closing mechanisms as necessary to meet the performance guideline.

## CERAMIC TILE

<b>Materials/ Workmanship</b>	<b>Performance Standard</b>	<b>Responsibility of William Lyon Homes</b>
<b>Ceramic tile cracks or becomes loose.</b>	None acceptable.	Replace cracked tiles and resecure any loose tiles unless the deficiencies were caused by the owner's negligence or other causes excluded by the Limited Warranty. Replacement tiles may vary in color slightly from existing tiles especially when dealing with stone or marble.
<b>Hairline cracks appear at joint in ceramic tile or at junctions with other materials such as a bathtub.</b>	Hairline cracks at the joints of ceramic tile are commonly due to shrinkage of the home.	If necessary, caulk these cracks one time only during the first year of occupancy.
<b>Crooked, improperly cut, or unevenly set tile.</b>	None acceptable.	Repairs as necessary.
<b>Shower floors and Roman tubs do not drain.</b>	Shower floors and Roman tubs should slope to the drain. Water should drain in 10 minutes. Minor ponding not to exceed 3" diameter and 1/16" deep is acceptable.	Correct as necessary.

## COUNTERTOPS

<b>Materials/ Workmanship</b>	<b>Performance Standard</b>	<b>Responsibility of William Lyon Homes</b>
<b>The joints of high-pressure laminate on countertop are delaminated.</b>	Countertops fabricated with high-pressure laminate coverings shall not delaminate.	Repair or replace delaminated coverings.

<b>Materials/ Workmanship</b>	<b>Performance Standard</b>	<b>Responsibility of William Lyon Homes</b>
<b>The surface of countertop is cracked or chipped.</b>	Countertops shall be free of cracks and chips at the New Home Orientation. Cracks or chips occurring after acceptance of the job are the owner's responsibility.	Repair or replace cracked or chipped countertops only if they are reported at the New Home Orientation.
<b>Scratches on solid surface countertops.</b>	Solid surface countertops shall be free of scratches at the New Home Orientation.	Repair only if reported at the New Home Orientation.
<b>Countertop is not level.</b>	Countertops shall be no more than 3/8" in 10 feet out of parallel with the floor.	Make necessary adjustments to meet the performance guideline.

## DOORS - EXTERIOR

<b>Materials/ Workmanship</b>	<b>Performance Standard</b>	<b>Responsibility of William Lyon Homes</b>
<b>Exterior door is warped.</b>	Exterior doors shall not warp to the extent that they become inoperable, cease to be weather resistant or exceed National Wood Window and Door Association Standards of 1/4" measured diagonally from corner to corner under average climate conditions.	Correct or replace exterior doors that do not meet the performance guideline.
<b>Gaps are visible around exterior door edge, doorjamb, and threshold.</b>	Gaps shall not vary greater than 3/16" under average climate conditions.	Repair existing unit to meet performance guideline.

Materials/ Workmanship	Performance Standard	Responsibility of William Lyon Homes
<b>Raw wood shows at the edges of inset panel on exterior door.</b>	Wooden panels will shrink and expand because of temperature and/or humidity changes and may expose unpainted surfaces. This does not constitute a defect.	None.
<b>Door panel is split.</b>	Split panels shall not allow light to be visible through door.	Repair, paint or stain the split panel that does not meet the performance guideline.
<b>Exterior door sticks.</b>	Exterior doors shall operate smoothly, except that wooden exterior doors may stick during occasional periods of high humidity.	Adjust or replace the door to meet the performance guidelines.
<b>Exterior door will not shut completely.</b>	Exterior door shall shut completely.	Adjust or replace the door to meet the performance guideline.
<b>Exterior door hardware or kickplate has tarnished.</b>	Finishes on door hardware installed by builder are covered by manufacturer's warranty.	Finishes on door hardware installed by Builder are covered by manufacturer's warranty.
<b>Sliding patio door or screen will not stay on track.</b>	Sliding patio doors and screens shall slide properly on their tracks at the New Home Orientation. The cleaning and maintenance necessary to preserve proper operation are an owner responsibility.	Make necessary adjustments to meet the performance guideline.



## DOORS - INTERIOR

<b>Materials/ Workmanship</b>	<b>Performance Standard</b>	<b>Responsibility of William Lyon Homes</b>
<b>Interior door is warped.</b>	Interior doors (full openings) shall not warp in excess of 1/4" under average climate conditions.	Correct or replace and refinish defective doors to match existing doors as nearly as practical.
<b>Wooden door panel shrinks and splits.</b>	Wooden door panels shall not split to the point where light is visible through the door.	Fill splits in the door panel with wood filler and match paint or stain as closely as practical.
<b>Door rubs on jambs or builder-installed floor covering, or latch does not work.</b>	Doors shall operate smoothly and door latches shall operate correctly.	Repair the door and the door latch as necessary to meet the performance guideline.
<b>Door drags on carpet.</b>	Doors shall not drag on carpet.	Repair the door to meet the performance guideline if the builder installed the carpet.
<b>Door edge is not parallel to doorjamb.</b>	The door edge shall be within 3/16" of parallel to the doorjamb.	Adjust the door as necessary to meet the guideline.
<b>Door swings open or closed by the force of gravity.</b>	Doors shall not swing open or closed by the force of gravity alone.	Adjust the door as necessary to meet the guideline.
<b>Interior pre-hung doors are hinge-bound.</b>	Doors shall move smoothly with limited resistance.	Repair door operation to match performance guideline.
<b>Pocket door rubs in pocket during normal operation.</b>	Pocket doors shall not rub in their pockets during normal operation.	Repair the pocket door to meet the performance guidelines.
<b>Bifold doors come off tracks during normal operation.</b>	Bifold doors shall not come off tracks during normal operation.	Repair any bifold door that will not stay on its track during normal operation.

## DOORS - GARAGE

<b>Materials/ Workmanship</b>	<b>Performance Standard</b>	<b>Responsibility of William Lyon Homes</b>
<b>Garage door fails to operate properly.</b>	Garage door should operate according to manufacturer's specifications.	Correct or adjust garage door as required, except where caused by owner's actions or negligence or other causes excluded by the Limited Warranty. Homeowner is responsible for lubrication of the hinges to prevent excessive wear, as recommended. The Builder is not responsible for the door operation if the owner has installed the garage door opener.
<b>Garage doors allow entry of snow or water.</b>	Garage doors shall be installed as recommended by the manufacturer. Some snow or water can be expected to enter under unusual conditions.	Adjust or correct garage doors to meet the manufacturer's recommendations.

## ELECTRICAL DEVICES

<b>Materials/ Workmanship</b>	<b>Performance Standard</b>	<b>Responsibility of William Lyon Homes</b>
<b>Receptacle/switch too far off wall.</b>	Receptacle/switch should not be more than 1/8" from the adjoining wall surface.	Repair to meet performance guideline.
<b>Interior light fixture tarnishes or ceases to function.</b>	Finishes on light fixtures may be covered under manufacturer's warranty.	None.

Materials/ Workmanship	Performance Standard	Responsibility of William Lyon Homes
<b>Ceiling fan vibrates excessively and is noisy.</b>	The builder shall install fans per the manufacturer's specifications including blade balances.	Repair any fan installation not in accordance with performance guideline if supplied and installed by the Builder.
<b>Electrical outlets, switches, or fixtures malfunction.</b>	All electrical outlets, switches, and fixtures shall operate as designed.	Repair or replace malfunctioning electrical outlets, switches, and fixtures, if supplied and installed by the builder.
<b>Flickering or dimming of lights.</b>	Acceptable if caused by power company facilities.	Determine cause and correct if problem is within house electrical system.
<b>Breaker trips with normal use.</b>	Breaker should operate as intended.	Replace breaker if defective.
<b>Ground fault interrupter (GFI) trips frequently.</b>	Ground fault interrupters are safety devices installed as part of the electrical system to provide protection against electrical shock. These sensitive devices can be tripped very easily.	Install ground fault interrupters in accordance with approved electrical codes. Tripping is to be expected and is not covered unless it is caused by defective installation.  <b>Note: Freezers, refrigerators, tools and certain appliances should not be plugged into GFI outlets. The use of these devices when plugged into GFI outlets can cause repeated tripping of the GFI.</b>
<b>GFI trips during rain or sprinkler operation.</b>	GFI should not trip if plug caps are closed.	Check exterior boxes for water tightness and correct if necessary.

## EXTERIOR SIDING

<b>Materials/ Workmanship</b>	<b>Performance Standard</b>	<b>Responsibility of William Lyon Homes</b>
<b>Siding is bowed.</b>	Bows exceeding 1/2" in 32" are unacceptable.	Replace any wood lap siding with bows that does not meet the performance guideline, and finish replacement siding to match the existing siding as closely as practical.
<b>Siding end gap is visible.</b>	End gaps wider than 3/16" are unacceptable.	Repair end gaps that do not meet the performance guideline.
<b>Siding is not installed on a straight line.</b>	Any piece of lap siding more than 1/2" off parallel in 20 feet with contiguous courses is unacceptable.	Reinstall siding to meet the performance guideline for straightness, and replace any siding damaged during removal with new siding.
<b>Face nails are excessively countersunk into siding.</b>	Siding nails should not be countersunk to expose visible fiber of the siding.	Repair as necessary to meet performance guideline.
<b>Siding delaminating.</b>	None acceptable.	Replace affected areas.
<b>Joints in siding not directly over stud or adequate backing.</b>	Siding should match stud layout.	Correct so that studs support both sheets of siding.
<b>Improper or inadequate nailing or siding.</b>	Siding should be nailed according to manufacturer's or building code specification.	Renail to meet proper nailing schedule.

## EXTERIOR TRIM

<b>Materials/ Workmanship</b>	<b>Performance Standard</b>	<b>Responsibility of William Lyon Homes</b>
<b>Gaps show in exterior trim.</b>	Joints between exterior trim elements, including siding and masonry, shall not result in joints opened wider than 1/4". In all cases the exterior trim shall perform its function of excluding the elements.	Repair splits by filling with permanent filler.
<b>Exterior trim board is split.</b>	Splits wider than 1/8" are unacceptable.	Repair splits by filling with a filler.
<b>Exterior trim board is bowed or twisted.</b>	Bows and twists exceeding 3/8" in 8 feet are unacceptable.	Repair defects that do not meet the performance guideline by refastening or replacing deformed boards.
<b>Exterior trim board is cupped.</b>	Cups exceeding 3/16" in 5 1/2" are unacceptable.	Repair defects that do not meet the performance guideline by refastening or replacing deformed boards.

## FENCING - IRON

Your fence is made of metal which when used outdoors will rust if left unpainted. It has been finished with exterior grade enamel paint. However, exposure to elements and sprinklers will cause the finish to deteriorate and require maintenance in as little as six months.

<b>Materials/ Workmanship</b>	<b>Performance Standard</b>	<b>Responsibility of William Lyon Homes</b>
<b>Any defect in workmanship or materials that impairs intended function.</b>	None acceptable.	Repair installation defect.

## FENCING - MASONRY

Brick is irregular in size and often has small chips and/or surface cracks. This is normal and helps to create the texture of masonry work. Spaces between bricks should also not be expected to be perfectly uniform as variation keeps it from having a machine made appearance and adds to its natural beauty and character.

<b>Materials/ Workmanship</b>	<b>Performance Standard</b>	<b>Responsibility of William Lyon Homes</b>
<b>Any defect in workmanship or materials that impairs intended function.</b>	None acceptable.	Repair installation defect.
<b>Loose masonry or stone.</b>	None acceptable.	Repair installation defect.
<b>Mortar cracks.</b>	Cracks should not exceed 3/8".	Repair cracks greater than 3/8".

## FENCING - WOOD

Like other wood products on your home, wood fence materials expands with summer heat and contracts with winter cold as well as the natural shrinkage that takes place during the normal drying (curing) process. This often causes minor swelling, shrinkage, warping, twisting, cracking and/or separation of joints which is normal and beyond the control of the subcontractor or the Builder.

<b>Materials/ Workmanship</b>	<b>Performance Standard</b>	<b>Responsibility of William Lyon Homes</b>
<b>Any defect in workmanship or materials that impairs intended function.</b>	None acceptable.	Repair installation defect.

## FLOORING - CARPET

<b>Materials/ Workmanship</b>	<b>Performance Standard</b>	<b>Responsibility of William Lyon Homes</b>
<b>Carpet seams show.</b>	It is not unusual for carpet seams to show. However, a visible gap at the seams is not acceptable.	Seams must be tight with no overlap and trimmed as necessary to match fiber length.
<b>Dye lot varies.</b>	Different dye lots may be used if they adjoin at a doorway or stairs.	None.
<b>Carpeting loosens, or the carpet stretches.</b>	When stretched and secured properly, wall-to-wall carpeting installed as the primary floor covering shall not come up, loosen, or separate from the points of attachment.	If the Builder installed the carpeting, the builder will restretch or resecure the carpeting as necessary to meet the guideline.
<b>Spots or minor fading are visible on the carpet.</b>	Exposure to natural light may cause spots and minor fading of the carpet.	None.
<b>Dead spots appear in padding areas below carpet surface.</b>	Carpeted areas shall have full coverage of pad consistent throughout carpet coverage area.	If carpeting was installed by the Builder, it will be corrected to meet the performance guidelines.

## FLOORING - TILE, BRICK, MARBLE AND STONE

Materials/ Workmanship	Performance Standard	Responsibility of William Lyon Homes
<b>Tile, brick, marble, or stone flooring is broken or loose.</b>	Tile, brick, marble, and stone flooring shall not crack or loosen.	Replace cracked tiles, bricks, marble, and stone flooring, and resecure loose tiles, bricks, marble, and stone, unless the defects were caused by the owner's actions or negligence or other causes excluded from the Limited Warranty. The Builder is not responsible for discontinued patterns or color variations when replacing tile, brick, marble, or stone flooring.
<b>Cracks appear in grouting of tile joints or at junctures with other material such as a bathtub.</b>	Cracks in grouting of ceramic tile joints commonly result from normal shrinkage conditions.	Repair grouting, if necessary, one time only during the first year of occupancy. The Builder will not be responsible for color variations or discontinued colored grout. The owner is responsible for regrouting these joints during the life of the home.
<b>There is excessive "lippage" of adjoining marble or ceramic tile.</b>	"Lippage" greater than 1/16" is considered excessive, except where the materials are designed with an irregular height (such as handmade tile).	Repair to meet performance guideline.



<b>Materials/ Workmanship</b>	<b>Performance Standard</b>	<b>Responsibility of William Lyon Homes</b>
<b>Grout or mortar joint is not a uniform color.</b>	Any color variation that is readily visible from a distance of 6 feet under normal lighting conditions is unacceptable.	Repair to meet the performance guideline.

## FLOORING - VINYL FLOORING

<b>Materials/ Workmanship</b>	<b>Performance Standard</b>	<b>Responsibility of William Lyon Homes</b>
<b>Nail pops appear on the surface of resilient flooring.</b>	None acceptable.	Correct objectionable nail pops. Where several nail pops have broken the surface, the Builder should repair or replace resilient flooring in the affected area.
<b>Depressions or ridges appear in resilient flooring because of subfloor irregularities.</b>	Readily apparent depressions or ridges exceeding 1/8" shall be repaired. The ridge or depression measurement is taken with the gap at one end of a 6-inch straightedge centered over the depression or ridge with 3" of the straightedge held tightly to the floor on one side of the defect.	Take corrective action as necessary to bring the defect within the acceptable tolerance so that the depression or ridge is not readily visible and is not more than 1/8". The Builder will not be responsible for discontinued patterns or color variations when replacing the floor covering.
<b>Resilient flooring loses adhesion.</b>	Resilient flooring should not lift, bubble, or become unglued at joints.	Correct resilient flooring as required. The Builder shall not be responsible for problems caused by owner neglect, abuse, Acts of God, or other causes excluded by the Limited Warranty.

<b>Materials/ Workmanship</b>	<b>Performance Standard</b>	<b>Responsibility of William Lyon Homes</b>
<b>Shrinkage gaps show at resilient flooring joints.</b>	Gaps should not exceed 1/8" in width in resilient tile joints. Where dissimilar materials abut, a gap not to exceed 1/16" is permissible.	Take steps necessary to correct the problem. Homeowner is responsible to maintain caulking at floor, tile, tub and toilet joints.
<b>Bubbles appear on roll vinyl flooring.</b>	Bubbles resulting from trapped air that protrude higher than 1/16" from the floor are not acceptable.	Repair the floor to meet the guideline.
<b>Patterns on roll vinyl flooring are misaligned.</b>	Patterns at seams between adjoining pieces shall be aligned to within 1/8".	Correct the flooring to meet the performance guideline.
<b>Yellowing appears on surface of vinyl sheet goods.</b>	The builder shall install vinyl flooring per manufacturer's specifications.	The Builder does not cover yellowing from a manufacturer's defect.

## FLOORING - WOOD

The following standards apply only with respect to wood flooring installed by William Lyon Homes. Any flooring installed by owner or owner's contractor is the responsibility of the owner. Owners should use a qualified professional installer.

<b>Materials/ Workmanship</b>	<b>Performance Standard</b>	<b>Responsibility of William Lyon Homes</b>
<b>Gaps exist between strip hardwood floorboards.</b>	Gaps between strip hardwood floorboards shall not exceed 1/8" in width under average climate conditions after installation.	Repair gaps that do not meet the performance guideline.

Materials/ Workmanship	Performance Standard	Responsibility of William Lyon Homes
<b>Strip hardwood floorboard is cupped.</b>	Cups in strip hardwood floorboards shall not exceed 1/16" in height in a 3-inch maximum span measured perpendicular to the long axis of the board under average climate conditions. Cupping caused by exposure to moisture beyond the control of the builder is not covered.	Correct or repair to meet the guideline.
<b>Excessive lippage is located at junction of prefinished wood flooring products.</b>	Lippage greater than 1/16" under average climate conditions is considered excessive.	Repair to meet performance guideline.
<b>Crowning of strip flooring has occurred.</b>	Crowning in strip flooring shall not exceed 1/16" under average climate conditions in depth in a 3-inch maximum span when measured perpendicular to the long axis of the board.	Repair to meet performance guideline.
<b>Hardwood flooring buckles from substrate.</b>	Hardwood floor will not become loose from substrate.	Repair to meet guideline.

## FRAMING

Materials/ Workmanship	Performance Standard	Responsibility of William Lyon Homes
<b>Floor squeaks or the subfloor appears loose.</b>	Squeaks caused by a loose subfloor are unacceptable but totally squeak-proof floors cannot be guaranteed.	Refasten any loose subfloor or take other corrective action to eliminate squeaking to the extent possible within reasonable repair capability without removing floor and ceiling finishes.
<b>Squeaking stair riser or tread.</b>	Loud squeaks caused by a loose stair riser or tread are unacceptable, but totally squeak-proof stair risers or treads cannot be guaranteed.	Refasten any loose risers or treads or take other corrective action to eliminate squeaking to the extent possible within reasonable repair capability without removing treads or ceiling finishes.

## GRADING AND DRAINAGE

Materials/ Workmanship	Performance Standard	Responsibility of William Lyon Homes
<b>The ground has settled around the foundation, over trenches or in other areas.</b>	Settling of ground around foundation walls, over utility trenches or in other filled areas shall not interfere with water drainage away from the home.	If the Builder has provided final grading, upon request by the owner, the builder will fill settled areas affecting proper drainage in excess of 6", one time only during the first year of occupancy. The owner will be responsible for removal and replacement of shrubs and other landscaping affected by placement of such fill.

<b>Materials/ Workmanship</b>	<b>Performance Standard</b>	<b>Responsibility of William Lyon Homes</b>
<b>The site does not drain properly.</b>	The necessary grades and swales shall have been established by the builder to ensure proper drainage away from the home. Standing or ponding water shall not remain for extended periods in the immediate area of the house after a rain. The owner should anticipate the possibility of standing water after an unusually heavy rainfall.	The Builder is responsible only for initially establishing the proper grades and swales. The owner is responsible maintaining such grades and swales once the builder has properly established them.
<b>The site has soil erosion.</b>	Builder is not responsible for soil erosion after the close of escrow.	Owner is responsible for preventing erosion of soil due to rain, irrigation or any Act of God after the close of escrow. Local storm water quality regulations must be observed.

## INTERIOR STAIRS

<b>Materials/ Workmanship</b>	<b>Performance Standard</b>	<b>Responsibility of William Lyon Homes</b>
<b>Gaps exist between interior stair railing parts.</b>	Gaps between interior stair railing parts shall not exceed 1/8" in width.	Ensure that individual parts of the railing are securely mounted. Any remaining gaps will be filled or parts replaced to meet the performance guideline.

## INTERIOR WALLS AND CEILINGS

Materials/ Workmanship	Performance Standard	Responsibility of William Lyon Homes
<b>Ceiling sags.</b>	A ceiling should not sag more than 1/4" in 10'.	Reduce sag to less than 1/4" in 10'.
<b>Nail pop, blister, or other blemish is visible on finished wall or ceiling.</b>	Any such blemishes that are readily visible from a distance of 6 feet under normal lighting conditions are unacceptable.	Repair to meet the performance guideline. Touch up paint-repaired areas if the builder was responsible for the original interior painting. A perfect match between original and new paint cannot be expected, and the Builder is not required to paint an entire wall or room. The Builder is not required to repair defects that are covered by wallpaper and, therefore, not visible.
<b>Cracked corner bead, excess joint compound, trowel marks or blisters in tape joints on drywall surface.</b>	Defects resulting in cracked corner bead, trowel marks, excess joint compound or blisters in tape are unacceptable.	Repair to meet the performance guideline.
<b>Texture of gypsum wallboard does not match.</b>	Slight variations in texture are normal and will occur randomly.	None.

## LANDSCAPING

<b>Materials/ Workmanship</b>	<b>Performance Standard</b>	<b>Responsibility of William Lyon Homes</b>
<b>Improper design and/or installation of sprinkler irrigation system.</b>	None acceptable.	System should be designed to properly and adequately water all planted areas and should be installed per industry standards and local building codes.
<b>Trees or other plant material installed by Builder die.</b>	Any landscaping planted by the builder should be installed in such a manner as to survive for at least.	Death of plants resulting from infestation or lack or proper care and watering by owner will not be replaced.

## MASONRY AND VENEER

<b>Materials/ Workmanship</b>	<b>Performance Standard</b>	<b>Responsibility of William Lyon Homes</b>
<b>Masonry or veneer wall is cracked.</b>	Cracks that are visible from 20' in natural light or are greater than 1/4" in width are not acceptable.	Cracks that are visible from 20' in natural light or are greater than 1/4" in width will be repaired to meet the performance standards.
<b>Mortar stain on exterior brick or stone.</b>	Exterior brick and stone shall be free from mortar stains detracting from the appearance of the wall when viewed from a distance of 20 feet.	Clean the mortar stains to meet the performance guideline.

## MIRRORS

<b>Materials/ Workmanship</b>	<b>Performance Standard</b>	<b>Responsibility of William Lyon Homes</b>
<b>Scratches or defects on glass surfaces.</b>	Defects which are observable in daylight at a distance of 3', except scratches 1/4" or less, in peripherals.	Replace mirror if it does not meet acceptable tolerance at time of the New Home Orientation.

## PAINTING

<b>Materials/ Workmanship</b>	<b>Performance Standard</b>	<b>Responsibility of William Lyon Homes</b>
<b>Exterior paint or stain peels or deteriorates.</b>	Exterior paints or stains should not fail during the first year of occupancy.	Properly prepare and refinish affected areas, matching color as closely as possible. Where finish deterioration affects the majority of the wall or area, the whole area should be refinished.
<b>Painting required as corollary repair because of other work.</b>	Necessary repairs under this standard should be refinished to match surrounding area as closely as possible.	Refinish required area as necessary.
<b>Deterioration of varnish or lacquer finishes.</b>	Natural finishes on interior woodwork should not deteriorate during the first year of occupancy. However, varnish type finishes used on exterior will deteriorate rapidly.	Correct deteriorating finish one time during the first year of occupancy, except where exposed to repeated water by homeowner. Builder not responsible for matching custom paint applied by homeowner.



Materials/ Workmanship	Performance Standard	Responsibility of William Lyon Homes
<b>Mildew or fungus is visible on interior painted surfaces.</b>	Painted and finished surfaces shall be free of observable mildew and fungus at the close of escrow. However, mildew or fungus may form on painted surfaces over time because of heat and moisture.	Remove mildew and fungus before close of escrow. Subsequent mildew or fungus formation is a condition the Builder cannot control. The owner is responsible for future cleaning of the painted item as necessary to prevent or remove mildew and fungus.
<b>Interior paint does not "cover" the underlying surface.</b>	The surface being painted shall not show through new paint when viewed from a distance of 6 feet under normal lighting conditions.	Recoat as necessary to meet the guideline and match surrounding areas as closely as practical.
<b>Interior surface is paint spattered.</b>	Paint spatters shall not be readily visible on walls, woodwork, floors, or other interior surfaces when viewed from a distance of 6 feet under normal lighting conditions.	Remove paint spatters to meet the guideline.
<b>Brush marks show on interior painted surface.</b>	Brush marks shall not be readily visible on interior painted surfaces when viewed from a distance of 6 feet under normal lighting conditions.	Refinish as necessary to meet the guideline and match surrounding areas as closely as practical.
<b>Lap marks show on interior paint or stain.</b>	Lap marks shall not be readily visible on interior paint or stain when viewed from a distance of 6 feet under normal lighting conditions.	Refinish as necessary to meet the guideline and match surrounding areas as closely as practical.

<b>Materials/ Workmanship</b>	<b>Performance Standard</b>	<b>Responsibility of William Lyon Homes</b>
<b>Exterior paint or stain has faded.</b>	Fading of exterior paints and stains is normal and the degree of fading depends on climatic conditions.	None.

## PLUMBING

<b>Materials/ Workmanship</b>	<b>Performance Standard</b>	<b>Responsibility of William Lyon Homes</b>
<b>A faucet or valve leaks.</b>	No faucet or valve shall leak because of defects in material or workmanship.	Repair or replace the leaking faucet or valve.
<b>The bathtub or shower leaks.</b>	Bathtubs and showers shall not leak due to failure of seals or caulking.	Repair bathtub or shower leaks as necessary to meet the performance guideline.
<b>Plumbing fixture, appliance, or trim fitting is defective.</b>	Plumbing fixtures, appliances, and trim fittings shall comply with their manufacturer's guidelines.	Defective trim fittings, appliances, and fixtures are covered under manufacturer's warranty.
<b>The surface of a porcelain or fiberglass plumbing fixture is cracked or chipped.</b>	Cracks and chips in surfaces of bathtubs and sinks are unacceptable if visible from 3 feet in normal light.	The Builder will not be responsible for repairs unless the damage is reported to the builder at the New Home Orientation. If the problem resulted from improper manufacturing, the manufacturer's warranty will take precedence over the Builder's responsibilities.
<b>Fiberglass tub or shower enclosure base flexes.</b>	To be installed according to manufacturer's specifications.	Repair to meet performance guideline.

<b>Materials/ Workmanship</b>	<b>Performance Standard</b>	<b>Responsibility of William Lyon Homes</b>
<b>Manufactured marble vanity tops crack at drains.</b>	Vanity tops shall not crack when installed with proper sealants at drain connections.	Repair any deficiencies to meet the performance guideline within the first year of occupancy.

## STUCCO

<b>Materials/ Workmanship</b>	<b>Performance Standard</b>	<b>Responsibility of William Lyon Homes</b>
<b>Cracks in stucco.</b>	Hairline cracks if not excessively numerous are acceptable. If crack exceeds 1/8" it is unacceptable and should be repaired.	Determine cause of crack and repair.
<b>Textures and colors of exterior stucco wall repairs do not match existing stucco.</b>	Perfect matching of original and repaired stucco cannot be expected.	None.
<b>Stucco falling or chipping around window and door frames and weep screed.</b>	Some chipping of these areas is normal.	None if within tolerance as determined by the builder.
<b>Applied stucco is too thin and wire lath is visible.</b>	None acceptable.	Make appropriate repairs.

## TRIM CARPENTRY

Materials/ Workmanship	Performance Standard	Responsibility of William Lyon Homes
<b>Gaps at non-mitered joints of trim and moldings.</b>	Openings at joints in trim and moldings, and at joints between moldings and adjacent surfaces, shall not exceed 1/8" in width at time of installation.	Repair defective joints to meet performance guideline.
<b>Inside corner is not coped or mitered.</b>	Trim edges at inside corners shall be coped or mitered. However, square edge trim may be butted.	Finish inside corners to meet the performance guideline.
<b>Nails are not properly set or, where puttied, nail holes are not properly filled.</b>	Setting nails and filling nail holes are considered part of painting and finishing. After painting or finishing, nails and nail holes shall not be readily visible from a distance of 6 feet under normal lighting conditions.	Where the Builder is responsible for painting, the builder shall take action necessary to meet the performance guideline.
<b>Trim or molding miter edges do not meet.</b>	Gaps between miter edges in trim and molding shall not exceed 1/8" at time of installation.	Repair gaps that do not meet the performance guideline. Caulking or puttying with materials compatible to the finish is acceptable.
<b>Observation: Interior trim is split.</b>	Splits, cracks, and checking are inherent characteristics of all wood products, and are not a defect.	None.

Materials/ Workmanship	Performance Standard	Responsibility of William Lyon Homes
<b>Hammer marks are visible on interior trim.</b>	Hammer marks on interior trim shall not be readily visible from a distance of 6 feet under normal lighting conditions.	Fill hammer marks and refinish or replace affected trim to meet the performance guideline. Refinished or replaced areas may not match surrounding surfaces exactly.

## WEATHERPROOFING

Materials/ Workmanship	Performance Standard	Responsibility of William Lyon Homes
<b>Drafts around doors and windows.</b>	Some infiltration of moisture and dust is normally noticeable around doors and windows, especially during high winds and excessive rain. No daylight shall be visible around frame when window or door is closed.	Correct open cracks, poorly fitted doors or windows, or poorly fitted weather stripping. Adjust or replace the weather stripping or threshold to meet the performance guideline.
<b>Draft comes through electrical outlet.</b>	Electrical junction boxes on exterior walls may allow cold air to flow through or around an outlet into a room. It may not be possible to eliminate this completely.	None.
<b>Leaks in exterior walls due to inadequate caulking.</b>	Joints and cracks in exterior wall surfaces and around openings should be properly constructed and caulked to exclude the entry of water.	Correct any installation deficiencies. Properly installed caulking will shrink and must be maintained by the homeowner.

## WINDOWS

Materials/ Workmanship	Performance Standard	Responsibility of William Lyon Homes
<b>Scratches on glass surfaces.</b>	Scratches that are observable in normal daylight at 10'.	Replace or repair scratched glass only if reported at the New Home Orientation.
<b>Cracked or broken glass.</b>	None prior to New Home Orientation.	Repair cracked or broken glass only if reported at the New Home Orientation.
<b>Window is difficult to open or close.</b>	Windows should require no greater operating force than that described in manufacturer's specifications.	The Builder will correct or repair as required to meet the performance guideline.

# Construction Standards

Subject to all provisions and warranty coverage time periods of the Limited Warranty delivered to you as an Addendum to your Purchase Agreement, which shall control in the event of any conflict, this section provides basic Construction Standards that are in place throughout the applicable warranty period. These standards will be employed to assess repair or replacement decisions in response to Warranty Service Requests under the Limited Warranty. If you have questions about these standards please contact Warranty Service at this number:

**Southern California Region:**  
**Phone: (949) 476-1396**

**Northern California Region:**  
**Phone: (800) 770-6883**

The following section lists various components of your home, along with examples of complaints or problems that could relate to such components. For each, we list the construction standards or tolerances we consider to be acceptable, as well as a typical repair in the event those standards or tolerances are not met. Of course, individual circumstances may require different standards or repairs, depending on unique circumstances.

As previously noted in this manual, you should be aware that nothing in our Limited Warranty, this manual, or any other document provided in conjunction with the sale of this home diminishes any rights or obligations that you or we may have under California Civil Code sections 895 through 945.5 (the "Fix It Law"), or under any "alternative nonadversarial contractual provisions" adopted in the purchase contract in place of the nonadversarial dispute resolution procedures set forth in California Civil Code sections 910 through 938, with respect to formal claims initiated and prosecuted under the Fix It Law. (Copies of the Fix It Law code sections have been provided with the purchase contract.) However, it is our goal and desire to address your warranty and construction defect issues through our normal warranty administration procedures, without the need to resort to more formal processes.

The standards begin on the next page.

## CONCRETE

This section applies to standard steel troweling or light broom finish, not specialty finishing. The owner should not run water or allow puddles to occur near concrete foundations, patios, walks, and driveways. Water can cause soil expansion that can cause concrete to fracture, deterioration of concrete, damage to the interior of the home and other problems.

Materials/ Workmanship	Performance Standard	Responsibility of William Lyon Homes
<b>Cracking of attached patios, driveways and sidewalks due to improper compaction or expansion of soils.</b>	Cracks in excess of 1/4" in width or 1/4" in vertical displacement are considered excessive and unacceptable except along expansion lines.	Repair excessive cracks as required, i.e., cracks over 1/4" width may be patched according to normal patching procedures. Broken driveways will be replaced in increments of 1/3, 1/4, or complete, depending on existing expansion cuts. The builder will not repair slabs damaged by owner, owner's contractors or by any other cause excluded by the Limited Warranty.
<b>The concrete slab floor is cracked.</b>	Cracks should not exceed 3/16" in width or 3/16" vertical displacement.	Repair to conform to standard.
<b>Crack in concrete footing.</b>	Cracks greater than 1/4" in width are considered excessive.	Repair any cracks in excess of the performance guideline.
<b>Pitting, scaling, or spalling of concrete work.</b>	Concrete surfaces should not disintegrate to the extent that the aggregate is exposed under normal conditions of weathering and use.	Take corrective action as necessary to correct defective concrete surfaces. The builder is not responsible for deterioration caused by salt, chemicals, mechanical implements and other factors beyond the builder's control.



Materials/ Workmanship	Performance Standard	Responsibility of William Lyon Homes
<b>The foundation is out of level.</b>	As measured at the top of the foundation wall, no point shall be more than 1/2" higher or lower than any point within 20 feet.	Make necessary modifications to any foundation not complying with the performance guidelines for levelness to comply with the performance guideline. This can be affected by leveling the sills with shims, mortar, or appropriate fillers.
<b>Concrete floor or slab is uneven.</b>	Except for basement floors or where a floor or portion of floor has been designed for specific drainage purposes, concrete floors in rooms designed for habitability shall not have pits, depressions, or areas of unevenness exceeding 3/8" in 32".	Correct or repair the floor to meet the performance guideline.
<b>Concrete slab within the structure has separated or moved at expansion and contraction joints.</b>	Concrete slabs within the structure are designed to move at expansion and contraction joints.	None.
<b>Stoops or steps have settled, heaved, or separated from the house structure.</b>	Stoops and steps shall not settle, heave, or separate in excess of 1" from the house structure.	Take whatever corrective action is required to meet the performance guideline. Will not be covered if caused by owner's lack of maintenance, over watering or other causes excluded by the Limited Warranty.

