



ChrisMill Homes
Home Warranty Manual
Georgia / Florida

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Dear Homeowner,

From all of us at ChrisMill Homes, congratulations on your decision to build a new home. We share in your excitement and look forward to working with you in accomplishing your goal of building a custom home. Thank you for choosing us to partner with you in this endeavor.

We have assembled this warranty manual to provide you with an easy-to-use handbook on proper home maintenance so that you can be knowledgeable and confident in caring for your new home. Additionally, this manual will provide you with a clear set of expectations in regards to what is covered in our limited warranty program.

Please take time to review this manual thoroughly so that you are familiar with maintenance guidelines and owner responsibilities.

Our limited warranty term begins upon home purchase and covers one year on workmanship and two years on systems (electrical, plumbing, HVAC). Appliance warranties are according to manufacturers' terms.

Our goal as a company is to build you the home you want on time at an affordable price. If you should have any questions throughout the home-building process or after your purchase date, please don't hesitate to contact us. We want to make this a great experience for you by being available to help as needed.

Sincerely,

ChrisMill Homes

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Section 1 • Construction, Orientation & Warranty

Below is an overview of the process we will use to build your new home. Keep in mind, during construction please use caution when visiting the job site, as there can be potential hazards and the possibility of interfering with subcontractors completing their work.

There may be times when the process seems to slow down, but this isn't unusual. It may be that a subcontractor finished his/her work a few days ahead of schedule, or that work has paused until an inspection can be completed.

OUR BUILDING PROCESS

Foundation

- Excavation
- Form and Fill Dirt
- Plumb Foundation
- Dig Footers, Set Steel, Vapor Barrier
- Pretreat for Termites
- Inspection and Pour

Framing

- Exterior and Interior Walls
- Roof Framing
- Set Windows and Exterior Doors
- Install Roofing Felt

Interior Rough-Ins

- Plumbing Stack Out
- Heating and Air Ducts
- Electrical Rough-In
- Inspection

Exterior

- Shingles
- Siding

Wall Insulation

- Inspection

Drywall

- Hang
- Inspection
- Tape and finish

Interior Trim

- Set Cabinets
- Trim out
- Interior Painting (2 Coats)

Finish Work

- Wet Area Flooring
- Final on Mechanicals
- Final Flooring
- Final Trim
- Final Paint (3rd Coat)
- Final Clean
- Builder's Punchlist
- Homeowner walk-thru
- Closing
- Warranty

Again, as you visit the construction site, please use caution. Do not touch equipment or allow kids or pets to run around. Watch out for wet paint, nails and other potentially dangerous items.

NEW HOME ORIENTATION

Building a new home is an investment in your future, and with this in mind, we work to achieve the best possible results in quality and durability. Throughout the construction of your home, care is taken to insure that your home is built to code and in compliance with construction performance standards. Your superintendent works closely with the subcontractors and inspectors from local municipalities to make this happen.

When the construction process is finished, you will have the opportunity to walk through your new home with your superintendent and talk about different aspects of your home during your **New Home Orientation**. Please come prepared with any questions you might have and **be sure to bring your Warranty Manual** so that you can take notes and mark important information down for later use.

During the orientation, a **Final Completion List** is used to document any items that need attention or repair. If there are any issues with your home, such as chips, scratches, cracks, etc., this is the time to bring these to your superintendent's attention if you have not already done so. After moving in, such things as broken windows, scuff marks, or holes in the screens become your responsibility.

Your superintendent will use this time to educate you and provide you with useful information on:

- ✓ Basic operation for major appliances, systems, fans, etc.
- ✓ The terms of our limited warranty program, as well as your maintenance responsibility within that program.
- ✓ Warranty information on your systems. Some are covered by the manufacturers, so please make yourself very familiar with your responsibilities during the warranty period. Be sure to register things such as appliances with the manufacturer.

At the end of the orientation, you will be asked to sign-off on the Final Completion List about what has been discussed and agreed upon during the orientation.

WARRANTY TERMS AND PROCESS

Please review this next section carefully. This will help eliminate any confusion and misunderstanding regarding our limited warranty program.

Warranty Terms

Although we work hard to build the best home possible, mistakes in craftsmanship and flaws in materials may occur. Additionally, over time as the materials and different components of your home interact with natural elements, they can be affected adversely.

For this reason, we offer a **limited one-year warranty on materials and workmanship and a limited two-year warranty on systems to provide you with a measure of security and protection.** However, neglect of routine maintenance can void applicable limited warranty coverage on all or part of your home. Each section of this manual includes regular maintenance responsibilities as well as warranty guidelines in the event that repair on your home is needed.

Our criteria for qualifying warranty repairs are based on typical industry practices in our region and meet or exceed those practices for each component of your home. However, we reserve the right to exceed these guidelines if individual circumstances call for it, without being obligated to exceed all guidelines to a similar degree or for all homeowners.

Failure to perform regular maintenance may void certain warranty coverage.

Manufacturer's Warranties

Generally, the only warranty on some items is the manufacturer's warranty. ChrisMill Homes is not responsible for the performance of these products, or for any condition beyond the manufacturer's warranty. Examples include:

- Dishwasher
- Whirlpool / Jetted Tub
- Microwave
- Garbage Disposal
- Light Fixtures
- Central Air Conditioner
- Cook Tops
- Trash Compactor
- Water Heater
- Kitchen Vent Fan
- Ovens
- Security System
- Furnace

Warranty Process

In order to provide our customers with the highest levels of customer service, ChrisMill Homes has established **3 scheduled warranty periods** after ownership is assumed by the customer. We ask that unless an **emergency warranty issue** (see below for explanation) arises, please keep a running list of items that need repair. A **Warranty Service Request** form is provided here in this manual for your convenience. Toward the end of each warranty period, you will be contacted by ChrisMill homes to schedule a warranty appointment if necessary.

