



# Homes by WestBay Homeowner Maintenance Manual







## Homes by WestBay Mission Statement

Homes by WestBay strives to deliver a better way of life to homebuyers in Tampa Bay through the best customer experience in the industry.

We deliver exceptional quality and value in our price range, superior design and we lead the market in customer satisfaction.



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# 1. WELCOME TO YOUR NEW HOME

Like you, I live in a Home by WestBay and I hope you will find as much happiness in your new home as my family and I have. As I drive your neighborhood and mine, I'm further delighted by the care that our homeowners demonstrate for their homes. Our neighborhoods look fantastic thanks to ongoing maintenance as well as the quality of our construction.

We've prepared this Manual to help with your new home—it includes important information on your warranty with us, the care and maintenance you will need to provide for your home, and some general troubleshooting help. You'll find a handy, easy-reference Homeowner Maintenance Schedule at the end of this Manual to further guide you in maintaining your new home.

And while we all love the Florida sun, you may have already come to learn that it is both a relentless and challenging force. This Manual was written with our Tampa climate in mind. This Manual was not written to be all inclusive or exclusive, so feel free to reach out to us if you ever have any questions, concerns, or just want input regarding the maintenance of your home—no matter how long you've owned it.

Welcome Home!

Sincerely,

Willy Nunn  
President



## 2. HOMEOWNER WARRANTY

The *Created for You!* experience doesn't end at closing. Part of the WestBay difference is our one-year performance warranty.

Aside from normal wear and owner maintenance responsibilities, we're there for you during our one-year performance warranty period.

We strive to deliver every Home by WestBay with no unfinished construction items and you can expect that your home will be 100% complete at closing. After you have lived in your home for 30 days, we will contact you to schedule your warranty orientation appointment. During this appointment your assigned Quality Assurance Representative will review your warranty coverage, your homeowner maintenance obligations and demonstrate maintenance tasks if necessary. Please understand, items of a cosmetic nature should be brought to the attention of your Construction Manager PRIOR TO CLOSING. **Wear and tear and cosmetic issues are not covered under the terms of this Limited Warranty.**

After you've lived in your house for 11 months, we'll be back to do another scheduled meeting at your home to make sure that any remaining maintenance questions are covered and any other issues that you might have are addressed. On top of that, you'll have a transferrable 2-10 Homebuyer Warranty Policy that protects you against structural failure for ten years. Please note that your one-year performance warranty for fit and finish is non-transferable.

### 2.1 2/10 Limited Home Builders Warranty

Included with your new home purchase with Homes by WestBay is the 2/10 Limited Home Builders Warranty for structural failure for 10 years. You will receive a Certificate of Warranty within 30 days after Homes by WestBay takes all steps required to make the express limited warranty effective. **You do not have a warranty without a valid Certificate of Warranty.** For more information, visit <http://www.2-10.com/>

**Register your warranty at [www.2-10.com/homeowner](http://www.2-10.com/homeowner)\***

**\*Not required for your warranty to be valid**

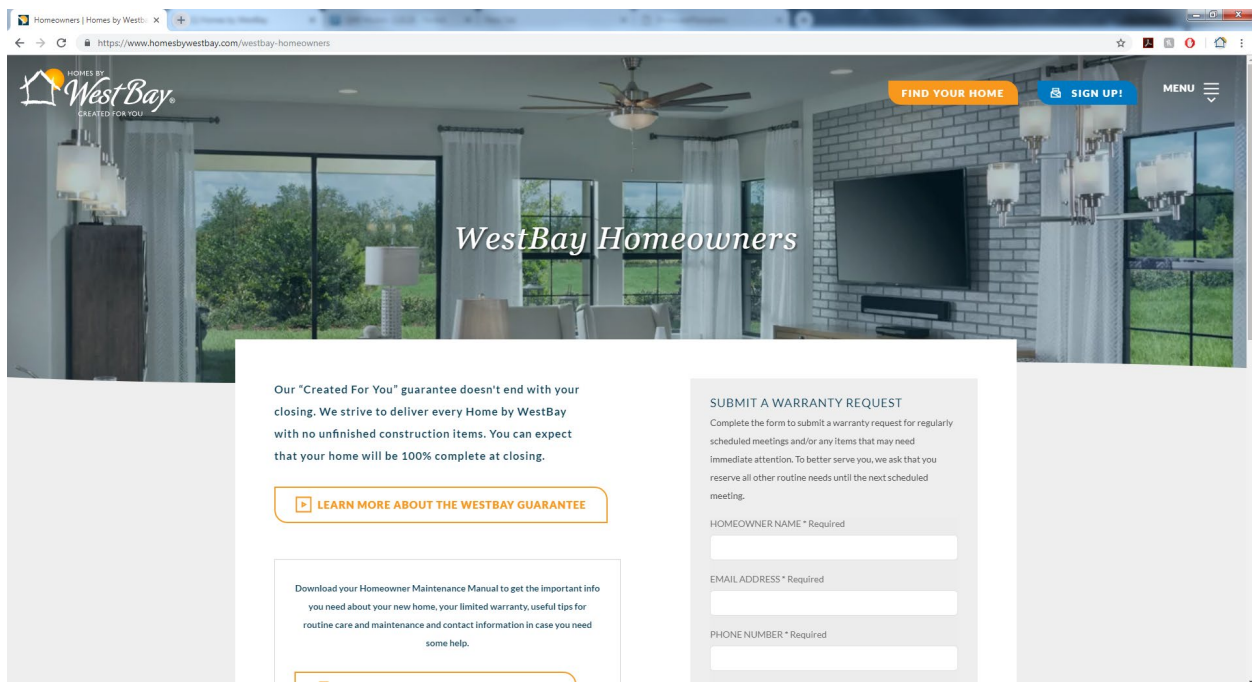
## 2.2 Warranty Service Requests

Requests for repairs after the closing of your home **MUST** be covered under the written warranty, and **MUST** be requested in writing. Our Sales staff is not responsible for, nor qualified to make judgments regarding repairs or replacements. All such decisions must originate from our Quality Assurance/Warranty Department.

If you believe you have an “Emergency” situation requiring immediate attention, please refer to the Emergency section of this Manual, as well as the emergency contacts information on your circuit panel door. If the situation is a Non-Emergency, please follow the instructions below for requesting service.

### 2.2(a) How to Request Repairs for Non-Emergency Situations

For your protection, and to allow us to maintain accurate and complete information on your home, all requests must be made in writing through the Homes by WestBay website at: <https://www.homesbywestbay.com/westbay-homeowners>



As an alternative method, if for any reason our website is unavailable, requests can be emailed to [warranty@westbaytampa.com](mailto:warranty@westbaytampa.com).

If you believe you have a covered repair to be made, please review the Warranty and Performance Standards included in this Manual prior to submitting the request. This section will help clarify if there is a deficiency to be corrected through Homes by WestBay, if it is covered by a separate manufacturer’s warranty, or if it is your responsibility as a homeowner maintenance issue. If after review of the guidelines, you believe there is a deficiency to be addressed, please

do so in a timely manner either as a non-emergency request, or an emergency request as the case may be.

Please fill out ALL of the requested information on the form, including your closing date, email address, and contact phone number. As you fill out the request, remember that we need as much detail as possible, including the room location.

When we receive your written request, a Quality Assurance Representative will contact you and schedule an appointment to assess your request. Your Quality Assurance Representative will determine if item(s) is covered under the Homes by WestBay Limited Warranty, if it is covered by a separate manufacturer's warranty, or if it is a homeowner maintenance item. In most cases, we may need to examine the item for better evaluation and to fully understand the nature of the request to determine what action may need to be taken.

Items that are determined to be the responsibility of separate manufacturer's warranty can usually be scheduled over the phone directly with that manufacturer. The product manufacturer and their phone numbers are listed in the separate manufacturer's warranty documents that you received with your closing documents, or that were located in your home at the time of your pre-closing orientation with your Construction Manager.

Reasonable cooperation is needed to allow us access to your home to address any covered repairs, including access to investigate, evaluate, repair, replace, correct, or monitor items found to be defective. We do not reimburse for any time taken off from work for any repairs. You must also not pay for repairs, or assume any obligations to pay for any repairs to remedy any situation for a claimed defect without Homes by WestBay's prior written approval. These items will not be reimbursed. Homes by WestBay will not be responsible for expenses you encounter for any work performed by persons other than those designated by Homes by WestBay, without prior written approval from Homes by WestBay. **Our Quality Assurance Representatives in the field do not have the ability to extend the Limited Warranty in any way.**

Requests for non-emergency repairs should be noted during your next scheduled walk date (30 day or 11 month), and items are usually completed within 30 days. Occasionally, due to circumstances beyond the control of Homes by WestBay, this process may take longer than 30 days. Delays can be the cause of shortages in material or labor, back orders, weather problems, or other unanticipated events. We strive to communicate updates for any timeline delays as best as possible. Some service calls may need to be scheduled over several days based on the sequence of work to be done. This process allows the Quality Assurance department to complete repairs more efficiently.

Once work has been completed, you will be asked to sign an acknowledgment that the work is done and possibly, and where appropriate, a release of claims relating to the repaired or replaced defect. Any such release will not prevent you from making claims on any subsequent or different construction defects. In the event a dispute arises relating to any Quality Assurance issues for any covered claim, such disputes will be resolved pursuant to the arbitration procedures defined in section VI of the Limited Home Builders Warranty.

## 2.3 Emergencies

Emergencies are defined as a defect or problem that causes the home to be uninhabitable, causes immediate danger to the occupants, or poses the likelihood of significant damage to the property, your home, or the home site. These may include the following:

- A. **Water Supply Leak:** This is defined as a water leak that forces you to shut off the main water supply to your home from the city connection. A leak that can be isolated at a single location such as a toilet or sink, and shut off at that location, is not defined as an emergency situation. Please follow the water shut off procedure reviewed at your pre-closing orientation to isolate this type of leak and follow the general warranty request procedure.
- B. **Total Electrical Failure:** Defined as a situation where you lose power to your entire home and you have verified that your neighbors' power is functioning properly. If the power failure is more widespread, please contact your utility service provider.
- C. **Natural Gas Leak:** If there is a Natural Gas leak, please immediately shut the gas off at the meter and immediately contact your Gas Service provider. Contact your Gas Service Provider from outside of your home as a cell phone may ignite gas fumes.
- D. **Total Loss of A/C:** Defined as a situation where all A/C units, in the home, are not functioning. If your home has two or more A/C units and at least one is functioning, this is not considered an emergency.

In case of an emergency situation, your first response should always be to protect your family from any risks. If the situation does not pose imminent danger, you should make every effort to limit any effects or damage from the situation (such as shutting off water, gas, etc.) and then you should contact the emergency service number that fits your situation.

**\*\*\*\*\*In case of an emergency situation after normal business hours, you should contact the Contractor first ( information can be found on the sticker on your circuit panel), followed by Homes by WestBay through the website. \*\*\*\*\***

A Homes by WestBay Quality Assurance Representative will contact you to offer assistance and to advise what procedure you should be following. Do not delay in reporting any actual emergencies. Damage caused by the delayed response time is not the responsibility of Homes by WestBay nor that of the 2/10 Limited Warranty. **Damage to personal property as a result of any defect is also not the responsibility of Homes by WestBay nor that of the 2/10 Limited Warranty. These items would have to be addressed by your Homeowners Insurance policy.**

Items not covered or deemed un-addressable under this limited warranty include earthquakes, fire, severe weather, or invasions by pests or insects. Your Homeowners Insurance Policy may cover these items or circumstances and you should consult your agent.

If the situation is covered by the limited warranty, but does not constitute one of the emergency situations described above, please follow the normal procedures for requesting service listed in the Section 2.2(a) of this Manual.

### **2.3(a) Utility Shut-Off Procedures**

During your pre-closing orientation with your Homes by WestBay Construction Manager, you will be shown several locations of various types of “shut off valves”. These shut offs will be demonstrated to you so that in a situation where applicable, you will be able to locate and use the shut off functions. Below is a brief summary of the several types of shut offs you will need to be familiar with.

### **2.3(b) How to Shut Off the Gas**

Shut the gas off to your new home ONLY if you suspect a leak or can smell excessive amounts of gas in the air.

