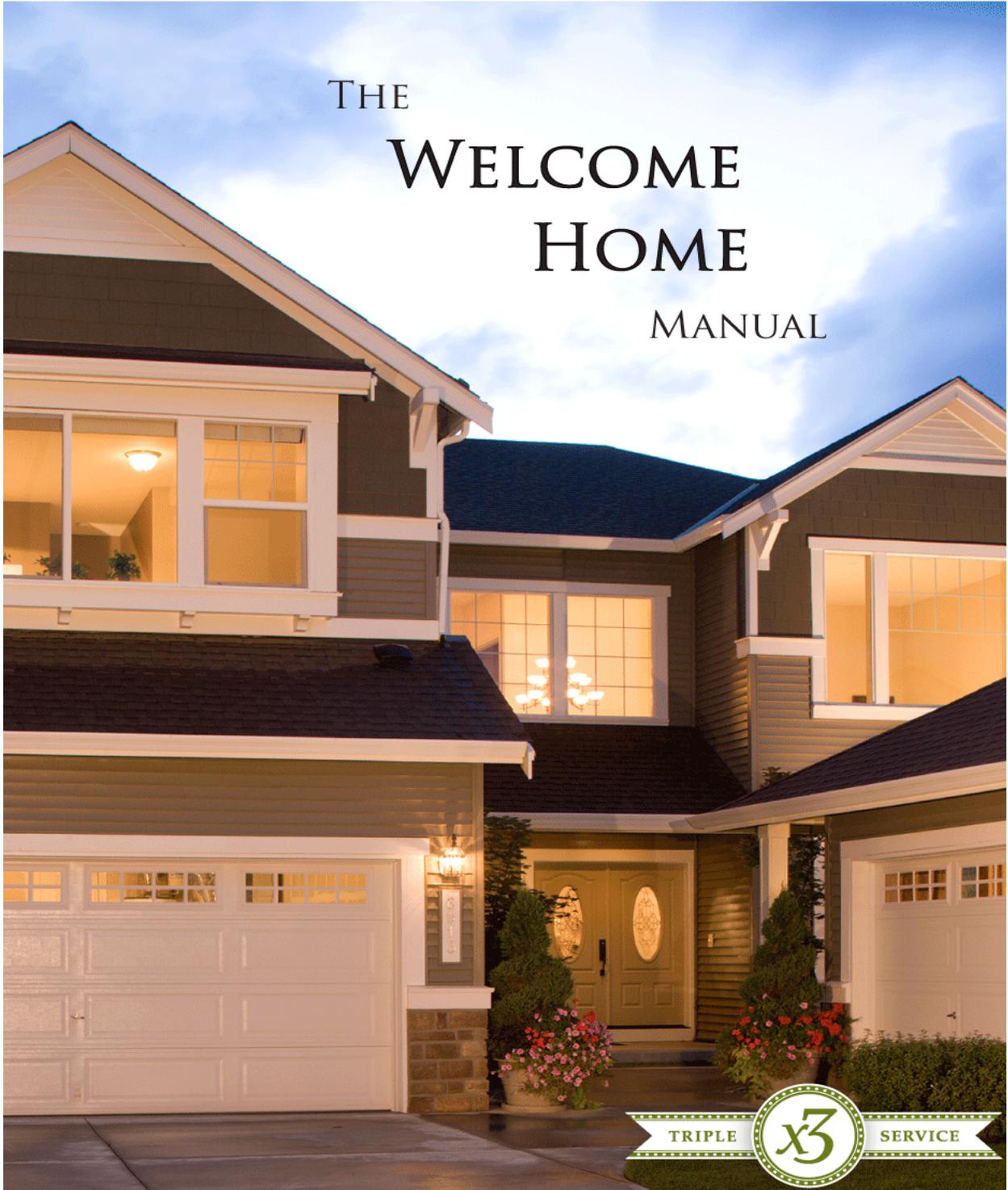


~ Silver Edition ~

THE
WELCOME
HOME
MANUAL



Polygon

X3 Service and Warranty



In order to help you maintain lasting quality and value in your new home, we provide a comprehensive warranty and service program to help take the guesswork and confusion out of obtaining warranty service.

In the following pages, this manual covers everything you need to know about your Warranty.

For more information about how to request warranty service, please see the *Warranty Service Requests* section.

Please refer to the *Warranty Performance Standards* section in the appendix of this manual for more information about the specific standards that are used to determine if a condition is covered under your home's warranty.

Your satisfaction is our number-one goal. We promise to respond to each request in a prompt, professional manner, whether you have been in your new home for three months or three years. That's part of the Polygon Advantage and our commitment to you.

Polygon

X3 Service and Warranty

(Continued)

Moving into your new home is an exciting time and the beginning of a great new experience. We want you to feel assured that we are committed to assisting you even after you've moved in and are getting adjusted to your new home. Your Polygon X3 Service provides industry-leading home reviews for three full years, with an option to extend to five years. If the unexpected should happen, a well-trained, dedicated Polygon warranty service staff is standing by to assist you in taking care of any warranty concerns. We also offer a service line to answer any questions about your home warranty, product warranties, or questions relating to the purchase of your home or about your neighborhood. Call our office at (503) 221-1920.



Above and Beyond

Your home purchase includes services that go above and beyond a typical home warranty program. In addition to resolution for construction defects, we provide you with annual reviews for items such as drywall cracks, nail “pops,” and more. We also provide a service line available during business hours. Contact us to request general warranty service as outlined in this booklet, or service referrals for landscaping, fencing, painting, closet systems; or for neighborhood information. We are here to partner with you in your new homeownership experience. **We call this the Polygon X3 Service.**

During the term of the warranty, we offer to schedule several important events, including the 30-Day Care Visit and Annual Reviews at the end of years one, two and three. These events are designed to provide you the very best in customer care and assistance.

Although the common elements are the responsibility of the Association, if you see an area of concern or a defect in a common area, you should notify the HOA or its association management company. If the issue is not addressed through these avenues, you are welcome to contact us directly.

Warranty Term

Your home comes standard with the Polygon X3 Service Program. This includes 36 months of service eligibility from the close of escrow of the original owner. When you purchased your home, you were given the option to select a five year service term at an additional cost. Beyond the first three years, the ten year structural warranty applies only to major structural features of your home.

For common elements, the term of the warranty begins at the substantial completion of construction, or when the bulk of the project is put to its intended use, typically when the first certificate of occupancy is issued for a specific building.

Warranty Administration

Services under the Polygon X3 Service contract are provided by Polygon Northwest’s warranty team and subcontractors. Service will be provided according to the standards explained in the Performance Standards

section of this manual. For more information on how to obtain service, please see the Warranty Service Requests section of this book. Remember, if you have any questions regarding this warranty, please give us a call at (503) 221-1920.

We are proud of our warranty program and our warranty team. Your satisfaction with your home and our customer service remains our top priority. You are in good hands, so relax and enjoy your new home!

The 30-Day Care Visit

You will receive a reminder from our Warranty Service Team to schedule a 30-day Care Visit after your closing to make sure that your first month in your new home was a rewarding one and to answer any questions or concerns that haven't already been addressed. We will also review the components of your home to ensure they are meeting performance expectations. Please keep in mind that the 30-day Visit is not an opportunity to "re-walk" your home or point out additional cosmetic issues that may have been noticed after closing. **Cosmetic imperfections and minor inconsistencies in finishes are not addressed beyond closing.**

We suggest that once you've moved into your new home you keep a list of any questions or concerns as they arise. There's no need to bring these to our immediate attention in these first weeks, as your Warranty Service Specialist will review these items with you during your 30-Day Visit.

Your Home's Annual Reviews

The Annual Reviews are great opportunities to make sure you have received the maximum benefit from your Polygon X3 Service prior to its expiration. The yearly anniversary of the purchase of your home is a good time to address any issues or concerns that you may have noticed during the year. A month or so before your 1st, 2nd, and 3rd year purchase anniversary we will send you a courtesy reminder to take advantage of this service.

Typically, year-end items would include areas affected by your home's settling due to the drying out of the lumber used in your home, such as minor drywall cracks. Simply fill out a service request and a member of our warranty team will contact you and schedule a visit to review your concerns.

This request for year-end service can be done conveniently by visiting our website at www.polygonhomes.com and clicking "Homeowner Services" and "Oregon", or by mailing us a service request. **We ask that the visit be scheduled for completion within 30 days of your closing anniversary date to maintain your eligibility to receive the Annual Review for that period of your warranty.**

Home Inspection Review

Should you need to sell your home during the 3-year Polygon X3 Service term (5 years, if extended), we offer another useful service that will not only make your transition smooth and easy, but assist you in obtaining the maximum selling price for your home.

If your home requires warrantable repairs completed due to your prospective buyer's independent home inspection report, we will arrange to have the Polygon Warranty Team review the inspection report against the Warranty Performance Standards of this manual. We will repair or correct warrantable items (as defined in the Warranty Performance Standards) which appear on the inspection list created by the home inspector.

Warranty Service Requests

HOW TO RECEIVE GENERAL WARRANTY SERVICE

Get “settled-in” during your first month

Over the course of your first month in your new home, you may identify a few minor functional issues which are covered under the limited warranty. We encourage you to keep a list of these items and review them with your Warranty Service Specialist at your 30-Day Care Visit. **Please remember that the 30-day Visit is not an opportunity to “re-walk” your home or point out additional cosmetic issues that may have been noticed after closing.**

REQUESTS FOR GENERAL WARRANTY SERVICE MUST BE SUBMITTED IN WRITING

In order for us to resolve your concerns in the timeliest fashion, we ask that you provide us your information through one of the several options listed below. We have created a network of professional individuals ready to assist you with your concerns as quickly as possible. You may choose from the option below that best meets your needs:

Online, 24-hours a day

Most of our non-emergency warranty service requests are received through our website. It is the easiest way to provide us your information, any time of day (or night) that is convenient for you, which will be issued the next business day to our field staff. Simply go to www.polygonhomes.com and click “Homeowner Services” and then “Oregon”. There you will find a tab for “Homeowner Service Request Form”.

By Mail or Fax

Additionally, you will find a warranty service request form at the end of this manual. Complete this form by providing your business and home telephone numbers, a brief description of the issue or problem, its location, and the date when the issue occurred or was first noticed by you. You may also want to include information regarding the best day and time to reach you or schedule service.

Send the form to:

Polygon Northwest Warranty
109 East 13th Street
Vancouver, WA 98660

You may also fax your request form to our Warranty Office Fax at (360) 816-7818.

Upon receipt of the request, we will contact you regarding inspection of the problem and let you know if the item is covered by your warranty. If the item is covered, we will schedule the repair, take appropriate action, and request your signature upon completion of the repair. The timing of completion of the repairs depends upon the nature of the defect, any weather-related delays, scheduling of subcontractors, the availability of materials, and access to your home.

Right of Access

To receive general warranty service under the Polygon X3 program, **you must provide Polygon Northwest Warranty access to your home for completion of work requested between the hours of 8 a.m.–5 p.m., Monday through Friday**, with an adult present at your home.

After hours and weekend appointments are reserved for emergency items only (as defined in our Emergency Service section below).

In order to limit scheduling inconvenience to you, we suggest that you accumulate a list of non-emergency warranty service request items rather than sending a request each time an item occurs. This also assists Polygon Northwest Warranty to serve you better by avoiding a need to access your home frequently. Failure to provide such access to Polygon Northwest Warranty within 10 days of first contact by Warranty personnel may relieve Polygon Northwest Warranty of its obligations under the Limited Warranty.

Warranty Service Requests (Continued)

EMERGENCY SERVICE

An emergency, as defined by the Limited Warranty, includes the following:

- **Whole-house loss of heat** when the outside temperature is below 45 degrees F.
- **Whole-house loss of electricity.**
 - (Check with the utility company prior to reporting this circumstance to Polygon's Warranty Service or electrician.)
- **A plumbing leak** that requires the **entire water supply** to your home to be shut off.
- **Whole-house loss of water.**
 - (Again, check with your water department to be certain the problem is not a general outage in the area.)
- **A water/weather intrusion.**

NOTE: In the event of a GAS LEAK, call NW Natural Gas immediately at 1-800-882-3377.

