

# Allen Edwin Homeowner Manual

## Section III

# LIVE

Moving into your new home means reaching a milestone you've been working toward for a long time. It's our favorite part of the work we do at Allen Edwin Homes. It's the part where you step inside and start living on your own terms, in a place designed and built just for you. We want to make sure that you get the most out of your new home.

The LIVE section of the manual is your guide to home ownership. It is a listing of what's covered under warranty and who to contact should a problem arise. There is also an extensive guide to keeping your home in great shape for the long haul – things like how to care for your new flooring, what you should know to keep your furnace and air conditioner healthy, even tips on which cleaners you should use in your home. At the end of this section you will truly know your new Allen Edwin home inside and out. And you'll be ready to live day in and day out, for many happy years, in the place you'll call home.



We value what you value.

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## Key Contacts – Customer Care Department

Welcome to your new home. The Customer Care Department is here to assist you through the first year in your home.

### **Customer Care Department**

What can they do for you?

- Answer your questions and concerns about warranty items in your home.
- Assist you in coordinating service work through each of your two (2) preset inspection appointments.

As a new buyer you will receive two preset appointments during the one year warranty period of your home to take care of any warrantable items. These pre-determined appointments will be as follows:

1. **Warranty Orientation** – done at 2 months post close
2. **Warranty Transfer** – done at 11 months post close

These appointments will take place Monday-Friday at either 9:00 am or 1:00 pm. Each appointment will take two (2) hours to complete and involve inspecting all aspects of the home. This is also an educational opportunity for you to learn about the home maintenance necessary to protect your investment. All warrantable items will be scheduled for repair at these two (2) appointments.

How can you contact them?

1. Visit our website: [www.allenedwin.com](http://www.allenedwin.com)
2. E-mail to: [service@allenedwin.com](mailto:service@allenedwin.com)
3. Mail to: **Allen Edwin Homes**

**Customer Care Department**  
**2186 E. Centre Street**  
**Portage, MI 49002**

For regular communication, call the Customer Care Department at: 269-321-2610 ext 2, then follow prompts for your area.

### **After Hours Emergency Contact: 1-866-644-4919**

Please only contact this number for the following reasons:

- Total loss of HEAT – not related to a power outage in your area
- Total loss of ELECTRICITY – not related to a power outage in your area due to storm or damage to electric company equipment
- Total loss of WATER or if you have a water issue causing damage to the home
- Entire home sewer back-up

# Top Customer Expectations

## Warranty on Your Home

- Your home will be built and warrantied according to the standards established by the Limited Warranty provided by Residential Warranty Company (RWC) as part of your Purchase Agreement. Please refer to Section II of your RWC Michigan Limited Warranty booklet to review the functional performance standards for your home. Additional performance standards are also provided in this manual under the section titled 'Care and Maintenance Guidelines'.
- Roof leaks or plumbing leaks can cause severe damage to your home if not addressed immediately. If you experience a plumbing leak, contact your designated plumber immediately. This contact information can usually be found on the hot water heater. For all other leaks such as roof or windows, contact the Customer Care Department within 24 hours.
- With the exception of emergency situations, all warranty requests must be submitted online or in writing to the Customer Care Department.
- To report an emergency during normal business hours please contact the Customer Care Department. For after-hour emergencies, contact the Allen Edwin Homes after-hours emergency number 1-866-644-4919.
- Please review the "Most Common Service Requests Not Covered by Warranty" sheet at the back of the Live Manual and pages 45-51 prior to contacting the Customer Care Department.

## Other Important Facts

### Time Off Work

**Please note: Time does not include travel time.**

- The following steps in the building process will require additional time.
  - Any Warranty/Service inspection and repair (1/2 day each)
  - Homeowner must be home for interior inspection and repair appointments

### Consequential Damages

- "Consequential Damages" are defined as any costs **not** related to the repair or replacement of materials installed by Allen Edwin Homes as part of the Purchase Agreement signed between Allen Edwin and the customer.
- Examples of "consequential damages" include costs associated with repair or replacement of personal items or any improvements made to the home by the buyer, or non-monetary expenses such as time off work.
- All costs associated with "consequential damages" are the responsibility of the buyer.

# Active Building Site

Although the construction of your new home is now complete, please keep in mind that there are still several houses under construction in your community. Living in an active building site can have several challenges.

At Allen Edwin Homes, we put significant effort in maintaining a clean and orderly jobsite. However, you may encounter some inconveniences, as with any construction site, such as stray nails in the streets, excess dirt on the roads, blowing trash, construction vehicles causing parking problems, etc.

In an effort to minimize these issues, Allen Edwin Homes maintains various standards to help limit inconveniences associated with on-site construction. These include:

- Trade partners are required to do daily job-site clean-up.
- Construction site trash is contained in recyclable construction dumpsters that are located in predetermined locations. These dumpsters are provided for construction materials only and not for household trash. It is unlawful for the community homeowners to use the dumpsters and they could be subject to fines if determined the dumpster was used inappropriately.
- Trade contractors whose job requires working with the dirt are required to scrape streets upon completion of work.
- Weekly street cleaning is performed in all communities (dirt and debris) where active construction is in process, weather permitting.

Despite these efforts, some inconveniences are unavoidable. Listed below is information on what you should do if you encounter such an inconvenience:

## Blowing trash

We have recycling containers in each community under construction to help prevent blowing trash. This is effective in normal weather conditions. However, in severe weather, some of the trash will blow from the containers and into the neighborhood. If trash blows onto your property, please contact the Corporate Office at 269-321-2600 for assistance.

## Tire Damage

Because of the difficulty in determining whether damage-causing debris was picked up on our job site or another location (parking lot, highway, etc.). Allen Edwin Homes maintains no responsibility for tire damage. If you are considering purchasing new tires, we recommend you buy them from a store that provides a road hazard warranty.

## Trade Partner Conduct

Allen Edwin Homes holds its trade partners to high standards of conduct while on our job sites. Unfortunately Allen Edwin Homes personnel cannot be present at all homes at all times. Please report any inappropriate behavior by any of our trade partners to our Corporate Office at 269-321-2600. Reported occurrences will be addressed immediately.

## Construction-Parking Problems

Contact the Corporate Office at 269-321-2600.

## Vandalism

Allen Edwin Homes is able to provide a great value in building your home as a result of our cost-effective building processes. Unfortunately, occurrences of vandalism require Allen Edwin Homes to spend additional time and money to repair damages resulting from vandalism. We hope that the children in our communities enjoy themselves without vandalizing the property of Allen Edwin Homes. Please maintain adequate supervision of your children and discourage them from committing any acts of vandalism. Parents will be held financially accountable for any acts of vandalism from their children.

## Recycling Containers

Recycling containers are utilized by Allen Edwin Home's trade partners to ensure that our building sites remain as clean as possible. It is imperative that individuals not otherwise associated with the particular home site where the containers are located, not dump any of their personal garbage in the containers.

Please dispose of all trash through the scheduled trash pick-up for your community.

It is Allen Edwin Home's objective to do everything possible to ensure that your community is a safe, clean, and a secure place to live. We appreciate your patience during the construction process in your community.

# Homeowner Care and Maintenance

This section provides basic Homeowner Care and Maintenance guidelines for weather-sensitive issues and general maintenance suggestions that can affect your home.

## **Leaks and Moisture Damage**

At some time, your home could experience a leak. It may be a roof leak, plumbing leak or some other source. Moisture caused by leaks or other sources can result in damages to your home if not addressed immediately. It is your responsibility to report leaks within the first 24 hours. A leak could be as damaging to your home as a fire if not addressed quickly. Allen Edwin Homes is not responsible for any damages caused by leaks that are not addressed in a timely manner. Allen Edwin Homes is not responsible for any consequential damages due to water leaks or moisture damage.

### **1. Roof Leaks**

- Call the Allen Edwin Homes Customer Care Department to report leaks. Please call 269-321-2610 ext 2 and follow the prompts for your area.
- Thoroughly dry the area around the leak to prevent lingering moisture. The use of fans will help expedite the drying process.
- Move nearby items that may have been damaged or can be damaged by extended exposure to moisture. Items that are damaged from water or extended exposure to moisture are considered consequential damages and should be reported to your homeowners insurance. Allen Edwin Homes does not warranty these items.

### **2. Plumbing Leaks**

- Turn off water at main shutoff valve (the shutoff valve is typically located in the basement or a closet with a slab style foundation).
- Contact your plumber on their emergency number located on the water heater or see the Emergency Only Answering Service Sheet located in the Home Orientation package.
- If the plumber does not respond, contact the Customer Care Department or the after hours emergency number: 1-866-644-4919.
- Thoroughly dry the area around the leak to prevent lingering moisture. The use of fans will help expedite the drying process.
- Move nearby items that may have been damaged or can be damaged by extended exposure to moisture. Items that are damaged from water or extended exposure to moisture are considered consequential damages and should be reported to your homeowner's insurance. Allen Edwin Homes does not warranty these items.



### 3. Other Leaks

- Call Allen Edwin Homes Customer Care Department to report leaks: 269-321-2610 ext 2, then follow the prompts for your area.
- Thoroughly dry the area around the leak to prevent lingering moisture. The use of fans will help expedite the drying process.
- Move nearby items that may have been damaged or can be damaged by extended exposure to moisture. Items that are damaged from water or extended exposure to moisture are considered consequential damages and should be reported to your homeowners insurance. Allen Edwin Homes does not warranty these items.

## Critical Weather – Sensitive Items

### 1. Frozen Pipes

- When the temperature drops below 32°F, water pipes can freeze. If you suspect a frozen water pipe please turn off the water at the main shut-off valve to stop flooding and water loss should a pipe burst. Frozen pipes can burst and flood the home when they thaw. When a pipe bursts from the freeze, you will either hear or see the water leaking out.
- If you have elected to include a basement in your home and decide to finish your basement, care should be taken to ensure that the plumbing lines are not isolated from the heating source without insulation being added. Water shut offs need to remain accessible.
- As a new homeowner, it is critical that you spend time going through your home before and after a thawing period to look and listen for any evidence of water that may result from a burst pipe. ***(Please note: frozen or burst pipes are only warrantied during the first year if the temperature at the time of damage is zero degrees Fahrenheit (0°F) or above, and if the failure was due to a building defect.)***
  - **Suggestions to prevent frozen pipes:**
    - a. Remove garden hose and any attachments from the spigot before cold weather to prevent the hose bib (silcock) from freezing.
    - b. Keep your home heated at a comfortable temperature - at least 65 degrees F.
    - c. Do not leave the garage door open for extended periods of time.
  - **During extremely low temperatures:**
    - a. Keep all the faucets, both hot and cold, dripping at a slow pace.
    - b. Leave closet and cabinet doors open so that the pipes can be exposed to warm air.

***If the temperature drops to 20 below zero (-20 degrees F) for an extended period of time, it is possible that pipes may freeze even if the above precautions are taken.***

- **When leaving the home for an extended time during cold weather it is best to:**
  - a. Shut off the water supply at the water meter.
  - b. Drain all the pipes by opening all the faucets and flushing the toilets, or hire a plumber to flush the water out of the lines.
  - c. Keep heat on in the home – at least 65 degrees F.

## 2. Ice Damming on Roof

- Michigan has freeze-thaw cycles more frequently than most states. It is common for winter storms to be followed by relatively mild temperatures, which result in the freeze-thaw cycles. These variations in temperatures can result in a build up of ice, known as ice damming, in the shingles, gutters, and roof valleys.
- During prolonged cold spells, ice can build up at the roof eaves. This build-up can occur when snow and ice accumulate and the roof, gutters and downspouts freeze up. The ice will begin forming at the lower portion of valleys and gutters. As this ice and snow mass increases in size, it pushes up and penetrates under the shingles, valleys, and soffit areas of the home. Since homes are made to shed water downward, this upward pushing of the ice is not normal and is considered an “Act of God”, or something that cannot be controlled or protected under warranty. **Allen Edwin Homes is not responsible for leaks due to snow and ice conditions. In the event of a leak or damage resulting from this condition, contact your insurance carrier immediately.**

## 3. High Winds

Damage to shingles or siding from high winds/gusts or sustained winds of 60 miles per hour or more is not covered under warranty. **Report any property damage from high winds/gusts to your insurance carrier immediately.** (Please see pages 40 and 41 of this manual)

## 4. Winterizing Your Home

When sub-zero temperatures are combined with wind, various problems may occur. If the steps below are followed, problems should be minimized.