1. Find the main shut off valve located on your gas meter outside the home
2. Use a wrench and turn the valve in either direction so that it runs crossways on the pipe, this indicates that the valve is closed
3. Call your gas service provider immediately

### **2.3(c) How to Shut Off the Electricity**

1. Locate your electric panel breaker box
2. Locate the “main service” breaker
3. Flip this breaker completely to the off position

### **2.3(d) How to Shut Off the Water**

1. If the leak is located at a sink, toilet, washing machine, water heater, dishwasher, or other location that has an isolated shut off valve for that specific fixture. There will be one of two types of valves used. Turn valve, turn clockwise to shut off. Push/Pull valve, pull stop out while supporting the main piping to turn off.
2. If this does not work, you can use this same procedure at the secondary shut off location on the main water inlet to your home. This is usually located beside your garage. Turn this valve to a crossway position related to the pipe and this shuts off the flow of water to the home.
3. If this still does not work, locate your water meter provided by your utility service provider. This is most commonly out in the front of your property near the sidewalk on one side of your property or the other. You will need a wrench to close this valve as well. Open the meter box door, locate the brass valve on the water line, and turn it to a crossway position related to the pipe and this shuts off water flow from the meter

4. Check with neighbors or the local water service provider to verify that the water has not been shut down in your area for routine maintenance.

### **2.3(e) Total Loss of Heat or Air Conditioning**

If you find yourself with no heat or air conditioning, the checklist that follows may help identify the cause. You should also review the manufacturers' literature for additional hints.

**The following are normal homeowner maintenance items: (note: if your heating contractor makes a service call to repair one of the items listed, there will be a service charge to you)**

- A. Thermostat temperature setting and switches
- B. The ON/OFF switch to the outlet supplying the furnace or air conditioner
- C. ON/OFF switch on furnace or air conditioner itself, if any
- D. The fuse, if your furnace or air conditioner has one
- E. Breaker on the electrical panel
- F. Drain line if thermostat has no reading – the drain line may be plugged. Check the float switch on the secondary drain. If there is water in the secondary drain line the main line needs to be cleaned out for proper operation.
- G. Change a dirty filter, or damage to your system caused by not regularly changing your filter

If none of these items correct the problem, refer to the trade contractor phone list and the emergency service information in this Manual for appropriate phone numbers.

### **2.3(f) Total Loss of Power**

In the event you experience a total loss of power to your new home, please check the main breaker inside the panel first to ensure it is in the “on” position. Next, check to see if the power outage is more widespread. See if your neighbors have also lost power. Check both of these conditions prior to making an emergency call for service. Please remember, circuit breakers have three (3) positions; “on”, “off”, and “tripped”. Simply switching a breaker from the “tripped” position, to the “on” position, will not work. The breaker must first be flipped completely to the “off” position, and then returned to the “on” position.

**IMPORTANT NOTE: If the main breaker trips, or is turned to the “off” position, please wait 2 to 3 minutes prior to flipping it back to the “on” position. This helps to avoid overloading the system.**

If, after checking the items above, none of these remedies works, call the emergency number for the electrician located on your emergency warranty sticker located on your electric panel.

**Please note, if loss of power is limited to a section, or sections, but not the entire home, this is not considered an emergency situation.** If the electric is off in limited areas please use the following troubleshooting suggestions to help determine the nature of the issue you may have. Once checked, you should follow the procedure for requesting normal warranty service as outlined in this Manual.

**Wall switches:** If you have an outlet not working, please first check to see if this is a “half hot” outlet controlled by a wall switch. These outlets are usually installed upside down when compared to other outlets and are commonly found in bedrooms, the study, and formal rooms such as grand rooms or living rooms. If it is a ceiling light in question controlled by a switch, please first check the light bulb to ensure it is a good bulb. **LIGHT BULBS ARE NOT COVERED BY THIS LIMITED WARRANTY.**

### 2.3(g) Total Loss of Water

There are two (2) ways to shut off ALL of the water to your new home. The first is located at the main water inlet line most commonly located on the side of your garage (verify at your pre-closing orientation), and the second is located at the water service provider’s meter most commonly located at the front of your property.

If you lose water to your entire home, you should first check both of these locations to see if for some reason water service has been turned off at either one, or both. You should also check with your neighbors to see if water has been shut off to your community for routine maintenance. If these items do not correct the issue, please call the emergency number for your Plumber, located on the warranty sticker at your electric breaker panel.

**Please note, lack of HOT water is not considered an emergency.** In the event you have no hot water, you should check either the breaker on your water heater if electric powered or the pilot light if gas powered. Refer to the manual provided with your water heater for further troubleshooting techniques.

### 2.3(h) Plumbing Leaks that Require the Main Water to be Shut Off

If a plumbing leak occurs, the first step is to turn off the supply of water to the affected area to prevent further water seepage. If this means that you need to shut off water to the entire home, then this situation constitutes as an emergency and you should immediately contact the Plumber at the emergency number located on the warranty sticker.

**Please note, having to shut off the water to an isolated item such as a toilet, or sink, does not constitute an emergency.** If this is the case, please submit a request for service through the normal procedure described in this Manual.

## 2.4 Service Calls

**Service calls are scheduled between the hours of 8:30 am and 4:00 pm Monday through Friday.** We will contact you to let you know when we would like to gain access to your home to do needed repairs or replacements. It will be required for either you, or a designee of your choice (over 18 years old) to be present to allow us to enter your home to do the needed work. We will make every effort to schedule repairs at your convenience; however, we will need your cooperation to permit us to complete any inspections and repairs in a timely manner. It may also be important to note that service work may be delayed or prolonged because of special scheduling requirements. Requests for repairs or service will usually be completed within 30 days after the written request is first made following the procedures explained in this Manual.



## 3. HOMEOWNER MAINTENANCE OBLIGATIONS

Your home has been built with natural and modern manufactured materials. It will require regular preventive maintenance by you to preserve its beauty and value. An understanding of how to care for each feature in your home will help prevent costly repairs and replacements later.

The features and systems in your home require routine maintenance. **Homes by WestBay is not responsible for damage, deterioration, or destruction of items due to improper or inadequate maintenance by the homeowner.**

Preventive maintenance on your home should begin when you move in. Read the following sections of this Manual to become familiar with the procedures for maintenance. The sections provide an overview of the features and materials in your home. Please study each section carefully so that you become familiar with the routine maintenance that your home requires. Some of the items may not apply to your particular home.

The care and maintenance information and obligations set forth in this section and elsewhere in this Manual are not exclusive nor all inclusive. Various products and materials incorporated into your home have maintenance guidelines published by their manufacturers, which have been provided to you. In addition, your home could have features or items that are not listed in this Manual. If you have questions, please contact your Quality Assurance Representative.

The following pages have important facts about your home, the materials that were used in construction and other details that will enhance your knowledge of the home. This information is provided for your convenience and is not intended to supersede or replace the information that was included in your purchase documents. Some of the following items may not apply to your home. The Quality Assurance Department is your best source of additional information about your home.

### 3.1 Appliances

Appliances are warranted by their manufacturers ONLY, and are based on the guidelines within the terms and conditions of the written warranties supplied by the manufacturers. These warranties as well as any maintenance and preventative care procedures provided by the manufacturer have been provided to you along with the purchase of your new WestBay home and they should be read thoroughly and completely and stored in a convenient place for future reference. Some additional information about appliances may be found in the “Electrical” and/or “Plumbing” sections of this Manual.

- A. Fill out, and mail in any and all warranty cards found in your new home or provided to you at your new home orientation. You can also register your appliances online through the manufacturer’s website.
- B. If a problem arises with any of these appliances, please call the customer care number listed with the manufacturer’s warranty information to schedule any service. When calling to report any problems, please be prepared to provide the following information:

- Date of purchase (closing date of your WestBay home)
  - Serial numbers and model numbers (usually found inside the appliance, or on the back)
  - A complete description of the problem or symptom
- C. Black “glass” panels on appliances are usually plastic and should only be cleaned with mild detergent and water. Abrasive cleaners may damage this surface and should not be used.

### **3.2 Arc Fault Circuit Interrupter (AFCI) Devices**

During your New Home Orientation, the Homes by WestBay Representative will point out the breaker location of the arc fault circuit interrupter devices (AFCI outlets) in the main electrical panel. Each wall outlet in every bedroom is protected by an AFCI to mitigate against most arcing conditions as might be created by older appliances such as vacuum cleaners, etc. For instance, some older motors may create internal sparks while running which could trip the AFCI.

Conventional circuit breakers only respond to overloads and short circuits so they do not protect against arcing conditions that produce erratic current flow. An AFCI is selective so that normal arcs do not cause it to trip.

The AFCI circuitry continuously monitors current flow through the AFCI. Once an unwanted arcing condition is detected, the control circuitry in the AFCI trips the internal contacts, thus de-energizing the circuit and reducing the potential for a fire to occur. An AFCI should not trip during normal arcing conditions, which can occur when a switch is opened or a plug is pulled from a receptacle.

Presently, AFCIs are designed into conventional circuit breakers combining traditional overload and short-circuit protection. AFCI circuit breakers have a test button and look similar to GFI circuit breakers. To reset, simply press the reset button on the appropriate breaker in the electrical panel.

### **3.3 Attic Access**

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

### **3.4 Balconies and Decks**

Your home may feature balconies and decks. Do not install heavy equipment or nail anything to balcony or deck. The hole caused by the installation could allow water to enter your home and cause damage. The damage is your responsibility.

The flat surface of your deck has been treated with a sealant to prevent water penetration. It will require periodic application of a sealant to maintain its durability. A builder's supply, home center or hardware store can recommend a sealant.

If your balcony or deck has roof drains, they should be kept free of debris. This allows proper water flow from the balcony or deck. After rain, water may stand in small puddles for a short time before evaporating. This is to be expected of any flat surface and is normal.

If you place plants on your balcony, make certain that drainage from the plants does not accumulate on the floor of the balcony. Water can be trapped under potted plants and trays on your balcony or deck, which can deteriorate the balcony or deck surface.

Consult your Homeowners Association and/or a licensed contractor as applicable, before you consider making any structural or cosmetic changes to your balcony or deck.

### 3.5 Baths

**Fittings:** Your plumbing fittings are designed to stay new-looking with minimal effort. Avoid abrasive cleaners. Clean with a soft, damp cloth followed by a brisk polishing with a clean, dry cloth.

**Porcelain:** The delicate beauty and gloss of porcelain bathtubs, toilets, and sinks are easily maintained by observing a basic rule: never use abrasive cleaners. These cleaners scratch through the glass-like surfaces quickly. Liquid dishwashing detergent on a moist cloth is preferred. Although porcelain is durable, be careful not to drop heavy articles on it that can cause chipping. Should scratching or chipping occur, contact a porcelain repair business.

**Tubs, Showers and Surrounds/Enclosures:** Given proper care, the smooth surface of a fiberglass tub or shower will remain beautiful and easy to clean. As with any highly polished surface, regular care and no abrasives are the main rules to follow. Normal cleaning should be done with any liquid cleaner, detergent, or foaming cleanser. Alcohol used as a cleaning agent may cause discoloration. Stubborn stains can be removed with acetone or household cleaning solvents used with a nylon-scouring pad. Never use metal scrapers or similar tools. If the surface becomes dulled by an abrasive cleaner or other harsh treatment, rub the dull area with an automotive cleaning or rubbing compound and then wax it.

### 3.6 Cabinets

Your cabinets are made of finished hardwoods, painted wood, or laminated vinyl materials. To maintain the beauty and utility of your cabinets, proper care is required. Remove splashes and splatters promptly to avoid permanent stains. Do not wash laminated cabinets with water or water-based cleaners. If the cabinet manufacturer has provided maintenance instructions, please refer to them for recommendations as to proper products to be used.

The wood in your cabinets is a natural product. Some fading of the original color will occur. Wood is subject to drying and can warp. This could cause drawers to stick and prevent doors from closing properly. If you notice sticking drawers and cabinet doors that do not close properly

during the Home Builder's Limited Warranty Period, please notify the Homes by WestBay Quality Assurance Department in writing. After the Homebuilder's Limited Warranty period has expired, maintenance of cabinet drawers and doors is the responsibility of the homeowner.

The hinges on your cabinet doors can be lubricated, if necessary, with an oil-based lubricant. Apply a small drop of oil to the top of the hinge and work the door back and forth several times so the oil will penetrate into the hinge. Wipe the excess oil with a dry paper towel.

