



**BERKELEY**HOMES

# Limited Warranty & Maintenance Guide

## LIMITED WARRANTY

In support of our commitment to stand behind the homes that we build, Berkeley Homes provides you with a two/ten structural warranty package. This policy includes warranty protection for three (3) overlapping limited warranty periods: one-year materials and workmanship, two-year systems, and ten year structural.

In addition to the structural warranty literature, Berkeley Homes has included supplemental details about the one-year material and workmanship standards. The purpose of this warranty information guide is to let you know what our quality standards are for the common concerns that typically arise in a new home. For each item, we describe our standards and explain what we will do to address items, which do not meet our standards.

**ALTHOUGH THIS GUIDE IS INTENDED TO EXPAND UPON THE INFORMATION IN THE LIMITED WARRANTY AGREEMENT, THE LIMITED WARRANTY AGREEMENT IS YOUR SOLE AND EXCLUSIVE WARRANTY. IF THERE ARE ANY CONFLICTS BETWEEN THE INFORMATION PROVIDED IN THIS GUIDE AND THE LIMITED WARRANTY AGREEMENT, THE LIMITED WARRANTY AGREEMENT SHALL CONTROL.**

You will sign the limited warranty documents as a part of the closing materials. A sample copy is provided in your portfolio for your review. We suggest that you carefully read through this information as well as the service procedures that are discussed below. If you have any questions regarding standards or procedures, contact our Customer Service Department.

**\*\*\*WARRANTY PROCESS\*\*\*\*\***

For your own protection, to comply with the terms of your warranty as well as for reasons of accuracy, non-emergency items for which you request service must be reported in writing. We do not accept requests for routine warranty items over the telephone.

## REPORTING PROCEDURES

### *Sixty-Day List*

In order for our service program to operate at maximum efficiency, as well as for your own convenience, we suggest that you wait 60 days prior to submitting a warranty list. This allows you sufficient time to become settled in your new home and thoroughly examine all components.

### *Year-End List*

Near the end of the eleventh month of your one-year warranty, you should submit a "year-end list." We will also be happy to discuss any maintenance questions you may have at that time.

### **Warranty Expiration**

**The warranty will expire at 1-year from the date of the original close of escrow. Be sure to get your 11-month warranty items addressed and scheduled with the appropriate trades prior to the expiration of the warranty period.**

*Failure to schedule appointments with the trades by a homeowner will not extend the applicable warranty period.*

### **OTHER WARRANTY SERVICE**

If you wish to initiate non-emergency warranty service between the 60-day and year-end lists, you are welcome to do so by writing a letter to request service. These request will be handled according to the same procedures that apply to the 60-day and year-end list.

## SERVICE REQUEST PROCEDURES

Berkeley Homes

Please email or mail all service request letters to:

Customer Service

10630 E. Bethany Drive Ste. B

Aurora, CO. 80014

E-mail: [service@liveberkeley.com](mailto:service@liveberkeley.com)

**You can help us to serve you better by including complete information:**

1. Name, address, phone numbers where you can be reached during business hours.
2. Community name and lot number for your home.
3. A complete description of the problem. For example, "Guest bath--cold water line leaks under sink" NOT, "Plumbing problem in bathroom." Upon receipt of a warranty letter, a Berkeley Homes representative will contact you within 24 hours to set up an inspection appointment:

1. **Appointments for inspections and service work are available Monday through Friday, 8:00 A.M. to 3:00 P.M. No weekend or after hour appointments will be made.**
2. The items listed in your written request will be inspected to determine appropriate action.
3. If subcontractors are required to complete repairs, Berkeley Homes will notify the appropriate companies and you will be contacted to schedule needed work. **It is your responsibility to make your home accessible during normal business hours for these repairs to be made.**

In order to provide the highest quality repair, we must coordinate with the subcontractor that originally installed the item. Therefore, completion of service items can be expected within twenty-one (21) working days of the inspection unless you are otherwise notified.

### APPEARANCE ITEMS

Berkeley Homes warrants the following appearance items to be free from cosmetic deficiencies at the time of closing. Because these items can be easily damaged during your move in, you should make a thorough inspection to determine their condition at the time of your Homeowner Orientation. **Chips, scratches, digs, dents etc... not noted at time of closing are not warranted by the Berkeley Homes Limited Warranty.**

- Bathtub and Sink Finishes
- Wall Tile
- All Floor Coverings
- All Countertops
- All Cabinets, Drawers and Handles
- Lighting Fixtures
- Mirrors and Windows
- Plumbing Fixtures Finishes
- Doors – Interior and Exterior
- Fireplace
- Appliance Finishes
- Bath and Kitchen Hardware

### SPECIAL NOTE

A cosmetic deficiency is a material deficiency that is readily visible and substantial enough to affect the overall appearance of an item. An obscured or extremely minor deficiency is considered of no consequence and to be within building industry standards. These items do not constitute a construction defect.

### KITCHEN APPLIANCE WARRANTIES

The manufacturers of kitchen appliances will work directly with you if any repairs are needed for these products. Customer service telephone numbers are listed in the provided literature for the individual appliances. Be prepared to provide the model and serial number of the item and the closing date on

your home. Appliance warranties are generally for one year from the date of closing. Refer to the literature provided by the manufacturer for complete information.

## EMERGENCY PROCEDURES

### EMERGENCY SERVICE – 720-608-2722

Emergency, as defined by the warranty, includes the following:

- Total loss of heat when the outside temperature is below 55 degrees.
- Total loss of electricity. (Check with utility company prior to reporting this circumstance to Berkeley Homes or electrician.)
- Plumbing leak that requires the entire water supply be shut off.
- Total loss of water. (Again, check with your water department to be certain the problem is not a general outage in the area.)
- Roof leak that permits water to enter the living area. (Catch the water to prevent consequential damages.)
- Gas leak. ( Leave your home and call your gas provider)

During business hours, call the Berkeley Homes warranty office. After hours, weekends, or holiday, call either the Berkeley Homes Emergency number **720-608-2722** or the necessary subcontractor directly. The phone numbers are listed on the "Emergency Phone Numbers List" and/or sticker you received at your Homeowner Orientation (and



installed in the cupboard under the kitchen sink.)  
Examples of non-emergency items which homeowners may encounter, and action to be taken, include the following:

- Pilot on the water heater goes out. Lighting instructions are on the front of each appliance.
  
- Leaking sink or stool supply line. Shut off water at supply line under sink or stool. Report the problem during normal business hours.
  
- Plugged toilet. Use a plunger or shut off supply line to stool and use other bathroom's in the home. Contact a drain service during normal business hours. **Clogged lines are covered by the warranty for the first ten (10) days only.**
  
- Plugged sewer main. If this occurs during the first ten (10) days of ownership, contact the plumber listed on the Emergency Phone Numbers sticker. **After ten days of ownership, this is a homeowner responsibility;** the same plumber may be contacted but the homeowner will be responsible for the resulting cost.
  
- Leaking tub, shower drain or sink. Do not use fixture. Call for service during normal business hours.

## CARING FOR YOUR HOME

Your home has been constructed with quality materials and the labor of experienced craftsmen. Prior to using any material, it must meet our specifications for quality and durability. All work is done under our supervision to attain the best possible results.

It may surprise you to know that over 2,000 component parts are required in the construction of your home.

*A home is one of the last "hand built products" left in the world.*

Although quality materials and workmanship have been used in your home, **this does not mean that it will be free from care and maintenance.** A home, like an automobile, requires care and attention. General homeowner maintenance is essential to providing a quality home for a lifetime. We are very proud of the product and the lasting neighborhoods we build; we strive to create long lasting value. This cannot be achieved unless you, as the homeowner, properly and routinely maintain your home and all of its components.

Periodic maintenance is necessary because of a number of factors, such as normal wear and tear, climatic condition, the inherent characteristics of various materials used in your home (such as wood) and normal service required by the mechanical systems. Over time, natural variations in temperature and humidity also impact your home.

Many times a minor adjustment or repair done immediately by you saves a more serious, time consuming, and sometimes costly repair later.

**Note also that negligence of routine maintenance can void applicable limited warranty coverage on all or part of your home.**

We recognize that it is impossible to anticipate and describe every attention that may be needed for good home care; however, we have covered many important details.

Review the literature provided by the manufacturers of consumer products included with your home. Although much of the information may be familiar to you, some points may be significantly different from homes you have had in the past. The information contained in that material is not repeated here. Activate specific manufacturer warranties by completing and mailing the registration cards included with their materials. In some cases, manufacturer warranties may extend beyond the first year; it is in your best interests to be apprised of such coverage's.

By caring for your new home attentively, you insure your enjoyment of it for years. The attention provided by each homeowner contributes significantly to the overall desirability of the community.

## MAINTENANCE AND WARRANTY COVERAGE

Colorado's varying climate can result in extreme variations in temperature and humidity over short periods of time. Building materials, such as wood and concrete, are subject to constant expansion and contraction due to changing temperature and relative humidity. This can result in the minor warping and cracking of wood materials and the cracking of drywall, stucco, concrete and mortar. These effects are particularly common during the first year after a new home has been built.

You can minimize these effects by maintaining a reasonably constant temperature inside your home. This allows the wood and finish materials in the home to stabilize at an even rate and may reduce or eliminate minor settlement cracks. **Minor cracks in drywall and displacement of wood are a normal part of the aging process of your home and do not affect its structural integrity.**

*An understanding of how to care for each feature in your new home will prevent costly repairs and replacements.*

### APPLIANCES

#### Maintenance

Please contact the appropriate Manufacturer's Service Department or distributor for service or questions about the use and care of appliances. Read the manufacturer's instructions on usage and care before using your appliances. **Complete any warranty registration cards and send directly to the manufacturer.**

#### Warranty

Your appliances are covered by a **Manufacturer's Limited Warranty** provided by the specific manufacturer. For most items, this warranty is for one year.