<b>Materials/ Workmanship</b>	<b>Performance Standard</b>	<b>Responsibility of William Lyon Homes</b>
<b>Water remains on stoops or steps after rain has stopped.</b>	Water shall drain off outdoor stoops and steps. Minor amounts of water can be expected to remain on stoops and steps for up to 24 hours after rain.	Take corrective action to assure proper drainage of stoops and steps.
<b>The garage floor slab is cracked.</b>	Cracks in concrete garage floor greater than 3/16" in width or 3/16" in vertical displacement are excessive.	Repair to meet the performance guideline.
<b>Garage concrete floor has settled, heaved, or separated.</b>	The garage floor shall not settle, heave, or separate in excess of 1" from the structure.	Take whatever corrective action is required to meet the performance guideline.

## ELECTRICAL SYSTEM

<b>Materials/ Workmanship</b>	<b>Performance Standard</b>	<b>Responsibility of William Lyon Homes</b>
<b>Wiring fails to carry its designed load.</b>	Wiring shall be capable of carrying the designed load for normal residential use.	Check the wiring for conformity to applicable local, state, or approved national electrical code requirements. Repair wiring not conforming to code specifications.

## FIREPLACE

<b>Materials/ Workmanship</b>	<b>Performance Standard</b>	<b>Responsibility of William Lyon Homes</b>
<b>A fire in the fireplace damages firebox paint.</b>	None. Heat and flames may cause discoloration.	None.

Materials/ Workmanship	Performance Standard	Responsibility of William Lyon Homes
<b>Firebrick or mortar joint is cracked.</b>	Heat and flames from normal fires can cause cracking.	None.
<b>Fireplace or chimney does not consistently draw properly.</b>	Install per manufacturer's recommendations and building codes. High winds can cause temporary negative or down drafts. Negative drafts can also be caused by obstructions such as tree branches, steep hillsides, adjoining homes, and interior furnaces.	Refer to manufacturer's warranty. Correct as necessary if the defect is the result of improper installation.  <b>Some homes that have been constructed to meet stringent energy criteria may need to have a nearby window opened slightly to create an effective draft.</b>
<b>The chimney is separated from the structure.</b>	Newly built fireplaces will often incur slight amounts of separation. The rate of separation from the main structure shall not exceed 1/2" in any 10-foot vertical measurement.	Repair gaps that do not meet the performance guideline.

## FRAMING - GENERAL

Materials/ Workmanship	Performance Standard	Responsibility of William Lyon Homes
<b>The wall is bowed.</b>	All interior and exterior walls have slight variances in their finished surface. Walls shall not bow more than 1/2" out of line within any 32" horizontal measurement.	The builder will repair to meet the performance guideline.

Materials/ Workmanship	Performance Standard	Responsibility of William Lyon Homes
<b>Wood framed wall is out of plumb</b>	Wood framed walls shall not be more than 3/8 inch out of plumb for any 32 inches in any vertical measurement.	Repair to meet performance guideline.
<b>Walls should be at 90-degree angles to each other, unless specified otherwise.</b>	Walls 10' in length shall not vary more than 1/4" from the perpendicular to the adjoining wall.	Make modifications to the wall to improve its appearance, if no structural defects are indicated.
<b>Cracked interior beams (finished beams).</b>	Cracks in rough interior beams, which do not affect structural strength, are acceptable if patched or filled.	Make necessary repairs.
<b>Wood beam or post is split.</b>	Beams and posts, especially those 2 1/2" or greater in thickness will sometimes split as they dry subsequent to construction. Unfilled splits exceeding 1/4" in width and all splits exceeding 3/8" in width are unacceptable.	Repair or replace any beam or post with a defect that does not meet the guideline. Filling splits is acceptable for widths of up to 3/8".
<b>Wood beam or post is twisted or bowed.</b>	Beams and posts, especially those 3 1/2" or greater in thickness will sometimes twist or bow as they dry subsequent to construction. Bows and twists exceeding 3/4" in an 8 foot section are unacceptable.	Repair or replace any beam or post with a defect that exceeds the guideline.

<b>Materials/ Workmanship</b>	<b>Performance Standard</b>	<b>Responsibility of William Lyon Homes</b>
<b>Wood beam or post is cupped.</b>	Beams and posts, especially those 3 1/2" or greater in thickness will sometimes cup as they dry subsequent to construction. Cups exceeding 1/4" in 5 1/2" are unacceptable.	Repair or replace any beam or post with a defect that does not meet the guideline.

## FRAMING - INTERIOR STAIRS

<b>Materials/ Workmanship</b>	<b>Performance Standard</b>	<b>Responsibility of William Lyon Homes</b>
<b>Interior stair tread deflects too much.</b>	The maximum vertical deflection of an interior stair tread shall not exceed 1/8 inch at 200 pounds force.	Repair the stair to meet the performance guideline.
<b>Interior stair railing lacks rigidity.</b>	Interior stair railings shall be attached to structural members in accordance with applicable codes.	Repair any stair railings as necessary to comply with applicable codes.

## FRAMING - WOOD FLOORS

<b>Materials/ Workmanship</b>	<b>Performance Standard</b>	<b>Responsibility of William Lyon Homes</b>
<b>Springiness, bounce, shaking, or visible sag is observed in floor or roof.</b>	All beams, joists, rafters, headers, and other structural members shall be sized, and fasteners spaced, according to the National Forest Products Association span tables, or local building codes.	Reinforce or modify, as necessary, any floor, wall, ceiling, or roof not meeting the performance guideline.

Materials/ Workmanship	Performance Standard	Responsibility of William Lyon Homes
<b>Wood floor is uneven.</b>	Floors shall not have more than a 1/4" ridge or depression within any 32-inch measurement. Allowable floor and ceiling joist deflections are governed by the local approved building codes.	Correct or repair to meet the performance guideline.
<b>Wood floor is out of level.</b>	No point on the surface of a wood floor shall be more than 1/2" higher or lower than any other point on the surface within 20 feet, or proportional multiples of the preceding dimensions.	Make the necessary modifications to any floor not complying with the performance guideline for levelness. All allowances should be allowed for shrinkage, cantilevers and concentrated loads.
<b>Excessive deflection observed in floor or roof constructed of wood I-joists.</b>	All beams, joists, rafters, headers, and other structural members constructed of wood I-joists shall be sized, and fasteners spaced, according to manufacturer's specifications for size, length and spacing.	Reinforce or modify, as necessary, any floor, wall, ceiling, or roof not meeting the performance guideline.

## HEATING AND AIR CONDITIONING

Materials/ Workmanship	Performance Standard	Responsibility of William Lyon Homes
<b>Refrigerant line leaks.</b>	Refrigerant lines shall not leak during normal operation.	Repair leaking refrigerant lines and recharge the air-conditioning unit unless caused by the owner's actions or negligence or other causes excluded by the Limited Warranty.

Materials/ Workmanship	Performance Standard	Responsibility of William Lyon Homes
<b>Unit too close to door.</b>	None acceptable.	Make necessary repairs to provide space recommended by manufacturer and local building regulations of unit involved.
<b>Improper clearance to change filters.</b>	Filter should be easily accessible.	Make corrections to allow easy removal of obstruction to filter access after the completion of the installation.
<b>The ductwork makes noises.</b>	When metal is heated, it expands, and when cooled, it contracts. The resulting “ticking” or “crackling” sounds generally are to be expected and do not constitute a defect.	None.
<b>The ductwork produces excessively loud noises commonly known as oil canning.</b>	The stiffening of the ductwork and the gauge of the metal used shall be such that ducts do not “oil can”. The booming noise caused by oil canning is not acceptable.	Correct the ductwork to eliminate noise caused by oil canning.
<b>Noise at register.</b>	Product should be correctly installed according to manufacturer’s specifications.	None, if installed correctly. If installed incorrectly, builder will correct according to manufacturer’s specifications.
<b>Vibrating air handler.</b>	Product should be correctly installed.	None, if installed correctly. If installed incorrectly builder will correct according to manufacturer’s specifications.

Materials/ Workmanship	Performance Standard	Responsibility of William Lyon Homes
<b>The ductwork separates or detaches.</b>	Ductwork shall remain intact and securely fastened.	The builder will reattach and resecure all separated or unattached ductwork.
<b>Equipment fails.</b>	Equipment should perform as specified by manufacturer's warranty.	Refer to manufacturer's warranty. Correct if failure is due to faulty installation.
<b>Condensation lines broken, incomplete, or improperly routed.</b>	None acceptable.	Make necessary corrections if caused by improper installation.
<b>Cooling of rooms is inadequate.</b>	If air-conditioning is installed by the contractor, the cooling system shall be capable of maintaining a temperature of 78 degrees Fahrenheit, as measured in the center of each room at a height of 3 feet above the floor under local outdoor summer design conditions as specified in the ASHRAE Handbook: Fundamentals. In the case of outside temperatures exceeding 95 degrees Fahrenheit, the system shall keep the inside temperature 15 degrees Fahrenheit cooler than the outside temperature. National, state or local codes shall supersede this guideline where such codes have been locally adopted.	Correct the cooling system to provide the required temperature in accordance with the performance guideline or applicable code specifications.  <b>Note: Temperatures may vary from room to room depending on the home's orientation to sunlight and the use of window coverings. More even temperatures can be maintained by keeping all interior room doors open and by balancing the system using the register vents. The system must be rebalanced seasonally. This is a homeowner maintenance responsibility. If you need instructions on balancing your system contact Warranty Service.</b>



Materials/ Workmanship	Performance Standard	Responsibility of William Lyon Homes
<p><b>Heating is inadequate.</b></p>	<p>The heating system shall be capable of producing an inside temperature of 70 degrees Fahrenheit, as measured in the center each room at a height of 3 feet above the floor under local, outdoor winter design conditions as specified in the ASHRAE Handbook: Fundamentals. National, State or Local Energy Codes shall supersede this performance guideline where such codes have been locally adopted.</p>	<p>Correct the heating system to provide the required temperature in accordance with the performance guideline or applicable code specifications. However, the owner will be responsible for balancing dampers and registers and for making other necessary minor changes.</p> <p><b>Note: Temperatures may vary from room to room depending on the home's orientation to sunlight and the use of window coverings. More even temperatures can be maintained by keeping all interior room doors open and by balancing the system using the register vents. The system must be rebalanced seasonally. This is a homeowner maintenance responsibility. If you need instructions on balancing your system contact Warranty Service.</b></p>

## MASONRY AND VENEER

This section applies to fired clay common and face brick and precision concrete block installed on residential construction and yard walls. The color and surface texture of these masonry units and mortar will normally vary to some extent.

<b>Materials/ Workmanship</b>	<b>Performance Standard</b>	<b>Responsibility of William Lyon Homes</b>
<b>Voids in mortar joints.</b>	None, except drainage holes.	All voids should be filled with mortar by pointing.
<b>Variation in mortar joints.</b>	Horizontal and vertical mortar joints shall be uniform not to exceed 1/8" plus or minus the normal mortar joints.	Take corrective action as necessary.
<b>Masonry column is out of plumb.</b>	Masonry columns should not be out of plumb in excess of 1/4" in 12" when measured from the base to the top of the column, not to exceed 1 1/2" in 8 feet.	Repair any deficiencies in excess of the performance guideline.
<b>Masonry or brick veneer course is not straight.</b>	No point along the bottom of any course shall be more than 1/4" higher or lower than any other point within 10 feet along the bottom of the same course, or 1/2" in any length.	Rebuild the wall as necessary to meet the performance guideline.
<b>Efflorescence is present on masonry or mortar surface.</b>	This is a normal condition.	None.

## PAINTING

<b>Materials/ Workmanship</b>	<b>Performance Standard</b>	<b>Responsibility of William Lyon Homes</b>
<b>Paint after repair does not match surrounding painted areas.</b>	Perfect match of paint after repairs is not to be expected.	None.

## PLUMBING

Materials/ Workmanship	Performance Standard	Responsibility of William Lyon Homes
<b>Leakage from any piping.</b>	No leaks of any kind should exist in any soil, waste, vent or water pipe. Condensation on piping does not constitute leakage, and is not covered.	Make necessary repairs to eliminate leakage during the warranty period that is applicable to plumbing.
<b>Condensation appears on pipes, toilets and plumbing supply lines.</b>	Condensation on pipes, toilets and plumbing supply lines may result at certain combinations of temperature and indoor humidity.	None.
<b>Water pipe is noisy.</b>	Because of the flow of water and pipe expansion, the water pipe system will emit some noise. However, the pipes should not make the pounding noise called "water hammer."	The builder cannot remove all noises caused by water flow and pipe expansion. However, the builder will correct the system to eliminate "water hammer."
<b>Sewers, vents, fixtures, and drains.</b>	Sewers, fixtures, drains and vents should operate properly. However, leakage caused by worn or defective washers is considered homeowner maintenance. Manufacturer's warranty excepted.	Repair any defects in the plumbing system during the warranty period that is applicable to plumbing.

## ROOFS - GENERAL

<b>Materials/ Workmanship</b>	<b>Performance Standard</b>	<b>Responsibility of William Lyon Homes</b>
<b>Improper nailing.</b>	Nailing should be per approved schedule.	Make whatever repairs necessary to correct the problem.
<b>Crooked or unsightly ridges and hips.</b>	Should be installed reasonably straight.	Make necessary repairs.
<b>Roof or flashing leaks.</b>	Roofs should not leak under normally anticipated conditions except high wind-driven rain.	Correct any verified roof leaks and all damage due to or caused by roof leaks unless caused by excessive winds.
<b>Loose or falling tiles.</b>	None acceptable.	Remove and correct affected area unless these conditions are caused by excessive winds or other causes excluded by the Limited Warranty.
<b>Ridge-hip and rake tile loose or missing.</b>	None acceptable.	Attach tiles securely unless these conditions are caused by excessive winds or other causes excluded by the Limited Warranty.
<b>Irregular, uneven, and unsightly valleys.</b>	Valleys should be reasonably straight.	Make cosmetic repairs as necessary.

## ROOFS - ASPHALT AND COMPOSITION (3-TAB)

<b>Materials/ Workmanship</b>	<b>Performance Standard</b>	<b>Responsibility of William Lyon Homes</b>
<b>Too much exposure (manufacturer's specifications excepted).</b>	Tab should cover the top of watercourse on shingle in preceding course.	Remove and replace over-exposed areas of the roofing.

<b>Materials/ Workmanship</b>	<b>Performance Standard</b>	<b>Responsibility of William Lyon Homes</b>
<b>Uneven, irregular or crooked lines.</b>	Lines should be reasonably straight and courses should have even widths.	Make appropriate repair or replace. Lines should be reasonably straight and courses even width.

## ROOFS - STRUCTURE

<b>Materials/ Workmanship</b>	<b>Performance Standard</b>	<b>Responsibility of William Lyon Homes</b>
<b>Roof sheathing is wavy or appears bowed.</b>	Roof sheathing shall not bow more than 1/2" in 2 feet.	Restraighten bowed roof sheathing or correct swollen joints as necessary to meet the performance guideline.
<b>Roof ridge beam deflects.</b>	Roof ridge beam deflection greater than 1" in 8 feet is considered excessive.	Repair any deficiencies that do not meet the performance guideline.
<b>Roof or ceiling rafter bows.</b>	Rafters that bow greater than 1" in 8 feet are considered excessive.	Repair any deficiencies that do not meet the performance guideline.

## ROOFS - TILE

<b>Materials/ Workmanship</b>	<b>Performance Standard</b>	<b>Responsibility of William Lyon Homes</b>
<b>Chipped and broken tiles.</b>	Chips no larger than 3/4" are acceptable unless excessive in number. Broken and cracked tiles are not acceptable.	Replace affected tiles. However, the builder will not be held responsible if homeowner caused damages. Damages must be reported at the New Home Orientation.
<b>Unightly and/or off-color mortar.</b>	None acceptable.	Make appropriate repairs. Mortar should be neat and reasonably uniform in color.

<b>Materials/ Workmanship</b>	<b>Performance Standard</b>	<b>Responsibility of William Lyon Homes</b>
<b>Improper exposure.</b>	Exposure not to exceed limits recommended by manufacturer or building code standards.	Make appropriate repairs.
<b>Tile appears to droop at eaves.</b>	None acceptable.	Install proper spacing at eaves

## WEATHERPROOFING

<b>Materials/ Workmanship</b>	<b>Performance Standard</b>	<b>Responsibility of William Lyon Homes</b>
<b>Leaks in stucco, foundation, or masonry walls.</b>	No leaks resulting in actual trickling of water are acceptable. However, leaks caused by improper landscaping installed by owner, or failure of owner to maintain proper grades are not the builder's responsibility.	Take such action as necessary to correct basement or masonry wall leaks except where the cause is determined to result from owner negligence or other causes excluded by the Limited Warranty.

## WINDOWS

<b>Materials/ Workmanship</b>	<b>Performance Standard</b>	<b>Responsibility of William Lyon Homes</b>
<b>Water penetration</b>	If water penetration is within specifications of manufacturer's standards, no action is required. Water penetration caused by sprinklers, water hose, or wind-driven rain is not the builder's responsibility.	Repair damage if penetration is in excess of the manufacturer's standards and not caused by sprinklers, water hoses or wind-driven rain. Homeowner is responsible to keep weep holes clear.

<b>Materials/ Workmanship</b>	<b>Performance Standard</b>	<b>Responsibility of William Lyon Homes</b>
<b>Condensation or frost appears on window.</b>	Windows will collect condensation on their interior surfaces when extreme temperature differences and high humidity levels occur. Condensation usually results from humid conditions within the home that are created by the owner.	Unless the window condensation or frost is directly attributed to faulty installation, it usually results from conditions beyond the control of the builder. No corrective action is required.
<b>Dual glazed windows.</b>	Dual glazed windows and patio doors should not be subject to ruptured seals during the manufacturer's warranty period.	Repair ruptured seals, unless caused by owner's application of tinting or other causes excluded by the Limited Warranty.

# Community at a Glance

## Living in a Multi-Family Community

Living in a multi-family community is unlike living in other types of communities. If you live in a multi-family community, be aware that improvements, repairs and maintenance activities in your home may impact your neighbors or nearby common areas as homeowners live in close proximity to one another.

## Important Information

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- **CC&Rs.** This term refers to the Covenants, Conditions, and Restrictions that govern a subdivision.
- **Fire Sprinklers.** Exercise extreme caution with activities, such as moving furniture, that may impact the fire sprinkler heads in the common areas and homes. The sprinkler heads are under constant pressure, and physical impact would result in a high-pressure flow of water and potentially serious water damage to the building.
- **Architectural Review Committee.** Your Association has a Design Review Committee that is responsible for preserving the architectural integrity of the community's design. Standards have been established by the committee to achieve this goal. The intent of these standards is not to stifle the imaginative or creative wishes of the residents of the community, but to provide protective restrictions which will help to maintain both the appearance and the value of the property. These standards may apply to changes *inside* your home. Read your CC&Rs to identify what information must be submitted to the Design Review Committee. Contact your Association's board members or management company for more information regarding the approval processes in place for your community.
- **Noise Transmission.** Part of living in a multi-family community is respecting your neighbors. Many of the items associated with this are addressed in the Association's CC&Rs, including the penetration of common walls, floors, and ceilings. Most CC&Rs forbid the penetration of the common walls or ceilings for the installation and attachment of noise generating devices such as televisions and speaker systems. In addition, check with your Association's Architectural Review Committee prior to making any changes to your home, such as new flooring. Certain components in your home have been chosen specifically to reduce noise transmission between units.



- **Areas of Responsibility.** It is essential to be aware of the areas of maintenance responsibility within the community. The CC&Rs (also called a condominium declaration) and community plan are the best resources for determining who is responsible for maintaining each part of the community. The Association is typically responsible to maintain the common area and exclusive use area components, from both a fiscal and management perspective. The homeowner generally maintains and repairs the components within their home only, and should not attempt to maintain or repair components outside of that area. There are instances where components that are used exclusively by the homeowner, such as patios, decks, and balconies, fall within Association responsibility or are a shared responsibility. These components are integrally related to the building structure and may require specialized maintenance.
- **Inspections, Maintenance, and Repairs.** Do not attempt to perform inspections, maintenance, or repairs on components that are outside your expertise or responsibility. Always hire qualified professionals to inspect, maintain, and repair those components and systems. Repairs are often a part of conscientious maintenance. Failing to inspect and neglecting repairs when they are necessary may result in further damage not only to the component itself, but associated components and materials. Neglected repairs may also compromise the long-term maintenance and performance of the component. *Never attempt maintenance or repairs on common area components.*
- **Report Problems and Mitigate Damage.** Be observant and report problems immediately—those inside and outside of your individual home. Water leakage is an example of a problem that, if left unrepaired, can result in major damage to the finishes, structure, and associated systems and components. Report water damage events (such as flooding) in individual homes to the Association, even when you are responsible for repairing the problem. Take immediate measures to mitigate damage, including emergency water removal and sanitation. Water damaged areas that are left unrepaired, even for a short time, can cause further damage and the possibility of mold or other resultant problems. *Water damage should always be evaluated to determine if areas outside of the individual home (the homes below or beside, for example) have been affected and need attention.*
- **Resources.** There are several resources that will help you determine areas of maintenance responsibility, adhere to a conscientious maintenance program, and use your home and community in a way that preserves the design and integrity of the building.

- CC&Rs and Community Plan
- Association Maintenance Guide
- Homeowner Maintenance Guide
- Product manufacturer documentation
- Online product information
- Knowledgeable professionals
- Independent reading of high-quality maintenance publications

# Interior Maintenance

We want you to enjoy your new home and get the most out of your time in it. Familiarity with the basic practices needed for good home management and maintenance is essential. Minutes spent on minor care, repairs, and adjustments can eliminate many future problems.

For easy reference, we have assembled helpful tips and information that you need to know to keep the interior of your new home functioning smoothly.



# Appliances

## APPLIANCES: GENERAL RECOMMENDATIONS

Before operating any of the appliances in your new home, be sure to read the manufacturer's documentation for proper operating instructions and maintenance tips. When cleaning any appliance, be careful *not* to use abrasive, caustic or other strong cleaners that may harm the stainless or enamel finishes and wear away the surface lettering on controls. Regularly inspect appliances that use water for leaks. Make repairs immediately.

Recommended Maintenance Tasks	Frequency
Inspect all appliances with water lines for leaks. Repair leaks immediately.	Quarterly

### Effects of Deferred Maintenance

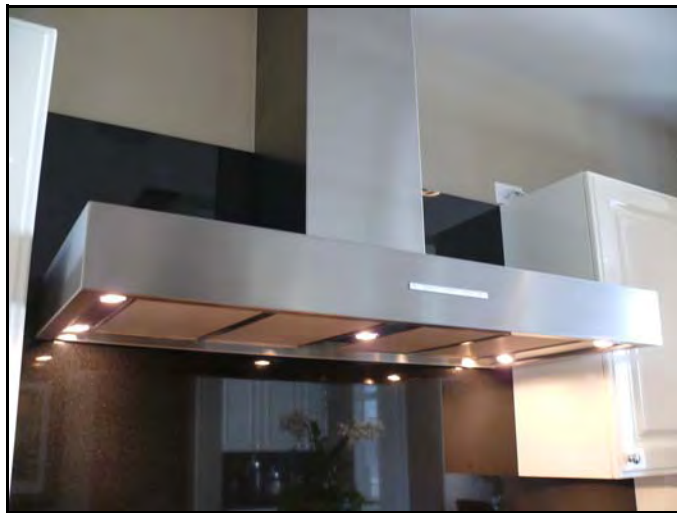
Failure to regularly examine these appliances may result in water damage if leaks go undetected.

## COOKTOP AND VENT HOOD

Your cooktop and vent hood require cleaning and maintenance to keep them in top condition. Some cooktops come with an exhaust fan that is located under the vent hood. Proper use of the exhaust fan will help reduce excess indoor humidity that can result from cooking. Proper care and cleaning of the exhaust fan will help keep your kitchen cleaner and can help control indoor humidity. They have removable filters and fan blades that require periodic cleaning.



Cooktop



Vent Hood

## Important Information

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- **Clean Your Filters.** The efficiency and performance of your vent hood depends on regular cleaning of the filters. In cleaning your filters, always use a mild soap in hot water, no abrasive or detergents should be used. These filters may be cleaned in your automatic dishwasher or in extremely hot water.

Recommended Maintenance Tasks	Frequency
Use a mild soap to clean the cooktop surfaces and cooking areas.	Regularly, after each use
Clean the top and underside of the hood, along with the filter screen, with a damp, sudsy cloth.	Monthly
Have the hood exhaust duct professionally inspected and cleaned.	Annually
Clean the exhaust fan blades. (Always unplug the unit before servicing.)	Periodically

## Effects of Deferred Maintenance

Failure to clean your cooktop and vent hood will lead to a buildup of residue that becomes increasingly difficult to remove, as well as decreased ventilation and humidity control.

## DISHWASHER

Refer to your dishwasher owner's manual for instructions on the proper placement of dishes and the recommended water temperature for optimal cleaning. Use only detergents made specifically for use in automatic dishwashers. *Never use any soap product or foaming detergents for commercial dishwashers as they may damage your machine.* Water conditions vary widely from area to area, so you may need to experiment with different detergents until you find the one that works best for you. Use one brand for at least a week to allow it to “condition” your dishes.



Stainless Steel Dishwasher

### Important Information

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- **Protect Your Cabinets from Steam.** Do not open the dishwasher while it is still steaming. Over time, this can damage the finish on your cabinets.
- **Ensure the Garbage Disposal is Empty.** Your dishwasher and garbage disposal use the same drain. Always empty the garbage disposal before operating the dishwasher to prevent overflowing the kitchen sink.
- **Selecting a Replacement.** If you need to replace your dishwasher, consider selecting an energy-efficient and water-efficient model. For more information, please refer to the “Appliance Selection and Replacement” section of this chapter.

Recommended Maintenance Tasks	Frequency
Inspect dishwasher for water leaks. Make repairs immediately.	Quarterly

### Effects of Deferred Maintenance

Failure to regularly inspect the dishwasher may result in water damage if leaks go undetected.



## GARBAGE DISPOSAL

Garbage disposals are permanently lubricated and self-cleaning. Use a steady flow of cold water and allow the unit to run long enough to do a thorough job of pulverizing the waste and flushing it through.



Garbage Disposal Under Kitchen Sink

### Important Information

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- **Use Cold Water.** Do not use hot water to flush waste, especially grease, down the garbage disposal. Hot water melts the grease, which later cools and solidifies, coating your drainpipe with grease.
- **Inspect for Leaks.** Regularly look under the sink for leaks or dampness. If there is a leak, use a pan to catch water drips until it can be repaired. Make repairs as soon as possible to prevent water damage.
- **Hand-Tighten Pipes.** Hand-tighten pipes only—do not use tools.

### Quick Tip: Restarting a Stopped Disposal

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1. Turn the disposal off and unplug the unit.
2. Remove all accessible waste from the disposal.
3. Wait one minute before pushing the red reset button located on or near the bottom of the disposal. Refer to the manufacturer's documentation for location of the reset button.
4. Check the circuit breaker and reset, if necessary.

5. Plug the unit back in and turn the disposal switch to ON. If you hear a humming noise but the blades are not turning, turn off the switch and unplug the unit.
6. Use the hex key that came with the garbage disposal to free the blades from obstructions. The key fits into a slot in the bottom center of the disposal. Insert the key in the slot and turn it back and forth.
7. Plug the unit back in. Turn on the disposal switch. If the disposal fails to operate, call a qualified plumber for service. A jammed disposal is not covered under your Fit and Finish Warranty.

Recommended Maintenance Tasks	Frequency
Inspect garbage disposal for water leaks. Make repairs immediately.	Quarterly

### Effects of Deferred Maintenance

Failure to regularly inspect the garbage disposal may result in water damage if leaks go undetected.

## MICROWAVE OVEN

Your microwave wall oven or over-the-range microwave oven, which includes a vent hood to service the rangetop, both require periodic cleaning and maintenance to keep in top condition. Refer to the microwave owner's manual for specific care, use, safety, and troubleshooting information.



Microwave Oven

### Important Information

- **Cleanders.** Do not use corrosive cleaning agents, such as lye-based oven cleaners, as they may damage the filters. Do not use abrasive cleansers on the oven walls.
- **Cleaning Stainless Steel.** Do not use steel wool or abrasives on stainless steel, as they will scratch the surface.



**Warning:** Make sure the microwave power is off before cleaning.

Recommended Maintenance Tasks	Frequency
Clean the walls, floor, inside window, metal and plastic parts, and shelves, and outside case with mild soap and water. Clean the underside of the unit often to prevent grease build-up on the microwave and fan filter.	Regularly, with routine cleaning
Thoroughly wipe down the interior of the microwave with a solution of baking soda and water. Wash the turntable in warm, sudsy water or in a dishwasher.	Periodically

Recommended Maintenance Tasks	Frequency
Clean the control panel and door with a damp cloth. Dry thoroughly. (Do not use cleaning sprays or abrasives on the control panel.)	Periodically
Remove and clean the reusable grease filter by soaking in hot water and detergent. Lightly brush to remove embedded dirt and grime. Rinse well and allow to dry before replacing.	Periodically
Replace burned out bulbs. Replace charcoal filters (where applicable)	As needed

### Effects of Deferred Maintenance

Failure to maintain the microwave may result in a build-up of dirt and grime that is difficult to remove.

## OVEN

Your built-in wall oven requires cleaning and maintenance to keep it in top condition. If your oven is self-cleaning or continuous-cleaning, please follow the manufacturer's instructions for cleaning.



Oven



**Caution:** Always allow your oven to cool before cleaning! Also, please note that the self-cleaning process heats the oven to very high temperatures to burn off all food and oil residues, and this can cause the oven to emit noxious fumes. It is best to open windows for ventilation and to stay out of the kitchen during and immediately after using the self-cleaning feature.

### Important Information

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- **Self-Cleaning Feature.** When using the self-cleaning feature on the oven, please remember that chrome discolors in this cycle. Remove the broiler pan and chrome racks from the oven prior to cleaning.
- **Vents.** Do not block the vents on your oven, as they are important for proper combustion and operation.
- **Broiler Pans.** Do not clean broiler pans in the self-cleaning cycle of the oven (if applicable).

Recommended Maintenance Tasks	Frequency
Use soap and water to clean the oven surfaces. Include the interior and exterior surfaces in your routine cleaning, as well as the control panel.	Regularly, after each use
Replace light bulb(s).	As needed

### Effects of Deferred Maintenance

Failure to clean your oven will lead to a buildup of residue that becomes increasingly difficult to remove.

## RANGE AND RANGE HOOD

Your range and range hood require cleaning and maintenance to keep them in top condition. If your oven is self-cleaning or continuous-cleaning, please follow the manufacturer's instructions for cleaning.

Some ranges come with an exhaust fan that is located under the range hood. Proper use of the exhaust fan will help reduce excess indoor humidity that can result from cooking. Proper care and cleaning of the exhaust fan will help keep your kitchen cleaner and can help control indoor humidity. They have removable filters and fan blades that require periodic cleaning.



Range



**Caution:** Always allow your oven to cool before cleaning! Also, please note that the self-cleaning process heats the oven to very high temperatures to burn off all food and oil residues, and this can cause the oven to emit noxious fumes. It is best to open windows for ventilation and to stay out of the kitchen during and immediately after using the self-cleaning feature.

### Important Information

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- **Self-Cleaning Feature.** When using the self-cleaning feature on the oven, please remember that chrome discolors in this cycle. Remove the broiler pan and chrome racks from the oven prior to cleaning.

<b>Recommended Maintenance Tasks</b>	<b>Frequency</b>
Clean the range and oven surfaces and cooking areas.	Regularly, after each use
Clean the top and underside of the hood, along with the filter screen, with a damp, sudsy cloth.	Monthly
Have the range hood exhaust duct professionally inspected and cleaned.	Annually
Clean the exhaust fan blades. (Always unplug the unit before servicing.)	Periodically

### **Effects of Deferred Maintenance**

Failure to clean your range, oven, and range hood will lead to a buildup of residue that becomes increasingly difficult to remove.



## REFRIGERATOR

Keep your refrigerator and freezer clean to help reduce odors. Follow the manufacturer's instructions for the model installed in your home; different types of finishes may have different recommended cleaning techniques. Also, if your refrigerator has an ice maker or dispenser, make sure to familiarize yourself with the manufacturer's recommendations for care and use.



Stainless Steel Refrigerator

### Cleaning Tips

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Unplug the refrigerator before major cleaning. Clean regularly for best results. Wipe up spills immediately and deep clean at least twice per year. Never use abrasive cleansers or pads, such as metallic scouring pads or brushes. Do not use chloride to clean stainless steel. *Refer to the manufacturer's documentation for more detailed cleaning and care methods and recommendations.*

#### Interior

Clean the interior, door liner, gaskets, drawers, bins, shelves, and exterior with soap and water. For tougher build-up, use glass cleaner on glass shelves, and a solution of baking soda and water on the interior surfaces.

#### Exterior

Vacuum dust from the front of the toe grille and the backside of the unit. Wipe with a sudsy cloth or sponge, rinse, and dry. Do not use commercial cleaners, ammonia, or alcohol to clean handles. Stainless steel models, however, *can* be safely cleaned with ammonia or stainless steel cleaners.

### Stainless Steel

Use mild cleansers—abrasive cleaners or materials will scratch stainless steel. Always wipe with the grain of the steel.



**Note:** When moving the refrigerator, do not move the unit from side to side, as this may damage the flooring. Pull it straight out. When replacing the unit to its original position, ensure that sufficient clearance is maintained according to manufacturer recommendations.

Recommended Maintenance Tasks	Frequency
Clean the interior and exterior surfaces.	Regularly, with routine cleaning
Inspect water lines to the ice maker and water dispenser (if applicable) for leaks. Make repairs immediately.	Quarterly
Deep clean the interior and exterior, including the toe grille.	Twice per year
Vacuum the condenser coils.	Annually

### Effects of Deferred Maintenance

Failure to maintain the refrigerator and freezer may result in an odor causing build-up of dirt and grime that is increasingly difficult to remove.

## WASHER AND DRYER

Your washer and dryer needs periodic maintenance to keep them operating at their best. Refer to your manufacturer's documentation for more detailed use and maintenance instructions.



Washer and Dryer

### Important Information

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- **Prevent Obstructions.** Take care not to obstruct vents with shrubs or anything left leaning against the side of the building.
- **Dryer Vents.** Be especially diligent in your dryer vent maintenance, since both humidity and lint buildup can combine to significantly lengthen drying time (and energy usage) or potential for fire in duct. It is also helpful to keep the dryer's lint trap clean and fully in place.

### Cleaning Tips

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#### Washer

Clean the housing and control panel with hot, soapy water or a mild, non-abrasive cleaning agent. Rub dry with a soft towel. Clean the drum, detergent dispenser, and water inlet strainers as conditions indicate or per the owner's manual.