If you experience any of the bulleted issues noted above, or if you are unsure about whether a concern is an emergency, please contact us immediately at 1-800-891-4701. Our on-call warranty specialists are always willing to assist you in determining the appropriate follow-up action.

If you are unable to obtain a response from Polygon Northwest Warranty within one hour, you may contact another licensed contractor. In the unlikely event you need to hire another licensed contractor, Polygon Northwest Warranty will reimburse you for emergency service costs, except as here noted:

Polygon Northwest Warranty reserves the right to review for reasonableness any charges incurred for such emergency services, and will not reimburse you for any amount deemed to be in excess of reasonable charges; will not reimburse you for emergency service costs in the event that a cost is for non-emergency services; and will not reimburse you in the event that the service rendered was for repairs or maintenance excluded by the Limited Warranty.

EMERGENCY NUMBERS

In the event of an emergency (see above for definition), please contact:

Polygon Northwest On-Call
1-800-891-4701

Troubleshooting Guide

No Heat

1. Ensure the thermostat is set to *On* and to a temperature calling for heat.
2. Check that the power supply switch located near the furnace is in the *On* position.
3. Check the electrical panel breaker for a tripped breaker and reset if necessary.
4. Check that there is natural gas supply to the furnace and that all gas valves are open.

Plumbing Leak

1. If the leak is from a plumbing fixture such as a faucet, ice maker, toilet supply or washing machine supply, turn off the water at the affected fixture by shutting off the valve located either behind or under the fixture.
2. If the leak is from a source without a shut off valve, such as a shower or tub, turn off the main water shutoff valve, typically located near the hot water heater.
3. If the leak is from a drain line, turn off the faucet or water source.
4. After turning off the main valve, call our emergency telephone number and report the leak.
5. Our on-call Warranty Service Specialist will contact you and take appropriate measures.

Lack of Water at a Plumbing Fixture

1. Ensure that the valve is open.
2. Check that the faucet aerator is free of debris.

Hot Water isn't Hot Enough

1. Turn up the water temperature control valve one notch. Wait approximately one hour to allow the water temperature inside the water heater to increase. Test hot water temperature at an inside faucet. Repeat until inside hot water reaches desired temperature.

For a Hot Water Heater with a Tempering Valve:

1. On your hot water heater, turn the water temperature control up one notch. Wait approximately one hour to allow the water temperature inside the water heater to increase. Turn the tempering valve all the way to cold. Using an inside faucet set to its hottest setting to gauge temperature, alternate between checking the water temperature and continuing to turn the tempering valve to hot until the running water temperature reaches desired heat.
2. If you reach the hottest setting on the tempering valve and your water isn't hot enough, repeat step one. Repeat this process until water temperature reaches your desired setting.

No Power (to the kitchen, bath, garage or exterior outlets)

1. Make sure the GFCI reset button (located in the center of your plug outlet) is not tripped; if it is, reset it by pushing it in.
2. Ensure that the electrical circuit breaker located at the electrical panel is not tripped; if it is, reset it.

No Power (to the bedroom outlets)

1. Make sure the AFCI circuit breaker located at the electrical panel is not tripped; if it is, reset it.

Maintaining Your Home

HOMEOWNER RESPONSIBILITIES

We strive to create long-lasting value in the homes we build and the neighborhoods we create. For this to be achieved, **you, the homeowner, will need to properly maintain your home and all of its components.** Periodic maintenance is essential, due to such factors as normal wear and tear, climatic conditions, fluctuations in temperature and humidity, the inherent characteristics of various materials used in your home and the normal service requirements of the mechanical systems.

Properly performed, regularly scheduled maintenance is a key component of home ownership that leads to lasting value. Often a minor adjustment or repair done immediately saves a more serious, time-consuming and costly repair later. **Note also that neglecting to perform routine maintenance can void applicable warranty coverage on all or part of your home.**

To assist and guide you along the way, we have designed an industry-leading **three-year partnership program, the Polygon X3 Service Program.** We partner with you for your first three years in your home, sharing helpful information and homeownership tips on the included annual visits.

Additionally, in this Limited Warranty booklet, you will find a *Performance Standards* section that defines the standards pertaining to your warranty and contains an alphabetical listing of the components found in the homes we build, along with handy suggestions for your maintenance and care of these items.

Please also take the time to read the literature provided by the manufacturers of the materials, components, and consumer products in your home. (This information can be found in your home, and will be pointed out to you by your Customer Care Representative during your Home Orientation Tour.) Although much of the information may be familiar to you, some factors may be significantly different from homes in which you have lived in the past.

We make every effort to keep our information current and accurate. However, if any detail in our discussion conflicts with the manufacturer recommendations, the manufacturer recommendations must be followed. Activate specific manufacturer warranties by completing and mailing the registration cards they included with their materials. In some cases, manufacturer warranties may extend beyond the term of the warranty; it is in your best interest to take advantage of such coverage.

By caring for your new home attentively, you help assure your enjoyment of it for many years to come.

THE X3 SERVICE PROGRAM IS NOT A MAINTENANCE PLAN. HOMEOWNER MAINTENANCE IS ESSENTIAL TO MAXIMIZING THE LIFE OF YOUR NEW HOME. NO REPRESENTATION IS MADE THAT THE WARRANTY OR THE X3 SERVICE PROGRAM REPLACES ROUTINE AND NECESSARY ONGOING HOMEOWNER MAINTENANCE. FAILURE TO PERFORM ROUTINE HOMEOWNER MAINTENANCE CAN VOID WARRANTY OBLIGATIONS.

Recommended Homeowner Maintenance Schedule

As a homeowner in this community, you will want to pay careful attention to your home over the years. A regular inspection and maintenance program will protect your investment and ensure your home stands the test of time.

The HOA Board of Directors (with the assistance of the community association manager) is responsible for the inspection, maintenance, and repair (if needed) of common area elements. A portion of your dues funds

these necessary duties. This will typically include such items as roadways, site lighting, sidewalks, parks, landscaping, and maintenance of any monuments, fencing, or other structures.

Taking care of your home is easy if you follow the recommendations provided to you in this manual. Doing so will keep your warranty coverage intact, keep your home looking beautiful, and help you enjoy your home in the years to come.

While this list is not exhaustive, the chart below summarizes the key components that you should inspect and maintain within and around your home, and gives you some tips on what to look for.

Recommended Homeowner Maintenance Schedule

Item	Action	Frequency
Air Filter, HVAC system	Replace	3 months, or as needed
Caulking - Exterior (doors, windows and trims)**	Inspect/replace	Annually
Caulking - Interior (wet areas, grout at countertops)	Inspect/replace	Annually, as needed
Drains - tub, showers and sinks	Inspect/clean	Annually, as needed
Fencing**	Inspect/stain	per CCR's, or 4 years
Fireplace (if installed)	Inspect/clean	Annually, as needed
Garage Overhead door	Inspect/Lubricate	Annually
Garbage Disposal	Flush/clean	Monthly
Gutters/Downspouts**	Inspect/clean	Autumn, or as needed
Hose bib(s)	Winterize/drain	Autumn
Irrigation system**	Winterize/drain	Autumn
Furnace HVAC system*	PROFESSIONAL SYSTEM CHECK BY FURNACE CONTRACTOR	Annually
Laundry dryer ducting	Inspect/Clean	Annually
Paint, exterior**	Repaint	4-6 years, or as needed
Plumbing drains	Inspect/clean	Every THREE months
Roofing**	Inspect/repair	After significant wind events & annually
Smoke detectors	Test/batt change	Spring/Autumn
Window tracks and weep holes	Inspect/clean	Spring/Autumn
*Have a licensed HVAC contractor service your Heating system (and Air Conditioner, if installed) at least once a year to maintain warranties!		
**Exterior items maintained by HOA in multi-family homes		

The information in the following section (*Warranty Performance Standards*) offers important details about the components of your home and your community. The standards listed here represent our commitment to you, our customer, and are used to determine whether conditions you report within your home or common elements are covered by your warranty. Items that fall outside of these standards generally are not covered by this Limited Warranty. Please review this section, because it also contains important facts about your duty as a homeowner to perform proper maintenance.

THE NEW HOME WARRANTY OFFERED BY POLYGON NORTHWEST EXCLUDES MINOR INCONSISTENCIES IN PRODUCTS AND FINISHES. IT ALSO EXCLUDES COSMETIC DAMAGE NOTED AFTER CLOSING.

PLEASE REVIEW THE FOLLOWING WARRANTY STANDARDS TO UNDERSTAND WHAT IS CONSIDERED A WARRANTABLE CONDITION PRIOR TO SUBMITTING A WARRANTY SERVICE REQUEST.

THE WARRANTY APPLIES ONLY TO THE ORIGINAL INSTALLATION OF PRODUCTS AND FINISHES THAT EXCEED THE WARRANTY PERFORMANCE STANDARDS LISTED IN THIS MANUAL.

Warranty Performance Standards

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Warranty Performance Standards

(In Alphabetical Order)

The home components and features described in this section are located on the interior and exterior of your home. To understand who is responsible for the maintenance and condition of the exterior components and features, please refer to your community's Declaration (if a single-family community) or your Public Offering Statement (if a single-family detached condominium community), both of which are received at the time of home purchase. You may also contact the Association Manager, your community's Board of Directors, or Polygon's Warranty Department.

APPLIANCES

Please be aware that all appliance warranties are provided solely by the appliance manufacturer for ONE YEAR, and as such are outside of the Polygon X3 Service Program.

Homeowner's Responsibilities for Appliances

As a homeowner, to properly care for your new appliances, you should read and follow all manufacturer instructions for each appliance in your home. Please fill out and mail all warranty registration cards directly to the manufacturer. Failure to do so may void the manufacturer's warranty and/or complicate future service if needed.

Rolling out refrigerators or sliding appliances onto hardwood flooring can easily dent or scratch the floor. Avoid this while moving or servicing your appliances by protecting or covering the floor with a rigid surface.

Calling for Manufacturer's Service

If appliance service is needed, please refer to the appliance literature for warranty guidelines and customer service numbers. When reporting warranty items to the appliance manufacturer, be prepared to supply the following:

1. The date of purchase (your 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.

Warranty Standards for Appliances

- "Appliance" refers to oven/stove, refrigerator, microwave, vented exhaust unit, dishwasher, clothes washer, and clothes dryer.
- **All appliance warranties are provided solely by the appliance manufacturer for ONE YEAR, and as such are outside of the Polygon X3 Service Program.**
- Only **cosmetic damage and surface imperfections** noted on the New Home Orientation Tour will be corrected by us.
- *Appliances are solely covered by the manufacturer's one-year limited warranty and service issues must be reported directly to them.* Polygon does not provide additional warranty coverage.

ASPHALT

Asphalt is typically a common element maintained through your HOA and association management company, except for privately owned driveways. Asphalt is a product that combines sand, gravel, and petroleum-based products to form driving and parking surfaces. It has many of the characteristics of concrete, such as expansion and contraction during temperature changes.

HOA/Homeowner's Responsibilities for Asphalt

You should watch for standing water, leaves, and debris around storm drains that could affect good drainage and relay any concerns to your association management company. Special care needs to be taken to protect asphalt surfaces from oil, solvents, gasoline, antifreeze, and other chemicals. These chemicals will damage the asphalt and lead to premature deterioration.

Warranty Standards for Asphalt

- The asphalt was installed properly and in a workmanlike manner.
- Some areas of **standing water** are acceptable. We will address areas with standing water where the water is over 1/2" deep over a 10-square-foot or larger area measured after 48 hours of no rainfall.
- In some instances, it may become necessary to **replace or patch** a section of asphalt. This is a normal procedure, but it can produce variations in the color and appearance of the asphalt surface. We are not responsible for producing a perfect match in color or texture when performing a warrantable asphalt repair.