If a problem arises with an appliance, call the customer service number listed in the manufacturer's warranty or the distributor who provided the appliance. When reporting warranty items, be prepared to supply the following:

1. The date of purchase (closing date).
2. The serial and model numbers (found on a metal plate on the side or bottom of each appliance).
3. A description of the problem.

### ATTIC ACCESS

The attic space is not intended for storage. Access is provided for purposes of maintaining mechanical equipment that may traverse the attic space. When performing any needed tasks in the attic, caution should be used not to step off wood members onto the drywall. This can result in personal injury and/or damage to the ceiling below.

### BRICK

#### Maintenance

After several years, face brick may require "tuck-pointing" (repairing the mortar between the bricks). Otherwise, no regular maintenance is required.

### CABINETS

Your color selection sheets are your record of the brand, style, and color of cabinets in your home.

Cabinet finishes are designed to be durable under normal usage and care. Please see the manufacturer's recommendations for care and maintenance of your selected cabinets.

**Natural Variations:** Wood is a natural product that differs in color from one piece to the next. Readily noticeable variations in wood grain, texture and color are expected in all style selections. These differences are considered normal and add to the beauty of the product.

**Separations:** Gaps between cabinets and the ceiling, or cabinets and walls will be corrected by the use of

caulking, scribe or other means. Joints in moldings, or between molding and adjacent surfaces, should not exceed 1/4" (locations behind appliances excepted).

**Wood fill/Putty:** Wood fill/putty will be used to fill nail holes and repair small blemishes. A single color is chosen that most closely resembles the general color of the cabinets. The filler used may appear more obvious in certain areas and/or under varying lighting conditions due to natural wood variations in color.

**Exposure:** All lacquer finishes may fade or yellow with time depending on their exposure to natural light. Exposure to direct sunlight may damage, fade and likely discolor cabinet finishes over a period of time.

**Warping:** Due to the Colorado climate, cabinet doors may experience movement throughout the 1-year Limited Warranty period. Warped doors and drawer fronts will be repaired or replaced if the warping exceeds ¼" within any 24" distance, as measured from the face frame to the door or drawer in the closed position.

**Surface Damage: Only those chips, scratches and other flaws in surface which are noted on the Pre-Closing Orientation List will be repaired.**

#### Maintenance

Cabinet finishes are similar to that of fine furniture. Use appropriate furniture care techniques and products on your cabinets. Washing cabinets with water can damage the fine finish on your wood cabinets. Avoid the use of lemon oil type polishes on any cabinet finish. Continued use may cause a yellowish tint to occur in the finish.

If hinges catch, or drawer glides become sluggish, a small amount of an oil-free silicone lubricant will improve their action. Wipe off the excess with a dry cloth or paper towel.

#### Warranty

Material and labor of cabinet installation is warranted for one year. Any defects in the workmanship or warping of the wood beyond the stated tolerances will be corrected during the 1-year Limited warranty period.

**Exceptions: Wood is a natural product that differs in color from one piece to the next, depending on the variations in wood grain. These differences are considered normal and add to the natural beauty of the product. Exact stain matches cannot be guaranteed from cabinet to cabinet. Replacements may vary due to the effects of exposure and time. Chips, nicks, dings, dents, scratches, or other aesthetic imperfections not noted at the time of the Pre-Closing Orientation list will not be repaired.**

#### **CO2 DETECTORS**

Berkeley Homes does not represent that the CO2 detection device will provide the protection for which it is installed or intended. Insurance, if any, must be obtained by the homeowner.

#### **CAULKING**

**Caulking:** Caulking is applied to several areas of the home, both interior and exterior. Its primary use is to keep out moisture and create a weather resistant moisture barrier at corners or material transitions.

**Transitional Areas:** Caulking may be used as a transitional material on joints in cabinets, windows, trim, flooring, woodwork, ceramic tile, tubs/shower surrounds, shower pans, sinks and sills.

**Application:** Caulking will be applied as necessary in a consistent manner; however, the application bead may vary in width, smoothness, texture and color.

**Performance:** Over time, and particularly during warm, dry weather, caulking will dry out, crack and shrink.

#### Maintenance

As a matter of routine maintenance, it is wise to inspect interior and exterior caulking around sinks, tubs, shower surrounds and pans, windows, windowsills and ceramic tiles and make repairs as needed. Caulking compounds and dispenser guns are available at hardware stores and home centers.

#### Warranty

**Re-caulking failed caulk joints is the homeowner's responsibility.**

## CONCRETE

**Foundation** – The foundation of your home has been designed and installed in accordance with the recommendations of our consulting soil engineer. The walls of the foundation are cast-in-place concrete with steel reinforcement rods.

Even though the foundation has been designed by an engineer and constructed in accordance with engineering requirements, cracks can still develop in the wall. *Unless there is water seepage coming through such a crack, it is most likely a surface crack and will not be detrimental to the structural integrity of your home.* If a crack develops in the foundation wall that allows water to come through, follow the procedures for submitting a warranty claim.

**Flatwork** – Flatwork includes garage floors, porches, patios, driveways, sidewalks and some basement floors.

To accommodate soil conditions in Colorado, concrete slabs are “floating”, i.e., they are not attached to the homes foundation walls.

**These are not a “structural” element of the home and are not covered by the ten-year structural warranty.**

**Floating Basement Floor** – To allow the basement floor slab to move in response to expansive soils, there is a flexible collar around the top of the Furnace plenum, gas and water lines include flexible connections, and drain lines have slip joints. The support posts under the I-beam are separated from the floor slab. Berkeley Homes incorporates all of these details in the construction of the basement floor because the floor will move in response to the soils.

Movement will be minimized by close adherence to Colorado landscaping recommendations, the objective of which is to prevent moisture from reaching soils around and under the home.

Movement of the basement slab results in cracking. If such cracks reach ¼” in width or ¼” in vertical

displacement, Berkeley Homes will patch or repair such cracks one time during the warranty year. Subsequently, floor slab maintenance is a homeowner responsibility.

### Maintenance

It is very common for exterior flatwork to crack and separate. Berkeley Homes does not warrant against this. **All cracks should be sealed with a flexible concrete sealant and the sealant maintained to prevent moisture from seeping into the soil underneath.** If the homeowner changes the grading, drainage, landscaping design, or has failed to perform needed maintenance, which caused the damage, corrective measures will be suggested, but the homeowner will be responsible for their implementation. Settling, heaving or cracking in excess of **one inch** should be reported in writing so that an inspection can be made.

Concrete finishes may vary at times leaving some areas where small amounts of water may stand or puddle for a brief period of time. Standing water on concrete, while not unexpected, can leave pooling or puddling stains from dirt and other contaminants. To minimize water staining, water left on concrete flatwork should be swept or removed by the homeowner from driveways, walkways, patios or garage slabs.

**Cracks** – Although we use accepted construction procedures for the installation of concrete flatwork, this does not guarantee there will be no cracking. In Colorado, some cracking in concrete occurs in almost all homes. **The warranty does not cover most concrete cracks.** Where cracking is covered by the warranty, the repair provided is sealing with concrete caulk. **Concrete is not replaced due to cracking.**

By maintaining proper drainage away from your home, you are protecting both your home’s foundation and exterior flatwork. Maintenance of drainage away from all concrete slabs will minimize cracking and other forms of movement. Cracks in slabs should be sealed with a waterproof concrete caulk to prevent moisture from penetrating to the soil beneath.

**Expansion Joints** – Expansion Joints have been used to help control expansion; however, concrete is also susceptible to shrinking, particularly where the humidity is very low as it is in Colorado. If the concrete shrinks, moisture can penetrate under the concrete and lift the expansion joint. If this occurs, you should fill the gap created as soon as possible with a gray silicone concrete sealant which can be purchased at most hardware stores.

**Ice, Snow, & Chemicals** – **Snow and ice must be removed from concrete slabs as promptly as possible after snow storms. Protect concrete from abuse by chemical agents such as pet urine, fertilizers, radiator overflow, repeated hosing, or de-icing agents, such as road salt that can drip from vehicles. All of these items can cause spalling of concrete, which is not warranted by Berkeley Homes. Repeated hosing of the garage slab can cause spalling and settling and is, therefore, not recommended.**

A concrete sealer, available at paint stores, will help you keep an unpainted concrete floor clean. Do not use soap on unpainted concrete. Plain water or hot water and washing soda, or if necessary, a scouring powder should be used.

**Sweeping/Cleaning** – Do not wash patios, porches, drives, etc...with cold water from an outside faucet when temperatures are extremely high and the hot sun has been shining on the concrete. The abrupt change in temperature can damage the surface bond of the concrete. Sweeping is the much preferred method of keeping exterior concrete clean. If washing is necessary, do when temperatures are moderate.

Cleaning of the garage floor by hosing can cause settling, spalling and increase soil movement by allowing water to penetrate any existing cracks. Sweeping is the recommended method for keeping the garage clean.

**Heavy Vehicles** – Do not permit heavy vehicles such as moving vans, or concrete trucks to drive on your new concrete work. This concrete is not intended to bear the weight of this type of vehicle.

## Warranty

It is very common for exterior flatwork to crack and separate. Berkeley Homes does not warrant against this. We do warranty the severity of the cracks during the first year, provided the homeowner performs the required maintenance. **All cracks should be sealed with a flexible concrete sealant and the sealant maintained to prevent moisture from seeping into the soil underneath.** If a homeowner changes the grading, drainage, landscaping design, or has failed to perform needed maintenance, which caused damage, corrective measures will be suggested, but the Homeowner will be responsible for the implementation. Settling, heaving or cracking in excess of **one inch** should be reported in writing so that an inspection can be made.