#### Dryer

Clean the lint filter after each use. Wipe down the housing and fascia with a soft cloth and soapy water only. Wipe the drum, door seal, and inside of the door with a damp cloth only. Clean the exhaust duct, moisture sensor, and bearing shield as needed or per your owner's manual.



**Warning:** Always disconnect the appliances from the power outlet before cleaning. Never use solvents or highly flammable liquids for cleaning. Incorrect cleaning may damage the dryer. Do not spray with a water jet. Do not use scouring agents or all-purpose cleaners. Do not use steam cleaners.

Recommended Maintenance Tasks	Frequency
Inspect the water connections to the washing machine to ensure they are tight and that there are no leaks. Inspect to ensure the washing machine is draining properly.	Quarterly
Check the dryer vent for strong air flow when the dryer is running. Check to ensure the vent flapper hinges work smoothly and that the area under the hood is clean.	Quarterly
Inspect the dryer ductwork and vent to ensure the dryer is allowed to exhaust to the outside properly.	Quarterly
Check dryer vent hose for water accumulation from condensation. Pay particular attention to low spots and sagging ducts.	Quarterly
Lubricate the flapper hinge with a product such as WD-40 or equivalent.	As needed, typically every 2 years
Have vent pipes cleaned professionally.	At least every 3 years

### Effects of Deferred Maintenance

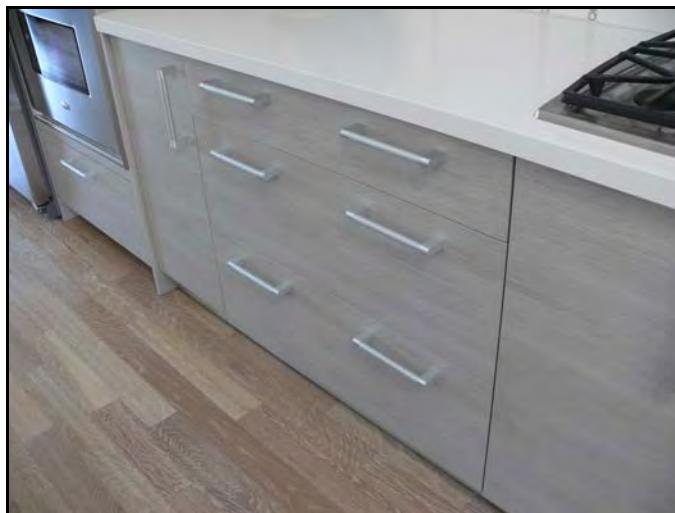
Failure to maintain your dryer may result in poor and inefficient drying, as well as a shortened component life. Poorly maintained dryer vents may result in the vents rusting or the dryer vent door sticking. A permanently closed vent may cause a fire or interior damage due to excess humidity. A permanently open vent can allow birds or rats to nest.

# Cabinets

Cabinets are installed in your kitchen and bath areas. Modern cabinets are constructed of either natural wood, thermofoil or a laminate product. All cabinets require regular cleaning as well as periodic adjustment of door hinges and drawer assemblies.



Wood Cabinets



Laminate Cabinets

## Important Information

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- **Adjust Cabinet Hardware.** Adjust the cabinet hardware to help prevent damage to the cabinets from misalignment or degradation from loose fasteners. Tighten loose screws, and keep hinges or drawer guides clean and lubricated. Certain hinge types and drawer guides incorporate adjustment screws that may need tightening or repositioning over time. Lubricate cabinet hinges with an oil-based lubricant when there is squeaking or the door does not move freely. Remove excess oil with a dry paper towel.
- **Protect from Moisture and Heat.** Do not leave damp cloths, sponges, or wet containers on surfaces or shelves. Avoid placing heat and steam-producing appliances in locations where they affect nearby cabinet surfaces. Do not open the dishwasher when still steaming. Do not use electric coffee makers and teapots directly under upper cabinets.
- **Protect Breadboards.** If your kitchen counters include a natural wood breadboard, it has most likely not been treated. Protect with light mineral oil and reapply as needed.
- **Do Not Overload Shelves.** Be careful not to overload upper cabinet shelves. They have been designed to hold a reasonable number of dishes, but should not be loaded to the top.

## Cleaning Tips

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Do not use a dish cloth to wipe the cabinet exterior, since it may contain remnants of grease or detergents which may damage the finish. Clean spills immediately. Give special attention to areas around the sink and dishwasher. Avoid draping damp or wet dish towels over the door of the sink base cabinet. Over time, this moisture can cause permanent water damage to the door.

### Wood

On sealed wood cabinets, use a damp cloth or mild soap, as necessary. Furniture cream or lemon oil will only help clean, but will not renew the wood. If the finish coating is worn and the natural wood is exposed, do not use any cleaning product until the surface is professionally refinished. Do not use abrasive, caustic, or ammonia-based cleaners. See the discussion on “Countertops and Backsplash” in this guide, as the countertops may require cleaners that should *not* be used on the cabinets. Natural wood surfaces (i.e., cabinets not sealed with a paint or a nonporous clear coat) can be renewed with a furniture cream or lemon oil, but avoid paste wax or spray wax. Cover minor scratches with a putty stick from a hardware store.

### Laminate & Thermofoil

Laminate and thermofoil cabinets feature a durable thermofused laminate on all exposed surfaces. While highly durable, they should be protected from prolonged exposure to water and steam, as this may result in delamination of the surface. Use a clean cloth dampened with clear water when cleaning normal household spills. After wiping thoroughly, immediately dry the surface with a lint-free cotton cloth. Never use abrasive cleaners, scouring pads, detergents or powdered cleansers. In the case of grime build-up, a soft cloth and mild soapy warm water may be used on the laminate surfaces if immediately rinsed and dried thoroughly.

Recommended Maintenance Tasks	Frequency
Clean cabinet surfaces.	Regularly
Tighten hardware, adjust drawer guides, and check alignment.	Twice per year or as needed
Polish wood cabinet surfaces with furniture polish or other appropriate product in accordance with the manufacturer's recommendations.	Annually or as needed

### Effects of Deferred Maintenance

Failure to properly maintain cabinets may result in shortened life and a loss of appeal.

# Caulking

Caulking refers to the materials used to seal gaps, holes, and joints between surfaces, trim, and fixtures inside your home. They will deteriorate over time from exposure, use and movement, so regular inspection and restoration of the caulking is important to maintain water- and air-tightness.

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

Maintaining caulked areas is extremely important to the proper maintenance of your home. Over time, and especially in hot or humid weather, caulking will dry and shrink, no longer providing a good seal against moisture and air. Caulking and sealant are addressed here and elsewhere in your guide as they protect several important parts of your home. They are specifically covered in the pages that cover tubs, showers, and fixtures. The maintenance of windows, doors, trim, and siding on the exterior are also covered in this guide.

## Types of Caulking

*Silicone* sealant is best for joints between smooth, nonporous materials such as tile, glass, stainless steel, and enameled fixtures.

*Latex or Butyl* sealant is less expensive and a lower grade (often referred to as “painter’s caulk”), and is more appropriate for interior and exterior non-critical “hole-filling” before painting.

These sealants are available in different colors to help match adjoining finishes. Follow the sealant manufacturers’ recommendations on the package, remembering that cleaning and preparing joints and adjoining surfaces per the instructions is critical for an effective caulk joint.

## Important Information

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- **When to Replace Caulking.** Caulking should not be cracked, split, or incompletely adhered. If any of these conditions are identified, remove and replace the caulking.
- **Follow Instructions.** Always read and follow the manufacturer’s instructions on the caulking package for proper use and storage. Use the appropriate caulking for the application.



- **What Not to Caulk.** Do not caulk window sill drains as these are intended to remain clear for drainage. Take note of what was or was not caulked as part of the original construction. Areas typically sealed include: interior joints formed by dissimilar materials such as sheetrock to wood trim, tile or plastic laminate, or the interior edge of window frames or door frames. Also seal between fixtures or electrical devices and walls, counters, or floors.
- **Proper Preparation.** As with repainting, caulking is only as effective as its preparation. Existing caulking should be removed completely and the surface cleaned per the manufacturer's recommendations.

Recommended Maintenance Tasks	Frequency
Inspect the caulk joints around fixtures, tub and shower areas, ceramic tile, and doors or windows on the interior where caulking was installed. Remove and replace as needed when it is split or coming off.	Monthly

### Effects of Deferred Maintenance

The consequences of faulty caulking depend on the location of the caulking. Faulty water seals may result in damage to surrounding materials, structural damage, discoloration, and mold/fungus growth.

# Countertops and Backsplash

## COUNTERTOPS AND BACKSPLASH: OVERVIEW

One or more materials have been incorporated into your kitchen, bath, or utility counters and backsplash to provide durable and attractive surfaces for your cooking, bathing, and other activities. All of the materials used in counters and backsplashes share certain use and care recommendations, as well as additional cautions that are described in the material-specific sections of this guide.

### General Guidelines

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- **Follow Manufacturer’s Recommendations**

Review the manufacturer’s specific care and use guidance for countertops that are manufactured products, such as synthetic solid surfaces or laminates. There may be specific information on harmful household substances beyond those mentioned here that should be avoided.

- **Caulking Maintenance is Important**

Maintain caulking at backs, ends, or other joints with the appropriate caulking as discussed in the “Caulking” section of this guide. Generally, these joints are best sealed with a mildew-resistant silicone caulk.

- **Protect Your Counters from Hot Items**

Do not set hot pans or items directly on counters. Use trivets or other protection.

- **Clean Surfaces Regularly**

Quickly clean-up liquids or other substances from countertop surfaces. Clean with a damp, nonabrasive cloth; use other cleansers only as appropriate to the surface and as required for more stubborn cleaning. If you have a stain that will not come up simply with water, consult with a home improvement expert about products that will work on the stain.

- **Don’t Sit on Counters!**

Do not sit on the countertops; excessive weight can cause countertops to warp or pull away from the wall.

- **Use Cutting Boards—Don’t Cut on Surfaces**

Avoid cutting and chopping directly on the surface; use a cutting board.

## CERAMIC TILE COUNTERTOPS

Ceramic tile offers one of the most heat and abrasion resistant finishes for countertops.

***Follow the general countertop recommendations listed in the “Countertops: Overview” section of this guide. In addition, observe the expert advice in this section for ceramic tile.***

### Important Information

- **Prevent Cracking and Chipping.** Be careful not to drop pans or other heavy objects on tile; they can crack or chip tile surfaces.
- **Sealants and Cleaning.** Grout is typically not sealed as part of the construction process. It needs approximately a month to cure before it is sealed. Reapply sealant to ceramic tile joints after any aggressive cleaning.
- **Protect from Water.** Avoid allowing water to stand on the tile surface, as it may penetrate the grout and base.

### Cleaning Tips

Clean regularly. Remove dirt daily to prevent build-up and potential staining. Neutral pH cleaners (available at tile supply stores) are recommended. Do not use harsh or abrasive cleaners, metal scrubbers, acids, or acid-based cleaners, as these can deteriorate the grout and finish. If discoloration occurs, clean the grout between the tiles using a stiff bristle brush with grout cleaner or a mixture of white vinegar and distilled water.



**Caution:** Test any cleaning product on a hidden area to be sure it will not discolor the grout. Cleansers containing bleach can damage colored grout.

Recommended Maintenance Tasks	Frequency
Clean the tile with a damp cloth or sponge using a mild <i>nonabrasive</i> detergent. Rinse and dry with a soft cloth.	Regularly, after each use
Inspect and, if necessary, regrout ceramic tile joints when normal shrinkage causes separation. Inspect the countertop backsplash and recaulk as needed (if cracked or discolored).	Annually

Recommended Maintenance Tasks	Frequency
Clean the grout between tiles using a stiff bristle brush with grout cleaner or a mixture of white vinegar and distilled water.	As needed, when discolored
Seal ceramic tile joints with commercial sealant.	Every 3–5 years

### Effects of Deferred Maintenance

Improper or neglected maintenance and care of your countertop may result in premature deterioration, loss of visual appeal, higher replacement or repair costs, water intrusion, and possible voiding of your Fit and Finish Warranty.

## CULTURED MARBLE COUNTERTOPS

Cultured marble countertops are similar, and often referred to as, solid surfaces. They are cast from a polymer combined with marble dust. Many cultured marble surfaces have a sink integrated with the countertop. Cultured marble units usually incorporate a gel-coat layer on the surface.

***Follow the general countertop recommendations listed in the “Countertops: Overview” section of this guide. In addition, observe the expert advice below for cultured marble.***

### Important Information

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- **Renew Cultured Marble.** Purchase a product such as Gel-gloss to renew cultured marble surfaces.
- **Protect the Counters.** Although it may be possible to repair minor scratches and abrasions by light sanding and buffing, avoid cutting directly on the countertop.

### Cleaning Tips

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Clean regularly with soapy water, an ammonia-based cleaner, or a diluted bleach and water solution. Blot up spills immediately.

Recommended Maintenance Tasks	Frequency
Renew the surface of cultured marble with a manufacturer recommended product.	As needed

### Effects of Deferred Maintenance

Improper or neglected maintenance and care of the countertop may result in premature deterioration, loss of visual appeal, higher replacement or repair costs, water intrusion, and possible voiding of your Fit and Finish Warranty.

## NATURAL STONE COUNTERTOPS

Natural stone countertops (such as granite, limestone, marble, or travertine) feature a great deal of color and veining variation and are never exactly alike. Lack of consistency of the stone and the resin is not considered a flaw, but part of its natural beauty. These countertops are highly durable but may be scratched, chipped, and stained with misuse.

***Follow the general countertop recommendations listed in the “Countertops: Overview” section of this guide. In addition, observe the expert advice below for natural stone.***



Natural Stone Countertop

### Important Information

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- **Seal the Stone.** Sealing the stone is strongly recommended in order to prevent staining. Tile and stone stores carry specific cleaning agents and sealers.
- **Acidic Liquids.** Some types of natural stone are vulnerable to damage from acidic liquids, such as citrus juices, tomato juice, and vinegar. Sealers will help protect the surfaces.
- **Consult a Professional for Repairs.** Repair chips, scratches, burns, and stains using the manufacturer-recommended techniques, or consult a professional.

## Cleaning Tips

Clean with neutral cleaner or stone soap and warm water. Avoid cleansers that are abrasive or products that contain lemon, vinegar or other acids. Do not use steel wool or polish. Blot up spills immediately.

Recommended Maintenance Tasks	Frequency
Dust the surface.	Regularly
Clean the stone with a few drops of neutral cleaner or stone soap and warm water.	Regularly, after each use, when practical
Repair chips, scratches, burns, and stains using the manufacturer recommended techniques, or consult a professional.	As needed
Reseal the stone.	Every 1–2 years or as needed

## Effects of Deferred Maintenance

Improper or neglected maintenance and care of your countertop may result in premature deterioration, loss of visual appeal, higher replacement or repair costs, water intrusion, and possible voiding of your Fit and Finish Warranty.

## PLASTIC LAMINATE COUNTERTOPS

Plastic laminate finishes such as Formica offer a wide range of available colors and patterns, while being the most affordable of countertop finishes.

***Follow the general countertop recommendations listed in the “Countertops: Overview” section of this guide. In addition, observe the expert advice in this section for plastic laminates.***

### Important Information

- **Protect Your Counters.** Plastic laminate counter finishes are generally the most susceptible to abuse and permanent damage from cuts and burns. Since the color and protective characteristics of laminates are at the top surface, use protective coverings or cutting boards to avoid damage, as the finish usually cannot be repaired. Certain dyes and inks can permanently stain the finish.
- **Protect from Water.** Avoid getting seams excessively wet or for extended periods of time, as this can cause the laminate to separate from the wood base.

### Cleaning Tips

Blot up spills immediately. Clean the surface regularly with nonabrasive, non-caustic household cleaners, and take special care to keep counters clear of hard objects, sand, or similar debris that can scar the surface. Avoid getting seams excessively wet for extended periods of time, as this can cause the laminate to separate from the wood base.

Recommended Maintenance Tasks	Frequency
Dust and clean the surface.	Regularly
Repair chips, scratches, burns, and stains using manufacturer recommended techniques, or consult a professional.	As needed

### Effects of Deferred Maintenance

Improper or neglected maintenance and care of your countertop may result in premature deterioration, loss of visual appeal, higher replacement or repair costs, water intrusion, and possible voiding of your Fit and Finish Warranty.



## SOLID SURFACE COUNTERTOPS

Solid surface countertops such as DuPont’s Corian and Samsung’s Staron are manufactured with high-performance synthetic resins, and they are available in three types of finishes: high-gloss, semi-gloss, and matte/satin.

***Follow the general countertop recommendations listed in the “Countertops: Overview” section of this guide. In addition, observe the expert advice below for solid surfaces.***

### Important Information

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- **Protect Surface From Scratches.** Although it may be possible to repair minor scratches and abrasions by light sanding and buffing, it is still advised to avoid cutting directly on the countertop.
- **Avoid Using Harsh Chemicals.** Do not allow strong chemicals such as oven cleaners and drain cleaners to come into contact with the countertop. If such chemicals come into contact with the countertop, immediately flush the surface with water.

### Cleaning Tips

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Blot up spills immediately. Clean regularly with soapy water, an ammonia-based cleaner, or a diluted bleach and water solution. Thoroughly rinse and completely dry the surface.

Recommended Maintenance Tasks	Frequency
Clean the surface.	Regularly

### Effects of Deferred Maintenance

Improper or neglected maintenance and care of your countertop may result in premature deterioration, loss of visual appeal, higher replacement or repair costs, water intrusion, and possible voiding of your Fit and Finish Warranty.

# Electrical Systems and Safety

## ELECTRICAL SYSTEMS AND SAFETY: OVERVIEW

Your home has a master control panel to protect the wiring and electrical equipment in your home. The control panel includes a main shutoff that controls all incoming electrical power; it also contains circuit breakers that control separate circuits. The circuit breakers interrupt the flow of electricity in overload conditions and protect the wiring from overheating and causing fire.



**Caution:** Before digging in your yard, check the location of buried service leads by calling the local utility locating service. In most cases, wires run in a straight line from the service panel to the nearest public utility pad.

## ARC FAULT CIRCUIT INTERRUPTER (AFCI)

AFCIs are sensitive circuit breakers that monitor the electrical outlets in the bedrooms for unwanted arcing conditions caused by erratic current flows. They are a safety feature that could protect against fires caused by, but not limited to, wiring in the walls that are punctured from nails when hanging pictures or when electrical cords are crimped by furniture and doors. AFCI circuit breakers are located in the panel box containing the conventional circuit breakers. Refer to the manufacturer's documentation for the model installed in your home. In the event that the recommendations in this guide conflict with the manufacturer, the manufacturer's recommendations prevail.

### Important Information

- **Do Not Automatically Reset a Tripped AFCI.** AFCIs function by rapidly switching off the current when a potentially fire-causing arc is detected. When an AFCI is tripped, the source of the fault must be located and repaired before restoring service.
- **Test Your AFCIs.** Test the AFCI at least once a month. Refer to the manufacturer's documentation for the testing procedures for the model installed in your home. Should the AFCI fail the test, immediately consult a qualified electrician to replace the AFCI.

Recommended Maintenance Tasks	Frequency
Test all AFCIs.	Monthly

**Effects of Deferred Maintenance**

An AFCI that fails to switch off electrical current in the event of an unwanted arcing condition can result in a fire.

## CIRCUIT BREAKERS AND PANELS

Circuit breakers are a safety feature designed to trip if there is an excessive load on a given circuit. Electrical failures are usually caused by overloading a circuit when using too many appliances at one time, a defective cord, or starting a large electric motor. Your circuit breaker box usually has a circuit directory installed on the inside cover of the box to show which appliances, outlets, or other services are connected to each breaker. If electricity fails in any part of your home, first determine if circuit breakers in the master control panel have tripped.



Exterior Circuit Breaker Panel



Interior Circuit Breaker Panel

## Important Information

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- **Use Professionals and Get Permits.** Never let anyone other than a licensed electrician repair or alter the wiring or electrical system in your home. Some changes may require a permit.
- **Keep Access to Panels Clear.** Do not block access to the panel, and be careful when concealing interior panels with wall hangings or pictures. The panel should always be easily accessible in the event power is lost to your home. Proper working clearances are required around and in front of electrical switches and circuit breakers.
- **Keep the Panel Cover Closed.** In order to maintain the waterproof protection of exterior control panels, keep the cover closed.
- **Check the Amperage Before Replacing.** Never install a circuit breaker with a greater amperage rating than the one being replaced.
- **Learn About Fire Prevention.** Obtain fire prevention guidelines from your local fire department and take precautions necessary to prevent electrical fires.

## Quick Tip: Restoring a Tripped Circuit Breaker

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1. Before you restore the current, attempt to locate the cause of the failure. After locating the cause, disconnect it from the electrical source prior to resetting the breaker. If you cannot locate the cause of the failure, call a state-licensed electrician or William Lyon Homes.
2. Reset the circuit breaker. First flip the breaker switch to the OFF position and then to the ON position.
3. In the event of a total loss of electrical power, contact your neighbors to determine if the problem is limited to your home. If other homes are without power, contact the electric company.

## Effects of Deferred Maintenance

A circuit breaker panel that is not used properly and protected from water may fail prematurely, resulting in electrical failure in your home.

## ELECTRICAL OUTLETS AND SWITCHES

Electrical outlets are located in each room and around the exterior of your home for your convenience. Switches are installed to control the permanently-installed lighting in your home. Switches are also installed to control at least one electrical outlet in each room; the switched outlet is installed upside down to help you quickly identify it.



Electrical Outlet

### Important Information

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- **Unplug Small Appliances.** Do not leave small appliances plugged in when they are not in use.
- **Childproof Your Outlets.** Where applicable, teach children that it is dangerous to touch or play with electrical outlets and wiring. As a further precaution for small children, childproof electrical outlets with covers that are available at local hardware or electrical supply stores.
- **Plug In Completely.** Insert plugs all the way into outlets. Partially plugged in electrical cords can cause overheating of the outlet, sparks, and fire.
- **Replace Damaged or Deteriorating Outlets.** The U.S. Consumer Product Safety Commission Document #524 advises homeowners to have a qualified electrician replace receptacles that are damaged or feel hot, emit smoke or sparks, have loose fitting plugs, or those where plugged-in lamps flicker or fail to light.

- **Outlet Capacity Limits.** Do not exceed the capacity of the outlets by plugging in adaptors that add more than two receptacles per outlet. Overloading the circuit, including the use of multiple extension cords, can cause a fire.
- **Selecting Decorative Outlet Coverplates.** Whenever possible, avoid decorating the outlet coverplates with paint or wallpaper. Purchase decorative coverplates for a designer look instead. If the coverplates must be painted or wallpapered, do not interfere with the system wiring.
- **Proper Use of Extension Cords.** Do not run extension cords in concealed spaces such as under rugs or furniture.



**Note:** For additional information on electrical outlet safety, visit the U.S. Consumer Product Safety Commission website at [www.cpsc.gov](http://www.cpsc.gov).

Recommended Maintenance Tasks	Frequency
Inspect plugged in items to ensure they are completely plugged in.	Regularly
Check interior outlets to ensure they are not damaged or deteriorating. Replace damaged outlets immediately.	Twice per year

## Effects of Deferred Maintenance

Faulty electrical outlets can result in overheating, sparks, fire, or electrical shock.

## GROUND FAULT CIRCUIT INTERRUPTER (GFCI)

GFCIs are very sensitive circuit breakers that are installed in the bathrooms, kitchen, garage and patio. They are a safety feature that could protect against electrical shock in case of ground fault conditions or an electrical overload; GFCIs function by rapidly switching off the current. If the power fails in one of these areas, it will usually be the GFCI that has tripped.



Interior GFCI

### Important Information

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- **Test Your GFCI.** To test the GFCIs, press the Test Button briefly until the Reset Button “pops” (breaks the circuit). If the Reset Button does not respond to the testing, press the Reset Button and start the test over. If the GFCI is working properly, the Reset Button should “pop” each time the Test Button is pressed. After the testing procedure has been completed, be sure to depress the Reset Button and leave it in this position.
- **Not for Major Appliances.** *Do not* use GFCI receptacles for major appliances such as refrigerators and air conditioners. These appliances create electrical surges that trip the GFCI and break the circuits.
- **Use for Power Tools.** The U.S. Consumer Product Safety Commission (CPSC) recommends the use of a GFCI with every power tool to protect against electrical shock hazards.



- **Resetting a Tripped GFCI.** Push the Reset button on the GFCI outlet to restore power. If power is not restored, determine if there is a tripped circuit breaker.

Recommended Maintenance Tasks	Frequency
Test the GFCIs.	Monthly

### Effects of Deferred Maintenance

A GFCI that fails to switch off electrical current in the event of an electrical overload or ground current condition can result in serious injury from electrical shock.

## LIGHTING

Lighting fixtures are installed throughout the interior of your home, as well as outside exterior entrances, such as the patio or front door. When replacing light bulbs, make sure to select bulbs with the correct size and wattage for the fixture.



Interior Light Fixture



Interior Light Fixture

Recommended Maintenance Tasks	Frequency
Check for and replace burned out bulbs.	Monthly

Recommended Maintenance Tasks	Frequency
Clean the encasement of light fixtures so light can shine at full illumination. Ensure that mounting screws and plates are tight and wall plate is fully against the exterior wall or soffit.	Quarterly

### Effects of Deferred Maintenance

Failure to maintain the lighting in your home will result in a diminished appearance as well as inconvenience.

## Fireplace

Your non-wood-burning gas fireplace is an excellent way to create a warm, cozy atmosphere. When used improperly, however, it can waste a great deal of heat (and dollars). There are different types of direct-vent gas fireplaces currently available on the market. Before you use your fireplace, identify the type of unit installed in your home and consult the manufacturer's guidelines for proper usage.

Direct-vent fireplaces have a *sealed glass panel* and gasket assembly which keeps the interior air in the home from entering the combustion chamber. This panel should not ever be removed as it will cause a break in the seal and compromise the venting system. Clean the outside of the glass regularly with a household glass cleaner.

*Standard glass door* fireplaces (which are sometimes called "open door" fireplaces) have doors that can be easily opened or closed for cleaning. These doors should be removed and cleaned after the first 3-4 hours of initial use, and as needed thereafter. Clean film deposits on the inside of the glass with household glass cleaner.



Sealed Glass Fireplace



Standard Door Fireplace



**Caution:** Your gas fireplace is a manufactured unit. There are several types of fireplaces, each demanding individual maintenance and care, so familiarize yourself with the manufacturer's guidelines and follow all directions regarding its use and maintenance for your specific model. *Never* burn anything in the fireplace that is not provided by the fireplace manufacturer as part of the ceramic fire log assembly, or that has not been approved by the fireplace manufacturer.

## Important Information

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- **Turn Off Before Servicing.** Always turn off the gas to the unit before servicing.
- **Direct-Vent Intake and Exhaust.** A direct-vent fireplace has a vent pipe to the outside of the home. A direct-vent's combustion chamber is completely sealed by a glass panel and gasket assembly, and it is designed to draw its combustion air from outside the home and return the combustion exhaust back to the outside.
- **Keep the Doors Closed.** Always keep the fireplace glass doors closed (or the panels in place) to keep the home climate balanced and efficient while the fire is on or off, and to keep the room from being depleted of oxygen while the fire is on.
- **Hints for Cleaning the Glass.** Do not attempt to handle or clean the glass while they are hot. Be sure to allow ample time for glass to completely cool. Do not use abrasive cleaners on glass or surrounding fireplace surfaces.
- **Vent Inspections.** Be sure that bird or insect nests or other debris are not blocking your vent termination assembly (exhaust may be either above the roof or through the wall).

- **Don't Use Combustible Materials.** Do not use combustible materials in the fireplace.

Recommended Maintenance Tasks	Frequency
Clean firebox interior and front glass. Replace log sets and ember beds as needed.	Monthly and as needed, during the burning season
Inspect the flame patterns. The flames should be steady, and the flame sensor tips should be covered with flame but must not touch the logs.	Monthly and as needed, during the burning season
Check the vent system for obstructions and blockages (such as a bird's or wasp's nest), and for the proper alignment of vent components.	Monthly and as needed, during the burning season
Professionally inspect and service the burner, firebox, vent system, and controls per manufacturer's recommendations.	Every Fall, before the first seasonal use of the fireplace

### Effects of Deferred Maintenance

Failure to maintain your fireplace may result in fire damage to your home or surrounding property.

# Flooring

The flooring in your new home is made of materials selected for their beauty and functionality. Proper care and regular maintenance are key in maintaining the appearance and maximizing the useful life of your flooring. Common sense guidelines apply to all flooring types, some of which are listed below. Additional recommendations are explained for each flooring type in the pages that follow.



## General Guidelines

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- **Use Doormats**

Place doormats outside all exterior doors, as dirt and other substances tracked in from outside are the primary sources of wear.

- **Clean Up Spills Immediately**

Blot up liquid with a clean, absorbent, white cloth or sponge. Remove solids with a blunt knife or scraper.

- **Protect Your Floor**

Use protective pads or pieces of plywood under heavy appliances when moving them across flooring. If appliances such as refrigerators are mounted on casters, be sure the casters are large enough to adequately spread the weight to avoid distressing the flooring.

- **Refer to the Manufacturer's Guidelines**

Please note that the following maintenance recommendations do not attempt to address all possible maintenance needs. Consult specific flooring manufacturers for guidelines regarding recommended floor care products and comprehensive stain removal instructions.



## CARPETING

Carpeting wears out from foot traffic that tramples dirt and sand particles deep into the pile. Choose a vacuum with strong suction and maintain it properly (changing the bag or emptying the vacuum canister) to maximize its effectiveness in removing small, heavy grains. Dirt can discolor even carefully maintained carpet. Such apparent loss of color should not be mistaken for permanent discoloration or fading. Professional cleaning can sometimes restore the original color.

### Important Information

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- **Stain Removal Tips.** Refer to the manufacturer's recommendations about treating specific types of spills or stains. General purpose carpet spotter products may be used as part of spill and stain cleaning, but should be blotted up, rinsed and thoroughly blotted up again.
- **Floor Mats.** Use inside and outside entrance mats to reduce the amount of dirt that enters your home.
- **Water Damage.** If flooding or large spills cause any part of your carpeting to be saturated with water or other liquid, the carpeting should be professionally and fully dried within 12 hours. Otherwise, it should be evaluated by a professional, who will usually recommend that the damaged carpeting be removed as quickly as possible, to prevent the growth of mold and bacteria.
- **Professional Cleaning.** Professional carpet cleaning is often the best way to restore the appearance of carpeting. However, please note that professional cleaning companies use a variety of cleaning methods, some of which are hard on the carpet and should be done as infrequently as possible.
- **Areas Exposed to Moisture.** We recommend that you do not install carpeting in a kitchen, bathroom, laundry room, or any other area that is regularly exposed to moisture. Carpeting can serve as a breeding ground for mold and bacteria, as well as dirt and particulates that can contribute to allergy problems.

### Quick Tip: Treating Common Conditions

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*Crushing:* Vacuum regularly.

*Burns:* Clip burnt ends or replace carpet.

*Fading:* Protect from sunlight.

*Shedding:* Balls of fluff gradually disappear with regular vacuuming.

*General Spills and Stains:* First, blot liquids with a dry, white, absorbent cloth. Do not scrub. Second, blot with a cleaning solution, working from the edges toward the center of the spill. Rinse with clean water and blot until dry.

*Semi-solid stains:* Gently scrape with a rounded spoon and vacuum up. Do not add moisture.

*Ripples:* Carpet that is worn or needs to be re-stretched may develop ripples or ridges. When normal stretching occurs during the life of the carpet, re-stretch it to eliminate excessive wear.

Recommended Maintenance Tasks	Frequency
Vacuum frequently traveled areas and near outdoor entrances. Carpet cannot be vacuumed too often. A clean carpet is a long wearing carpet.	Daily or as needed
Thoroughly vacuum all areas, even those rooms which receive very little traffic, to remove dust deposited from the air.	Weekly
Professionally clean carpeting that is too soiled to respond to routine maintenance.	Annually or as needed

### Effects of Deferred Maintenance

Poor appearance and premature replacement costs may result from deferred carpet maintenance.

## CERAMIC TILE FLOORS

Ceramic tile floors are an attractive, functional, and long-lasting choice for your home.

### Cleaning Tips

Clean regularly with a vacuum, broom, or wet mop. Remove dirt daily to prevent build-up and the potential for staining. Neutral pH cleaners are recommended and available from tile supply stores. Do not use harsh abrasive cleaners, metal scrubbers, acids or acid based cleaners, as these can deteriorate the grout and finish.



**Note:** Tile grout is not typically sealed as part of the new construction, as it is necessary for grout to cure (at least a month is recommended) before sealing. Surface sealers protect against everyday wear and tear. Once the tile has cured, a professional should seal the grout joints. Sealers and waxes can save on routine cleaning.

Recommended Maintenance Tasks	Frequency
Sweep or vacuum on a regular basis to reduce grit, which can scratch and dull the floor's finish.	Daily in areas of heavy use
Clean flooring with a damp mop or a mild detergent. Wax or sealers are not necessary. Buff floors lightly to improve the shine to a high gloss.	Weekly
Inspect and, if necessary, regrout, or caulk the area between the tiles and the baseboard. Check around door thresholds, tubs, and toilets. Sealing these areas are important to prevent the water intrusion.	Annually
Seal the tile. If needed, re-finish with non-skid wax.	Annually
Examine the perimeter and high traffic areas for hollow-sounding or loose tiles, as well as cracking.	Annually

### Effects of Deferred Maintenance

Poor appearance of the flooring, degradation of grout or joints, and even water intrusion and damage can result from deferred maintenance.

## HARDWOOD FLOORING

There are many types of hardwood products available today. Some are installed as individual boards, planks, or parquet, with many joints. Others are installed in large sheets with few joints. Some floors are secured directly to the sub floor and some are loosely laid over the sub floor. The finishes also vary: oil-modified, moisture-cured, and water-based urethanes, varnish, wax, and penetrating stain. Some are surface finishes, while others penetrate the wood.

### Important Information

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- **Wax Sparingly.** Do not wax the floor unless recommended for the particular product, and even then wax sparingly. Never use wax or wax-based products over surface finishes. Avoid using water-based waxes.
- **Characteristics of a Natural Product.** Wood (parquet or planks) is a natural product, and may vary slightly in grain and color. Also, during normal seasonal cycles, changes in humidity may result in expansion and contraction of the materials. This may result in small separations between planks or parquet during dryer seasons, and is to be expected.
- **Protect from Moisture.** Promptly remove water and other liquids from the surface to prevent water from penetrating and harming the flooring. Never wet mop your wood floor.
- **Professional Service.** Contact a local flooring distributor to remove heavy stains or for refinishing.
- **Minimize Wear.** Use area rugs in areas of heavy traffic to prevent excessive wear. Avoid using rubber-backed rugs - your wood flooring needs to breathe. Do not drag furniture or other heavy objects across the floor without a pad. Place protector pads under all furniture legs.