### 3.7 Caulking

Over time, and particularly during warm, dry weather, caulking will dry and shrink. When this happens, it no longer provides a good seal against moisture. As part of your routine maintenance, you should inspect the caulking around your sinks, showers, tubs, countertops, and ceramic tile, making any necessary repairs to the caulking every six (6) months or as needed. Caulking guns and applicator tubes, disposable caulking guns, and caulking compounds are available at hardware stores and home centers. Be sure to use the appropriate sanded or un sanded color match caulk for any grout areas.

Re-caulking, or any other repair by us, **does not** extend the terms of our Home Builder's Limited Warranty. Refer to the Home Builder's Limited Warranty section of this Manual for complete details. Please keep in mind that when we re-caulk or make any repairs to a painted, stained, colored or finished surface, it may not be possible to match the previous color. Variances in color are normal and are to be expected.

### 3.8 Ceiling Fans

Check your home's electrical plan for ceiling fan pre-wire locations. DO NOT hang a ceiling fan from an existing ceiling light box without adding additional support to carry the extra weight.

### 3.9 Concrete

Concrete is a major material in your home. It provides strength and durability for the foundation. Your concrete requires minimal care. It should be kept free of accumulated dirt and debris. Oil and grease stains and standing water should be removed. Concrete cleaners are available at home centers and hardware stores.

Due to the extremes of weather, temperature, and moisture in this area and to the nature of concrete, masonry, and stucco, it is normal for concrete to shrink and expand. This will result in normal, hairline cracks on the surface which are characteristic of concrete and which do not affect the strength, performance, or purpose of the concrete, masonry, or stucco. **Homes by WestBay makes no representations or warranties that the building slab or adjacent concrete will be free from shrinkage or surface cracking.**

#### 3.9(a) Exterior Flatwork (concrete, pavers)

The driveways and walkways in your home are designed for residential use. Should any vehicle heavier than a conventional automobile or pickup truck be allowed to use your driveway, Homes

by WestBay will not respond to complaints of driveway cracking. For your own protection, do not allow moving vans, lumber, concrete, landscaping and pool trucks, etc. to make use of your driveway.

Remove plant growth from the expansion joints when it appears. Left to grow, the roots of small plants expand and could crack or otherwise damage your concrete. If this happens, obtain patching cement from a hardware store or home center and follow the directions on the package for proper repair. Patches in concrete will vary in color from the original material. This is normal and cannot be avoided.

Top soil, fertilizer and other chemical treatments for lawn care can discolor concrete and should be swept off immediately. Do not run water, or allow puddles to occur, near concrete foundations, fences, walls, walks and driveways. Water can cause soils expansion and infiltration and reaction to soils chemicals such as sulfates that can cause concrete to fracture or deteriorate.

Pavers have specific set of characteristics that owners should be aware of. These include: color, efflorescence, surface texture, minor cracks, chips and scratches, exposed aggregate. These are a natural part of pavers and are not a deficiency. Pavers must be maintained properly with cleaning and re sanding as needed. Some settling is to be expected. Homes by Westbay will do a one time repair in the warranty period for any settling that exceeds ½” in an 8’ span.

### **3.9(b) Foundation Slabs**

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

### **3.10 Countertops**

#### **3.10(a) Granite and Quartz**

Granite is a natural stone product. Quartz is a man-made product from natural materials. These surfaces can be scratched by knives or sharp objects, and they can be etched by some chemicals or food products. Use cutting boards to avoid scratches. Remove spills immediately to avoid stains. Do not use abrasive cleansers or scouring pads. Most food and drinks are acidic and can etch the finish on the marble. Do not place any items which may scratch or burn the surface directly onto the counter top. **Homes by WestBay Home Builders Limited Warranty does not cover cosmetic damage to your countertops unless reported at the time of the New Home Orientation.**

#### **3.10(b) Solid Surface Materials (Such as Corian)**

Solid surface materials are durable, man-made products designed especially for use in counter tops. However, they are not impervious to stains and damage, and require regular cleaning to

maintain their beauty. These materials are susceptible to burns, so do not place a hot pan or a cigarette directly on the counter. As with any surface, it is best to clean up spills immediately. Use non-abrasive cleaners and dry with a soft cloth to enhance the luster.

### **3.11 Doors**

#### **3.11(a) Exterior Doors**

Check the finish on your exterior doors several times a year. Doors that receive direct sunlight should be inspected more often. If you notice cracking or peeling, refinish the door promptly. Use touch-up paint as needed and repaint once a year or as required. If left unattended, cracking and peeling will progress rapidly and destroy the surface of the door. Reposition sprinklers that spray doors and other wood or metal surfaces, as water can severely damage these surfaces.

Avoid slamming doors because damage may result. Do not make hasty adjustments on new doors, since the condensation and humidity of a new home will affect them only temporarily. Occasional slight sticking is normal and even desirable for a weather-tight fit. To eliminate minor sticking, try paraffin, candle wax or commercial dry lubricant sticks.

If occasional lock sticking occurs, exterior locks can be easily freed with a lubricant sold in most hardware stores. Locks may require adjustments of the strike plate on the door jamb. To adjust, remove the strike plate and carefully file the latch opening, or, move the strike plate by moving the screws into new positions.

Small cracks may also develop during a dry season and may disappear during wet winter months. If the cracks do not disappear over time, they can be easily filled with wood putty, caulking compound or filler. These materials may be obtained at your local hardware store or home center.

The shrinkage of insert panels in doors showing raw wood edges is not uncommon due to temperature and humidity changes and can be corrected by repainting after the movement has stabilized.

Inspect the weather-stripping on your exterior doors frequently. Weather-stripping should form a reasonably tight seal to prevent air and water from entering. Normal contraction of wood doors can leave a small gap in the weather-stripping. This is normal. The small gap will close when the humidity increases and the door expands. Re-glue or replace rubber and synthetic weather-stripping that has worked loose. Use an appropriate commercial weather-stripping cement or glue. Do not use super glue type adhesives.

Metal weather-stripping components can become unfastened. If this happens, carefully reshape the metal to its proper position and fasten it with small nails or tacks. Replace metal weather-stripping that has been damaged beyond this simple repair procedure.

Before you make structural or cosmetic changes to your exterior doors, check with any Homeowner's Association to which you may belong to determine any restrictions or necessary

procedures or permits in connection with such changes.

### **3.11(b) Interior Doors**

It is a good idea to keep duplicate keys for the bathrooms and other locking doors. Children may accidentally lock themselves into a room and be unable to work the lock. You may find that some interior locks can be opened with a small screwdriver or similar tool. Remove finger smudges from painted or varnished interior doors by washing with warm water and a soft cloth or sponge. Dry the surface thoroughly with a soft cloth or towel. Check your interior doors frequently and use touch up paint or varnish when necessary. These simple steps will keep your interior doors beautiful and in top condition. If your closets feature sliding doors, keep clothes and other items away from the doors so they do not obstruct the door's proper operation. The roller and tracks should be lubricated with an oil-free silicon lubricant. Oil and grease attract dust and dirt that become embedded in the lubricant and tracks.

### **3.11(c) Metal Doors**

Metal doors require paint touch up but usually require little other care. Observe the lower edge of metal doors to inspect for rust. Remove the cause of the rust where possible and any rust stains, and use touch up paint to cover the exposed metal.

### **3.11(d) Wood Doors**

The doors and doorframes in your home may be made of painted or varnished wood. Wooden doors are subject to expansion and contraction with changes in heat and humidity. The result can be warping and sticking. This is normal and may correct itself as conditions change. You should allow your home to go through at least one dry and damp season before you make other permanent changes.

You can correct most sticking doors by the careful removal of small amounts of wood. Usually, this can be done with sandpaper. In most cases, it is not necessary to remove the door. Use sandpaper to lightly sand the door to remove a small amount of wood at a time until the door no longer sticks. Use touch up paint on the exposed wood promptly.

Small cracks may also develop during a dry season and may disappear during wet winter months. If the cracks do not disappear over time, they can be easily filled with wood putty, caulking compound, or filler. These materials may be obtained at your local hardware store or home center.

The hinges and locks on your doors may require lubrication from time to time for proper maintenance and to prevent squeaks. To lubricate, remove the hinge pin, rub it with a graphite tube or lead pencil, and then replace it. We do not recommend using oil because it accumulates dust.

Door knobs that are used frequently can become loose. As soon as you notice such a condition, tighten any screws on the doorknob that are loose.

The shrinkage of insert panels in doors showing raw wood edges is not uncommon due to temperature and humidity changes and can be corrected by repainting after the movement has stabilized.

### 3.11(e) Garage Doors

Since the garage door is a large, moving object, periodic maintenance along with following the manufacturer's instructions will insure safe and reliable operation. Do not allow anyone except the operator near the door when it is in motion. Keep hands and fingers away from all parts of the door except the handle. Do not allow children to play with or around the door.

Every three months, a 30 weight automobile oil or similar light lubricating oil should be applied to all metal moving parts: hinges, pulleys, and springs. Wipe away any excess oil. Do not lubricate the tracks or the surface of the nylon roller. If needed, you can adjust the tension on the upper and lower rods to compensate for any warping of the door. At this same three-month interval, check to see that all hardware is tight and operating as intended without binding or scraping. Contact a garage door company for assistance and to obtain a maintenance program.

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

If an electric door operator is installed, be sure the door is completely unlocked and the pulldown rope has been removed before using the operator. The six-month inspection and servicing described above is still needed even if an electric opener is installed. If your home has a sectional garage door that is made of lightweight steel, the door is very susceptible to denting and scratching. Take care to avoid leaning objects such as bicycles or ladders against the door. **Any damage to this door MUST be noted at your New Home Orientation.**

Adjustments to the garage door mechanism may be needed after extensive use or after painting or repairs. The mechanism is under high tension. Injury can result if the mechanism is improperly handled. Contact an authorized dealer or other garage door service provider if adjustments are needed.

Automatic garage door openers and sectional garage doors may be covered by a manufacturer's warranty. Please read the manufacturer's warranties provided to you in conjunction with your home purchase for information on maintenance, operation, and electronic coding.

### 3.12 Effects of Weather and Temperature

All building materials are subject to expansion and contraction caused by changes in temperature and humidity. This applies to everything in your home, including the concrete. Materials expand or contract at different rates. This can result in separation between materials, particularly dissimilar ones. The effects of this expansion and contraction can be seen in such things as small cracks in the foundation, drywall, paint -- especially where moldings meet



sheetrock, and mitered corners, where tile grout meets tub or sink, etc. This can be alarming to an uninformed homeowner, but, in fact, it is very normal, even in the highest quality of construction.

Effects of weather and temperature will occur in your home. It will be most noticeable during the first year, but typically continues into subsequent years. In most cases, caulking and paint is all that is needed to repair this minor evidence of a very natural phenomenon. Even properly installed caulking will shrink and must be maintained. You can minimize these effects by maintaining a constant temperature in your home during the first year. This allows the wood to dry at an even rate and may eliminate larger settlement cracks. Minor cracks and displacement of wood are a normal part of the aging process of your home and do not affect its structural integrity.

### **3.13 Electrical System**

The electrical system in your home is intended for normal residential use. We highly recommend that you consult a licensed electrician to make changes or additions to your electrical system. Please note that a permit may be required for changes and additions to your electrical system.

### **3.14 Exterior Finishes**

The primary exterior finishes on your home are wood and stucco. Because they are exposed to constantly changing weather conditions, the exterior finishes on your home require routine maintenance and care. We recommend that you inspect the exterior surfaces of your home every three months.

Brick is a masonry product with a cement mortar product between the bricks. Minor hairline cracks are common in mortar joints in masonry construction and do not reduce the function in any way.

The white, powdery substance that sometimes accumulates on brick and paver surfaces is called efflorescence. This is a natural phenomenon and cannot be prevented. In some cases, it can be removed by scrubbing with a brush and strong vinegar.

The paint on exterior and interior wood surfaces must be maintained in good condition at all times. Chips, scratches, and other breaks in the surface of the paint must be repainted promptly, or serious damage to the underlying wood could result.

#### **3.14(a) Exterior Paint**

Check the painted/stained surfaces of your home's exterior annually. If you repaint before there is much chipping or wearing away of the original finish, you will save the cost of extensive surface preparation. It is a wise maintenance policy to plan on refinishing the exterior surface of your home approximately every two to four years (or as often as your paint manufacturer suggests for your area and climate).

The chemical structure of the paint used on the exterior is governed by the climatic conditions. Over a period of time, this finish will fade and dull a bit. Wood trim painted white or light colors will more readily show grain and cracks and will therefore require additional maintenance. Do not allow sprinklers to spray water on the exterior walls of your home. This will cause blistering, peeling, splintering, and other damage to the home.