ATTICS

The attic space is built with engineered roof systems and is not intended to be used as a storage space. Access to the attic is provided mainly for the purpose of routine maintenance. In our condominium communities, attics are considered limited use common elements of the building, and should not be accessed without HOA approval.

Warranty Standards for Attics

- **Insulation and ventilation** have been installed in the attic according to the proper building codes.
- **Wind-driven rain or snow** through air vents and louvers is not a deficiency.
- **Depressed insulation from workers** is not a deficiency.

CABINETS and COUNTERTOPS

Wood is a natural product. All cabinets and bathroom vanities in your new home are affected by changes in temperature and humidity. They will contract or expand as the temperature changes, and are also affected by seasonal changes. Additionally, wood textures, graining, and color may vary. All wood finishes exhibit change over time. Minor warpage is common and should be expected within certain tolerances (see Warranty Standards for Cabinets below).

Homeowner's Responsibilities for Cabinets and Countertops

The factory finish on cabinets and vanities should be cared for as one cares for fine wood furniture. Products such as lemon oil, "Liquid Gold", "Old English Furniture Polish", and scratch covers in general are suggested for caring for wood-finish cabinets. Laminated or white-painted cabinets can be cleaned periodically with mild, non-ammonia-based products. **Minor surface scratches** due to normal use can be touched up with products readily available at hardware supply stores.

Overloading of cabinets can result in serious damage to the cabinets and shelving. Overloading can also cause the cabinets to come loose from their mountings and fall. Heavy dishes should be put in the lower cabinets or distributed to balance their weight.

A small amount of silicone lubricant will improve the action of **stiff drawer guides and door hinges**. Hardware will loosen with repeated use and should be periodically tightened.

For countertops, always use a cutting board when cutting or chopping foods. Protect the counters from heat and extremely hot pans (if you cannot put your hand on a pan, do not put the pan on the counter). Avoid abrasive cleaners that will damage the luster of the surface.

Expansion and settling cracks are not unusual between countertops and backsplashes. It is important to keep moisture from reaching the wood under laminates and ceramic tile. On laminate countertops, a siliconized latex caulking is typically installed in the joint between countertop and backsplash. On ceramic and granite counters, a grout caulk is recommended to keep a good seal in the corners. **The inspection and regular maintenance of caulking is your responsibility.**

Warranty Standards for Cabinets and Countertops

- During your orientation, you have the opportunity to verify that your cabinets and countertops were installed properly and in a workmanlike manner. **Variations in wood grain and color** are to be expected in all style selections and are not a defect.
- Only cosmetic issues such as **chips, scratches, and uneven handles or doors** that are noted on the New Home Orientation Tour will be repaired by us.
- **Wood finishes** will change over time with use and UV exposure, and are not considered deficiencies. **Variations in wood grain and color** are to be expected in all style selections and are not a defect.
- **Warpage** in excess of 1/4" measured from the face of the cabinet will be repaired or the doors or drawers replaced. Variations in wood texture or color may be expected.
- **Cabinet separation from walls or ceilings** in excess of 1/4" will be repaired, or cabinet replaced. Variations in wood texture or color may be expected.
- Warrantable repairs for laminate countertops include: **loose or delaminated** countertop surface material; **laminated seams** open in excess of 1/16", and **loose or detached wood bullnose trim**.
- **Hairline cracks and minor separations** of backsplash surfaces are to be expected, and are not defects. We will assist in regrouting/caulking gaps in excess of 1/8" on annual visits only.
- See also the *Ceramic Tile & Interior Stone* section for more information on **granite, stone, and ceramic tile** countertops.

CAULKING

Caulking is used in various places on both the interior and exterior of your home. Caulking is typically used to smooth transitions from trim to trim and trim to wall, but in some specific locations, such as kitchen and bath counters, the caulking helps to resist moisture as well.

Homeowner's Responsibilities for Caulking

Time and weather cause caulking to shrink and dry so that it no longer provides a good seal. It is recommended that you regularly check both the exterior and interior of your home for any places that may need to be re-caulked. On the interior, areas like bathrooms and kitchens should be reviewed. On the exterior, likely locations can be found around doors and windows and on exterior trims.

You are responsible for maintaining the proper caulking for the life of your home. Local hardware stores and home improvement centers can provide a variety of products for specific caulking needs. Carefully read the product information prior to caulking. Many caulks have specific application guidelines.

Warranty Standards for Caulking

Regular maintenance of caulking is a homeowner responsibility. Failure to maintain caulking and any damage resulting from deteriorated caulk is not covered under warranty.

- **Hairline cracks and minor separations** are to be expected, and are not defects. We will assist in caulking gaps in excess of 1/8" on annual visits only.

CERAMIC TILE and INTERIOR STONE

Ceramic tile and interior stone products are designed to provide a functional durability and natural beauty to various surfaces within your home. During the New Home Orientation Tour we confirm that tile, stone and grout areas are in an acceptable condition.

Homeowner's Responsibility for Ceramic Tile and Interior Stone

Cleaning

The ceramic tile, granite or slate installed on walls, countertops, or floors in your home may be washed with any non-abrasive soap or detergent. Abrasive cleaners may dull the finish. Grout that becomes discolored can be cleaned with a fiber brush, grout cleanser, and water. Grout cleansers are available at most hardware stores, home improvement centers, and tile distributors.

Grout

It is natural for slight **separations and hairline cracks** to occur in the grout between tiles, counters, and backsplashes over time. Grout plays an important role in maintaining the integrity of the surface. **Grout requires regular inspection and maintenance by you as the homeowner.**

We do not seal grout, stone, or tile. We suggest you discuss sealing, cleaning, and maintenance options with professionals at a hardware or tile store.

Warranty Standards for Ceramic Tile and Interior Stone

- Ceramic tile, granite, and stone products have been installed properly and in a workmanlike manner.
- **Variations in stone products (such as thickness, color and patterns)** are to be expected and are not covered under the warranty. Some natural stone, such as slate, has a **rough, uneven finish. Veining and porosity** is a natural feature of granite. This is typical and can vary from slab to slab, sometimes differing from other countertops within the same room; this is not considered a defect.
- Only **cosmetic damage** such as chips or scratches noted on the New Home Orientation Tour will be repaired or replaced.
- **Hairline cracking** is not unusual and can sometimes occur naturally in the thin sections of granite slabs, especially around sinks. Filling and patching are acceptable repairs; color variations may be expected.
- **Cracked or loose tiles**, not due to homeowner neglect or accidental damage, will be repaired or replaced during the term of the warranty.
- **Grout cracks** in excess of 1/8" will be repaired by us during the term of the warranty on annual visits only. **Hairline cracks and minor separations** of backsplash surfaces are to be expected, and are not defects.
- We are not responsible for **matching color in repaired grout** or tile or **discontinued products**.

CONCRETE

The concrete used in the construction of your new home is mixed to industry standards and applied by professionals. However, concrete has, by the very nature of the material, inherent tendencies with cracking, flaking and chipping. There is no known prevention to totally eliminate these issues.

Slabs, Patios, Sidewalks

Concrete is a porous material that expands and contracts with temperature changes and settlement. Shrinkage is part of the normal curing process which may take several months, or even years, to complete. During this time, hairline cracks are likely to develop. These will not follow identical patterns in every home. Expansion and contraction joints have been used as required to minimize and somewhat control the amount of cracking. Such cracks are normal and do not affect the performance of the concrete.

Foundation

The foundation of your home has been installed in accordance with the plans and specifications of your particular home and building design. The walls of the foundation are poured concrete with steel reinforcing rods; however, cracks can still develop in a foundation wall. Unless there is water seepage coming through such a crack, it is most likely a surface crack that will not compromise the structural integrity of your home.

Garage Floors

It is not uncommon to see moisture on your garage floor as the concrete cures. As mentioned above, concrete is a porous material that freely transmits water vapor. Therefore, some **slab moisture** can be expected.

It is never a good practice to store any untreated organic material (i.e. cardboard boxes) on a garage floor – doing so can promote growth of mold and mildew. If storage of organic material is necessary, elevating these products from the floor with metal shelving or treated lumber is recommended.

Homeowner's Responsibilities for Concrete

Maintaining good drainage away from your home protects both your home's foundation and the floor slab and will minimize cracking and other forms of movement. Avoid planting landscaping too close to the foundation, and do not edge gardens or pathways with materials that will dam water around the foundations.

Protect concrete from damage that can be caused by chemical agents such as pet urine, fertilizers, anti-freeze, oil, repeated power washing, or harsh de-icing agents (such as road salt). All of these items can cause "spalling" of concrete. Spalling is the cratering or chipping away of the surface of concrete.

The driveways, sidewalks, and garage floors in your community are not designed to withstand the weight of heavy commercial vehicles and we are not responsible for damage caused by such vehicles.

Sweeping is the recommended method of keeping exterior concrete clean. If washing is necessary, do this when temperatures are moderate.

Ice and snow should be removed from concrete driveways, walkways, and patios as promptly as possible after snowfall.

If you observe a **crack in a foundation wall that shows evidence of water seepage**, you should report this to us as soon as possible.

HOA Responsibility for Concrete

Any common elements are maintained through the HOA and association management company. Concerns about any common element concrete exceeding the specifications listed in the Warranty Standards below should be directed to your HOA or association management company.

Warranty Standards for Concrete

- The concrete was installed properly and in a workmanlike manner. **Color variations in all concrete systems and patching, pointing, or other repairs** are to be expected.
- **Hairline cracks and color variations** in garage, basement, and slab floors are to be expected. We will repair **horizontal or vertical separation** in excess of 1/4" during the term of the warranty by patching or other remedies.
- **Foundation cracks** in excess of 1/8" in width and **cracks that permit water to enter** the garage or storage units will be repaired by surface patching or pointing during the term of the warranty.
- Minor separation of patios, porches and stoops is normal. We will repair **porches and stoops that pull away or settle** in excess of 1" for the term of the warranty. **Structural patio/porch slab cracks in excess of 1/4" vertical or horizontal displacement** will be corrected by us during the term of the warranty. Surface patching or pointing is acceptable.
- **Efflorescence** is a natural process of discoloration that can be caused by the lime content of concrete and is not a warrantable condition.
- **Driveways, walkways, and patios** are considered flatwork and are non-structural in nature. **We are not responsible for damage to or discoloration of concrete** due to freezing conditions, fertilizers, settlement, petroleum products, or the use of salt and/or other de-icing chemicals

CONDENSATION

Moisture condensation on interior surfaces of windows and frames is the result of high humidity within the home and low outside temperatures. Condensation can be significantly influenced by family lifestyle.

Wet towels in the bathroom contribute to moisture and condensation. Allowing the bathroom exhaust fan to run for an hour or more after you shower will help prevent excessive moisture and reduce mildew.

Proper ventilation is important to maintaining good indoor air quality. A whole house-ventilation system is provided with a timer. The fan should be run for a minimum of 8 hours every day to exchange stale air with fresh outside air. Outside air is drawn in through vents in your windows and/or a fresh air intake at your furnace. Proper functioning of your ventilation system is important to limit levels of humidity. Insufficient or improper use of your home's ventilation system may cause moisture to accumulate in your home and may cause growth of mold or mildew. These events are not covered under the warranty.

Homeowner's Responsibility for Condensation

Excess moisture condensation is a contributory factor to the growth of mold and mildew inside homes. It is your responsibility to **ensure that all ventilation systems** (bath fans, exhaust hoods, whole-house fans, and window vents) installed in your home **are clearly understood and functioning properly**. Always use your bathroom exhaust fans when bathing and the stove exhaust hood when cooking for best results in managing interior condensation.

Warranty Standard for Condensation

- There is no warranty for **condensation** or subsequent **mildew growth due to condensation** on windows, walls, floors, trims or ceilings.
- **Condensation on interior surfaces of windows** during winter months occurs naturally due to heating the home and is not considered a defect.
- **Condensation or discoloration *between* the window** panes is covered under the manufacturer's warranty (See Windows section for more information).