### Cleaning Tips

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In general, cleaning is limited to sweeping with a soft bristle broom, cleaning with a vacuum cleaner soft floor attachment, and periodically cleaning with specialized wood floor cleaning products. Different products are available for surface finished floors and for floors with a penetrating finish; only use products that are appropriate for the finish used on your wood floor. Non-toxic wood floor cleaning products are available. Remove dirt at joints, between boards, and at doorway thresholds or transitions to other flooring materials. Do not use ammonia, oil soaps, vinyl or tile floor care products, or dust cleaner products on wood flooring. Wipe up spills immediately!

Solid wood flooring should not be wet-mopped. It is especially susceptible to damage from water from long-term sources such as leaks and exterior doors with poor weather protection.

#### **Acrylic Impregnated Non-Urethane Finished Floors**

Consult the manufacturer for special care recommendations. Clean per the general maintenance instructions above. Follow with a low-speed buffing, using cleaning products and pads as recommended by the manufacturer. Never use wax or wax based products over surface finishes.

#### **Varnish, Urethane, and Polyurethane Finished Floors**

Consult the manufacturer for special care recommendations. Clean per the general maintenance instructions above. Clean stubborn stains using manufacturer recommended cleaning products and a soft cloth. Never use wax or wax based products over surface finishes. If, over time, the finish loses its luster, professional screening and recoating may be necessary.

#### **Sealed and Wax Finished Floors**

Consult the manufacturer for special care recommendations. Clean per the general maintenance instructions above. Never use wax or wax based products over surface finishes.



**Caution:** Always consult the manufacturer's recommendations or a wood flooring supplier/installer to determine the appropriate floor care products. Improper maintenance may void your warranty.

Recommended Maintenance Tasks	Frequency
Sweep or vacuum to remove loose dirt. Remove stains as needed.	Daily to weekly, depending on use
Clean with professional wood floor cleaning products. Re-wax and buff dulled or scratched waxed finishes.	Per manufacturer's recommendations

### **Effects of Deferred Maintenance**

Incomplete maintenance can result in damage or stains, reducing the value these floors add to the home.

## NATURAL STONE FLOORS

Granite, limestone, marble, and travertine are durable natural stones but may be scratched, chipped, and stained with misuse.

### Important Information

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- **Use Mats and Rugs.** Use non-slip mats or area rugs inside and outside entries to reduce wear resulting from tracked in sand and dirt, which can scratch the stone.
- **Repair as Needed.** Repair chips, scratches, and stains using the manufacturer-recommended techniques, or consult a professional.
- **Acidic Liquids.** Some types of natural stone are vulnerable to damage from acidic liquids, such as citrus juices, tomato juice, and vinegar. Sealers will help protect the surfaces.
- **Hints for Sealers.** It is strongly recommended that you seal your stone in order to prevent staining. There are specific cleaning agents and sealers for natural stone that are available through tile and stone stores.

### Cleaning Tips

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Blot up spills immediately. Sweep with a soft broom, brush, or dust mop as a part of everyday maintenance. Damp mop smooth surfaces two to three times per week after sweeping or vacuuming, in addition to more thorough wet cleaning per the manufacturer's recommendations. Soaps without detergents and pH balanced cleansers are generally good choices; always rinse thoroughly with clear water.

#### *Recommended Cleaning Products*

For routine cleaning, vegetable-based natural soaps are a good choice. Stains can typically be cleaned with a detergent. Be sure to select a detergent that is appropriate for the type of stone. Consult the manufacturer or a stone retailer for specific product recommendations.



**Caution:** Avoid abrasive cleansers or products that contain lemon, vinegar, or other acids. Do not use steel wool, polish, or liquids containing acid or vinegar on the surface.

#### **Treating Stubborn Stains**

Stubborn stains typically require professional care. Acidic cleaners are not recommended for routine care, but may be used to remove grout haze, mineral deposits, or rust acid, and should only be used by a professional. Acidic cleaners will eventually erode the grout and make cleaning more difficult.

Recommended Maintenance Tasks	Frequency
Sweep, vacuum, and mop the surfaces. Clean more thoroughly with an appropriate cleaning product as needed. Lightly brush the grout joints to loosen debris.	2–3 times per week/ Daily in high traffic areas
Inspect perimeter and high traffic areas for hollow-sounding or cracked tiles. Inspect around door thresholds, tubs, and toilets. If necessary, regrout or caulk the area between the tiles and the baseboard.	Annually
Reseal the stone.	Every 1–2 years or as needed
Repair chips, scratches, and stains using the manufacturer-recommended techniques, or consult a professional.	As needed

### Effects of Deferred Maintenance

Poor appearance of the flooring, degradation of grout or joints, and even water intrusion and damage can result from deferred maintenance.

## VINYL FLOORING

Vinyl floors are rugged and spill resistant, but they are not indestructible. Modern vinyl flooring is made for simple, no-wax maintenance; however, there are some recommendations to keep your flooring at its best.

### Important Information

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- **Protect from Moisture.** Promptly remove water and other liquids from the surface to prevent water from penetrating sheet edges. Failure to protect the edges from moisture may result in curling of the seams and deteriorate the bonding of the vinyl sheet to the substrate. Vinyl discoloration around toilets often indicates that the gasket or wax seal between the toilet and drain line needs to be replaced. Failure to maintain or replace this seal when needed may result in damage to the vinyl flooring.
- **Dents, Cuts, and Gouges.** Sheet vinyl is susceptible to pitting or tearing by sharp objects or small rocks or sand, as well as marks from pointed high heels. If gouges, cuts, or open seams occur, cover the area to keep dirt free and dry. Call a professional to repair.
- **Use Mats.** Place non-staining mats outside entrances to reduce wear and tear resulting from tracked in dirt and sand. Many rubber-backed rugs and mats can cause discoloration or yellowing of vinyl floor surfaces. Avoid using inappropriate or incompatible products.
- **Restoring a Dulled Finish.** Use a manufacturer recommended floor gloss to restore the vinyl to its original gloss.
- **Moving Large Items.** Protect the flooring with plywood when moving heavy objects across the floor. Rolling casters can damage vinyl flooring.

### Cleaning Tips

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Clean regularly by sweeping or vacuuming. Wipe up spills immediately to prevent staining. Clean spills with lukewarm water and ammonia when necessary.

#### Recommended Cleaning Products

Wash the flooring with a manufacturer-recommended cleaning product. Never use abrasive cleaners, soaps, paste waxes, or solvents on vinyl flooring, as they dull the finish. If stubborn dirt or staining occurs, use cleaner/stripper, appropriate solvents, and vinyl restoration products recommended by the manufacturer.



Recommended Maintenance Tasks	Frequency
Dust, vacuum, or damp mop.	Daily to Weekly
Inspect seams and edges to ensure they are securely adhered. Check vinyl areas adjacent to toilets, tubs, showers, windows, and doors for staining or discoloration that may indicate potential leaks that may damage the vinyl.	Periodically, with routine cleaning

### Effects of Deferred Maintenance

Poor appearance of the flooring, degradation of grout or joints, and even water intrusion and damage can result from deferred maintenance.

# Heating, Ventilation, & Air Conditioning

Heating and cooling systems are designed to fit the demands of the local climate. Your heating, ventilation and air conditioning (HVAC) system should be checked periodically and cleaned by a professional service company. Perform a trial run of your HVAC system well before the season when you will use it most.

## HVAC SYSTEM

### Air Conditioning System

A residential air conditioning systems is comprised of an outdoor condensing unit and an indoor air handler, and is referred to as a “split-system.” (A condensing unit only cools, it does not heat.) Your annual professional service call will include service on both the condensing unit and the air handler.



Condensing Unit

### Heating System

A furnace is a system that only provides heat. Furnaces are typically gas fired, although electric, hydronic, and hybrid models are also on the market. In cold climates, a furnace may be paired with a heat pump or air conditioning system to provide more efficient heating. Also referred to as forced air heating, a furnace is usually located in an interior space of your home.

## Important Information

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- **Be Practical.** Practical approaches, such as using window coverings, are an important part of your home's heating and cooling system. For example, on hot days close drapes, blinds, or shutters to block sunlight. On sunny, cold days, opening your window coverings may help heat your home. Also, do not leave doors and windows open for significant periods of time when the HVAC system is operating.
- **Test Your System.** It is a good idea to run your system at least once before the periods of heaviest use, as it is not good for the system to be out of operation for long periods of time. Your heating system can be run at any time; however, your air conditioning system should not be run when it is very cold outdoors. Refer to your manufacturer's maintenance instructions to verify the lowest outdoor temperature at which your system can be run without damage.
- **Use Vacation Settings While Away.** If you will be away from your home for more than a couple of days, do not completely shut off the HVAC system. The potential change in temperature and lack of airflow may cause condensation that may damage the home.
- **Freeze-up Condition Remedy.** Under some high humidity conditions, cooling coils may ice up, stopping the circulation of air through the system. Switch from the "cool" setting to "fan" until the ice melts; the air conditioning should function normally when turned back on.
- **Trim Landscaping Around the Unit.** Keep landscaping trimmed well away from the outside unit and condensate lines.
- **Humidity Control.** Automatically adjusts your home's indoor humidity based on the outdoor humidity. Set the A/C system thermostat to the "fan-auto" setting to allow the system to perform the best dehumidification.



**Caution:** Never close more than 30% of the registers in your home at one time. Reduced airflow will not only place strain on the HVAC fan unit, but can result in condensation and water damage in higher humidity rooms.



**Warning:** If you notice a gas odor, call your gas company immediately.

Recommended Maintenance Tasks	Frequency
Change/clean the air filter, typically monthly during high use seasons. For reusable filters, vacuum and wash with detergent and water; allow filter to air dry before replacing it.	Monthly or per manufacturer's recommendations
Clean the registers to keep them free of dust and debris.	Monthly
Check the condensate drain lines to ensure that water is flowing freely.	Seasonally
Examine the condensate drain pan float switch to ensure it is mounted on the pan properly and that it turns off the A/C unit when the pan accumulates a significant amount of water.	Seasonally
Contact a professional service company to service your system.	Annually or per manufacturer's recommendations

### Effects of Deferred Maintenance

Failure to properly maintain and properly use your HVAC system may result in malfunction or premature failure. The air conditioning system cools and, to some degree, dehumidifies the air. Malfunction of the system may result in poor dehumidification and increased moisture in the home, resulting in moisture damage to your home or its contents.

## AIR CONDITIONING CONDENSATE PIPES

The air conditioning condensate discharge pipes drain condensed water away from the A/C system. It must be checked periodically for clear flow to keep your system operating at maximum efficiency. Serious water damage to your home and its contents may occur as a direct result of an obstruction to the condensate line.

Know the locations of the primary and secondary condensate discharge pipes. They are usually white plastic pipes protruding through exterior walls. Water actively discharging from a secondary condensate pipe is an indication that the primary pipe is clogged. Have the primary line cleaned right away. The clogged pipe may cause water leakage, resulting in damage to other building components. An overflow switch may be installed on the secondary condensate discharge line to shut down the unit when water overflows into the secondary line. You may want to consider using algaecide tablets to inhibit biological growth which can lead to blocked drains and premature pan deterioration.

## AIR FILTER

Learn the location of the air filter in your heating and cooling system. The most common air filters are wall or ceiling units. Many air handling units have slots to insert filters into the air flow. Although it takes less than a minute to change the filter, this is one of the most commonly overlooked details. Clean filters provide an even flow of clean air within your home and reduce system operating costs. Clogged air filters can result in reduced airflow and colder supply temperature which may cause condensing units to automatically shut off, causing units to cycle excessively and reduce heating efficiency. Dirty filters can also cause streaking on the walls near vents.

Consult the manufacturer's documentation for the type and location of the air filter used in the system. Some filters are so tightly meshed that they actually starve the system of air. Ensure that the new filter is properly fitted so air is properly filtered and does not bypass the system.



Example of an Air Filter Location

## BATHROOM EXHAUST FANS

Exhaust fans play significant role in your home's ventilation, and are installed in your bathrooms. The exhaust fans may have filters that need to be cleaned or replaced periodically. Refer to the manufacturer's documentation for information on the fans installed in your home.



Bathroom Exhaust Fan

### Important Information

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- **Use Fan While Showering.** Moisture and mildew problems can occur in any room where water vapor is present. In bathrooms, use the exhaust fan while showering in order to control indoor humidity. Proper use of the exhaust fans to control steam can help reduce the potential for mold growth in your shower and bathroom.
- **Disconnect the Power Before Servicing.** When filters or filter screening is part of your exhaust fan assembly, disconnect the power before servicing.

### Quick Tip: Fixing a Noisy Fan

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If fans become noticeably noisier over time and have otherwise been properly maintained, have them serviced by a professional.

Recommended Maintenance Tasks	Frequency
Clean reusable filters and screens with soap and water to remove dust or lint that may have accumulated.	Quarterly

Recommended Maintenance Tasks	Frequency
Replace filters.	Per manufacturer's recommendations
If your fans have exterior exhaust vents, inspect and clean the exterior hood or vent. Ensure that the back draft damper (flap) is clear and free moving.	Annually

### Effects of Deferred Maintenance

Failure to maintain exhaust fans may result in decreased efficiency and performance, a shortened useful life, and decreased air quality in your home.



## REGISTERS

Registers (or air vents) distribute conditioned air throughout your home. Room air returns to the heater and A/C through the return vents. For efficient airflow, keep furniture, drapes and other objects away from registers. The registers can be adjusted to provide the desired temperature for each room.



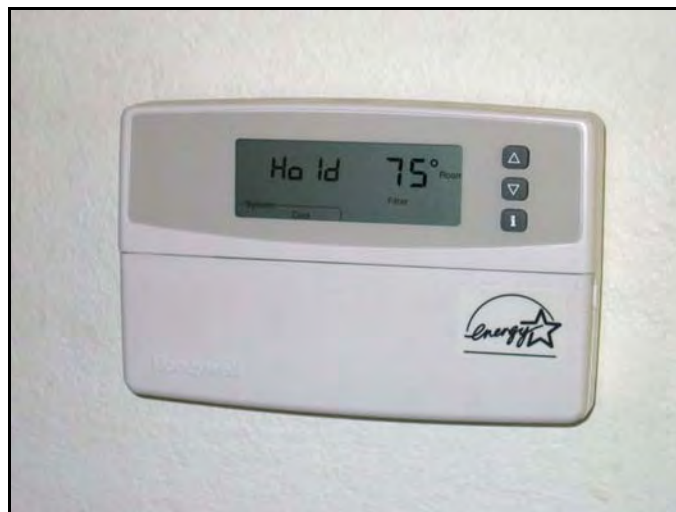
Adjustable Register

## THERMOSTAT

Your thermostat controls the HVAC system, and allows you to set the temperature at which you want your home cooled or heated to. Set your thermostat to a setting comfortable for you and your family. To maximize energy efficiency, leave your thermostat at a constant setting to avoid energy-wasting fluctuations. Due to the demands of energy conservation, thermostats have become quite complex; familiarize yourself with the manufacturer's instructions.

Most modern thermostats have an integrated time delay feature that prevents manually starting the system repeatedly and protects the compressor from damage. When switching the thermostat to "ON", there is normally a delay of up to 15 minutes before the compressor will switch on.

Keep your home at an even temperature, especially in the first year, to minimize the expansion and contraction of the building materials. Minor cracking is inevitable but can be minimized by maintaining a temperature between 68°F–78°F.



Programmable Thermostat



**Caution:** Overheating, especially in the first year, can cause excessive shrinkage in framing lumber and can materially damage your home.

## WHOLE HOUSE VENTILATION SYSTEM

A whole house ventilation system uses fans and ducts to exhaust stale air and/or supply fresh air into your home. Your system includes your localized exhaust fans (i.e. bathroom and kitchen fans) as well as other fans used either intermittently or continuously to exhaust stale air from the house. Some systems are tied into the heating and cooling system and use the same fans and ducts to ventilate the space. Your system may be controlled by a programmable timer, a switch, or it may be a continuous control system.

### Why do I need a Whole House Ventilation System?

Ventilation is the exchange of indoor air with outdoor air. All homes need ventilation, and there is some degree of natural ventilation in most homes. Natural ventilation is uncontrolled air movement into a building through cracks and small holes (infiltration) and through vents such as windows and doors. Natural ventilation is the traditional method of allowing fresh outdoor air to replace indoor air. Nowadays, because of central heating and cooling, as well as the desire for privacy, people tend to make little use of windows for ventilation, so infiltration has become the principal mode of natural ventilation in homes.

Unfortunately, a home's natural infiltration rate is unpredictable and uncontrollable because it depends on the home's airtightness, outdoor temperatures, wind, and other factors. During mild weather, some homes may lack sufficient ventilation for pollutant removal. Tightly built homes may have insufficient ventilation at most times. Also, infiltration may allow contaminated air to enter from a polluted area such as a garage, or may not ventilate the house uniformly. Whole house ventilation—use of one or more fans and duct systems to exhaust stale air and/or supply fresh air to the house—can better control the exchange of indoor air with outdoor air. (Source: “Whole-House Ventilation Systems” Technology Fact Sheet, U.S. Department of Energy.)

Recommended Maintenance Tasks	Frequency
Inspect your system to ensure it is working properly. Contact a professional service company to perform repairs as needed.	Annually

### Effects of Deferred Maintenance

Failure to use and maintain your system properly may result in premature failure, increased repair costs, and reduced ventilation and air quality in your home.

## Interior Doors

Interior doors are made of wood or a composite material and add to the overall beauty of your home.



Interior Wood Door



Sliding Closet Doors

## Important Information

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- **Sliding and Pocket Doors.** Keep closely joined surfaces and moving parts, such as rollers, lubricated, and free of dirt.
- **Avoid Slamming Doors.** Slamming doors can damage the door, door jambs, and even crack the walls. Likewise, do not allow children to hang from or swing on doors as this loosens the door hardware and causes the door to sag.
- **Hollow Doors.** Many doors are “hollow core” construction. Do not attach additional hooks or other items to the face of the door, as the hooks may pull out under excessive weight.
- **Cracks.** If cracks appear in painted door joints during the dry season, fill them with putty or caulking and refinish if needed.
- **Hinge Screws.** Heavy use of a door results in hinge screws being loosened, allowing the door to sag. Tighten the screws as necessary. If they fail to tighten, the door or jamb wood is probably cracked or stripped at the hinge screw, requiring additional filling or screw modification.

## Quick Tip: Fix a Sticking Door

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The most common cause of a sticking door is the natural expansion and contraction of the lumber in the building. This sticking is due to expansion during a damp season. *Avoid planing the door.* When the dry season returns, the door shrinks back to normal size. Make sure that all edges of the doors are sealed and painted.

Recommended Maintenance Tasks	Frequency
Remove smudges with warm water and a mild detergent.	Regularly, with routine cleaning
Coat stained doors with lemon oil to prevent cracking. Low-VOC, solvent-free lemon oil products are available. Use touch-up varnish on nicks and scratches. Use touch-up paint on nicks and scratches.	Monthly
Lubricate door hinges. Remove the hinge pin and rub it with a graphite tube or pencil lead. Avoid oil; it gathers dust. Lubricate door locks with a graphite lubricant. Wipe up excess with a dry paper towel.	As needed
Lubricate and clean rollers, moving parts, and faying surfaces (those closely joined) on pocket or sliding doors.	As needed

Recommended Maintenance Tasks	Frequency
Repaint or restain doors.	As needed

### Effects of Deferred Maintenance

Deferred maintenance can result in premature failure of your doors and potentially higher replacement costs.

# Plumbing System

Your plumbing system is comprised of several different components, including pipes, shut-off valves, sinks, toilets, showers, tubs, and fixtures. All require periodic inspections and routine cleaning and maintenance.

## Shut-Off Valves

We recommend that you become familiar with the system as soon as you move in. To prepare yourself for a potential plumbing emergency, you should locate the following shut-offs in your home:

- The main water shut-off at your house and at the water meter
- The gas service meter shut-off
- The hot and cold water shut-offs beneath each sink and behind the toilets
- The water shut-off for the water heater



**Note:** For photos and descriptions of all utility shut-offs refer to “Emergency Utility Shut-Offs” on page 4-4.

In any emergency, your first step should be to turn off the water. Main shut-off valves are usually located where pipes enter the house. If you suspect a leak within the walls of your home, immediately turn the main shut-off valve to the OFF position and call William Lyon Homes customer service department or a plumber. A leak between the walls can severely damage the walls and the flooring. All fixtures except tubs and showers have separate shut-off valves. Know how to use these shut-off valves in case of leaks or other problems. In the event of a hot water leak, the valve on top of the water heater should be turned off. This will stop the flow of hot water in your home and will prevent possible damage to your home and its contents. Make sure you know where all water shut-off valves are located and that the hot and cold shut-off valves are marked.



**Caution:** Immediately shut-off the water at the appropriate location when leaks are discovered. Remedy all water leaks from any source immediately, as they can allow mold growth and cause structural damage. These conditions are often not covered under William Lyon Homes’ warranty or typical homeowners insurance policies.

## Important Information

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- **Water Barrier.** Maintain a water barrier between your home and the sewer line. (Occasionally run water in sinks or showers that are used infrequently to fill the drain trap.)

Recommended Maintenance Tasks	Frequency
Inspect for leaks around toilets, sinks, showers, tubs and the water heater. Listen for running water to help locate unseen leaks.	Monthly
Test the shut-off valves and replace valves as needed.	Annually

## Effects of Deferred Maintenance

Failure to maintain the plumbing system can damage your home, costing you both time and money.

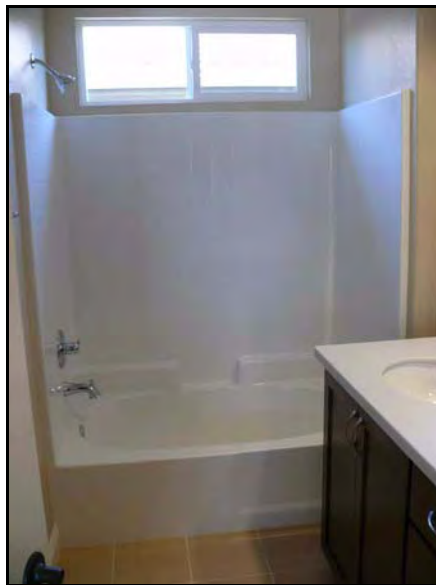


## SHOWERS, TUBS, AND SURROUNDS

Shower and tub surrounds are designed to provide clean, bright, durable and watertight bathing areas. The variety of finishes and fixtures incorporated in these assemblies need specific care and maintenance to maintain their finish and watertight condition.

Walls and surfaces adjoining tubs and shower pans are typically ceramic tile, natural stone, synthetic composite sheet material (e.g., Corian), or molded fiberglass units designed as one or two-piece assemblies, including the tub or shower pan.

Maintenance of the sealant at corners, junctures, and around fixture piping or enclosures is critical to the overall watertightness of the bathing area. Maintain sealant with mildew-resistant silicone sealant that is designated for bathroom use. Take care to avoid sealing joints or openings that are intended to be free to “weep” or drain (such as at the bottom of the shower valve plate or shower door sills and rims designed to drain back into the shower.) Take note of what was or was not sealed as part of the original construction. Refer to the “Caulking” section of this chapter for more information on caulking and sealants.



Tub with Fiberglass Surround



Tile Surround and Glass Shower Door

## Important Information

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- **Keep Water Confined.** Take care to confine water and wet items to the surfaces designed for wet use. Take care when using your tub and shower to prevent water from escaping the shower or tub enclosure.
- **Clean Regularly.** Avoid soap accumulation on walls and enclosure glass.
- **Keep the Tub and Shower Ledges Clear.** Avoid an excessive accumulation of bathing accessories and shampoo bottles on tub and shower ledges; these can contribute to water and soap accumulation.
- **Close the Shower Curtain or Door.** Keep the shower enclosure door or curtain closed until water is sufficiently drained.
- **Do Not Let Water Stand.** Mop up any excess water that might accumulate where exiting the shower; standing water can cause staining and/or damage to flooring.

## Cleaning Tips

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Use non-abrasive bathroom cleaners for fiberglass tubs, shower pans, one-piece enclosures, and fixtures. Use a neutral pH tile cleaner for stone or ceramic tile areas.



**Caution:** When cleaning, note any dampness or staining that might be evident on the floors or walls adjoining the shower or tub, and make repairs as needed. Use another bathing area, if possible, until repairs are made. Failure to remedy leaking may result in mold growth and damage to finishes and framing.

Recommended Maintenance Tasks	Frequency
Clean chrome bathroom fixtures with warm water and a mild detergent. Avoid scouring pads, abrasive cleansers, and anything that might scratch the chrome finish. Dry completely after cleaning.	Regularly, with routine cleaning
Clean and monitor the condition of tub and shower surfaces as part of your regular housecleaning.	Weekly and as needed
Inspect shower door seals and adjust if necessary to keep water from leaking out of the enclosure.	Monthly
Thoroughly clean ceramic tile and natural stone surfaces and grout with tile cleaner and a brush. Check the condition of sealant and grout; repair as needed.	As needed (Typically monthly to quarterly)
Reseal joints at wall, tub, and receptor junctures as described above. Fill any grout joints that may have developed gaps.	Every 1–2 years and as needed

### Effects of Deferred Maintenance

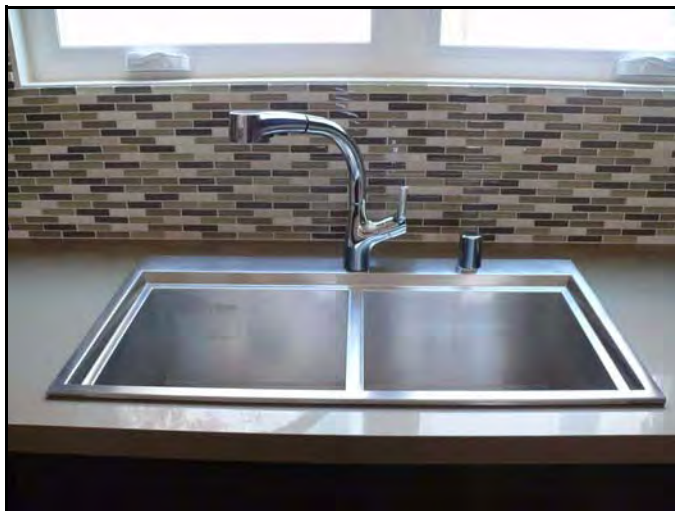
Failure to maintain your tub and showers may result in costly damage to adjacent finishes, deterioration of structural framing, and mold growth.

## SINKS AND FIXTURES

Your home may have one or more types of sinks installed throughout the kitchen and bath areas. Be sure to maintain these surfaces according to the manufacturer's recommendations for your particular sinks. Some general maintenance recommendations are listed in the table below.



Bathroom Sink



Stainless Steel Kitchen Sink



**Note:** To prolong the life of the faucet fixtures, do not use excessive force when turning off the faucet.

## Quick Tip: Resolving Common Issues

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### Aerator Blockage

If you experience restricted flow in a faucet, it is likely that the problem is a blocked aerator. Unscrew the aerator, remove the screen and rinse away the gritty sediment that is causing the blockage, then replace the aerator screen.



Remove the Aerator Screen to Repair Blockages

### Chipped Porcelain Sinks

For chipped porcelain, a bottle of liquid porcelain from your local hardware store is a simple, inexpensive remedy. Follow the product directions carefully. To fill a deep chip, a second coat may be necessary.

### Leaking Faucet

A leaking faucet can waste water as well as be annoying. Call a plumber to make the repairs, or, if you can, make the repair yourself. Visit a local hardware store or home improvement center for parts and helpful advice. Shut off the water below the sink, remove the faucet stem, and replace the washer with the appropriate part. Reinstall the faucet stem and turn the water back on.

### Slow Drainage

Bathtub, shower, and sink drains can become clogged by grease, hair, lint, or soap. We recommend that you call a plumber if you are experiencing slow drainage in your bathtub, shower, or sink drains.

### Clogged Traps

Clogged drain traps can be easily cleared with a plunger or similar device. We do not recommend the use of harsh chemicals to unclog stopped up drains, as they may be harmful to the environment.



Drain Trap in a Bathroom Sink



**Note:** If you are selecting/replacing any sink faucets, look for faucets that have low-flow or ultra-low-flow fixtures, to save water.

Recommended Maintenance Tasks	Frequency
Clean sinks and fixtures regularly, as part of your routine cleaning schedule.	Regularly

### Effects of Deferred Maintenance

Deferred maintenance will detract from the appearance and cleanliness of your sinks.

## STANDARD TANK WATER HEATER

The water heater provides hot water for your home. Periodically drain the tank to add to its useful life. Your water heater may be electric or gas-fired, so be sure to read the manufacturer's instructions for your water heater to ensure you follow the safest, most economical use.



Water Heater

### Important Information

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- **Proper Water Heater Settings.** To ignite your water heater's pilot light, refer to the instructions on the heater or call your utility company. If the heater has a thermostat indicator, set it at 120 degrees, per the manufacturer's recommendation. Experience will give you the feel of the gauge so you can get your water hot enough for general use yet not so hot that you are wasting energy. Overheating water speeds the build-up of lime deposits and shortens the life of the water heater. If on vacation for long periods of time, place the water heater setting on "vacation" or low.
- **Draining the Tank.** Part of regular maintenance is draining the water heater tank to remove mineral deposits before they can solidify. To drain your water heater, turn off the water; turn the pilot control knob to the *Off* position; open the plug or faucet at the bottom of the heater; drain off the water through a garden hose or into a bucket. **Caution:** The water may be very hot.
- **Inspect Strapping.** Ensure that your heater remains securely strapped to the wall.

## Quick Tip: Noisy Pipes

If you hear noises in the pipes when hot water is running, the temperature may be set too high, which may cause steam in the pipes. Remedy by lowering the temperature setting.



**Warning:** If you smell gas, immediately leave the house and use your cell phone or go to a neighbor's telephone and call the gas supplier or fire department.



**Caution:** In the event of a leak, shut off both valves at the top of the heater and drain the tank to prevent damage to the house.

Recommended Maintenance Tasks	Frequency
Drain the water heater tank.	Annually
Professionally inspect and service the water heater.	Every 5 years or per manufacturer's recommendations

## Effects of Deferred Maintenance

A shortened water heater life will result from deferred maintenance. The expected life of your water heater is usually imprinted on it. It is recommended that the water heater be replaced on or before it has reached its life expectancy. A leaking water heater may result in damage to your home and property.



## TANKLESS WATER HEATER

Tankless water heaters heat your water as you need it, instead of continuously heating a large tank of water, resulting in energy savings. Some models heat the water by using gas to fuel the burner (with an electrical connection for the solid-state circuitry) while other models heat the water using just electrical power. Be sure to read the manufacturer's instructions for the tankless water heater installed in your home to ensure you follow the safest, most economical use.



Tankless Water Heater

### Important Information

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- **Disconnect Gas or Power Before Servicing the Unit.** Before performing any service on the water heater, turn off the gas, electricity, and water to the unit.
- **Flammable Materials Can be Dangerous.** Do not store any combustible materials, gasoline, or any flammable liquids and vapors near the water heater.
- **Water Heater Settings.** Refer to the manufacturer's recommendation for the proper temperature setting.
- **Remedy for Noisy Pipes.** If you hear noises in the pipes when hot water is running, the temperature may be set too high, which may cause steam in the pipes. Remedy by lowering the temperature setting.
- **Annual Professional Inspection and Service.** The manufacturer recommends having the unit checked once a year or as necessary by a licensed technician. If repairs are needed, they should be done by a licensed technician.

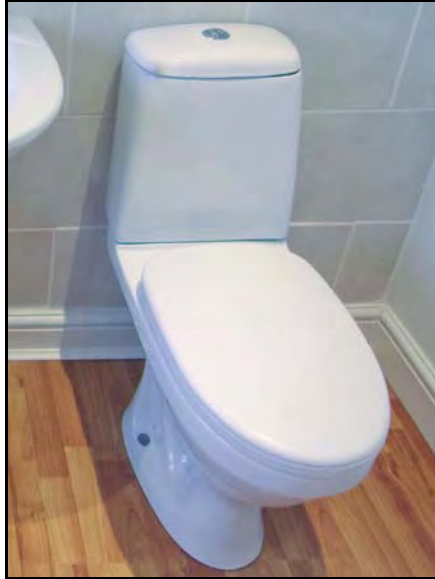
Recommended Maintenance Tasks	Frequency
Check the hot water heater connections for leaks or dampness, and make sure all openings for combustion and ventilation air are not blocked. Check that the exhaust vent is not blocked.	Regularly
Professionally inspect and service the water heater to include checking the venting system, burner, and heat exchanger, and also manually operate the pressure relief valve and clean the water filter.	Annually or per manufacturer's recommendations

### Effects of Deferred Maintenance

A shortened water heater life will result from deferred maintenance.

## TOILETS

Toilets are made of a tough vitreous material; however, they require occasional maintenance and proper cleaning.



Standard Toilet



**Note:** Always change wax rings when replacing the toilet or flooring. Additionally, if odors, leaks, or “rocking” is noticed, the wax ring may need replacing.

### Helpful Precautions

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- If your toilet blocks up, try using a plunger to discharge the waste. If not call a professional plumber.
- Do not use toilet bowl cleaners and/or disinfectants inside your tank. These may damage the interior parts.
- Do not use drain cleaners or colored tank cleaners in toilets. The harsh chemicals in these products can damage toilet seals and cause leaks.
- Do not flush bulky items down the toilet.

## Quick Tip: Stopping a Running Toilet

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1. Inspect the shut-off ball float or clip inside the tank. The ball float or clip is probably not being lifted high enough in the tank by the water level to shut off the valve completely.
2. Bend the float ball rod down gently or lift the clip until the float stops water at the proper level. Be sure the float is free and not rubbing on the sides of the tank or other parts.
3. Check the flap at the bottom of the tank and replace it if worn.
4. Examine the flush handle mechanism. Too tight a chain between the flush handle lever and the flap will cause a leak. Sometimes leaks result around the outlet at the base of the tank under the rubber plunger.
5. If none of these adjustments correct the trouble, consult a plumber or William Lyon Homes's customer service department.

Recommended Maintenance Tasks	Frequency
Regularly clean toilets using a toilet bowl cleaner and a brush or cloth.	Weekly

## Effects of Deferred Maintenance

Deferred maintenance to your toilet can result in decreased toilet life, clogged toilets, unpleasant odors, higher water bills, and damage to your bathroom floor.

## WATER PRESSURE REGULATOR

A water pressure regulator is installed on homes when required by the Uniform Building Code. It is usually installed where the water supply pipe enters the structure, typically in the front yard or garage. It is designed to automatically reduce the high incoming water pressure to a lower, more functional pressure. Water pressure can vary as much as 30%, increasing at nighttime and decreasing during the day.

Normal operating pressure is usually 50 to 60 psi (pounds per square inch). Pressure over 60 psi is considered excessive. Pressure that is too high may damage pipes and fixtures and also result in greater water usage. High pressure may also damage appliances such as the water heater and may cause water hammering.



**Note:** The Uniform Building Code requires water pressure regulators be placed at the inlet side when the mainline pressure is 80 psi or greater.

