

MAINTENANCE REQUIREMENTS

Your home has been built with the most modern materials available in this industry today. The Builder takes great pride in the quality of homes they build. You will see during your meetings that our company takes great satisfaction from building the safest home with value unparalleled.

Due to the magnificent environment we live in, you will want to start a maintenance routine as soon as you close escrow on your new home. All of the elements in this marine environment, wind, sun, fog and rain, can cause harm to a home over time. A preventative maintenance schedule is always recommended in order to maintain the original luster of your home. You will find that we have included a few schedules for you in this guide to help you in routine maintenance. The Builder requires that you adopt a maintenance routine; you may sign up for email notifications for this.

The following sections will give you basic information regarding product specifics and care and maintenance for the items incorporated into your new home. Please use these suggestions in your maintenance routine as they have been developed over time to assist you in keeping your home strikingly new in appearance and condition. As always, if you have any questions, the Builder may be able to help you.

Appliances

The appliances in your home are covered under a warranty provided by the manufacturer of each appliance. In your “New Home Express Limited Warranty” you will find the information from the appliance manufacturer for care and maintenance as well as your information to return to the manufacturer for product registration. Builder does not carry any warranty coverage for appliances. Appliances are considered, but not limited to, Range, Oven, Microwave, Micro/Hood, Refrigerator, Garbage Disposal, Dishwasher, Trash Compactor, Washing Machine, and Dryer.

Cabinets

In removing any splatters or water form the cabinetry, you will generally avoid any permanent staining. Using furniture or wood polish can help to protect the cabinetry against surface contaminants.

Cabinets are covered under warranty for one year after the close of escrow

The Builder cannot guarantee that the grain and color of wood shown in the model home will be the exact same in your home. Due to nature, an exact wood color or grain match is near impossible to come by. Some color variations on stained areas of the wood in your home is to be expected and is not warranted.

Wood is a product of nature and is subject to drying and or cracking. When drying occurs you may find sticky drawers or warped cabinets, which are covered during the Express Limited Warranty of one year. Scratches are common to cabinets, as they are located in high traffic areas. You may purchase a wood putty stick at a local home center to fill and color minor scratches. Cracking is normal with new wood and can be fixed by filler.

Caulking and Grout

Builder expects that, over time caulking will naturally dry and shrink. This is due to evaporation from moisture in the product. Caulking and grout are considered to be some of the most integral components in your home. This product allows the materials in your home to bind together and become resistant to weather and water. As a homeowner, you will need to routinely examine the areas of your home that have caulking or grout applied to them. The caulking at areas of high water usage should always be maintained. Water can pass through dry or shrunken caulking and cause damage to other parts of your home.

Builder will replace caulking in one area, one time, during the one-year fit and finish warranty.

Builder suggests a caulking gun and a tube of caulk made for the area you are applying it to. There are different brands of caulk made for various areas of your home. You may find direction from personnel at your local home center as to which application will work best for you. Grout may be mixed according to directions and applied with a small trowel, then wiped smooth with a damp sponge. Do not allow water to sit on new grout; wring out your sponge well before wiping up excess grout.

Both of these applications should be left completely alone, free of foot traffic and water, for at least 24 hours, or as long as the product directions dictate. If the applications do not have time to dry you will need to remove the product and re-apply.

Ceiling and Wall Finish

The walls in your home have been finished with a drywall application and paint. The walls have been designed to be low maintenance and take little care to maintain. The finish on your walls is either a hand texture finish or an orange peel finish. Round corners are very easy to dent but difficult to fix, use care when maneuvering around these areas. Drywall products for repairs can be purchased at your local home improvement store. Do not allow your drywall to become saturated with water, it can be difficult to dry the water from the walls, and other damage may occur.

Builder does not paint after close of escrow except in the event of a repair undertaken by Builder, Builder does not custom paint.

The paint on your walls is a scrubbable flat and semi-gloss finish. You will find semi-gloss paint in the rooms that have running water, and flat paint in the living areas. For example, your living room will be flat but the kitchen is semi-gloss. Builder suggests re-applying paint every three years to maintain the original luster of your new home. Cobwebs and dust should be routinely cleaned from walls and ceilings.