DECKS

Depending on the style of home you have purchased, deck structures can differ from elastomeric coating to individual planks of exterior decking material such as pressure treated wood, cedar, or composite products. All decks require periodic maintenance of some type. Deck maintenance is the responsibility of each homeowner, unless the deck is part of the limited common element of an HOA. In those cases, the HOA should be contacted if maintenance is required.

Below are some tips that can help extend the life of your deck, regardless of the type of deck on your home.

Homeowner's Responsibility for Decks

Elastomeric Deck Coatings

Elastomeric deck coating (waterproofing) is a rubber-like, durable deck surface which requires regular inspection and maintenance. You should verify that there are no cracks or holes in the waterproof coating. Decks can be damaged in a number of ways and the following information should be considered:

- Leaves and pine needles can stain the deck and accumulate, impairing drainage.
- Anything placed directly on the deck that can trap water and hold moisture against the deck such as potted plants, planter boxes, etc. can cause failure of the surface.
- Care should be taken to ensure that the feet on deck furniture do not damage the waterproof coatings.
- Cigarettes and excessive heat from barbecues can also damage the surface.
- Avoid using heavy planters and pots. When in doubt, contact your HOA regarding weight restrictions.
- Decks can be cleaned with mild detergent and water.

Deck Structure and Railings

Deck railings are an important safety feature of your home and should not be altered in any way. Railings require regular inspection and maintenance to ensure they are sturdy.

- Do not attach or mount anything to the railings.
- Nails or screws may work loose and require regular homeowner maintenance.
- Periodically inspect the condition of the railings to ensure that they are tightly secured.
- Railings can be cleaned with mild detergent and water.

If applicable, any damage to or looseness of the deck railing system should be reported to us (or the HOA if a limited common element) during the warranty term.

Warranty Standards for Decks

- The deck coating, rails, and structure have been installed properly and in a workmanlike manner.

- Only **paint/finish, coating deficiencies affecting weatherization, or assembly irregularities** noted on the New Home Orientation Tour will be repaired by us. **Variations in stain, elastomeric coloring, grain and wood knots** can be expected, and are not considered defective.
- Wood exposed to the elements will react and crack. **Splits, bowing, and twisting** are characteristics of treated lumber and some exterior decking materials and are not covered. Certain types of wood should be sealed continuously. **This is considered a homeowner maintenance item**, unless the deck is a limited common element of the HOA. Damage caused by abuse or **neglect of maintenance is not a warrantable condition**.
- **Rails that become loose or detached** will be repaired by us (or the HOA, if limited use common element) during the term of the warranty.

DOORS & LOCKS

Interior Doors

The doors installed in your home are wood, fiberglass, composite wood products, or metal and are subject to such natural processes as shrinkage and warping. Because of natural fluctuations of humidity and some settling in the home, doors may require minor adjustments to ensure proper operation. **Other than the warranty standards listed below, interior door adjustments and care are a routine homeowner maintenance item.**

Keys for Interior Doors

Keep a “privacy lock key” in a place where children cannot reach it, in the event a youngster locks himself or herself in a room. The top edge of the door casing is often used as a place to keep the key. Some types of privacy locks can be opened with a small screwdriver or similarly shaped device if a key cannot be located.

Exterior Doors

Exterior doors can become out of adjustment as the house settles. Exterior doors are designed not to allow intrusion of the elements under normal weather conditions; however, extreme weather may find its way even past weather-stripping that is correctly installed and secured.

In some cases, storm doors may be helpful for homeowner consideration and installation. Be sure to check with your HOA Rules and Regulations for any guidelines on storm doors for your community.

Garage Doors and Openers

Garage doors should operate properly and smoothly. Garage doors may not seal completely as the garage is an unconditioned area of your home. Even a door installed to manufacturer specifications will allow some entrance of the elements and should be expected within reason. You may notice light coming in around the door; this is not a defect.

Your home may have included an automatic garage door opener when the home was purchased. The electric eye can easily become misaligned and cause problems with proper door operation. **Check for misalignment prior to calling for service.** You can also refer to the owner’s manual for the opener for operation and maintenance information.

Homeowner's Responsibilities for Doors and Locks

- Lubricate hinges, bi-fold door tracks and pocket doors to insure smooth and quiet operation.
- Ensure door handles and locksets are secured and tightened periodically as needed.
- Door tracks should be kept free of dirt and debris to prevent sticking.
- Weather stripping and/or any threshold at exterior doors will occasionally require adjustment. If weather stripping becomes loose, simply reinstall it by hand.
- The garage door is a large moving object; follow the manufacturer's instructions for use and perform periodic maintenance to help assure its safe and reliable operation.
 - You will need to maintain the alignment of the “electric eye” feature which senses if an object is in the path of the door.

Warranty Standards for Doors and Locks

- The doors and locks were installed properly and in a workmanlike manner and verified for operation on the orientation. Only **cosmetic damage** in the finish noted on the New Home Orientation Tour will be repaired by us.
- Due to normal settling of the home, **doors may require adjustment for proper fit and operation.** Doors that **fail to latch and lock securely** will be adjusted or repaired by us during the term of the warranty, typically on annual visits. **Squeaks and unusual noises** are not warrantable conditions, and are considered routine homeowner maintenance.
- **Passage door gaps** in excess of 1 1/2” on the bottom edge will be corrected *unless required by code for appropriate airflow*. **Closet door gaps** on the bottom edge in excess of 2” will be repaired/replaced.
- **Door warpage** in excess of 1/4" in length and width will be repaired or replaced by us during the term of the warranty. **Variations in color** on replacement doors may be evident, and is not a considered a defect.
- **Door panel shrinkage** is a normal process of expansion and contraction and not considered a defect. **Splits or gaps** in exterior door surfaces in excess of 1/8” will be filled or patched. Some color variation may be expected.
- **Air infiltration** may be noticeable around exterior doors during high winds. Extreme weather or pressurized water due to cleaning may find its way even past weather-stripping that is correctly installed and secured. **Improper weather-stripping or exterior door fit** will be repaired during the term of the warranty.
- The **overhead garage door** is intended for privacy and security only. It is not intended to be weather-tight, dustproof, daylight-proof, rodent- or insect-proof.
- **The overhead door opener** (if installed) is serviced by the manufacturer’s limited warranty. **Installation of the door and opener** will be addressed during the term of the warranty.
 - *Please note: Installation of a garage door opener after the close of escrow (unless by Polygon’s overhead door supplier) may void the overhead door warranty.*

DRYWALL

As heating and cooling acclimatize your home, there is a normal and expected amount of movement of the framing. Slight cracking, nail pops, and/or seams may become visible in walls and ceilings. **Hairline cracks, nail pops, and minor separations** of drywall surfaces are to be expected, and are not defects.

Drywall settling cracks and nail pop repairs should be deferred until the house has had time to settle and dry. Your annual home review is a great time to group together any needed drywall repairs and have them taken care of at once.

Homeowner's Responsibilities for Drywall Surfaces

Simple Drywall Repairs

Most drywall repairs can be easily made. To correct a nail pop, reset the nail with a hammer and nail set. Cover it with spackle (patching compound), available at paint and hardware stores. Apply two or three thin coats. When it is dry, sand the surface with fine-grain sandpaper before painting. Spray texture is available at paint and hardware stores. Indentations caused by sharp objects can be filled with spackle in the same manner. Hairline cracks can be repaired with a coat of paint; slightly larger cracks can be repaired with caulk or spackle and then repainted.

Warranty Standards for Drywall

- The drywall was installed properly and in a workmanlike manner.
- We will provide repairs of all **drywall cracks** in excess of 1/8" in width, **nail pops, blisters in tape and corner bead cracks** during the term of the warranty on your annual visits.
- Any necessary **repainting** following drywall repairs will be done by us with the original paint.
- **Paint and texturing match** may not be exact and is not warrantable.
- You will be responsible for **custom colors, wallpaper, or other wall treatments** that have been applied subsequent to your home's closing date, or we will avoid repairs on those walls.

ELECTRICAL

The electrical system is designed to be capable of carrying the designated load for normal residential use to your electrical box.

Homeowner's Responsibilities for Electrical System

The circuit breaker panel is typically located in the garage or other easily accessible location. This panel contains the electrical circuit breakers for your home. **Be certain you know the location of the master circuit panel.**

Circuit breakers have three positions: On, Off, and Tripped. When a circuit breaker trips, it must first be turned to the "Off" position before it can be turned back to the "On" position. Switching the breaker directly from Tripped to "On" will not restore service.

If an **outlet is not working**, check first to see if it is one that is controlled by a wall switch. Next check the breaker. Third, check for a tripped GFCI (see below).

Breakers will often trip when the circuit is overloaded by having too many appliances plugged into it. Worn electrical cords, defective electrical items, and appliances with high amperage can also trip a circuit breaker as can starting an electric motor.

If any **circuit trips repeatedly**, unplug all items connected to it and reset it. If it trips when nothing is connected to it, an electrician may be needed and the problem should be reported. If the circuit remains on, one of the items you unplugged is defective and requires repair or replacement.

GFCI receptacles have a built-in element that senses fluctuations in power. Quite simply, the GFCI is an in-line circuit breaker. Building codes require installation of these receptacles in outlet circuits in bathrooms, kitchens, outdoors, and in garages (that is, in any 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

GFCI breaker. Do not plug a refrigerator or food freezer into a GFCI-controlled outlet; the likelihood of the contents being ruined is very high, and *such damage is not considered a warrantable condition*.

Each GFCI receptacle has a test button and a 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 GFCI breaker trips during normal use, it may be an indication of a faulty appliance or an overloaded circuit, and some investigation is in order. An important point to remember is that one GFCI breaker can control up to three or four outlets.

Do not exceed the manufacturer's recommendation for maximum **bulb wattage**. You are responsible for any damage caused by using light bulbs in excess of the manufacturer's recommendation.

Fluorescent fixtures use a transformer in their operation that may cause a **buzzing sound**. Also, a slight dimming of the lights can occur when your furnace or air conditioner starts. This is normal and is not an electrical problem. Although it pulls a large amount of electricity to start, once the system is running, electrical current flow returns to normal.

Smoke alarms require periodic homeowner maintenance. See the manufacturer's manual for instructions on maintenance, testing and re-setting.

Batteries in smoke detectors should be replaced regularly. Replace the batteries in your smoke detectors at the same time you turn your clocks forward and back each year. As the detectors are connected to each other, it is important that you replace all of the detector batteries. Use a marker to record the date on the battery; it will help remind you when it was last changed.

The smoke detectors installed in your home are not designed to be fire-prevention or fire-extinguishing devices. They are designed to be an early warning system. All homeowners should establish their own emergency evacuation processes.

Modifications

Do not tamper with, or add to, your electrical system. If you want to make any modifications, contact a licensed and bonded electrician and your HOA (if applicable). *After-market installations to the electrical system of your home can void that portion of warranty coverage.*

Warranty Standards for Electrical System

- The electrical system was installed properly and in a workmanlike manner. Only **cosmetic damage** noted on the New Home Orientation Tour will be repaired by us.
- If any **connection, outlet, switch, circuit breaker (to include GFCI) or fixture** does not work properly due to original manufacture or installation, it will be repaired or replaced during the term of the warranty. **Overloaded circuits** or owner usage of **defective appliances** that cause system failure are not warrantable conditions.
- We are not responsible for discontinued fixtures.
- **Phone and cable jacks** installed during original construction will be repaired by us during the term of the warranty.
- All related **in-wall wiring** installed by us will be addressed during the term of the warranty.
- **Fixtures installed by the homeowner** are not covered by warranty.
- **Light fixtures, switches, smoke detectors and outlets** were installed in the locations indicated on the house plans and **will not be moved** by us.
- **Defective smoke detectors** will be repaired or replaced by us during the term of the warranty. Replacement batteries are not warrantable items.