Recommended Maintenance Tasks	Frequency
Inspect for proper functioning by reading the pressure with a gauge on a faucet, downstream of the regulator. Replace regulators that cannot be adjusted using the adjustment screw.	Annually

### Effects of Deferred Maintenance

Failure to provide the maintenance required may result in problems and increased repair expenses.

# Safety

## CARBON MONOXIDE DETECTORS

The Environmental Protection Agency (EPA) defines carbon monoxide (CO) as “a colorless, practically odorless, and tasteless gas.” It results from incomplete oxidation of carbon in combustion in gas appliances and fireplaces, and can be a serious health hazard. Regular inspection and maintenance of your gas appliances can help minimize the risks of carbon monoxide poisoning. Carbon monoxide detectors alert you if carbon monoxide in your home reaches unsafe levels. Regular inspections and maintenance are important in ensuring that your CO detector works properly at all times.

### Important Information

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- **Batteries and Lamp Replacement.** In battery-operated models, an automatic pulsing alarm is a “trouble call” that indicates the need for a lamp or battery replacement. Lamps and batteries are available at local hardware stores and home centers.
- **Test Your Detectors.** Test your detector regularly by pressing the test button on the outer cover. The alarm will sound if the detector is working properly.
- **Check with the Manufacturer.** Consult the manufacturer’s documentation for guidelines specific to the system and model installed in your home. In the event that the recommendations in this guide conflict with those of the manufacturer, the manufacturer’s recommendations prevail.
- **Do Not Move or Disable Detectors.** Your CO detectors are installed in specific locations to meet local and state building code requirements and should not be moved or painted. Never disconnect or remove the batteries from your detectors or leave them disabled in any way.

Recommended Maintenance Tasks	Frequency
Replace the batteries in your carbon monoxide detector. Refer to your owner’s manual for the correct battery type; an incorrect battery may have a detrimental effect on the alarm.	Twice per year
Clean the detectors per the manufacturer’s recommendations.	Periodically

**Effects of Deferred Maintenance**

Deferred maintenance to your carbon monoxide detector could lead to serious health hazards in the event your family is not alerted to a potential danger.

## CO/SMOKE DETECTOR COMBO

Your combo carbon monoxide/smoke detectors are designed to alert you to the possible presence of smoke or carbon monoxide in your home. The average life of the lamp in a detector is six years. Your detectors are hard-wired (connected to an electricity source), with a battery backup.

### What is Carbon Monoxide?

The Environmental Protection Agency (EPA) defines carbon monoxide (CO) as “a colorless, practically odorless, and tasteless gas.” It results from incomplete oxidation of carbon in combustion in gas appliances and fireplaces, and can be a serious health hazard. Regular inspection and maintenance of your gas appliances can help minimize the risks of carbon monoxide poisoning. Carbon monoxide detectors alert you if carbon monoxide in your home reaches unsafe levels. Regular inspections and maintenance are important in ensuring that your CO detector works properly at all times.



CO/Smoke Detector

### Important Information

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- **Batteries and Lamp Replacement.** In battery-operated models, an automatic pulsing alarm is a “trouble call” that indicates the need for a lamp or battery replacement. Lamps and batteries are available at local hardware stores and home centers.
- **Test Your Detectors.** Test your detector regularly by pressing the test button on the outer cover. The alarm will sound if the detector is working properly.



- **Check with the Manufacturer.** Consult the manufacturer’s documentation for guidelines specific to the system and model installed in your home. In the event that the recommendations in this guide conflict with those of the manufacturer, the manufacturer’s recommendations prevail.
- **Do Not Move or Disable Detectors.** Your CO/smoke detectors are installed in specific locations to meet local and state building code requirements and should not be moved or painted. Never disconnect or remove the batteries from your detectors or leave them disabled in any way.

Recommended Maintenance Tasks	Frequency
Replace the batteries in your carbon monoxide detector. Refer to your owner’s manual for the correct battery type; an incorrect battery may have a detrimental effect on the alarm.	Twice per year
Clean the detectors per the manufacturer’s recommendations.	Periodically

### Effects of Deferred Maintenance

Deferred maintenance to your carbon monoxide detector could lead to serious health hazards in the event your family is not alerted to a potential danger.

## FIRE SPRINKLERS

Your home contains an automatic fire sprinkler system—installed in accordance with National and Local Fire Codes (NFPA 13D)—and it is your responsibility to maintain the system. In the event that the recommendations in this guide conflict with federal, state, or municipal codes, those codes prevail.



Exposed Fire Sprinkler Head



Recessed Fire Sprinkler Head



**Warning:** The system should be tested and serviced only by a qualified service company. You may elect to have this system under contract with a local company for regular inspections and service.

## Important Information

- **Testing the System.** Test the system by opening the Inspector's Test Valve or the main drain valve - the alarm bell should sound within 60 seconds. Once the alarm sounds, immediately close all test valves. If the alarm does not sound, have the system professionally checked.
- **Tampering.** Fire suppression equipment should *never* be tampered with. If a component breaks or leaks, take action to correct the condition *immediately*, as the safety of all occupants depends on this system.
- **Maintain Records.** Keep records of inspections, tests, and maintenance of the system and its components.
- **Do Not Impact the Sprinkler Heads.** Exercise extreme caution with activities, such as moving furniture or repainting the ceilings, that may impact the fire sprinkler heads in the common areas and units. The sprinkler heads are under constant high pressure, and physical impact would result in a high-pressure flow of water and potentially serious water damage.
- **Cleaning, Painting, or Replacement.** Never attempt to clean up or paint over the sprinkler heads (including recessed ceiling head covers). Sprinkler heads have factory applied protective wax or coating, so any cleaning or painting will change the sprinkler heads' sensitivity to heat/fire. Contract a properly certified firm to replace corroded, dirty, or painted sprinkler heads.
- **Storage.** All stored items must be 18 inches below the level of the fire sprinklers and deflectors.
- **Check with the Manufacturer.** Refer to the manufacturer's documentation as the primary information source for maintaining the automatic fire sprinkler system. In the event that the recommendations in this guide conflict with the manufacturer, the manufacturer's recommendations prevail.

Recommended Maintenance Tasks	Frequency
Visually inspect the sprinkler system. Ensure that the sprinkler heads are not obstructed.	Monthly
Test your system to ensure it is working properly.	Periodically
Test the main drain and anti-freeze solution. Perform manufacturer recommended maintenance on the valves and gauges.	Annually or per manufacturer's recommendations

## **Effects of Deferred Maintenance**

Failure to provide required maintenance to the fire protection system could lead to loss of life and property.

## SMOKE DETECTORS

Your smoke detectors are designed to alert you to the possible presence of smoke in your home. The average life of the lamp in a smoke detector is six years. Your smoke detectors are hard-wired (connected to an electricity source), with a battery backup.



Smoke Detector

### Important Information

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- **Test Your Detectors.** Test your smoke detectors by pressing the test button on the outer cover. The alarm will sound if the detector is working properly.
- **Batteries and Lamp Replacement.** An automatic pulsing alarm is a “trouble call” that indicates the need for a lamp or battery replacement (in battery-operated models). Lamps and batteries are available at local hardware stores and home centers.
- **Refer to the Manufacturer’s Documentation.** Some smoke detectors are hard-wired to your home’s electrical system, while others are battery-operated. Refer to the manufacturer’s information to determine which type is installed in your home, and what maintenance is necessary.
- **Do Not Move or Disable Smoke Detectors.** Smoke detectors are installed in specific locations to meet local and state building code requirements and should not be moved or painted. Never disconnect or remove the batteries from your smoke detector or leave it disabled in any way.

Recommended Maintenance Tasks	Frequency
Test all smoke detectors in your home.	Twice per year
Replace the batteries (if applicable).	As needed

### Effects of Deferred Maintenance

Deferred maintenance to your smoke detector could lead to serious damage to your home, and injury or death in the event your family is not alerted to a potential danger.

## Trim and Finishes

### MIRRORS

Wall mirrors retain their beauty longer with proper care. They are attached with hardware or bonded to the wall with special mastics.



Wall Mirror in Bathroom



**Caution:** Moisture is the number one enemy of mirrors. If a wet cleaner is sprayed into the joints, it can puddle and invade the protective coating, resulting in deterioration of the reflective silver beneath. When cleaning, be careful not to allow the edges of the mirror to get or remain wet.

### Cleaning Tips

Clean with warm water and a soft cloth. Standard glass and mirror cleaners that do not contain ammonia or vinegar are also safe choices. Never spray cleaner directly onto a mirror—apply the cleaner to a soft cloth and wipe the mirror.

Remove surface marks or stubborn dirt with oil-free steel wool. Do not use solvents, as they may damage the edges and backing.

Recommended Maintenance Tasks	Frequency
Clean with warm water or glass and mirror cleaner and a soft cloth. Dry thoroughly. Remove stains as needed.	Regularly, with routine cleaning

**Effects of Deferred Maintenance**

Inadequate cleaning diminishes the visual appeal of the mirror and may increase the potential for premature deterioration.



## PAINTED SURFACES

The painted areas of your home, such as walls, ceilings, baseboards, and other trim, will retain their beauty longer if you care for them properly.



Painted Walls and Molding



Painted Baseboard

### Important Information

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- **Bathrooms and Kitchens.** Bathrooms and kitchens are exposed to steam and condensation; consider repainting these areas more frequently.
- **Newly Painted Surfaces.** Do not wash newly painted surfaces for at least three months to allow the paint to dry and set. Mild, soapy water is generally the best choice. Do not use strong cleaners or abrasives as they may permanently damage the paint. Before using any cleanser, test it on a small, inconspicuous area.

- **Shrinkage and Cracking is Normal.** Normal shrinkage of the wood in any new building sometimes causes the joints in the woodwork to open, doors to stick, and slight cracks to appear, especially around door openings. Cracking is inevitable, but it can be minimized by keeping the temperature between 68°F–78°F during the first year to create a uniform drying process. Minor cracks can be easily filled with drywall patching compounds, primed, and painted to match. *If cracks continue to open after the house has had an opportunity to settle and adjust to interior conditions, there may be other issues to consider, such as humidity changes or cracked sealants on the exterior of the home.*
- **Treating Mildew.** Mildew can grow in areas that are dark and moist, with limited air movement. Consult professionals to treat mildew.
- **Flat Paint.** Remember that the flat paint typical of living area rooms does not withstand as much scrubbing as the smoother enamel paint used on doors, trim, and bath areas.

### Quick Tip: Repainting

All paints change color as they age. While paint touch up is possible, it is hard to achieve a perfect color match. It is usually advisable to repaint at least the entire area that requires touch-up.

Preparation may be even more important than the paint and its application. Following are some tips for preparing your surfaces prior to painting:

1. Clean and dry the surface before applying paint.
2. If patching was necessary or if other unpainted materials are incorporated into the work, make sure they are primed with the appropriate primer. Consult knowledgeable paint store staff about this and other questions regarding appropriate paint, application methods, tools, and protective sheeting for the area as well as the type of surface you are painting.

Recommended Maintenance Tasks	Frequency
Dust and remove cobwebs from ceilings and walls.	Monthly
Clean painted surfaces with water and a mild cleanser like dish soap.	As needed
Repaint ceilings and walls as routine maintenance to enhance the look of your home. Fill minor cracks with caulking or wood filler.	As needed

## **Effects of Deferred Maintenance**

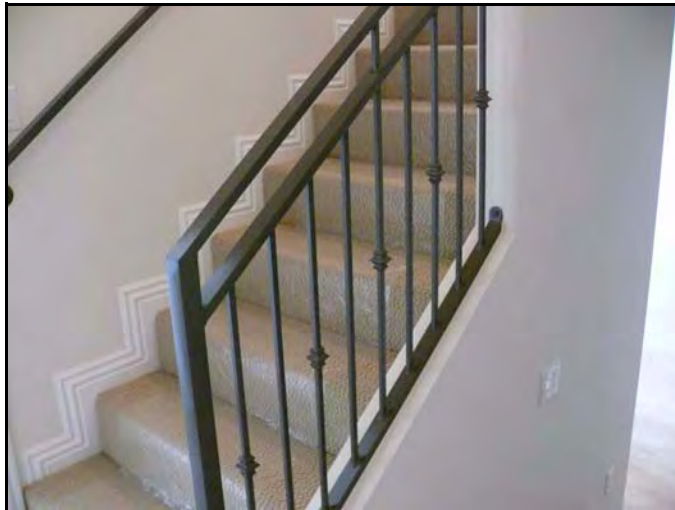
Inadequate paint maintenance will add to overall maintenance costs and diminish the visual appeal of your home.

## STAIRS, BANISTERS AND RAILINGS

The stairs in your home have banisters or railings to provide support as you ascend and descend the staircase. They are typically made of wood, and may be stained or painted. All or part of your banisters and railings may be metal. They may be attached to the floor or to the wall. Maintain the surfaces as you care for any other painted or stained surface in your home. (Refer to the “Painted Surfaces” sections in this guide for more information.) Additionally, inspect the banisters and railings to ensure they are securely attached.



Stained Stair Banister



Metal Stair Banister

Recommended Maintenance Tasks	Frequency
Check the entire length of banisters and railings to ensure they are secure; railings should not be loose or wobbly. Examine the hardware attachments to the walls and/or floors, as applicable. Secure as needed.	Quarterly
Clean surfaces with water and a mild cleanser like dish soap.	As needed
Repaint or restain railings and banisters as routine maintenance to enhance the look of your home.	As needed

### Effects of Deferred Maintenance

Failure to maintain the banisters and railings in your home may result in loose or wobbly railings that no longer provide the safety and support they are designed for.

# Exterior Maintenance

Your home's exterior maintenance needs may feel overwhelming. But with a little bit of knowledge and a plan, you'll find that it's very manageable. And the reward of having a home that still looks like new, maintains its value, and has plenty of curb appeal makes it all worth it.

This chapter describes how to maintain the exterior of your home and provides recommendations for your exterior home inspections.



**Note:** Some of the items discussed in this chapter may not be the responsibility of every homeowner. Refer to your CC&R's to determine maintenance responsibility.



# Balconies

## BALCONIES: OVERVIEW

Balconies are built as part of your home's structure, and provide above-ground private patios. Be aware that your balcony may also serve as the roof protecting the structure that supports it, including any interior living or utility space that is below. Your balcony is constructed with a waterproofed walking surface. Be careful not to compromise this waterproofing membrane when you are using your balcony.



Balcony



Balcony

## Important Information

- **Avoid Heavy or High-Impact Use.** Your balcony surface is part of a waterproof assembly, and may incorporate an exposed type waterproof coating. Heavy or high-impact use may compromise the waterproof coating.
- **Water Conservatively.** Use saucers or pot “feet” under plants and heavy pots and water carefully, only as the plants need.
- **Barbecue Carefully.** Exercise caution when using a barbecue with hot coals. Do not allow the hot surfaces of the barbecue to come in contact with the balcony surface, walls, or railings.
- **Do Not Puncture the Walls.** Avoid installing any fixtures, hangers, or other accessories in the walls surrounding the balcony. Even if the balcony is covered, wind-blown rain may still impact it, and surfaces need to be weathertight like any other exterior area of your home.
- **Contract a Professional.** Because of their structural importance and waterproof design, all repairs to deck or balcony surfacing and flashing should be handled by a qualified professional.
- **Do Not Install Outdoor Carpeting.** Many balcony surfaces may be damaged by the installation of outdoor carpeting or floor coverings, which retain water or react with the protective surface coatings that would otherwise be allowed to dry. Use coverings or other balcony furnishings with care not to block or restrict drainage of the balcony surface at area drains, scuppers or open edges.

Recommended Maintenance Tasks	Frequency
Keep the surfaces clean and free of debris.	Regularly
Inspect the surfaces for proper drainage.	Seasonally/With wet cleaning or watering
Check railing fasteners, support brackets, and mounting hardware. Examine handrail pickets, top and toe rails, and all other related components for signs of weathering or deterioration. Repair loose handrails immediately.	Quarterly
Inspect the surfaces for splitting, cracking, or deterioration of the coating. Check for staining of interior or exterior finishes at or adjoining the underside of the balcony that might indicate leaking of the deck or balcony assembly.	Annually



Recommended Maintenance Tasks	Frequency
Examine exposed flashings at the balcony perimeter, railings, and adjoining doorways to ensure sealant at joints and laps is intact.	Annually in the Spring

### Effects of Deferred Maintenance

Because of the highly visible nature of the deck or balcony and its structural importance, regular preventive maintenance and thoughtful use is essential in preventing early deterioration.

## Decks and Porches

The maintenance for a wood deck is similar to the maintenance required for exterior wood siding; however, because a wood deck is a horizontal surface that does not shed water quickly like a vertical surface and is also subject to abrasion from foot traffic, a wood deck requires frequent sealing with a penetrating stain to keep it looking and performing at its best. In some cases, with manufactured deck material rather than wood, no maintenance is required. Manufactured decking material does not require penetrating oil or sealant. Any wood product, i.e. railings, stairways, etc. will have to follow the above referenced guidelines.



Wood Deck



Wood Porch

## Important Information

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- **Seal the Deck.** Wood is an organic product that absorbs water, and it must be sealed regularly to prevent damage from adverse moisture conditions and weathering. When (re)sealing the wood, first clean the deck thoroughly. Apply one light coat of sealer with a brush, and be sure to back brush the surface to remove excess sealer.
- **Cleaning the Deck.** Many commercial cleaners are available to rejuvenate dirty or weathered decks. Some of these products contain bleaches and biocides that may either change the color of the deck or kill the plants and foliage adjacent to the deck, and these products usually require power washing to remove them from the surface—which is a process that can damage the surface layer of wood. Consult with a professional to determine which cleaners and cleaning techniques are appropriate for the community's wood surfaces and surrounding landscape.



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



**Note:** Although pressure treated wood contains preservatives to help prevent rot, these preservatives do not protect against damage from weathering. It is recommended that pressure treated wood—like any other wood—be sealed with a penetrating sealer.

Recommended Maintenance Tasks	Frequency
Keep the surfaces clean and free of debris.	Regularly
Inspect the wood for splitting, cracking, or deterioration. Check for loose planks, raised nails, and other tripping hazards. Repair as needed.	Quarterly and as needed
Check fasteners, support brackets, and mounting hardware of railings and deck supports. Examine handrail pickets, top and toe rails, and all other related components for signs of weathering and deterioration. Repair loose handrails immediately.	Quarterly
Seal the deck.	Every 1–2 years or as needed

### Effects of Deferred Maintenance

Because of the organic nature of wood decks, regular preventive maintenance is essential in preventing early deterioration.

# Exterior Walls

## EXTERIOR WALLS: OVERVIEW

This section discusses the preventive maintenance tasks that are necessary to keep the exterior surfaces of your home weathertight and looking their best.

### General Guidelines

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- **Trim Trees and Plants**

Keep trees and other plantings trimmed to prevent them from impacting or brushing the wall finish during windy periods, as well as to allow proper ventilation and drying of walls near plantings.

- **Maintain Proper Drainage**

Make sure gutters and downspouts are clear and ground surfaces are properly sloped to keep water moving away from the base of the foundation. Prevent splashing from roof runoff that can stain and deteriorate wall finishes. Soil buildup or erosion around the house can affect the drainage characteristics and contribute to deterioration of the walls.

- **Keep the Walls Clean**

Keep walls and ledges clear of dust and debris build-up, which can stain exterior finishes. Particularly on consistently shaded surfaces, dirt and moisture can cause mildew growth and harm the finish.

- **Keep an Eye on Water**

Your home has been designed and built to withstand normal weather; however, keep concentrated water such as roof-edge drainage from dripping or flowing onto walls and ledges. This will help prevent leaks, finish deterioration, and staining from dirt that is carried down with roof runoff. Take care to prevent irrigation overspray from spraying onto your home.

- **Do Not Puncture the Surfaces**

Avoid any added penetrations of the exterior walls (attaching new wiring, shade covers, etc.) unless absolutely necessary. You cannot hold William Lyon Homes responsible for damages resulting from after-market changes to walls. Additions should be made by a qualified professional and sealed in a manner consistent with the exterior construction of the building.

## BRICK AND STONE VENEERS

The exterior walls on your home may be covered with brick or stone veneer. Brick and stone veneers are bound together with cement mortar.



Brick Veneer

### Important Information

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- **Weep Screed.** Weep screeds are installed in thin, masonry veneer, not full-dimension brick or stone veneer. Always keep the weep screed holes open so the wall system can properly drain.
- **Applying Paint or Other Coatings.** If you choose to apply a paint or coating to your brick or stone, first consult with a professional to determine if your surfaces are paintable and what type of product is appropriate for your application. Always select a product that will properly adhere to the surface, as well as allow water vapor in the veneer to escape. Painting or sealing surfaces with a waterproofing product may result in early failure of the coating and deterioration of the veneer due to a buildup of vapor pressure at the surface.
- **Trees and Plants.** Brick veneer walls are typically founded on a continuous concrete footing below the ground surface. The root systems of mature plants and trees can severely damage the footings and crack the veneer walls. Ensure that trees and plants are planted sufficiently far enough from exterior wall footings to prevent root damage of the footings and walls.

- **Cracking and Spalling.** If cracking or spalling appears in brick or mortar, first identify the cause. Some cracking is simply a character feature of the type of brick, and others should be further investigated and repaired. The replacement of cracked or spalled brick involves removing the mortar around the brick, removal of the brick itself, and thorough cleaning of the cavity prior to the installation of a new brick. Brick replacement and repointing is best performed by a professional mason.

## Cleaning Tips

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### Dirt and Grime

Begin with the least aggressive approach. Loose dirt can usually be removed with a hose or mild detergent and a stiff bristle brush. Other cleaning solutions are available for different types of dirt and grime. Consult a brick manufacturer for recommended cleaning products and methods for the particular situation.

### Mildew and Algae

Use a soft brush to apply a mixture of bleach and water to brick that has been thoroughly soaked with water. Rinse thoroughly.

### Efflorescence

Efflorescence is a deposit of water-soluble salts that can sometimes form on the surface of brick. Some cases are a result of the construction process and can usually be washed away with a hose. Persistent efflorescence can be cleaned with a chemical cleaner such as a mild solution of muriatic acid (one part muriatic acid to 12 parts water). Wet the brick first, and rinse thoroughly after cleaning. *Do not use this method of cleaning where brick is applied over acid-soluble waterproofing systems.* If efflorescence persists after cleaning, it may be wise to have it inspected by a professional to determine if water has penetrated the wall cavity.

Recommended Maintenance Tasks	Frequency
Inspect to ensure that weep holes are kept clear for proper drainage.	Regularly
Check the walls for cracks and spalled areas. Reapply mortar to affected areas.	Annually in the Spring
Replace cracked bricks. Hire a professional mason for these repairs.	Annually in the Spring
Repoint surface mortar as conditions indicate.	Periodically
Clean brick with soap and water.	As needed

## **Effects of Deferred Maintenance**

Failure to maintain your brick and stone veneer may lead to premature deterioration, possible water intrusion if cracks are not repaired, and water damage if water is not allowed to drain from the weep holes.



## FIBER CEMENT SIDING

Fiber cement siding may be a wood composite such as a hardboard, or a cement composite such as Hardiplank<sup>®</sup>, Hardipanel<sup>®</sup>, or Hardishingle<sup>®</sup>. The trim at corners, openings, or other features may incorporate a similar material or solid wood. Determine which of these materials was used in the construction of your home and follow the manufacturer's recommendations regarding its use and maintenance.



Composite Siding

### Important Information

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- **Sealing and Painting.** Sealing and painting is key to the prevention of moisture damage to siding. High-quality, paintable latex caulk sealants are generally the best for this type of application. When repainting is necessary, consult the siding manufacturer's recommendations or a paint store regarding preparation and paint or top coat products. Always confirm that siding is paintable before applying paint. Refer to the "Sealants" section in this guide for in-depth information regarding choosing and applying the appropriate sealant.
- **Protect from Water Intrusion and Damage.** The siding on your home is the first defense against water penetration through walls. The weather resistance, performance, and appearance of your home will depend on the maintenance and care you provide for the siding. Water should not be allowed to pond or stand against the siding or trim of your home. Similarly, all penetrations through walls should be sealed to prevent water from entering and to prevent air infiltration. Prevent water from dripping onto the siding and from splashing up from gutter downspouts.

- **Power Wash Siding Carefully.** If you need to power wash the exterior siding on your home, it should be done with great care, preferably by a professional. Pressure that is too high will strip finishes or damage the materials on your walls. The stream should be kept a safe distance (about 2 ft.) from the face of the wall, always directed in a downward direction, and avoiding openings or other wall penetrations where water may be forced to the inside.

Recommended Maintenance Tasks	Frequency
Inspect siding for loose boards and trim and signs of damage. Replace damaged boards; refasten loose siding or trim. Seal around all new and repaired fasteners. Check the sealant and flashing joints. Make repairs as needed.	Annually and after storms
Paint the siding as routine maintenance or as exposure indicates.	Per manufacturer's recommendations or as needed

### Effects of Deferred Maintenance

Failure to keep water-borne dirt off the siding can cause staining and result in unnecessary expenses to clean the siding. Lack of timely painting will result in reduced curb appeal and premature deterioration of the siding material.

## STUCCO

Exterior stucco is a rigid, durable, low-maintenance finish. It is usually comprised of multiple coats of cement plaster over a water-resistive paper, or a high-performance “one-coat” application over a solid substrate such as foam (for added insulation). It requires regular inspection and maintenance to keep it performing its best and to prevent the possibility of water intrusion.



Stucco Siding

### Important Information

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- **Protect the Stucco.** As with all exterior walls, prevent water from dripping onto the stucco and from splashing up from gutter downspouts.
- **Cracking is Normal.** Stucco is a cement product, and has the same properties as concrete. Occasional hairline cracks can be expected, due to expansion and settling and may not be a defect in workmanship. Cracks in stucco are generally cosmetic in nature, and should be patched to avoid the collection of dirt and debris. Clean cracks to remove dirt that may have collected, and seal with an acrylic stucco patch and color match.
- **Hints for Patching.** Should your stucco finish require minor patching, there are stucco patch products available at home improvement stores. One-coat systems should be patched using an acrylic-modified stucco material, preferably one recommended by the manufacturer. Stucco patching, especially at cracks, can be tricky and difficult to achieve permanence and an acceptable appearance. Significant patches are best performed by a qualified professional who can match and blend texture and color, incorporating a fog coat to the area.

- **Discoloration.** If it is an integrally color coated stucco finish, do not be alarmed by wet “blotches” after rain. This is normally occurring surface absorption. However, repeated roof runoff or sprinkler overspray can cause discoloration of the stucco.
- **Keep the Foundation Clear.** Keep a minimum of four inches of clearance between the bottom of the stucco termination and the grade or landscaping (check local codes; some experts recommend six to eight inches). Keep a minimum of two inches (4-6" preferred) clearance between the screed and the top of any walking or hard surfaces. (See the “Foundations” section in this guide for additional information.)
- **Integral Color Coats.** If your stucco has an integral color coat, it should not be necessary to paint it for many years. If repainting becomes necessary, be sure you properly clean and prepare surfaces, seal where needed, and prime and paint with products recommended by a recognized paint manufacturer or store.

## Cleaning Tips

Always begin with the most mild cleaning methods, and use stronger cleaners only when necessary. Try clean water and a soft brush first, and add mild soap if water is not strong enough. For tougher dirt or stains, use low-pressure water or appropriate chemical cleansers that are designed to remove dirt, grime, rust and other stains without harming the stucco surface. Consult the manufacturer’s or installer’s documentation prior to performing any maintenance tasks.

Recommended Maintenance Tasks	Frequency
Inspect surfaces for chipping or cracking. Repair chipped or cracked stucco with a stucco repair product.	Annually
Clean surfaces with a light pressure wash. Be careful around doors and windows where pressurized spray can actually seep around flashing and into wall framing.	Annually
Repaint or refog the stucco as weathering and exposure indicate.	Every 3–5 years and as needed

## Effects of Deferred Maintenance

Failure to keep water off the stucco can cause discoloration which would require the application of a new fog coat to the stucco. Water penetrating chipped or cracked stucco can damage walls.

# Foundations

## SLAB ON GRADE

Slab on grade foundations are built directly on the soil below the slab. Slabs built on expansive soils may need more attention than those built on other types of soils. Expansive soils shrink from loss of moisture and swell upon the introduction of water. If the shrinking and swelling movement of the soil is severe, the movement can cause unacceptable levels of stress in the concrete slab and may eventually cause damage to the foundation resulting in exterior wall damage, interior wall damage, and inoperable doors and windows.

Moisture may originate from rain water, underground water, etc. Dry soil may be the result of a variety of conditions such as overly dry weather conditions or trees that are in close proximity to the slab. Learn about the ground water table in your area to determine if groundwater is a serious concern worthy of close monitoring.

### Post-Tension Concrete

In post-tension concrete, the concrete foundation slab is constructed using the “post-tension” process which embeds steel cables into the concrete. These cables are then stressed and tautly anchored—placing the cables under extremely high tension—and this high-tension process actively reinforces the concrete and greatly reduces problems with cracking.



**Caution:** The cables in post-tension concrete are tautly anchored in place under high tension. Before any intrusion, coring, or cutting is performed on the concrete—including plumbing repairs—always use a trained professional to locate the post-tension cables.



Slab on Grade Foundation

## Important Information

- **Trees.** Trees that are planted too close to your foundation can draw moisture away, consequently affecting the moisture content around your home. Avoid planting trees with extensive root systems close to your home. Plant trees no closer to your slab than the height of the tree at maturity. Regular watering of the trees planted near your home will reduce the trees' need to absorb the subsurface moisture that is needed for your foundation.
- **Subterranean Termites.** Do not install landscaping within 16 inches of the foundation. Only install irrigation outside of that plant line, in an effort to reduce the risk of termites.
- **Proper Drainage.** Avoid irrigation or roof-edge splash that will wet the weep screed or base of siding. It is vital to maintain the drainage away from the house.
- **Soil and Wood Chips.** Soil, wood chips, and other debris can add to the risk of deterioration, fungus growth, and insect infestation. Do not stack wood against the side of the house or use wood chips around the perimeter of the foundation.

Recommended Maintenance Tasks	Frequency
Inspect the grade around your home to ensure there is no standing water within five feet of the foundation.	Monthly in dry seasons/Weekly in wet seasons
Check the gutter and downspout system during a rain to ensure that water is drained sufficiently away from the foundation.	Monthly in dry seasons/Weekly in wet seasons
Examine the drainage flows of flower and landscape beds that are adjacent to the slab. All water should drain freely away from the slab.	Monthly in dry seasons/Weekly in wet seasons
In areas subject to termite infestation, inspect the base of the wall for termite 'tubes' between the grade and the base of the wood framing.	Twice per year

## Effects of Deferred Maintenance

Failure to perform recommended maintenance may result in deterioration to your foundation and as well as water intrusion or damage.

## WEEP SCREED

The area at the base of the exterior wall finish is terminated with a weep screed, and deserves special attention and preventive maintenance to protect your home from both water and pest damage. A weep screed is a metal edge strip that allows the wall system to drain moisture. Avoid covering or sealing over the weep screed, as it is intended to allow the stucco and underlayment wall to “weep” (drain) any accumulated moisture in the wall finish.

Stucco and siding products are terminated above the ground; however, some brick facades are terminated at or below the ground. Maintain a sufficient separation of 4 inches (but preferably 6–8 inches) between the base of the wall and the ground surface, and 2 inches (but preferably 3 inches) between the base of the wall and adjacent paving or hardscapes.



Base of Exterior Wall Finish



**Note:** Refer to the “Foundations” sections in this guide for additional guidance.

### Important Information

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- **Additions.** Do not add patios or hardscape that can block the weep screed. Observe all recommended clearances at all times.
- **Keep Soil and Wood Chips Away.** Soil, wood chips, and other debris can add to the risk of deterioration, fungus growth, and insect infestation. Do not stack wood against the side of the house.

- **Drainage.** Avoid irrigation or roof-edge splash that will wet the weep or base of siding. It is vital to maintain the drainage away from the house.

Recommended Maintenance Tasks	Frequency
Inspect the base of wall area to ensure it is clear of debris and is open to drain properly. In areas subject to termite infestation, check the base of the wall for termite “tubes” between the grade and the base of wood framing. Contact a qualified pest control service if necessary.	Annually

### Effects of Deferred Maintenance

Failure to perform recommended maintenance may result in deterioration to your foundation and water intrusion or damage.



# Lighting

The area lights around your home are for safety and aesthetics. They may be controlled by photo cells mounted on the side of your house or on the light unit itself. Your lighting may also be controlled by wall switches located in your home.



Exterior Light Fixture

## Important Information

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- **Use the Correct Bulbs.** Do not exceed the bulb wattage recommended for the fixture. The heat from confined high wattage bulbs can damage the fixture encasement. Use exterior light bulbs for exterior fixtures and wet location light bulbs appropriately.
- **Keep an Eye on Water.** Keep water off the unit as much as possible. Ensure that roof drainage does not occur on or around the fixtures.

Recommended Maintenance Tasks	Frequency
Look for and replace burned out bulbs.	Monthly and as needed
Clean the encasement so light can shine at full illumination.	Quarterly

Recommended Maintenance Tasks	Frequency
Ensure that mounting screws and plates are tight and wall plate is fully against the exterior wall or soffit. Inspect sealant at joints between light fixtures and walls. Repair or replace the sealant as needed.	Quarterly

### Effects of Deferred Maintenance

Failure to provide the maintenance required may cause danger if proper illumination is not maintained. Water and lack of cleaning will diminish the attractiveness and function of this feature.

# Openings

This section details the maintenance needed to keep the openings on your home such as doors, windows, and vents, weathertight and looking their best.

## EXTERIOR DOORS

The exterior doors in your home may include a variety of door types, materials, and finishes to complement your home's entry, openings to the yard or balconies, and utility areas. Regularly inspect the condition and operation of the doors, hardware, frames, and weatherstripping to ensure that the building interior is well-protected and secure.



Interior View of Front Door

## Important Information

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- **Refinishing.** When door refinishing or repainting is necessary, do not overlook the door edges.
- **Additions.** If you choose to add alarms or additional security devices, do not compromise the weathertightness of the door and frame.
- **Protect from Water.** Prolonged moisture is a major enemy of exterior doors, and hosing down doors is not advised. Direct sprinklers away from doors and/or use drip irrigation in these areas.

- **Clean Gently.** Use mild household cleaners on your doors and *never* use abrasive chemicals on the doors or hardware. Consult a professional for specific products and applications to help extend the life of your door.
- **Inspect Regularly.** Check doors during major storms or windy conditions to gauge the performance and condition of weatherstripping, thresholds, and adjoining sealants. Make adjustments or repairs as necessary. Annually examine the sealants located between the door frame and wall finishes and repair or replace when needed.
- **Thresholds.** Door thresholds are located at the bottom of the door, and are designed to close the gap between the bottom of the door and the floor construction. Inspect regularly for water intrusion and ensure that the threshold is continuous and securely attached.

