DAN RYAN BUILDERS

Better Value. **Better Living.**

Home Care and Service Manual

Dan Ryan Builders
Home Care and Service Manual

Table of Contents

Note

In the event any variation or conflict exists between the information and materials contained in your "Home Care and Service Manual" and the recommendations or warranty provisions contained in the Q.B.W. limited warranty contract, approved standards of the manufacturer's printed literature, the materials provided by Q.B.W. or the manufacturer will control.

Dan Ryan Builders

Home Care and Maintenance Recommendations

Your New Home and How to Maintain It

We have worked hard to build your home to high standards of quality. Here are some things that you can do to make your new home last for many years.

Heating and Air Conditioning

General - Your heating and air conditioning system is warranted for one (1) year against manufacturing and installation defects with some components covered longer under the manufacturer's warranty. Monthly utility charges for the operation of the heating or air conditioning system are the homeowner's responsibility. Your utility charges will depend on your usage of the system. Neither Dan Ryan Builders nor the manufacturer can be responsible for increased utility costs resulting from a malfunction of either the heating or cooling system. If the malfunction is covered by the manufacturer's warranty, the manufacturer, through the installing subcontractor, will make the required repairs in accordance with the terms and provisions of the manufacturer's warranty. Any unauthorized work performed on heating or cooling equipment by persons other than the original installer voids any warranty obligation by the installer, builder, or manufacturer.

Your new heating and air conditioning system is controlled by the thermostat. The thermostat has been carefully located so it is not influenced by drafts of air and sudden temperature variances that occur near doors and windows. For efficient operation, set your thermostat at the desired temperature level and leave it there day and night. Avoid changing the setting or turning the system on and off as this causes the system to overwork to return the temperature and humidity in your home to the desired comfort level.

The dampers are the most efficient way to adjust airflow thoughout your house. They are located in the ductwork above the indoor unit. The registers are the primary means of regulating airflow (and therefore effect temperature) in individual rooms throughout the house. There are two kinds of registers: air outlet (supply) registers and air intake (return) registers. All registers should be kept unobstructed by furniture or other objects at all times. It is a good practice to occasionally vacuum both supply and return registers to insure that they remain free of lint and dust accumulations which can interfere with the flow of air to and from your system, decreasing its efficiency and increasing the operating cost.

Heating - Your new home is equipped with a modern, forced-air heating system that includes a heat pump or, in some locations, a gas furnace. The system is designed to maintain a normal living temperature if it is operated and maintained properly. Your new heat pump will automatically turn on if the room temperature drops below the setting of the thermostat. For best results, your windows and particularly the sliding glass door should be covered by lined or insulated draperies during the cold months of the year. Your drapes will also help keep out the sun's rays in the summer when your air conditioner is operating.

Heat Pump Systems

Your heating system is guaranteed by the manufacturer for one year from the date of settlement. Please read the manufacturer's operating instructions immediately.

The following suggestions may help if you encounter difficulties with your heating system:

1. Before calling for service, check your circuit breaker to be certain that it is the full "ON" position.

2. If a variance in room temperature occurs, adjusting the dampers located in the ductwork above the interior unit may help balance the air temperature. Check to be certain that all room registers are open and unobstructed by furniture.

3. In many instances, insufficient heat is caused by a dirty filter in the furnace. Filters should be cleaned or replaced every month. Do not remove the filter without replacing it immediately.

4. Filters should be cleaned or replaced during your first month of occupancy since substantial amounts of dust will normally accumulate as a result of construction activities that took place just prior to your move-in.

5. After a snowstorm, clear away accumulations of snow or ice from around the outdoor unit.

6. Have your heating system inspected and cleaned at least once a year by a professional service company.

Additional Heat Pump Information

Supplementary Heat - Your heat pump is equipped with a supplementary heater that is activated for a short time during severe winter weather. This supplementary heater should be used as little as possible, since it consumes more electricity than the heat pump does. When resistance heating is supplementing your heat pump's operation, the blue/green light on the thermostat will be illuminated.