- Open cabinet doors located on or near outside walls to expose the water lines to warm air.
- Maintain a slow stream of water running from all faucets, tubs and showers.
- Remove the garden hose and all attachments from the spigot before cold weather to prevent the hose bib (silcock) from freezing. Shut off the supply line to the spigot and open up hose bib to let water drain out to keep it from freezing. (Reverse this procedure in the spring to use water hose bib again.)
- Keep garage doors closed.
- Make sure the fireplace damper is closed when the fireplace is not in use.

## 5. Exterior Concrete (Driveways, Walks, Patios, and Porches)

- Protect exterior concrete surfaces. Avoid using de-icing material. Plain sand will give a safer skid resistance to the ice.
- As a yearly homeowner-maintenance project, caulk cracks with a waterproof concrete caulking material prior to applying water repellent. It is best to do this in consistent temperatures of 50 degrees F or warmer to achieve optimum results.
- Apply water repellent (containing silane/siloxane) to drives, walks, steps, and porches as a yearly homeowner-maintenance project. This will help to reduce porosity and potential damage from the elements (road salts and other chemicals vehicles that may drip onto the concrete). This should be applied in consistent temperatures over 60 degrees. Most home improvement stores carry concrete water repellent.

## 6. Vents or Louvers

- Vents or louvers allowing rain or snow to enter under strong wind conditions are not a warrantied item. Any damage resulting from rain or snow infiltration should be reported to your insurance carrier immediately.
- Be sure to check your vents and louvered vent covers on a regular basis. (Birds and other animals can damage your vent covers, gain access to the vent and take up residence).

**It is the homeowner's responsibility to have animals removed.**

**There is no warranty on animal removal.**

**There is no warranty on vent cover repair or replacement for damage done by animals.**

# Semi-Annual Checklist

Please use this list to perform routine maintenance checks and repairs to your home.  
**Routine maintenance is the responsibility of the homeowner.**

## Spring/Summer

- Clean condensate lines.
- Check ceramic tile and reseal/re-grout as needed.
- Check granite counter tops and reseal as needed.
- Adjust and clean door thresholds.
- Check weather-stripping and sweeps, replace as needed.
- Clean all window tracks especially the egress windows.
- Inspect all doors for proper operation.
- Tighten any loose door knobs.
- Clean weep holes on all windows and door sliders.
- Caulk/paint exterior trim as needed.
- Test the air conditioner- have a trial run early in the Spring.
- Caulk around all windows, doors, countertops, sinks as needed.
- Shut-off outside spigot and turn on supply line in house to use for outside water.
- Inspect the roof for snow/ice damage- repair as required.
- Test the smoke detector for proper operation by removing battery and testing battery for strength. Before reinstalling depress test button to reset detector and then reinstall battery.
- Clean and wax cabinets. This will prevent the wood from warping, cracking, and drying out.
- Check and clean dryer vents and the vent duct to remove any lint or obstructions, which could spark a fire or trap moisture that could promote mold growth.
- When using a humidifier, follow the recommendations as set by the manufacturer. Settings will change as the weather fluctuates.
- Adjust the registers for cooling on two story homes. Because warm air rises, close registers on the 1<sup>st</sup> floor and open registers on the 2<sup>nd</sup> floor. This will allow the cold air coming out on the 2<sup>nd</sup> floor to sink to the 1<sup>st</sup> floor.
- Check alignment of gutters and downspouts to ensure water is properly diverted away from the home.

## Monthly

- Check the garage door safety mechanism.
- Clean/replace furnace filters. **It is important this be done monthly. A dirty furnace filter can cause damage to your furnace/HVAC unit and any damages incurred are not covered under warranty.**

## Fall/Winter

- Remove hoses from all outdoor spigots and shut off supply to and drain spigot.
- Clean gutters.
- Adjust and clean door thresholds.
- Check weather-stripping and sweeps on doors and replace as needed.
- Caulk/paint exterior trim as needed.
- Caulk tubs, showers and sinks.
- Check ceramic tile- seal/re-grout as needed.
- Test the furnace- have a trial run early in the Fall.
- Caulk around all windows, doors, countertops, sinks as needed.
- Inspect fireplace.
- Clean and wax cabinets. This will prevent warping, cracking and drying out of the wood.
- When using a humidifier, follow the recommendations as set by the manufacturer. Settings will change as the weather fluctuates.
- Adjust the registers for heating on two story homes. Because warm air rises, open registers on the 1<sup>st</sup> floor and close or partially close registers on the 2<sup>nd</sup> floor. This will allow the warm air coming out on the 1<sup>st</sup> floor to rise to the 2<sup>nd</sup> floor and distribute the heat evenly throughout your home.
- Check alignment of gutters, downspouts and splash blocks to ensure water is properly diverted away from the home.

## Monthly

- Check the garage door safety mechanism.
- Clean/replace furnace filters. **It is important this be done monthly. A dirty furnace filter can cause damage to your furnace/HVAC unit and any damages incurred are not covered under warranty.**
- GFCI electrical outlets should be tested.

# Care and Maintenance Guidelines

## Air Conditioning

Air conditioning can be a wonderful contribution to the comfort of your home. However, it is often used improperly and inefficiently, which results in wasted energy and creates frustration.

To fully and efficiently utilize the air conditioning system, it is important to understand that air conditioning is a total, whole-house system. Air-conditioning is the process of treating air to simultaneously control the temperature, humidity and cleanliness of the conditioned space. Be aware that outside air disrupts the cycle. Shield the inside of your home from direct and indirect sunlight during the time when you are running the air conditioning. Close windows, drapes, blinds and shutters for best efficiency. Comfortable conditions vary based upon personal preference. The heating and cooling system must maintain the proper balance between temperature, relative humidity and air motion for the desired comfort.

Adequacy of the system is determined by its ability to maintain a temperature of 78° F under normal operating and weather conditions. Temperature is measured at five (5) feet above the center of the floor in the affected area. On excessively hot days, where outside temperature exceeds 95° F, a difference of 17 degrees from the outside temperature will be difficult to maintain. All rooms may vary in temperature by as much as 4 degrees.

There may be times when the outdoor temperature rises above the designated temperature, thereby raising the temperature in the home. Certain aspects of the home including, but not limited to, expansive stairways, open foyers, sunrooms, or cathedral ceilings may cause abnormal variation from the standard and are not covered by warranty.

**Note:** *At the time of installation, outside temperatures must be at or above a consistent 60°F in order to fully charge the air conditioning system. While the system comes with a “factory charge,” the outside temperature may have been too low to verify that the air conditioner was working properly.*

A common problem for air conditioning is turning the thermostat off and on too frequently. This can cause an overload of the compressor motor that will then trip the breaker. To avoid unnecessary breakdowns, refer to the manufacturer's manual for operating instructions.

### **Once OUTSIDE temperatures reach a consistent 60 degrees:**

- Switch the thermostat to the “COOL” position.
- Wait approximately one hour and then check the registers for cool air.
- Check for frost build-up on the lines or for condensation gathering around the furnace area.
- If you experience cool air coming from the registers and there is no frost or condensation gathering anywhere, you should be set for the summer.
- Remember to **change your furnace filter once every month**, this is especially important when using your air conditioning.

**If you are experiencing a “no cool air” situation check:**

- Thermostat temperature setting & switches.
- Battery on the thermostat, if applicable.
- Breaker on the electrical panel.
- Fuse, if the furnace has one.
- ON/OFF switch on furnace- see manufacturer's book for location.
- Safety switch for the fan cover.

**If after checking all of these items you:**

- Do not feel cool air coming from the registers.
- Find frost build-up on the large black insulated line at the indoor furnace/coil or at the large black line outside at the air conditioner.
- Find a condensation puddle.

**Turn off the air conditioner and call your Heating & Cooling Contractor for assistance.** Please remember to inform the Heating & Cooling Contractor that you are an Allen Edwin customer. This will help insure that you receive immediate assistance. This information is found on the subcontractors' name sticker on the side of the furnace.

Replace the filter at least every thirty (30) days. Any plugged filters could cause the air conditioning lines to freeze up. When this situation occurs the A/C unit needs to be turned off and allowed to thaw out. When this occurs, condensation will develop and may cause water damage that is consequential and is not covered under warranty.

**Condensation lines** can clog under normal use. This is a homeowner maintenance item. Unobstructed lines will be provided at time of occupancy. Periodic cleaning of these lines with a shop-vac should keep them clean.

Central air conditioners are complex. A certified heating-and-cooling contractor should perform an **annual check-up**. Running a dirty or poorly lubricated air conditioner will decrease its efficiency and shorten its life. A unit with a low coolant level will not cool adequately and will require more money and energy to operate as it struggles to keep up.

The **condenser** should not be enclosed and must be in a level position. It is important to keep the area around the compressor clear of debris and level. Remove grass clippings, leaves, etc., on a regular basis.

With poor airflow, the system will not function properly and damage to the mechanism can result.

**Register Locations** - Our heating and air contractors engineer each system to meet or exceed the performance standards specified by the Michigan Mechanical Code. We do not specify register locations because the contractor is responsible to ensure that their installation meets these standards. Register locations may vary for several reasons, including (but not limited to) design variations, framing variations due to elevation or floor plan changes, variations in plumbing and electrical installations.

## **Appliances**

In accordance with the terms and conditions of the written warranties, the manufacturers guarantee all appliances. Manufacturers' literature is left in the kitchen drawer/cabinet, and is referenced during the Homeowner Orientation process. Be sure to read the information thoroughly before using the appliance. The appliances are warranted directly to you in accordance with the terms and conditions of written warranties supplied by the manufacturer. Please contact the Allen Edwin Homes Customer Care Department as mentioned on page 4 to submit a request with any appliance malfunction during your 1 year warranty period. If any issues arise with your appliances after the one year warranty period you will need to contact the manufactures Customer Care Department directly. Please refer to your appliance manuals for that specific information.

**Mail any warranty registration cards directly to the manufacturer.**

## **Cabinets**

New cabinets should be treated like furniture. Slight color variations in cabinets will occur in some finishes. These variations are a normal part of the wood finish and are not a defect.

Avoid using cleaners that contain bleach, ammonia, or state on the label that they contain any type of abrasives. These cleaners can cause damage to the cabinet finish. If a spill occurs, it is important to clean up the spill and dry the surface immediately. A spill left unattended can be absorbed and cause damage.

**Refer to the manufacturer's recommendations for cleaning tips.** (Reminder: Never use a dishcloth to clean or dry cabinet exteriors or interiors as detergent or grease remnants may be within the dishcloth.)

**Do not overload drawers or shelves with heavy glassware, dishes, silverware, etc. Distribute the weight as evenly as possible to prevent sagging. Excessive weight to drawers and shelves can void the warranty.**

## **Caulking**

All building materials are subject to expansion and contraction due to changes in temperature and humidity. This results in separation between materials.

The effects of this expansion and contraction can be seen in small cracks in the foundation, drywall, paint, etc. This is especially common where moldings meet drywall, at mitered corners and where tile grout meets tubs or sinks. This is normal. All interior caulking shrinks and deteriorates over time. This is a regular semi-annual homeowner maintenance responsibility. (Please see "Semi-Annual Checklist" on pages 12 and 13.) Shrinkage of lumber components is most noticeable during the first year, but typically continues into the second year. In most cases, caulking and paint is all that is needed to repair this shrinkage. This is also a homeowner maintenance responsibility.



## Concrete

Concrete expands and contracts with temperature changes. Because the curing of concrete is a chemical process, and can take up to one year to complete, changes in size and strength are to be expected. It is very difficult to control the effects of water evaporation, air bubbles within the concrete, air, humidity and wind. In addition, concrete surface discoloration and color variations are not controllable and are not considered a defect.

**Michigan is classified as a Severe Weather Region for concrete.** The National Association of Home Builders (NAHB) defines a severe weather region as outdoor exposure in a cold climate where concrete may be exposed to the use of deicing salts or where there may be a continuous presence of moisture during frequent cycles of freezing and thawing. Naturally occurring conditions affect concrete in numerous ways.

Exposure to severe weather can damage driveways, walks, curbs, steps, porches and slabs. Deicing salts from direct application or from being carried onto an area from the undercarriage of a car, salt trucks, foot traffic, etc. can cause deterioration to concrete.