The three warranty periods are as follows:

1. Three months after move-in
2. Seven months after move-in
3. Eleven months after move-in

Emergency Warranty Issue: Please call our office should one of the following issues arise:

- **Total loss** of heat and air
- **Total loss** of electricity (Check with your service provider before reporting this issue to ChrisMill Homes)
- Plumbing leak that requires the entire water supply to be shut off
- Gas leak (Contact your utility company or plumber if the leak is at the furnace or water heater supply lines)
- Any issue that is hazardous to you or would cause further damage to your home.

Non-emergency items can be repaired during scheduled warranty appointments. In the event of storm damage, please contact your homeowner's insurance agent immediately.

Notes:

SEASONAL MAINTENANCE SCHEDULE

Spring/Summer

Interior

- Close chimney damper, if applicable
- Clean cabinet surfaces
- Check and repair or replace weather-stripping on exterior doors as necessary
- Inspect and repair tile grouting as needed
- Lubricate locks, hinges and latches
- Check window locks and weather-stripping
- Adjust registers for cooling
- Lubricate garage door rollers and tighten bolts
- Check drawers and hinges for proper alignment; tighten and adjust as necessary
- Check and tighten all dead bolts
- Clean dryer vent duct to remove lint and debris
- Check and repair interior caulking as needed (sinks, tubs, showers, thresholds, walls, trim, etc.)

Exterior

- Check and repair caulking as needed (windows, siding, cornice)
- Check exterior paint of siding, cornice and doors
- Clean and remove debris from gutters
- If necessary, use fill dirt to repair areas around your foundation that may have settled in order to maintain the original grade of your home
- Seal deck with preservative if necessary
- Reseed your lawn if fescue
- Apply mulch around trees, shrubs and flowerbeds
- Apply fertilizer to new grass growth
- Clean septic tanks as necessary
- Inspect roof for loose, warped, torn or missing shingles, unsealed vents or stacks (use a professional if safety is a concern)

Fall

Interior

- Inspect fireplace, if applicable
- Open chimney damper before first fire
- Clean and wax wood cabinets and paneling
- Clean and seal stone countertops and floors
- Check and repair caulking if necessary

Exterior

- Clean and remove debris from gutters
- Check alignment of gutters, downspouts and splash blocks to ensure that water is properly diverted away from the home
- Remove leaves from yard to maintain sunlight and air circulation for grass
- Protect plants from approaching winter freeze: give shrubs plenty of watering and cover evergreens
- Check and repair caulking as needed

Winter

Exterior

- In extreme cold temperatures, remove hoses and shut off outside water faucets. Drain remaining water and leave faucet in the "on" position



Warranty Service Request

For your protection and to ensure efficient operations, our warranty service is based on your written report of non-emergency items. Please use this form to notify us of warranty items. Mail, fax or email your request to our office. We will contact you to schedule a warranty appointment.

ChrisMill Homes
3470 N Valdosta Rd, Suite C
Valdosta, GA 31602

Phone: (229) 249-0901
Fax: (229) 242-2083

Name _____ **Date** _____

Address _____

Phone _____ **Alt Phone** _____

Closing Date _____ **Move-In Date** _____

Service Requested	Reference Page	Warranty Item	Homeowner Maintenance Item	Emergency Item

Comments:

Homeowner Signature

Builder Representative Signature

Section 2 • Appliances /Attic Access

APPLIANCES

Homeowner Use and Maintenance Guidelines

Please review and follow all manufacturers' instructions for the use and maintenance of each appliance in your home and save them for future reference.

If a problem arises with an appliance, please follow the instructions set forth in the warranty reporting section of this manual.

Be sure to register your appliances with the manufacturers, as registration is required for your limited manufacturers' warranties to stay in effect. When contacting appliance manufacturers to report a problem, you will need to supply the model and serial number, and also the date of purchase (your closing date). The model and serial numbers can usually be located on a small metal plate or seal on the back of the appliance.

Your Closing Date: _____

Appliance **Manufacturer** **Model#** **Serial#** **Service Phone#**

Appliance	Manufacturer	Model#	Serial#	Service Phone#

Builder Warranty Guidelines

During your home orientation we will confirm that all appliance surfaces are in acceptable condition. We assign all appliance warranties to you, effective on the date of closing. The appliance manufacturers warrant their products directly to you according to the terms and conditions of these written warranties.

ATTIC ACCESS

Homeowner Use and Maintenance Guidelines

The attic space is neither designed nor intended to serve as a storage space. We provide access to this area for the maintenance of mechanical equipment that may traverse attic space. When you perform necessary tasks in the attic, use caution and avoid stepping off the wood members onto the drywall. This may result in personal injury and/or damage to the ceiling below. Your limited warranty does not cover such injury or damage.

Helpful Tips

- ✓ Before you mail the warranty registration card for your appliances, make a copy for your records. Register your appliances as soon as possible.
- ✓ Seeing visible daylight in your attic around any ventilation device is normal.
- ✓ Do not add attic flooring. It compresses the insulation, causing the insulation to lose its effectiveness in saving energy reducing moisture problems.

CABINETS

Homeowner Use and Maintenance Guidelines

There are a few variables that may affect the variation in grain, texture and color of your cabinets. Time, heat (sunlight, cooking), oil and moisture can slowly change the finish of your cabinets. A consistent temperature and humidity level in your home will help minimize contraction and expansion in the cabinet materials.

When cleaning your cabinets, only use manufacturer recommended cleaning solutions and supplies. Scratches can be repaired by using a wood tone touch-up crayon available at your local hardware store.

Builder Warranty Guidelines

Separations

We will correct gaps between cabinets and the ceiling or cabinets and the walls by caulking or other means if the gap exceeds 1/8 inch (locations behind appliances are excluded from this repair).

Warping

If doors or drawer fronts warp in excess of 1/4 inch within 24 inches, we will correct this by adjustment or replacement.

Wood Grain

Readily noticeable variations in wood grain and color are normal in all wood or wood veneer selections. Replacements are not made due to such variations.

COUNTERTOPS

Homeowner Use and Maintenance Guidelines

With any material, please check with manufacturer on proper cleaning solutions, supplies and techniques before cleaning surfaces.