Please be aware that all paint is subject to yellowing and discoloration. The action of the sun usually minimizes yellowing on exterior surfaces. However, yellowing can be noticeable on interior surfaces. Yellowing is caused by the natural drying and aging of the paint and by exposure to certain chemicals such as ammonia fumes and others that are found in some household cleaners.

Light colors and white painted surfaces are more subject to yellowing than darker colors. Yellowing of oil-based paints is unavoidable. Because yellowing tends to take place over time and relatively evenly on given surfaces, it may not be noticeable until you use touch up paint. Your local paint store can assist you in choosing a touch up paint that will be a close match for yellowed paint.

Our Quality Assurance Department will repair only when the problem is the result of improper original application or faulty material. It must be noted, however, that paint changes color as it seasons and we cannot guarantee a perfect color match in areas when touch-up is made after original application. Always dispose of paint and other hazardous materials properly. Please note that any exterior painting, and any variations from the original colors of your home, may require approval of your Homeowners' Association.

### 3.16 Floors

The flooring in your new WestBay home requires regular maintenance and care to provide years of comfort. The coverage provided under the Homes by WestBay Limited Warranty is limited only to materials that were installed by Homes by WestBay during the construction of your new home. If you have installed products from an outside source and installed them after close of escrow, you must contact that supplier directly.

In some instances, especially in upper floors, floors may squeak. Squeaky floors are usually caused by changes in weather conditions and seasons when shrinkage and expansion are at their peak. These squeaks may also occur with the normal settling of your home. This is a normal condition, and is not considered a defect under the limited warranty coverage. There will be a one-time courtesy review/correction of floor squeaks during the warranty period. For any areas under carpeting the carpeting may be pulled back to facilitate removing the squeak. Homeowner is responsible to move any furniture to provide access for the repair. Any tiled areas will be attempted to be secured through a grout joint and then have the grout touched up. Floor squeaks under Luxury Vinyl Planking in the field area will not be addressed. Please inspect your finished flooring carefully during your new home orientation. **Any damage or defects in the flooring MUST be noted at this time.** Cosmetic items are not covered under the limited warranty and cannot be addressed at a later time. This damage includes, but may

not be limited to chipped or broken tiles, scratched vinyl plank floors, torn carpeting, and scuffed flooring. These items will be your responsibility.

The subfloors of your home have generally been designed to support the weight of your home, plus a 40-pound per square foot furniture and occupancy load. Waterbeds and pool tables may exceed this limit. Homes by WestBay will not be responsible for any damage resulting from such overloads.

See section 3.37 for tile flooring.

### **3.16(a) Carpeting**

Vacuum carpeting frequently to avoid the buildup of dirt and grime. High traffic areas should be vacuumed twice a week. Use a fixed brush attachment on your vacuum cleaner. If your vacuum cleaner has a beater type attachment, the beater should barely touch the tops of the carpet fibers.

Eliminate carpet shedding fibers as they appear. Loose carpet fibers will work their way to the surface for quite some time. This is known as fluffing or shedding. Vacuum these fibers as a part of your routine cleaning. If a tuft of carpet appears which is longer than the surrounding carpet, do not try to pull it out. It is probably attached to the backing and simply needs to be trimmed to the height of the surrounding tufts.

Visible carpet seams are to be expected and are not an indication of a fault in the carpet. Most rolls of carpet are produced in 12 foot widths. This dictates that most of your rooms will have at least one seam. Professional installers will attempt to install your carpet with the minimal amount of seams and without excessive waste. Seams are most visible in a home before it has been furnished and occupied. As your carpet wears, the fibers will blend together, eliminating many of the visible seams. Visible seams are not a defect unless they have been improperly made.

When moving furniture, lift rather than drag the pieces over carpeting, to avoid lumps and snags. Doormats are an excellent way to save your carpets. Use them in high traffic areas with one on each side of exterior doorways.

Remove spills immediately. Stain removal is easier if it is done promptly. Consult your specific manufacturer's warranty information for stain removal. Cleaning products should be tested on a section of carpeting that is not in a high traffic area. Do not use cleaners that have not been recommended by the manufacturer for the carpeting materials in your home.

You may void your manufacturer's warranty using cleaners that have not been recommended by the manufacturer.

Thoroughly clean your carpets at least once each year. While do-it-yourself carpet shampoo devices can be effective, consider employing a professional carpet cleaner. It is recommended to only dry-clean your carpets, as wet steam cleaning them may void the manufacturer's warranty and cause your carpet to stretch prematurely.

You should refer to the manufacturer's recommendations on carpet care for additional information. Regular vacuuming and immediate treatment of stains will prolong the beauty and life of your carpeting.

### **3.16(b) Luxury vinyl plank flooring**

Vinyl plank flooring is more resilient than wood flooring. With proper maintenance it will last for many years. While the planks are a composite material they may still exhibit minor differences, deflections, and color variations. These are not considered defects and are now covered under the terms of the warranty.

Preventative maintenance:

Always protect floors when moving heavy objects to prevent permanent scratches or tears. Use appropriate floor protectors or heavy duty felt protectors under tables, chairs, and any other heavy home furnishing.

Door mats should be used at all entrances to absorb soil and moisture. If mats are placed directly on top of the flooring, use mats without a latex or rubber backing to avoid possible discoloration.

Avoid exposure to direct sunlight for prolonged periods by using drapes or blinds.

Routine Maintenance:

Daily removal of dirt and dust is important to prevent particles from abrading the surface.

Sweeping, mopping and vacuuming are all recommended methods. Do not use a vacuum with a beater bars.

Periodic wet cleaning will be necessary to help maintain the floor's appearance. Always pre-sweep or vacuum. Make sure the cleaning agent is PH neutral and not abrasive.

Do NOT use mop n glo, orange glo, quick shine, steam mops, or Mr. clean magic erasers. These can all damage the finish.

Spot and Spill removal:

Absorb wet spills quickly. Dried spots should be removed by gentle agitation and rinsed with clean water.

Use rubbing alcohol with a clean cloth for spots requiring a solvent type cleaner that water and cleaning agents cannot remove.

Do NOT use vinegar on your floor.

### **3.17 Ground Fault Interrupt (GFI) Devices**

During your New Home Orientation, the Homes by WestBay Representative will point out the location of ground fault interrupt devices (GFI outlets). Usually, GFI outlets are located in bathrooms near tubs and sinks, kitchens, laundry rooms, garages, and on the

exterior of your home. These are special circuit breakers that are designed to break the flow of electricity in the event of a short circuit. This will prevent dangerous electrical shock.

GFI circuits have a test and reset button. These are pointed out during the New Home Orientation. Once each month the test button should be pressed. This will trip the circuit. To return service, press the reset button. If a GFI breaker trips during normal use it may be an indication of a faulty appliance and some investigation is in order. Always check the GFI breaker before calling for warranty services.

Do not plug appliances such as air conditioners, refrigerators, and food freezers into GFI outlets. The electrical surge that occurs when these appliances cycle will trip the GFI outlets and break the circuit. Heavy electrical usage appliances such as power tools or even hair dryers can trip the GFI breaker. Atmospheric moisture, such as during rains or after a hot shower, may also trip the GFI breaker.

It is possible that some outlets that are connected to the GFI device are not so marked. If you have a failure at an outlet, reset the GFI devices as well as the circuit breaker. Continued failures indicate a potentially dangerous electrical problem. Contact a licensed electrician for assistance.

### **3.18 Heating and Air Conditioning**

**The Florida Energy code requires air conditioning systems be designed in a manner that reduces the amount of energy used and reduces strain on air conditioning equipment. The equipment in your home is designed to maintain an indoor temperature that is 17 degrees cooler than the outside temperature. Exceeding this design or failing to maintain the air conditioning equipment can lead to parts failure or inconsistent performance.**

Although your air conditioning system may be able to surpass the above requirements, doing so may result in condensation forming on the air handler and the associated ductwork. Removal of such condensation is required by the homeowner to prevent the possibility of microbial growth at or around the HVAC air handler and at any associated duct work.

Your home is equipped with a heating system and an air conditioning system. Please read the instructions and become familiar with the heating and air conditioning systems before you use them.

Your heating and air conditioning systems can play an important role in the first year after you move in.

Preventative measures to keep your HVAC system running optimally:

1. Running your HVAC system outside of the factory 17-degree differential will likely result in condensation.
2. Register your HVAC equipment with the manufacturer for warranty purposes.

3. Change filters and treat the condensate drain line monthly.
4. Flush or vacuum the condensate drain lines every 6 months, typically at the beginning and end of the summer period.
5. Wipe condensation from the air handler(s) during the summer months.

Carefully read and follow your manufacturers' warranties and instructions for use and care of your heating and air conditioning systems. Good maintenance of the heating and air conditioning systems can save energy dollars as well as prolong the effectiveness of those systems. Please note, when you turn the heat on for the first time each season you may experience smoke or the smell of dust and oil. This is typical and usually caused by the dust that has settled in the ducts, it should pass quickly.

The following maintenance obligations are intended to assist you in getting the maximum usage from your heating and air conditioning systems:

- A. Change the filters at least once every thirty days. In areas with heavy dust, changes that are more frequent may be in order. During the first two months after you occupy your house, check the filters every two weeks, as they may clog more frequently from removing accumulated construction dust. Fresh filters can significantly reduce operating costs and will prolong the life of your system. A clogged filter can slow airflow and cause cold spots in your home, and can result in damage to the unit and increased energy costs.
- B. Check the operation of your system well in advance of peak operating seasons and correct any problems before seasonal service demands are the greatest. An annual inspection of your heating and air conditioning systems by a heating and air conditioning professional is recommended.
- C. Keep all vents and registers clean and free of dust, cobwebs, and debris
- D. Gas Furnaces will typically have combustion air vents run to them. Never cover or block these vents. Air from outside is needed to supply oxygen to the furnace. If they are covered or blocked, the furnace may draw air down the vent pipe, pulling poisonous exhaust fumes into your home.
- E. Air registers can be adjusted to control the flow of air into individual rooms. Simply close down or open the registers in each room to your own desired preference. This helps to balance the system. You may enjoy different settings for winter and summer in a two-story house. Direct warm air to the lower floor in the winter and cool air to the upper floor in the summer. Never close a register completely, even in an unoccupied room.
- F. Return air grilles allow air to circulate back to the heating and air conditioning system. Be sure not to cover the return air grilles with pictures, furniture, or other objects that might block the flow of air.
- G. The air conditioning condensation discharge point and the water heater pressure relief discharge points were located and identified during the New Home Presentation Tour. It is the homeowner's responsibility to keep these areas open so discharge points are free

of obstructions. Check the flow of the discharge points every three months to assure that they are clear. Maintain your air conditioning condensate line monthly by adding ¼ cup of vinegar, to the maintenance port, and flush with water. This will help mitigate the growth of algae which may cause a blockage and backup.

- H. The temperature in your home is controlled by a thermostat. In some cases, multiple systems may be installed, each with its own thermostat. Do not place a lamp or heat-producing appliance next to a thermostat, because heat generated by such an object may produce an incorrect reading.
- I. Your home's air conditioning is a closed system, which means that the interior air is continually recycled and cooled until the desired air temperature is reached. Warm outside air disrupts the system and makes cooling impossible. Therefore, you must keep all windows closed when operating the air conditioning system. The heat from the sun shining through windows with open drapes is intense enough to overcome the cooling effect of the air conditioning unit. Drapes must be closed on these windows.
- J. Unlike a light bulb, which reacts instantly when you turn on a switch, the air conditioning unit only begins a process when you set the thermostat. For example, should you come home at 5:30 P.M. on a day when the temperature has reached 90 degrees, and then set your thermostat to 75 degrees, the air conditioning unit will begin cooling, but it will take much longer to reach the desired temperature. During the whole day, the sun has been heating not only the air in the house, but the walls, carpet, and furniture. At 5:30 P.M. the air conditioning unit starts cooling the air, but the walls, carpet, and furniture release heat and nullify this cooling. By the time the air conditioning unit has cooled the walls, carpet, and furniture, you may well have lost patience.
- K. If evening cooling is the primary goal, you should set the air conditioning unit at a moderate temperature in the morning while the house is cooler, allowing the unit to maintain the cooler temperature through the day. This temperature setting may then be lowered slightly further when you arrive home, with better results. Set the thermostat for the desired temperature, lower will not make the house cool any quicker. Setting the thermostat at 60 degrees will NOT cool the home any faster and can result in the unit "freezing up" and not performing at all. Extended use under these conditions can damage the unit.