**Spalling** – Spalling is when the top finished surface chips or flakes away exposing the aggregate. **This condition does not affect the structural integrity of the concrete and is not warranted by the Berkeley Homes Limited Warranty.**

*Repeated hosing of concrete from cleaning, animal urine, radiator overflow, fertilizer, snow or ice build-up, ice melting agents, or road salts from vehicles are a few of the causes of spalling. Berkeley Homes is not responsible for the repair of spalling due to these or other conditions.*

Cleaning of the garage floor by hosing can cause settling, spalling, and increase soil movement by allowing water to penetrate any existing cracks. Berkeley Homes will not be responsible for repairs needed due to such action.

**Cracking is not warranted.**

**CONCRETE FLATWORK IS NOT WARRANTED AGAINST CRACKING. CONCRETE SLABS ARE NOT REPLACED DUE TO CRACKING.**

## **COUNTERTOPS**

The countertops in your kitchen or bathroom may be constructed of glazed ceramic tile, cultured marble, laminates, quarry tile, natural stone,

stamped metal or other solids surface products. They are all considered durable, but require individual levels of maintenance and care to insure many years of enjoyment. No countertop surface is considered durable enough to resist scratches from knives. Always use cutting boards!

**Surface flaws or accidental construction damage to your countertops must be noted during your walk thru (prior to move-in) in order to be covered by the Berkeley Homes Limited Warranty.**

### Maintenance

**Heat** – Protect the counter from extremely hot pans: If you cannot put your hand on it, do not put it on the counter. Do not use countertops as ironing boards.

**Cleaners** – Avoid abrasive cleaners that will damage the luster of the surface. Please follow all the care recommendations that were provided to you at your design selection appointment.

**Mats** – Rubber drain mats can trap moisture beneath them causing the laminated plastic to warp and blister. Please keep laminated counter tops dry.

**Seams** – Seams in plastic laminates, natural stones and engineered stones need to be protected from water as much as possible. Do not allow water to pool on the seam or leave a wet cloth on the seam area. **Water damage to counter top seams is not warranted.**

**Sealing** – Natural stones are porous and absorbent. It is recommended that a Penetrating sealer is applied to the counter top twice a year to enhance the beauty and durability of the product.

**Caulking** – Due to our dry climate, the caulking around the edge of your countertops and between the countertops and the sink may shrink, leaving a slight gap. Refer to “Caulking” for maintenance hints for this condition.

### Warranty

**Separation** – Separations of countertops at walls and where backsplash meets the counter are the result of the wall or at the counter in excess of ¼”

will be repaired (one time) by caulking and subsequently will be a homeowner responsibility. It is important to keep moisture from reaching the wood under the laminates to prevent warping.

**Cosmetic Damage** – Any major surface imperfections – chips, scratches, etc... Reported on the Orientation List will be repaired by Berkeley Homes. **Repairs of any damages not on the Orientation list will be the Homeowner’s responsibility.**

**Ceramic Tile** – Cracked, badly chipped, or loose tiles noted on the Orientation list will be repaired or replaced as needed. Berkeley Homes is not responsible for variations in color or discontinued patterns. ***New grout color may vary from original.*** Cracks appearing in grouting of ceramic tiles at joints or junctions with other material are commonly due to shrinkage conditions. Berkeley Homes will repair grouting, if necessary, one time during the first year. Any grouting or caulking that is needed after that time is considered homeowner maintenance. Berkeley Homes is not responsible for color variations in grout or discontinued colored grout.

**Corian** – Corian countertops should be installed without chips or gouges. Edges should be smooth and even. Where backsplash joints occur at the corners, the top edges should be even within 1/16”. The manufacturer may provide an extended Limited Warranty for this product. For information and questions regarding the warranty, proper use and care, please call 1-800-4-CORIAN.

**Granite/Quartz** – Although granite and quartz countertops are very durable, they are not indestructible. Chips, scratches, stains and other wear and tear is not warranted. Please refer to the information pamphlet provided at your homeowner orientation.

### **DAMP-PROOFING & FOUNDATION DRAIN SYSTEMS**

Your foundation walls have been coated on the exterior with a sprayed-on asphalt damp-proofing material. While every effort has been made to eliminate any seepage, during times of excessive

moisture, some dampness may be noticed. Over time, natural compaction of soils in the backfill areas will usually eliminate this. Careful maintenance of positive drainage will also protect your basement from this condition. If you wish, you can apply a coat of “Thoro-Seal” or a similar product. Follow manufacturer directions carefully.

### **Maintenance**

**Sump Pit and Pump** – A sump pit and sump pump has been installed in your home. The pit is connected to the perimeter foundation drain that is located just outside or inside the foundation perimeter. Ground water is collected in the perimeter drainpipe and is carried to the sump pit. As the water level rises in the pit a float activates the pump and water is discharged to the exterior of the house and away from the foundation at the sump pump discharge pipe.

**Sump Pump Maintenance** – Sump pits and pumps are not maintenance free. The water that is carried to the pit carries with it sand and silt. This can build up over time in the bottom of the pit and clog the pump. If the pump is clogged the motor will eventually burn out. The pit should be inspected monthly and cleaned if necessary. Pouring water into the pit will ensure that the pump is activating properly. Also making sure that the exterior discharge pipe is connected and sloping properly away from the foundation and that the end of the pipe is free of obstruction from dirt or other landscaping.

### **DOORS & LOCKS**

Many of the doors and doorframes in your new home are made of painted or lacquered wood products, vinyl, fiberglass or steel materials. All doors are subject the expansion and contraction with changes in temperature and humidity that can result in warping or misalignment. Minor variations and cracking are considered normal and may correct themselves as weather or humidity conditions change.

### **Maintenance**

**Warping** – In the event a door warps slightly, keep it latched as much as possible and it will often return to normal.

**Sticking** – The most common cause of a sticking door is the natural expansion of lumber due to changes in humidity. When sticking is due to swelling during a damp season, do not plane the door unless it continues to stick after the weather changes. Use sandpaper to smooth the door. Be certain to repaint the area of the door where it was sanded to seal against moisture.

Before you plane a door due to sticking, there are two other steps to try:

1. Apply either a paste wax, light coat of paraffin, or candle wax to the sticking surface.
2. Tighten the screws that hold the door jamb or door frame.

**Hinges** – A squeaky door hinge can be remedied by removing the hinge pin and rubbing a lead pencil or graphite lubricant on it. Do not use oil as it can gum up.

**Failure to Latch** – If a door will not latch due to minor settling, you can correct this by making a new opening in the door for the latch (re-mortising) and raising or lowering the plate accordingly.

**Bi-fold Doors** – Interior bi-folds will sometimes stick or warp due to weather conditions. Applying a wax such as paraffin to the tracks of a bi-fold door can minimize this inconvenience.

**Slamming** – Slamming doors can damage both doors and jambs, and can even cause cracking in walls. Teach children not to hang on the doorknob and swing back and forth. This can work hardware loose and cause the door to sag.

**Trim** – Putty or filler can be used to fill and minor separations that may develop at mitered joints in door trim. Follow with painting.

**Locks** – Lubricate door locks with graphite or other waterproof lubricant. Avoid oil as it will gum up.

**Berkeley Homes recommends that all exterior locks be re-keyed after customer has closed.**

**Keys-** Keep a duplicate “privacy lock” key where children cannot reach it in the event a youngster locks himself/herself in a room. Some types of privacy locks can be opened with a small screwdriver or similarly shaped device.

**Exterior Finish** – To insure longer life for your exterior doors, it is recommended that you refinish them annually.

**Weather Strip** – Weather stripping and/or any threshold supplied with exterior doors will occasionally require adjustment.

**Warranty**

Due to normal settling of the home, doors may require adjustments for proper fit. Berkeley Homes will make such adjustment.

Chips or other damage in the finish, noted on the Orientation list will be repaired.

Doors that warp in excess of ¼” will be repaired.

Panels of wood doors will shrink or expand in response to changes in temperature and humidity. Touch-up paint or stain for unfinished areas that are exposed as a result are a homeowner responsibility. Split panels that allow light to be visible will be corrected by Berkeley Homes.

**DRYWALL**

Some slight cracking, nail “pops”, and/or drywall seams may become visible in walls and ceilings. These occurrences are normally caused by the shrinkage of the wood to which the drywall is attached. Drywall cracks caused by settling are normal.

*Cracks and nail pops due to the normal movement of the home will be repaired one time during the first year.*

**Warranty**

Cracks thicker than 1/8” will be repaired one time during the first year by Berkeley Homes. Cracks less than 1/8” are the homeowner’s responsibility. To

allow for normal movement of the house, these repairs will only be performed once near the end of your first year.

Repairs will not be made on flaws which are only visible under particular lighting conditions. Only blemishes that are visible from a straight on distance of 6 feet under normal lighting conditions are deficiencies. Artificial or natural lighting that strikes the drywall surface at an oblique angle will accentuate even the slightest surface variations. Typically, additional patching, painting or other applications cannot improve this condition.

If the drywall repair is required as a result of poor workmanship (such as blisters in tape), or other warranty-based repair (such as plumbing leak), Berkeley Homes will complete the repair of the damaged area with original paint. The Homeowner will be responsible for custom paint colors or wallpaper that has been applied subsequent to closing.

**Paint touch-up and drywall repairs may not identically match the surrounding area and is not warranted.**

**ELECTRICAL**

The electrical system in your new home was designed and installed by professionals to comply with stringent local, state and national building codes and standards. It is intended for normal residential use. Any changes or additions to your electrical system may result in the risk of fire and damage to your home and will void your warranty.

**Maintenance**

**Control Panel:** The master control panel that contains the electrical breakers for your home include a “main” shut off that controls all the electrical power to the home. In addition, individual breakers control the separate circuits. Be certain you are familiar with the location of the master control panel.

Each breaker is marked to help you identify which breaker is connected to which major appliance, outlets or other service. Should a failure occur in

any part of your home, always check the breakers in the main panel box.

**Breakers:** 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 “on”. Switching the breaker directly from “tripped” to “on” will not restore service.