Recommended Maintenance Tasks	Frequency
Dust and clean composite doors as part of routine cleaning. Do not use water; consult the manufacturer for recommended cleaning products.	Regularly
When needed, apply a low sheen cleaner and finish protectant to composite doors to remove surface contaminants and protect the finish.	Regularly
When vacuuming, run the nozzle along the tracks of all sliding doors. This will help remove debris and help prevent damage to rollers. This will also allow for proper drainage during rains.	Monthly
Inspect weatherstripping to ensure it forms a tight seal against the door surface when the door is closed.	Quarterly and in hot and cold seasons
Remove the snap-in closure over a portion of the sill track to clear dirt accumulated there.	Twice per year
Check door finishes. Touch-up and reseal as needed.	Twice per year
Use a spray silicone lubricant to keep your sliding door hardware functioning smoothly and reduce possible friction that might cause excessive wear.	Twice per year
Clean and adjust the hardware if door latches, locks, and rollers are difficult to operate or if the door is not sliding properly.	Twice per year
Examine the sealants located between the door frame and wall finish and repair or replace when needed.	Annually

Recommended Maintenance Tasks	Frequency
Clean and adjust the hardware if door latches, locks, and sliding door rollers are difficult to operate or if the sliding door is not sliding properly.	As needed

### Effects of Deferred Maintenance

Failure to maintain the doors will result in improper functioning and shorter life.

## GARAGE DOORS

Garage doors are important for the security of your home, so keep them in good working condition. Metal garage doors are typically constructed of aluminum with a low maintenance, baked-on enamel finish. As with all of the products installed in your home, become familiar with the manufacturer's recommendations for using and caring for the door and opener.



Garage Door

### Important Information

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- **Metal Surface Touch-Up.** Metal doors with a manufactured coating do not require repainting. However, should the door become pitted or blemished from wind-blown dirt or debris, touch-up the finish with a matching auto paint to prevent the aluminum base from being exposed to the elements.
- **Close Doors During Inclement Weather.** Large amounts of heat can be lost, even when the garage is unheated and lightly insulated. Also, rain may saturate and distort wood overhead garage doors and frames.
- **Prevent Obstructions.** Take care to avoid any interior storage that might obstruct or damage the tracks and guide. Do not block the light beam at the base of the door or place items in line with the door base that can interrupt closing of door. If the garage door will not close, inspect the safety light beam and remove any obstruction. Realign if necessary.



**Note:** In the event of a power failure use the manual release cord to open the door.



**Warning:** If rust or deterioration of the door springs is discovered, repair or replacement should only be done by a professional service person, as these springs are typically under tension.

Recommended Maintenance Tasks	Frequency
Clean the light beam assembly at the base of the garage door.	Monthly
Examine for any loose track or spring mounting bolts or screws, as these can affect the door alignment and operation.	Quarterly
Lubricate the moving parts of the doors.	Twice per year
Check and tighten the door hardware. Inspect for rust, deterioration, and distortion of door counterbalance springs. A water-displacement spray will help control rust.	Annually
Check surface for pitting or blemishes. Touch-up as needed.	Annually and as needed
Clean with a hose and spray nozzle to remove dust and dirt from the garage door. Use a mild detergent to remove stubborn grime from the door if needed.	As needed

### Effects of Deferred Maintenance

Deferred maintenance of your garage doors will detract from the appearance of your home, wear out the working parts and surfaces of your doors, and increase energy bills.

## VENTS

There are several types of vents found in various locations on the exterior of your home: attic ventilation, kitchen and bathroom exhausts, etc. All are important for the proper ventilation of your home. Many vents have a “flapper” under the hood to prevent pest entry and cold or hot outside air “back draft.”



Attic Vent

### Important Information

- **Prevent Obstructions.** Take care not to obstruct vents with shrubs or anything left leaning against the side of the house.
- **Do Not Paint Vent Screening.** When painting, do not paint the attic vent screening.

Recommended Maintenance Tasks	Frequency
Lubricate the flapper hinge with a product such as WD-40 or equivalent.	Every 2 years and as needed
Have vent pipes cleaned professionally.	Every 3 years and as needed

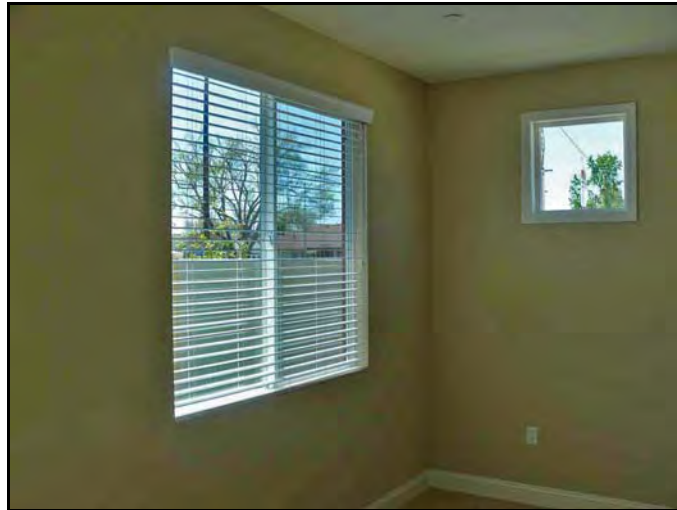
### Effects of Deferred Maintenance

Failure to maintain may result in the vents rusting. A permanently open vent can allow birds or rats to nest.



## WINDOWS

Windows are an important component in your home's energy efficiency, beauty, and security. Windows are typically made of wood, vinyl or aluminum, and will last longer with regular inspection and care.



Window

### Important Information

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- **Do Not Seal Weep Holes.** Window frames are designed to collect water during a rainstorm and drain it out at the bottom through weep holes. It is normal to find some water within the inside track during heavy, windblown rain. *Do not caulk the weep holes when caulking around the window!*
- **Clean Gently.** Do not use hydrocarbon cleaners such as gasoline, kerosene, or oil to clean vinyl windows and frames. Avoid using abrasive cleansers and scrubbers.
- **Tint Cautiously.** Refer to the window manufacturer's documentation before tinting any windows. Some window warranties may be voided by aftermarket tinting.

### Cleaning Tips

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Always begin with the most mild solution and test the cleaning method in a non-conspicuous location. Keep cleaning solutions away from the adjacent walls, as wall finishes can be harmed by some cleansers. During routine cleaning, inspect the interior for stains that may indicate water intrusion. Pull back the carpeting at thresholds to observe the tack strip or floor sheathing for staining.

### Aluminum Frames

Clean with warm soapy water. Clean stubborn stains with mineral spirits as recommended by the manufacturer. Solvents and abrasives can destroy sealants, gaskets, and finishes. Aluminum surfaces that have become dull can usually be restored with a quality car cleaner and wax.

### Vinyl Frames

Use a soft cloth or sponge and mild dish soap and water. Rinse with clean water and wipe dry. For stubborn stains, refer to product information or contact the manufacturer for recommendations.

### Glass and Glazing

Wash with a mild window washing solution. Clean interior glass with a premixed vinegar-based cleaning solution (1 part white vinegar to 1 part water) and a soft towel. Rinse with clear water. Avoid using ammonia or alcohol-based cleaners, as they attract moisture and dirt. Do not clean in direct sunlight. Avoid power-washing, as it can damage seals and weatherstripping and result in leaks to the interior.

Remove grease, oil, tape, and paint with non-abrasive cleansers. Apply cleanser with a soft cloth or towel and rub the area, taking care not to allow the cleanser or solvents to come in contact with the adjacent framing. Do not use razor blades, as they can scratch the glass and cause it to break.

### Hardware

Most finishes can be cleaned with water and mild soap. Apply a thin layer of dry lubricant (such as paraffin, silicone, or graphite finish, as recommended by the hardware manufacturer) to the clean, dry surface. Avoid using oily lubricants, as they attract dust and grime. Use graphite on locks, keyways, and hinges. *Note:* Vinegars, citrus-based cleaners, and paint removers can damage hardware finishes.

Recommended Maintenance Tasks	Frequency
Clean windows and frames as part of routine cleaning.	Regularly
Clean window tracks of any debris to keep the weep holes free of blockage to prevent water from leaking into your home. Always inspect before the rainy season.	Regularly, with routine cleaning
Lubricate window tracks with silicone or paraffin sprays. Avoid oil, as it attracts dust and lint.	Twice per year and as needed
Check the sealants between the window frame and wall finish, and repair or replace when needed.	Annually, before the rainy season
Examine double or triple glazed windows to ensure that the seal has not deteriorated or been damaged. Replace panel when the seal is compromised.	Annually

Recommended Maintenance Tasks	Frequency
Prep and paint wood frames as exposure and weathering indicate.	Every 2–3 years in the sun or every 4–5 years in the shade

### Effects of Deferred Maintenance

Deferred maintenance will result in diminished appearance, more difficult opening and closing of windows, and possible water damage.

# Roof Systems

## ROOFS

Since your roof is overhead, not easily accessible and tends to be “out of sight, out of mind,” it is particularly necessary to develop and follow a strategy and program for its inspection and related maintenance.

The roof is the most exposed part of your house, so roofing materials have been carefully selected that are not only attractive but durable. Extreme exposure to sun, rain, wind and accumulated wind-blown dust and debris constantly impacts your home’s roof and can significantly shorten its life and result in costly damages to your home if you do not monitor and maintain it properly.



## Inspections

Nothing is more critical to the long-term performance of your roof than following a program of regular inspections and proper maintenance. The longevity of your roof is also dependant on the type of roofing material installed, as well as the local climate. There are several different types of roofs used in residential construction. These include membrane, metal, tile, shingle, shakes, and slate materials, and may be installed on flat, low, or high pitched roofs as appropriate. While general roof maintenance applies to most types, some require additional maintenance inspections and tasks. Follow the recommendations in this chapter.

Roofing manufacturers strongly advise homeowners to **stay off the roof**, especially tile and shingle roofs. When access to the roof is necessary, proper use of ladders and roof safety measures must be applied. If your home’s design incorporates a particularly steep roof pitch, it may limit your access by any normal method. Consequently, it is advisable that you develop an alternative method to inspect your roof, using binoculars or careful ladder access to check the roof from the edges.

You may wisely choose to use professional services for at least a portion of your roof inspection needs, as well as for repair and maintenance tasks. Repairs to the roofing assembly should always be done by a licensed, qualified roofer. Nothing is more critical to the long-term performance of your roof than following a program of regular inspections and proper maintenance.

One critical area to inspect regularly is flashing. Flashing includes the assemblies, usually sheet metal, that terminate the roof against walls, chimneys and parapets, and provides collars and transitions around pipes, vents, or other roof penetrations. It typically has laps and junctures that need to remain closed to weather, and may include sealant as part of the assembly.



Example of roof penetration flashing



**Caution:** Damaged flashing contributes to three-fourths of all roofing problems. Pay special attention to this important component especially at patios, chimneys, above and below windows, and at corners.

Recommended Maintenance Tasks	Frequency
Check the interior ceiling and attic for roof leaks and repair leaks immediately.	Twice per year and after storms
Examine the general appearance for debris, drainage, and general condition.	Twice per year and after storms
Inspect the attic for proper ventilation. Install additional vents or mechanical venting if high levels of heat occur. Ensure that vents are not blocked.	Twice per year

Recommended Maintenance Tasks	Frequency
Check sheathing and rafters or beams for condensation, mold, or other signs of inadequate ventilation.	Twice per year
Ensure gable end, ridge, and eaves vents (if present), are clear and unobstructed. Ensure that mechanical vents and thermostat controls are operable.	Twice per year
Professionally examine for any damage, slipping, or lifting of the roofing and related flashing. Inspect flashing at edges and around pipe collars to ensure laps and seals are in place and unbroken. Repair as needed.	Annually and after storms
Check sealant joints to ensure they are not cracking, split, or incompletely adhered. Repair or replace as needed. (Refer to the “Sealants” section in this chapter for additional information on this topic.)	Annually
Trim nearby trees to prevent branches from impacting the roof during windy conditions. Keep branches from spreading over roof areas, as frost can cause branches to break off and damage roofing.	Annually
Lightly pressure wash concrete and clay tiles.	As needed, as exposure indicates

### Effects of Deferred Maintenance

Failure to provide the maintenance required may result in greater repair expenses and potential damage if water penetrates the membrane.

## GUTTERS AND DOWNSPOUTS

The gutters and downspouts are designed to collect water from the roof and direct it to a safe drainage pathway at the ground or to a subsurface drain. It may be helpful to observe your gutters during a heavy rain to ensure they are effectively handling the roof runoff. Do not place ladders against the gutters, as this may dent the gutters.



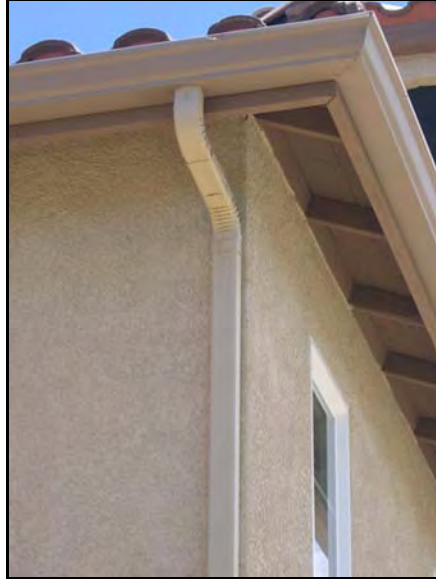
Gutter and Downspout

### Important Information

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- **Underground Drainage.** Downspouts may continue below grade and drain at a lower level, away from the house. Seasonally inspect for the proper functioning of buried drains by flushing the drains and observing for the proper exiting of water at the exposed end of the drain.
- **Check for Runoff.** While the roof and gutter system is designed to substantially collect all runoff directly into the gutters and downspouts, concentrated or confined areas of roof runoff (such as at the ends of gutters and roof valleys) may overrun the gutter. Adding an additional diverter made from aluminum may aid in collecting this water and avoiding staining to the walls and fascia.
- **Trees.** Debris such as leaves, twigs, other vegetation, and bird's nests can accumulate in gutters and clog downspouts, especially where trees grow near the home. Installing leaf guards over the gutters can help reduce this problem in areas with heavy vegetation.
- **Downspouts.** Downspouts should drain water *away* from the house. If necessary, add three to five foot extensions to the downspouts to ensure proper drainage. Water should *never* pond near the base of your walls.

- **Splash Pans.** Splash pans may be installed at the drainage end of the downspouts. The splash pans may be heavy and settle over time; the heavy weight at the back of the pan can result in the splash pan tilting towards the foundation. It may need periodic lifting by adding soil or gravel beneath it.



Downspout



**Caution:** Added diverters should in no way block the drainage at the roof edge, which would create an additional problem rather than a solution.

Recommended Maintenance Tasks	Frequency
Examine and clear gutters of all debris. Where adjacent trees or windy conditions have caused the build up of leaves, flush gutters and downspouts with a hose jet as necessary.	Seasonally and as needed
Clear dirt and roofing surface granules that may build up in the bottom of the gutter, as they can slow or impede the downspout drainage.	Seasonally and as needed
Inspect the fascia boards and adjacent walls for stains indicating leaks or incomplete roof-to-gutter laps. Repair as needed.	Seasonally
Flush underground drainage pipes to remove debris buildup and ensure proper drainage from the downspouts.	Seasonally



Recommended Maintenance Tasks	Frequency
Check any seams or joints in the gutter and downspout system to determine if resealing is necessary.	Annually
Re-paint painted gutters and downspouts.	As needed, typically every 3–5 years

### Effects of Deferred Maintenance

Failure to provide the maintenance required may result in broken and leaking gutters, from which water damage and staining can result.

# Sealants

Sealants are important in constructing and maintaining watertight and airtight building envelopes. Sealant is an elastic compound used to fill the small crevices, holes, separations, and joints between similar and different building components or materials. They are used to seal joints, terminations of waterproofing membranes, around windows and doors, and at flashings. These openings typically cannot be sealed by any other means to prevent the passage or penetration of wind, rain, water and dust.

There is a distinction between caulking and sealants. Caulking refers to products that are manufactured for interior use, and are often used by painting contractors. They are lower-grade materials that are used as a filler between dissimilar materials.

Sealants are higher-grade materials than interior caulking, usually applied to exterior building components, and exposed to the elements.

*Polyurethane* and *Silicone* sealants are the best choice for components such as stucco, trim, rough concrete and wood siding joints. Polyurethane is paintable, but silicone is not. It is sometimes referred to as a sash and trim sealant. These come in different grades with different extension and compression capabilities and strengths.

*Latex* or *Butyl* sealants are latex or oil-based, less expensive, lower grade (often referred to as “painter’s caulk”), and are more appropriate for non-critical “hole-filling” before painting.

## Important Information

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- **Proper Preparation.** As with repainting, caulking and sealing is only as effective as its preparation. Follow directions for surface preparation as an improperly prepared surface may lead to early loss of adhesion.
- **Expansion Joints.** Do not seal expansion joints as these are used to accommodate natural shifting and settling in your house. Take note of what was or was not caulked or sealed as part of the original construction, or ask William Lyon Homes’s customer service department. In addition to expansion and contraction joints, keep areas such as window sill weep holes and exterior wall base screeds clear for movement or drainage.
- **Inspect the Surfaces.** No amount of sealant will correct deteriorated surfaces. If there is already rust or rot present, repair affected areas prior to applying sealant.

- **Follow Instructions.** Always read and follow the manufacturer's instructions on the sealant package and for the component itself. Use the appropriate sealant for the application.
- **Inspection and Replacement.** Check sealants regularly. Sealants should be elastic (recover after deformation). Remove and replace sealants that are cracked, split, or incompletely adhered.



**Note:** Use a primer or cleaner where required as recommended by sealant manufacturer when resealing.

Recommended Maintenance Tasks	Frequency
Examine for cracking or incompletely adhered caulking and sealant, and repair or reapply as needed. Common areas for this maintenance are around wood trim, light fixtures, and windows.	Annually

### Effects of Deferred Maintenance

Failure to provide the maintenance required will result in water intrusion and possible damage.

## Trim and Accents

Wood and metal trim (including the wood fascia) are used on your home for both beauty and function. They finish and protect your roof edges, and may be used as railings and to accent your windows, doors, or decks. Surfaces should be well-sealed and painted at all times.



Accent

### Important Information

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- **Protect Wood Trim.** Prime all wood surfaces and inspect annually for signs of insect attack or rot. Annually treat wood that is in contact with the ground with an approved preservative.
- **Proper Roof Maintenance.** Proper roof maintenance is important for maintaining the life of your wood trim. Maintain flashings, proper roof drainage, and avoid excessive debris accumulation on the roof.
- **Metal Trim.** Exposed steel will rust. While galvanizing provides some protection, the zinc coating is a sacrificial layer with a limited lifetime. Repairs should be made using similar metals to avoid bi-metallic corrosion.
- **Protect from Water.** Water is the biggest danger to these components. Be sure to follow the maintenance requirements in the gutters and irrigation system sections.

Recommended Maintenance Tasks	Frequency
Check for chipping, peeling, or other signs of finish failure. Pay attention to gaps, separation of trim, and staining or rotting resulting from moisture intrusion. Replace trim that is damaged or rotting.	Annually
Examine to ensure that railings are secure.	Annually
Inspect for gaps and caulk where needed.	Annually
Check to ensure that the shutters and accents are secured to the side of the house.	Annually
Treat wood surfaces that come in contact with the ground with an approved preservative.	Annually
Prep and paint the surfaces as exposure and weathering indicate. Exposed steel trim may require more frequent maintenance.	Every 2–3 years in the sun or every 4–5 years in the shade

### Effects of Deferred Maintenance

If the paint fails, water may gain access to the surfaces, resulting in damage and higher replacement costs.

# Landscape and Irrigation

## Landscape and Irrigation: Overview

The landscape around your home plays an important role in the overall beauty of your property, as well as helps to preserve proper water drainage and prevent erosion. Well-maintained landscaping and hardscapes fall into four main categories: Drainage and Irrigation, Hardscape, Plants, and Walls and Fencing.



Proper maintenance of your landscaping components has important consequences for the long-term protection of not only your home and property, but your neighbor's property as well. Neglected or improper maintenance may result in moisture intrusion or erosion.



**Note:** Some of the items discussed in this chapter may not be the responsibility of every homeowner. Refer to your CC&R's to determine maintenance responsibility.

## General Guidelines

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- **Underground Utilities**

Your home has underground utility services such as sanitary sewer and water. There may be other utilities brought underground into your residence such as gas, electrical power, and telephone. These underground utilities occupy trenches under the surface of landscape. Prior to digging holes for planting trees, installing any new trenches for irrigation systems, cable, etc., learn where the existing underground trenches are, how deep they are, and what utilities are in them. Many states require that a utility locator service survey the area to be excavated. Contact your local power or telephone company to determine local requirements before digging.

- **Subterranean Termites**

Do not install landscaping within 16 inches of building foundations, and install irrigation only *outside* of that plant line. Do not install fence posts, trellises, or any other wood decoration that touches both the ground and your home.

- **Drainage and Foundations**

Keep plants that require heavy watering away from your home's foundation. Where possible, pave two feet immediately adjacent to the foundation.

- **Preserve Drainage Design**

Landscape or hardscape additions that change slopes or grades can affect drainage. Keep water moving *away* from your house. Many communities are built so that water drains from yard to yard. If you install landscaping or hardscape (patios, walkways, or walls) that interfere with this flow, you may create a significant problem and be liable for damage. Always consult an expert when work affects drainage.

# Drainage and Irrigation

## BACKFLOW PREVENTER

A backflow preventer permanently separates the domestic (potable or drinkable) water supply from the irrigation system. The backflow unit is a “Reduced Pressure” type and is located near the points of connection (water meters).



Backflow Preventer



**Note:** Periodic discharge of water from the relief valve is part of the backflow preventer’s intended function. However, if there is a noticeable water bill increase or excessive leaking, have the unit professionally inspected and repaired as needed.

Recommended Maintenance Tasks	Frequency
Inspect for leaks and vandalism.	Twice per year
Schedule a licensed inspector to check for leaks.	Annually or per local codes

### Effects of Deferred Maintenance

Failure to examine and repair backflow units may result in malfunction and affect nearby grass, trees, and other plant life. Ineffective backflow prevention can also result in contamination of the domestic water supply.



## DRAINAGE AND GRADING

Maintain proper drainage and grading to best protect your landscaping, home, and property from water damage. Your lot has been graded to facilitate drainage of water to the street or other approved drainage structures. It is essential that you maintain proper grading and drainage to prevent pooling that could affect your foundation slab. Furthermore, you could be liable for any damage from water diverted to your neighbor's property.



### Caution: Water is the #1 potential hazard to your home!

Be sure to keep the adjacent grade sloped away from your home to allow water to drain properly.

## Important Information

- **Maintain the Grade.** Be sure to keep the grade sloped away from your foundation per local codes (typically a slope of 2% to 5%). Check local codes to see what is required for the city or county your home is located in.

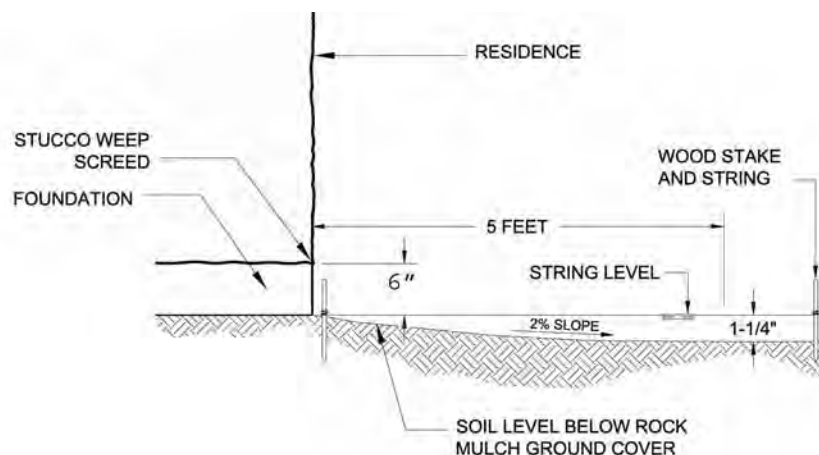


Diagram of 2% grade sloping

- **Keep Area Drains Clear.** Drains may be a part of your drainage system, and are often installed around your home to remove excess surface water from the landscape. Keep drains free from blockage in order to prevent clogging and flooding. Wood chips may float up and block drains; consider using landscaping stones for 2–3' around drains if wood chips are used in a landscaped area.
- **Drainage Outlets.** Provide outlets at drainage flow lines where fences or walls cross them. Use sufficiently sized outlets for the flow line on each lot. Provide drainage-to-drainage flow lines at planters and planter areas.



Area Drain

Recommended Maintenance Tasks	Frequency
Inspect drains, inlets, and catch basins for blockages. Check downspouts carrying water from roof gutters to ensure the drainage is directed to appropriate drains.	Monthly in dry seasons/Weekly in wet seasons
Examine surface swales to ensure that they are draining freely to catch basins and/or drain inlets with no blockage or ponding. Maintain a grade of a minimum of 2%. Repair conditions that limit surface drainage immediately.	Monthly
Trim groundcover. Remove debris around drain inlets and swales.	Quarterly and as needed
Flush inlets, catch basins, and drainage lines to keep them free of debris.	Twice per year
Inspect to ensure that the grade slopes away from your home's foundation to prevent water accumulation. Reslope the grade as needed.	Annually
Ensure that the grade is kept below the level of the stucco weep screeds, masonry wall flashings, etc., to prevent water infiltration into your home. Remove soil as needed.	Annually

### Effects of Deferred Maintenance

Landscape drain blockages may lead to flooding in lower ground areas, surrounding lawns, or plants. Severe flooding may also affect nearby hardscape or structures, as well as contribute to soil erosion.

## DRIP SYSTEM

Drip emitters disperse water from the irrigation system to the plants. Every attempt has been made to provide efficient coverage for all areas irrigated by the drip emitters. However, because every area is a unique shape, with varying sun, wind, and soil conditions, dry (or wet) spots may develop.



Drip System Emitter

### Important Information

- **Monitor for Oversaturation.** The drip irrigation system is extremely efficient at delivering water to the plants' root system. As the plants mature, they typically require less water from the drip emitters. Inspect the plants for signs of oversaturation, and adjust the drip irrigation system as needed.

Recommended Maintenance Tasks	Frequency
After any irrigation repair, flush piping and re-test for proper function.	As needed
Check for broken or clogged emitters.	Monthly
Operate the air and flush valves.	Quarterly

### Effects of Deferred Maintenance

Failure to examine, replace, and adjust irrigation system components may result in inadequate or surplus water supply, affecting nearby grass, trees, and other plant life. Over watering will eventually lead to soil erosion, and could harm nearby structures and/or hardscape surfaces.

## HOSE BIBS

Hose bibs are located at various points on the exterior of your home. Hose bibs require very little maintenance, but should be regularly inspected to ensure they are not leaking and that the valve is working properly. If a leaking or damaged hose bib is discovered, repair it *immediately* to prevent water damage to adjacent surfaces and components.

Some hose bibs are equipped with anti-siphon valves, which is in essence a small backflow preventer. These devices prevent non-potable water from flowing back into the water system, and are most often found in hose bibs used for irrigation.



Hose Bib

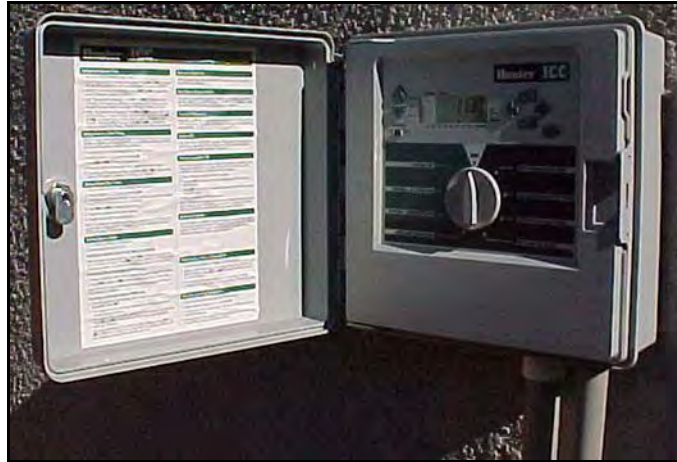
Recommended Maintenance Tasks	Frequency
Inspect the hose bibs to ensure they are not leaking.	Regularly
Test the valves to ensure they are working properly and close tightly. Repair or replace parts as needed.	Quarterly

### Effects of Deferred Maintenance

Failure to inspect and maintain the component may result in higher repair or replacement costs and damage to adjacent components and systems.

## IRRIGATION SYSTEM AND CONTROLLER

A comprehensive maintenance program will help ensure the reliability of the irrigation system. The irrigation system includes all of the components necessary for distributing water to your landscaping. When installing additional irrigation equipment, make sure the new equipment is compatible with the system that is already installed.



Irrigation Controller

### How the System Works

The irrigation controller is the master control that regulates the irrigation process. It maintains the time of day and controls how often the irrigation system disperses water. It turns the irrigation valves on and off according to a programmed watering schedule. The controller has a battery backup, which should be inspected after power outages to verify that the timing schedule has not been lost if the battery is not fresh.

Only water when plants and weather conditions require. Watering is typically best done in the early morning when wind and temperatures are low. Evening watering may encourage plant diseases such as fungus when foliage is wet all night. Also, once plants are established, watering tends to be more effective when done less often and deeper, if weather and soil conditions allow.

Changing short-term weather conditions and seasonal changes will require fine-tuning the program for proper watering. During wet seasons or extended rainy periods, shut down the controller until additional water is needed in the landscaped areas. Controllers that utilize rain sensors are advisable. The goal is to apply only as much water as the plants need for healthy growth.

Because plant growth and weather vary by month, inspect water application amounts on a monthly and seasonal basis and adjust as needed to allow for site-specific conditions. Exposure, weather, soil variables, and other factors which cannot be predicted will affect the amounts of water needed and irrigation schedules should be adjusted accordingly.

## Water Conservation

Following are some suggestions for conserving water with your irrigation system:

- Water your grass and landscaping during the coolest and least windy part of the day (usually early morning) to reduce water loss through evaporation.
- Make sure the irrigation system is not watering the yard on rainy days, or immediately before or after it has rained. Even on dry days, make sure the system is not over-watering the plants or over-saturating the soil. Re-program the system seasonally and as necessary to adjust to weather conditions.
- Make sure that the irrigation spray is not watering paved surfaces. Sweep your driveway and pathways, rather than hosing them down.
- If adding or replacing an irrigation system, select a high-efficiency system with a timer and a moisture sensor controller or rain delay controller. Drip irrigation is much more efficient than spray/sprinkler irrigation.
- Put an automatic shut-off/trigger nozzle on your garden hose(s) in order to prevent water waste.

Some homes have a built-in rainwater harvesting system or a gray water system that captures rainwater from the roof or gray water from faucets and the washing machine for landscape irrigation use or indoor water use. If your home does not have a built-in rainwater or gray water system, you could consider setting up a simple rainwater catchment barrel in your yard; you can use the rainwater you capture to water some of your plants. (More elaborate rainwater and gray water capture systems are subject to local codes and may require special permits.)



**Note:** Apply water only in amounts necessary to meet plant needs, without excess. Unusual increases in water bills can be indications of leaks in the irrigation system.



**Caution:** Check the system after electrical storms, as lightning strike may affect the system.

## Mainline and Lateral Pipes

The mainline and lateral pipes carry water from the water source to, and between, the disbursement points (sprinkler heads). Mainline (supply) pipes are “hot” (always pressurized) and connect the valves to the water source. Lateral pipes are filled with water only when a remote control valve is opened to serve a group of sprinkler heads.



**Caution:** Repair plastic (PVC) irrigation supply and lateral pipes immediately if leaking is detected. As with the other components of the irrigation system, repairs that are not attended to immediately could result in long-term damage to plant life and cause soil erosion in the affected areas.

Recommended Maintenance Tasks	Frequency
Examine controller for moisture damage and corrosion. Inspect for dead backup batteries, loose connections, deteriorated weatherproofing or damaged hardware.	Monthly
Check the controller to ensure the scheduled program is working properly, and adjust for proper watering.	Monthly
Adjust each irrigation station run time in response to changing weather conditions and plant needs. Record changes to irrigation settings.	Monthly and as needed
Reset the controller schedule for Daylight Saving Time (where applicable) and after any power failures. Keep a fresh battery in the controller to minimize the need for resetting.	Twice per year and as needed
Replace the backup battery.	Annually
Replace the controller(s) as they fail.	Every 4–5 years and as needed

### Effects of Deferred Maintenance

Failure to examine the controllers may result in inadequate or overwatering which, even for a short period of time, may be disastrous to surrounding landscaping. Overwatering may cause water accumulation that may lead to plant death, pavement failures, slippery pavements, and surface waterproofing problems.

## SPRINKLER HEADS

Irrigation sprinklers disperse water from the irrigation system to the plants. Irrigation systems are designed to provide double-coverage for all areas irrigated by the sprinkler system. However, because every area has a unique shape with varying sun, wind, and soil conditions, dry (or wet) spots may develop.



Irrigation Sprinkler Head

### Important Information

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- **Risers.** As shrubs and groundcovers grow, it may be necessary to add risers to some sprinkler heads or trim shrubbery so spray patterns are not blocked. It may be necessary to stake irrigation heads for risers 12" or taller to maintain performance. Heads can start to tilt or sway if tall risers are not secured.
- **Prevent Overspray.** While the sprinkler patterns have been chosen to keep overspray to a minimum, windy conditions, plant growth, and other factors will sometimes result in isolated overspray or underspray problems. Regular inspections will identify such areas. Make necessary adjustments immediately. Use the manual run function of your sprinkler system to inspect the coverage and flow of your sprinkler heads.
- **Flush the System After Repairs.** Flush and re-test the piping after repairs to the irrigation system to ensure the sprinklers are functioning properly and providing adequate coverage.



**Caution:** Keep water off structures and hardscape to prevent damage and slipping hazards.



Recommended Maintenance Tasks	Frequency
Check the amount of water being applied and adjust, if necessary.	Weekly
Examine for broken or improperly adjusted sprinkler heads, clogged or worn nozzles and gear drives, grit in seals or moving parts, mower or other physical damage, and broken sprinkler lines.	Monthly and as needed
Inspect for appropriate sprinkler coverage. Check for proper spray pattern, and ensure that structure walls are not in the spray pattern. Adjust the riser height of sprinklers as needed.	Monthly
Compare and analyze the site and plant conditions to determine if the water amounts are appropriate. Make adjustments if necessary.	Annually

### Effects of Deferred Maintenance

Failure to examine, replace, and adjust sprinkler system components may result in inadequate or surplus water supply, affecting nearby grass, trees, and other plant life. Overwatering will eventually lead to soil erosion, and could harm your house and/or hardscape surfaces.

## VALVES

Valves are the remotely controlled irrigation valves that, in conjunction with the irrigation controller, regulate the flow of water throughout the system.