Pitting, spalling, or scaling can occur when salt or deicers are applied directly to the surface of the concrete. These materials withdraw moisture and promote expansion and contraction of the concrete during the freeze-thaw cycles. Other chemicals, such as lawn fertilizer, can chemically attack the surface of the concrete, resulting in spalling, scaling and pitting. These chemicals are controllable and are the responsibility of the homeowner.

**We recommend that homeowners avoid all vehicle traffic on the driveway within 60 days of the date installed.** This time frame is important to allow the concrete sufficient time to cure. Until concrete has cured, it cannot withstand extreme weight such as moving vans, school buses or garbage trucks. It is especially important to limit the amount of weight placed on the concrete during the first year because it needs sufficient time to cure and gain strength.

### Exterior Concrete Performance Standards

Allen Edwin Homes has quality standards for exterior concrete that meet or exceed industry standards. The following is Allen Edwin Homes' exterior concrete quality standard:

Condition	Standard	Action Required
Water does not run off exterior concrete	Standing water greater than 3/8" in depth shall not remain on the surface 24 hours after a rain.	The Builder shall repair or replace the affected area to meet the guideline.
Exterior concrete has cracks	Cracks that exceed 1/4" in width or 3/16" in vertical displacement will be repaired with an appropriate joint filler up to 1/2".	Cracks will be filled with appropriate joint filler. Color match cannot be guaranteed
Surface of exterior concrete is deteriorating	Surface disintegration that occurs at the surface of the exterior concrete in excess of 10% of the surface area or 25% of any panel section of the driveway or 50 conical (pop outs) per 100 sq ft is considered excessive. Builder is not responsible if deterioration is due to salt or other external factors.	Surface repair is acceptable if adequate strength exists in the concrete pour and uniformity in the color of any repair is not likely or guaranteed to match.

## **Condensation**

Condensation is the visible sign of the presence of humidity. Humidity (also known as water vapor, moisture and steam) is the invisible part of water in the form of gas. Moisture in wet air seeks out drier air to mix with. This is known as vapor pressure. This vapor pressure allows moisture indoors to penetrate through wood, drywall, brick, cement, etc. to escape to the drier air outside.

One of the most disturbing problems in a new home is condensation. It may look as if moisture is seeping through basement walls, pipes are leaking or water is coming through the windows. Condensation takes place wherever warm, moist air inside the home comes in contact with a colder surface, such as a window, basement wall or an exposed pipe.

Condensation is more common in new homes. The foundations of the home are built by mixing concrete and water. The water slowly evaporates as concrete cures, which raises the moisture content above normal. Proper ventilation will facilitate a normal drying-out process. Trying to speed up the process by creating extremely high temperatures during the winter would cause the foundation to dry out unevenly, exaggerating the effects of normal shrinkage. During the summer months use a dehumidifier in basements to avoid moisture build up and potential mold/mildew problems.

The following table has been developed by the University of Minnesota Engineering Laboratories after long and careful experiments to determine maximum safe humidity for your home. This table will be useful if you are inclined to test the moisture levels in your home. These reflect safe levels for your windows, paint, insulation, and structural foundations of the home.

<b>Inside Relative Humidity For:</b>	
<b>Outside Air Temperature</b>	<b>70° F Indoor Air Temp</b>
-20° F or below	not over 15 percent
-20° F to -10° F	not over 20 percent
-10° F to 0° F	not over 25 percent
0° F to 10° F	not over 30 percent
10° F to 20° F	not over 30 percent
20° F to 40° F	not over 30 percent

## **Cosmetic Items**

The BUYER/OWNER has not contracted with the BUILDER to cover ordinary wear and tear or other occurrences subsequent to construction that affect the condition of features of the house. Chips, scratches or mars in the tile, woodwork, walls, porcelain, brick, mirrors, plumbing fixtures, marble, granite, and Formica tops, lighting fixtures, kitchen and other appliances, doors, paneling, siding, screens, windows, carpet, vinyl floors, cabinets and the like that are

not noted prior to occupancy by the BUYER/OWNER are non-warrantable conditions, and the upkeep of any cosmetic aspect of the house is the BUYER/OWNER's responsibility.

## **Countertops**

### **Laminated**

Keep countertop seams dry. Excessive amounts of standing water in or near seams may prevent the glue from bonding properly. The manufacturer does not warranty damage caused by excessive water in seam areas. Use caution when using rubber drain mats. They can trap moisture beneath them causing the countertop to warp and blister.

Always use a cutting board. Protect the counter from extremely hot pans. Avoid abrasive cleaners that will damage the luster of the surface and inhibit its resistance to stains.

Shiny laminate surfaces require extra care to protect the surface from scratching. Moving a dish, cup or other items across the surface will cause scratches more easily seen than on a matte surface. If you choose a shiny laminate, take extra care to protect its surface.

Even though every precaution is taken during the construction process to protect the materials in the home, minor damage may occur to countertops. If a repair is required, only qualified professionals are used. They utilize the same repair process as the product manufacturers.

### **Simulated Marble**

Even though the surface of cultured or simulated marble is very hard, it can be scratched. Use caution with sharp objects such as knives, scissors, and the bottoms of containers. Damage due to homeowner usage is not warranted. Follow manufacturer's guidelines and recommendations for care and maintenance of marble surfaces.

### **Granite**

Granite countertops are composed of natural materials and are subject to variations in background color, veining distribution and pattern. Fissures, dry seams and pitting are naturally occurring features in granite and should not be considered a defect. These natural characteristics will not change over time and in no way will affect the performance of the granite. All slabs are inspected prior to the installation. Absolutely no claims are accepted after installation.

**Warranty:** All granite counter tops come with a 1 year warranty on Labor & Materials. This warranty does not apply to items caused by normal wear and tear, problems resulting from acts of nature or natural disasters beyond the control of the Manufacture and Trade Installers.

**Seams:** Placement of all seams is at the discretion of Trade Partner installers. The seams vary from 1/16" to 1/8" and are visible to the eye and touch. Natural characteristics of granite make it impossible to guarantee a match in color of veining when seaming two pieces together. Color coordinated epoxy will be used to fill the seam, and blend in with the countertop as best possible. Minor cracks in grout and caulking are unavoidable and is considered normal due to expansion and contraction of ridge materials and is considered homeowner maintenance and not covered under warranty.

**Finish:** Your countertop comes with a highly polished finish. Irregularities in natural materials like granite are common, reflecting the unique natural patterns and finish that give each granite countertop its distinctive appearance.

**Staining:** Granite countertops are semi-porous. Yet they will resist staining when properly sealed and maintained. The most percentage of stains that occur can be removed with a poultice.

**Cleaning:** The manufacture recommends that you do not use anything other than lukewarm water or Windex to clean the granite top.

**Scratching:** Granite countertops are extremely hard surfaces and very resistant to scratching. The granite top should not be used as a cutting surface since it will dull your knives but in most cases knives will not scratch the top.

**Chips:** When fabricating countertops, chipping at the edges and corners may occur. These chips are normally patched and are considered normal characteristic when dealing with natural stone.

**Heat:** Granite countertops are heat resistant and unlikely to burn or scorch. However, thermal shock or cracks may occur if the countertop is subjected to extreme temperature changes. The manufacture recommends that you protect your countertop from extreme heat by using trivets or hot pads.

**Cut-outs:** The material from the sink and cook top cut-outs are not part of the finished product and will not be made available to the customer.

**Granite Sealers:** Granite sealers penetrate deep into the granite pores and help prevent absorption of water and oils; which can leave stains. Generally speaking the higher the quality (and price), the longer the life span of the sealer. Some sealers can provide protection for up to 10 years. The life expectancy of the sealer you purchase should be clearly marked on the product label. The manufacture recommends not waiting for the old sealer to wear off before applying additional coats. It is very important that you follow the sealer product instructions to the letter to insure the best possible seal and resistance to staining.

## Doors

Interior doors will often develop slight bows, especially during the winter season when they are exposed to varying climate conditions that are common during construction. These bows will often disappear after occupancy when the temperature and humidity within the home stabilizes. Interior doors should shut and latch normally and not have bows that exceed ¼” measured in any direction across the door. **Homeowners are asked to wait at least 9 months after occupancy before reporting a warped door condition.** Installation of a whole house humidifier will help reduce the occurrence of warp damage, as well as the shrinkage of other lumber products in the home. The humidifier should be run in the winter months only.

Putty, filler, or white latex acrylic (paintable) caulk can be used to fill any minor separations that may develop at mitered joints in the door trim. Follow up with painting. This is the homeowner’s responsibility as part of the proper care and maintenance of your home.

The standard door for all communities is a very stable insulated steel entry door. If your steel front door gets dented, it can be repaired. Contact a licensed trade contractor or check at your local hardware store for the appropriate bonding repair material.

Weather-stripping and/or thresholds on exterior doors will occasionally require an adjustment by the homeowner. During cold temperatures and high winds, some air infiltration is to be expected.

**Do not lubricate locks with graphite or any type of lubricant. Doing so will void the manufacturer warranty on the locks.**

## Dryer Vents

The dryer vent should be checked monthly to maintain a clear opening and to avoid condensation in vent lines. Always clean the lint screen before each load of clothes. The dryer is one of the largest users of electricity in the home. If the lint screen is clogged, an obstruction can occur in the vent. The drying time will be longer and more electricity will be used. In addition, **a blocked lint screen or build-up in the venting system is a fire hazard and this is not covered under RWC Michigan Limited Warranty.** It is the homeowners’ responsibility to maintain vent covers. Animals can damage vent covers and gain access to the vent. (Please see page 11 of this manual, item #6, Vents and Louvers.)

## Drywall

### **General Information**

Drywall is a relatively inflexible gypsum material that is placed on the interior lumber surfaces of the home. All lumber contains natural flaws. These flaws may contribute to the stress and strain on the drywall resulting in minor cracks. Due to the natural settling of materials and the

“drying out” of a new home, minor drywall cracks may also develop at tape joints and corner bead areas.

Drywall cracks that exceed 1/8” in width or cracks that are visible from a distance of six feet, under normal lighting conditions, are considered a defect and should be reported to Warranty/Service. (Normal lighting conditions are defined as indirect sunlight or medium artificial light. High-intensity lighting, direct sunlight, or artificial lighting aimed directly on an area is not considered within the definition of normal lighting. Likewise, scone lights that cast light directly on a wall surface are not within the definition of normal lighting.) **These repairs will be done only one time during the one-year Warranty service period. It is recommended that the request for repairs be made near the 12<sup>th</sup> month after closing, as the house will tend to stabilize itself near the end of the first year.**

If you chose to have the one-time repair, please submit a Warranty Service Request in writing before the end of your one year warranty period. An appointment will be scheduled for the Warranty Service Tech to meet with you to determine what items will be repaired. Following the inspection, up to two trips may be required for drywall repairs and paint touch-up. Remember, **a perfect match between original drywall texture and paint cannot be expected.** Please see page 9 of the RWC Warranty booklet. Allen Edwin Homes is not required to repaint an entire wall or room when these repairs have been made. Cracks or nail pops that are covered by wallpaper will not be repaired. Any affected drywall areas to be repaired with walls painted by the homeowner before the expiration of the warranty will need to be touch-up painted by the homeowner and Allen Edwin accepts no responsibility for the matching or application of the paint.

Tape cracking or breaking in situations caused by truss uplift is not covered under your warranty. (See Truss Uplift)

## HOMEOWNER RESPONSIBILITY DURING DRYWALL REPAIRS

The homeowner is responsible for the following actions prior to beginning repairs:

- Remove and protect any wall hangings or window treatments near areas to be repaired as well as any wall hangings on the other side of an interior wall if applicable.
- Move and protect any furniture or decorations near areas to be repaired.
- Provide clear access to the areas to be repaired.

The homeowner is responsible for the following actions after repairs are completed:

- Remove any drywall dust that may have formed on furniture, decorations, or wall hangings.
- Move all furniture or decorations back to their original locations.
- Re-hang any window treatments or wall hangings that were removed prior to repairs.

## **Truss Uplift**

The home building industry has made significant changes over the years. One such change is the shift to roof trusses instead of rafters and ceiling joists. Truss uplift is a phenomenon common in homes built with roof trusses as opposed to rafters. When truss uplift occurs the top floor ceilings can separate from the interior walls in the winter months due to the contraction of the wood trusses when they get cold. They will transition back down in the summer when the temperature warms back up. This is not a structural problem. It is considered cosmetic and is a homeowner maintenance responsibility.