Laminate

Limit heat and moisture exposure to your laminate countertops. Make sure to keep all countertop seams sealed to prevent moisture from getting underneath the laminate. Check with a professional for the best type of caulk to use. Laminate countertops are not heat-proof, water-proof, stain-proof or scratch-proof.

Cultured Marble

If your countertop includes a cultured marble sink, it's important that you use warm water. Running only hot water for extended periods may cause cracking around the drain seal. While they are durable, cultured marble countertops are neither heat-proof, scratch-proof nor stain-proof.

Solid Surfaces

Although solid surfaces withstand heat better than most countertop surfaces, please use caution in order to protect them. Do not set hot pans directly onto the surface, and always use a hot pad or trivet with rubber feet when using an electrical appliance that heats.

Granite

Granite is highly porous and absorbs moisture. Therefore you will need to reseal your granite on a regular basis and wipe up any liquid spill immediately. Liquids such as wine or oil can soak into the stone and leave a dark colored spot.

Marble / Limestone / Travertine / Tile

Marble, limestone and travertine are porous stones and can be damaged by acidic products such as vinegar, orange juice or ketchup. Wipe up acidic spills immediately to avoid dulling the surface.

The grouting between your tiles will crack and loosen over time due to normal conditions of shrinkage, contraction and expansion. Regrouting is the homeowner's responsibility.

Builder Warranty Guidelines

All countertops should be installed without chips or gouges. Edges should be smooth and even. Joints may have a maximum of 1/16 inch gap and a maximum 1/16 height differential in surface alignment. During your new home orientation, any items that need repair will be noted and corrected to meet necessary standard.

Section 4 • Caulking

Time and weather will shrink and dry caulking so that it no longer provides a good seal against moisture or air. When caulking isn't sticking to a surface or is cracking, it is time to replace it.

Homeowner Use and Maintenance Guidelines

Regularly check caulking used on your home's exterior and interior for deterioration. Remove any old caulking and clean the area before you add new caulking.

On the exterior, check any meeting places between two different types of building material, such as wood and metal, brick and metal, and wood and brick. Some other places to check are:

- ✓ Pet door entrances
- ✓ Vinyl and Concrete Siding
- ✓ Underneath door thresholds
- ✓ Trim around Exterior Posts
- ✓ Places where pipes, cables and wires enter your home
- ✓ Joints and seams in gutters and downspouts

In the interior, also check wherever two different building materials meet. Some other places to check are:

- ✓ Sinks, tubs and showers
- ✓ Countertops and splashboards
- ✓ Cabinets
- ✓ Interior door and window frames
- ✓ Baseboards
- ✓ Crown Molding
- ✓ Around pet door entrances

Latex caulking is appropriate for an area that requires painting, such as where wood trim meets the wall. Silicone caulk will not accept paint and works best where water is present, such as where the tub meets tile or a sink meets the countertop. Always consult with a hardware professional about where you will be caulking before buying caulk.

Builder Warranty Guidelines

At the time of your new home orientation, joints and cracks should be properly caulked where appropriate. Cracks exceeding 3/16 inch will be corrected one time during warranty.

EXTERIOR

Homeowner Use and Maintenance Guidelines

By maintain good drainage you protect your home's foundation and flatwork: the porch, patio, driveway, garage floor and sidewalks.

Avoid planting shrubbery or trees next to the foundation. Landscaping should allow water to drain away from exterior concrete surfaces. Be sure water is draining off and away from the exterior concrete and not collecting or saturating the ground beside the concrete. This will minimize cracking.

As cracks occur, seal them with a waterproof concrete caulk to prevent moisture from penetrating the soil beneath. Extreme temperatures can cause the concrete to expand and contract, making the cracks worse. Repair cracks in a timely fashion to prevent severe damage from occurring.

Concrete slabs and flatwork are floating, meaning they are not attached to your home's foundation walls. These are not a structural element of the home and would not be covered by a structural warranty.

Builder Warranty Guidelines

Non-structural cracks are not unusual in concrete foundation walls. We will repair non-structural cracks in excess of ¼ inch by surface patching, most likely near the end of the one-year warranty period.

ChrisMill Homes is not responsible for deterioration or damage caused to driveway, patio and sidewalks by chemicals, mechanical implements or other factors, such as excessive weight.

INTERIOR

Homeowner Use and Maintenance Guidelines

We install the foundation of your home according to state and local building codes. The walls of the foundation are poured concrete with reinforcing rods. We use 3000 PSI concrete with fiber mesh to construct it. Keep in mind, surface cracks may still develop in the wall. Additionally, minor cracks may occur in concrete floors (slabs). Minor cracks are not detrimental to the structural integrity of your home.

Crawl spaces are not intended to be storage areas. They should be graded and drained properly to prevent water from accumulating. Do not alter the drainage or landscaping in any way that would cause water to stand in the crawl space.

Builder's Warranty Guidelines

Cracks exceeding 1/4 inch in width or 1/4 inch in vertical displacement are considered excessive (slabs, concrete floors). Additionally, the floor slope of habitable rooms should not exceed 1/4 inch in 36 inches measured horizontally—unless designed for drainage.

If cracks exceeding these amounts develop, please report them to ChrisMill Homes and necessary actions will be taken to repair the cracks.

Helpful Tips

- ✓ Don't wash your exterior concrete with cold water from an outside faucet when temperatures are high and the sun has been shining on the concrete. The change in temperature can damage the surface bond.
- ✓ Avoid allowing heavy vehicles, such as moving vans, to park on your driveway. It's not designed to support excessive weight.

DOORS

Homeowner Use and Maintenance Guidelines

Below you will find a list of various issues and need-to-know facts regarding exterior and interior doors:

- *Exterior Finish:* Plan to refinish your exterior doors at least once a year. Weathering and wear are normal and lead to a diminishing of the original finish.
- *Weather-stripping:* If weather-stripping begins to pull away from the door, replace as soon as possible. Proper weather-stripping helps regulate indoor temperature and guards against rain and other outdoor factors.
- *Warping:* Warping is a result of moisture in the wood. Maintaining a consistent humidity level indoors will help prevent warping in interior doors, and maintaining a proper seal and paint/varnish covering will help protect exterior doors. If a door warps slightly, keep it latched as often as possible. This should help it return to normal.
- *Sticking:* Sticking is a result of moisture in the wood that causes lumber to expand. You may notice that it is a seasonal issue and corrects itself as seasons and humidity levels change. Sometimes you can correct the problem by sanding the point on the door that rubs against the door jamb. Be sure to reseal the door if you do. Applying a light coat of wax may also help remedy the sticking.