Concrete

Concrete does not need a lot of maintenance by the homeowner. All of the concrete in and around your home has been provided as a foundation for your home and as site perimeter access. There are a few items to bear in mind when conducting your routine maintenance examination on your home:

Water should never be allowed to pool around the foundation, or base, of your home. If this happens, the result could be cracks in your foundation and surrounding concrete. To avoid this check the flow of water while your irrigation is running, or during rain seasons. Make sure you maintain the natural course of water flow to drains, or “landscape swale”, that was provided by the Builder. The Builder warrants cracks in concrete over 3/16” for the period as stated in the warranty. This is limited to conditions existing at site of area in question including, but not limited to, change in grade.

Countertops

The countertops in your home have been constructed from three different quality products. You may have Ceramic Tile, Corian, or Granite in your home. In some cases you may have all three materials in your home. You will find extensive care and maintenance information in your “New Home Express Limited Warranty” Trade sections.

Manufacturer and Builder warrant countertops for one year. Items not warranted by Builder after close of escrow include, but are not limited to, broken tiles, surface cracked tiles, chipped tiles, inherent manufacturer tile defects considered cosmetic flaws, slight variances in floor height due to tile, slight variances in tile layout due to plan, cracks or chips in Corian, Corian staining due to a foreign substance, cuts or nicks in Corian, minor imperfections in Granite, exact color match with Granite. Do not place hot pans directly on countertop surface, fissures or burns can occur. Do not cut directly on countertop surface, cutting the countertop makes small slits in the topcoat. Do not allow citrus or acidic food to sit directly on countertop; some foods can wear away the surface. Builder suggests a sealer be applied to Granite at least once every year to maintain integrity; this product can be purchased at a natural stone store.

Decks

The coating applied to your deck is part of an integral system that should be carefully maintained in order to provide years of trouble-free use. Builder suggests re-applying the topcoat of your deck system every three to four years as normal foot traffic can wear down the surface over time. You may contact any informed and licensed decking contractor to help with this. They will be able to supply the appropriate topping and color.

Deck Systems are warranted by Builder according to the “California Right to Repair Law.”

Decorative Gas Fireplaces

Your new home may have a decorative gas fireplace. This addition has been made to your home to add a distinct element of beauty. These appliances are not intended as sources of heat. **Do not burn with doors open. Do not incinerate trash in these appliances. Do not burn any object or debris. Do not leave the fire burning unattended.** Read the use instructions located in your “New Home Express Limited Warranty” trade section before using this appliance. Have the appliance inspected annually for proper operation. The manufacturer warrants this appliance for a one year period.

Doors and Door Trim

Your interior and exterior doors are made of either wood or fiberglass with a foam core. The fiberglass doors are well insulated and do provide some sound barrier. Builder suggests care in maintaining your exterior doors: do not allow paint or other wet products to splash door, wipe off immediately in this case. Keep the doors clean. Do not scrub any doors. Wood front doors are not covered under warranty; these doors should be sealed annually.

Interior doors should be kept clean with a damp cloth. These doors are hollow and are not indestructible. The interior hollow core doors are only warranted against manufacturer defects. Closet doors should roll free; if they do not, lubricate the tracks for easier opening. Do not allow anything to disrupt the slide of doors, as in clothes or shoes. Hinges and locks will also require lubrication for smooth operation or to rid doors of squeaks.

Drainage and Grading

The drainage at your home has been graded according to the local governing agencies. You must maintain the grading at your home site to ensure proper drainage for water. If you discover that the grading has changed since you closed escrow; it is your responsibility to restore the site to its original condition. Adding or removing concrete is considered part of the landscape and drainage and can affect the flow of water from your property. Please consult a professional concrete contractor when adding or removing concrete. If you plan to change the landscaping at your home site, you should consult with a professional landscaper with concern to grading and drainage. Any damage that arises from changed grading, landscape, or unkempt grading is homeowner responsibility.