- **Air infiltration around electrical outlets** is common. No action is required under the warranty.
- **Power surges** are the result of local conditions beyond our control. These can result in burned-out light bulbs or damage to sensitive electronic equipment such as TVs, alarm systems, computers, etc. We are not responsible for damage caused by power surges.

FIREPLACE

In many communities, direct-vent gas fireplaces are included. In other communities, electric fireplaces are included. Your fireplace is checked during the New Home Orientation Tour to confirm that it is operational.

Homeowner's Responsibilities for Fireplaces

Gas Fireplaces

There may be a **delay between turning the switch on and flame ignition**, and this is not a malfunction. The flame should ignite gently and silently. **If the flame does not ignite**, or if you notice an **unusual odor**, shut the wall switch off immediately, close the gas valve at the fireplace, and report this to the gas company. Your fireplace may be in need of service. Read and follow any manufacturer directions. Periodic maintenance by a certified technician is recommended for optimum fireplace use.

Electric Fireplaces

Electric fireplaces typically have a small unit that generates heat. You should avoid placing flammable materials (such as silk plants) in front of fireplaces. Read and follow any manufacturer directions.

Warranty Standard for Fireplaces

- The fireplace was installed properly and in a workmanlike manner.
- Only **cosmetic damage** noted on the New Home Orientation Tour will be repaired by us.
- A fireplace is not intended to be the permanent sole heat source in your home.
- The fireplace should **function properly** when the manufacturer's directions are followed; if it does not, it will be repaired by us during the term of the warranty.
- **Discoloration** of the firebox, brick, and glass doors is the normal result of use and is not considered a defect.
- **Glass doors** shall operate smoothly; if they do not, they will be adjusted by us within the term of the warranty.
- Note: *A non-functioning fireplace is not deemed an emergency situation, as it is not the sole source of heat in the home.*

FLOORING

Your Available Options sheet will provide a record of the brand, style, and color of floor coverings in your home. Please retain this information for future reference.

Homeowner's Responsibilities for Carpeting

Vacuuming high-traffic areas often, as well as regular vacuuming of all carpeted areas, will help keep carpets clean and extend their useful life. Spills should be blotted and stains spot-cleaned immediately. Always dab a stain; avoid rubbing it. Stain removers should be tested first on an out-of-the-way area of the carpet, such as in a closet, to check for any undesirable effects.

General Carpeting Information

- The construction and finish characteristics of certain carpet styles will show seams more readily. **Seam visibility** is not considered a defect.
- **Shedding** is normal in new cut-pile carpets. Vacuuming removes the loose fibers without harming the carpet.
- If **tufts** are pulled up from the carpet, clip them off with scissors. Never pull them. To remove yarn tufts that stick up higher than the carpet, clip off excess length with scissors. Do not use a knife. This is not a carpet manufacturing defect.
- **Texture changes** are most apparent in high-traffic areas and in front of furniture. **Pile crush** is usually mistaken for wear. It is not actual yarn wear, but it gives that appearance due to the pile lying over. Pile crushing is aggravated by soiled shoes, pets, and bare feet. Although it cannot be eliminated, it is best minimized by regularly vacuuming against the lay of the tufts with a beater bar or by using a brush with a pile-grooming feature to lift and restore the crushed pile. **Loss of twist** can be reduced by preventive measures such as use of a soft-backed rug in high-traffic areas.
- **Carpet ridges** can be caused by sliding heavy furniture around, thereby loosening the carpet stretch. Use helpers to safely lift and move furniture to protect carpet.
- Normal usage will often result in **texture changes**. This is usually in the form of pile crush or loss of twists in individual tufts. Pile crush is best handled as noted above; however, all carpets will slowly lose some color due to natural and artificial forces in the environment. **Fading** can be reduced by:
 - Frequently removing soil by vacuuming
 - Regularly cleaning furnace filters (if applicable)
 - Periodically having carpets professionally cleaned
 - Reducing sunlight exposure with window coverings

Warranty Standards for Carpeting

- Carpeting was installed properly and in a workmanlike manner.
- **Gaps** greater than 1/8" (between joined carpet edges) **or fraying at seams** causing the fibers to be dislodged from the carpet mat will be repaired during the term of the warranty, *only if not due to excessive wear and tear or pet damage*. A carpet representative may be called out to verify manufacturing quality and installation.
- **Gaps** between baseboards and the surface of the carpet are to be expected and are not considered defects.
- **Loose carpet** *due to installation or manufacturing issues only* will be re-stretched and reattached during the term of the warranty. A carpet representative may be called out to verify manufacturing quality and installation. **Carpet ridges** can be caused by sliding furniture around and are not warrantable.
- Only **stains or spots** noted on the New Home Orientation Tour will be corrected by us via cleaning, patching, or replacement. Stains resulting from **air filtration** soil, and any stains or spots not identified on the New Home Orientation Tour, are not warranted by us.
- Should carpet replacement (whole or partial) become necessary for any warrantable reason, **color and pile variations** in the replacement are to be expected and are not defects.

Carpet performance characteristics are covered under the manufacturer's warranty that applies to your carpet and are not warranted by us.

Ceramic Tile

See section entitled *Ceramic Tile and Interior Stone*.

Hardwood Flooring

Wood is a natural product and is therefore subject to a number of natural processes. Some of these include:

- **Variations in grain and color.** These occur normally in wood products and are not considered defects.
- Wood is further subject to **seasonal expansion and contraction** due to changes in temperature and humidity. Additionally, some **shrinkage** or warping can be expected around heat vents or any heat-producing appliance.
- **Minor surface scratches and imperfections** will occur during normal installation and preparation of hardwood floors; this is typical and is not considered a defect.
- When wood floors are new, **small splinters of wood** may be evident.

Homeowner's Responsibilities for Hardwood Flooring

Dimples or scratches can be caused when furniture is moved or heavy or sharp objects are dropped. Extra care must be taken to protect your hardwood from damage when moving appliances or furniture. Felt pads applied to the feet of furniture can help protect the floor finish.

Warping will occur if the floor repeatedly becomes wet, or is thoroughly soaked even one time. Food spills should be cleaned up immediately.

A **dulling of the finish in heavy traffic areas** is likely. At exterior doors, use protective mats or area rugs approved for hardwood floors to help keep sand, grit, and moisture from getting on your floor. A **white, filmy appearance** may be caused by wear and/or moisture (often from wet shoes or boots). *Please be aware that hardwood floors can be damaged by high-heeled shoes.*

Yellowing and warping can result from the floor's contact with the rubber backing on area rugs or mats. Ultraviolet light (sunlight) may cause a floor finish to change in color and to vary from the finish color under furniture and area rugs, inside pantries, etc. Care should be taken to protect hardwood floor surfaces from **prolonged exposure to direct sunlight**.

Refer to the flooring manufacturer's recommendations for proper care and maintenance.

Warranty Standards for Hardwood Flooring

- The hardwood floor was installed properly and in a workmanlike manner. Only **cosmetic defects that are readily noticeable (from an observer's standing position) and noted on the New Home Orientation Tour list** will be corrected by us. Any subsequent cosmetic damage is not warrantable.
- We will correct **gaps in excess of 1/8"** in width with wood filler or replacement at our option during the term of the warranty.
- Replacement flooring installed in the course of warranty work may not exactly match your existing flooring; we are not responsible for discontinued wood flooring styles or natural variations in color.
- Some **pops and squeaks** may be evident in your floor and are not considered defects. A floor manufacturer may be consulted in extreme cases to determine installation and use.

Vinyl Flooring

Vinyl flooring is designed to be a resilient, water resistant floor covering that adds color and designer patterns to various areas of your home.

Homeowner's Responsibilities for Vinyl Flooring

Although vinyl floors are designed for minimal care, they do require maintenance.

- Wipe up spills and vacuum crumbs instead of washing vinyl floors frequently with water. Mopping or washing with water should be limited; **excessive amounts of water on vinyl floors can get under edges, causing the material to lift and curl.**
- Special emphasis should be placed on **maintaining the caulking** where flooring meets tub and shower walls. Numerous caulking products are available at both hardware and paint stores, and store personnel should be able to make recommendations. Regularly inspect **caulking at tubs and showers** to ensure that water infiltration is prevented.
- Use extreme caution when moving appliances or furniture across vinyl floor coverings. **Tears and wrinkles** can result. Coasters should be installed on furniture legs to prevent permanent damage.
- Some area rugs can cause **discoloration** of the vinyl flooring beneath them.

Warranty Standards for Vinyl Flooring

- The vinyl flooring was installed properly and in a workmanlike manner. **Stains, spots, gouges and/or cuts noted on the New Home Orientation Tour only** will be repaired by us. *No warranty is offered on these items beyond the orientation.*
- The following items will be repaired by us during the term of the warranty:
 - Vinyl flooring that becomes **loose** or that **lifts** or **bubbles**. This excludes damage caused by factors such as damage or negligence (such as excessive water puddling or exposure). Bubbles may be repaired by injecting adhesive through a cut placed in the flooring.
 - **Nail pops** that break through the surface of the vinyl flooring.
 - **Gaps in seams** in excess of 1/8" or curling of seams.
 - **Depressions or ridges** that exceed 1/8" in height or depth (measured with a straight edge perpendicularly over the ridge and the deflection measured no more than 3" from the ridge).
 - **Color variation** with replacement vinyl is beyond our control and is not guaranteed.
 - **Patching and vinyl seam sealers** are acceptable methods of vinyl flooring repair.

FENCES & GATES

Your fencing is provided as a "good-neighbor" privacy feature for your yard. **Each owner is responsible for the ongoing maintenance of the fencing that faces their yard.** Most owners "pitch in" with each other if structural posts need to be replaced between their yards.

Homeowner's Responsibility for Fences and Gates

Fence slats can work loose over time, and may need occasional re-securing. Wood can fade with exposure to the weather, and may need to be re-stained or replaced due to splits or warpage. It is a good idea to inspect your fencing seasonally to ensure it is in good repair.

Warranty Standards for Fences and Gates

- The fencing was installed properly and in a workmanlike manner. Only functional items noted on the New Home Orientation Tour will be corrected prior to closing.

- **Splits, cracks, and variations in colors, grain, and knots** are typical in exterior wood applications and are not considered warrantable items.
- **Loose or fallen fence slats** that are not the result of high-winds, pet damage, or homeowner negligence will be re-attached under the warranty on annual visits.
- **Warped fence slats** can occur over time and are not warrantable.
- **Warped posts or fence framing members** that crown more than 1/2" in 32" will be replaced during the term of the warranty.
- **Gates that become inoperable** due to warping or settlement will be repaired. Latch adjustments are acceptable repairs.

FRAMING & CARPENTRY

Homeowner's Responsibility for Framing and Carpentry

Under normal circumstances the framing of your home should not require maintenance. Please contact us during the warranty term should you have any questions or concerns about the framing of your home.

The wood used to construct (the framing) your home is a natural product. **Minor settlement over time due to structural loading and dry out is normal and to be expected.** The resultant minor drywall cracks or nail pops can be addressed on annual visits as discussed in the drywall section.

In our wood-floor homes, the sub-floor has been glued, nailed and screwed to minimize the occurrence of the plywood squeaking and coming loose. However, due to the characteristics of wood framing which involves continual expansion and contraction, **a squeak-free flooring system cannot be guaranteed.**

Warranty Standards for Framing and Carpentry

- The home was framed properly and in a workmanlike manner.
- **Floors will deflect** when walked on. This will be more noticeable next to hutches, bookcases, heavy chairs, etc. This is not a structural deficiency and therefore is not addressed under the warranty.
- *Some floor squeaks are unavoidable. A squeak-proof floor is not guaranteed.* Shrinkage in floor framing can cause squeaks. We will make a *reasonable* attempt to resolve traffic-area squeaks in carpeted areas on annual visits only. Removal of hard surface flooring to resolve squeaks is not considered a warrantable item.
- **Floors** will be flat to within 1/4" within any 32" distance; if they are not, we will make repairs during the term of the warranty.
- **Unevenness in ceilings** exceeding 1/4" within a 32" measurement will be corrected by us during the term of the warranty.
- **Walls** that are more than 3/4" out of plumb in an 8' distance will be corrected by us during the term of the warranty.
- **Bows or bulges in interior walls** exceeding 1/4" within a 32" horizontal or vertical measurement will be corrected by us during the term of the warranty.
- **Out-of-square walls** are not considered a warrantable item.
- **Bows or bulges on exterior walls** due to earthquake straps at the foundation shifting are not considered warrantable items, unless causing the siding to detach from the structure of the home.