A common cause of air conditioning trouble is turning it off at the thermostat, and then turning it back on a short time later. This can cause an overload of the compressor motor which in turn can trip the breaker or blow the fuse and may shorten the life expectancy of the unit.

The air conditioner compressor must be maintained in a relatively level position at the original location.

The compressor should not be enclosed. It is important to keep the area around the outdoor air conditioning unit clear of plants, grass, landscaping, and/or debris. If good airflow is not available, the system will not function properly and damage to the mechanism can result.

Coolant or refrigerants should be added to the system only when the outside air temperature is 70 degrees F or higher. Proper coolants or refrigerants for the particular equipment must be

used, as specified by the equipment manufacturer. It is highly recommended to use an air conditioning professional for selection and addition of coolant or refrigerant.

### **3.19 Homeowners Association Issues**

Before you perform any maintenance such as repainting and replacing exterior items, please consult your Homeowners Association to assure that the work you do meets the regulations and guidelines that have been established for your neighborhood. Be especially careful when you want to repaint with a different color, erect new structures or fences, add to or change your landscaping, or when you install window coverings that are visible from outside the home.

If you have a Homeowners Association, you will have received documents that detail the restrictions and rules that apply to your home. Usually, Homeowners Associations have three important documents that are used in guiding the Association through its responsibilities. These documents are the Bylaws of the Association, the Homeowners Association Rules and Regulations and the CC&R's (Covenants, Conditions, and Restrictions). Please refer to these Homeowners Association documents for more information. Generally, you must receive architectural approval from the Homeowners Association before you begin any improvement to your home site.

If you have any questions, requests, or concerns regarding these matters, please contact your Homeowners Association.

### **3.20 Interior Paint**

Painted interior walls are not "scrub-proof." These areas may be wiped down with a soft sponge and soapy water. Scrubbing or harsh cleaners will remove paint. Also, you should avoid washing newly painted interior surfaces for at least three months after you move into your home or after re-painting, to allow the paint to fully set.

When doing paint touch-ups, use a small brush, applying paint only to the spot needing attention. Spackle may be used to cover any small defects prior to paint touch up. Touch-ups will sometimes be visible. When it is time to repaint a room, prepare the wall surfaces first by cleaning with a mild soap and water mixture or a reliable cleaning product.

For stain touch-ups, products such as Old English Furniture Polish and Scratch Cover are inexpensive, easy to use, and blend in with the wood grain. Follow directions on the bottle.

### **3.21 Interior Walls**

Your home has two types of interior walls: bearing and non-bearing. Non-bearing walls can be altered without structural damage, but alteration of a bearing wall must be done carefully to avoid reducing its bearing capacity. This should be done under the supervision of a licensed contractor.



Some slight cracking, nail "pops", and/or seams may become visible in plaster, gypsum wallboard, drywall or sheetrock walls and ceilings. These occurrences are caused by the shrinkage of the wood and normal deflection of rafters to which the sheetrock is attached, are considered normal, and are a maintenance responsibility of the homeowner. They can be repaired by filling with spackling compound, smoothing with fine sandpaper, and then painting the entire surface. Popped nails do not alter the strength of the wall and should be left alone until time to repaint.

The walls in your home are constructed of wood and other materials which are subject to normal expansion and contraction. Molding and trim can shrink and warp in some cases. Routine maintenance on molding, trim and wall boards is the responsibility of the homeowner. Replace warped molding and trim. Reset nails that have popped out of position. Use touch up paint and, if necessary, the appropriate caulking material to complete the repairs.

Use care when you hang pictures and other decorative items. The wall board will be damaged if it is hit with a hammer. Costly repairs can be avoided by using picture hooks and other supplies from a home center or hardware store. Always repair nail holes with a dab of spackle or putty. The walls in your home may be textured. The texturing material is relatively soft and can be damaged by scrubbing with abrasive cleansers and rough brushes or cloths. The pattern in textured walls can vary and is difficult to duplicate when repairs are made.

Small finger smudges may be removed from the enameled walls with a solution of warm water and a mild detergent soap. Wash gently with a soft sponge or cloth. Rinse and wipe off the excess water carefully. Do not permit the wall board to become soaked with water. Larger spots, not easily removed by cleaning, will require paint touch up.

### **3.22 Landscaping**

Homeowners are responsible to maintain all landscaping through proper watering and other plant care. Homes by WestBay's 30-day warranty obligations as to builder installed landscaping are voided if death or damage to the landscaping is caused in whole or part by homeowner conduct, such as failure to water, failure to maintain or provide proper plant care, modifications to the drainage or irrigation systems, etc. Homeowner installed landscaping is the sole responsibility of the homeowner to install and maintain, and is not covered by Homes by WestBay's Home Builder's Limited Warranty.

Check your irrigation system regularly. Look for clogged, cracked, or broken heads, leaks and spray adjustment. Position sprinkler heads so that the water does not fall on wood, stucco or other exterior surfaces of your home. Avoid ponding from excessive watering in low spots and next to structures. Identify the location of irrigation lines and avoid digging or trenching around the lines. If a line is broken, consult with a nursery person or irrigation professional for advice on repairs.

Observe the flow of irrigation water after each planting. If you notice pooling water or excessive flows in one area, construct drainage features to direct the flow of water away. Consult with a landscape contractor before such drainage features are begun. Always keep drains free of debris, leaves and lawn clippings.

Landscaping can change the grading of your home site. We suggest that you consult a professional landscape contractor when the time comes to landscape your home site. Provide ample room for growth between plants and your home. The ground next to your home should always slope away to prevent standing water. If water is allowed to stand or pool next to your home, damage to the foundation and plantings will result. The water also could seep into your home and damage the interior and furnishings.

If your landscaping projects require additional soil be added to your home site, be especially careful that the drainage is not altered significantly. Keep the surface of the soil at least six inches below the finished floor elevation. This will assist in preventing wood rot and termites. Flowerbeds can significantly change drainage patterns. We suggest that you consult a professional landscape contractor before you dig flowerbeds. In any case, keep plantings in flowerbeds a minimum of two to three feet from the foundation. This will prevent excessive water from collecting at the base of the foundation.

Locate plants and irrigation heads out of the way of pedestrian/bicycle traffic, and car bumpers. When planting trees, allow ample distance from the foundation and other improvements so that the root systems will not cause damage as the tree matures. "Street" trees (typically located in median strips between the sidewalk and the street) are typically a city or county requirement, but must be maintained by individual homeowners (unless they are in common areas managed by a Homeowners Association). Depending on local soils conditions, trees may need to be deep watered once a week until they are well established. Provide simple guying (restraint) systems for trees for a minimum of two years.

Make provisions for efficient irrigation. Drain and service sprinkler systems on a regular basis, at least once per year. Conduct operational checks on a weekly basis to ensure proper performance of the system. Adjust any sprinkler that sprays any part of the structure or any painted fencing. Avoid overwatering that can cause ponding or infiltration of water next to, into, or under concrete slabs, patios, walkways, walls, fences or driveways. If your home is in a community that has a Homeowner's Association, be sure to check Association guidelines and/or requirements prior to landscaping or making changes in an established design.

Please consider that any changes you make in the grading and drainage of your home site could affect neighboring properties. Damage to your property and to neighboring property will be your responsibility.

Homes by WestBay's Home Builder's Limited Warranty applies only to the house and other improvements constructed by Homes by WestBay, and Homes by WestBay will not be responsible for damage to such improvements caused by over watering, improper drainage, or improper or inadequate homeowner improvements. Homes by WestBay will not be responsible for damage to any improvements constructed by the homeowner.

Homes by WestBay shall have no liability or responsibility in connection with damage to improvements not installed by Homes by WestBay.

### 3.22(a) Drainage and Grading

Your home site has been graded to provide for adequate drainage away from the structure that is your home. Failure to maintain drainage can result in damage to your home, your home site and to neighboring property. **Any alteration of the drainage plan for your home site will void coverage under the Home Builder's Limited Warranty for the drainage features and anything damaged as a result.**

The drainage plan of your home site has been designed to accommodate the soils, elevations and other factors of the home site. Small hills and valleys - called berms and swales - are used to direct the water away from your home and adjacent properties. These contours must be maintained to avoid severe water damage during heavy rains, and to avoid long-term problems which may arise from improper drainage. Berms which are designed to direct the flow of water away from slopes are especially important and must not be altered.

Areas surrounding foundation walls are often backfilled with earth. Backfill areas are not as compact and dense as most natural ground. Surface water (such as irrigation water and rainfall) may penetrate into backfill areas, percolate downward to the bottom of the foundation, and cause severe problems such as cracks, floor slab movement, etc. This must be managed by the homeowner by maintenance of proper drainage, and proper installation and design of any homeowner-installed landscaping and hardscaping, in order to prevent accumulation or ponding of surface water in these backfill areas (typically within the first five feet of the house's foundations).

Consult a soils engineer or civil engineer before you make any additions, changes, or alterations to the drainage of your home site, and make sure that all landscaping contracts you enter into include language to insure safe and adequate drainage. Homes by WestBay will not be responsible for any damage to your unit or other units caused by changes or alterations in the grading and drainage system.

Prior to the installation of a pool or other permanent improvement, a soils report should be obtained so that soil conditions are taken into consideration in the design and engineering of your addition.

Homeowner improvements must be constructed with adequate surface drainage being provided to avoid ponding. Particular care should be taken to provide adequate drainage away from areas adjacent to the house foundation and other improvements. Homeowners are advised to carefully design and control their landscape irrigation system to minimize soil moisture changes. **Installing yard fences or additional landscape beds will alter the water flow on your property. You must take this into consideration when planning these improvements.**

You are advised not to alter the grading and drainage design of the home site by re-grading or installing patios, planters, walls, pools, landscaping, irrigation or other improvements, that may redirect surface water flow towards your home or onto adjacent property, or trap water such that it ponds and floods improvements. Drainage devices such as gutters and such should be carefully designed and installed with professional assistance as required. You are also advised

to note the manner in which adjacent properties drain. Modifications to home site grading and drainage are subject to applicable government codes and recorded easements, covenants, conditions and restrictions.

Natural settling can also change the original grading. It is your responsibility to maintain the original grading of your home site and to preserve good drainage. Any changes to the grading or drainage features could damage your property as well as neighboring property.

A soils engineer has recommended the type and design of the foundation for your home, based upon their evaluation of the soils present at this Neighborhood. Any changes in the foundation, the grading or the landscaping of your home and home site can result in severe damage to your property and to neighboring properties. Consult a licensed professional before any such changes are made.

If a concrete patio slab or other slab is installed next to the foundation, it must be constructed so that no water will penetrate the joint between the foundation and the slab. All slabs must be sloped so that water drains away from the home. Do not pour concrete directly against stucco screed or siding. Since the appropriate drainage swales were established when your home was finished, the area of the slab should be excavated to fit the existing grade. The soil removed from the area must be placed so that it doesn't destroy existing swales, or it should be removed from the property.

If your home is in a neighborhood that includes a Homeowners Association, consult the Covenants, Conditions, and Restrictions applicable to your home to determine landscape and architectural improvement requirements. Generally, no homeowner may build, construct, or plant any improvements on his property, including landscaping, until he has submitted plans and specifications and obtained approval from the Homeowner Association's Architectural Committee. The Committee may collect a fee to review the plans and may require a cash deposit or bond to be posted to assure proper completion and clean-up in conformance with the provisions of the Declaration.

During your New Home Orientation, your Homes by WestBay Representative will show you the boundary corners of your home site if you are buying a single-family home. It is your responsibility to know your boundary prior to beginning any construction. Homes by WestBay will not be responsible for protecting your boundary markers after your New Home Orientation. Please consider that any changes you make in the grading and drainage of your home site could affect neighboring properties. Damage to your property and to neighboring property will be your responsibility.

### **3.22(b) Landscaping Tips**

The following information is provided to assist you in the care of your yard, the planting, the landscaping, and the irrigation system.

**Grass Diseases:** Most lawn diseases happen when lawns are over-watered and under-fertilized. If diseased spots persist, discuss the problem with a nursery person.

**Ground Cover:** Water newly planted ground cover daily until the coverage has been established. This usually takes place in 30 days or less. Then water as you would lawn area.

**Fertilizer:** Apply fertilizer every two months year-round. Use a balanced fertilizer. Water your lawn as per manufacturer's instructions after application; but avoid ponding and puddling, especially near any concrete.