**Switched Outlets:** Switched outlets are installed upside down so that they are easily recognized. Only one half is operated by the switch.

**Outlets:** If a wall outlet is not working, check first to see if it is one that is controlled by a wall switch. Next check the breaker. Many homeowners have experienced the embarrassment and expense of calling the electrician out only to have a bulb replaced or switch turned on.

**Breaker Tripping:** Breakers will often trip due to overloading the circuit by plugging too many appliances into it, a worn cord or defective item, or operating an appliance with too high a voltage requirement. The starting of an electric motor can also trip a breaker. If any circuit trips repeatedly, unplug all items connected to it and reset. If it trips when nothing is connected to it, you need an electrician and the problem should be reported. If the circuit remains on, one of the items you unplugged is defective and requires repair or replacement.

**GFI:** GFI (Ground Fault Interrupter) receptacles have a built-in element which senses fluctuations in power, quite simply, the GFI is an indoor circuit breaker. Installation of these receptacles is required by building codes in bathrooms, kitchens, outside, and garage (areas where an individual can come into contact with water while holding an electric appliance or tool.) Heavy appliances such as freezers or power tools will trip the GFI breaker.

**Do not plug a refrigerator or food freezer into a GFI controlled outlet; the likelihood of the contents being ruined is very high; such damage is NOT covered by the limited warranty.**

Each GFI receptacle has a test and reset button. Once each month, the test button should be pressed. This will 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 and some investigation is in order.

*An important point to remember is that one GFI breaker can control up to six or seven outlets.*

**AFCI:** Arc Fault Circuit Interrupters (AFCI) is an electrical device designed to protect against fires caused by arcing faults in the home’s electrical wiring.

Presently AFCIs are designed into conventional circuit breakers combining traditional overload and short-circuit protection with arc fault protections. They are installed in all living areas in your home. The AFCI serves a dual purpose. They will shut off electricity in the event of an “arching fault” and will also trip when a short circuit or an overload occurs.

The AFCI breaker should be tested monthly to ensure they are providing protection per design. The test button is located on the front of the device in the main electrical panel. If the device does not trip when tested the AFCI breaker is defective and should be replaced.

**Unused Outlets:** If there are small children in the home, install safety plugs to cover unused baseboard outlets. This also minimizes air infiltration that can sometimes occur with these outlets. Teach children never to touch electrical outlets, sockets, or fixtures.

**Ground:** Your electrical system is a three-wire grounded system. Never remove the bare wire, which connects to the box or device.

**Underground Cables:** In areas with underground utilities, before digging or moving large amounts of soil, check the location of buried service leads. In most cases, wires run in a straight line from the service panel to the nearest public utility pad. Care should be taken to keep soil around the foundation from settling to protect this service; avoid large amounts of water at this point as well.

**Modifications:** Do not tamper with or add to your electrical system. For any modification that is needed, contact the electrician listed on your “Emergency Phone Numbers” sticker referred to at the end of the Homeowner Orientation section of this handbook or another licensed electrician.

## Warranty

**Fixtures** which are noted as damaged on the Orientation list will be repaired or replaced. There is no warranty of fixtures supplied by the homeowner.

**Power surges** are the result of local conditions beyond the control of Berkeley Homes. These can result in damage to all consumer electronics.

## **EXPANSION & CONTRACTION**

All building materials are subject to expansion and contraction caused by changes in temperature and humidity. Dissimilar materials expand or contract at different rates. This results in separation between materials, particularly dissimilar ones. The effects can be seen in small cracks in drywall and in paint, especially where molding meets drywall, at mitered corners, where tile grout meets tub or sink, etc...

This can be alarming to an uninformed homeowner, but, in fact, it is very normal. Shrinkage of the wood members of your home is inevitable. This will occur in your home. It will be most noticeable during the first year, but may continue beyond that time. In most cases, paint and caulking is all that is needed to conceal this minor evidence of a very natural phenomenon. **Properly installed caulking will shrink and must be maintained by the homeowner.**

## **FIREPLACES**

Your home may be equipped with a prefabricated, direct vent gas fireplace. Direct vent means that no combustion air is drawn from the living environment and that all products of combustion are exhausted to the exterior. Your fireplace is checked during the Homeowner Orientation to confirm it is operational. Be aware of a delay between turning the switch on and flame ignition. The flames should ignite gently and silently. Read and follow all manufacturer direction for proper operation and care.

*The first couple of times of extended operation the fireplace may emit a slight odor for an hour or two.*

This is due to the curing of the logs and “burn in” of the internal parts and lubricants used in the manufacturing process. This condition is temporary and non-toxic. If you notice a gas smell, shut the switch off immediately and report it to us. Your gas provider will also check and unusual gas smells free of charge, but will not provide any repairs.

Fireplaces are not intended to be the sole heat source in the home. The fireplace should function properly when Berkeley Homes’ and the manufacturer’s directions are followed.

## **FLOOR COVERING**

### Maintenance

Refer to manufacturer’s recommendations for additional information on the care of all floor covering products.

**Carpet:** Vacuuming high traffic areas daily will not only keep them clean, but will help to maintain the upright position of the nap. Spills should be wiped up and stains spot cleaned immediately. Carpet cleaning should be performed at regular intervals; for most lifestyles, annually is appropriate.

**Resilient Flooring:** Your new home may have been equipped with resilient floors in areas such as the kitchen and bathrooms due to their convenient maintenance requirements and resistance to wear.

Although resilient floors are designed for minimum care, they do vary in maintenance needs. All resilient floors require some regular application of a good floor finish. This assures you of retaining a high gloss. **However, no cleaning or finishing agents should be used on the new floor until the adhesive has set thoroughly.** This takes about two weeks.

**No Wax Vinyl:** Much of the vinyl flooring installed is advertised to require “no waxing”. “No-wax” vinyl is coated with a clear, tough coating which provides both a shiny appearance and a wearing surface. Even this surface will scuff or mark. Follow the manufacturer’s specific recommendations for care and cleaning of all your hard surface floors.

**Limited Water:** Wipe up spills and vacuum crumbs instead of washing resilient floors frequently with

water. Mopping or washing with water should be limited; excessive amounts of water on resilient floors can penetrate seams and get under edges causing the material to lift and curl.

**Scrubbing & Buffing:** Frequent scrubbing or electric buffing is harder on floors than regular foot traffic. Use acrylic finishes often if you scrub or buff.

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

**Raised Nail Heads:** Raised nail heads are the result of movement of the floor joist caused by natural shrinkage and deflection. Special nails have been used and the underlayment has been glued to help minimize this movement. If a nail head becomes visible through resilient flooring, place a block of wood over it and hit the wood with a hammer to reset the nail.

**Seam Lifting:** Seams can lift or curl if excessive moisture is allowed on the floor. A special caulking can be used at tub or floor joints to seal seams at those locations. Precautionary measures should be taken to avoid getting water on the floor from baths and showers. The joints of sub-floor (sheets 4'x 8') have been sanded and filled to minimize the possibility of ridges showing through resilient floor coverings. Some ridging is unavoidable, however, and there is no recommended maintenance attention for this condition.

### Hardwood Floors

**Humidity:** Wood floors will respond noticeably to changes in humidity levels in the home, especially in the winter. A humidifier will help but will not completely eliminate this reaction.

**New Wood Floors:** Wood floors will exhibit the following traits: When new, small splinters of wood will appear; dimples or scratches can be caused by moving furniture, dropping heavy or sharp objects, etc... Some shrinkage or warping can be expected, especially around heat vents or any heat producing appliances. Warping will occur if the floor becomes wet repeatedly 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).

**Spills:** Food spills should be cleaned up in a timely manner using a very dry cloth.

**Shoes:** Shoe marks can be removed using a spot application of household cleaner and a non-abrasive scrubbing pad. Keep high heels in good repair. Heels which have lost their protective cap (thus exposing the fastening nail) will exert over 8,000 pounds of pressure per square inch on the floor. That's high enough to damage hardened concrete; it will mark your wood floor.

**Mats:** Use protective mats at the exterior doors to help prevent sand and grit from getting on the floor.

*Gritty sand is wood flooring's worst enemy.*

*Be aware that yellowing of the surface can result from rubber backing on area rugs or mats.*

**Furniture Legs:** Install proper floor protectors on furniture legs used on hardwood floors. Protectors will allow chairs to move easily over the floor without scuffing. Clean the protectors on a regular basis to remove any grit that may accumulate.

**Follow all manufacturers recommendations in regards to the care and maintenance of the prefinished hardwood installed in your home. This information was provided to you when you selected the interior colors at the design center.**

### Ceramic Tile

This is one of the easiest of floor coverings to care for. Simply vacuum when needed.

**Cleaning:** Occasionally a wet mopping with warm water may be appropriate. Do not add detergent to the water. If you feel a cleaning agent is required, use a mild solution of warm water and dishwasher crystals (they will not result in a heavy, difficult to remove film later on the grout). Rinse thoroughly.

**Separations:** It is natural for slight separations to occur in the grout between tiles. This grout is for decorative purposes only; it does not hold the tile in place. Cracks in the grout can be filled using premixed grout which can be purchased from

flooring or hardware stores. Follow package directions.

**Grout Discoloration:** Grout that becomes yellowed or stained can be cleaned with a fiber brush, cleanser and water.

**Grout Sealer:** It is highly recommended that a silicone grout sealer be applied to all tile grout as soon as you move in. Reapply this sealer about once every six months.

### Warranty

You will receive warranty information from the design center at the time of final selections. Please refer to these documents for warranty as well as care and maintenance recommendations.

**Carpet:** Your carpeting is warranted by the manufacturer. Claims concerning performance of the product must be directed to the carpet mill. That information was given to you at the color selection process. The color selection sheets provide a record of the brand, style, and color of floor coverings in your home. Please retain this information for future reference. Berkeley Homes does not keep this information readily available.