GRADING & DRAINAGE

Exterior grading and surface water drainage issues in common areas are maintained through your HOA and association management company. The final grades around your home have been inspected and approved for proper drainage.

HOA/Homeowner's Responsibility for Grading and Drainage

It is essential that the slopes around your home be maintained to permit surface water to drain away from your home as rapidly as possible. Failure to do so can result in major structural damage and will void your warranty. Furthermore, many areas in your community have drainage swales that are designed to conduct water away from multiple buildings. **Do not change the grade or block the free flow of water through these swales.** Changing the grade will result in adverse effects to your community and, in many instances, is specifically prohibited in your covenants, conditions and restrictions.

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 settlement will occur**, especially after prolonged rainfall. This can continue to occur for the first few years. This is not considered a defect.

Here in the Pacific Northwest, you should expect periods of extended wet weather and not be concerned if your **yard is wet or squishy** during the fall and winter months. If **puddles of standing water** remain long after the weather clears and things dry out, it may be a sign that your yard drains need maintenance or repair.

Warranty Standards for Grading and Drainage

- The community and area around your home was graded properly and drains were installed in a workmanlike manner.
- We are not responsible for **damage or erosion** around your home or in landscaped common areas resulting from extreme weather events.
- If you notice **excessive settlement near your building's foundation**, report the condition to us within the warranty term, or consult a qualified person thereafter. If foundation perimeter areas experience soil consolidation, we will address this during the term of the warranty.
- We will address **grading or drainage issues that cause areas of standing water** for more than 48 hours within 10 feet of the foundation after a rain event during the term of the warranty. Frost, snow, and excessive saturation can extend the period of dry out.
- **Drains should function** as they were intended to and remain free flowing. We will repair drains that fail to do so during the term of the warranty, unless due to damage, homeowner modification or negligence of maintenance.
- Specific concerns regarding **grading or drainage in common areas** should be directed to your HOA and association management company.
- **Dampness of newly constructed concrete walls and garage slabs** is common and not considered a deficiency.
- Please refer to the *Landscaping* section for further details regarding yard drainage.

HEATING & COOLING SYSTEMS

The heating and cooling systems installed in your home will provide you with many years of comfort if given proper care and maintenance.

Homeowner's Responsibilities for Heating and Cooling

Good maintenance of your furnace, electric heating units, and cooling systems can save energy dollars and prolong the life of your furnace and electric heaters. **Carefully read and follow the manufacturer's literature on use and care.** The guidelines here include only general information.

Depending on the design type of your home, you will have either electric or forced-air heating, or a combination of both. **It is your responsibility to properly maintain your heating system.**

NOTE: Furnaces require annual service by a licensed contractor to maintain warranties.

Filters and Cleaning

Remember to **check your furnace filter** monthly during the heating season and replace as needed. *Non-maintenance of your furnace filters will affect performance and could void your warranty coverage.* **Periodic dusting and cleaning of heating units**, both electric and forced-air, will help maintain the efficiency of your heating system. Extreme dust accumulation could be a fire hazard.

General Heating and Cooling information

The furnace or electric heaters will come on automatically when the room temperature at the thermostat varies from the setting you have selected. *Setting the thermostat to a higher temperature will not heat your home faster, and setting the thermostat lower will not cool your home faster.* **Wall thermostats** are calibrated to within plus or minus 5 degrees F.

It is normal for a heating system to emit a **slight odor** for a few moments when it is first turned on after an extended period of not being used (such as after the summer months). This is due to dust that has accumulated on the burners and heat exchanger inside the furnace and on electric heat elements. However, for forced air furnaces, **if you smell gas**, turn the gas valve off, leave your home, and call the gas company immediately.

Experiment with the adjustable forced-air heat registers and/or dampers in your home to establish the best heat flow for your lifestyle. Generally, heating can be reduced in seldom-used interior rooms. This can also be done with electric heat units that have individual controls. Heat is a very individual matter and it is your responsibility to **balance the system** to fit your lifestyle.

The free flow of heat from forced-air vents and electric heating units is critical to the optimum operation of your heating system. It is not advisable to place anything too close to these components, such as furniture, drapes or large décor objects; doing so could hinder the efficient flow of heat and create a potential fire hazard. **Maintaining proper clearances** can also protect objects from heat damage. Care should also be taken to position furniture, draperies or décor objects where they do not block or obstruct **return-air vents**.

It is not unusual to hear a **“popping” sound** through the ductwork during operation of your furnace. Electric heating units may make a similar sound, which is due to the expansion and contraction of materials in response to heat. **Furnace airflow noises** at return air grill vents is typical.

Proper ventilation is important to maintaining good indoor air quality. A whole house-ventilation system is provided with a timer. The fan should be run for a minimum of 8 hours every day to exchange stale air with fresh outside air. Outside air is drawn in through vents in your windows and/or a fresh air intake at your furnace. **Proper use of your ventilation system is important to limit levels of humidity.** Insufficient or improper use of your home's ventilation system may cause moisture to accumulate in your home and may cause growth of mold or mildew. These events are not warrantable conditions.

No Power at Furnace or Air Conditioner

Here are some common reasons for loss of power at the furnace or air conditioner:

*Check the **fuses at the electrical panel** are in the “ON” position.

*Forced-air furnaces commonly have a **wall switch** located within six feet of the furnace that controls electricity to your furnace. Be sure it is in the “ON” position.

*If the **furnace panel(s)** are not secure, there is also a built-in safety On/Off switch in the furnace itself that shuts the furnace off. Check to see that the panels are properly secured

*For air conditioning units, ensure the **outside disconnect** has not been turned off for any reason.

Check these locations before calling for service.

PLEASE NOTE: **Emergency service** is provided only for non-functioning furnaces or electric heat within the warranty period when the outside temperature is below 45 degrees, or if the unit is leaking water into your home. If this is the case, call 1-800-891-4701 to reach our office during the day or our answering service after hours.

Non-functioning air conditioning is not considered an emergency situation, and will be repaired as quickly as possible within regular business hours.

Warranty Standards for Heating and Cooling

- The HVAC system was installed properly and in a workmanlike manner, and condensation lines were unobstructed at delivery of the home.
- Your furnace and/or electric heating (baseboard and in-wall) is warrantable by the manufacturer’s limited warranty, and for three years under the warranty. However, *homeowner negligence, damage, or non-maintenance of the system as recommended by the manufacturer and outlined above can void warranty coverage. Annual service by a licensed technician is required to maintain these warranties.*
- **Cooling:** The cooling system (if installed) in your home is designed to maintain a temperature of **78 degrees Fahrenheit** measured 5 feet above the center of the floor in the room where the thermostat is located. ASHRAE (American Society of Heating, Refrigerating and Air-Conditioning Engineers) specifications indicate a 15 degree difference between outdoor and indoor temperature is acceptable. If outdoor temperatures rise above 93 degrees for sustained periods of time, the temperature may rise above 78 degrees.
- **Heating:** The heating system should be able to maintain a temperature of **70 degrees Fahrenheit** measured 5 feet above the center of the floor in the room where the thermostat is located, according to ASHRAE (American Society of Heating, Refrigerating and Air-Conditioning Engineers) specifications. If your heating system is a forced-air furnace, the furnace blower may cycle on and off more frequently and for shorter periods of time during severe cold spells.
- All rooms will **vary in temperature** by 5 or 6 degrees; 8 or 10 degrees can be noted between upstairs and downstairs rooms. This is acceptable under industry standards. **System balance**, as mentioned above under homeowner responsibilities, can greatly reduce the fluctuations between areas of the home.
- Wall **thermostats** are calibrated to within plus or minus 5 degrees F.
- **Ductwork that separates or becomes detached** is covered during the term of the warranty.
- The exact **placement of heat ducts** may vary slightly from the positions shown in similar floor plans and from those in the model home.

- **Expansion and contraction noises** due to the operation of electric heating and cooling systems (including ductwork noises and return air grill noises) are not warrantable conditions.
- **Clogged condensation lines** can occur under normal use. This is a homeowner maintenance item.

INSULATION

Insulation is found in the exterior walls, crawl space (if applicable) and attic of your home. It is designed to create an envelope around your home that improves its energy efficiency.

Homeowner's Responsibility for Insulation

In many cases, when workers install items such as security alarms or additional cable lines after your move-in, they remove the required insulation. **Ensure that your contractor pays special attention to properly reinstalling the insulation.**

Warranty Standards for Insulation

- Insulation was installed properly and in a workmanlike manner.
- This warranty assures only that your insulation *as originally installed* will meet the **applicable energy code requirements** for our climate and region. Blown-in insulation will settle over time and may need periodic “overlayment”; this is considered a homeowner responsibility. **Depressed insulation from workers** is not considered a defect.

LANDSCAPING

Landscape material includes plants, trees, shrubs, bark dust, gravel, and grass. Some landscaping is in the common element of your community, and some may be in your privately owned yard.

HOA Responsibilities for Landscaping

Landscaping, including the automatic sprinkler systems in parks, open spaces, most front yards and other common areas within the community is maintained through your HOA and association management company. Your HOA has an annual maintenance plan which includes pruning, fertilizing and mowing. If common area landscape elements need attention, please contact your HOA Management company representative.

Pet owners should protect the landscaping in their own yards and community by diligently cleaning up after their pets. Pet urine, especially in female dogs, is highly acidic and will damage sod and grass areas. In common element areas, homeowners may be individually assessed for damaged landscaping due to **pet negligence**.

Homeowner's Responsibilities for Landscaping

Landscaping within your property boundaries, unless otherwise specified in your Declaration, is maintained by you.

A **sprinkler system** may have been provided for your yard. Even if an area covered by your watering system is part of the HOA limited common element, it is your responsibility to understand the function of the timer system and how the zones are allocated to ensure your lawn remains healthy and viable. An owner's manual has been provided with your sprinkler timer that explains how to accurately set up your watering schedule. Your new lawn requires a great deal of care in order for the grass to thrive. **Water your lawn** early in the morning for best results. For your private yard, it is a good idea to consult with a local nursery or other reliable service that offers lawn care and maintenance suggestions for fertilization and weed control.

Depending on the orientation of your home and the amount of sun/shade in your yard, it is not uncommon to experience areas of **wet or squishy sod** throughout the year. As a homeowner, it is important to monitor the amount of water distributed to areas of your private yard and to modify it accordingly to minimize this concern as much as possible.

Warranty Standards for Landscaping

- All landscaping was installed properly and in a workmanlike manner.
- If proper care and maintenance as described above is followed, all landscaping installed by us on your property is warranted against defects for 90 days after your close of escrow, and in common areas for 90 days after acceptance by the HOA and association management company (if applicable).
- **Lack of watering or reasonable care and maintenance** voids our obligation to correct.
- **Red thread disease, crane fly damage, and other naturally occurring phenomena** that affect the health of plant materials are not covered.
- Neither the HOA nor the builder is responsible for replacing **burned or dried out sod or dead shrubs** due to pet urine or damage.
- Your **sprinkler system** (if installed) should operate as intended. If it does not, it will be repaired or modified during the warranty period. However, **programming the timer** is an owner responsibility. **Damage** to the system from pets, mowers, or other forms of negligence are not covered.
- We will address **grading or drainage issues that cause areas of standing water** for more than 48 hours within 10 feet of the foundation after a rain event during the term of the warranty. Frost, snow, and excessive saturation can extend the period of dry out.
- **Wet or squishy sod** is typical for our Northwest climate and may be present in areas of your yard throughout the year; this is not a warrantable item.
- Specific concerns regarding **grading or drainage in common areas** should be directed to your HOA and association management company.
- If a **utility company** disturbs your landscaping, they are responsible for repairing those areas.
- Please refer to the *Grading and Drainage* section for further details regarding yard drainage.