Roof trusses will rise in the winter because the bottom chord of the truss is buried below the insulation. The insulation prevents the bottom chord from obtaining the same temperature and moisture content as the top chord. Even on the coldest days, while the cold winter air has high-relative humidity, the bottom chord is still warm. The top chords, which are above the insulation, get very cold in a ventilated attic. (While the bottom chords are warm and drying out, the top chords are doing just the opposite. The top chords absorb moisture from the air causing them to elongate.) With the top chords growing and the bottom chords shrinking, the truss arches up in the middle causing the ceilings to lift off the walls. This may cause the ceiling drywall to lift and can crack the drywall tape. In the summer, the cycle reverses itself.

## **Electrical**

### **Electrical Supply**

The main control panel contains electrical breakers that control all of the electrical power to the home. The breakers in this panel are labeled to indicate the area they control.

In the event of a total loss of power, **check the main breaker** in the main control panel. Then **check with your local utility company** to see if power is out in your area for some reason. Both of these sources should be checked prior to calling for service.

### **Circuit Breaker Operation**

Circuit breakers have three positions: on, off, and tripped. **When a circuit breaker trips it must first be turned "OFF" before it can be turned back "ON"**. Switching the breaker directly from "tripped" to "on" will not restore service to the home. If you need to turn a circuit off to work on it for any reason, always test it first to make sure the power is off before proceeding.

### **Repeated Tripping of Circuits**

If a circuit trips repeatedly, unplug all the items connected to it and reset the breaker. **If it trips when nothing is connected to it, call the electrical contractor listed on your**

**emergency sticker located on the panel.** If the circuit remains on, either the circuit was overloaded, or one of the items you unplugged is defective (worn cords can trip breakers).

## **Ground Fault Interrupter Circuits**

GFI (Ground Fault Interrupter) receptacles have a built-in element that senses fluctuations in power. Building codes for bath, kitchen, exterior, and garage outlets require these receptacles. Heavy appliances such as freezers or power tools can trip the GFI breaker. Excessive moisture can cause GFI's to trip. Do not plug a refrigerator or food freezer into a GFI controlled outlet. **A refrigerator or freezer in the garage should have its own dedicated circuit from the main control panel.**

GFI circuits have test and reset buttons. These are pointed out during the Homeowner Orientation. Once each month the test button should be pressed to trip the circuit. To return service, press the reset button. If a GFI breaker trips during normal use, it may be an indication of a faulty appliance. **Always check the GFI breaker before calling for service.**

The electrical contractor may charge you for resetting a tripped breaker. If you have a question or are unsure about how to check for a tripped breaker, just phone the electrical contractor for advice. If the advice saves an unnecessary service call, everyone benefits.

## **Arc Fault Circuit Interrupter**

AFCI (Arc Fault Circuit Interrupter) is a type of circuit breaker that is installed to the bedrooms as required by electrical code and is specifically designed to prevent fires by detecting a non-working electrical arc and disconnect the power before the arc starts a fire. An AFCI should but not always, distinguish between a working arc that may occur on the operation of a light, on insertion / removal of a plug into an electrical receptacle, or during the operation of other household devices and a non-working arc that can occur- for example: such as a lamp cord that has a broken conductor in the cord from overuse. Once an unwanted arcing condition is detected, the control circuitry in the AFCI trips the internal contacts, thus de-energizing the circuit and reducing the potential for a fire to occur. An AFCI should not trip during normal arcing conditions, which can occur when a switch is opened or a plug is pulled from a receptacle.

## **Lighting**

If a light fails to come on, check to see if the bulb is loose or burned out. Also, check to see if the bulb is the correct wattage for the fixture. Improper wattage can cause damage to the fixture. Next check the circuit breakers. If you still have no power, contact the electrical contractor listed on your emergency reference sticker. Light bulbs are not something that is covered by your one year service warranty. This is considered a homeowner maintenance item.



## **Garbage Disposal**

There is an electrical outlet for the disposal under the sink. This outlet is controlled by the wall switch. An Allen wrench is provided with the disposal to loosen a blockage. Follow the instructions provided with the disposal for proper use. Please reset the disposal unit before requesting a service call on your disposal unit.

## **Ceiling Fans**

**DO NOT hang a ceiling fan from an existing ceiling light box without adding additional support to carry the extra weight.** If you want ceiling fans after you move in you should contact a certified electrician to install the proper support for a ceiling fan. **Electrical work is usually best left to the professionals.**

## **Fireplace**

Care for your fireplace can be as simple as wiping off dust and periodically vacuuming the fire box top and the valve compartment. Keep these areas clean from dust, cobwebs, debris, or pet hair. Use caution when cleaning these areas. Screw tips that have penetrated the sheet metal are very sharp and should be avoided. Please remember when cleaning your fireplace the unit should not be in use.

To maintain your fireplace make sure all aspects of the unit are functional at least twice a year. Before starting the unit for the first time, check that the chimney's vent is free of bird's nests and or other critters that may have taken up lodging. Leaves and any other combustible materials should also be cleaned out before initial start up. Maintenance of the chimney vent is considered a homeowner maintenance responsibility.

If the glass should ever break or the unit does not fire up according to the directions found in the gas valve compartment, please call the HVAC contractor at the number on the furnace identification label.

## **Radiant Transference**

Radiant Transference occurs when cooler air comes in contact with the metal fireplace radiating cooler air into the home. An example of this is when standing near a window during the winter months. This effect is a natural occurrence with fireplaces and may be more noticeable during the early spring, late fall and winter.

## **Floor Covering**

### **Carpet**

Refer to the manufacturer's recommendations for carpet care. Regular vacuuming and immediate treatment of stains will prolong the beauty and life of your carpeting. Color variations may develop from exposure to direct sunlight. Vacuum regularly. Please note: check with carpet supplier for acceptable vacuum cleaners.

### **Resilient Flooring (Vinyl Flooring)**

Although resilient floors are designed for minimum care, they do vary in maintenance needs. Most resilient flooring is “no wax”, which means it has a clear, tough coating on the surface. Even this surface will scuff or become dull over time. If you want to restore original shine, use acrylic finishes. All resilient floors require some regular application of a good floor finish to retain a high gloss. Do **not** use solvent-base waxes, gasoline, kerosene, alcohol, benzene, naphtha, turpentine, or similar cleaning solvents. These can severely damage a resilient floor. Any oil base cleaner can damage resilient floors. Refer to the manufacturer's literature for your specific floor covering for any specific cleaning instructions or for any other additional information needed.

Use extreme caution when moving appliances across resilient floor covering. Tears and wrinkles can result. Coasters should be installed on furniture legs to prevent permanent damage.

**High heels are one of flooring's worst enemies. Avoid the wearing of high heels on any vinyl or hardwood floor.** Manufacturers do not warranty against damage caused by high heels, furniture, improper care, and foreign substances. Yellowing of the surface can

result from the rubber backing on area rugs or mats. Discoloration caused by sunlight, rubber backed mats and/or chemicals are not warranted.

Excessive amounts of water on resilient floors can penetrate seams and get under edges causing the material to lift and curl. Be careful to wipe up any spills as quickly as possible.

Allen Edwin Homes takes every precaution to protect the materials in your home throughout the construction process. However, minor damage may occur from time to time to vinyl flooring. In the event a repair is required, Allen Edwin Homes uses only qualified professionals utilizing the same repair processes used by the product manufacturers. After repairs are completed, the product will continue to carry the full manufacturer's warranty.

### **Hardwood Floor**

Wood floors will respond noticeably to changes in humidity level in the home. During the colder months, a humidifier will help but will not completely eliminate this reaction and during the summer months a dehumidifier placed in the lower level can help minimize the reaction.

Newly laid wood floors will show small splinters. Moving furniture, dropping heavy or sharp objects, etc. can cause dimples or scratches. Some shrinkage or warping can be expected, especially around heat vents or any heat-producing appliances. Warping will occur if the floor becomes repeatedly wet or is thoroughly soaked even one time. A dulling of the finish in heavy traffic areas is likely; a white, filmy appearance is caused by moisture (often from wet shoes or boots). Use protective walk-off mats at the exterior doors to help prevent sand and grit from getting on the floor. Gritty sand is wood flooring's worst enemy.

Protect your floor when using a dolly to move heavy furniture or appliances. Never slide or roll heavy furniture or appliances across the floor. Permanent felt protectors should be used under heavy appliances, furniture, and chairs. Protectors will allow chairs to move easily over the floor while minimizing scuffing. Clean or replace the protectors on a regular basis to remove any grit that may accumulate. Be aware that spiked heels, shoes with cleats, or shoes in need of repair can damage the floor. Animal nails should be kept trimmed to minimize scratching of the floors.

Allen Edwin Homes takes every precaution to protect the materials in your home throughout the construction process. However, minor damage may occur from time to time to wood flooring. In the event a repair is required, Allen Edwin Homes uses only qualified professionals utilizing the same repair processes used by the product manufacturers. After repairs are completed, the product will continue to carry the full manufacturer's warranty.

## **Garage Door - Overhead**

Overhead garage doors are warrantied against defects in parts and installation. The warranty will be voided if the door has been altered or serviced by any person or company not authorized by Allen Edwin Homes. This includes installation of automatic garage door openers. If the original trade contractor is used to install the door opener, the warranty will not be affected.

A qualified and professional service technician should do all overhead garage door adjustments and repairs. Yearly maintenance by a qualified garage door company is highly recommended. Any adjustments and repairs done by the homeowner may cause injury and additional damages.

### ***\*As preventative maintenance, a homeowner should do the following:***

- Tighten any loose nuts as needed. (Do not over tighten as you may strip the nut or pull the bolt head into the skin material.)
- Lubricate the bearing plates (each end of shaft).
- Lubricate the springs.
- Lubricate the roller bearings.

Note: *Recommended lubricant - Oil base spray lubricant.*

*Non-recommended lubricant - WD40 or silicone base.*

*Do not grease track (grease collects dirt and grit).*

*Keep all loose material away from track (i.e., brooms, shovels, etc.)*

**DO NOT OPERATE AN ELECTRIC GARAGE DOOR OPENER IF THE DOOR LOCK IS ENGAGED.**

\*Note: If your overhead garage door is to be equipped with an automatic garage door opener, please use the appropriate kit number that corresponds to the type of door that was installed. You may obtain the proper kit from the sub contractor which installed your overhead door.

**Damage to the door may result if the proper bracket is not installed. If the door is 14 feet or wider, a strut must be mounted at the top of the upper sections. Failure to comply with these instructions will void the warranty on this door.**

**Gutters and Downspouts**

Gutters should be checked each spring and fall to ensure proper drainage. (See pages 12 & 13). Removing debris is a homeowner maintenance responsibility. Tree leaves, pine needles, etc., should be cleaned off the roof prior to each rainy season to prevent the debris from plugging up the flashing and gutters. This type of debris can also cause ice dams in the gutters during and after snow and ice storms. An ice dam causes water to back up underneath shingles, forcing moisture to create a leak inside your home. The subsequent damage can be extensive and is not warranted. Professional services are available to help you maintain your gutters and downspouts.

Downspouts are installed to carry water to the ground and to the down spout extensions which direct the flow of water away from the foundation. This is for the protection of the foundation. The homeowner is responsible for maintaining downspouts/extensions ensuring they are properly attached at all times. Downspout extensions should discharge outside of the rock or bark beds so that water is not dammed behind any edging material.

**Disclaimer: All additional gutter accessories are not covered under any Allen Edwin Homes warranty. Replacing lost or damaged downspouts and extensions is the responsibility of the homeowner.**

**Heating**

According to the standards established by The Limited Warranty, the sizing of the heating system is determined by its ability to maintain a temperature of 70° F, under normal operating and weather conditions. Temperature is measured at a point five (5) feet above the center of the floor in the affected area. On extremely cold days, a six (6) degree difference between actual inside temperature and the thermostat setting is acceptable. All rooms may vary in temperature by as much as four (4) degrees.

If Allen Edwin finishes your basement the temperature difference between the thermostat setting and the finished area can be up to an eight (8) degree difference. If the zone damper system option is selected and installed as part of your finished basement then you can expect

closer to a four (4) degree temperature difference. An unfinished basement is considered a tempered area and Allen Edwin does not guarantee a maximum temperature difference.