Carpet seams will be visible. Berkeley Homes will repair carpet seams that separate due to improper installation. No gap or fraying is acceptable.

Edges of carpet along moldings and edges of stairs will be held firmly in place.

In some areas, metal or other edging material may be used where carpet meets another floor covering. Stains or spots noted on the Orientation list will be corrected by cleaning, patching or replacement.

**Berkeley Homes will not be responsible for dye lot variations or discontinued styles if replacements are made.**

**Resilient:** Resilient floor covering should adhere; lifting or bubbling will be repaired. In the event that nail "pops" should appear on the surface of resilient floor covering, these will be repaired. Depressions or ridges that appear due to subfloor irregularities will be repaired if they exceed 1/8".

Seams will occur and are sealed at the time of installation. There should be no gaps exceeding 1/8" or curling at seams.

**Hardwood Floors:** Serious defects noted on the Homeowner Orientation list will be corrected by Berkeley Homes.

Wood floors are subject to shrinkage and swelling due to variations in humidity levels of the home. Any cracks exceeding the width of 1/8" will be filled one time only during the warranty period. An exact match in the color of the filling material cannot be guaranteed and because of the continuous expansion and contraction of wood flooring; there is no warranty on the permanence of these repairs. The refilling of flooring cracks will be a normal, ongoing homeowner maintenance responsibility.

**Homeowner is responsible for routine maintenance of hardwood floors.**

**Ceramic Tile:** Cracked, badly chipped or loose tiles noted on the Homeowner Orientation list will be repaired or replaced, as needed. Berkeley Homes is not responsible for variations in color or discontinued patterns. New grout may vary in color from the original.

Cracks appearing in grouting of ceramic tiles at joints or junctions with other materials are commonly due to normal shrinkage conditions. Berkeley Homes will repair grouting, if necessary, one time during the first year.

**In any situation, which requires replacement, Berkeley Homes will not be responsible for discontinued patterns, colors or color variations.**

Berkeley Homes is not responsible for color variations in grout or discontinued colored grout. Any grouting or caulking that is needed after that time is considered homeowner maintenance.

**Sealing grout is a homeowner option and responsibility.**

### **OVERHEAD GARAGE DOOR**

Since the garage door is a large, moving object, periodic maintenance along with following the

manufacturer's instructions will insure safe and reliable operation.

Do not allow anyone except the operator near the door when it is in motion. Keep hands and fingers away from all parts of the door except the handle. Do not allow children to play with, or around the door.

For your safety, after the expiration of the one-year warranty, have any needed adjustments made by a qualified specialist. The door springs are under a considerable amount of tension and require special tools and knowledge for accurate and safe servicing. Have the door inspected after a significant impact to the door.

**Installation of a garage door opener by anyone other than the original garage door company may void the warranty on the door.**

#### Maintenance

**30 Weight Oil:** Every six months, a 30 weight automobile oil or similar lubricant should be applied to all moving parts: track, rollers, hinges, pulleys, and springs. At this time interval, check to see that all hardware is tight and operating as intended without binding or scraping.

**Sag:** It is a normal condition of the garage door to sag somewhat do to its weight and span. This will stabilize after the panels have dried thoroughly.

**Opener:** If an electric door opener is installed, be sure the door is completely unlocked and the pull down rope has been removed before using the opener.

**Painting:** The garage door should be repainted when the home is repainted or more often if needed to maintain a satisfactory appearance.

#### Warranty

The garage door should operate smoothly and with reasonable ease. The door can become misaligned and require adjustment, which Berkeley Homes will provide.

**Opener:** Electric garage door openers can be the cause of misalignment and no adjustment will be made if the Homeowner has installed an opener subsequent to the purchase of the home.

**Visible Light:** Overhead garage doors are not air tight and typically some light will be visible around the edges and across the top of the door.

**Cosmetic Damage:** Dents or other damage on overhead garage doors noted on the Homeowner Orientation list will be repaired. Touch-up paint may not match exactly.

#### **GAS SHUT OFFS**

There is a shut off on the gas line at or near its connection to each item that operates on gas. In addition, there is a main shut off at the meter. These are pointed out during the Homeowner Orientation. **If you suspect a gas leak, leave the home and call the gas company immediately for emergency service.**

#### **GRADING & DRAINAGE**

The final grades around your home have been inspected and approved for proper drainage of your lot and drainage certification is done by our subcontracted engineer. Inspections are made by FHA and VA and the local building authorities as well as our construction superintendent.

#### Maintenance

**Positive Drainage: IT IS ESSENTIAL THAT YOU MAINTAN THE SLOPES AROUND YOUR HOME TO PERMIT THE WATER TO DRAIN AWAY FROM THE HOME AS RAPIDLY AS POSSIBLE. FAILURE TO DO SO CAN RESULT IN MAJOR STRUCTURAL DAMAGE AND WILL VOID YOUR WARRANTY.**

During construction, it is necessary to excavate an area larger than the foundation of your home. In addition, some trenching is necessary for installation of utility lines. Although the soil is replaced and re-compacted, it does not return to its original density. Some settling will occur, especially after prolonged heavy rainfall or melting of considerable amounts of snow. This can continue to occur for the first few years you are in your

home, depending on the amount of precipitation that occurs and other factors.

Inspect the perimeter of your home regularly for signs of settling.

**Roof Water:** Do not remove the splash blocks and/or downspout extensions from under the downspouts. Keep these in place at all times, sloped so the water drains away from your home quickly.

### Warranty

**Alterations:** The final grade is established to insure adequate drainage away from the home, but is not ready to accept landscape planting materials. It is the Homeowner's responsibility to maintain the drainage as established. If the drainage pattern is altered either by action taken directly or instigated by the Homeowner or his agent, or as a result of neglect of maintenance, the warranty is void.

**Swales:** In most cases, drainage swales do not follow property boundaries. Berkeley Homes will not alter drainage patterns to suit individual landscape plans. Typically a lot will receive water from and/or pass water on to other lots. For this reason, Homeowner changes in grade often affect those adjacent to or near him/her. Berkeley Homes advised Homeowners against making such changes and will make no adjustments to grades once they are certified.

**Winter Grading:** Due to weather conditions, especially during winter and early spring, it may happen that the final grade has not been established at the time of closing. As soon as conditions permit, grading work will continue. In these circumstances, Homeowners should check on the status of his/her grading prior to beginning landscaping.

**Rototilling:** Homeowners are cautioned that rototilling the site will often significantly change drainage swales, as will erosion resulting from the site remaining landscaped for a long period. If rototilling is done, it should be done parallel to the swales rather than across them.

**Erosion:** Berkeley Homes is not responsible for weather caused damage to landscaped yards after

the final grade has been established or the closing date, whichever occurs last.

**New Sod:** New sod installation and the extra watering that accompanies it can cause temporary drainage problems, as can unusually severe weather conditions.

**Backfill Settlement:** Backfilled or excavated areas around foundation and at utility trenches should not interfere with the drainage away from the house. If these areas settle, Berkeley Homes will correct, one time, during the first-year warranty. The homeowner is responsible for landscaping materials such as shrubs and bushes.

**Under Concrete:** Berkeley Homes will fill sunken areas under concrete. Berkeley Homes will not be responsible for consequential damage to grass, shrubs, sprinkler systems, or other landscaping details not installed by Berkeley Homes in these areas.

**Positive Drainage:** Maintenance of positive drainage away from the foundation as well as concrete slabs and walks is a Homeowner responsibility.

Failure to maintain these areas can result in damage to the foundation and void the Structural Warranty.

*Homeowners should expect some settling of backfill soils.*

**Special Publication 43:** "A Guide to Swelling Soils for Colorado Homebuyers and Homeowners" is provided to the Homeowner for information regarding drainage and landscape maintenance.

**Soil Information:** Specific soils information for each lot is delivered when the sales contract is written or as soon thereafter as it becomes available. Landscaping recommendations are designed based on soils and engineering reports and therefore may vary slightly.

## GUTTERS & DOWNSPOUTS

### Maintenance

**Cleaning:** Gutters must be checked periodically and cleared of leaves or other wind deposited debris.

Materials that accumulate in gutters can slow the process of draining water from the roof, cause overflows or clog the downspouts. Excess snow should be brushed off downspouts with a broom as soon as possible.

**Ladders:** Do not lean ladders against gutters.

**Paint:** Gutters and downspouts are painted to match your home. They should be repainted when you repaint your home.

**Leaks:** If a joint between sections of gutter drips, caulk the inside joint using a commercial gutter caulking compound available at hardware stores.

**Tip ups:** Tip ups must remain in the down position and directed away from the building to eliminate pooling at the foundation. Tip ups should not be left in the upright position. It is also not recommended that downspouts be connected to underground drains unless it is absolutely needed to run under flatwork.

### Warranty

**Severe ice or snow build up can block up and/or damage gutters and cause leaks. This is not a warranted problem and repairs are a homeowner responsibility.**

**Overflow:** Gutters may overflow during periods of excessively heavy rain. It is expected that small amounts of water (up to 1") will stand for short periods of time in gutters immediately after rain. No correction is required for these conditions.

**Downspouts:** Downspouts are placed to carry water to the ground and in extensions, which then direct the flow away from the foundation of the home. These extensions are for the protection of the foundation; Homeowners are responsible for maintaining them. They should always be kept in the down position. Extensions should discharge outside of the rock or bark beds so that water is not dammed behind the edging materials which might be used.

## **HARDWARE**

### Warranty

Doorknobs and locks should operate correctly. Some slight adjustments may be needed due to

normal shrinkage of the framing. These adjustments will be done by Berkeley Homes.