Valve Boxes



**Note:** The water pressure supplied to the valve should be at least 50 psi, not to exceed 60 psi. Test the system upstream of the valve connection and adjust/ install a pressure regulator as needed.

Recommended Maintenance Tasks	Frequency
Manually operate and visually inspect the valves to ensure they are operating properly. Check quick coupling valves, and ball or gate valves.	Monthly
Schedule a thorough inspection for diaphragm or seat wear, sticking solenoids or diaphragm, corrosion of wire connections, clogged screens and orifices, and debris or stones lodged under the valve.	Annually

### Effects of Deferred Maintenance

Because the remote control valves control the disbursement of water, repairs that are not attended to could result in long term damage to landscaping in the affected areas.

# Hardscape

The hardscape around your home may include walkways, patios, and other concrete surfaces. Patios and walkways, if installed by William Lyon Homes, have been designed to meet the soil conditions and drainage patterns of your lot. If you add a patio or walkway as an improvement there are several very important things to remember.



Backyard Patio

## General Guidelines

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- **Weep Screed Line**

Do not pour a patio slab higher than 2–3 inches below the house foundation (weep screed line).
- **Proper Drainage**

Provide a drainpipe or other means of drainage when patios or walks cross flow lines. Do not allow water to collect against your house or behind walks or planters.
- **Underground Utilities**

Confirm the location of underground utilities *prior* to the planning and excavation of any hardscape features.
- **Maintain a Slope**

Always slope concrete away from house (2% slope: 1/4 inch drop for every 12 inches of length) to a drain or swale.

- **Expansion Joints**

Concrete surfaces such as driveways, sidewalks, and patios generally have expansion joints to reduce cracking. There should also be an expansion joint between the edge of these surfaces and the face of the foundation of the house. These joints are sometimes filled with 1" x 4" treated lumber that is set between the adjacent concrete. The joints can also be formed with a variety of sealants and or expansion joint filler.

- **Hire Professionals**

Contract a licensed contractor and professional engineer who is knowledgeable about the building code requirements and soil conditions for your area. There may be structural reinforcements necessary for your improvements. Note that most municipalities require designs to be signed off by a licensed, professional engineer. Sidewalk and driveway construction details may be mandated by your municipality.

- **Permeable Paving Materials**

Consider using permeable paving materials, such as pavers or porous concrete, which allow water to seep into the ground rather than run off into storm sewers or pond on the pavement. Avoid using asphalt (a petroleum product) or other dark paving materials, especially in regions with hot summers. Dark materials absorb heat from the sun; on hot days this can contribute to a "heat island" effect around your home, which can increase the need for air conditioning. If adding concrete, consider using a white or grey concrete, to help reduce the summer heat island effect.

## CONCRETE SURFACES

The concrete surfaces include your driveway, garage, walkways, and patios. Walkways are the concrete sidewalks leading to your front door and backyard. Promptly repair walkways with hazards such as lifting and ponding of water. Tripping hazards should be promptly corrected.



Expansion Joint in Concrete Walkway

### Important Information

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- **Stain Removal.** Remove grease/oil spots from driveways with concrete cleaners from your hardware store.
- **Prevent Heavy Loads.** Do not permit heavy equipment, such as concrete trucks or moving vans, to drive on your concrete, as it was not designed for heavy loads.
- **Joint Fillers.** The joint filler in the expansion joints will deteriorate over time. The life of the filler may be dependant on environmental conditions such as the amount of rain or ultra violet radiation, or the amount of movement. Failure to replace these deteriorated joints will allow excessive water intrusion to enter the joints, eventually undermining the soils under the slab, and will cause these sections of concrete to shift vertically.
- **Expansion and Settling.** Concrete is a very hard type of material. However, small cracks due to expansion and settling are common. Seal cracks to prevent water penetration that can worsen the crack. Another element of concrete is spalling. Spalling occurs when the top layer of concrete begins to flake or wear away.



**Caution:** If chipping, lifting, separating, and cracking is discovered, determine if the cause of this condition may be related to roots that should be controlled or removed, or a drainage-related concern. Resolve the contributing factors to prevent future problems.

Recommended Maintenance Tasks	Frequency
Hose off walks. Schedule to coincide with mowing or other maintenance.	Quarterly
Inspect concrete for chipping, lifting, separating, and cracking, which can create a safety hazard that may result in homeowner liability.	Annually
Check the walkways adjacent to exterior walls for settling that may change the slope away from the house.	Annually
Examine the expansion joints in patios and walkways and replace the joint filler as needed. Ensure that the joint filler adheres to both faces of the concrete, and is not sagging, crumbling, or cracking.	Annually

### Effects of Deferred Maintenance

Failure to adequately maintain the concrete around your home may create safety hazards. Serious cracks or fissures in walkways that remain unrepaired are a potential liability to you as the homeowner.

# Plants

## PLANTS: OVERVIEW

Groundcover, Grass, trees, and shrubs, if installed by William Lyon Homes, have been selected for their compatibility with each other, with architectural, site, and soil conditions. They grow at varying rates depending on climatic conditions, maintenance, and a host of other factors. The important thing to keep in mind is that the landscaping is a dynamic, living system and proper care is critical for it to mature successfully. When installing additional plants, always choose plants that are compatible with existing plants.



## General Guidelines

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- **Sustainable Landscaping**

Sustainable landscaping and yard care involves the selection of regionally appropriate and drought-tolerant plants, as well as the use of efficient irrigation practices, low-polluting equipment, and natural alternatives to chemical pesticides, herbicides, and fertilizers. When adding plants to your yard, select native plants or plants that are suited to your climate and that require little, if any, irrigation. Native plants are also adapted to local insect species, so they can minimize or eliminate the need to use pesticides.

- **Avoid Planting Invasive Species**

Be sure not to introduce any plants into your yard that have been deemed to be “invasive” species in your region. For a list of regional resources on invasive species, visit: [www.invasivespeciesinfo.gov/unitedstates/state.shtml](http://www.invasivespeciesinfo.gov/unitedstates/state.shtml).

- **Tips for Choosing and Maintaining Plants**

If yours is a hillside lot, or if it has significant steep banks, selection and maintenance of plants and watering may have important consequences for drainage and erosion control. Keep plants from overgrowing drainage swales. When adding additional plants, consult with a local landscape architect or nursery regarding plants that are appropriate to local soil and other conditions.

- **Less Grass = Less Water**

Grass typically requires much more water than groundcover or shrubs, so the less grass/lawn area you have in your yard, the less irrigating you will need to do. If adding grass seed or turf, select a drought-tolerant variety.

- **Adjust Your Maintenance Schedules**

The maintenance needs of your plants may change over time with the seasons and plant growth. Apply these changes to your long-term maintenance plan.



**Warning:** Always closely follow the manufacturer’s recommendations for any insecticides, garden chemicals, and fertilizers that you use on your property. Some may be toxic, and should be stored away from children and pets. Try minimal, natural controls first, if possible.



## GRASS AND GROUNDCOVER

As with the other plants on your property, regular fertilization of grass and groundcover is a must. Consult with a local landscape expert to determine the optimal fertilization schedule. Inspect periodically to evaluate the response to the prescribed fertilization schedule and make adjustments as necessary.

Weeds are common, more so during the early stages before plantings become fully established, and to a lesser degree thereafter. Maintain all areas weed-free.



Grass

### Important Information

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- **Pest Control.** Control animal burrowing.
- **Ensure Proper Drainage.** Do not allow water to flow over slopes, as this will cause soil erosion.

Recommended Maintenance Tasks	Frequency
Mow grass areas. Gather and dispose of leaves and trash from planting areas. Remove grass as needed, by hand or spraying, from within 12 inches of tree trunks to eliminate potential damage from mowers and string trimmers.	Weekly
Edge grass areas.	Twice per month
Cut back excess groundcover to prevent “choking” of adjacent trees and shrubs.	Quarterly and as needed

Recommended Maintenance Tasks	Frequency
Apply fertilizers to replenish soil nutrients required for healthy grass and plant growth. Fertilization is usually best done in March, May, July, and September.	Four times per year or per landscaper recommendations
Remove weeds. Periodically apply appropriate herbicides to control unwanted weeds and grasses.	Twice per year and as needed
Aerate and vertically mow grass areas to relieve soil compaction and thatch buildup, allowing air and water to reach the root system.	Annually

### Effects of Deferred Maintenance

Failure to provide adequate maintenance may result in the deterioration of grass and groundcover, as well as a poor appearance. Soil erosion may develop in areas where groundcover and other plant life have deteriorated.

## SHRUBS AND VINES

Consult with a local landscape expert to determine the optimal fertilization schedule for the shrubs and vines on your property. Periodically assess the shrubs' response to the recommended fertilization program and make adjustments as necessary.



Shrubs

### Important Information

- **Monitor Plant Health.** Monitor shrubs for signs of nutrient deficiency and treat as necessary. Treat fungal, bacterial, and viral infestations as symptoms appear.
- **Always Use a Trellis.** Do not grow vines directly on walls or fences, and never on the side of your house, as weight, water retention, or roots may cause damage or prevent structure maintenance. Use a separate trellis that can be lowered, if necessary, for maintenance on the fence or wall behind it.
- **Monitor for Pest Problems.** Apply insecticides to control infestations (such as aphids or white fly). Apply snail bait to prevent snails from damaging shrubs and plants.

Recommended Maintenance Tasks	Frequency
Apply fertilizer to shrubs and vines. Fertilizing is typically best done in March, May, July, and September.	Four times per year or per landscaper recommendations

Recommended Maintenance Tasks	Frequency
Prune shrubs and plants to prevent them from becoming “rangy” and to contain their size. Prune with care not to “poodle” shrubs. Neatly prune vines and espaliered plants. Ensure they are securely attached to trellises or latticework.	Annually and as needed

### Effects of Deferred Maintenance

Neglect may result in the deterioration of the shrubs around your home, eventually requiring removal, replacement, drastic pruning, or result in a poor appearance.

## TREES

The trees on your property will grow at varying rates depending upon climatic conditions, maintenance, and a host of other factors. Like the other plants, regular fertilizing of the trees is a must. Consult with a local landscape expert to determine the optimal fertilization schedule.

When choosing new trees, consider the size of the tree at maturity to ensure that it is appropriate for the intended location. Avoid planting trees in locations where roots or limbs may impact the foundation, paving, walls, etc. Do not plant trees with shallow (yet spread out) root systems within 20' of foundations and/or site walls. Also, consider the potential impact of trees on neighboring property.



Maturing Tree

### Important Information

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- **Root Pruning.** A proportional amount of foliage should be removed at the same time as roots are pruned. **Note:** Never root prune more than 25% of a tree's surface roots in any one year.
- **Monitor Tree Health.** Monitor trees for signs of nutrient deficiency and treat as necessary. Treat fungal, bacterial, and viral infestations as symptoms appear.



**Note:** Do not allow your tree branches to overhang the roof of your home or your neighbor's home.

Recommended Maintenance Tasks	Frequency
Inspect water or breather tubes that may be installed at the tree base to ensure proper drainage. Remove standing water from breather tubes.	Monthly
Check trees to determine whether staking should be added, removed, or adjusted to promote growth in the appropriate direction and protect from wind.	Quarterly
Apply fertilizers within the drip line to promote healthy growth. Fertilizing is typically best done in March and September, or as appropriate for the tree species.	Twice per year or per landscaper recommendations
Examine tree trunk diameters. Replace trees planted in areas less than five feet wide when the trunk diameter exceeds six inches.	Annually and as needed
Thin or lace trees while dormant. Prune to remove dead, diseased, or weakened limbs and promote the healthy and symmetric growth of the tree. Remove limbs that may impact buildings under windy conditions.	Annually and as needed
Prune roots to prevent the potential cracking of sidewalks or driveways. Do not begin pruning roots until three years after the initial planting.	Annually

### Effects of Deferred Maintenance

Failure to properly care for the trees may lead to the deterioration of their health and appearance. Improper staking or root pruning may result in long-term damage to the adjacent hardscape or structures.

# Walls and Fencing

## WALLS AND FENCING: OVERVIEW

There are several different types of walls and fencing found on residential properties. Each type requires different maintenance tasks and frequencies. However, no matter what kind of walls and fencing you have there are some common guidelines.



### General Guidelines

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- **Trim Landscaping**

Keep landscaping trimmed away from walls and fencing.

- **Do Not Change the Grade**

The grade of the ground next to a wall or fence has been designed by an engineer. Changes may cause tilting and cracking, or cause wood fencing that comes in contact with soil to rot.



**Caution:** As much as possible, *keep sprinklers directed away from the walls and fencing*. Prevent water from ponding near walls and fencing. Water, especially reclaimed water, can cause premature deterioration of the wall and fencing materials.

## MASONRY WALLS

Masonry walls are constructed of masonry block. They require very little maintenance, but periodic inspections will help catch small issues before they can become large ones.



Masonry Wall

### Important Information

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- **Efflorescence.** Efflorescence is a deposit of water-soluble salts that sometimes forms on the surface of brick or masonry. Some cases are a result of the construction process and can usually be washed away with a hose. Persistent efflorescence can be cleaned with a chemical cleaner such as a mild solution of muriatic acid (one part muriatic acid to 12 parts water). If efflorescence persists after cleaning, it may be wise to have it inspected by a professional to determine if water has penetrated the wall cavity.
- **Cracking and Spalling.** If cracking or spalling (cracking or flaking particles from the surface) appears in the brick, identify the cause. Some cracking is simply a character feature of the type of brick, and others should be further investigated and repaired. Replacing cracked or spalled brick involves the removal of the mortar around the brick, removal of the brick itself, and thorough cleaning of the cavity prior to the installation of the replacement brick. Brick replacement is best performed by a professional mason.
- **Do Not Block Drains.** Drains located at the base of walls relieve water pressure in the wall. Blocking the drains may result in damage to the wall.





**Caution:** As much as possible, *keep sprinklers directed away from the walls.* Prevent water from ponding near walls. Water, especially reclaimed water, can cause premature deterioration of the wall materials.

Recommended Maintenance Tasks	Frequency
Inspect masonry wall for structural integrity, tilting, or cracking. Repair as needed.	Annually and after storms
Clean wall with a light pressure wash.	Annually and as needed
Check the top of the wall for bowing, cracking, and non-sloped surfaces that may retain water, and repair as necessary.	Annually
Ensure that any drains or weeps in the base of walls are clear of debris and free to drain.	Annually and after storms

### Effects of Deferred Maintenance

Failure to maintain or lack of controlling unnecessary water, soil buildup, and adjacent plantings, may result in premature deterioration of wall materials, as well as a poor appearance.

## METAL FENCING

Metal fencing is generally constructed of tubular steel or wrought iron. Maintenance is necessary to prevent rusting where the surface coating or paint is deteriorating, or where water or damp soil is allowed to accumulate around the support post bases.



Metal Fencing



**Note:** When repainting your fence, be sure to clean the fencing, wire brush away any loose paint or rust, and use a rust-inhibiting primer *the same day*. Paint with high quality exterior “industrial” enamel.



**Caution:** As much as possible, *keep sprinklers directed away from the fencing*. Prevent water from ponding near fencing. Water, especially reclaimed water, can cause premature deterioration of the fencing materials.

Recommended Maintenance Tasks	Frequency
Inspect the length of the metal fencing for scratches, blisters, or peeling paint.	Annually
Check the post bases (down to the top of the concrete footings) to ensure they are not below the soil surface and subject to rust.	Annually
Repaint or repair finish. Touch-up as necessary.	Every 3–5 years and as needed

### Effects of Deferred Maintenance

Failure to maintain or lack of control of unnecessary water, soil buildup, and adjacent plantings, may result in premature deterioration of fencing materials, as well as a poor appearance.

## WOOD FENCING

Wood fencing is typically constructed of treated lumber that requires minimal maintenance. Treated wood fencing is generally insect- and disease-resistant; however, fencing and posts that come in contact with soil may deteriorate.

Wood fencing is especially susceptible to damage from sprinkler overspray over an extended period of time. Take care to inspect your sprinkler spray patterns regularly to prevent deterioration of your wood fencing.



Wood Fencing



Example of the Effects of Sprinklers on Wood Fencing



**Caution:** As much as possible, *keep sprinklers directed away from the fencing.* Prevent water from ponding near fencing. Water, especially reclaimed water, can cause premature deterioration of the fencing materials.

<b>Recommended Maintenance Tasks</b>	<b>Frequency</b>
Clean with a light pressure wash as needed.	Annually and as needed
Treat the fencing with fungicide. Follow the instructions on the product.	Annually and as needed
Check wood boards and supports for structure integrity, tilting, bowing, or shifting. Repair as needed.	Annually and after storms
Restain or repaint wood fencing.	As conditions indicate

### **Effects of Deferred Maintenance**

Failure to maintain or lack of control of unnecessary water, soil buildup, and adjacent plantings, may result in premature deterioration of fencing materials, as well as a poor appearance.

# Special Considerations

This chapter contains information and recommendations for special topics that are important for you to be aware of. We encourage you to take a few minutes to read through this chapter.



## Energy Efficiency

Reducing your household energy use reduces your gas and electricity bills. It also reduces power plant emissions, which in turn reduces air and water pollution and helps protect public health. The following are some basic tips for saving energy:

### Lights

- Turn off the lights when you are leaving a room or leaving the house, or when there is ample daylight and you do not need artificial lighting.
- Purchase energy-efficient light bulbs, such as compact fluorescent or LED (light-emitting diode) bulbs. (See the Lighting section of the Interior Maintenance chapter for more information.)
- When purchasing a lamp, select a lamp that can take compact fluorescent or LED bulbs. Avoid using halogen lamps, as they waste energy and can pose a fire hazard. (See the Lighting section for more information.)

- For any motion sensor lights: Make sure the fixtures are working properly and are on the proper settings, i.e., are not allowing lights to stay on when they should be off.

## Heating and Air Conditioning

- Program your thermostat for a night-time temperature “setback” to lower the heating temperature (or to raise the cooling temperature, when running the air conditioner) while you are sleeping, and a day-time setback for hours when the house is unoccupied (e.g., when everyone is at work or school). When you go out of town, turn the heating/cooling system off if the outdoor temperatures and humidity levels are moderate.
- Turn the heater / air conditioner off when leaving windows or doors open for more than a couple of minutes.
- Keep furniture and other objects away from heating and cooling outlets (registers or vents), so that conditioned air can flow freely into the room.
- In warm weather, if fans can provide adequate cooling, use fans rather than turning on the air conditioning system.
- Replace the heating system’s air filter at the intervals specified by the manufacturer. (Or if the system has a reusable filter, follow the manufacturer’s filter cleaning and maintenance instructions.)

## Appliances and Electronic Equipment

- Clean the dust off of the refrigerator toe grille at least twice per year, and vacuum the refrigerator’s condenser coils at least once per year.
- Clean out lint from the dryer’s lint filter after each use, to help the machine run more efficiently and to prevent the lint from becoming a fire hazard. Inspect the outside exhaust vent periodically to make sure that it opens properly when the dryer is running and it closes tightly when the dryer is not in use; remove any accumulated lint from the vent.
- When using your dishwasher or washing machine, only run fairly full loads and select the most efficient setting. Select the cold-water setting for washing clothes whenever possible.
- Turn off computers and other electronic equipment when you are leaving the house or when the equipment is not being used. Choose energy efficiency settings for computers’ sleep and shut-down modes.
- When purchasing appliances or electronic equipment, select Energy Star qualified products.

# Mold

Molds are part of the natural environment. Outdoors, molds play a part in nature by breaking down dead organic matter such as fallen leaves and dead trees, but indoors, mold growth should be prevented.

Molds reproduce by means of tiny spores; the spores are invisible to the naked eye and float through outdoor and indoor air. Mold may begin growing indoors when mold spores land on surfaces that are wet and have the necessary organic material (either in the finish material or dust and dirt on the surface) to “feed” them. There are many types of mold, and none of them will grow without water or moisture.

## Moisture and Mold Prevention and Control Tips

This guide addresses many areas of maintenance related to cleaning and moisture monitoring and control inside and outside the home, all of which are part of the effort to reduce interior mold concerns.

The tips and techniques presented in this section will help you focus on how to both prevent and clean up minor mold problems. In the event of a major, sustained source of moisture intrusion and mold growth, professional cleaning and remediation services may be necessary, and will employ methods not in the scope of this guide.

## Moisture Control is the Key to Mold Control

When water leaks or spills occur indoors—*act quickly*. If wet or damp materials or areas are dried 24–48 hours after a leak or spill happens, in most cases mold will not grow.

## Control Exterior Water Sources

Perform preventive maintenance to avoid moisture buildup and intrusion:

1. Control debris and maintain unobstructed drainage on the roof, gutters, and in the yard surrounding your home.
2. Maintain the weathertightness of the exterior surfaces and openings of the home.

## Control Interior Water Sources

Perform preventive maintenance on interior water sources, cleaning, and heating and air conditioning units:

1. Keep air conditioning drip pans clean, and the drain lines unobstructed and flowing properly.
2. Monitor and maintain plumbing fixtures, tubs, showers, and related tile areas for leaks. Inspect caulking and repair or replace as necessary.

## Prevent High Indoor Humidity

The following are suggestions to help control indoor moisture and condensation:

1. If possible, keep indoor relative humidity below 60 percent, ideally between 30 and 50 percent. Relative humidity can be measured with a moisture or humidity meter, which is a small, inexpensive instrument available at many hardware stores.
2. Run the bathroom fan or open the window when showering. Use exhaust fans or open windows whenever cooking, running the dishwasher or dishwashing.
3. If you see condensation or moisture collecting on windows, walls or pipes, *act quickly* to dry the wet surface. Find the humidity or moisture source while increasing exhaust, ventilation, or the supply of heated or conditioned air, if possible.
4. Cover cold surfaces, such as cold water pipes, with insulation.

## Clean Regularly

Keep interior surfaces, such as window ledges, clean to prevent aiding any moisture buildup from supporting mold growth. Scrub mold off hard surfaces with detergent and water, and dry completely.



**Caution:** Please note that mold may cause staining and cosmetic damage. It may not be possible to clean an item so that its original appearance is restored; in this case the item should be discarded. If the damages to the home interior finishes or articles are significant, consult with a specialist in water damage restoration and remediation services (commonly listed in phone books). Be sure to ask for and check references. Look for specialists who are affiliated with professional organizations.

This information includes guidance from the U.S. Environmental Protection Agency publication titled “A Brief Guide to Mold, Moisture and Your Home” and can be accessed at [www.epa.gov/iaq/moldguide.html](http://www.epa.gov/iaq/moldguide.html) or by contacting them directly at (800) 438-4318.



# Pest Control

Proper pest control is an essential part of maintaining an adequate level of indoor hygiene. Rodents and insects can carry disease into the house, and their preclusion is necessary for health reasons. Regular pest control treatment by the homeowner or a professional is recommended to achieve these goals.

## Animals

Native creatures, including but not limited to raccoons, rabbits, gophers, skunks, and coyotes can be a general hazard to both property and individuals. Gophers can slowly undermine a foundation and destroy a well-kept lawn.

Household waste containing food scraps can be an attraction to the local animal population. Depending upon where you live, you may wish to invest in animal-resistant trash receptacles designed for your particular area to deter or discourage animals from venturing near, into, or under your home. If animals become a problem, call your local Animal Control Center. Keep your property and home secure and well-maintained; take necessary measures to ensure your family's safety and prevent animals from damaging your property.

## Termites

Wood-destroying termites are especially challenging pests. They are essential in nature to help get rid of dead wood and cellulose debris but they also do costly damage to wood structures. They are more common in warm areas but may be a problem anywhere. The possibility of termite infestation will be reduced by preventing moisture problems in your house. Small roof, window, or plumbing leaks may cause enough wet wood to encourage termites to invade your house. Also, keep wood piles and other debris away from your house.

Homeowners usually discover subterranean termites in the spring when winged "swarmers" come out after a rain and fly around to find mates and start new colonies. You should also look for "mud tubes" going up the side of your house or running under carpet, or small holes chewed through the sheetrock where swarmers emerge. A few "drywood" species of termites may infest wood that is not wet. These species do not reproduce as quickly as subterranean termites and do not damage wood as quickly.

Whenever soft wood is observed, such as when painting baseboards or exterior wood trim, the homeowner should employ a professional to evaluate the condition. Inspection is beyond the capability of the homeowner and only licensed exterminators are legally allowed to apply effective chemicals. The homeowner is cautioned to never bring wood that has been buried in the ground into the home.

## Important Information

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- **Trim Trees.** Trim overhanging branches away from your home to help keep rodents away from your roof.
- **Call a Professional.** Have a professional service company inspect regularly and treat the condition as necessary.
- **Repair Water Leaks Immediately.** Water attracts many pests, as well as causes deterioration of your surfaces.
- **Clean Regularly.** Clean up spills immediately, and keep foods and liquids in sealed containers. Food and liquid can attract pests such as ants.
- **Pay Attention.** Do not allow wood or soil to build up around your home. Observe the maintenance recommendations in this guide for the exterior of your home to reduce the potential of pest problems.
- **Handle Pesticides Carefully.** All pesticides are toxic to some extent. There are no completely “safe” pesticides. They should always be used according to label directions and handled with proper protective equipment listed on the label. They should always be kept out of reach of pets and children.
- **Keep Your House Sealed.** Regular maintenance of your home will go a long way in preventing pests from accessing your house. Keep appropriate areas caulked and sealed, keep doors closed and window and vent screens in good repair.

# Protecting Your Home While Away

Your new home was designed for occupancy and this guide was prepared to present maintenance procedures for a long service life from your home as occupied. However, when you are going to be away from your home for an extended period of time, there are additional preventive measures you will want to take.

## Water and Plumbing

- Close the water supply valve to the house and irrigation system. Ensure water supply to fire protection systems as applicable. If water supply is desired to be continued while the house is not occupied, have the plumbing system checked by a reputable, licensed plumber. Include faucets and hoses to dishwashers, refrigerators, icemakers, water filters, and clothes washers.
- Plan to have the home checked weekly for odors, plumbing and roof leaks. This walk-through inspection can be done by neighbors or hired companies that perform such services.
- Seal toilets with kitchen-type plastic wrap. Place covers over all drains.
- Engage a professional for recommendations that would maintain the humidity in the home at desirable levels.

## Appliances and Electricity

- Maintain electric power to the house.
- Refrigerators and freezers: Remove all contents, properly defrost, wipe down excess moisture, unplug the unit, and leave the doors secured in the open position.

## Pest Control

- Plan for continued pest control services. Secure the building perimeter from penetration by animals, rodents and insects.

## Security

- Consider purchasing a monitored security system that includes the smoke/fire detection system. Maintain telephone service as required for the security system. Close and lock all doors and windows.
- For security purposes, consider installing timed lighting in multiple rooms.

# Radon

## General Information

Radon is a radioactive gas. It comes from the natural decay of uranium that is found in nearly all soils. It typically moves up through the ground to the air above and into your home through cracks and other holes in the foundation. Your home traps radon inside, where it can build up. Any home may have a radon problem. This means new and old homes, well-sealed and drafty homes, and homes with or without basements.

## How does radon enter my home?

1. Cracks in solid floors
2. Construction joints
3. Cracks in walls
4. Gaps in suspended floors
5. Gaps around service pipes
6. Cavities inside walls
7. Water supply

## Why is it important to know about radon?

Radon is classified as a human carcinogen by the Environmental Protection Agency. However, any cancer resulting from inhaling radon is not likely to become apparent for at least 20–30 years after initial exposure. The level of radon exposure, duration of exposure, and use of tobacco (smoking) are factors in determining the risk of developing lung cancer. Exposure to radon does not result in acute respiratory symptoms such as colds, asthma, or allergies.

A standard unit of measurement for radon is picadores per liter of air (pCi/L). In the United States, the average level of radon found indoors is 1.3 pCi/L, but can range from 0.25 to over 3,000 pCi/L. There is insufficient data to define a “safe” or harmless level of radon, though it is accepted that the greater the level of exposure and the longer duration of exposure, the greater the health risk. The EPA guideline states that radon levels should not exceed 4 pCi/L indoors. If the radon levels in your home measures above 4pCi/L, the you should consider a radon mitigation system.

Generally, living areas that are closest to the soil will have the highest levels of radon, as compared to living areas or rooms on second stories. Radon can also be present in tap water, as it can be absorbed into the ground water from soil containing radon. Radon present in water can be released when showering, washing dishes, or washing clothes. Radon can also be present in water when the water source is a well that is exposed to uranium and radium rock strata; radon is more of a concern when it comes from this type of source.

Mitigation of radon is not required by laws, neither state nor federal. Homeowners may decide to reduce the level of radon in the home at their own discretion. Testing is the only way to know if you and your family are at risk from radon. Testing is inexpensive and easy—it should only take a few minutes of your time.

This information includes guidance from the U.S. Environmental Protection Agency (EPA). For more information, view the EPA's website at [www.epa.gov](http://www.epa.gov) or contact them directly at (800) 438-4318.

## Solar Energy Incentives

The State of California offers incentives and rebates for homeowners who install solar electric systems or solar water heating systems in their homes. Called the "California Solar Initiative" (or CSI), this program offers cash back incentives for installing a qualified system. The CSI programs are available to customers of Pacific Gas & Electric (PG&E), Southern California Edison, and San Diego Gas & Electric (SDG&E). For more information, go to [www.gosolarcalifornia.ca.gov](http://www.gosolarcalifornia.ca.gov).

If you're not a customer of one of these companies, your local utility company may also offer their own incentive program. [www.dsire.org/incentives/homeowners](http://www.dsire.org/incentives/homeowners) provides a list of programs available throughout the state.

# Storm Water Pollution Prevention

As a homeowner it is your responsibility to properly dispose of contaminants that may harm the quality of the ocean, rivers, lakes, and water supplies.

***The following information is excerpted from the Environmental Protection Agency publication titled “10 Things You Can Do to Prevent Stormwater Runoff Pollution.”***

## **Ways to Prevent Water Pollution**

- Wash automobiles at a car wash instead of in the driveway.
- Avoid pesticides; learn about Integrated Pest Management (IPM).
- Vegetate bare spots in your yard.
- Compost your yard waste.
- Use fertilizers sparingly and sweep up driveways, sidewalks, and roads.
- Direct downspouts away from paved surfaces.
- Pick up after your pets.
- Have your septic tank pumped and system inspected (if applicable) regularly.
- Never dump anything down storm drains.
- Inspect for automobile leaks and recycle motor oil.

## **Additional Information**

Contact the local Regional Water Quality Board and ask to speak with someone about storm water pollution control programs. Go to the Environmental Protection Agency’s website for additional information and resources at [www.epa.gov](http://www.epa.gov).

# Waste Reduction and Recycling

Waste prevention is based on the three R's: Reduce, Reuse, and Recycle. In addition to reducing the amount of land needed for landfills, waste reduction helps conserve renewable and nonrenewable resources, and helps conserve energy and reduce pollution associated with the production, transportation, and disposal of materials. The following sections include some general waste prevention tips:

## Reduction and Reuse

- Select products that have recycled content. (In particular, look for a high percentage of post-consumer recycled content.)
- Select and request items with minimal (or no) packaging and/or recycled-content packaging, or purchase items in bulk quantities (or in concentrated form) to minimize packaging. Avoid products that are over-packaged (such as individually wrapped items that have packaging within packaging), whenever possible.
- Avoid purchasing disposable products when reusable options are available. For example, use long-life rechargeable batteries rather than disposable batteries, and reusable cloths rather than paper towels.
- When purchasing disposable products, try to select products that are recyclable and that have recyclable packaging.
- Purchase durable items, rather than items that have to be thrown out or replaced frequently.
- Practice preventive maintenance to maximize the useful life of all materials and equipment in your home, so that they do not need to be replaced prematurely.

## Recycling

Familiarize yourself with your local recycling program and its rules: e.g., which types of materials can and cannot be recycled, and how/whether different types of materials must be separated. Make sure you have the appropriate recycling bins for local collection. (Some municipalities also provide compost bins for curbside pickup of yard trimmings and/or food waste.) To find information about your local recycling program, go to the websites listed below or contact your city government.

Set up recycling receptacles in your kitchen and anywhere else in your house where recyclable waste is generated (e.g., home office), to make it easy to keep recyclables separate from the trash. Post an information sheet/brochure that lists recyclable materials on or near your recycling bins for easy reference.



## Hazardous Materials

Hazardous materials may not be thrown in the garbage. You also may not dump them into a storm drain, the street, your yard, or into a creek; pour them down your toilet or sink drain; or burn them. These disposal methods are illegal, and they endanger your health, the health of others, and the environment. Hazardous materials must be taken to your local hazardous waste recycling facility for safe processing so that they do not contaminate your community's air, water, or soil.

In most communities, materials that are considered hazardous waste include:

- Chemical cleaning supplies;
- Batteries (all types);
- Fluorescent light bulbs;
- Paint, paint thinners, stains, and other coatings;
- Solvent-based sealants and glues;
- Pesticides, herbicides, and chemical fertilizers;
- Computers, TVs, cell phones, and other electronic equipment;
- Printer ink/toner;
- Used motor oil;
- Medical/biohazard waste;
- Compressed gases.

In some communities, certain hardware stores or fire stations will collect some of these materials for recycling. Go to the websites listed below, or contact your city to find out about your local hazardous waste recycling requirements and services.

If you are getting rid of building materials as part of a home remodeling project, determine whether any of the materials can be taken to a local salvage yard. Salvage yards often accept doors and windows, flooring, light fixtures, and furniture, among other types of materials. Within California, you can also post items to donate through the California Materials Exchange (CalMAX): [www.ciwmb.ca.gov/calmax](http://www.ciwmb.ca.gov/calmax).

# Water Conservation

Minimizing your household water use will reduce your water bills. It also helps to prevent water shortages, and it reduces the strain on municipal water systems and infrastructure (e.g., sewer, water treatment and supply), thereby reducing the energy and maintenance (and the associated taxes) needed to run and expand those systems. The following are some basic strategies for conserving water:

- Do not let faucets run longer than is necessary. Also, when you turn a faucet off, make sure that it is turned all the way off.
- If a faucet is dripping or leaking or a toilet is running, fix it or have a plumber fix it right away. For dripping faucets, a new washer is often all that will be needed to fix the problem. A leaking toilet can waste more than 50 gallons of water each day, and a dripping faucet or showerhead can waste up to 1,000 gallons per week (source: ResourceVenture.org). See the Plumbing Fixtures section in the Interior Maintenance chapter for more information about fixing leaks.
- When using your dishwasher or clothes washer, only run fairly full loads and select the most efficient setting.
- When purchasing a new toilet, faucet, showerhead, or irrigation system, look for low-flow models with the WaterSense label. (Use of low-flow faucet fixtures not only saves water, but it reduces the demand for hot water, resulting in lower energy use for water heating.)
- Water your lawn and landscaping during the coolest and least windy part of the day (usually early morning) to reduce water loss through evaporation. Do not over-water.
- Make sure that you are not watering pathways or other paved surfaces. Sweep your driveway and pathways, rather than hosing them down.
- Put an automatic shut-off/trigger nozzle on your garden hose(s) in order to prevent water waste.
- When adding plants to your yard, select plants that are suited to your climate and that require little, if any, irrigation. (See the Green Yard Care section and the Landscape chapter of this guide for additional information.)
- Read your water meter monthly, and compare the readings to the same month of the previous year, to help identify leaks and to monitor the results of your conservation efforts.