There may be periods when the outdoor temperature falls below designated temperatures, thereby lowering the temperature in the home. Certain aspects of the home including, but not limited to, expansive stairways, open foyers, sunrooms, or cathedral ceilings may cause abnormal variation from these standards and are not covered by The Limited Warranty.

It is normal for a new heating system to omit a slight amount of smoke when it is first turned on, or an odor after an extended period of not being used (such as after the summer months if the air conditioning is not used). This is caused by dust that settled in the ducts and should pass very quickly. Note that such occurrences may activate the smoke detector. If this condition is extreme or persists, a professional should be contacted to check the furnace.

As a result of wind direction, sunlight, landscaping, exposed windows, and other factors temperatures may vary from room-to-room or between first and second floors. This is normal.

Because of these variations you may need to make some seasonal adjustments to the registers. This will help maintain a good balance between rooms and floors. Closing some registers fully or partially in the winter and summer will also help maintain good balance on your comfort system.

Test the heating system (furnace) early in the fall. It will be more convenient to have repair service performed before winter begins.

If no heat is coming from the registers, the following checklist, along with referencing the manufacturer's literature, may help to identify the cause.

If the heating contractor makes a service call to repair one of the items listed, there will more than likely be a service charge payable by the homeowner.

Check:

- Thermostat temperature setting & switches.
- Battery on the thermostat, if applicable.
- Breaker on the electrical panel.
- Fuse, if the furnace has one.
- ON / OFF switch on furnace--see manufacturer's book for location.
- Safety switch for the fan cover.

If after checking these items the problem is not corrected, call the heating and air conditioning (HVAC) trade contractor whose name and telephone number is listed on the furnace. Please remember to inform the Heating & Cooling Contractor that you are an Allen Edwin customer. This will help insure that you receive immediate assistance.

**Inspect the filter at least once every thirty days;** change or clean as needed during times of constant operation. A clogged filter can slow airflow and cause cold spots in your home. This is one of the most frequently overlooked details of furnace care and can result in damage to the furnace or increased energy costs.

Regular maintenance of the furnace can save energy dollars, as well as prolong the life of the furnace. Read and follow the manufacturer's literature on use and care. The following guidelines apply to all furnaces.

**The furnace will typically operate more frequently, albeit for shorter periods of time during severe cold spells.**

## **Continuous Air Circulation**

It is recommended that two-story homes have the fan set in the "on" position to help maintain a more consistent temperature from room-to-room and floor-to-floor. With the fan "on" the furnace blower motor will continuously circulate the air in the home to prevent air stratification.

Since we cannot control warm air rising and cold air falling, the fan must be run continuously. If not, a greater temperature difference between the first and second floors may be experienced.

Experiment with the adjustable registers in your home to establish the best heat flow for your lifestyle. Always allow unobstructed airflow from registers and return air grills. Heat register covers are removable and adjustable. As a homeowner, you are responsible for adjusting the dampers in these covers to regulate the heat flow within the home. In particular, rooms farther away from the furnace may need to have vents opened more.

## **Indoor Air Quality**

It is the homeowner's responsibility to control the level of humidity in the home by following proper use of range hoods, bathroom fans, and humidifiers. Excessive moisture can cause damage. Any repairs related to excessive moisture are the homeowner's responsibility.

## **Register and Thermostat Locations**

Allen Edwin Homes does not specify register or thermostat locations. Our heating and cooling trade partners engineer and warrant each design to meet performance standards.

**The location of registers and thermostats may vary from models or previously built homes due to the following reasons:**

- Design variations between heating contractors.
- Framing variations due to elevation or floor plan changes.
- Variations in plumbing installations.
- Changes to system design to enhance system performance.

In some cases, registers may be located on inside walls. Locating heating/cooling supplies over windows and doors was a traditional design method used to counteract the inefficient designs of windows and doors manufactured 10-15 years ago. Today windows, doors, and homes overall are much "tighter"; therefore, the location of these devices are not a critical

design issue. Airflow is the primary concern in heating/cooling system design today. The key advantage for shortening supply runs to inside walls is to improve airflow and create less friction by having multiple fittings.

## **Landscaping**

Because it is critical that a regular watering regime is implemented immediately after sod is laid, lawn prep and sod are usually done after your home is closed. During the summer months, the lawn prep and sod installation should be completed within 2 weeks after closing, weather permitting. During late fall, sod may be installed prior to closing.

If your home closes between November and May, your lawn prep and sod installation may not be completed until temperatures and ground conditions permit. This work begins typically in late May or early June.

Our goal is to complete all homes delayed due to winter weather by mid-July. Soil quality is dictated by the natural ground conditions available. Topsoil is not added.

As the homeowner, it is your responsibility to hire a surveyor to mark your lot lines should you desire to know exactly where they are and especially if you intend to install a fence on your property or establish a landscape perimeter around your lot.

## **Drainage**

If a lack of drainage occurs due to natural settling of the home within one year of closing, Allen Edwin Homes will supply the soil and labor necessary to properly replace the soil in areas within 10 feet of the foundation to provide positive drainage. Allen Edwin Homes will correct settling conditions one time only. The homeowner is responsible thereafter to continue to provide a positive drainage slope away from the foundation and to direct all downspout or sump pump discharge lines away from the foundation to prevent subsequent water problems. Allen Edwin installs downspout extensions during the building process and the homeowner is responsible for maintaining these extensions. Any damage due to drainage issues around the foundation may not be warranted if homeowner removes these extensions.

## **Erosion**

Final grading or sod areas such as slopes, swales, and downspout discharge areas will wash away depending on the amount of rain or drainage occurring prior to grass taking root. Allen Edwin Homes is responsible for providing the proper drainage around the house and within drainage swales at the time of finish grade. After that time, the homeowner is responsible for maintaining drainage swales in washed-out or eroded areas. Washing away or erosion occurs as a result of water run-off on the property and/or from adjacent properties. The homeowner should be prepared to sod or seed areas as soon as possible after closing to prevent erosion. Delay in doing so can cause drainage issues and is not covered by the RWC warranty.

## Settling

Settlement of the ground around the foundation which does not impede drainage, and/or settling of water, sewer, or other utility trenches, is to be expected. Ground settlement should not disrupt the water drainage away from the house. If settling occurs within 10 feet of the foundation and is found to impede drainage within that area, Allen Edwin Homes will provide the soil and labor necessary to correct that settling one time during the first year of warranty.

If any areas beyond 10 feet of the foundation or around utility trenches settle greater than 6 inches in the first year, Allen Edwin Homes will provide workable soil one time during the first year of warranty. The homeowner is responsible for all labor to move the soil and properly fill in the affected area.

## Seeding of Rear Yards

All rear and side yards receive a one-time bulldozer grade to establish proper drainage away from the house. The rear and side yards are not ready for seed and sod as this is not a landscaping grade. The homeowner is responsible for preparing rear and side yards as well as establishing vegetation in these areas. Wind and rain will cause the finished quality of these areas to deteriorate if they are left untreated and repairs can be costly to you as the homeowner.

## Standing Water

While it is normal for water to stand after a heavy rainfall, water should not stand or form a pond in the yard for more than 24 hours after the rain has subsided (48 hours in swales or sump discharge locations).

Determining grading or pond formation will not be made while there is frost or snow on the ground or while the ground is saturated or frozen. If the source of standing water stems from the flow of water from an adjoining property, gutter downspouts, sump pump outlets, or work performed by others, then Allen Edwin Homes is not responsible.

**Changes in grade will invalidate your warranty. The owner is responsible for establishing and maintaining adequate ground cover as soon as possible.**

## Trees

Newly planted trees must be heavily watered for the first year. That means 30 to 60 minutes of watering every other day during the dry parts of the summer. Water in an amount so that the water goes into the ground around the tree, don't let it run off.



If it hasn't rained for a week, water every day. This will help your new tree establish roots, and grow faster.

The second year the tree will require less water than the first year, but will still need to be watered well for continued health and growth.

## **Mirrors**

De-silvering or black spotting appearing in the mirror may be a result of improper cleaning materials used on the mirrors. To clean the mirrors, use window-cleaning products that contain vinegar, not ammonia. Using ammonia-based products on mirrors may dissolve the silver backing, voiding the warranty. Do not use abrasive cleaners as these will permanently scratch and mar the mirror surface.

## **Paint and Stain**

### **Interior Paint**

The interior walls and ceilings have been painted with latex flat finish paint and the interior trim and doors have been painted with latex semi-gloss finish paint. Routine cleaning is vital to the overall service life of a painted surface. However, when selecting a cleaner, be sure to use a non-abrasive cleaner. If cleaning a waterborne paint, avoid products that are ammoniated. Mild, soapy water will generally suffice. However, always test the cleaning solution in an inconspicuous area to ensure that it does not damage the paint film. Spackle may be used to cover any small defect prior to paint touch-up. There may be some paint in a can that is left over from the original paint applied to your home that is either in the basement, under the stairs, or in the mechanical room.

When touching up paint, use a small brush to apply paint only on the spot needing attention. Touch-ups will sometimes be visible. When it is time to repaint a room you should first prepare the wall surfaces by cleaning with a mild soap and water mixture or a reliable cleaning product. Follow the directions on the container.

### **Exterior Paint**

Annually check the painted/stained surfaces of your home's exterior. If you repaint before there is much chipping or wearing away of the original finish, the cost of extensive surface preparation will be lessened. It is a wise maintenance policy to plan on refinishing the exterior surface of your home approximately every three years or as often as your paint manufacturer suggests for your area and climate. The chemical structure of the paint used on the exterior is governed by the climatic conditions. Over a period of time, this finish will fade and dull a bit. Do not allow sprinklers to spray water on painted surfaces on the exterior of your home. This will cause blistering, peeling, splintering, and other damage to the home. Light colors will more readily show cracks and will require additional maintenance.

## **Plumbing**

### **Leaks**

**If a major plumbing leak occurs, the first step is to turn off the supply of water to the area involved.** This may mean shutting off the water to the entire home. Then contact the plumber listed on your emergency sticker located on the water heater. Moisture can cause damage to your home and belongings if not addressed immediately. Items that are damaged from water or extended exposure to moisture are considered consequential damages and should be reported to your homeowner's insurance. Allen Edwin Homes is not responsible for consequential damages due to leaks. (See page 5 of this manual, "Consequential Damages").

### **Water Supply**

**The main water shut-off valve is located at the meter service.** Each sink and commode has an individual shut-off for its water supply.

If the water supply to your home stops, check the water meter shut-off to confirm the service has not been shut down in your area. If everything seems normal, contact the plumber listed on your emergency sticker which is found on the water heater.

### **Water Heater**

Review and follow the manufacturer's instructions for your water heater. **If you have no hot water, check the pilot, temperature setting, and water supply valve before calling for service.**

### **Clogged Drains**

There are two main causes of plumbing clogs:

1. Improper use of garbage disposal
  - Always use plenty of cold water when running the disposal; it cools down the motor and prolongs the life of the unit.
  - Never put grease through the disposal unit.
2. Foreign material being flushed down toilets
  - Flush toilet paper only; no paper towels, plastic, baby wipes, cleaning wipes
  - Do not flush feminine hygiene products or baby diapers
  - Do not flush foreign objects; toys, animals, etc...

Prior to closing, the plumbing drainage system is fully tested by the plumbing contractor as well as Allen Edwin. This testing includes flushing toilet paper down drains to ensure no

building materials are lodged in the drain system. In many cases, it is impossible to determine the root cause when clearing a clogged drain.

During the first 30 days after closing, if a drain is clogged and the root cause cannot be determined when clearing the clog, the issue will be treated as a warranted item. After 30 days from closing, the homeowner will be responsible to contact and schedule a residential sewer/drain cleaning company to clear the clog. Unless the root cause can be confirmed as a defect in the plumbing installation or is from construction debris, the homeowner is directly responsible for payment of costs incurred to clear the clog. If a drain clog occurs at any time during the warranty period where the root cause can be confirmed to be due to a defect or building material, the issue will be considered a warranted repair.

Clogged traps can usually be cleared with a plunger. If you use de-clogging chemicals, follow directions carefully to avoid personal injury or damage to the fixtures.

To clean the drain stoppers in bathroom sinks, loosen the nut under the sink at the back, pull out the rod attached to the plunger, and lift the stopper out. Clean and return the stopper to its original position.