**Dents, chips, scratches, etc... in door hardware, towel bars, shower doors, medicine cabinets, or mirrors, which are not noted on the Orientation list, will not be repaired.**

## **HEATING and COOLING SYSTEM**

*Due to Colorado's temperate climate, inoperable air conditioning is not considered an emergency. Please report all air conditioning issues using a Customer Service Request.*

The heating system installed in your home will provide you many years of comfort if given proper care and maintenance. It was installed in accordance with local building codes, as well as engineering designs of the particular model home. A heating system shall be capable of producing an inside temperature of at least 70-degrees Fahrenheit as measured in the center of the room at a height of five feet above the floor under local outdoor winter design conditions. NOTE FOR HEATING: There may be periods when the outdoor temperature falls below the design temperature, thereby lowering the temperature in Home. Orientation of the home and location of room will also provide a temperature differential, especially when the heating system is controlled by a single thermostat for one or more floor levels.

**Thermostats are calibrated to within plus or minus five (5) degrees.**

**Furnished Home:** The heating system design was planned with a furnished home in mind. If you move in during the cooler part of the year and have not yet acquired all of your draperies and furnishings, the home may seem cooler to you than you would expect.

### Maintenance

**Thermostat:** The furnace will come on automatically when the setting on the thermostat registers below the setting you have selected.

Setting the thermostat to a higher temperature will not heat the home faster.

**Manufacturer Directions:** Good maintenance of the furnace can save energy dollars as well as prolong the life of the furnace itself. Carefully read and follow the manufacturer's literature on use and care.

**Filter:** Remember to change or clean the filter monthly during the heating season (all year if you also have air conditioning.) A clogged filter can slow air flow and cause cold spots in your home.

**Although it takes less than one minute to change the filter, this is one of the most frequently overlooked details of normal furnace care. Buy filters in large quantity for the sake of convenience.**

**Adjust heat vents:** Experiment with the adjustable registers in your home to establish the best heat flow for your lifestyle. Generally, heat can be diminished in seldom used or interior rooms. However, this is a very individual matter and you will need to balance the system for your family's comfort.

**Return Air Vents:** For maximum comfort and efficient energy use, place furniture and draperies to allow unobstructed air flow from registers and cold air returns.

**Trail Run:** Have a trial run early in the fall to test the furnace. (The same applies to A/C in the spring.) If service is needed, it is much less inconvenient to discover it prior to the heating season.

**Temperature Variations:** Normal temperature variations from floor to floor, or room to room (depending on the style of your home) can be as much as 10 degrees or more on extremely hot or cold days. The furnace blower will typically cycle on and off more frequently and for shorter periods of time during severe hot or cold spells.

*Always leave bedroom doors open to allow for proper air circulation.*

**Do not overheat:** Your new home should not be overheated. Overheating can cause excessive shrinkage in framing lumber and may literally

damage the home. In the beginning, use as little heat as possible and increase it gradually.

**Odor:** It is normal for the heating system to emit an odor for a few moments when it is first tuned on and after an extended period of not being used (such as after the summer months if you do not use the air conditions.) This is caused by dust that has settled in the ducts and should pass very quickly.

**Gas Odor:** If you smell gas, leave your home and call your gas provider.

**Combustion Air:** Furnaces and hot water heaters have combustion air vents ran to them. Never cover these or block the cold air in any way. Outside air is needed to supply the furnace with sufficient oxygen. Closing or blocking the combustion air vent will cause the furnace to draw air down the vent pipe and pull poisonous gasses back into your home.

**Ductwork Noise:** Some popping or pinging sounds are the natural result of ductwork heating and cooling in response to air flow as the system operates. It is not possible to eliminate these sounds. Loud "oil canning" will be correctly by Berkeley Homes.

**Ductwork:** Although the heat system is not a "sealed system", the ductwork should remain attached and securely fastened. If it becomes unattached, Berkeley Homes will repair as needed.

The exact placement of heat ducts may vary slightly from those positions shown in the model or similar floor plans.

## **Troubleshooting**

### **No Heat Check List**

*If you find yourself with no heat, please check the following before contacting Berkeley Homes or the heating contractor.*

**The thermostat is set appropriately** – The system switch must be on heat and the fan switch should be on “auto”.

**The manual switch is on** – Light switch located in a metal box on or close to the furnace.

**Bottom cover is firmly in place** – This cover is required to engage a safety switch.

**Electric breaker is on** – A tripped breaker must be turned all the way off and then back on to re-set.

**Gas and Electric** – The furnace will not operate without gas and electric service. Check with Public Service if these services are out.

### **INSULATION**

Insulation is installed to meet or exceed the building codes applicable at the time of construction.

The effectiveness of blown insulation is diminished if it is uneven. The last step in any work done in your attic (for example, the installation of TV antenna) should be to check that the insulation lays smooth and even. (Do not step on drywall ceilings, personal injury or damage to drywall can result.)

### **LANDSCAPING**

**Landscaping vegetation (Trees, Scrubs and Grass) is not covered by your Berkeley Homes Limited Warranty.**

**Proper care is the responsibility of the homeowner. We recommend that you consult your local nursery for literature on the various methods of care and products available.**

## **Maintenance**

**Backfill:** The foundation of your home is constructed beginning with an excavation into the earth. When the foundation walls are complete, the area surrounding them is backfilled with earth. This area is not as compact and dense as undisturbed ground.

Water can penetrate through the backfill area to the lower areas of your foundation. This can cause potentially severe problems such as cracks in foundation walls and floor slab movement. This can be avoided through proper installation of landscaping and good maintenance of the backfill drainage. See also “Drainage & Foundation.”

Backfill areas will settle and require prompt attention to avoid damage to the structure and possibly voiding of the warranty.

Downspout extensions should be kept in the down position so that roof run-off is channeled well away from the foundation area of the home. Routine inspection of downspouts, backfill areas, and other drainage components is an excellent maintenance habit.

**First 5: NO GRASS, PLANTS OF ANY TYPE OR SPRINKLER HEADS SHOULD BE PLACED WITHIN FIVE (5) FEET OF YOUR HOME.**

**Publication 43:** Carefully study the booklet entitled “A Guide to Swelling Soils for Colorado Homebuyers and Homeowners” as well as the individual soils report for your particular lot prior to installing your landscaping.

**Utility Lines:** Settlement will not disturb your utility lines; however, you may see a slight depression develop in the front lawn along the line of the utility trench. To correct this, roll back the sod and spread top soil underneath to level the area, then relay the sod.

**Xeriscape:** Berkeley Homes recommends careful consideration of landscape design and selection of planting materials to minimize the demands of your yard on water supplies. Information on Xeriscape (low water maintenance) designs is available from all reputable nurseries. This has the triple benefit of

helping the environment, saving on water bills, and reducing the amount of moisture that can reach your foundation.

### **Additional Guidelines**

In addition, the following guidelines may assist you in making landscaping choices.

**Plant Selection:** Plant with regard to your local climate. Consider ultimate size, shape and growth of the species.

**Planning:** Locate plants and irrigation heads of the way of pedestrian/bicycle traffic and car bumpers.

Space groves of trees or single trees to allow for efficient mowing and growth. Prune woody plants as needed. Group plants with similar water, sun and space requirements together.

**Irrigation:** If Berkeley Homes has provided an irrigation system with your front yard landscaping, keep in mind that this system is designed for the front yard only and is not intended to accommodate future rear yard irrigation needs.

The homeowner must also make provisions for efficient irrigation; drain and service sprinkler systems on a regular basis. Conduct operational checks on a weekly basis to ensure proper performance of the system.

**Soil Mix:** Provide good soil mixes with sufficient organic material.

ALWAYS MAINTAIN A PROPER SLOPE AWAY FROM YOUR HOME TO MAINTAIN EFFICIENT DRAINAGE PER YOUR STRUCTURAL WARRANTY RECOMMENDATIONS.

Apply appropriate fertilizer, wee and pest controls, etc...., as needed for optimum growth. Investigate organic compounds for additional protection of the environment.

**Bark/Rock Beds:** Do not allow edgings around decorative rock or bark beds to dam the free flow of water away from the home. A non-woven membrane, such as Typar or Mirafi, can be use between the soil and rock or bark to restrict weed growth while still permitting normal evaporation of ground moisture.

**Additions:** Prior to the installation of patio additions or other permanent improvements, the soils report should be reviewed so that the soil conditions are taken into consideration in the design or engineering of your addition.

**City Requirements:** Check with your local building department prior to designing and installing any landscaping for any specific regulations you may be required to follow.

**Homeowner Association:** Be sure to check your homeowner association guidelines and/or requirements prior to landscaping or making changes in an established design.

**Waiting to Landscape:** Generally, Berkeley Homes installs front yard landscaping only, leaving the responsibility for the backyard to the Homeowner. Ground left un-landscaped too long will erode. Any erosion due to the Homeowner's untimeliness in landscaping will not be Berkeley Homes' responsibility to bring back to the correct grade.

### **Warranty**

**Landscaping vegetation (Trees, Scrubs and Grass) is not covered by your Berkeley Homes Limited Warranty. Proper care is the responsibility of the homeowner. We recommend that you consult your local nursery for literature on the various methods of care and products available.**

**Irrigation:** Your Berkeley Homes installed irrigation system will be free from leaks or defects when installed. Keep in mind that this system is designed for the front yard only and is not intended to accommodate future rear yard irrigation needs. We suggest that you contact a qualified competent landscape contractor when adding irrigation to your rear yard so you do not adversely impact your front yard system. **Small leaks at valves and heads are considered homeowner maintenance.**

It is the homeowner's responsibility to ensure that all water is removed from all irrigation lines to eliminate the chance of freezing. Berkeley Homes must be notified of all non-performing valves and/or equipment that would prevent the extraction of any or all water from these lines immediately to prevent further damage.

## **FROZEN IRRIGATION SYSTEMS ARE NOT WARRANTED BY BERKELEY HOMES.**

### **MIRRORS**

#### **Maintenance**

To clean your mirrors use any reliable liquid glass cleaner or polisher available at most hardware or grocery stores. Avoid splashing water under the mirror. The moisture will cause the silvering to deteriorate.