Landscape does affect the grading and drainage at your home. The Builder has placed all of the landscaping in specific areas in order to hinder erosion. When you remove plants, sod, trees, or other plant material you are risking a drainage crisis. If a homeowner significantly changes the landscaping, drainage, grading, or irrigation system, the Express Limited Warranty will be void.

In some cases the Builder installs yard drains placed throughout your yard area. These drains typically lead water away from your home site, as well as your neighbors, into a drainage basin or properly allocated area. If anyone removes or covers the yard drains all drainage and landscape warranties are void. Homeowner will be responsible for all resulting damage.

Drainage is warranted for one-year from close of escrow.

Electrical

The Builder's professional team has designed the electrical system installed in your home. This system complies with all state, local, and national building codes. This system is intended to withstand normal residential use and is not intended for any other use, such as, a business run from home. Do not tamper with any wiring or electrical devices in your home; this voids your Express Limited Warranty. Any changes made to your existing electrical system after close of escrow voids your Express Limited Warranty. Always call Builder first with any questions or troubles with your electrical system.

You will find product-specific instructions in your "New Home Express Limited Warranty" for the material used to install your electrical system. During your New Home Introduction, your Builder representative will advise you as to locations of outlets and other electrical information you will need. The Builder has provided some helpful information as shown below.

1. Circuit breakers will trip under excessive electrical load. If you lose power to one certain area of your home, first unplug all of the appliances and fixtures in that area. Check the circuit breaker located at the panel and reset it by switching it off and on again. If this does not resolve the problem, call a licensed electrician or your Builder if under warranty.
2. There is a master circuit breaker switch at the main panel. This could have tripped due to a surge or overload. Unplug all of your appliances and fixtures and try the main breaker switch. If this does not solve the problem, call a licensed electrician or the Builder if under warranty.
3. GFI's are outlets located near water, usually in the bathrooms, kitchens, and exterior of home. These circuit breaker outlets are designed to break the flow of electricity in the event of a short. If you lose power to one of these outlets, or an outlet connected to it, press the reset switch. If this does not work please attempt step 1. If these two steps do not resolve the problem, please contact a licensed electrician, or the Builder if under the Express Limited Warranty period.
4. Poking objects into outlets can seriously injure anyone. Please use childproof devices on your outlets if you have small children in your home. These devices may be purchased at any home store or supermarket.

Exterior Finish

The Builder uses a variety of finishes at the exterior of your home. The three main finishes used are stucco, masonry, and wood. These finishes will need constant upkeep and attention on the part of the homeowner to maintain a lasting luster. The exterior of your home is exposed to the elements day in and day out and you, the homebuyer, should prepare to spend a large portion of your maintenance time on the outside perimeters of your home.

Stucco- The stucco on your home has been applied according to Builders' specifications. The color is a part of the topcoat application of the stucco; it is not paint. Check with local governing agencies before changing the color of your home. Do not apply paint to stucco. Do not power spray the stucco on your home. Do not allow dirt or water to rise above the weep screed in the stucco located at ankle level of your home. The weep screed allows water to exit the exterior walls during rains and exposure to moisture. Do not ever puncture the stucco, as there is a waterproof system in place that must be maintained. You may find a white powdery substance on some of the exterior finishes of your home. This is called efflorescence, which is caused by the evaporation of salt-laden water. This will, in time, wear away and Builder cannot prevent this occurrence. You may find "hairline" cracks on the exterior surface of your home stemming from settling and movement in and around your home site. This is expected at every home by the Builder and is common; this item is not warranted. Builder does not warranty stucco cracks less than 1/8" wide for the period of warranty, one year.

Masonry- The masonry at the exterior of your home is Cultured Stone or Brick Veneer. The Builder uses different types of stone and brick throughout the neighborhood. Your "New Home Express Limited Warranty" will give you the specific manufacturer information for the stone or brick on your home. Masonry is applied with an exterior grouting compound that may crack after application. This is normal and to be expected. You will want to repair cracks in grouting every three to six months in order to maintain a lasting impression. Material for this job can be purchased at any of your local home improvement centers.