## **Condensation**

Condensation on pipes may result from combinations of temperature and indoor humidity. Condensation on a pipe is not the same as a leak, nor is it a defect. The homeowner needs to maintain the proper relative humidity level within the house. We recommend running a dehumidifier in the house to control excessive humidity.

## **Faucets/Aerators**

Plumbing lines are flushed out to remove dirt and foreign matter prior to closing; however, there may be small amounts of minerals that enter the line. Based on area water content, faucets may drip because washers are rapidly worn when they come in contact with foreign matter. Remove and clean the aerators on faucets as part of the routine homeowner maintenance to allow proper flow of water. Replace the washer with an identical type and size.

A dripping faucet may be repaired by shutting off the water at the valve located directly under the sink. Remove the faucet stem, change the washer, and reinstall the faucet stem. The showerhead is repaired the same way.

## **Sewers, Fixtures and Drains**

The plumbing system is thoroughly flushed prior to closing on your home to remove any obstructions. However, through homeowner use, piping, sewers, drains and fixtures can easily become clogged.

In many cases when a clog occurs, the obstruction must be pushed through the plumbing system in order to clear it. This often makes determination of the reason for the clog impossible. **Allen Edwin Homes will clear undetermined stoppages in the drainage system during the first 30 days of occupancy. If the drain system stoppage is determined to be due to owner actions, the owner will assume the cost of the repair.**

Throughout the warranty period, Allen Edwin Homes will only correct stoppages that are caused by plumbing system defects or construction debris.

## Sump Pumps

Sump pump lines are usually equipped with a check valve, a device that prevents the previously pumped water from running back down the discharge pipe and refilling the sump pit. **Sump pumps are mechanical devices that can and will fail for a variety of reasons.** Numerous things can cause a sump pump failure: electrical problems, debris in the pit causing the pump inlets to be clogged, a clogged discharge line, mechanical problems, etc. Due to these failures, and because of the extensive consequential damages that can result from a failure, **back-up sumps, battery back-up pumps, and/or alarm systems are strongly recommended for sump pump installations after closing on your home.**

**IMPORTANT:** In the event of consequential damages by sump pump failures, the homeowner should contact their homeowner's insurance carrier. Allen Edwin Homes is not responsible for consequential damages. Consequential damages are defined on page 5 of this manual. Homeowners are encouraged to carry insurance regarding sump pump failure. This coverage is not typically included in a homeowner's policy. The homeowner should request proof of coverage or obtain additional coverage from their insurer. There are two kinds of sump pumps. Type one is called a floor drain style type of sump pump which empties out into the sewer system. This type of sump pump needs no maintenance. The second type of sump pump is called a stone and tile sump pump which is connected to a perimeter tile and is discharged to the outside. This discharge pipe needs to remain free of debris. Please be aware that depending on your specific water table or the amount of recent rainfall your sump pump can run very frequently and is not considered a warranty issue.

## Homeowner's Responsibility (Sump Pump)

- Keep the sump pit and openings free from debris. Debris in the pit can affect the float, the switch, and the operation of the pump. Sump pumps are designed to pump water not foreign objects such as mud, straw, pea gravel, or other debris.
- Keep the discharge pipe, located outside, (Stone and Tile Type system) open and free flowing. In order for the pump to discharge the water, no blockage can be in the discharge line. This includes mud, debris, ice, snow, and other foreign matter that slows down or impedes pumping action.
- Always make certain that the pump has a 3-prong plug and has continuous power supply. If you unplug a sump pump for any reason, it will not pump. It is the homeowner's responsibility to make sure that the pump is always plugged into the electrical outlet and functioning properly. Read the manufacturer's manual regarding special information about the sump pump.

## Toilets

Federal Regulations amended water use regulations and defined water saving performance standards in 1992. This resulted in the following requirements for residential toilets:

For floor-mounted toilets, maximum flow may not exceed an average of 1.6 gallons of water per flushing. Prior to this regulation, most toilet tanks held 3 ½ or more gallons of water per flushing. This reduced amount of water results in less flushing force to dispose of waste in the toilet. Therefore, stoppages may occur more easily in water-saver toilets. **Frequent stoppages may possibly be prevented by holding down the flush handle through the complete flush cycle to allow more water to flow from the tank into the bowl.**

The main causes of toilet and sewer stoppages are: various domestic items such as paper diapers, baby wipes, excessive amounts of toilet paper or the wrong type of toilet paper, sanitary supplies, Q-tips, dental floss, children's toys, kitty litter, etc.

**If a stoppage occurs, most of the time a plunger can be used to clear the stoppage with the following steps:**

1. Turn the toilet supply off (located near the wall under the toilet tank).
2. Place the plunger cup over the opening at the bottom of the toilet bowl.
3. Force the plunger up and down several times without removing the plunger cup from the bowl opening.
4. Remove the plunger.
5. Flush the toilet.

If the stoppage does not clear, carefully refill the toilet tank by opening the water supply and repeat steps 1-5.

If the plunger does not clear the blockage after several attempts, there may be more than “ordinary” waste blocking the sewer line, and a plumbing auger may be required. You may wish to call a plumber to clear and check the line. Unclogging blocked sewer lines, toilets and sinks are the responsibility of the homeowner and are not a warrantable item. (See page 38 of this manual, Plumbing Items NOT Covered by Warranty, “Clogged Drains”).

### Running/dripping toilets.

- **Check the shut-off float in the tank.** Most likely the shut-off float is too high in the tank, preventing the valve from shutting off completely. The float should be free and not rub the side of the tank or any other parts.
- **Check the chain on the flush handle.** If it is too tight, it will prevent the rubber stopper at the bottom of the tank from sealing resulting in running water. If these techniques do not work, call a plumber.

### “Drop-In” Toilet Bowl Cleaners

As stated in the manufacturer’s warranty, problems resulting from the use of “Drop-In” toilet bowl cleaners are not warrantied. These cleaners/products can and/or will cause deterioration of various internal parts in your toilet and will void the manufacturer’s warranty.

## Cleaning Fixtures

Follow the manufacturer's directions for cleaning brass, stainless steel, fiberglass, vikrell, and porcelain fixtures. **Abrasive cleansers will remove the shiny finish leaving behind a porous surface that is difficult to maintain.** A non-abrasive cleaner or a liquid detergent is usually recommended for the fiberglass or vikrell tub / shower stalls. Clean fixtures with a soft sponge and soapy water, and then polish with a dry cloth to prevent water spots. If your sink is stainless steel, this does not mean it will not scratch. Stainless steel sinks should be cleaned with hot soapy water and wiped dry with a cloth. Do not use a stainless steel cleaner on the sink as it may void the manufacturer's warranty. Avoid leaving produce on a stainless steel surface as prolonged contact with produce can stain the finish. In case of staining from liquids such as dye or vegetable juices, a mild detergent may also be added. White vinegar and lemon juice are good cleaning agents for hard-water and lime scale deposits.

## Tub and Shower Care and Cleaning

The supplier of your shower and bath units recommends the use of mild cleansers without abrasives for weekly cleaning of your bath or shower made of fiberglass & vikrell material. **The use of abrasive cleaning agents can result in surface dullness or discoloration of the finish.** Do not use cleaning agents or any other product that has an acid content. Acid content products can dull or stain the tub finish.

## Shower Door Cleaners

Most shower door handles are made of clear acrylic components. It has been found that daily cleaning sprays have an ingredient that disintegrates the acrylic. Continual daily use of these type of products may cause the shower door handle to fall off. Please read the product label to choose the appropriate type of cleaner recommended for the shower door. Our research shows that most of the manufacturers recommend using only water or window cleaner for cleaning shower doors.

## Plumbing Items not covered by Warranty

- Dry Traps – This condition causing a gas odor in the house can result from infrequently used drains, condensate drains in the furnace room or roughed-in powder rooms. Pouring water into the drains on a weekly basis can help resolve this.
- Clogged Drains - This includes condensate drains to sump pits. In basements, there is a screen on the end of the drain line into the sump pit, which should be removed and cleaned.

- 1.6. Gallon toilets - Clogs will not be warranted unless it is proven to be a defective product. Homeowners should purchase a plunger.
- Garbage Disposal - If it hums, it could be jammed. Turn off the power and use the disposal wrench to free it. If it is silent, engage the reset on the bottom of the disposal and check the breaker.
- Caulk - Leaks due to cracked caulk on faucets and fixtures are a homeowner maintenance responsibility and are not warranted.
- Wells – If you have a private well instead of city water, please be advised that there are certain responsibilities that you as the homeowner need to be aware of. Please do not try to adjust the pressure of the well pump as this will void any warranty. If the pump fails, drops in water pressure, or you start to smell sulfur (rotten egg smell) during the first year, please call Allen Edwin Homes immediately. After the first year if something goes wrong please call the name of the installer located on the supply tank. It is also recommended that a whole house water filter system be installed.
- Septic – If you have a Septic System versus city sewer, you, as a homeowner need to know that there are some things that are required for maintaining the life of the septic system. Please refer to the instructions from the septic installer on how often pumping needs to occur and how often additives need to be put into the septic system.
- Water Softener – Please be advised, that if you, the homeowner, have opted for a salt type of water softener then there may be some negative results if you have a septic system. Please be advised that by having your brine rinse from the water softener, if applicable, this may void all warranties from the septic system.
- Water Supply Lines - Minimize stagnation by running water through each faucet for approximately one minute each week.
- Hard Water - If a service call is requested for “rusting” sinks and faucet handles and the cause is found to be due to hard water deposits, mold or mildew, the homeowner will be charged for the service call.
- Sump Pumps - Do not drain the water softener discharge into the sump pump. Softener salts corrode the pump and will void the warranty.
- Sprinklers - Sprinkler heads that spray against the siding or windows may leave hard water stains.

## **Recommended Maintenance for On-site Sewage Disposal Systems**

- **Septic Tank** - The septic tank is the portion of your sewage disposal system that allows the collection and settling of all waste generated from your residence. Pump your septic tank a minimum of once every three years. Pumping of the septic tank removes excessive solids, which if not removed regularly could result in premature absorption system failure.
- **Absorption System** - The absorption area is the disposal part of your sewage system. Typically the absorptive portion consists of a tile field, tile trench/dry well(s).
- **Garbage Disposals** - The installation of a garbage disposal on a private sewage disposal system is not recommended because excessive solids place a burden on the proper operation of your system. Avoid the addition of solid, heavy waste products such as coffee grounds, grease, tampons, sanitary pads, disposable diapers and other inorganic materials into your sewage systems.
- **Hazardous Waste** - The disposal of hazardous cleaning products may be harmful to the groundwater and the proper functioning of your sewage system. Products such as paints, thinners or pesticides should not be placed in your system.
- **Septic Tank Filter** - The septic tank filter is a mechanism to prevent solids from entering the absorption area of the sewage disposal system. This filter is typically located at the outlet end of your septic tank. The installation of a filter should include a manhole cover at ground level for easy access as it requires maintenance. Your septic tank may contain an effluent filter, check yearly and clean when necessary.
- **Alternator Valve** - An alternator valve is an enhancement feature that may be on your sewage disposal system that allows a resting period for part of your absorption area. This valve must be turned manually on a regular basis to allow its proper operation.
- **Water Consumption/Usage** - Be aware that all water running inside your home is entering your sewage disposal system. You should fix leaky faucets or running fixtures. A faucet leaking one to two drops per second amounts to 1.2 gallons per day or 438 gallons per year. This is half of the capacity of a typically installed 1000 gallon septic tank.

You should also eliminate basement sump pump, roof and foundation water from entering your sewage disposal system as excess unsanitary waste will impact the design basis of your sewage disposal system.

- **Water Softener Discharge** - Water softener discharge is not recommended to be deposited into your sewage disposal system due to the brine content. This material may impact the bacterial action of the septic tank. The salts also may inhibit the capabilities of the soil material in your absorption area to be effective in allowing water to percolate into the ground.

## **Roofing**



The roofing material on your home is asphalt composition. While this material will provide many years of service and weather protection for your home, a few reminders on the maintenance of your roof could save a great deal of expense and discomfort in the future.

**DO NOT WALK ON THE ROOF** - doing so can void the warranty. The weight and movement will loosen and break the integrity of the roofing material, which may result in leakage. During hot weather, composition shingles will be soft and pliable and they can be damaged. Extremely cold weather will make them brittle and similarly subject them to damage. Hire a professional for any roof work you may require.