### **PAINT & STAIN**

The walls, woodwork and doors of your home have been decorated with the finest paint products and should give you long service if cared for properly.

#### **Maintenance**

**Touch-ups:** When doing paint touch-ups, use a small brush, applying paint only to the damaged spot. Touch-ups may not match the surrounding area exactly, even if the same paint mix is used.

**Stain:** For interior stain touch-ups, Old English Furniture Polish and Scratch Cover is inexpensive, easy to use, and blends in with the wood grain. Follow directions on bottle when using.

**Wall Cracks:** Do not attempt to fix drywall cracks or other separations due to shrinkage until after the first heating season. See "Drywall" for additional information concerning repairs.

**Exterior Surface Preparation:** When you wish to repaint any exterior wood work on your home, the blistered or peeling portions should be prepared with a wire brush or scraped with a putty knife, sanded, and spotted with primer. All cracked caulking should be redone with any loose caulk being removed. Then the entire area can be painted. Be certain to apply a top quality exterior paint that has been formulated for hot sun and low humidity.

**Severe Weather:** Regular painting and repair will preserve the beauty of and add value to your new home. Hail and wind can cause a great deal of damage in a severe storm and the house should be

inspected after such weather. Damage caused by severe weather should be reported to your insurance company promptly.

#### **Warranty**

Berkeley Homes will touch-up paint only as indicated on the Orientation list. Homeowners will receive a sample of each interior paint to be used for subsequent touch-ups. This paint should be stored so as not to be affected by **freezing** temperatures.

*Paint touch-ups are sometimes visible under certain lighting.*

For additional details on touch-up needed as a result of repairs, see individual categories of Drywall, Plumbing, etc.

**Wood Grain:** Due to wood characteristics, color variation will result when stain is applied. There will be **no repair or replacements** on such variations.

**Fading: Fading of exterior paint or stain can be expected due to the effects of sun and weather. No repair is provided by Berkeley Homes for this occurrence.**

**Raised Grain:** Wood trim will develop some minor cracks and raised grain as it ages and dries. Much of the will occur during the first year. Raised grain can result in peeling paint; however, this is not due to a defect in materials or workmanship. **Paint maintenance of wood trim and gutters is a Homeowner's responsibility.**

**Paint Colors:** Wood trim painted white or light colors will more readily show grain and cracks and will therefore require additional maintenance by Homeowner.

Color names, numbers, and paint brands are noted on the color selection sheets.

### **PHONE JACKS**

Each home is equipped with telephone jacks. Initiating phone service is the Homeowner's

responsibility. Moving outlets for decorating purposes or convenience is an owner expense. If an outlet is positioned so that a phone cannot be installed (example kitchen wall phone interfering with countertop or cabinets), Berkeley Homes will correct.

## PLUMBING

*In the event of any plumbing emergency, you should close the main water shut-off valve at once.*

Your plumbing system features modern designed fixtures for your enjoyment and convenience.

### Maintenance

**Shut Offs:** Your main water shut-off is located in your basement. It is important to know and remember the location of the shut-off for emergencies such as a water line freeze, break or leak. It is also helpful to know if you install a lawn sprinkler system or if you plan an addition to your home.

**Sprinklers:** A Homeowner installed sprinkler system is your responsibility. The one installed by Berkeley Homes is covered under the one-year warranty. (See the sprinkler maintenance requirements at the end of this section.)

**Prevent Freezing Pipes:** Provided the home is heated at a normal level, pipes should not freeze. Heat should be set at 65 degrees if you are away during winter months. Garage doors should be kept closed to protect plumbing lines which may run through this area. In unusually frigid weather or if you will be gone more than a day or two, open cabinet doors to allow warm air to circulate around pipes. An ordinary hair dryer can be used to thaw pipes that are frozen. Never use an open flame.

**If you leave the home unheated during late fall, winter or early spring, be sure to drain all water lines and fixtures.**

**Aerators:** Even though your plumbing lines have been flushed out to remove dirt and foreign matter, there are usually small amounts of minerals that enter the line. Aerators on the faucets strain most

of this from your water. However, minerals, etc...caught in these aerators may cause the faucets to drip because washers wear more rapidly when they come in contact with foreign matter. (See "Dripping Faucet" for additional information.)

**Laundry Tub:** If you have a laundry room tub, the faucet does not have an aerator. This is to allow the tub faucet to accept a hose connection.

### Care & Cleaning:

**Porcelain & Fiberglass:** Follow manufacturer's directions for cleaning fiberglass and porcelain fixtures. Abrasive cleaners will remove the shiny finish, leaving fiberglass behind a porous surface that is difficult to maintain. A spray disinfectant or a liquid detergent is usually recommended. For stubborn stains, you can use a solvent like turpentine or paint thinner, without harming the surface.

**Porcelain:** Porcelain enamel can be damaged by a sharp blow from a heavy object. It can also be scratched. Do not stand in the bathtub wearing shoes unless you have placed a protective layer of newspaper over the bottom of the tub. If paint is splattered onto the porcelain enamel surfaces during redecorating, it should be wiped up immediately. If some spots are dry before being noticed, use a recommended solvent.

**Stainless Steel:** Stainless Steel sinks should be cleaned with soap and water to preserve their luster. Do not use abrasive cleaners; these will damage the finish.

An occasional cleaning with a good stainless steel cleaner will enhance the finish. Care should be taken to avoid leaving produce on a stainless steel surface since prolonged contact with produce can stain the finish.

**Marble:** Man-made "marble" possesses a natural resilience and will not chip as readily as will porcelain enamel. Equal care should be given, however. You should not use abrasive cleanser or razor blades on man-made marble since both will cause certain damage to the surface.

**Fixtures:** Clean plumbing fixtures with a soft sponge and soapy water, then polish with a dry

cloth. Drying with a soft cloth or towel will prevent water spots.

**Gold/Antique Brass:** Gold fixtures and antique brass on lavatories should not be cleaned with an abrasive cleaner. Use only mild soap and water.

**Toilet Seat Cover:** Do not stand on the toilet seat cover. It is not designed for this purpose and may crack.

**Tank Care:** Similarly, avoid exposing the toilet to blows from sharp or heavy objects; this can cause chipping or cracking. Avoid abnormal pressures against the sides of the tank. It is possible to crack the tank at the points where it is attached to the bowl.

**Dripping Faucet:** A dripping faucet may be repaired by shutting of the water at the valve directly under the sink, then remove the faucet stem, change the washer, and reinstall the faucet stem. The shower head is repaired the same way. It is important to replace the washer with another of the same type and size. The frequency of this repair can be minimized by remembering not to turn faucets off with excessive force.

**Copper Pipe:** Copper pipe should be maintained by running water through each faucet for approximately one minute each week to minimize stagnation.

**Diminished Pressure:** It will occasionally be necessary to remove and clean the aerators on faucets and shower heads to allow proper flow of water, normally every three to four months is sufficient.

**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 appropriate contractor.

**Running Toilet:** To stop running water, check the shut-off float in the tank. You will most likely find it has lifted too height in the tank, preventing the valve from shutting off completely. The float should be free and not rub against any surface.

Also 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.

**Clogs:** Many plumbing clogs are caused by improper garbage disposal use. Always use plenty of cold water when running the disposal. This applies to grease also. Supplied with a steady flow of cold water, the grease congeals and is cut up by the blades. If you use hot water, the grease remains a liquid, then cools and solidifies in the sewer line. Allow the water to run a minimum of 15 seconds after shutting off the disposal.

Clogged traps can usually be cleared with a plumber's helper (plunger). If you use chemical agents, follow directions carefully to avoid injury or damage to the fixtures or personal injury.

Clean the drain stopper, usually found in bathroom sinks, by loosening 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 mechanism to its original position.

The toilets that builders are required to install are low volume "water saver" toilets. Due to the low volume of water per flush, you may have to flush a number of times and still experience more clogs. The main causes of toilet clogs are various domestic items such as paper diapers, excessive amounts of toilet paper or the wrong type of paper, sanitary supplies, Q-Tips, dental floss, children's toys, etc...

**Sill Cocks:** Outside faucets are "freeze proof", but in order for this feature to be effective, hoses must be removed after each use. IF a hose is left attached, the water that remains in the hose can freeze and expand back into the pipe, causing a break in the line. Repair of a broken line to an exterior faucet is a maintenance item. **Berkeley Homes does not warrant silcocks against freezing.**

**Hot Water Heater:** Carefully read the manufacturer's instructions for your specific brand and model of water heater.

**Safety:** The area around a gas-fired water heater should be vacuumed as needed to prevent dust from interfering with proper flame combustion. The top of a gas-fired water heater should never be used as a storage shelf.

**Temperature:** Set the water heater thermostat at the recommended setting; higher setting waste energy. The recommended thermostat setting for normal everyday use is “normal” on gas models and “140 degrees” on electric models.

**Energy Savings:** Cold water clothes washing techniques and short duration showers can save considerable energy.

**Condensation:** Condensation inside your new water heater will, in many cases, cause a small drip onto the burner flame. This causes no harm and in most cases will disappear in a short period of time.

**Drain Tank:** Review and follow manufacturer’s timetable and instruction for draining several gallons of water from the bottom of the water heater. This helps to prevent build-up of chemical deposits from the water and prolongs the life of the tank as well as saving energy dollars.

**No Hot Water:** If you discover you have no hot water, check the pilot, temperature setting, and water supply valve before calling for service. Refer to the manufacturer’s literature for specific locations of these items and other troubleshooting information.

### Warranty

**Drains:** All drains and sewer lines should operate freely. Obstruction resulting from construction debris will be corrected by Berkeley Homes. Berkeley Homes will correct clogged drains that occur during the first ten (10) days after closing. Obstructions removed during this time period which is shown to be the result of homeowner action will be corrected at the Homeowner’s expense.