## Water Intrusion

Water intrusion is a common and damaging result of poor or neglected maintenance. As a homeowner, it is your responsibility to properly maintain all of the components inside and outside of your home, including your landscaping. Regular preventive maintenance, most specifically on components which are part of the “building envelope” or directly exposed to moisture, will reduce the risk of water damage to your home.

Preventing water intrusion into your home goes beyond maintaining the plumbing or checking the sprinkler system. A number of components used in the construction of your home may be damaged by water if caulking or sealants deteriorate, leaving areas unprotected from the elements. If not properly maintained, unsealed doors, windows, and exterior walls are unable to do the job they were designed for—keeping your home efficient and protected from the outdoors. Maintaining proper roof and landscaping drainage is also a critical aspect of protecting your home from water intrusion.

We strongly recommend that you thoroughly read this guide and note the required tasks that are related to water or moisture prevention. Use proper maintenance methods and, when and where necessary, products designed for your home’s particular needs. If moisture or water intrusion is discovered, take immediate action to prevent damage from occurring and follow this guide’s guidelines to prevent the problem from recurring.

# Home Maintenance Summary

As a new homeowner, a scheduled maintenance program is the best way to ensure you will maximize the value and enjoyment of your home. For easy reference, this chapter contains the primary maintenance recommendations outlined in the Recommended Maintenance tables throughout this guide. The tasks are organized by the frequency that the tasks needs to be done, starting with the most frequent.



**Note:** The tasks listed on the following pages are grouped alphabetically by how often the work should be done. Refer to the corresponding sections in this guide for more detailed information, additional recommendations, and precautions.

**Monthly**

Category	Component	Task
Appliances	Cooktop and Vent Hood	Clean the top and underside of the hood, along with the filter screen, with a damp, sudsy cloth.
Appliances	Range and Range Hood	Clean the top and underside of the hood, along with the filter screen, with a damp, sudsy cloth.
Caulking	Caulking - General Recommendations	Inspect the caulk joints around fixtures, tub and shower areas, ceramic tile, and doors or windows on the interior where caulking was installed. Remove and replace as needed when it is split or coming off.
Drainage and Irrigation	Drainage and Grading	Inspect drains, inlets, and catch basins for blockages. Check downspouts carrying water from roof gutters to ensure the drainage is directed to appropriate drains.
Drainage and Irrigation	Drainage and Grading	Examine surface swales to ensure that they are draining freely to catch basins and/or drain inlets with no blockage or ponding. Maintain a grade of a minimum of 2%. Repair conditions that limit surface drainage immediately.
Drainage and Irrigation	Drip System	Check for broken or clogged emitters.
Drainage and Irrigation	Irrigation System and Controller	Adjust each irrigation station run time in response to changing weather conditions and plant needs. Record changes to irrigation settings.

Category	Component	Task
Drainage and Irrigation	Irrigation System and Controller	Examine controller for moisture damage and corrosion. Inspect for dead backup batteries, loose connections, deteriorated weatherproofing or damaged hardware.
Drainage and Irrigation	Irrigation System and Controller	Check the controller to ensure the scheduled program is working properly, and adjust for proper watering.
Drainage and Irrigation	Sprinkler Heads	Examine for broken or improperly adjusted sprinkler heads, clogged or worn nozzles and gear drives, grit in seals or moving parts, mower or other physical damage, and broken sprinkler lines.
Drainage and Irrigation	Sprinkler Heads	Inspect for appropriate sprinkler coverage. Check for proper spray pattern, and ensure that structure walls are not in the spray pattern. Adjust the riser height of sprinklers as needed.
Drainage and Irrigation	Valves	Manually operate and visually inspect the valves to ensure they are operating properly. Check quick coupling valves, and ball or gate valves.
Electrical Systems and Safety	Arc Fault Circuit Interrupter (AFCI)	Test all AFCIs.
Electrical Systems and Safety	Ground Fault Circuit Interrupter (GFCI)	Test the GFCIs.
Electrical Systems and Safety	Lighting	Check for and replace burned out bulbs.

Category	Component	Task
Fireplace	Fireplace - General Recommendations	Check the vent system for obstructions and blockages (such as a bird's or wasp's nest), and for the proper alignment of vent components.
Fireplace	Fireplace - General Recommendations	Inspect the flame patterns. The flames should be steady, and the flame sensor tips should be covered with flame but must not touch the logs.
Fireplace	Fireplace - General Recommendations	Clean firebox interior and front glass. Replace log sets and ember beds as needed.
Foundations	Slab on Grade	Examine the drainage flows of flower and landscape beds that are adjacent to the slab. All water should drain freely away from the slab.
Foundations	Slab on Grade	Check the gutter and downspout system during a rain to ensure that water is drained sufficiently away from the foundation.
Foundations	Slab on Grade	Inspect the grade around your home to ensure there is no standing water within five feet of the foundation.
Heating, Ventilation, & Air Conditioning	HVAC System	Change/clean the air filter, typically monthly during high use seasons. For reusable filters, vacuum and wash with detergent and water; allow filter to air dry before replacing it.
Heating, Ventilation, & Air Conditioning	HVAC System	Clean the registers to keep them free of dust and debris.

Category	Component	Task
Interior Doors	Interior Doors - General Recommendations	Coat stained doors with lemon oil to prevent cracking. Low-VOC, solvent-free lemon oil products are available. Use touch-up varnish on nicks and scratches. Use touch-up paint on nicks and scratches.
Lighting	Lighting - General Recommendations	Look for and replace burned out bulbs.
Openings	Exterior Doors	When vacuuming, run the nozzle along the tracks of all sliding doors. This will help remove debris and help prevent damage to rollers. This will also allow for proper drainage during rains.
Openings	Garage Doors	Clean the light beam assembly at the base of the garage door.
Plants	Trees	Inspect water or breather tubes that may be installed at the tree base to ensure proper drainage. Remove standing water from breather tubes.
Plumbing System	Plumbing System - General Recommendations	Inspect for leaks around toilets, sinks, showers, tubs and the water heater. Listen for running water to help locate unseen leaks.
Plumbing System	Showers, Tubs, and Surrounds	Inspect shower door seals and adjust if necessary to keep water from leaking out of the enclosure.
Safety	Fire Sprinklers	Visually inspect the sprinkler system. Ensure that the sprinkler heads are not obstructed.



Category	Component	Task
Trim and Finishes	Painted Surfaces	Dust and remove cobwebs from ceilings and walls.

## Quarterly

Appliances	Appliances: General Recommendations	Inspect all appliances with water lines for leaks. Repair leaks immediately.
Appliances	Dishwasher	Inspect dishwasher for water leaks. Make repairs immediately.
Appliances	Garbage Disposal	Inspect garbage disposal for water leaks. Make repairs immediately.
Appliances	Refrigerator	Inspect water lines to the ice maker and water dispenser (if applicable) for leaks. Make repairs immediately.
Appliances	Washer and Dryer	Inspect the dryer ductwork and vent to ensure the dryer is allowed to exhaust to the outside properly.
Appliances	Washer and Dryer	Inspect the water connections to the washing machine to ensure they are tight and that there are no leaks. Inspect to ensure the washing machine is draining properly.

Category	Component	Task
Appliances	Washer and Dryer	Check dryer vent hose for water accumulation from condensation. Pay particular attention to low spots and sagging ducts.
Appliances	Washer and Dryer	Check the dryer vent for strong air flow when the dryer is running. Check to ensure the vent flapper hinges work smoothly and that the area under the hood is clean.
Balconies	Balconies: Overview	Check railing fasteners, support brackets, and mounting hardware. Examine handrail pickets, top and toe rails, and all other related components for signs of weathering or deterioration. Repair loose handrails immediately.
Decks and Porches	Decks and Porches - General Recommendations	Check fasteners, support brackets, and mounting hardware of railings and deck supports. Examine handrail pickets, top and toe rails, and all other related components for signs of weathering and deterioration. Repair loose handrails immediately.
Decks and Porches	Decks and Porches - General Recommendations	Inspect the wood for splitting, cracking, or deterioration. Check for loose planks, raised nails, and other tripping hazards. Repair as needed.
Drainage and Irrigation	Drainage and Grading	Trim groundcover. Remove debris around drain inlets and swales.
Drainage and Irrigation	Drip System	Operate the air and flush valves.
Drainage and Irrigation	Hose Bibs	Test the valves to ensure they are working properly and close tightly. Repair or replace parts as needed.

Category	Component	Task
Electrical Systems and Safety	Lighting	Clean the encasement of light fixtures so light can shine at full illumination. Ensure that mounting screws and plates are tight and wall plate is fully against the exterior wall or soffit.
Hardscape	Concrete Surfaces	Hose off walks. Schedule to coincide with mowing or other maintenance.
Heating, Ventilation, & Air Conditioning	Bathroom Exhaust Fans	Clean reusable filters and screens with soap and water to remove dust or lint that may have accumulated.
Lighting	Lighting - General Recommendations	Ensure that mounting screws and plates are tight and wall plate is fully against the exterior wall or soffit. Inspect sealant at joints between light fixtures and walls. Repair or replace the sealant as needed.
Lighting	Lighting - General Recommendations	Clean the encasement so light can shine at full illumination.
Openings	Exterior Doors	Inspect weatherstripping to ensure it forms a tight seal against the door surface when the door is closed.
Openings	Garage Doors	Examine for any loose track or spring mounting bolts or screws, as these can affect the door alignment and operation.
Plants	Grass and Groundcover	Cut back excess groundcover to prevent "choking" of adjacent trees and shrubs.

Category	Component	Task
Plants	Grass and Groundcover	Apply fertilizers to replenish soil nutrients required for healthy grass and plant growth. Fertilization is usually best done in March, May, July, and September.
Plants	Shrubs and Vines	Apply fertilizer to shrubs and vines. Fertilizing is typically best done in March, May, July, and September.
Plants	Trees	Check trees to determine whether staking should be added, removed, or adjusted to promote growth in the appropriate direction and protect from wind.
Trim and Finishes	Stairs, Banisters and Railings	Check the entire length of banisters and railings to ensure they are secure; railings should not be loose or wobbly. Examine the hardware attachments to the walls and/or floors, as applicable. Secure as needed.

## Twice Per Year

Appliances	Refrigerator	Deep clean the interior and exterior, including the toe grille.
Cabinets	Cabinets - General Recommendations	Tighten hardware, adjust drawer guides, and check alignment.
Drainage and Irrigation	Backflow Preventer	Inspect for leaks and vandalism.

Category	Component	Task
Drainage and Irrigation	Drainage and Grading	Flush inlets, catch basins, and drainage lines to keep them free of debris.
Drainage and Irrigation	Irrigation System and Controller	Reset the controller schedule for Daylight Saving Time (where applicable) and after any power failures. Keep a fresh battery in the controller to minimize the need for resetting.
Electrical Systems and Safety	Electrical Outlets and Switches	Check interior outlets to ensure they are not damaged or deteriorating. Replace damaged outlets immediately.
Foundations	Slab on Grade	In areas subject to termite infestation, inspect the base of the wall for termite 'tubes' between the grade and the base of the wood framing.
Openings	Exterior Doors	Check door finishes. Touch-up and reseal as needed.
Openings	Exterior Doors	Use a spray silicone lubricant to keep your sliding door hardware functioning smoothly and reduce possible friction that might cause excessive wear.
Openings	Exterior Doors	Clean and adjust the hardware if door latches, locks, and rollers are difficult to operate or if the door is not sliding properly.
Openings	Exterior Doors	Remove the snap-in closure over a portion of the sill track to clear dirt accumulated there.

Category	Component	Task
Openings	Garage Doors	Lubricate the moving parts of the doors.
Openings	Windows	Lubricate window tracks with silicone or paraffin sprays. Avoid oil, as it attracts dust and lint.
Plants	Grass and Groundcover	Remove weeds. Periodically apply appropriate herbicides to control unwanted weeds and grasses.
Plants	Trees	Apply fertilizers within the drip line to promote healthy growth. Fertilizing is typically best done in March and September, or as appropriate for the tree species.
Roof Systems	Roofs	Check the interior ceiling and attic for roof leaks and repair leaks immediately.
Roof Systems	Roofs	Ensure gable end, ridge, and eaves vents (if present), are clear and unobstructed. Ensure that mechanical vents and thermostat controls are operable.
Roof Systems	Roofs	Check sheathing and rafters or beams for condensation, mold, or other signs of inadequate ventilation.
Roof Systems	Roofs	Inspect the attic for proper ventilation. Install additional vents or mechanical venting if high levels of heat occur. Ensure that vents are not blocked.

Category	Component	Task
Roof Systems	Roofs	Examine the general appearance for debris, drainage, and general condition.
Safety	Carbon Monoxide Detectors	Replace the batteries in your carbon monoxide detector. Refer to your owner's manual for the correct battery type; an incorrect battery may have a detrimental effect on the alarm.
Safety	CO/Smoke Detector Combo	Replace the batteries in your carbon monoxide detector. Refer to your owner's manual for the correct battery type; an incorrect battery may have a detrimental effect on the alarm.
Safety	Smoke Detectors	Test all smoke detectors in your home.

## Annually

Appliances	Cooktop and Vent Hood	Have the hood exhaust duct professionally inspected and cleaned.
Appliances	Range and Range Hood	Have the range hood exhaust duct professionally inspected and cleaned.
Appliances	Refrigerator	Vacuum the condenser coils.

Category	Component	Task
Balconies	Balconies: Overview	Inspect the surfaces for splitting, cracking, or deterioration of the coating. Check for staining of interior or exterior finishes at or adjoining the underside of the balcony that might indicate leaking of the deck or balcony assembly.
Balconies	Balconies: Overview	Examine exposed flashings at the balcony perimeter, railings, and adjoining doorways to ensure sealant at joints and laps is intact.
Cabinets	Cabinets - General Recommendations	Polish wood cabinet surfaces with furniture polish or other appropriate product in accordance with the manufacturer's recommendations.
Countertops and Backsplash	Ceramic Tile Countertops	Inspect and, if necessary, regrout ceramic tile joints when normal shrinkage causes separation. Inspect the countertop backsplash and recaulk as needed (if cracked or discolored).
Countertops and Backsplash	Natural Stone Countertops	Reseal the stone.
Decks and Porches	Decks and Porches - General Recommendations	Seal the deck.
Drainage and Irrigation	Backflow Preventer	Schedule a licensed inspector to check for leaks.
Drainage and Irrigation	Drainage and Grading	Inspect to ensure that the grade slopes away from your home's foundation to prevent water accumulation. Reslope the grade as needed.



Category	Component	Task
Drainage and Irrigation	Drainage and Grading	Ensure that the grade is kept below the level of the stucco weep screeds, masonry wall flashings, etc., to prevent water infiltration into your home. Remove soil as needed.
Drainage and Irrigation	Irrigation System and Controller	Replace the backup battery.
Drainage and Irrigation	Sprinkler Heads	Compare and analyze the site and plant conditions to determine if the water amounts are appropriate. Make adjustments if necessary.
Drainage and Irrigation	Valves	Schedule a thorough inspection for diaphragm or seat wear, sticking solenoids or diaphragm, corrosion of wire connections, clogged screens and orifices, and debris or stones lodged under the valve.
Exterior Walls	Brick and Stone Veneers	Check the walls for cracks and spalled areas. Reapply mortar to affected areas.
Exterior Walls	Brick and Stone Veneers	Replace cracked bricks. Hire a professional mason for these repairs.
Exterior Walls	Fiber Cement Siding	Inspect siding for loose boards and trim and signs of damage. Replace damaged boards; refasten loose siding or trim. Seal around all new and repaired fasteners. Check the sealant and flashing joints. Make repairs as needed.
Exterior Walls	Stucco	Clean surfaces with a light pressure wash. Be careful around doors and windows where pressurized spray can actually seep around flashing and into wall framing.

Category	Component	Task
Exterior Walls	Stucco	Inspect surfaces for chipping or cracking. Repair chipped or cracked stucco with a stucco repair product.
Fireplace	Fireplace - General Recommendations	Professionally inspect and service the burner, firebox, vent system, and controls per manufacturer's recommendations.
Flooring	Carpeting	Professionally clean carpeting that is too soiled to respond to routine maintenance.
Flooring	Ceramic Tile Floors	Inspect and, if necessary, regrout, or caulk the area between the tiles and the baseboard. Check around door thresholds, tubs, and toilets. Sealing these areas are important to prevent the water intrusion.
Flooring	Ceramic Tile Floors	Examine the perimeter and high traffic areas for hollow-sounding or loose tiles, as well as cracking.
Flooring	Ceramic Tile Floors	Seal the tile. If needed, re-finish with non-skid wax.
Flooring	Natural Stone Floors	Inspect perimeter and high traffic areas for hollow-sounding or cracked tiles. Inspect around door thresholds, tubs, and toilets. If necessary, regrout or caulk the area between the tiles and the baseboard.
Flooring	Natural Stone Floors	Reseal the stone.

Category	Component	Task
Foundations	Weep Screed	Inspect the base of wall area to ensure it is clear of debris and is open to drain properly. In areas subject to termite infestation, check the base of the wall for termite "tubes" between the grade and the base of wood framing. Contact a qualified pest control service if necessary.
Hardscape	Concrete Surfaces	Examine the expansion joints in patios and walkways and replace the joint filler as needed. Ensure that the joint filler adheres to both faces of the concrete, and is not sagging, crumbling, or cracking.
Hardscape	Concrete Surfaces	Inspect concrete for chipping, lifting, separating, and cracking, which can create a safety hazard that may result in homeowner liability.
Hardscape	Concrete Surfaces	Check the walkways adjacent to exterior walls for settling that may change the slope away from the house.
Heating, Ventilation, & Air Conditioning	Bathroom Exhaust Fans	If your fans have exterior exhaust vents, inspect and clean the exterior hood or vent. Ensure that the back draft damper (flap) is clear and free moving.
Heating, Ventilation, & Air Conditioning	HVAC System	Contact a professional service company to service your system.
Heating, Ventilation, & Air Conditioning	Whole House Ventilation System	Inspect your system to ensure it is working properly. Contact a professional service company to perform repairs as needed.
Openings	Exterior Doors	Examine the sealants located between the door frame and wall finish and repair or replace when needed.

Category	Component	Task
Openings	Garage Doors	Check surface for pitting or blemishes. Touch-up as needed.
Openings	Garage Doors	Check and tighten the door hardware. Inspect for rust, deterioration, and distortion of door counterbalance springs. A water-displacement spray will help control rust.
Openings	Windows	Examine double or triple glazed windows to ensure that the seal has not deteriorated or been damaged. Replace panel when the seal is compromised.
Openings	Windows	Check the sealants between the window frame and wall finish, and repair or replace when needed.
Plants	Grass and Groundcover	Aerate and vertically mow grass areas to relieve soil compaction and thatch buildup, allowing air and water to reach the root system.
Plants	Shrubs and Vines	Prune shrubs and plants to prevent them from becoming “rangy” and to contain their size. Prune with care not to “poodle” shrubs. Neatly prune vines and espaliered plants. Ensure they are securely attached to trellises or latticework.
Plants	Trees	Examine tree trunk diameters. Replace trees planted in areas less than five feet wide when the trunk diameter exceeds six inches.
Plants	Trees	Prune roots to prevent the potential cracking of sidewalks or driveways. Do not begin pruning roots until three years after the initial planting.

Category	Component	Task
Plants	Trees	Thin or lace trees while dormant. Prune to remove dead, diseased, or weakened limbs and promote the healthy and symmetric growth of the tree. Remove limbs that may impact buildings under windy conditions.
Plumbing System	Plumbing System - General Recommendations	Test the shut-off valves and replace valves as needed.
Plumbing System	Showers, Tubs, and Surrounds	Reseal joints at wall, tub, and receptor junctures as described above. Fill any grout joints that may have developed gaps.
Plumbing System	Standard Tank Water Heater	Drain the water heater tank.
Plumbing System	Tankless Water Heater	Professionally inspect and service the water heater to include checking the venting system, burner, and heat exchanger, and also manually operate the pressure relief valve and clean the water filter.
Plumbing System	Water Pressure Regulator	Inspect for proper functioning by reading the pressure with a gauge on a faucet, downstream of the regulator. Replace regulators that cannot be adjusted using the adjustment screw.
Roof Systems	Gutters and Downspouts	Check any seams or joints in the gutter and downspout system to determine if resealing is necessary.
Roof Systems	Roofs	Professionally examine for any damage, slipping, or lifting of the roofing and related flashing. Inspect flashing at edges and around pipe collars to ensure laps and seals are in place and unbroken. Repair as needed.

Category	Component	Task
Roof Systems	Roofs	Check sealant joints to ensure they are not cracking, split, or incompletely adhered. Repair or replace as needed. (Refer to the “Sealants” section in this chapter for additional information on this topic.)
Roof Systems	Roofs	Trim nearby trees to prevent branches from impacting the roof during windy conditions. Keep branches from spreading over roof areas, as frost can cause branches to break off and damage roofing.
Safety	Fire Sprinklers	Test the main drain and anti-freeze solution. Perform manufacturer recommended maintenance on the valves and gauges.
Sealants	Sealants - General Recommendations	Examine for cracking or incompletely adhered caulking and sealant, and repair or reapply as needed. Common areas for this maintenance are around wood trim, light fixtures, and windows.
Trim and Accents	Trim and Accents - General Recommendations	Check to ensure that the shutters and accents are secured to the side of the house.
Trim and Accents	Trim and Accents - General Recommendations	Inspect for gaps and caulk where needed.
Trim and Accents	Trim and Accents - General Recommendations	Examine to ensure that railings are secure.
Trim and Accents	Trim and Accents - General Recommendations	Check for chipping, peeling, or other signs of finish failure. Pay attention to gaps, separation of trim, and staining or rotting resulting from moisture intrusion. Replace trim that is damaged or rotting.

Category	Component	Task
Trim and Accents	Trim and Accents - General Recommendations	Treat wood surfaces that come in contact with the ground with an approved preservative.
Walls and Fencing	Masonry Walls	Inspect masonry wall for structural integrity, tilting, or cracking. Repair as needed.
Walls and Fencing	Masonry Walls	Ensure that any drains or weeps in the base of walls are clear of debris and free to drain.
Walls and Fencing	Masonry Walls	Check the top of the wall for bowing, cracking, and non-sloped surfaces that may retain water, and repair as necessary.
Walls and Fencing	Masonry Walls	Clean wall with a light pressure wash.
Walls and Fencing	Metal Fencing	Inspect the length of the metal fencing for scratches, blisters, or peeling paint.
Walls and Fencing	Metal Fencing	Check the post bases (down to the top of the concrete footings) to ensure they are not below the soil surface and subject to rust.
Walls and Fencing	Wood Fencing	Check wood boards and supports for structure integrity, tilting, bowing, or shifting. Repair as needed.

Category	Component	Task
Walls and Fencing	Wood Fencing	Clean with a light pressure wash as needed.
Walls and Fencing	Wood Fencing	Treat the fencing with fungicide. Follow the instructions on the product.

## Every 2 Years

Openings	Vents	Lubricate the flapper hinge with a product such as WD-40 or equivalent.
Openings	Windows	Prep and paint wood frames as exposure and weathering indicate.
Trim and Accents	Trim and Accents - General Recommendations	Prep and paint the surfaces as exposure and weathering indicate. Exposed steel trim may require more frequent maintenance.

## Every 3 Years

Countertops and Backsplash	Ceramic Tile Countertops	Seal ceramic tile joints with commercial sealant.
Exterior Walls	Stucco	Repaint or refoam the stucco as weathering and exposure indicate.



Category	Component	Task
Openings	Vents	Have vent pipes cleaned professionally.
Walls and Fencing	Metal Fencing	Repaint or repair finish. Touch-up as necessary.

## Every 4 Years

Drainage and Irrigation	Irrigation System and Controller	Replace the controller(s) as they fail.
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## Every 5+ Years

Plumbing System	Standard Tank Water Heater	Professionally inspect and service the water heater.
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# Glossary

Following are helpful terms and definitions you will want to know:

**Aerator** – Located at the end of the kitchen and bathroom faucets. It mixes air with the water in order to provide a smooth, splash-free flow of water.

**AFCI** – Abbreviation for Arc Fault Circuit Interrupter. Similar to a circuit breaker in that it is designed to interrupt the flow of electricity. AFCIs are usually located in the bedrooms. In the event of an erratic current flow which can be caused, for example, by crimping electrical cords by furniture or doors, the AFCI may break the electrical circuit immediately and prevent a fire. They are typically located in the panel box containing the conventional circuit breakers.

**Amperage rating** – The amount of electric current (measured in amps) that a circuit breaker or other electrical device or connected equipment is designed or rated to carry, and its limitation.

**Ball float/float ball** – This is the float device found in the toilet tank that controls the automatic filling of the tank after flushing, and turns it off when refilled. It may actually be a ball-like float at the end of a lever to the filler valve, or it may be a float integrated with the valve assembly.

**Base/Baseboard** – The strip of molding or trim at the bottom of walls. The baseboard adds an attractive finish and protects the wall from scuffs and damage from furniture or vacuum cleaners.

**Catch basin** – Refers to a concrete or molded plastic drainage collector box, usually connected to an underground drainage line. It may serve as an area drain at the low point of the yard, the termination point of a drainage swale, and/or may be a collector for other local drainage lines such as those from downspouts.

**Caulking** – A material used as a sealant around sinks, tubs and showers. Other applications for caulking include sealing window and door frames; also referred to as sealant.

**CC&Rs** – The covenants, conditions, and restrictions that govern a subdivision.

**Circuit** – The electrical system in your home is separated into individual units referred to as circuits. Depending upon the layout of your home and electrical Codes in your area, each circuit may be designed for a room, an area of the home, or a single appliance.

**Circuit breakers** – Prevent electrical overload or shorting. The circuit breaker opens the circuit when an overload or short occurs, thereby breaking the flow of electricity.

**Common areas** – Many neighborhoods have areas that are common property and owned by a homeowners association. These areas may include streets, parking areas, walkways, slopes and recreational areas and are maintained and governed by the Homeowners Association (HOA).

**Condensation** – The moisture droplets that form on cool surfaces when warmer humid air (such as from baths, cooking) comes in contact with cooler surfaces, such as windows or occasionally interior wall surfaces.

**Condenser** – The heating and air conditioning system unit that is located outside the home.

**Cultured marble** – A man-made product that has much of the durability and beauty of natural marble.

**Damper (fireplace)** – An operable valve at the top of the fireplace firebox that can be set to open or close the chimney flue.

**Drywall** – The interior walls of a home are usually constructed of drywall. This material is also called gypsum board or sheetrock. The material is functional, and can be textured and painted to complement the style of any home.

**Efflorescence** – The white, powdery substance that sometimes accumulates on stucco, masonry, concrete and brick. Excessive efflorescence can be removed by scrubbing with a strong vinegar solution or commercial product.

**Erosion** – The wearing away of dirt or soil from the surface. It may be caused by rain or the flow of water from irrigation systems, and can change the drainage of the yard.

**Expansion** – The increase in dimension, usually length or volume, that is typical of solid, liquid, and gaseous materials when their temperature increases.

**Expansion joints** – Joints or intentional breaks in materials, such as paving, stucco, or metal assemblies, which allow adjoining material to expand without deforming or cracking.

**Faucet stem** – The piece of the faucet, usually vertical and rod-like, to which the faucet handle connects. The other end typically connects to the faucet's internal valve parts (cartridge, valve seat, etc.).

**Flap, flapper (toilet)** – The rubber flapper at the bottom of the toilet tank that is typically linked to the flush handle so that it opens to allow water into the toilet bowl when flushed.

**Flashing** – Usually composed of sheet metal (or occasionally another waterproof material) that is formed and installed to tie building assemblies together in a waterproof manner. They are common elements found in roofs, balconies, and wall penetrations.

**Flue (fireplace)** – The pipe or chimney that carries products of combustion from furnaces, fireplaces, or other heating appliances.

**Fluorescent** – Lighting type that is typically in the form of a long, tubular light bulb. It provides even, soft illumination in kitchens, bathrooms, and other areas of the home.

**Fuses** – In contemporary homes, fuses have been replaced by circuit breakers; however, some fuses are still used to protect the air conditioning condenser. They are usually a pair of cylindrical devices located in a metal weatherproof enclosure on an exterior wall near the condensing unit. Their purpose is to break the circuit in the event of an overload.

**GFCI** – Abbreviation for Ground Fault Circuit Interrupter. Similar to a circuit breaker in that it is designed to interrupt the flow of electricity. GFCIs are usually located in the garage, kitchen or the bathrooms. In the event of a short circuit, such as dropping an appliance into a filled tub or sink, the GFCI may break the electrical circuit immediately and prevent a serious electrical shock.

**Graphite** – A carbon-based powdery substance that is used as a lubricant for applications in which oil can be damaging. Graphite is usually recommended for use on your aluminum windows and doors.

**Grout** – The cement-like material visible between squares of ceramic tile.

**Hardware** – The hinges, locks, handles and other metal attachments to doors, cabinets, and drawers are commonly referred to as hardware.

**Homeowner maintenance** – Tasks required of a homeowner to maintain the various features of a home. Some of these maintenance items have been indicated in the Homebuilder's Warranty section of this guide. This continuing maintenance is the responsibility of the owner.

**Homeowners Association (HOA)** – In some areas, neighborhoods are governed by a small group of homeowners who represent the interests of all nearby homeowners. The association is usually formed by the builder and is turned over to the homeowners when the majority of the homes are sold. The association collects dues that are to be used for proper maintenance of the common areas and to communicate with the members.

**Hose Bib** – A water faucet that is outside the home and is intended for use with a garden hose.

**Incandescent** – Lighting fixtures that use traditional light bulbs are called incandescent fixtures. Incandescent lighting is used for lamps, spotlighting, and exterior lighting.

**Laminate** – A thin, solid surface finish bonded to a backing panel to provide a durable, stiff, aesthetic surface; often refers to plastic laminate such as Formica, or may refer to a veneer such as wood.

**Masonry** – The concrete, block and brickwork in a home. Often used to construct exterior landscape walls.

**Neutral base or neutral pH cleanser** – A cleaning product that is neither acidic or base (alkali) chemically; often refers to tile and grout cleaners.

**Polyurethane** – This refers to a wide variety of synthetic polymer materials, but for home maintenance refers mostly to durable synthetic rubber sealants (caulking) or coatings used for exterior caulk, or as part of waterproof coatings for balconies and retaining walls.

**Porcelain enamel** – Your tubs and sinks may be constructed of porcelain-glass enamel. Made of a silicate paint which is fired onto steel at high temperatures, it forms a durable smooth and shiny surface much like glass.

**Return air vent** – Because modern homes feature almost airtight seals, the heating and air conditioning systems require return air vents to draw air back to the heating and cooling system.

**Scaling** – In concrete, the breaking away of the top surface of the concrete, caused by a freeze/thaw cycle. In painting, the flaking or peeling away of paint.

**Scupper** – This is a channel or box-like drain collector, usually sheet-metal, that collects water from the roof or balcony surface and carries it through the surrounding wall or parapet to drain to a downspout or the ground below. The scupper may be the primary drain for the roof or balcony, or may be a slightly raised overflow drain.

**Shower receptor (shower pan)** – This is the waterproof floor and curb assembly that incorporates the shower drain at the base of the shower walls or glass enclosure. It may be built on-site of ceramic tile over waterproofing and framing, or it may be a molded or cast one-piece waterproof fixture made of fiberglass or a synthetic solid composite, incorporating the drain.

**Shut-off valves** – Shuts off water or gas supply. Water shut-off valves (also known as angle valves), are located at the toilets and sinks. The main water supply shut-off to the house is usually located in a hand box at the sidewalk. The natural gas shut-off is usually located at the gas meter.

**Settling** – In the first months and for years after a new home is built some settling can occur as the underlying soil gains and loses moisture. Minor settling is normal, particularly in the first months after a new home is built.

**Spackle** – The putty-like material that is used to fill surface irregularities in drywall. Its most common use is to fill nail holes in walls before repainting.

**Spalling** – Cracking, chipping, or flaking of brick or masonry wall materials.

**Stucco** – The mortar-like material that covers the exterior of many homes. It provides excellent durability, insulation, and beauty to the home. Stucco is relatively brittle so you should avoid sharp blows to the walls.

**Swale** – Sloped surface drainage channels or paths, which may be simply turf and soil, or may be concrete or other paving material. They may serve to collect local yard surface drainage or may also include collected drainage from adjacent banks and properties, and generally carry drainage to a catch basin, street, or other established drainage inlet.

**Tack strips** – The devices between the sub-flooring and carpeting that are used to hold carpeting in place.

**Thermostat** – The wall-mounted device that controls the heating and air conditioning units is a thermostat. By cycling the heating or air conditioning units on and off, it will maintain a desired temperature in the home.

**Vitreous china** – The kiln-fired, pottery material that is used in most toilet bowls and tanks. It is a very durable and impervious to water but can be broken by sharp blows from hard objects.

**Water pressure regulator** – An adjustable plumbing device used to control the amount of water pressure going into the home. It is usually located near the water shut-off valve where the water pipe enters the house or garage.

**Wax ring (toilet)** – A donut-shaped wax seal that is installed between the base of the toilet and the plumbing sewer pipe floor flange. The wax accommodates any slight variations in level or thickness of the flooring under the toilet, which has “coupling” bolts that attach the base of the fixture to the pipe flange.

**Weep holes** – Small holes in door and window frames that allow water to drain away are called weep holes.

**Weep screed** – A flashing device at the base of a stucco wall that allows moisture to drain (“weep”) from the wall system.

# Appendix

## Technical Advisors

The following experts were consulted in the writing of this guide.

### **Structure, Site Maintenance, and Interior**

Building Analysts, a division of Salerno/Livingston Architects, San Diego, CA.

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MAC Associates Construction Consultants, Los Angeles, CA and Portland, OR.

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MAC Associates Construction Consultants, Los Angeles, CA and Portland, OR.

Rimkus Consulting Group, Ft. Lauderdale, FL and Houston, TX.

### **Fire Protection**

Mr. Lamont Landis, Fire Protection Consultant, Temecula, CA.

Pistorino & Alam Consulting Engineers, Miami, FL.

### **Landscaping and Irrigation**

Marriotti Landscape Architecture, Las Vegas, NV.

### **Editorial Consultant**

Ms. Janae Long, freelance paralegal. Extensive experience in due diligence and construction defect litigation, San Diego, CA.

## Additional Resources

**Electrical Safety**

U.S. Consumer Product Safety Commission: [www.cpsc.gov](http://www.cpsc.gov)

**Fire Protection**

National Fire Protection Agency: [www.nfpa.org](http://www.nfpa.org)

**Roofing**

National Roofing Contractors Association: [www.nrca.net](http://www.nrca.net)