PAINT & STAIN

Your New Home Orientation is the opportunity for you to verify that all painted and stained surfaces are acceptable. However, **paint touch-ups and staining are final at the time of closing** (other than completion of warrantable repairs as needed throughout the warranty period).

Homeowner's Responsibilities for Paint and Stain

Painted or stained surfaces, whether **interior or exterior**, are homeowner maintenance items which should be **periodically inspected and maintained** as necessary. Please see the maintenance schedule included in this manual for more information. Be aware that paint touch-ups are sometimes visible under certain lighting conditions.

Painted **interior woodwork** has been coated with washable latex paint. These areas may be wiped down with a soft sponge and mild soapy water. **Drywall surfaces** should be touched up with matching paint rather than wiped with a wet sponge or any type of cleanser. Spackle may be used to cover any small defects prior to paint touch-up. It is recommended that you wait a minimum of 30 days after move-in before washing painted trim. Do not use abrasive cleaners, scouring pads, or brushes.

You will receive a paint touch-up kit containing small amounts of all interior paints used in your home. This paint should be stored so as not to be exposed to freezing temperatures. **Your paint colors have been provided to you on a sticker on the hot water heater.**

Warranty Standards for Paint and Stain

- Paints and stains were applied properly and in a workmanlike manner.
- Only paint items noted on the New Home Orientation Tour will be repaired by us. You will be responsible for any subsequent paint touch-ups, unless they are part of another repair covered under warranty.
- Some variation in shades of paint and “**flashing**” (**sheen differences**) will be noticeable on wall and ceiling surfaces when viewed from certain angles. This is not considered a defect.
- Should any painted surface require touch-up as the result of a repair covered under warranty, **we do not guarantee exact color and finish match** of paint or of texturing on walls or ceilings.
- **Paint failure, fading, or damage to painted surfaces** due to weather, wear and tear, damage, or cleaning is not covered.
- We do not restore **custom colors, wall treatments, or wall coverings** affected by a repair covered under warranty.

PLUMBING

The plumbing system in your home has been installed to meet all applicable requirements and plumbing standards in this area. The plumbing system consists of all water supply lines, drain lines, vent piping, shut-off valves, and plumbing fixtures (including sinks, tubs and showers).

Homeowner’s Responsibilities for Plumbing

Your **main water shut-off valve** will be identified for you during your New Home Orientation Tour. It is important to know and remember the location of this shut-off valve in case of emergencies, such as a water line freeze or pipe break. **Individual shut-off valves** are located under the sinks and behind the toilets. Be sure to use these first in the unlikely event of a plumbing leak.

General Homeowner Maintenance and Information

Aerators and screens located at the ends of faucets can be unscrewed and should be cleaned as needed.

A non-abrasive cleaner such as “Soft Scrub” or a liquid cleaner approved for the surface is recommended for **fiberglass and porcelain**.

Stainless steel sinks should be cleaned with soap and water to preserve their luster. Do not use abrasive cleaners, as they can damage the finish. An occasional cleaning with a good stainless steel cleaner will enhance and protect the finish. Care should be taken to avoid leaving produce or any highly acidic food on a stainless steel surface. This can cause staining of your stainless steel.

The **amount of water flow** to any plumbing location may increase or decrease as other plumbing fixtures within your home are operated.

The **sound of water running through the walls** is a normal occurrence. The sound occurs as water drains through the pipes and does not indicate a leak. This is considered normal. The builder cannot remove these noises.

To **stop running water in a toilet**, check the shut-off float in the tank. You will most likely find it has lifted too high in the tank, preventing the valve from shutting off completely. In this case, adjust the set screw for the float until the water remains at the correct level. The float should be free and should not rub against the side of the tank or any other parts. 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.

To avoid **frozen pipes**, heat should never be turned all the way off if you are away during winter months; be sure it is set at 60 to 65 degrees. Cut off water supply to outside faucets and drain the water line. In unusually frigid weather, when you will be gone for more than a day or two, open cabinet doors beneath sinks to allow warm air to circulate around pipes. An ordinary hair dryer can be used to thaw pipes that are frozen. **It is the homeowner's responsibility to take extra measures to protect water pipes from freezing.**

Plumbing clogs may be caused by many different factors. **Drain clearing and maintenance is an ongoing homeowner responsibility.** It's a good idea to have a plumber's helper (plunger) available.

Drain line stoppages due to construction debris are covered under warranty; however, **if you request warranty service and a household item(s) is the cause of a clogged drain, you will be billed for the plumber's service.**

Warranty Standards for Plumbing

- The plumbing, water shut-off valves, and faucets and fixtures were installed properly and in a workmanlike manner.
- Only **cosmetic imperfections or surface damage** noted on the New Home Orientation Tour will be corrected by us. This includes all visible fixtures such as sinks, toilets, tubs and showers.
- All plumbing components that fail *due to original materials and/or workmanship only* will be repaired by us during the term of the warranty.
- Clogging of sewer or drain lines and plumbing fixtures resulting from **construction debris only** will be corrected by us. **Clogs resulting from homeowner negligence or failure to keep foreign materials out of the system are excluded from coverage under the warranty, and you will be billed for the plumber's service.**
- **Frozen pipes** are beyond our control and are not warranted.
- Changes in temperature or the flow of the water itself may cause pipes to expand and contract, resulting in **ticking or popping noises**. This is normal and is not warranted.
- Excessive **"water hammer" (rattling or knocking noises)** due to *improperly secured pipes only* will be repaired by us during the term of the warranty.
- **Shower/tub squeaks** may occur through use and as the structure of your home settles over time. Like floor systems, a reasonable attempt may be made to minimize this during the warranty term. However, *a completely squeak-free shower, tub, or combo unit cannot be guaranteed.*

ROOFING, GUTTERS & DOWNSPOUTS

The roofing, vents and flashing components of your roof system should not leak under normal weather conditions. However, roofs can leak under extreme weather conditions (i.e., strong, wind-driven rains can blow rain up the roof and into vents).

Homeowner's Responsibilities for Roofing

Although **periodic inspections of your roof** are necessary, excessive foot traffic on your roof can damage the shingles. Weight and movement will have a tendency to loosen and break roofing material. This could result in a roof leak. **No one should attempt to walk on a wet roof or a roof that is frosted over.** It is best to call a roofing professional for any roof inspections or repairs, including replacing shingles.

Authorized persons walking on a roof should always follow safety requirements, including roping off and using **fall-arrest devices**. Fall-arrest devices attached to the roof during the course of construction may not be safe for later use. Prior to their use, they should be thoroughly inspected by qualified personnel. When not in use, they should be covered with a weatherproof boot to prevent leakage.

Keep the **roof valleys** clean. A build-up of leaves and debris can create a natural dam. The resulting back up of water can cause roof leakage.

After **severe storms**, a visual inspection of the roof to identify any potential damage is recommended. If applicable, contact your homeowner's insurance company immediately or a roofing specialist if you notice any storm-related damage.

Warranty Standards for Roofing

- Roofs were installed properly and in a workmanlike manner, and should not leak if properly maintained by the homeowner.
- **Severe weather conditions** such as ice and snow build-up, high winds exceeding shingle manufacturer tolerances, hurricanes, tornadoes or extensive driving rain can cause damage. **Storm damage of this type is excluded from this warranty.**
- **Attic vents and louvers** are required by local codes to properly vent the home. Infiltration of rain or snow depends of the force and direction of the wind. We cannot be responsible for force and direction of prevailing wind-driven rain or snow.
- **Warrantable roof repairs** are made *only* when the roof is dry.

Gutters & Downspouts

Gutters and downspouts are designed to direct roof run-off water away from the home and foundation.

Homeowner's Responsibilities for Gutters and Downspouts

Clearing of gutters and downspouts are homeowner maintenance items. Unless you are living in a condominium home with common exterior elements, gutters and downspouts need to be checked regularly by you and cleared of leaves and other debris. Failure to do so can cause clogging and overflowing of gutters and downspouts.

Gutters may overflow during a period of excessively heavy rain or if there is a clog in a downspout. If this should occur, the system will need to be cleared. If you are uncomfortable doing this work, you should consult with a qualified maintenance person.

Downspouts are placed to carry water to the ground and into the storm water system that directs the flow away from your home's foundation. Downspout extensions should be kept connected to the storm drain system so that roof run-off is channeled well away from the foundation area. **Routine inspection of downspouts, and other drainage components, is recommended.**

Warranty Standards for Gutters and Downspouts

- The downspouts and gutters were installed properly and in a workmanlike manner.
- We will repair **gutter leaks** at connections (when not caused by clogged gutters or downspouts). *If service is requested for a leak and the gutter is found to simply be clogged with leaves, you will incur a service charge for the visit.*
- **Gutters that become detached** during the term of the warranty will be repaired during the term of the warranty, if not due to homeowner damage or neglect.
- Certain wind conditions can cause gutters and downspouts to **vibrate and rattle**. This is normal and not considered a defect.
- It is expected that small amounts of **standing water** (up to 1") may be present in gutters. No correction is required for this condition.

SIDING & EXTERIOR FINISHES

The exterior of your home is finished with some combination of fiber cement siding, brick or stone veneer, and various wood trims.

Fiber Cement Siding and Wood Trims

Fiber cement siding is a very durable siding material. Typically it is composed of a Portland cement and a cellulose fiber blend that will not burn, will not rot, inhibits fungus growth, and is termite resistant.

Homeowner's Responsibilities for Fiber Cement Siding and Wood Trims

Fiber cement siding will need to be painted after a few years. Before painting, remove dirt or mildew from the surface. Dirt should be removed with a soap and water solution. Cleaning the siding ensures a clean surface to which the paint can adhere. Mildew should be removed with a bleach and water solution. Before painting, killing mildew is absolutely essential, as any mildew left on the surface will eventually grow through the new coat of paint.

Be aware that improper **holes or penetrations of the siding** to hang planters or modify the exterior of your home may void the manufacturer's limited product warranty and may affect coverage under the warranty. It could cause water intrusion, resulting in subsequent damage.

Also check to ensure **wood trims** around windows, doors, etc., are caulked well on a seasonal basis. These boards can dry out and shrink over time, and good maintenance will help maintain their viability.

Brick and Stone

Brick and stone have a reputation for durability and low maintenance. However, minor chipping, cracks, or mortar shrinkage and cracking are normal and should not cause concern.

Occasionally, a white powdery substance called **efflorescence** may appear on masonry. This is a normal occurrence and does not indicate that there are any problems with the product. While efflorescence can be removed, it will usually disappear over time. Consult your home center or hardware store for instructions regarding the removal of efflorescence.

Homeowner's Responsibilities for Brick and Stone

Periodically, **stone and brick joints should be inspected** for signs of loose material, cracking mortar joints, or water intrusion. As a homeowner, you will need to regularly inspect and maintain the masonry.

Hairline cracks and minor separations of all exterior materials are to be expected, and will require regular homeowner maintenance. **Regular maintenance of caulking is ultimately a homeowner responsibility.** Failure to maintain caulking and any **damage resulting from deteriorated caulk** is not covered under this warranty.

Additionally, **cracking or delamination of wood** decks, fences, porches, railings and trims occurs with normal exposure to the elements and is to be expected. Certain types of wood should be painted or sealed continuously; this is considered a homeowner maintenance item.