**Insects:** Corrective measures should be taken only when large numbers of insects have been seen and damage is evident. At the first sign of damage to your lawn, take a specimen of the insect to a nursery person for advice.

**Irrigation:** Identify the location of irrigation lines and avoid digging or trenching around the lines. If a line is broken, consult with a nursery person or irrigation professional for advice on repairs. Check your irrigation system regularly. Look for clogged, cracked, or broken heads, leaks and spray adjustment. Make certain that the spray is not directed so that it falls on the house. Avoid ponding from excessive watering in low spots and next to structures. Adjust your irrigation schedules according to the temperature, wind conditions, and weather. Watering during rainy periods is wasteful and potentially damaging due to over watering.

**Mowing:** Maintain most grass at a height of 2 1/2 to 3 inches. Never cut more than 1/3rd the length of the blades of grass. Use a sharp mower blade to prevent damage to the fibrous blades of your grass. Yellow or white tips on the grass indicate a dull mower blade. If your home was provided with front yard landscaping, certain maintenance procedures are important for its proper growth and maturity.

**Trees and Shrubs:** During the first year, your trees and shrubs will require more frequent watering. A good rule of thumb is to wait until the surface soil is dry between watering. After the first year, watering once or twice a week is normal. Use a pronged tool to cultivate the soil around your trees and shrubs. This promotes good water absorption. Plants that have yellowed or brown leaf tips may be under-watered. Consult your nursery person for information of specific watering problems. Prune trees and shrubs as needed. Consult your nursery person for advice on pruning.

**Watering:** During the first few months, your yard requires frequent watering. We recommend slow, deep watering. This enables root systems to develop. Slopes may require shorter, more frequent watering because it is more difficult for the water to penetrate. In normal conditions, your lawn requires watering about twice a week in hot weather. A withered or limp appearance is a sign of a lack of water. For maximum effect and to prevent evaporation water in the pre-dawn hours. After an initial start-up period, water minimally to sustain plant growth.

### **3.23 Lighting**

#### **3.23(a) Exterior Lighting**

The exterior lights on your home can have brass or painted finishes. Protect the brass finish with a wax or protectant product to avoid corrosion and discoloration. Replacement globes can be purchased at home centers, lighting stores and hardware stores. Replace the light bulbs with the recommended specification.

#### **3.23(b) Interior Lighting**

The lighting fixtures in your home are designed for standard wattage bulbs. To avoid excessive heat, do not exceed the manufacturer's wattage recommendations. If a luminous light fixture does not work, make sure all fluorescent bulbs are installed properly. Adjust any tubes that are flickering or buzzing. Check wall switches and circuit breakers.

If a light fails to come on, check the bulbs to be sure they are not loose or burned out. Also, check to see that they are the correct wattage for the fixture. Next check the breakers. If this fails to solve the problem, you will then need to arrange for service.

Translucent panels can be cleaned by removing them. First push up slightly above the grid system (except attic access panels) then tilt and lower. Wash in a 1-2 solution of water and mild detergent.

### **3.24 Louvers and Vents**

Attic ventilation and vents providing fresh air to furnace and water heater are required by code and therefore cannot be covered or obstructed. Occasionally, depending on the force and direction of the wind, moisture may infiltrate through these vents, and in the case of attic vents may cause spotting on the ceiling. Homes by WestBay's Home Builder's Limited Warranty does not cover such weather-related damage.

### **3.25 Mold**

#### **3.25(a) What You Need to Know About Mold**

According to the United States Environmental Protection Agency, mold can be found almost everywhere. Molds are microscopic organisms that are part of the fungi family, and are an essential part of the world's ecological system. Outdoors, many molds live in soil and are key to the natural breakdown and recycling of organic material, such as leaves, wood and plant debris. Lumber used in the construction of homes typically contains some level of molds, fungi, and/or spores. Because it may be impossible or impracticable to eliminate all indoor mold, indoor mold is an important topic about which a homeowner should become informed.

Mold spores are airborne and travel in and out of buildings as air is exchanged and with the

movement of people and their belongings. When excessive moisture or water accumulation occurs indoors, mold growth will likely occur, especially if the moisture problem is not discovered. There is no practical method to eliminate all molds and mold spores in an indoor environment. The primary method to control indoor mold growth is to control moisture. The best course of action for any homeowner is to keep the indoor environment as "clean and dry" and free from dust and dirt as reasonably possible.

All molds are not necessarily harmful, but certain strains of mold have been shown to have adverse health effects in susceptible persons. The most common effects are allergic reactions, including skin irritation, watery eyes, runny nose, coughing, sneezing, congestion, sore throat and headache. Individuals with suppressed immune systems may risk infections. Some experts contend that mold causes serious symptoms and diseases that may be life threatening. However, experts disagree about the level of mold exposure that may cause health problems, and about the exact nature and extent of the health problems that may be caused by mold. **The Center for Disease Control states that a causal link between the presence of toxic mold and serious health conditions has not been proven.**

For additional information, homeowners should contact the United States Environmental Protection Agency, applicable state agencies, or other governmental authorities. The EPA Web site contains information and publications regarding mold and other biological pollutants that may be of interest to homeowners. For example, see "Biological Pollutants in Your Home" and "Mold Resources" on the EPA Web site ([www.epa.gov](http://www.epa.gov)). Additional mold-related information is available on the Centers for Disease Control and Prevention Website ([www.cdc.gov](http://www.cdc.gov)).

### **3.25(b) Mold Growth**

A practical approach to limiting mold growth is early detection and prompt resolution of excessive moisture. If you can see mold or detect an earthy or musty odor, you can assume you have a moisture problem. Any moisture problem must be solved in order to arrest and eliminate mold growth. Part of the control of the indoor environment is controlling air moisture. Watch for water condensation on interior surfaces such as walls, windows, and areas near air conditioning registers.

Uses that have the potential of increasing relative air humidity are such things as habitation, bathing, cooking, plants, washing, and humidifiers, especially if not vented. Other moisture sources, which sometimes can go unnoticed, are water leaks from pipes in walls, and rainwater leakage through windows and roofs. Controlling air moisture is the most important action in controlling mold growth. Therefore, keep drip pans from refrigerators and air conditioners clean and dry; use exhaust fans or open windows when cooking, washing, drying clothes, and bathing. Irrigation system timers should be adjusted to reflect seasonal weather changes. A more complete list of homeowners' maintenance obligations relating to mold ("Mold Prevention Obligations") is set forth below.

Any indication of water leaks or resulting mold at roofs, windows, floors, carpets, etc., should be reported immediately, within 24 hours, to our Quality Assurance Department. Our Quality Assurance Department will determine if the condition is covered by our limited warranty. The prompt reporting of any water leak or intrusion to our Quality Assurance Department is critical to

the containment and minimization of mold growth. Homes by WestBay will not be responsible for mold resulting from a water leak or water intrusion, which is not promptly reported to our Quality Assurance Department.

### **3.25(c) Homeowner Maintenance**

Homeowner shall take all appropriate steps to prevent conditions that may cause mold or mildew to develop in the Property, including compliance with the Mold Prevention Obligations. If a homeowner is a member of a Homeowners' Association, the homeowner shall promptly report to any such Homeowners' Association any evidence of moisture accumulation or mold in portions of the neighborhood which the Association is responsible to maintain. Homes by WestBay will not be responsible for mold resulting from homeowners' failure to take appropriate steps to prevent conditions that may cause mold or mildew to develop at the property, including a homeowner's failure to comply with the mold prevention obligations.

### **3.25(d) Mold Prevention Obligations**

- A. To keep the home free of dirt and debris that can harbor mold (dirt/dust/animal hair and dander are all very efficient hosts for mold);
- B. To regularly clean and sanitize, windows, bathrooms, kitchens, and other home surfaces where water, moisture condensation, mildew and mold can collect;
- C. To use dry towels or bath mats when stepping out of shower or tub;
- D. To use bathroom fans while showering or bathing. If no fan exists, open a window to allow proper ventilation and moisture to escape;
- E. To use exhaust fans whenever cooking, dishwashing, or cleaning. If no fan exists, open a window to allow proper ventilation and moisture to escape;
- F. To maintain regular air flow and circulation throughout the home;
- G. To use all reasonable care to close all windows and other openings in the home to prevent outdoor water from penetrating into the interior home (i.e. rain, irrigation water, etc.);
- H. To clean and dry any visible moisture on windows, walls, ceilings, floors and other surfaces including personal property, as soon as reasonably possible. (Note: Mold can grow on damp surfaces within 24 to 48 hours.);
- I. To limit the indoor watering of houseplants (total number of plants indoors is also an important variable);
- J. Do not hang wet clothing on indoor drying line;
- K. Properly maintain your dryer vent exhaust line (clean/remove lint at least once a year or sooner as may be needed);



- L. To maintain caulking around tubs, showers, toilets, sinks and other interior water receptacles at least once a year and more frequently if needed;
- M. To maintain caulking around windows, doors and other exterior openings at least once a year and more frequently if needed;
- N. To maintain window tracks and weep holes at least once a year and more frequently if needed (keep tracks and weep holes clean of debris/dust to allow proper egress of water when rain or irrigated water gets in them);
- O. To maintain positive drainage and grading away from the foundation and walls of the home;
- P. To maintain gutters and downspouts in a clean and operable condition at least once a year and more frequently if needed;
- Q. To prevent penetrations of exterior surfaces (i.e., stucco, siding, brick) and roof of home from post construction additions (ie. trellises, patio covers, awnings, satellite dishes, etc.);
- R. To maintain and not obstruct fresh air supply to furnace, air conditioner or heater;
- S. To maintain and not obstruct air conditioning primary and secondary condensation lines;
- T. To maintain and not obstruct ventilation installed by Homes by WestBay in attic, basements, crawl spaces or other locations in the home;
- U. To prevent irrigation systems from exposing exterior surfaces of the home to water or over saturating/flooding ground/soil near and around foundation of the home;
- V. To properly use and maintain appliances containing water and other liquids;
- W. To not alter insulation installed by Homes by WestBay;
- X. To prevent clogging of plumbing; and
- Y. To report within twenty-four (24) hours the following to Homes by WestBay:
  - i. Any non-working fan, heater, air conditioner or ventilation system;
  - ii. Plumbing leaks, drips, sweating pipes, wet spots;
  - iii. Overflows from bathroom, kitchen, or home laundry facilities, especially in cases
  - iv. Where the overflow may have permeated walls or cabinets;
  - v. Water intrusion of any kind;
  - vi. Any mold or black or brown spots or moisture on surfaces inside the premises;
  - vii. Broken irrigation systems or standing water near structures;
  - viii. Any adverse health conditions or symptoms related to or suspected to be related to actual or potential mold growth;

- ix. Any discovery of allergies, predisposition to or heightened risk of adverse health reactions or hypersensitivity, to mold, mildew, or other related organic organisms;
- x. Any musty or unusual odors

### **3.26 Outlets and Switches**

Electrical outlets can be found in every room in your home. Do not exceed the capacity for which the outlets were designed. Devices that increase the capacity of electrical outlets and multiple extension cords can cause a fire and severe personal injury or death.

The current electrical code requires all new residential construction to include child proof electrical outlets. Due to the safety feature designed into this fixture, some plugs may be a little more difficult to plug in than others.

If any electrical outlet does not have power, there are two possible explanations:

1. Some outlets are controlled by a wall switch. Plug an appliance into the outlet and turn on nearby wall switches to see if the problem is corrected. If you find that an outlet is controlled by a wall switch, you might point this out to others who live in your home.
2. Check the circuit breaker. If the circuit breaker has been tripped, reset it and try the outlet again. Check the GFI devices and reset if necessary. If the circuit breaker trips repeatedly, call a licensed electrician or Homes by WestBay if your home is still covered under our Home Builder's Limited Warranty.

### **3.27 Patios**

Patios and other structures that you add to your home will not be the responsibility of Homes by WestBay. We suggest that before you begin any addition to your home, you check with your Homeowners Association and local building officials. This is to make certain that your plans are in compliance with state and local building codes and the CC&R's. It is likely that building permits will be required. A licensed contractor is best qualified to perform this work.

If you install patio covers, consult a professional for proper methods of affixing the covers to your house. Improperly-installed patio covers can cause water leaks which can result in severe damage to your home and its contents which are not covered under Homes by WestBay's Home Builder's Limited Warranty.