Builder's Warranty Guidelines

During your new home orientation, we confirm that all doors are in acceptable condition and properly adjusted, and if not, we will make necessary adjustments. This includes hardware and sliding doors. We will repair any damage to doors noted on the Final Completion List, but damage occurring after closing will not be covered by our limited warranty.

- *Adjustments:* Due to normal settling of the home, doors may require adjustment for proper fit. We will make these adjustments during your regularly scheduled warranty appointments.
- *Warping:* ChrisMill Homes will repair doors that warp in excess of 1/4 inch measured diagonally from corner to corner.
- *Garage Doors:* Overhead garage doors should seal properly under normal conditions. Some light will be visible around the edges and across the top of the garage door, and during extreme weather conditions, natural elements may enter the garage around the seal. Garage doors should work properly at the time of your new home orientation, and if they malfunction during your one year warranty, we

will take measures to correct the problem, with the exception of problems occurring due to any changes made by owner.

ChrisMill Homes is not responsible for touch up paint or stain for unfinished areas that are exposed as a result of shrinkage, nor are we responsible for an exact match in wood grain, stain or paint finishes.

WINDOWS

Homeowner Use and Maintenance Guidelines

During your new home orientation, your windows will be inspected. Any cracked or broken glass will be noted and then repaired, and any screens that are damaged or missing will be repaired or replaced. After the orientation, damaged or broken windows and screens become the liability of the homeowner.

If a window sticks, try lubricating the channel with a piece of paraffin or candle wax. Do NOT use petroleum based products.

Builder Warranty Guidelines

While condensation is normal and cannot be avoided, leaks will be repaired by ChrisMill Homes. If window hardware fails to work properly, please notify ChrisMill Homes by submitting a Warranty Service Request.

Tinting windows may void the manufacturer's warranty. When removing screens, please handle carefully as screens perforate and frames bend easily. This is not covered under your warranty.

Keep the bottom channels of windows cleaned out to allow water to escape out of weep holes. ChrisMill Homes is not responsible for damage caused to house by blocked weep holes.

Helpful Tips

- ✓ If a door has warped slightly, keep it latched as much as possible. Often the door will return to normal.
- ✓ Do not use oil to lubricate squeaky door hinges as it will gum up the hinge.

Homeowner Use and Maintenance Guidelines

Know the location of the breaker panel in your home. It includes a main shut-off switch that controls all the electrical power to your home. Individual breakers control the separate circuits. Each breaker is marked to help you identify which breaker is connected to which major appliances, outlets, or other service. Should a failure occur in any part of your home, always check the breakers in the main panel box to see if they have been tripped.

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 back on. Switching the breaker directly from tripped to on will not restore service.

Breaker Tripping

Breakers trip due to overloads caused by plugging too many appliances into the circuit, a worn cord or defective appliance, or operating an appliance with too high voltage requirement for the circuit. The starting of an electric motor can also trip a breaker, as it will draw a large amount of amperage.

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. If the circuit remains on, one of the items you unplugged is defective and will require repair or replacement. ChrisMill Homes is not responsible for appliances that cause the breaker to trip if it is isolated to the appliance itself.

Buzzing

Fluorescent fixtures use transformer action to operate. This action sometimes causes a buzzing which is considered normal.

Fixture Location

We install light fixtures in the locations indicated on the plans. Moving fixtures to accommodate specific furniture arrangements or room use may void warranty coverage should repair be needed.

GFCI (Ground-Fault Circuit-Interruption)

GFCI receptacles have a built-in element that sense fluctuations in power, i.e., a circuit breaker. Building codes require installation of these receptacles in bathrooms, the kitchen, outside and the 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 may trip the GFCI breaker, which will not be considered a warrantable issue.

Do not plug a refrigerator or food freezer into a GFCI-controlled outlet. The likelihood of the contents being ruined is high and your limited warranty will not cover resulting loss or damage.

Outlets

If an outlet is not working, check first to see if it is controlled by a wall switch or GFCI. Press the reset button on the GFCI-controlled outlet to see if power returns. If not, check the breaker.

Grounded System

Your electrical system is a three-wire grounded system. Never remove the bare wire that connects to the box or device as this is the ground.

Light Bulbs

Other than bulbs that need to be replaced at the time of your new home orientation, no bulbs will be replaced by ChrisMill Homes during your warranty period.

Modifications

If you wish to make any electrical modifications, contact the electrician originally used in your new home construction. Having another electrician modify your electrical system during the warranty period will void that portion of your limited warranty.

Builder Warranty Guidelines

All light fixtures and bulbs should be working at the time of your new home orientation, and if not, will be scheduled for repair or replacement.

ChrisMill Homes will repair any electrical wiring that fails to carry its designed load to meet specifications. If electrical outlets, switches or fixtures do not function as intended, we will repair or replace them as needed.

Damage resulting from power surges or lightning is excluded from limited warranty coverage, but may be covered by your home insurance policy.

Helpful Tips

- ✓ Do not plug any light or appliance into an extension cord that is smaller in diameter than the cord attached to the device; it could cause overheating.
- ✓ Test your smoke alarm 3-4 times a year and replace the batteries twice a year.

Homeowner Use and Maintenance Guidelines

Brick

Brick is one of the most durable and lowest maintenance finishes for a home's exterior. Even still, as time passes, face brick may require repair, such as tuck-pointing (repairing mortar between bricks). Also a white powdery substance may accumulate on brick surfaces called efflorescence. This is a natural phenomenon and cannot be prevented. In some cases it can be removed by scrubbing with a stiff brush and vinegar.