Warranty Standards for Siding and Exterior Finishes

- Siding, wood trims, and brick and stone were installed properly and in a workmanlike manner, and should be capable of excluding the elements.
- **Variations in brick or stone products** are to be expected and are not covered under the warranty.
- **Separation between siding, masonry, and trim** in excess of 3/8" will be caulked or sealed during the warranty term on annual visits only. New caulk in painted areas will be touched up only and may not match older paint in surrounding areas.
- **Brick and stone that come loose** will be repaired during the warranty term on annual visits.
- **Mortar cracks** in excess of 1/8" will be repaired by surface patching or pointing during the warranty term on annual visits. Mortar patching color may not match and is not a defect.
- Siding will be **replaced or repaired** as needed per manufacturer's specifications (i.e., **delamination, excessive gapping**, etc.) unless caused by purchaser's neglect to maintain siding properly. If repairs/replacement is deemed necessary on painted products, only new materials will be painted.
- **Manufacturer warranties** will be utilized as appropriate.
- Siding that is **loose or fallen** due to improper installation will be repaired or replaced.
- **Damage from storms or unusual winds** is not covered
- We are not responsible for **color matching or texture differences in repaired areas** or in discontinued products.

TRIM & MOLDINGS

Homeowner's Responsibilities for Trim and Moldings

Separation of wood trim and backsplashes from adjacent material is a normal result of shrinkage that can require caulking and/or touch-up painting as a repair.

Shrinkage may cause a piece of trim to pull away from the wall. Tacking the trim back in place can be accomplished with a finish nail and hammer. Separation of wood trim from the adjacent material and at trim joints is a normal result of shrinkage that may require caulking and paint touch up as a repair.

Standard

- The interior surface wood trim was installed properly and in a workmanlike manner.
- Only those items noted on the New Home Orientation Tour will be repaired by us.
- **Minor imperfections in texture, nail dimples and painting** are to be expected and are not covered under the warranty.
- **Hairline cracks and minor separations** are typical and not considered defects.
- We will repair **open joints in moldings** or between **moldings and adjacent surfaces** if the gap is more than 1/8" wide during the term of the warranty on annual visits. Caulking or puttying is an acceptable repair.

WATER HEATER

Your water heater is either gas or electric and typically holds at least 40 gallons of water. An information pamphlet attached to the side of the heater contains details on recommended temperature settings, relighting the pilot light, energy saving tips, as well as cleaning and draining instructions.

Homeowner's Responsibilities for the Water Heater

In all cases, hot water heater care and maintenance is a homeowner responsibility. **Carefully read and follow the manufacturer's literature for your specific model of water heater.**

Safety

The area around a water heater should be vacuumed as needed to prevent dust from interfering with its operation. The top of an electric water heater should never be used as a storage shelf. Do not store flammable or combustible materials near your hot water heater.

No Hot Water

If you discover that you have no hot water, check the **temperature setting, breaker panel, gas supply (if applicable) and water supply valve** before calling for service.

Warranty Standards for the Water Heater

- The water heater was installed properly and in a workmanlike manner.
- Some slight **rusting of fittings and surfaces** due to condensation of hot and cold materials is typical with use and is not a defect.
- Your water heater is covered for **active leaks** and **non-functionality due to original installation only** during the first three years of the warranty term.
- The manufacturer's limited warranty typically provides coverage for a longer duration.

WINDOWS, SCREENS & PATIO DOORS

The windows in your home should operate with relative ease and locks should perform as designed. Some windows may be easier to operate than others. The **ease of operation** can change with expansion and contraction, causing some windows and sliding doors to become stiffer from time to time. This is normal and to be expected.

Homeowner's Responsibilities for Windows, Screens and Patio Doors

Clean vinyl surfaces with warm, clear water and only use cleaners approved for vinyl surfaces. Do not use any abrasive cleaners. **Clean glass** with products designed for glass cleaning and that do not contain any abrasives. Do not use any type of scrubber or scrubber sponge on either glass or vinyl surfaces.

Make certain that **the tracks on windows and sliding doors** are kept clean and free of debris. Silicone lubricants are recommended. **"Weep holes"** are located in these bottom tracks to drain to the exterior and need to be kept clean to prevent water intrusion during heavy rains.

Condensation on interior surfaces of glass panes and/or frames may be the result of high humidity within the home and low outside temperatures. Proper ventilation can help minimize this occurrence. For more information on ventilation, please refer to the *Condensation* portion of this booklet. Many vinyl windows contain an operable **fresh-air vent** which is considered part of your home's ventilation system.

Most sliding windows (both vertical and horizontal) are designed for an average pull. If **sticking** occurs or excessive pressure is required to open or close, a silicone lubricant is recommended.

Sliding doors lock from the inside only; there is no key. Acquaint yourself with the operation of the door hardware for maximum security.

Warranty Standards for Windows, Screens and Patio Doors

- Windows and patio doors were installed properly and in a workmanlike manner.
- Only **cosmetic damage or functionality issues** noted on the New Home Orientation Tour will be repaired.
- **Scratched, cracked or broken glass** is not covered under this warranty.
- **Broken, bent, or torn screens** are not covered under this warranty.
- **Double-hung windows that do not stay in place when open** are permitted to move up to 2". Beyond this tolerance, sash balances can be adjusted by the window manufacturer representative.
- **Gaps between screens and window frames** may vary from window to window. Screens require room to be removed for cleaning and maintenance, and will not be tight to the window frames.
- If **condensation forms between the glass panels**, the window manufacturer will resolve this issue under their warranty.

WARRANTY TERM

Unless stated otherwise above, the Limited Warranty Term will be **THREE YEARS** from the date of close of escrow. You have the option to extend the warranty for two additional years.

TEN-YEAR WARRANTY ON STRUCTURAL COMPONENTS ONLY

For the first ten years of this Limited Warranty which begins on the date of your closing, your home is warranted to be free from "Major Structural Defects".

The Criteria for Establishing a Major Structural Defect

All three (3) parts of the Major Structural Defect criteria must be met to classify as a Structural Defect. These criteria are intended for coverage of catastrophic failure of load-bearing elements of the home:

1. Actual physical damage to one or more of the following load-bearing elements of the home (see list a-h below).
2. Actual physical damage caused by the failure of such load-bearing elements which affect their load-bearing function
3. Actual physical damage to the load-bearing element to the extent the home becomes unsafe or unlivable.

The Following List Would Constitute Load-Bearing Elements

- a) Structural columns
- b) Load-bearing walls and partitions
- c) Floor systems (structural slabs, joists and trusses only)
- d) Roof framing members and systems (rafters and trusses only)
- e) Foundation systems and footings (which are an integral part of the home and are structurally attached)
- f) Load-bearing beams

- g) Load-bearing girders
- h) Load-bearing lintels (other than lintels supporting veneers)

Elements which are NOT considered to be Major Structural Defects, include, but are not limited to:

1. Brick, stucco, or stone veneer
2. Finish flooring material and floor coverings
3. Plaster, lathes or drywall
4. Wall tile or paper and other wall coverings
5. Non-load-bearing partitions and walls
6. Doors, windows, trim, cabinets, hardware, insulation, paint, stains
7. Appliances, fixtures or items of equipment
8. Heating, cooling, ventilating, plumbing, electrical, and mechanical systems
9. Roof shingles, tar paper, all sheathing and other surface material
10. Any type of exterior siding
11. Concrete floors
12. Decks and porches

Limited Warranty and Polygon X3 Service

[Please refer to the New Home Limited Warranty Agreement]

Limited Warranty Transfer Program

Should you need to sell your home during the warranty term, you will have the ability to demonstrate that your home is a better value for a prospective buyer, not only because of its high quality and Polygon's great service, but because your home is under warranty. We have made it easy for you to transfer the remaining New Home Limited Warranty to a new owner – it is automatic! The NHLW automatically transfers to subsequent purchasers of the home during the life of the warranty; ten (10) years from the date of the original purchaser's close of escrow.

Simply provide your buyer with an original or photocopy of your Warranty Form and let the buyer know that the warranty continues to be valid for the new owner for the duration of time left in its original term.

Extending & Transferring Your Polygon X3 Service

The Polygon X3 Service is included with your new home purchase, which provides the most comprehensive coverage available for three full years after you close on your home. You have the option to extend the term of the Polygon X3 Service for another two years at any time prior to the 3rd anniversary of the original close of escrow.

If you elect to extend the Polygon X3 Service beyond the first three years at the time of Purchase and Sale Agreement the fee will be \$1,200 if payment is submitted within 45 days of your close of escrow.

If you elect to extend the Polygon X3 Service beyond the first three years and following the 45 day grace period after closing, the cost to extend the service will be \$1,500 payable at any time prior to your 3rd year closing anniversary.

Simply fill out the form that follows, and send it to us along with payment and we will see to it that you continue to receive the same great level of service for two additional years.

The Polygon X3 Service is fully transferable to a new owner. A subsequent owner who has assumed the transfer of the original warranty may also extend the term of the Polygon X3 Service under the same terms as the original owner. Simply fill out the Polygon X3 Service Transfer form, and send it to us with the transfer fee. See form on the next page.

POLYGON X3 SERVICE TRANSFER FORM

Following the submission of this form to Polygon Northwest along with the transfer fee of \$100.00, any coverage remaining under the POLYGON X3 SERVICE CONTRACT applicable to the home specified on the NHLW Warranty Form is transferred to the subsequent homeowner. Any obligations under the POLYGON X3 SERVICE CONTRACT to any subsequent homeowner shall not exceed the limit of liability remaining at the time of transfer, if any.

The undersigned home buyer(s) hereby acknowledge and agree:

I/we acknowledge that I have reviewed, understand and agree to all the terms of the POLYGON X3 SERVICE CONTRACT.

Transfer of the POLYGON X3 SERVICE CONTRACT does not extend its duration. The term of the warranty begins on the date of the close of escrow of the original purchaser.

The POLYGON X3 SERVICE CONTRACT is extendable to 5 years. This extension is at a cost of \$1,500 if the date of purchase is more than 45 days from the original close of escrow, and prior to the 3rd anniversary.

I/we understand that I/we am/are responsible for the maintenance of the home including maintenance of the grade of the land surrounding the home, and that the builder shall not be responsible for any defect of damage to the home which is the result of my/our failure to maintain the home.

I/we acknowledge and agree to the Binding Arbitration Procedure contained in the New Home Limited Warranty.

Signature of Current Homeowner(s):

_____ **Date:** _____

_____ **Date:** _____

Signature of Subsequent New Home Buyer(s):

_____ **Date:** _____

_____ **Date:** _____

INSTRUCTIONS: Complete this form, enclose a check in the amount of \$100.00 payable to Polygon WLH, LLC, and a photocopy of applicable settlement/closing documents indicating transfer of title and mail to:

**Polygon Northwest Company
Attn: Warranty Transfer
109 East 13th Street
Vancouver, WA 98660**

POLYGON X3 SERVICE EXTENSION FORM

Submission of this form along with payment of \$_____ will extend your POLYGON X3 SERVICE an additional two (2) years. (\$1,200 within 45 days of close of escrow or \$1,500 prior the 3rd year anniversary).

ORIGINAL CLOSE OF ESCROW DATE: _____

Address of Home: _____

The undersigned home owner(s) hereby acknowledge and agree:

I/we acknowledge that the terms of the extended warranty are outlined in the NHLW document and also subject to the builder’s Performance Standards.

I/we understand that by filling out this form and submitting payment, the POLYGON X3 SERVICE CONTRACT will be extended to provide benefits which expire five (5) years after the original purchaser’s close of escrow of the home.

I/we understand that I/we am/are responsible for the maintenance of the home including maintenance of the grade of the land surrounding the home, and that the builder shall not be responsible for any defect of damage to the home which is the result of my/our failure to maintain the home.

I/we understand that the extended warranty is subject to some additional exclusions. Because certain components have a defined useful life despite regular maintenance, the extended warranty does not cover caulking, furnaces, or water heaters.

Signature(s) of Home Owner(s):

_____ **Date:** _____

_____ **Date:** _____

Print above name(s): _____

Telephone number(s): _____

INSTRUCTIONS: Complete this form, enclose a check in the amount of \$_____ made payable to Polygon WLH, LLC, and mail to:

**Polygon Northwest Company
Attn: Polygon X3 Service Extension
109 East 13th Street
Vancouver, WA 98660**