If you install patios, patio covers, or hardscape relating to patios or yard improvements, you need to have them designed and installed in a manner which does not disrupt proper home site drainage, backfill settlement, lateral fill extension, and/or "slope creep." Please see and reference the Grading, Drainage, and Landscaping sections of this Manual. You should consult with a professional engineer and contractor to make sure these issues are properly addressed.

### **3.28 Pests**

New home construction on previously undeveloped land creates an environment that attracts many unwanted pests. Unwanted insect pests and rodents may enter any home at any time through open doors, unscreened louvers, etc. Pests and any damage they cause are not covered under Homes by WestBay's Home Builder's Limited Warranty. Professional exterminators are recommended, especially in the case of insects.

Termites are a special problem and prevention is easier than eradication. Fight termite invasion by making sure the wooden portions of your home do not touch soil directly, and by keeping all exposed exterior wood painted. In certain areas, an annual professional termite inspection is a relatively inexpensive preventive measure. Your grading was designed to be a minimum of 6 to 8 inches below the wood sills when the home was completed. Maintain this grade as it will help keep termites and insects out.

If your yard includes slopes, gophers, ground squirrels, mice, and other burrowing animals may be present. These animals can wreak havoc with slopes by creating tunnels or burrows. These burrows, while only a few inches in diameter, allow soil erosion to begin deep in your slope. During a rain or with the use of irrigation, water may enter the burrow and carry loose soil away. Over time, the burrow can enlarge and collapse, destroying your slope. It is important that a professional pest control expert be contacted for proper removal of burrowing animals.

During construction of nearby neighborhoods, other animals may attempt to invade your home. These may include coyotes, opossums, raccoons, skunks, mice, ants, birds, bees, snakes, and other wildlife. Homes by WestBay is not responsible for removal of these animals or for repair of any damage they cause.

### **3.29 Phone Jacks**

Each home is equipped with telephone jacks based on your selections. Initiating phone service is the homeowner's responsibility. Moving outlets for decorating purposes or convenience is a homeowner responsibility and expense.

### **3.30 Plumbing System**

We recommend that you become familiar with your plumbing system as soon as you move in. You should know the location of the main shut off and individual shut offs in all the bathrooms and the kitchen.

A shutoff valve for the property is also located at the water meter. The Homes by WestBay Representative will identify the water shutoffs during your New Home Orientation. Please make certain that everyone in your household knows the locations of the main shutoff valves. Other water shutoffs are located under the sinks in the bathrooms and the kitchen. Each toilet has a shutoff valve behind the toilet bowl. Another water shutoff is located on the top of the water heater. It controls the flow of water to the water heater and should be closed in the event of a leak in the water heater. You and others in your home should know where these water shutoffs are and how they work.

Each plumbing fixture in your home has a drain pipe specially designed to provide a water vapor barrier between your home and the sewer. The drain pipe or trap is the U-shaped area of pipe directly under the sink. The trap holds water which prevents the airborne bacteria and odor of sewer gas from entering your home. If any of your faucets are used infrequently, we suggest that they be turned on occasionally to replace the water in the trap lost to evaporation. Because of their shape, the traps are the most likely area to become clogged. Periodically check under kitchen and bathroom cabinets for leaks.

### **3.30(a) Clogged Drains**

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

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

Clean a plunger drain stopper, usually found in bathroom sinks, by loosening the nut under the sink at the back, pull out the rod attached to the plunger and lift the stopper out. Clean and return the mechanism to its original position.

### **3.30(b) Fixtures**

Polished brass and other special finishes plumbing fixtures are susceptible to damage and staining if water is permitted to stand on the surfaces and by the use of an abrasive cleansing product. Most of the plumbing fixtures in your new home are plated with polished brass, bright chromium, or other finishes that are resistant to water corrosion. The plating materials forming these finishes are, however, relatively soft, and can be damaged with abrasive cleansers, scouring pads and tools. Clean the fixtures with warm soapy water and a soft sponge or cloth. Rinse with clear water and wipe dry to prevent spotting and soap buildup.

If water is permitted to accumulate and stand at the base of the fixtures, corrosion and tarnishing can result. Always wipe the area dry.

Hard water can spot and damage bright chromed plumbing fixtures. While this is not entirely preventable, you can minimize the staining and discoloration by drying the fixtures after each use.

Avoid using excessive force when you turn your faucets on and off. The seals in the faucets can be damaged by such abuse in a short time.

Faucets are equipped with aerators which mix air with the stream of water to prevent splashing. They need to be cleaned occasionally to remove a buildup of mineral deposits. When you notice that the stream of water has lessened, unscrew the aerator from the mouth of the faucet. Remove the debris and rinse the washers and screens. Replace the parts in their original order

and screw the aerator onto the faucet. Perform this homeowner maintenance as needed, usually every few months.

### **3.30(c) Shower Doors and Tub Enclosures**

Always rinse the walls and door of the shower after each use. Inspect every six months, or at any sign of leakage, for proper fit and for deterioration of the rubber "sweep" at the bottom of the door. Adjust the door and replace the sweep if necessary. At the same times, inspect the caulking, and re-caulk where any separations appear.

### **3.30(d) Toilets**

Toilets are made of vitreous china, a glasslike material that is highly resistant to staining. Clean your toilets with a toilet bowl cleaner and a brush or cloth. Vitreous china is brittle and will easily break or shatter if hit with a hard object.

Always keep a plumber's plunger on hand to use in the event of a stoppage of a toilet. If a stoppage occurs, close the shutoff valve on the back side of the toilet. Usually, a few vigorous pumps with the plunger will free the obstruction. Stoppages that are construction related are covered by the Homes by West Bay Home Builder's Limited Warranty. Stoppages that are not construction related are the responsibility of the homeowner. If you are unable to clear the obstruction yourself, we suggest that you call a licensed plumbing contractor.

Most blockages in plumbing drains, including toilet drains, are progressive - they begin slowly and get worse over time until the drain is completely blocked. Use a plunger at the first sign of a slow drain. This simple step can prevent most serious drain blockages.

Do not use drain cleaners for toilets. The harsh chemicals in drain cleaners can damage the toilet seals and cause a leak.

If the flush valve fails or begins to leak, you can purchase a new flush valve at a home center or hardware store. If you are not entirely comfortable with this do-it-yourself project, a licensed plumbing contractor can perform this task.

### **3.30(e) Water Heater**

Your water heater is covered by a warranty from the manufacturer. Please read the operating instructions that the manufacturer provides. Periodically, and no less frequently than every three months, check the area around the hot water heater for leaks. In the event of a leak in your water heater, turn off the water supply to the water heater, close the shutoff valve on the top of the water heater, and turn off its energy supply (gas supply line or electrical). Call the Plumber listed on the warranty sticker to request service.

If you discover you have no hot water, check the pilot, temperature setting, and water supply valve before calling for service. Refer to the manufacturer's literature for specific locations of these items and other "trouble shooting" information.

If the water temperature is not hot enough, adjust the temperature at the water heater by following the manufacturer's instructions, which are usually printed on the tank. If you have small children, do not set the temperature high enough that the children might accidentally burn themselves.

While some water heaters do not require additional insulation, we suggest that you consider an inexpensive water heater blanket when it is appropriate. This can save significantly on the cost of operating the water heater. These products are available at home center and hardware stores. Check the operating manual that came with your water heater before you add an insulating blanket.

Your water heater should be drained and flushed every six months, or otherwise as according to the manufacturer's suggestions. This simple procedure will remove accumulated silt and debris so that the water heater is efficient and durable.

### **3.30(f) Water Lines**

Water pressure is regulated. The water pressure regulator valve is usually located at the front side of the house (if required). Contact a licensed plumbing contractor for advice on how to change the water pressure in your home. Copper tubing in plumbing systems should be maintained by running water through each faucet for approximately one minute each week, to minimize stagnation.

### **3.31 Roofs**

The roof on your home may be made of concrete tile or other roofing materials, such as asphalt composition shingles. While these materials will provide years of service and weather protection for your home, a few reminders on the maintenance of your roof could save a great deal of expense and discomfort in the future.

**DO NOT WALK ON THE ROOF OF YOUR HOME.** The weight of a person can easily break the tiles and destroy the masonry tile on the roof. Leaking may occur and costly repairs could be necessary. Access to your roof is not necessary under normal conditions. If access to your roof is required, call a professional roofing contractor for advice and assistance. Broken tiles that are discovered after your New Home Orientation will not be the responsibility of Homes by WestBay. Inspection of your roof by a roofing professional at least once per year, and after severe weather or upon any sign of water intrusion through the roof, is recommended.

Do not nail anything to your roof. Television antennas, cable dishes, and other potential attachments may not be allowed in your neighborhood, depending on the applicable Homeowners Association Covenants, Conditions & Restrictions (CC&Rs). You will need to check with your Homeowners' Association (if applicable). If allowed, any such attachment should only be made by a licensed roofer. Homes by WestBay's Home Builder's Limited Warranty does not apply to attachments or roof penetrations that were not part of the original construction, or any damages resulting from such attachments or penetrations.

Inspect the valleys, roof to wall flashings, and vent pipe flashings at least once each year and after each heavy rain or windstorm. Downspouts should be directed so that erosion of the soil is prevented and waterflow is maintained in the proper direction for drainage. Connection to a yard drainage system is strongly recommended.

At least once per year, and after severe weather or upon any sign of water intrusion through the roof, you should have a maintenance inspection and "tune-up" of your roof by a roofing professional. Yearly inspections and maintenance by a roofing professional will help prevent or eliminate conditions which commonly result in roof failures.

### 3.32 Settlement

All homes settle to some degree. Expansion and/or contraction in lumber and framing is normal and should be expected.

If the finish trim shows slight joint separation, fill the cracks with wood filler or caulk. If nails work out of position, reset them with a hammer and nail set; then fill the holes with wood filler or spackle. Normal settling, expansion, and contraction also may cause small interior wall cracks around doorways, archways, and at wallboard joints.

It is best to wait until at least the end of your first year of occupancy before repainting minor cracks until most of the settling and shrinkage is complete.

### 3.33 Siding

Siding is made out of cementitious material. This is designed to enhance the exterior appearance of your home while also being long lasting if maintained properly. Inspect the caulking where your siding meets a different product like windows or doors. Even properly installed caulking will shrink and must be maintained. **Avoid spraying water from irrigation or watering systems on siding surfaces.**

### 3.34 Smoke Detectors

One or more smoke detectors have been installed in your home. The type of smoke detector, the installation procedure, and the location(s) of the smoke detector(s) are selected to meet the requirements of local and state building codes. Do not move or disable the smoke detector. If you feel the need for additional protection, consider purchasing additional smoke detectors to be installed at additional locations.

If your smoke detector requires batteries, the batteries should be replaced every year. You should conduct monthly testing of the smoke detector and other care or maintenance as provided in any manufacturer recommendations.

### 3.35 Storm Water Pollution Prevention

Rainwater and irrigation pick up pollutants from many sources and carries them through the storm drain system and into local waters because the storm drains are not connected to the sanitary sewer system. The Environmental Protection Agency prohibits anything other than rainwater entering the storm drain.

Sediment from erosion is not allowed in the storm drain system at any time. Stockpiles of sand, dirt or other landscaping materials that could be washed into the street and storm drain system are not allowed. Pesticides, herbicides, and fertilizers should be used sparingly, according to the directions and kept in the original containers. Recycle yard waste or compost it.

Try to use non-toxic or biodegradable products whenever possible, especially on the exterior of your home. Use water sparingly on the exterior of your home and when washing your car. Sweep concrete driveways and sidewalks, rather than cleaning them with a hose.

### 3.36 Stucco

Stucco is a brittle cement product that is subject to expansion and contraction due to environmental factors in this area. Minor hairline cracks will develop in the outer layer of stucco. This is normal and does not reduce the function of the stucco in any way. They should be patched and repaired whenever you repaint your home, or more often if necessary. Stucco batches will vary in color. Stucco can discolor from exposure to wind, rain, environmental pollutants and landscaping irrigation and improvements made after construction. Prompt maintenance can minimize the discoloration of stucco. **Any cosmetic problems in the stucco must be reported at the New Home Orientation or they will not be covered by the Home Builder's Limited Warranty.**

Homeowners should consider steam cleaning of stucco by a professional annually or as needed. **Homes by WestBay will not be responsible for hairline cracks in stucco.** Some rules for maintaining the stucco on your home are:

- A. Caulk all stucco cracks with a textured elastomeric stucco caulk and then paint over it when dry.
- B. Keep up on the exterior painting of your home. Recommended to repaint every 3-5 years.
- C. Avoid spraying water from irrigation or watering systems on stucco surfaces. Check the spray from your lawn and plant irrigation system frequently to make certain that water is not spraying or accumulating on stucco surfaces.
- D. Keep dirt a minimum of six (6) inches from the stucco screed.
- E. Do not pour concrete or masonry over the stucco screed.