Wood- The wood trim and siding on your home has been installed according to California Construction Standards and the Builders' specifications. All of the exterior finishes have been caulked and painted with two coats of paint. All appropriate measures have been taken as well as tests passed for quality installation. Due to the fact that your wood trim and siding is in constant exposure to the elements, Builder suggests a routine six-month examination and maintenance schedule. Homeowner will be responsible for applying caulk and/or paint as needed to protect product from the elements. Wood can split or crack due to its natural drying processes; this can be easily fixed by applying caulk or wood putty and touch up paint. Your Express Limited Warranty will warrant **excessive** gaps, warping, or bows in wood trim.

Fencing

Wood- The fencing around your home has been installed per City codes and regulations. The style and/or height of your fence may be different from that of the neighborhood

model. If you choose to add fencing upon close of escrow, please check the city regulations as to height code and sight distance. A professional installer is highly suggested. Your fence has been installed rough and is not treated. Builder suggests that homeowner treat fence with product of choice to prevent rapid aging or damage. You may also consult a fencing contractor for this item. Always try to avoid sprinklers spraying directly on fencing and gates. This product is warranted by the installer for one year.

Wrought Iron- In some elevations the Builder may install wrought iron fencing or gates. These fences have been installed per city codes and regulations, and have passed the required safety inspections. To maintain the integrity of the product, make sure that your iron fences and gates are not exposed to direct weather exposure. This can be done by keeping a fresh coat of paint or sealant on your wrought iron at all times, or at regularly scheduled maintenance intervals. Always try to avoid sprinklers spraying directly on fencing and gates. The installer warrants this product for one year.

Flooring

Carpets- Builder requests homeowner to vacuum carpet completely at least every week to ensure long lasting life. Foot traffic and dirt can permanently soil carpet. Your new carpet will shed fibers; you should remove them with scissors at carpet height. Do not pull shedding fibers from carpet. Most carpet rolls are made in twelve-foot widths. This means that each room may have at least one carpet seam. Carpet seams are not warranted, installer will attempt to make seams as indistinguishable as possible with minimal waste. Dye lots in color may vary slightly; this is normal and not warranted. Your carpet has been inspected and found to be in sound acceptable condition. No claim for stains, seams, color, or other cosmetics will be accepted. Builder suggests using a stain proof product to protect carpet. Manufacturer warrants this product for one year.

Ceramic Tile- Ceramic Tile comes in many different shapes color and sizes. Some ceramic tile will be glazed and some will have a matte, or flat finish. Your ceramic tile should be swept daily in order to keep dirt and sand off of the floor; these particles can pit and dull the surface of your tile. Ceramic tile floors may be damp mopped. It is recommended that your ceramic tile floor not be submerged in water. Do not use any abrasive cleaners on your ceramic floor, vinegar and water works best for cleaning ceramic tile floors. Do not place furniture without casters directly on your tile flooring as this will scratch and chip. Builders suggest doormats and rugs to help with sand control. The grout holding your tiles together may crack; Builder has left material for you to replace this as needed. Your grout has not been sealed but it is recommended you do so as this will help with maintenance.

Hardwood- The hardwood floors have been installed by professional flooring personnel. Do not use water, or cleansers containing water on your wood floors. Do not allow water to stand on wood floors. Cleaning should be done with a dry soft cloth or mop. Do not drag any object across the hardwood floors, as this will scratch the finish. Consult a professional floor cleaner to have the wood floor waxed or buffed. A professional

flooring installer can remove burns or perform sanding as needed; Builder does not warrant this.

Vinyl flooring- Resilient vinyl flooring adds ease of use and beauty to areas of your home. It is very simple to care for your vinyl floor. Below are some tips to bear in mind. You will receive care and maintenance information in your “New Home Express Limited Warranty.”