After severe weather, a visual inspection of the roof for damage may be required. Have this done by a qualified professional. **Report any property damage as a result of high wind / gusts to your homeowner's insurance carrier immediately.** Damage to shingles due to causes beyond normal use and service including, but not limited to, sustained winds of greater than 60 miles per hour is NOT warrantable. Information obtaining the wind gusts in your area can be found at the National Weather Service website, [www.nws.noaa.gov](http://www.nws.noaa.gov). Allen Edwin Homes uses the information provided by this source to determine liability in situations when wind damage occurs.

## **Security System**

A problem can arise when DSL and the security alarm panel share the same line. The high frequencies can adversely affect the security panel, causing miscommunication or no communication at all. The ability of the security panel to seize the phone line to report an incident can be lost if premise wiring is altered during the installation of DSL.

**If you plan to install a security system, you should be cautious when changing service providers or when having any premise wiring done. If such work is performed, test the security system following the alteration of the wiring.**

## **Siding**

With some types of exterior siding, warping may occur. Please check your manufacturer's warranty on this product. If warping beyond guidelines is determined, a repair will be made but an exact color match cannot be guaranteed.

Damage caused to siding from sustained winds of greater than 60 miles per hour is not warrantable. **Report any property damage as a result of high winds/gusts to your homeowner's insurance carrier immediately.** Information about the wind gust speeds in your area can be found at the National Weather Service website, [www.nws.noaa.gov](http://www.nws.noaa.gov). Allen Edwin Homes uses the information provided by this source to determine liability in situations when wind damage occurs.

## **Tile**

Re-grouting and caulking tiled areas is a homeowner's maintenance responsibility. Use the appropriate tile sealer and follow the instructions carefully. (See pages 12 & 13, Semi-Annual Checklist).

## **Ceramic Tile**

Ceramic tile is a glazed tile with a surface like chinaware. Glazed tile will clean up beautifully by vacuuming or a quick wipe with a damp cloth or sponge. If you feel a cleaning agent is required, use a mild solution of warm water and dishwasher crystals (this solution does not result in a heavy lather that can be difficult to remove from the grout). Rinse thoroughly.

**Do not use waxes, sealers, or bottled liquid cleaners.** Waxes will make cleaning difficult and some liquid cleaners contain harmful acids, which can etch the tile and eat into the grout. Glazed tile on walls seldom requires special cleaning, except to remove soap film, or the combination of soap film and calcium that can develop from hard water. The best cleaners are detergents and scouring powders without soap.

To remove heavier films, clean with detergent and immediately scrub with a stiff brush or scouring powder to remove stains. Rust stains can be removed with any good commercial rust remover.

## **Trim**

### **Exterior**

Inspect the exterior of your home to save costly hours and materials in maintenance. Make it a part of your spring and fall routine to carefully examine the outside of your home. You'll be glad you took the time. (See pages 12 & 13, Semi-Annual Checklist).

Applying sealant to decks is a homeowner maintenance responsibility. The decision to proceed with such treatment commits the homeowner to regular maintenance with the sealant application.

### **Interior**

The interior trim in your home is a manufactured product called MDF. The advantages of this product are as follows: smoother, more consistent finish; longer lengths, which mean fewer seams; and a more consistent profile. Please treat it just like a piece of furniture. Do not set a drink on MDF without a coaster or swelling of the product may occur. As with any wood product, if liquid is spilled on or near it, it is imperative that you wipe it up quickly.

Slight color variations in stained wood products can occur in some finishes. These variations are a normal part of the wood finish and are not a defect.

## **Windows**

Condensation or “window sweating” may occur on windows as a result of humidity. **Windows will collect condensation on their interior surfaces when extreme temperature differences and high humidity levels occur.** Moisture that may drip from the windows must be promptly removed to avoid swelling of the window sills. When the warm, moist indoor air meets the cooler glass pane, water droplets (condensation) occur. Any window treatments that are fully closed for any duration may cause excessive condensation. It is recommended that the window treatments be partially opened to allow for air flow to help eliminate excessive condensation.

Occasional window condensation in the kitchen, bath or laundry area is common. It is the homeowner’s responsibility to maintain a proper relative humidity level in the house. If a humidifier is installed on the furnace or used in any room, the manufacturer’s recommendations for proper operation must be closely followed. Condensation usually results from humid conditions created within the home by the owner or during the curing process in a new space.

Any broken glass not noted by the homeowner on the Final Acceptance form is the responsibility of the homeowner.

*Note: Any defect caused in the home by moisture, rot, mildew, mold or rust is not covered under The RWC Michigan Limited Warranty, which is a part of your Purchase Agreement.*

## **Wire Shelving**

Caring for your wire shelving system in your new home is easy. Light dusting should keep your shelving systems looking good for a long time. Please do not overload your shelving system. Your shelving system is set up for 75 pounds per static load capacity. If this capacity is overloaded, it will pull out and fall. The shelving system is not a warrantable item.

## **Warranty on Your Home**

This section explains how to request Warranty Service and the steps the Customer Care Department will take once the request is received.

### **Is It An Emergency?**

#### **1. What is a “specified” emergency?**

- **Total** loss of heat – not related to a power outage in your area
- **Total** loss of electricity – not related to a power outage in your area
- **Total** loss of water or water leak causing damage to your home
- **Entire** home sewer back-up.
- Plumbing leaks that require the **entire water supply** to be turned off.
- Any **situation that endangers** the occupancy of the home.

- Gas Leak.

## 2. How do I report an emergency?

**In the event of an emergency within your one year warranty service period, please call the Customer Care Department at 269-321-2610 ext 2 then follow the prompts for your area. Call 1-866-644-4919 after business hours.**

After your one year warranty period has ended please call the trade contractor or necessary company directly.

**Note:** Emergency numbers for the furnace, water heater and electrical panel should be affixed directly to these items.

## Non-Emergency Warranty Requests

As per the terms and conditions of The Residential Warranty Company 10 Year Warranty for New Homes, required routine warranty service may be needed.

As a new buyer you will receive two preset appointments during the one year warranty period of your home to take care of any warrantable items. These pre-determined appointments will be as follows:

1. **Warranty Orientation** – done at 2 months post close
2. **Warranty Transfer** – done at 11 months post close

These appointments will take place Monday-Friday at either 9:00 am or 1:00 pm. Each appointment will take two (2) hours to complete and involve inspecting all aspects of the home. This is also an educational opportunity for you to learn about the home maintenance necessary to protect your investment. All warrantable items will be scheduled for repair at these two (2) appointments.

How can you contact them?

1. Visit our website: [www.allenedwin.com](http://www.allenedwin.com)
2. E-mail to: [service@allenedwin.com](mailto:service@allenedwin.com)
3. Mail to: **Allen Edwin Homes**  
**Customer Care Department**  
**2186 E. Centre Street**  
**Portage, MI 49002**

For regular communication, call the Customer Care Department at:  
269-321-2610 ext 2

## Warranty Service

Please refer to the booklet titled RWC Michigan Limited Warranty for New Homes to understand the protection it affords, its limitations, and applicable exclusions. In simplified form, The RWC Warranty applies as follows:

- A. **One (1) year Allen Edwin Homes Limited Functional Warranty**
  
- B. **Various Manufacturers' Warranties**  
Administered by manufacturer of the product. Please be sure to mail any Warranty cards immediately upon occupying your home.
  
- C. **Additional nine (9) year RWC Structural Warranty**, please refer to your RWC Booklet for terms and conditions regarding this warranty.

## Exclusions

Under the terms of RWC Michigan Limited WARRANTY, negligence of normal maintenance items can void the warranty on the item involved, as well as void the warranty on any items that are damaged as a consequence of that negligence. The homeowner is responsible for the maintenance of the home. General and preventative maintenance are required to prolong the life of the home. Damage to the home resulting from homeowner negligence, abuse, misuse, or inaction must be repaired by the owner at his/her own expense.

**Damage caused by natural causes such as high winds, extreme cold, earthquakes, or other Acts of God should be reported to your insurance company immediately.** Allen Edwin Homes does not warranty damage due to natural causes. A partial example of such exclusions is freeze-ups, window leaks, ice damming, and roofing and siding damage from gusting or sustained winds, damages and consequential damages due to power outages.

**Costs incurred for unauthorized repairs to warranty items are not reimbursable.** Written authorization prior to incurring expenses must be obtained from the Allen Edwin Homes Customer Care Department located at our main office. Trade contractors will perform work only upon instructions from the Allen Edwin Homes Customer Care Department.

## Frequently Asked Questions about Warranty

1. **Do I need to be at my home to have warranty services/repairs performed?**

YES. It is necessary to provide Allen Edwin Homes with access to the home and **yes, The home owner does have to be present** during the course of the work. **Be prepared to take time off from work for inspections and service repair work.**

Arrangements need to be confirmed prior to work being done. Failure by homeowners to provide such access to the Builder may relieve the Builder of its obligations.

**2. Who is responsible for the maintenance of the home?**

Maintenance is your responsibility as the homeowner. To assist you in the care and maintenance of your home, please refer to the section Care and Maintenance Guidelines for your Home on page 14. ***Please note: Any damage or defect caused or worsened by neglect, abnormal use, or improper maintenance and operation of the home or property will not be covered by Allen Edwin Homes***

**3. Who is responsible for the warranty service of the home?**

Allen Edwin Homes shall remedy defects in workmanship and materials in the home to the tolerances and terms stated in the RWC Michigan Limited Warranty, under which the home is covered. (Note: The average home is comprised of over 10,000 components. There's a good chance that one of those components will have to be repaired or replaced after the home is completed. Some items require homeowner maintenance to prevent problems.) Appliances are excluded from Allen Edwin warranty because of the warranty from the manufacturer.

**4. Is my warranty extended after a repair?**

NO. Actions taken to cure defects will NOT extend the period of specified coverage which is one year (12 months) from your Closing date.

**5. Can I have a trade contractor do repairs and submit the invoice to Allen Edwin Homes rather than have the Customer Care Department provide them?**

NO. Costs incurred for unauthorized repairs to warranty items are not reimbursable. Written authorization prior to incurring expenses must be obtained from Allen Edwin Homes Company.

**6. Is the Builder responsible for exact color, texture or finish matches in situations where materials are replaced or repaired or for areas repainted or when original materials are discontinued?**

NO. Because a patch or repainting cannot be guaranteed to match perfectly, Allen Edwin Homes will match as closely as possible.

**7. Is the RWC Michigan Limited Warranty transferable?**

YES. The remaining balance of the RWC Michigan Limited Warranty stays with the home and the new homeowners should you sell before the warranty expires. You must have the validated sticker and warranty booklet which stays with the home and should be given to subsequent homeowners.

**8. Are there requirements with RWC Michigan Limited Warranty?**

YES. The RWC Michigan Limited Warranty requires that the home is properly cared for and maintained by the homeowner. The warranty does not cover any part of the home that has been subjected to misuse, negligence, accident or lack of preventative maintenance. It is the homeowner's responsibility to submit any request for warranty performance before the end of the one-year warranty. This request must be submitted prior to 30 days of the applicable warranty expiration date.

**9. What is a "cosmetic item"?**

A "cosmetic item" is one whose appearance does not affect its functionality or operation.

**10. What if I want something replaced rather than repaired?**

If the homeowner chooses to replace something versus the repair from the Builder, then this would be a homeowner preference and the homeowner's responsibility and cost. At Allen Edwin Home's discretion, reimbursement of product will be considered.

**11. Are "consequential damages" covered by warranty?**

NO. **Neither the RWC Warranty or the Builder cover consequential, secondary, or incidental damages.** The Builder's obligation is limited to repairing damages to the warrantable item. The homeowner or the homeowner's insurance company is responsible for the cost of any "consequential damages".

**12. Is there a "grace" period to submit warranty service requests?**

NO. All warranty service requests must be submitted in writing and received prior to the 1 year anniversary date. Many of the components in your home have one year manufacturer supplied warranties and Allen Edwin cannot guarantee coverage on service requests received after the one year anniversary date.

### **13. Why do I need to apply water-repellent to the driveway?**

Concrete is made of little crystalline structures that continue to grow as the concrete ages. Too much moisture and chemicals from your lawn or car can get into the concrete and prevent the concrete from properly hardening. In the first two years of the life of your concrete, it is especially susceptible to chemical and weathering damage. Applying water repellent to the concrete helps protect it from these damaging conditions and will help to minimize problems.