You may notice small holes in the mortar along the lower row of bricks. These holes allow moisture that has accumulated behind the brick to escape. Do not fill these weep holes or permit landscaping materials to cover them.

Siding

Siding expands and contracts in response to changes in humidity and temperature. Slight waves are visible under certain weather conditions. This cannot be entirely eliminated, but measures have been taken to minimize the severity of the issue. Wood or wood-product siding will require routine refinishing by the homeowner.

Do not allow vegetation to work its way up your siding. If vegetation is allowed to grow between joints, it may cause deterioration. The moisture from trees and shrubs planted too close to siding may cause rot.

Stucco

Stucco is a brittle cement product that is subject to expansion and contraction. Minor hairline cracks will develop in the outer layer of stucco. This is normal and does not reduce the function of the stucco in any way.

To ensure proper drainage, keep dirt and concrete flatwork a minimum of 2 inches below the stucco screed (mesh underneath final coat of stucco). Do not power concrete or masonry over the stucco screed or right up to the foundation.

Since stucco is not a water barrier, avoid spraying water from irrigation or watering systems on stucco surfaces.

If efflorescence accumulates, try cleaning with scrubbing with a stiff brush and vinegar.

Paint/Stain

Check the painted and stained surfaces of your home's exterior annually. Repaint surface before chipping and wearing away of original finish occurs. Plan on refinishing the exterior surface of your home approximately every two or three years or as often as your paint manufacturer suggests.

Builder Warranty Guidelines

One time during your warranty period will ChrisMill Homes correct cracks in your brick, siding or stucco that exceed 3/16 inch. The repair may not match the surrounding area. Repainting the entire stucco area after a repair is your responsibility.

We will correct any separation at joints or where siding meets another material if the separation allows water to enter the home. We will also correct delaminating siding. Inspect your home after severe weather and notify your insurance company should you see any damage to your vinyl, as this will be excluded from your limited warranty.

Siding bows exceeding 1/2 inch in 32 inches are considered excessive and will be repaired. Visible siding end gaps wider than 1/4 inch are considered excessive and will be repaired. Again, ChrisMill Homes is not responsible for finding an exact match in color, as this may not be possible.

Wood siding or shingles should not "bleed" through paint or stain. Resins or extractives bleeding through paint or stain, and/or blackening of shakes or shingles is unacceptable because it can be prevented by treatment. If bleeding occurs on shingles or shakes, ChrisMill Homes will clean and treat shakes one time during the warranty period. This standard does not apply if natural weathering is specified for the job.

Helpful Tips

- ✓ Wash stucco by first pre-wetting the wall. Use a garden hose to wash off dirt, starting at the top. Do not hold the spray nozzle too close to the wall. Use a mild water-soluble cleaner to remove stains and then rinse.

Homeowner Use and Maintenance Guidelines

Open the damper before you light a fire. When the fireplace is not in use, keep the damper closed to reduce air drafts. Periodically check your damper to make sure it opens and closes properly. If you are using the fireplace as a decorative appliance with permanently installed gas logs, the damper may already be fixed in the open position.

It is expected that hairline cracks will appear in the refractory surfaces. These hairline cracks do not affect the safe operation of your fireplace. The first five fires in a new fireplace should be small and slow burning.

If you have a gas starter, use long matches or an extended lighter to ignite the gas. Be aware that there may be a short delay between turning on the gas valve and flame ignition. This is normal and does not indicate a malfunction. Always light the match first as you hold it at the starter valve, then slightly turn on the gas valve. After the gas is burning, adjust the valve for desired setting for gas log set. For best results and safety, read and follow manufacturer's instructions.

You should have a spark guard located over the top of your chimney to trap sparks and keep wildlife out. It should be checked annually for soot build-up and cleaned as needed by a professional. Cleaning also helps guard against soot and creosote catching fire.

Chimney caps and rain caps should be kept in good condition to keep moisture from entering your home through the chimney.

If you have a non-vented gas fireplace, a slight delay between turning the switch on and flame ignition is normal. The flames should ignite gently and silently. If you notice and deviations from this function or any gas smell, immediately shut off the valve and report it to ChrisMill Homes.

Builder Warranty Guidelines

Some minor dripping of water down the flue may occur during rains. Fireplace linings will become discolored with normal use. Fireplace refractories will develop small cracks due to temperature changes. No corrective action is necessary.

If the chimney separates vertically in excess of 1/2 inch in a 10 foot vertical measurement, it will be repaired. Caulking is an acceptable correction. If a negative draft occurs due to design and construction, ChrisMill Homes will take corrective action.

Helpful Tips

- ✓ If you have a gas starter fireplace, keep the starter key well out of the reach of children.
- ✓ All fireplace inspections and repairs should be handled by a professional fireplace or chimney company.
- ✓ Never burn rubbish, scrap lumber (especially pressure treated), crossties or large quantities of paper in your fireplace.
- ✓ Store firewood away from your home. Firewood attracts insects and could potentially be a fire hazard.
- ✓ Clean cooled ashes from the fireplace as needed. When done on a regular basis, this will help to eliminate a smoky smell in your home. When cleaning ashes out of the fireplace, it is recommended that you let them cool for a minimum of 48 hours after a fire before removing them.
- ✓ A carbon monoxide detector is recommended if your home has combustion appliances or fireplaces.
- ✓ Remove foliage that has grown too close to the top of your chimney, as it could inhibit air flow and be a fire hazard.
- ✓ Never use an unapproved glass door.

Homeowner Use and Maintenance Guidelines

Carpeting

Vacuum your carpet regularly to keep dirt from getting trapped deep within the fibers and wearing them down. New carpet sheds for the first few months and is nothing to be concerned about.

No carpet is stain proof and is not covered by our warranty. If your carpet should come up, become loose, separate or stretch excessively please notify ChrisMill Homes during your warranty period for repair.

Hardwood

Some shrinkage or warpage of hardwood floors may occur, especially around heat vents or heat producing appliances. Moisture will also cause warping. Do not soak wood floors or track water on them.