1. Vinyl flooring can have a soft texture, even though most companies now apply a tough topcoat to help protect from scuffs and dents. Furniture, high-heeled shoes, and rough use can permanently damage vinyl flooring. This damage cannot be repaired, you must replace the flooring if this occurs.
2. Abrasive cleaners and scrubbers should absolutely not be used on your vinyl flooring. **Do not use bleach.** This can dull the surface and wear away the topcoat installed for protection. Use a soft washcloth or mop with warm water and a cleanser advertised appropriate for vinyl flooring.
3. Spills should be removed immediately with a damp sponge to avoid staining. The vinyl floor should always be dried completely when it is wet.
4. Do not use rubber-backed rugs on your vinyl flooring. The rubber will cause discoloration, which is permanent and is not warranted by Builder or Manufacturer.

All flooring is covered by a one-year manufacturer warranty.

Garage Doors

Tampering with the roll-up garage door or opener motor voids the Express Limited Warranty. This includes, but is not limited to, removing and replacing the springs or door. Do not ever try to repair or remove the coils on the garage door, as they can retract and cause grievous bodily injury. Builder recommends lubricating all moving parts every three months. This may also help with squeaking however; some squeaks cannot be resolved and are not warranted. It is suggested that the door should be shut when not in use because prolonged periods of the door being open can result in warping. Do not allow water to continually spray on door or in through door. This product is covered by a one-year warranty.

Heating and Air Conditioning

Your heating and air conditioning system has been installed according to local and state regulatory guidelines. The system installed in your home is of the best quality and will provide dependable service with proper maintenance and care. You will find instructions for care and maintenance in your “New Home Express Limited Warranty.” If you have any need for service on your heating or air conditioning system, please call a licensed heating professional, or contact the Customer Care department if within your one-year Express Limited Warranty. Builder has included a few suggestions for maintaining a healthy heating and air conditioning system:

1. Clean or change your filter every 60 days as needed. An electrostatic filter should be cleaned; a fiberglass filter should be replaced and can be purchased at your local home center. Fresh filters will prolong the life of your heating system.
2. Keep all vents free of dust, cobwebs, and debris.
3. Check the operation of your systems before peak operating seasons. If you need service contact the appropriate professional.
4. You can minimize expansion and contraction of the new materials in your home by keeping an even constant temperature.

Lighting

A Manufacturer Warranty covers the Lighting installed in your home. Should you have any trouble with your fixtures, the manufacturer will help you with your needs. The light fixtures have a sticker near the ring, which specifies what type of bulb wattage to use. Please do not stray from these requirements as this can burn up bulbs or cause damage to the wiring and fixtures.

Plumbing

The plumbing system installed in your home involves new materials and modern design. You will find information in your “New Home Express Limited Warranty” that informs you as to care and maintenance for the various plumbing systems in your home. You should spend some time getting to know your plumbing system in case you have an emergency or simple problem that can be solved in minutes.

There are numerous water shutoffs in your home. Most importantly, you and your family should become familiar with the main water shutoff to your home. This is the shutoff for water from the street to your home, located typically at the hose bib near the front of your home. You must shut this water source off in the event of a water emergency.

Your sprinkler system has a water shutoff located next to the irrigation control valves. If you have a landscape water emergency you may shut the water off to the sprinklers without losing water to your home. Each plumbing fixture also has a water shutoff. These can be located where the plumbing comes out from the wall, behind the toilet tank or under the sink. These shutoff knobs are oval shaped valves, which can be turned on or off; your family should become familiar with this operation.

Another water shutoff is located on your water heater, towards the top of the system. There is also an overflow device that can be used to empty the system if needed. Only an adult should operate the water heater. Please keep children away from the water heater, as it is a dangerous appliance if played with. Your water heater has a manufacturer warranty; contact the Builder if under your Express Limited Warranty period and they will contact a licensed plumber for you. If you are not under warranty, contact a licensed plumber for service.

You will find U-shaped drainpipes under your sinks which the Builder uses to keep sewer gas from coming into your home. These drain pipes can become clogged due to their design. It is homeowner responsibility to maintain clean running pipes throughout the home. If you do not use your sinks very often, it is possible that the water in the U-shaped pipes can evaporate allowing a smell of sewer gas into your home. To prevent this, try to regularly use the plumbing fixtures in your home.