### **14. What are nail pops and settling?**

Homes are built on top of ground that can and will move over time. In the first few months and years, new homes are especially susceptible to what is called settling. Freezing ground can also cause some shifting to the earth's surface. Your home is built to withstand the normal movement forces for this geographic region; however, as your home settles, it is normal to experience drywall nails backing out slightly, nail pops, or small stress cracks in the drywall.

### **15. Is mechanical equipment covered by warranties?**

Appliances, mechanical equipment, and other consumer products and goods are covered by warranties from the manufacturers of those items. Copies of the manufacturer warranties will be provided during the Homeowner Orientation and at Closing.

**It is your responsibility to complete and return all such warranties in accordance with the instructions of the manufacturer.**

### **16. Is the overhead door warranty voided if the opener is from a different manufacturer?**

YES. It is preferred to allow only licensed professionals from the manufacturer to service your garage door. If your door is damaged due to poor installation of the garage door operator, the warranty is voided. Damage to the garage door may result if the proper installation protocols are not followed.

### **17. What can I do about ice on my driveway and walks?**

Remove snow and ice promptly taking care not to dig or pound into the concrete. A thin layer of ice can be topped with sand or kitty litter for traction. We do not recommend the use of any de-icing materials. (Reminder: it is advisable to apply a water repellent specifically made for concrete before fall to protect the driveway from road salts and other chemicals cars may drip onto the concrete. Most home improvement stores carry concrete water repellent. It is well worth a little prevention to protect your investment.)



**18. How long is the warranty period for trees?**

There is no warranty on street trees. The only way that a tree would be replaced is if it was so noted on the Home Orientation walk through. After installation of street trees by Allen Edwin Homes, they become the responsibility of the homeowner to water and maintain.

**19. Is there any warranty on sod?**

**There is no warranty on sod.** If the instructions provided for sod care are followed, your lawn should be established.

**20. Is the plumbing warrantied for frozen or burst pipes?**

Frozen or burst pipes will only be warrantied during the first year if the temperature at the time of damage was zero degrees Fahrenheit (0 degrees F) or above and if the failure was due to a building defect.

**21. What is an “Act of God” and how does it apply to me as a homeowner?**

Allen Edwin Homes builds homes in accordance with accepted building practices and industry standards to meet or exceed the normal conditions of nature (heat/cold, wind, rain, etc.). There are sometimes occurrences of nature that cannot be reasonably foreseen or prevented. These “Acts of God” are those occurrences caused by “violence of nature.” These are not of human origin nor controlled by human power. Extreme temperatures, drought, flood, gusting wind, tornados, hail and power outages are “Acts of God.” Partial examples of “Acts of God” exclusions are freeze-ups, ice damming and roofing and siding damage from high/gusting winds, and damages due to power outages. **Report any damages resulting from an “Act of God” to your homeowner’s insurance company as soon as possible.**

## Common Builder Non-Warrantable Items

- Carpet fibers pulled up by vacuum.
- Matching of cabinets with the same wood species.
- Paint touch-ups not matching after repairs.
- Shrinkage cracks less than ¼” across concrete.
- Minor floor squeaks.
- Loose door knobs, light bulbs, smoke detector batteries.
- Cosmetic cracks in grout or drywall. (Cosmetic cracks are considered 1/16” or less)
- Ice dams or icicles.
- Cleaning of gutters/downspouts, or drainage pipes.
- Downspout replacement due to loss or damage.
- Holes in screens from insects/animals.
- Vent covers that are lost, broken or damaged by animals.
- Damages caused by power outages, ie: power outage causing no power to operate sump pump causing water damage.
- Animal/insect infestations are not a warrantable item, we cannot control nature, therefore elimination or extermination of any animals or insects that enter your home or property is the responsibility of the homeowner.



We value what you value.

## Post Move-In Service Request

**Fax to:** Allen Edwin Homes Attention; Customer Care Department Fax Number: 866 581 9297

**Mail to:** Allen Edwin Homes c/o Customer Care Department 2186 E. Centre St. Portage, MI 49002

**EMAIL:** service@allenedwin.com

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: (home) \_\_\_\_\_ (work) \_\_\_\_\_ Best time and number to call: \_\_\_\_\_

Closing Date: \_\_\_\_\_ Email: \_\_\_\_\_

Description of Request: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**In the effort of tracking and monitoring our homes, all service must be requested in writing.**

<b><u>For Allen Edwin Homes Use Only</u></b>	
Received by:	_____
Date:	_____
Approved:	_____
Work Performed by:	_____

# Homeowners Association (HOA)

In this section we will provide general information regarding Homeowner Associations. Some of our communities have Homeowners Associations. If your specific community is a site condo project, refer to the condo bylaws article seven and eight (exhibit A to the master deed) for rules and regulations that help to govern the neighborhood and protect property values. If your community is platted there will be plat restrictions. Please refer to these restrictions in your lot closing documents.

## **Budget Information**

The Homeowners Association is responsible for the upkeep of all common areas within your community. An annual budget is established to include the costs for maintaining these common areas and operating the Association. Each Association will have guidelines for payment of dues. Some are monthly, some are quarterly. Please refer to the Purchaser Information Booklet for your Community.

## **Approval for Exterior Changes**

The Request for Changes to Property form is to be used as an application for approval of all exterior improvements to a home. This form needs to be submitted at least 30 days in advance before an improvement is scheduled to begin. In addition to thoroughly completing all of the questions on the application form, a drawing with details of the improvement(s) and location within the property needs to be provided. Please forward all information to the address provided on the form.

# Frequently Asked Questions about Homeowners Association

## **1. What kind of exterior improvements are acceptable to make to my property?**

Refer to the Purchaser Information Booklet you received when you signed your contract. If you are not in a Planned Community, the Plat Restrictions will address any use restrictions.

These documents address how the outside of your home and property should be maintained. Your community covenants and restrictions may cover any alterations to the exterior of your home (including but not limited to):

Enforcement	Storage tanks	Water & Sewage
Animals	Satellite dishes	Utility easements
Antennas	Swimming pools	Drainage swales
Awnings	Sidewalks	Drainage easements
Driveways	Street access	Trash & Waste
Mailboxes	Solar heat panels	Sewer
Yard Ornaments	Signs	Fencing
Storage sheds	Mini-barns	Motor vehicles & Trailers

## **2. How can I get exterior changes to my home approved?**

The Homeowners Association is established prior to the sale of any lots within the community. The Architectural Control Committee's role is to enforce the covenants, conditions, and restrictions of the community including exterior changes. Any exterior changes to your home must be approved by the Architectural Control Committee prior to any work being performed. If you want to make a change to the exterior of your property, the form known as the Request for Changes to Property needs to be completed and submitted.



REQUEST FOR CHANGES TO PROPERTY

As you are aware, the Architectural Control Committee must approve any changes that you plan to your property. Please use the space at the bottom to request your approval.

You must attach a Site Plan showing the location of the changes to your property. If you do not have ready access to the site plan that was included in your sales documents, you may substitute another one. This should be the view of your property as seen from above, with an indication on it of existing structures, and future ones. Any request submitted without a site plan will not be approved until we have received the site plan.

To be submitted to:

Allen Edwin Company
Attn: Architectural Control Committee
2186 E. Centre St.
Portage, MI 49002.

Fax – 269-321-2611 or email to
bhill@allenedwin.com

Name \_\_\_\_\_

Address \_\_\_\_\_ Lot # \_\_\_\_\_

Phone number \_\_\_\_\_ Email address \_\_\_\_\_

Nature of intended change, (i.e. Fence, Deck, etc.) \_\_\_\_\_

Location of addition (Attach Site Plan showing addition) \_\_\_\_\_

Date of Start of Project \_\_\_\_\_ Date of Estimated Completion \_\_\_\_\_

Description: (include color, design details, etc.) \_\_\_\_\_

Name of Contractor Scheduled to do work \_\_\_\_\_

Estimated Cost of Project \_\_\_\_\_

Picture or Plan of Project (attachment)

Upon approval from the Architectural Control Committee, please remember to file for the appropriate permits. Any structural changes, and most other projects, will require a permit from the City or Township. We recommend that you check with the City or Township to determine if a permit will be required.

Please call Elly Bolar at 269-321-2610, ext 242 for any assistance



# MOST COMMON SERVICE REQUESTS NOT COVERED BY WARRANTY

Tips, standards, solutions and preventative maintenance for frequently asked questions.

## Paint

Some paint will be left in your home. Use this paint to touch-up move-in nicks, scratches and other cosmetic damage not noted at the final homeowner orientation.

## Sod

**Sod** is a living organism that needs continuous care to survive. The livelihood of sod is dependent on nature and the homeowner. You will be provided information on how to care for your sod at your Homeowner Orientation.

## Scratches

**Scratches**, chips or mars in tile, woodwork, walls, floors, porcelain, brick, mirrors, vanity tops, counters and plumbing (tubs, showers, sinks, toilets) which are not noted at the final Homeowner Orientation are not covered by warranty.

## Caulk

**Caulking** is a homeowner maintenance responsibility. Shrinkage of interior and exterior caulk is common. Caulking will crack due to normal expansion and contraction of materials. Cracks that may form in exterior wood must also be caulked and painted. For best results, recaulk interior and exterior areas twice a year, spring and fall, especially those subject to moisture. By not caulking regularly, water infiltration areas can result, areas may result, which may lead to mold which is not covered by warranty. Exterior caulking is best done in warm weather.

## Flooring

**Floor Squeaks:** Some floor squeaks may be heard when walking on wood floor systems. This is to be expected and is not an indication of a construction deficiency. **Sub Floor Joints:** It is not uncommon to see sub floor joint seams under vinyl flooring. It is accentuated when a full glue flooring is selected (i.e.: Congoleum, Initiator, etc.) Sub floor seams can be expected and are not considered a defect.

## Concrete Cracks

**Cracks** in concrete (driveway, sidewalk, patio, foundation) will occur as a result of normal expansion and contraction in the material due to changes in the weather. Such cracks are not an indication of a construction deficiency and will not impair the intended use of the concrete surface. However, within the first year, if settling causes cracks that exceed 1/4" width or 3/16" in vertical displacement, we will correct the defect by means of an appropriate joint filler up to 1/2". To protect concrete surfaces, avoid using de-icing materials. The safest material to use for traction is sand. **It is advisable to apply a high quality water repellent to the concrete in the summer each year to help protect the driveway from road and other chemicals your car may drip onto the concrete.** Information on high quality water repellents may be found in your Homeowner Orientation folder.

## Interior Trim

The **interior trim** of your home is a manufactured product called MDF. As with any other wood product, MDF can be damaged if exposed to moisture. If liquid is spilled on it or near it, it is important to wipe it up quickly to prevent raised areas. Use coasters to prevent rings and swelling on MDF surfaces.

## Brick

Cracks and chips in brick are common to masonry and are not a sign of a defect. Discoloration may occur due to weathering or innate materials. Expect bricks to have some mortar stain. Repeated cleaning can damage intended finish. Mortar used to bond bricks may crack due to shrinkage of the mortar and/or brick.

## Frozen Pipes

Frozen exterior water spigots, including garage spigots are not the responsibility of the builder. Water hoses, splitters, sprinklers, etc. should be removed from water spigots during cold weather. If any plumbing fixtures are located in the garage, do not leave the overhead garage door open during cold weather, or your pipes may freeze. Frozen or burst pipes will only be warranted if the temperature at the time of damage was zero degrees or above and if the failure was due to a building defect as stated in the Residential Construction Performance Guideline booklet. During extreme cold temperatures, set heat at a minimum of 65 degrees as well as open your kitchen and bathroom cabinet doors to expose the pipes to heat.

## Drainage

Maintenance of lawns, landscaping and drainage pathways is a homeowner's responsibility. Please review the established drainage carefully with your Customer Manager at the Homeowner Orientation. The homeowner is responsible for establishing ground cover of the rear yard in non-sodded areas in order to prevent washout.

**Customer Signature:** \_\_\_\_\_

**Allen Edwin Homes Representative:** \_\_\_\_\_

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



*Buyer acknowledges he/she has received and understands the expectations set in the Home Owner Manual Section III: Live*

Address: \_\_\_\_\_ Comm. / Lot #: \_\_\_\_\_

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

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

Customer Manager \_\_\_\_\_ Date: \_\_\_\_\_