Scratching or dimples can occur from moving furniture or your pets' claws or dropping heavy objects.

Discoloring may occur overtime because of exposure to sunlight or rubbing by plastic or foam-backed mats.

Damage caused by neglect is not covered under warranty. Do not use rubber-backed mats because they trap moisture. Place protectors under furniture legs to prevent scratching and dimples. And use mats at outside entrances and area rugs inside to help protect floors. Also, maintaining proper humidity levels indoors is your responsibility.

Resilient

Some ridging and seaming is unavoidable. Most resilient flooring has a clear, tough coating on the surface. Even this surface will scuff or scratch, so use caution.

Tile, Brick, Marble and Stone

Shade and/or color variation is inherent in all fired clay products and grout. Grout between tiles may crack. Seal as soon as possible because missing or cracked grout allows water to seep under the tile to the flooring beneath. Regrouting cracks is the homeowner's responsibility.

Builder Warranty Guidelines

Variations, stains or scratches that occur after your new home orientation are not the responsibility of ChrisMill Homes.

Gaps between wood floorboards should not exceed 1/8-1/4 inch depending on species. Corrective action will be taken if needed unless the settlement gaps are due to normal seasonal fluctuation. These gaps may be filled or the boards may be replaced, whichever is deemed suitable by ChrisMill Homes.

Cupping or crowning in wood floor boards should not exceed 1/8 inch in height in a 3 inch maximum span measured perpendicular to the length of the boards. If needed, cupping or crowning will be corrected under warranty.

If nail-popping occurs under your resilient flooring that negatively affect the flooring, the flooring in that area may be replaced under warranty. If the flooring lifts, bubbles or detaches, corrective measures will also be taken under warranty.

Depressions or ridges, and seams or shrinkage in resilient flooring exceeding 1/4 inch are considered excessive and will be addressed by ChrisMill Homes per warranty agreement. Where dissimilar materials come together, a gap should not exceed 1/4 inch, and will be corrected if needed.

Tile, brick, marble and stone flooring should not break or loosen, and will be repaired one time under warranty if the damage was not caused by homeowner's actions or negligence. Cracks in grouting are normal and if needed, will be corrected one time under your warranty period. If grout or tile has been sealed it is the homeowner's responsibility to reseal. ChrisMill Homes will replace only the flooring that has been damaged, and cannot guarantee an exact color match on flooring or grout repair.

Helpful Tips

- ✓ Clip snagged carpet fibers with scissors; do not pull.
- ✓ Place rubber or fabric protectors under furniture legs/feet to protect your floors. If a piece of furniture is too large for you to lift, push it if you need to move it, but do not "walk" it as that may cause indentions in the floor.

HEATING SYSTEM

Homeowner Use and Maintenance Guidelines

Temperatures fluctuate from room to room in a home, especially when there are extreme temperatures outdoors. Adjust your thermostat to a reasonable indoor temperature. Setting the temperature too high won't heat your house faster. Thermostats are calibrated to within +/- one degree. Rooms furthest from thermostat will have a 3 to 5 degree difference in temperature.

Heat register covers are removable and adjustable. You are responsible for adjusting the dampers in these covers to regulate the heat flow within the home. Registers in the rooms farther away will usually need to be opened wider.

Filters should be replaced monthly. Dirty filters reduce efficiency and raise operating costs. As the heating system operates, it is normal to hear some popping or pinging sounds as the ductwork responds to the temperature of the air flow.

Builder Warranty Guidelines

Your heating system should easily produce an inside temperature of 70 degrees F under normal outdoor weather conditions. This temperature is measured in the center of each room at a height of 5 ft above the center of the floor with the exception of vaulted areas. Your system needs 72 hours to reach 70 degrees.

If your system is not able to reach this temperature and maintain it, contact ChrisMill Homes. If the ductwork comes unsealed or unattached during your warranty period, please notify ChrisMill Homes. Also, excessive noise needs to be reported as well and could require maintenance and repair.

VENTILATION

Homeowner Use and Maintenance Guidelines

Experiment with the adjustable registers in your home to establish the best heat flow for your lifestyle. Generally you can reduce the heat in seldom used or interior rooms.

For maximum comfort and efficiency energy use, arrange furniture and draperies to allow unobstructed airflow from registers and to cold air returns.

Large amounts of water are put into your indoor air from cooking, bathing, showering, laundering and humidifiers.

It is important to vent excess moisture to the outside. Always use bath fans or crack your window when showering/bathing. Use kitchen range hood when cooking. Ensure clothes dryer vents exhaust outside the house. Do not exhaust dryer heat indoors. Do not alter attic ventilation per building code.

Builder Warranty Guidelines

Any ventilation problems that arise during your warranty period should be reported to ChrisMill Homes so that they can be corrected.

AIR CONDITIONING SYSTEM

Homeowner Use and Maintenance Guidelines

Air conditioners can greatly enhance the comfort of your home, but if used improperly or inefficiently, wasted time, energy and money will result.

Be sure to regularly change your air filters. It is recommended that you change them about once a month. Also, it is best for vents to flow air toward the areas with the highest heating/cooling loads, such as windows. While it may seem counterproductive, it actually helps to regulate the overall temperature of the house more efficiently.

Your home air conditioner is a closed system, which means that the interior air is continually recycled and cooled until the desired air temperature is reached. Therefore, make every effort to keep doors and windows closed while running the system. Also, drapes are recommended to keep the heat from the sun out, which is intense enough to overcome the cooling effect of your air conditioner.

It is easier for your system to cool/heat your home if a moderate temperature is maintained throughout the day. Rather than turning the system off when you leave, simply adjust it by 10 degrees or so.

The compressor is located outside. Keep unit clear of vegetation around and on top. The condensation lines can clog under normal use. At the time of your new home orientation, the lines should be unobstructed. It is the homeowner's responsibility to maintain clear lines after that point.

Refer to your manufacturer's instructions for further maintenance guidelines.

Builder Warranty Guidelines

Your air conditioning system should be able to maintain a temperature of 78 degrees F, or a maximum differential of 15 degrees from the outside temperature, as measured in the center of each room at a height of 5 ft from the floor, under normal operating and weather conditions.