Bathtub and Tub/showers- The bathtubs in your home are made of three different materials. They can be acrylic, fiberglass, or porcelain on cast iron. Jetted tubs are fiberglass set in a concrete base. Your bathtubs will need routine maintenance, as all other components in your home. Clean your tubs using a non-abrasive cleanser and always wash all cleansers completely from the surface of your fixtures. Your plumbing fixtures are covered under the manufacturer's warranty. Please become familiar with your warranty included in your "New Home Express Limited Warranty," Trades section. You are responsible for replacing the caulking at your bathtub as needed. Builder cannot be responsible for homeowner negligence concerning caulking.

Water Systems- Your new home may have a water filtration system installed at the kitchen sink. This is intended to reduce the amount of contaminants in your drinking water. Water from the system has been pre-piped to the refrigerator area for your refrigerator's icemaker. The Builder does not hook up the water to your refrigerator and assumes no liability in the case of a water leak due to hose connection. You will need to keep up a regular routine maintenance schedule for the filter on this appliance. Builder does not provide water system warranty or repair.

Your home may also have a soft water system installed to reduce the amount of minerals and sediment from your water. This will help keep your plumbing fixtures clean, as it reduces the amount of elements that cling to the surfaces of your home. You will need to become familiar with the cycles that your system goes through. Salt will need to be placed in your systems tank regularly. Do not let the tank empty completely of salt.

Fixtures- The Builder provides suitable plumbing fixtures in order to add beauty and durability to your home. Some materials are softer than others, Brass and Chromium in particular. For these fixtures, do not scrub or use abrasive cleaners. Keep them dry and clean with warm soapy water and a soft cloth. Polished brass and bright chromium are also used in new homes and are more durable than other materials. Use a standard non-abrasive cleanser and keep dry. These fixtures are less likely to corrode than other products.

Do not apply excessive force to any of your plumbing fixtures. You can break the seals and cause leaks that are sometimes undetected until much damage has been done. These seals will need to be regularly replaced which can be done by a licensed plumber, or if you opt to purchase parts yourself, this can be easily accomplished. There are aerators on the end of your faucets that will need to be cleaned. To do this wait until you notice that the water coming out of your faucet has decreased, unscrew the end cap, and rinse clean, then replace when clean.

Toilets- The toilets in your home are made of vitreous china. This product is resistant to staining but can break or chip easily. Due to this, Builder cannot warrant toilet or bathtub/shower after close of escrow. These items are covered by a manufacturer warranty located in your “New Home Express Limited Warranty.”

Your Express Limited Warranty covers toilet stoppages that occur due to construction debris. The warranty does not cover stoppages that are not construction related. Make an attempt to clear the stoppage from your toilet before calling the Builder under the warranty. If the Builder responds to a homeowner maintenance item, you will be charged a standard service fee.

You have water saver toilets installed in your home. These toilets are designed to use the least amount of water and more pressure to force objects through your sewer system. If you find that your toilet is not completely clearing debris from the bowl, try to flush again after the tank has refilled.

Roof Systems

The roofing materials on your home are typically made of fiberglass shingles or concrete tile. In some cases you may have a barrel vault roof or flat gravel roof.

Composition Shingles- Composition roof systems are easy to care for. You will want to inspect the roof every season and remove all debris that may have fallen there or into the gutters. Check all roof penetrations to make sure they are sealed completely; this is in order to inhibit water from entering the home. You may walk carefully on this product, as it is quite durable and resilient. See your “New Home Express Limited Warranty” for specific product information.

Ceramic Tile- *Tile material is not indestructible and it is recommended that a licensed roofing contractor provide any work on the roof.* These tiles can be delicate if not walked on properly. Builder will not warrant broken tiles after close of escrow. Builder is not responsible for leaks caused by tie-ins or construction performed by anyone other than Builder. Builder is not responsible for damage caused by, but not limited to, toys, civil disobedience, animals, golf balls, walking on roof, storms, or Acts of God.