**Leaks:** Berkeley Homes will repair leaks in the plumbing system. If a plumbing leak caused by warranted item results in drywall or floor covering damage, this will be repaired by Berkeley Homes.

**No adjustments will be made for secondary damages (wallpaper, drapes, personal belongings,**

**etc....). Homeowner insurance should cover these items.**

**Freezing Pipes:** Provided the home is heated at a normal level, pipes should not freeze. Heat should be set at 65 degrees if you are away during the winter months. Garage doors should be kept closed to protect plumbing lines which may run through this area.

**Noise:** Changes in temperature or the flow of the water itself will cause some noise in the pipes. This is normal and requires no repair. Consistent “water hammer” will be repaired. Temperature variations can be expected if water is being used in more than one location in the home.

**Changes:** Changing plumbing fixtures such as shower heads, faucets, sinks and toilets can cause other components of the system to leak and will void your plumbing warranties.

**Cosmetic Damage:** Any fixture damage noted on the Orientation list will be repaired. Chips, scratches, etc..., will not be repaired. Homeowner is responsible for following manufacturer’s directions for caring for fiberglass products.

**Exterior Faucets:** Outside faucets are “freeze proof”, but in order for this feature to be effective, hoses must be removed after each use. If a hose is left attached, the water that remains in the hose can freeze and expand back into the pipe, causing a break in the line. Berkeley Homes will repair any problems with these faucets noted on the Orientation list. Subsequent to Orientation, repairs of broken lines to exterior faucets will be the Homeowner’s responsibility.

### **ROOF**

Fine quality roofing has been installed on your home and will last for many years, free from care. A few reminders on the maintenance of your roof could save a great deal of expense and discomfort in the future.

## Maintenance

**Limit Walking:** Limit walking on your roof. The weight and movement will have a tendency to loosen and break the integrity of the roofing material which can in turn result in leakage. Never attempt to walk on the roof of your home when shingles are wet – they are extremely slippery.

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 to damage.

**Severe Weather:** After severe storms, a visual inspection of the roof for damages is called for. Notify your homeowner's insurance company if damage is noted.

**Clean Gutters:** Maintain the gutters and downspouts so that they are free of debris and able to quickly and efficiently drain precipitation from the roof.

**Leaks:** When a leak is noticed, try to detect the exact location; this will greatly simplify locating the area that requires repair when the roof is dry.

## Warranty

**Leaks:** Roof and flashing should not leak. Berkeley Homes will repair roof leaks other than those caused by severe weather, such as hail damage, or some action by the Homeowner. Roof repairs are only made when the roof is dry.

**Ice Build-up:** Ice build-up may develop in the eaves during extended period of cold and snow. Damage that results from this is normally covered by Homeowner insurance and is not a warranty item.

*Homeowner's insurance should be notified if storm damage is discovered.*

## ROUGH CARPENTRY

### Warranty

**Floor Squeaks:** Some floor squeaks are unavoidable. Although Berkeley Homes does not warrant against floor squeaks, a reasonable effort will be made to correct them.

**Deflection:** Floors will deflect when walked on. This will be more noticeable next to hutches, book cases, chairs, etc... This is not a structural deficiency and Berkeley Homes will take no action for this occurrence.

**Level Floors:** Wood floors shall not have more than ¼" ridge or depression within 32" measurement or be out of level by more than ½" in a ten foot distance.

**Walls:** Walls that are out of plumb more than one inch in an 8' distance will be corrected.

Bowed studs with are bowed more than ½" within a 36" measurement will be corrected.

## SIDING

### Warranty

**Shrinkage:** Some shrinkage of siding is to be expected; however, if gaps in excess of 3/8" appear between siding, trim or masonry materials, Berkeley Homes will caulk and apply touch-up paint. This will be performed one time only near the end of the first year. **Paint or stain touch-up may not match.**

**Waves:** Slight "waves" can be seen in siding under certain weather conditions; this cannot be entirely eliminated. Bows exceeding ½" in 32" will be addressed.

**Nails:** Exterior nails are not filled or covered unless the depression is deeper than 1/8".

## SMOKE DETECTORS

Berkeley Homes does not represent that the smoke detection device will provide the protection for which it is installed or intended. Insurance, if any, must be obtained by the Homeowner.

Smoke detectors are electric with a 9 volt transistor battery backup. Read the manual from the manufacturer for specific instruction on the proper care of your smoke detector.

### Maintenance

**Cleaning:** Your smoke detector should be blown or vacuumed out to prevent a false alarm at least once each year. For your safety, it is important that this

device be kept clean and in good operating condition.

### **STAIRS**

All the stairs used in the construction of our homes are factory fabricated, glued and nailed. There is not a known method of installation that will prevent vibration in a staircase when used by adults. Often there will be a slight shrinkage where the stairs meet the wall. When this occurs, a thin bead of latex caulk can be applied and when dry, painted to match.

### **STUCCO**

Stucco is a brittle cement product that is subject to expansion and contraction, given this area's environment. Minor hairline cracks will develop in the outer layer of stucco. This is normal and does not reduce the function of the stucco at all.

#### **Warranty**

Hairline cracks in stucco are common. Cracks greater than 1/8" in width or spalling of the finish surface is a deficiency and will be patched and repaired. This will only be addressed once during the first year.

### **VENTS**

Attic ventilation is required by the Building Code, and therefore, cannot be omitted. Occasionally, depending on the force and direction of the wind; rain or snow will infiltrate through these vents causing spotting on the ceiling. Berkeley Homes is not responsible for such weather damage and will not make repairs in these instances.

#### **Maintenance**

A sheet of plastic can be placed over the insulation in the attic in front of vents to protect ceilings from driving rain/snow. Be cautious in placing the plastic as not to displace insulation or step off wood members onto drywall.

Crawl space vents will automatically open and close as the temperature changes. In the winter it is a good idea to place a piece of insulation over the vent to keep out the cold out.

### **WINDOWS, SCREENS & PATIO DOORS**

#### **Maintenance**

During heavy rains, water may collect in the bottom channel of window frames. Weep holes are provided to allow excess water to escape to the outside. Keep the bottom window channels and weep holes free of dirt and debris for proper operation.

**Cleaning:** Once a month, clean metal or vinyl surfaces with warm, clear water. Do not use any powdered cleaner. After each cleaning, apply a silicone lubricant.

**Ventilation:** Proper ventilation will prevent excessive moisture from forming on the inside of the windows. This helps reduce cleaning chores considerably.

**Condensation:** Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. The humidity level within the home is largely influenced and controlled by your family's lifestyle.

**Storing Screens:** Many homeowners prefer to remove and store screens for the winter to allow more light into the home. Use caution in removing screens. They are easily perforated and the frames are bent if not handled with care.

**Sticking Windows:** Most sliding windows (both vertical and horizontal) are designed for a ten pound pull. If sticking occurs or excessive pressure is required to open or close the window, a silicone lubricant should be applied. This is available at most hardware stores. Do not use a petroleum base material.

**Door Tracks:** Patio door tracks must be kept clean to allow smooth operation and prevent damage to the door frame. Paraffin is a good lubricant for these tracks.

**Door Locks:** Sliding doors lock from the inside only; there is not a key. Acquaint yourself with the operation of the door hardware for maximum security.

**Invisible:** Under certain lighting conditions, door glass may be hard to see. If you keep the screen fully closed when the glass door is open, everyone will be accustomed to opening something before going through.

**Broken Glass:** If any panes of glass become broken, you should contact a glass company for re-glazing. Glass is very difficult to install without special tools.

**Berkeley Homes is not responsible for broken windows after occupancy unless they were noted on the orientation list.**

#### Warranty

Broken windows and damaged screens noted on the Orientation list will be replaced.

**Operation:** Windows should operate with reasonable ease and locks should perform as designed.

**Condensation:** Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. The humidity level within the home is controlled by the Homeowner and requires no corrective action by Berkeley Homes.

### **WOOD TRIM**

#### Maintenance

Separation of wood trim from the adjacent material is a normal result of shrinking which can require caulking and/or touch-up painting as a repair. It is a good idea to wait until after the first heating season and make all such repairs at one time when redecorating.

Wood will shrink less lengthwise than across the grain. In an area of low humidity, such as Colorado, all lumber is more vulnerable to shrinkage than in more humid climates. Shrinkage may cause a piece of trim to pull away from the wall. Drive another nail in close to the existing nail hole (but not in it).

Fill the old nail hole with putty and touch-up with paint as needed.

If the base shoe (small trim between base molding and the floor) appears to be lifting from the floor, this is probably due to slight shrinkage of the floor joists below. Similar to a piece of trim that is pulling away, this can be corrected by removing the old nails and re-nailing. It is best to wait until you are redecorating to do this. Shrinkage may occur during the first two years or longer, depending on weather, the temperature you maintain in your home, and whether or not you have a humidifier.

During a damp period, some swelling may occur. In most cases, this will not be noticeable except where the door may fit more tightly than usual (see "Doors").

#### Warranty

**Interior:** Minor imperfections may be visible. Berkeley Homes will correct only those serious defects, i.e. chips, gouges, etc..., noted on the Orientation list. Separation of wood trim from the adjacent material is a normal result of shrinkage which can require caulking as a repair.

**This is a Homeowner maintenance responsibility.**

**Exterior:** Damaged trim boards and/or shutters, noted on the Orientation list, will be corrected.

**Shrinkage:** Shrinkage of trim boards will be handled in the same manner as siding.

**Deck Sealants:** Homeowner is responsible for applying sealant to decks, if desired. The decision to proceed with such treatment commits the Homeowner to regular maintenance of the sealant.

**Raised Grain:** Because of the effects of weather on natural wood, you should expect raised grain to develop in some of the boards used in trimming the home. This is normal and not a defect in the wood or paint. Wood trim painted white or light colors will more readily show grain and cracks and will, therefore, require additional maintenance.