In the event there is a defect or problem with your system during your warranty period, please contact our office so that we can evaluate the situation and take proper action.

Helpful Tips

- ✓ Filters should be changed at least every 2 months.
- ✓ Keep the garage door close as much as possible to help regulate indoor temperature.
- ✓ Turn your air conditioner on before the traditional warmer months arrive so that if repair is needed it can be done before it gets too warm.

DRYWALL

Homeowner Use and Maintenance Guidelines

Slight cracking, nail pops or seams may become visible in wall and ceilings. These are caused by the shrinkage of the wood and normal deflection of building material on which the drywall is attached.

With the exception of the one-time repair service offered during your warrant period, care of drywall is part of normal homeowner maintenance and is your responsibility.

Minor hairline cracks can be repaired with paint, but larger cracks should be repaired with spackle or caulk.

Builder Warranty Guidelines

One time during your warranty period, ChrisMill Homes will repair drywall shrinkage cracks, nail pops and touch up the repaired area using the same paint color that was on the surface of the home when delivered. Touch-ups will be visible which will not be a warrantable defect.

ChrisMill Homes will not repair drywall flaws that are only visible under particular lighting conditions.

Any warrantable repairs will be repainted, and only if the repair area is large than one-third of the wall will we repaint the wall corner to corner.

PAINT AND STAIN

Homeowner Use and Maintenance Guidelines

Painted surfaces must be washed gently using mild soap and as little water as possible. Avoid abrasive cleaners, scouring pads or scrub brushes; flat paints show washing marks more easily than gloss paints do.

For minor interior stain touch-ups, a furniture polish and stain treatment will do the job. When doing paint touch-ups, use a small brush, applying paint only to the damaged spot. Touch-up paint may not match the surrounding area exactly, even if the same paint mix is used.

Builder Warranty Guidelines

During your new home orientation we will confirm that all stained and painted surfaces are in acceptable condition and will repair any surfaces that are not. Homeowner is responsible for any subsequent touch-up, except painting that is necessary following a warrantable repair.

CERAMIC TILE

Homeowner Use and Maintenance Guidelines

Although tile resists water, the grouted joints between tiles can absorb water. This may cause them to crack and loosen, at which point they will need to be regouted, which is the homeowner's responsibility.

Tiles may separate from the area directly next to the tub, shower, or countertop due to normal shrinkage and settling. You may use caulk or premixed grout to repair separation in areas where your tile joins other materials.

Builder Warranty Guidelines

If your ceramic tiles loosen or crack during your warranty period, not due to normal expansion and contraction, it may be determined by ChrisMill Homes that it is a warrantable repair. However, ChrisMill Homes is not responsible for discontinued patterns or color variations in tile or grout, nor for cracks caused by homeowner.

PLUMBING ISSUES

Homeowner Use and Maintenance Guidelines

Aerators

Even though your plumbing lines have been flushed to remove dirt and foreign matter, small amounts of minerals may enter the line. Aerators on the faucets strain much of this from your water. Minerals caught in these aerators may cause the faucets to drip because washers wear more rapidly when they come in contact with foreign matter.

Clogs

The main cause of toilet clogs are domestic items such as disposable diapers, excessive amounts of toilet paper, sanitary supplies, Q-tips, dental floss and children's toys. Improper garbage disposal may cause clogs. Always use plenty of cold water when running the garbage disposal. We do not warrant clogged drains caused by the above listed items.

Leaks

If a major plumbing leak occurs, turn off the supply of water to the area involved. This may mean shutting off water to the entire home. Contact ChrisMill Homes immediately.

Outside Faucets

Exterior faucets should be dripped to prevent freezing during cold temperatures. 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. ChrisMill Homes will not repair a broken line that feeds an exterior faucet.

Shut-Offs

Your main water shut-off is located near your water meter, with the main supply for the house on either the left or right hose bib coming out of the ground. This shut-off is used for major water emergencies such as a water line break or when you install a sprinkler system or add an addition to your home. Each toilet has a shut-off on the water line under the tank. Hot and cold shut-offs for each sink are on the water lines under the sink.

Builder Warranty Guidelines

ChrisMill Homes will correct clogged drains that occur during the first 30 days after closing. If a household item is removed from a clogged drain during this time, you will be billed for the servicing.

If a plumbing leak caused by a warrantable item results in drywall or floor covering damage, ChrisMill Homes will repair or replace items that were part of the home as

originally purchased. We do not make adjustments for secondary damages (wallpaper, drapes, and personal belongings).

ChrisMill Homes will correct construction conditions that disrupt the supply of water to your home as a result of other warranty repairs. All supply leaks between the house and the meter will be ChrisMill Homes' responsibility, but all leaks on the street side of the meter will be handled by the water company.

WATER HEATER

Homeowner Use and Maintenance Guidelines

Make yourself familiar with the manufacturer's guidelines and instructions on draining your water heater. This may be necessary to prevent chemical deposits from building up in the bottom of the tank. Emptying the tank periodically will prolong the life of the tank as well as save money on energy costs. In areas with hard water, you may consider adding a water softener to reduce the need for more frequent draining.

The recommended temperature setting for everyday use is "Normal" on gas models and 120 degrees on electric models. Setting the temperature too high can burn the skin and cause injury.

If hot water is not flowing from your faucets, see if the pilot light on the water heater is lit. If it isn't, remove the door from the bottom of the heater and light as instructed by the manufacturer.

Never light a gas pilot or turn on power to an electric model when the heating tank is empty. Always turn off the gas or electricity before shutting off the cold water supply. If you smell gas, shut the unit off as there may be a leak.

Do not store combustible items near the water heater as they could interfere with airflow and are a fire hazard. Keep debris cleaned from around the base of the heater.

Builder Warranty Guidelines

ChrisMill Homes will provide you with your manufacturer's warranty for your water heater.