Flat Gravel Roofs- If your home has a flat gravel roof; you will need to keep a regular maintenance schedule due to the fact that your roof is susceptible to changes from the weather. You must routinely examine the seals and roof penetrations, preferably every six months. If you find there is a break in any of the seals, immediately call your licensed roofing contractor to fix the area before it becomes a water leak. Do not use your flat roof as a patio or balcony.

Barrel Vault Dome Roofs- Your home may have a barrel vault dome roof. This surface has been sealed with an elastomeric paint and has a maximum life of three years. At that time you should have a licensed roofing or painting contractor add a new seal to your dome roof, and every three years thereafter.

Termites and Pest Infestation

Builder cannot warrant your home against pest infestation. If you follow the tips below you will greatly diminish the occurrence of termites. You may want to have a pest control expert add a product to your home after the close of escrow that will help to eliminate these pests. Termites are native to this area and thrive on the moisture in the soil.

1. You must inspect your home on a regular basis. If you notice evidence of termites or other pests, call a licensed pest control expert.
2. Make sure that all exterior water is draining away from your home.
3. Keep any plastic landscaping products at least two feet from the foundation of your home.
4. Do not allow soil to touch any wooden parts of your home.

Windows

Taking a few moments to maintain your windows will allow you to get years of service from them. It is very important that you do not apply any window tinting or aluminum foil to your windows. This material helps moisture build up between your double pane windows, and voids any window warranty you have with the Builder or the manufacturer. You may notice moisture on the glass at the interior home portion of your windows from time to time. This is normal and usually due to the temperature difference between indoors and outdoors. Keep the condensation wiped away from the interior of your windows to avoid mildew.

Vinyl Windows and Door Frames- Your windows have vinyl frames. The Builder selected vinyl windows for your home because they are extremely durable and are very attractive. Vinyl windows are well insulated and resistant to fading for many years to come. The windows are double paned and should not allow moisture to build up inside the panes of glass. If you do find that moisture is collecting between the panes of glass, please call the manufacturer for warranty service. You will find manufacturer information in your “New Home Express Limited Warranty.”

To clean your windows, remove the moveable pane and wipe clean with warm soapy water and a soft cloth. **Do not use cleansers or any abrasive cleansers, this will scratch the vinyl surface.** Keep the tracks of your windows clean by vacuuming them. Do not allow debris to pile up as this can cause difficulty sliding the window open.

If your window appears to be stuck, move the window back and forth to dislodge any material that may be stuck, a piece of debris could be stuck somewhere in the track. It does take technique to open and close the vinyl windows in your home. Use a double-handed grip and pull straight back, these windows are designed to have a bit of resistance as a moisture barrier. Do not jerk the window open as you can warp the frame or break the seal. This will allow water to enter between the double panes of glass.

Weep holes are installed in all windows at the bottom of the exterior frame. This allows condensation that may get trapped inside the frame a way out of your home. Do not allow these holes to become plugged. You will need to regularly check these weep holes to make sure dirt or insects do not clog them. Sometimes you may feel air or dust coming through these holes, this is normal and cannot be warranted.

Scratches, pits, cracks, or any other defect on any glass in your home is not warranted after close of escrow.

Aluminum Window and Door Frames- Your home may have aluminum windows and doorframes. These windows can last for years and are quite durable as long as you bear in mind a few tips to prolong their use. Remember that the aluminum product is soft and can be dented by rough use. Take care when opening and closing windows or doors.

To clean debris from the tracks, use a broom or vacuum. After that you can wash out the tracks with warm soapy water and a sponge. If your windows are not sliding freely, use an oil-free lubricant on the tracks. Oil attracts dust and debris and makes opening the window eventually more difficult. Weep holes are installed in aluminum windows as well as vinyl windows. Do not allow the weep holes to become clogged by dirt or debris. You should routinely check these weep holes to make sure water can escape through them. Typically dirt or insects clog the holes. No matter what height the window, you should always monitor these holes, as the Builder cannot be responsible for damage resulting from clogs. Sometimes you may feel air or dust coming through these holes; this is normal and cannot be warranted.