### 3.37 Tile and Stone

Glazed ceramic/porcelain tile is known for its durability and the variety of colors and designs. Ceramic tiles are purchased in lots that have the same texture and color. Because an exact replacement match of ceramic tile can be impossible, we urge you to take special care to avoid breaking or damaging it.

Ceramic/porcelain tile is brittle and can be broken by a sharp blow from a heavy object. The best way to avoid broken tiles is to use a cutting board and other protection for your ceramic tiles when you are at work in your kitchen. Wipe spills away promptly to avoid staining the grout. Soapy warm water, a detergent or a commercial tile cleaner can be used to keep your tile clean.

Minor separation and looseness of ceramic tile grout on tubs, showers, backsplashes and flooring, where it is joined with other materials, is inevitable. This is caused by the normal expansion and contraction of materials involved. **Grout repairs are routine homeowner maintenance and are not covered under the limited warranty.** Repairs of sealed grout may cause color variations.

If an outside flooring contractor is used, use of manufacturer approved underlayment in installations of tile over concrete slabs should be considered. You and your outside flooring contractor are responsible to determine the appropriate installation.

Small bubbles or hairline cracks in the finish are common characteristics and will not affect the structural performance of ceramic/porcelain tile nor is it considered a defect. Chipping and cracking may occur if objects are dropped on the surface or if objects are slid across them. Grit particles can scratch the surface as well.

Tile maintenance is the responsibility of the homeowner. Special care should be taken at ceramic/porcelain tile areas that are exposed to water such as around bathtubs, showers, and on kitchen and bath counter tops. If any grout becomes loose or gaps appear between the tub and the tile, apply a waterproof caulking material to prevent water from migrating behind the tile. If water is allowed to accumulate behind the tile, damage to the walls and to the structure of the home can occur, and mold may develop. Homes by WestBay is not responsible for this kind of damage.

#### 3.37(a) General Care

Sweep up dirt and grit with a soft broom or dust mop to avoid grit abrasion. Frequency of cleaning must be based on traffic and grit build-up. Wipe up spills promptly to save cleaning time and work. Mop with clean, warm water.

#### 3.37(b) Granite

Like marble, granite is not man-made; however, it is less porous and denser than marble. Unlike marble, granite has no veins. Granite can be used indoors and outdoors. A sealant is recommended to help eliminate the seepage of foreign matter.

### 3.37(c) Grout

Grout is cement with color additives. Coloring can change with time. It is suggested that the grout be sealed with a penetrating sealant to prevent particles seeping into the pores. There are products designed for homeowner use such as grout color blender, stains and dyes; and grout cleaners, strippers and sealers. Application of grout sealant is a homeowner maintenance responsibility. Grout sealers may change color over time, and may change the color of your grout when applied. Grout color is not a warranted item.

The movement of metal thresholds against grout may cause the grout finish to crack. By placing a bead of clear silicone or color matched grout caulk between the grout and the metal threshold, the sealant will act as a shock barrier and will minimize the powdering of the grout. Grout cracks in bathroom walls will occur with the drying and expansion/contraction of the home. A color matched caulk would be used in these areas. **If a tile or any grout is replaced, there is no guarantee that the grout will match the existing; the new grout may dry lighter or darker than the original grout.**

### 3.37(e) Hollow Tiles

Hollow sounding tiles are not a defect and are not covered under warranty unless they are causing the grout surrounding them to crack or break.

### 3.37(f) Marble

Marble is a natural rock and not factory made or fired. No two pieces will be alike, as there is an inherent variance in all marble. Fusing is natural in marble and is not to be confused with cracking. Because 98% of marble is polished, it is recommended that a marble sealant be used to help eliminate the possibility of foreign liquids seeping in. There are several chemical preparations for marble treatment and polishing. **DO NOT USE** cleaners that contain grit or high alkaline compositions. If you have any questions, please contact your marble dealer or distributor.

### 3.37(g) Pavers

Unglazed floor tile (pavers) is an unsealed, porous tile. Dealers suggest that a penetrating sealant be used to maintain this type of floor, to prevent spills and stains from seeping into the pores (may require re-sealing after a one-year period). Application of sealant is a homeowner maintenance responsibility.

## 3.38 Ventilation

The exhaust fans provided in your home are designed to reduce odors, smoke, and moisture produced by cooking and bathing. Regular cleaning and inspection every six months (more frequently if required by heavy usage) will help keep them in working order. After cleaning is completed, lubricate the fan with a light household oil (and wipe up any excess oil from the surface).

If your HVAC system was installed with a Fresh Air Ventilation System, W8150 Fresh Air Ventilation Control provides fresh air to your home. The control operates a fresh air intake damper and, when necessary, activates the main HVAC blower to efficiently meet ASHRAE ventilation rates. These are installed per code in the on position. It is never recommended to put them into the override mode, however if a homeowner feels that their home has higher humidity they may turn the switch to the off position at the homeowner's discretion.

### 3.39 Windows

Window glass should be cleaned with water and mild cleaning products designed for use on windows. Do not clean windows with solvents, abrasive pads, putty knives, or any products which can disintegrate the rubber gasket material. Doing so may result in deterioration of rubber gaskets and can result in leaks or fogging of dual pane windows. Do not clean windows with abrasive cleansers that may cause scratches.

**Homes by WestBay's Home Builder's Limited Warranty does not cover scratched or broken glass windows or sliding glass doors unless reported at the time of the New Home Orientation.**

Do not spray windows or screens with a garden hose. This could cause water infiltration into the structure of your home that could lead to interior damage and/or mold.

Do not apply window tinting materials made of film to double-glazed windows and doors. The use of these materials can cause a buildup of heat between the panes of glass. This excessive heat will destroy the seals and permit water condensation to form between the panes. **Window tinting may limit or void coverage under your Home Builder's Limited Warranty and/or cause damage with respect to the windows in your home.**

Aluminum foil also causes a heat buildup between window panes and should not be used. Use of such products may void coverage under the Home Builder's Limited Warranty for the affected windows.

Window screens should be removed and cleaned every six months with water and a mild soap. Inspect window screens annually for holes, tears, or other deterioration. Window screens should be repaired or replaced when and if necessary. **Homes by WestBay's Home Builder's Limited Warranty does not cover holes or tears in window screens unless reported at the New Home Orientation.**

Consider your Homeowners Association regulations before you install window coverings that are visible from the street or other areas of your neighborhood.

Inspect the caulking and seals of your windows annually. Repair or replace missing caulk or damaged seals promptly. This will protect your windows. Window tracks and weep holes must be kept clean and free of debris, to facilitate proper drainage and to help prevent leaks and other problems resulting from standing water. See the discussion under "Aluminum and Vinyl Windows and Doors", below.

Inspect the interior and exterior paint on your window trim annually. Use touch up paint as required. Repaint every two years or as necessary.

### **3.39(a) Aluminum and Vinyl Window and Door Frames**

Inspect the caulking and seals of your windows annually. Repair or replace missing caulk or damaged seals promptly. Inspect the interior and exterior paint on your window trim annually. Use touch up paint as required. Repaint every two years or as necessary. This will protect your windows.

Keep the window and door tracks free of dirt and debris. The tracks should be soft and can become damaged if they are not kept clean. Use a broom or a brush to loosen collected debris. Vacuuming thoroughly should be a part of your regular cleaning routine. Avoid using abrasive cleaners as they may scratch or damage the aluminum or vinyl frame coating. After cleaning, apply paraffin (wax) to the locks and rollers to prevent corrosion. If windows and doors do not slide freely, an oil-free silicone lubricant can be used on the tracks.

Do not use any oil-based lubricant such as WD40. Oil attracts dust and dirt that become embedded in the lubricant and may damage the frames.

Window and doorframes have small weep holes at the bottom to permit water to drain from the tracks. Keep the weep holes open and free of debris. Avoid flooding window and doorframe tracks. Excessive water can overflow the track and back up into your home.

**Please note that your sliding glass doors are more difficult to slide during the last six to eight inches of movement.** This is normal and is due to environmental protection requirements for a tight seal when the door is closed. We cannot make adjustments to make the doors easier to close.

During high winds, air will penetrate your windows and doorframes, especially through the weep holes. This is normal. The weep holes are necessary for proper ventilation and you should keep them clear at all times.

### **3.40 Wood**

Wood is throughout your home. Because wood is a natural, porous material, it requires protection with paint if it is exposed to the elements. Inspect your exposed wood surfaces every three months or after periods of inclement weather. If you find cracking or peeling of the paint, sand the area and repaint it promptly. The exterior wood on your home will require repainting every two to four years.

A certain amount of splitting, cracking, or raised grain is normal for wood exposed to the weather, and does not indicate a defect in the wood or paint. Split or damaged wood, particularly on the ends of beams, should be repaired or repainted to avoid further damage. Such cracks can be filled with wood dough prior to repainting or staining.

Small splits on the ends of beams are called checking. This is normal and does not affect the structural integrity of the beams. The natural drying of wood can result in gaps and splits in wood molding and trim parts. Nails can work loose. Reset all popped nails and reposition trim parts that have been moved by natural drying of the wood. In cases of severe warping, replace the trim parts. Fill any cracks with commercial wood filler or caulking and use touch up paint.

## 4. HOMEOWNER MAINTENANCE SCHEDULE

While not all-inclusive or exclusive, the following maintenance schedule should serve as a helpful guide to maintaining your new home. Please refer to the previous section, Homeowner Maintenance Obligations, for in-depth information on what to expect and how to properly maintain your new home.

### 4.1 Every 30 Days

**Air filters:** Clean or replace.

**Furnace/Forced air vent:** Clean or replace filter as needed.

**GFI outlets:** Test for proper operation.

**Irrigation:** Check for leaks and for proper functioning of heads.

**Kitchen fan filter:** Clean filter and fan housing.

**Plumbing:** Check all sinks, toilets, faucets, tubs, etc. for leaks.

**Smoke detectors:** Test for proper operation, change batteries in all at once.

**Windows:** Vacuum out tracks, and confirm weep holes are clear.

**Cabinets:** Apply proper wood protection product and clean surface.

### 4.2 Every 90 Days

**Caulking:** Inspect ALL caulking at all locations and touch up as needed.

**Concrete:** Clean/remove oil and grease.

**Exterior doors:** Inspect finish, touch up as needed. Polish door hardware. Lubricate hinges and locks if needed. Adjust weather stripping.

**Interior doors:** Lubricate hinges. Tighten knobs if needed. Check doorstops.

**Garage doors:** Inspect tracks and springs for proper operation. Lubricate hinges hardware opener and chain/drive as needed.

**Landscaping:** Confirm maintenance of proper and effective drainage as set by Builder.

**Windows:** Lubricate rollers and latches. Inspect caulking and re-caulk as needed.

### 4.3 Every 6 Months

**Countertops:** Inspect for separations at sinks and backsplash. Re-caulk as needed

**Faucet Aerators:** Check water flow. Clean screens. (do this every 2 months for the first 6 months)

**Garage doors:** Adjust travel and tension

**Shower doors:** Inspect for proper fit. Inspect caulking and re-caulk as needed.

**Tiled areas:** Inspect for loose or missing grout. Re-grout as needed

**Tub/Shower enclosures:** Inspect for proper fit and leaks. Re-caulk as needed

**Water heater:** Flush to remove accumulated sediment. Check for leaks.

**Weather-stripping:** Inspect and adjust as needed. Replace if torn.

### 4.4 Every Year

**Exterior doors:** Re-paint/touch up as needed. Inspect weather stripping and adjust door.

**Exterior paint:** Inspect for cracked or peeling paint. Re-paint as needed.

**Garage door:** Adjust tension rods. Inspect tracks.

**Patios, balconies:** Re-seal all surfaces in accordance with manufacturer's specifications.

**Plumbing shut-offs:** Check for proper operation. Test by closing and re-opening.

**Roofs:** Inspect visually for damage or debris. Have roof inspected by professional

**Stucco:** Check for leaks, and cracks. Repair as needed and re-paint. Clean surface.

**Tiles areas:** Check all grout and caulking. Re-caulk or grout as needed.