SEPTIC SYSTEM

Homeowner Use and Maintenance Guidelines

Inspect your septic tank and its drainage area once a year, and if cleaning and disposal are necessary, contact your local health department for recommendations. The general recommendation is to clean your tank once every other year.

Do not allow petroleum products, paint thinner, solvents, harsh chemical, cleaning fluids, dyes, excessive amounts of bleach, cigarettes, sanitary napkins, plastics or grease to enter the septic system.

Avoid using drain cleaners and high foaming detergents if you have a septic system. These substances will kill natural bacteria needed to break down regular waste. Use non-phosphate cleaners and biodegradable laundry soaps.

Do not park or drive vehicles over the drainage are or septic tank.

Builder Warranty Guidelines

ChrisMill Homes is responsible for the installation of an operational system, and if the system does not operate properly, we will try to correct the problem. We are not responsible for malfunctions that occur to home-owner negligence or abuse. Such negligence includes but is not limited to:

- The connection of a sump pump, roof drains or backwash from a soft water conditioner to the system.
 - The placing of non-biodegradable items in the system.
 - The use of any harsh chemicals, grease or cleaning agents, and excessive amounts of bleach or drain cleaners in the system.
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Helpful Tips

- ✓ Any commercial cleaner may be used to clean your toilet, but do not mix cleaners, especially bleach and ammonia. Do not use any kind of drop-in continuous cleaner.
- ✓ A sharp blow from any heavy object can damage porcelain enamel. It can also be scratched. Cover the bottom of the bathtub with newspaper before standing in the tub with shoes on.
- ✓ Porcelain bathtubs and sinks should be cleaned with a non-abrasive household cleaner. Use warm water and a sponge.
- ✓ Be careful not to leave anything containing acid (such as a tea bag) in porcelain sinks.
- ✓ Abrasive cleaners will remove the shiny finish from fiberglass, leaving behind a porous surface that is difficult to maintain. Use foam cleaner on fiberglass.
- ✓ Do not use abrasive cleaners on marble or man-made marble, as it will cause damage to the surface. Use a marble polish on a grit-free cloth to help maintain the luster of the marble.
- ✓ Stainless steel sinks require regular maintenance to enhance their shine and luster. Clean stainless steel sinks with a non-abrasive household cleaner, warm water and a sponge.
- ✓ Discoloration, pitting and rust can be caused by wet sponges, clothing, cleaning pads and rubber mats left in stainless steel sinks. Do not use scouring pads or steel wool on stainless steel sinks.
- ✓ Rinse your stainless steel sink well or towel dry after using a liquid detergent. The detergent may contain chemical additives that will affect the original finish. Towel drying will also help eliminate water spotting on the sink.
- ✓ Do not scrub plumbing fixtures with abrasive materials. Simply use warm soap and water with a sponge.
- ✓ Products containing ammonia could leave black spots on fixtures and mirrors.
- ✓ The aerator is attached to the mouth of sink faucets. It reduces splashing and helps conserve water. If the water pressure is reduced at the faucet, it could be that your aerator is clogged. Simply unscrew it from the faucet and clean it out.
- ✓ Laundry room tubs do not have aerators, which allows a hose to be connected to it.

ROOFING

Homeowner Use and Maintenance Guidelines

Gutters and Downspouts

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

Be sure all downspouts point away from your home and are draining onto concrete or splash blocks.

Gutters that are installed after the construction of your home will not be covered by the warranty.

Leaks

If a leak occurs, mark the exact location of the leak so that when weather permits it can be repaired quickly.

Flashing and Valleys

Keep your roof free of debris to ensure proper drainage. Limit walking on your roof as it can be very dangerous. Seek professional help if this task is beyond your ability or comfort.

Additional Flooring

Do not add flooring to your attic other than what has been added during construction. Your home design is based on specific weight and structure calculations and is not designed to bear additional weight. Adding additional flooring will void your warranty.

Builder Warranty Guidelines

Roof shingles which lift or curl during the first year or tear loose during normal weather conditions will be repaired by ChrisMill Homes.

WOOD

Homeowner Use and Maintenance Guidelines

Sub-floor

Floor squeaks and loose sub-floor boards are often temporary conditions in new homes. Floor squeaks should stop on their own, but if they persist due to loose sub-floor boards, we will correct them. However, we cannot warranty floor squeaks that are not due to loose boards.

Floors may deflect when walked on. This will be more noticeable next to hutches, bookcases, pianos, chairs and other heavy furniture. This is not a structural deficiency and is not a warrantable item.

Walls and Ceilings

All interior and exterior frame walls or ceilings have slight variations on the finish surface. Wood frame walls that are out of square are not considered deficiencies.

Interior Trim

Shrinkage of wood trim occurs during the first two years or longer, depending on temperature and humidity. Wood shrinkage can result in separation at joints of trim pieces. Caulking and touch-up painting should correct this. If the trim pulls away from the wall, drive in another nail close to, but not in line with, existing nail holes and fill the nail holes with putty and touch up paint as needed.

Exterior Trim

Small hairline cracks or splits may appear in your exterior trim. This is natural and is not warrantable. Nail, caulk and paint exterior trim as needed to prevent water damage and prolong the life of the wood.

Builder Warranty Guidelines

Floors will be level to within $\frac{1}{4}$ inch within any 10ft distance as measured perpendicular to any ridge or indentation. ChrisMill Homes will correct floor slope that exceeds $\frac{1}{240}$ of the room.

Bowing of more than $\frac{1}{2}$ inch within a 32 inch horizontal or vertical measurement should be corrected to meet the allowable standard. Wood frame walls out of plumb more than 1 inch in an 8ft vertical measurement will be repaired to meet the standard.

We will repair any joints in moldings or joints between moldings and adjacent surfaces in which there is a gap exceeding $\frac{1}{8}$ inch in width and refinish the surface as close to its original appearance as possible.

We will repair any joints between exterior trim and dissimilar materials that exceed $\frac{3}{8}$ inch, as well as any cracks wider than $\frac{1}{8}$ inch. Any bows or twists in your exterior trim exceeding $\frac{3}{8}$ inch in an 8ft section will also be repaired.