Defrosting - Under conditions of high humidity during the winter, the heat pump may accumulate ice on the sides of the exterior coil unit. When the ice covers 80% of the surface, the defrost cycle is activated. During defrost; the heat pump temporarily goes into the cooling cycle, heating up the outdoor coil to melt the ice. The outdoor fan is stopped. A large quantity of steam may be observed. The defrost cycle lasts about five minutes and it occurs on the average of twice each day when weather conditions are appropriate. In order to prevent the ducts from blowing cold air during the defrost cycle; your supplementary heat is automatically activated.

Please Remember - The heat pump system provides a low level of heat, sometimes below 90 degrees fahrenheit. As a result, this heat output may feel cool to your hand (which is 98.6 degrees fahrenheit).

This "cool" heat is normal. As long as your thermostat registers within 3-4 degrees of the setting, your system is working properly.

Please refer to the manufacturer's information booklet or call us for further information.

Gas Furnace

Your new home may be equipped with a gas furnace to serve as your primary source of heat. If you have a gas furnace, the following information will be helpful in understanding the performance and maintenance of your furnace.

Performance - Your gas furnace is designed to provide warm air heating with outlet air temperatures ranging from 110 to 125 degrees fahrenheit. With air tempertaures in this range, your home will heat up very rapidly. Outdoor temperatures and thermostat settings will affect actual run time of your furnace, but comfort will never be sacrificed.

If you have no heat:

1. Make sure thermostat is set correctly.
2. Make sure circuit breaker for furance is not tripped or “off.”
3. Make sure that switch on side of furnace is “on” or up.
4. Make sure that door panel on bottom of furnace is properly in place and make sure it is tight.
5. Make sure gas and/or electric bill is current to rule out discontinued service.
6. Make sure air filter is clean.

Maintenenace:

1. Clean or replace filter every 30 days.
2. Have furnace cleaned and inspected yearly before each heating season.

Air Conditioning - Your new heat pump also provides central air conditioning for your new home. The main part of the cooling system is the compressor, guaranteed by the manufacturer, excluding labor, for five (5) years. Please take time to read carefully the manufacturer's operating instructions, warranties and other papers accompanying the air conditioning equipment.

The air conditioning or cooling system in your new home will be ready to operate when you move in. Your air conditioning system consists of a cooling unit (condenser), compressor, coil, air handler (including filter), thermostat, ductwork and registers.

Just as your heating system air filter will need to be periodically cleaned during the heating season, the same filter will need to be cleaned or replaced during the cooling season. We recommend checking your filter every month and cleaning or replacing it as required.

While the thermostat, registers, and filters are the keys to the efficient operation of your cooling system, there are a number of other measures you may take to insure that you get the most for your utility dollar.

Always keep exterior doors and windows closed tightly when not in use. Use of draperies (especially insulated ones) will do much to reduce your operating costs.

Keep the outdoor portion of your cooling system free from obstructions that may prevent the flow of air to and from the unit. Do not allow grass or leaves to collect around the lower portion of the unit. Be careful when mowing not to discharge the mower toward the unit.

Like your heating system, the cooling system should be inspected and cleaned at least once a year by a professional serviceman. Refer to your instruction manual for more details.

If for any reason your system should fail to operate, check the circuit breakers to be sure they are all set in the full "ON" position. If necessary, re-set the breaker. If the breaker should kick back out a second time, call your Heating and Air Conditioning serviceman.

The Plumbing System

Your home's plumbing system has been installed under the direction of a licensed master plumber in accordance with local plumbing codes and has been inspected by governmental authorities. Water supply and drainage from all lines and fixtures were satisfactory when tested prior to move-in date.

If you care for this system properly it will need only minimal maintenance for many years to come. Your prompt attention to any problem that arises could prevent more serious problems from developing.

Hot Water Heater - Your home is equipped with an electric or gas hot water heater. For your protection, the unit comes equipped with a pressure and temperature relief valve. If the unit should overheat, this valve will prevent a dangerous build-up of temperature and pressure. When the valve is operating, it will appear that the tank is leaking, while it is merely releasing excess pressure.

Hot water heaters normally collect small quantities of scale that settle to the bottom of the water tank. This residue should periodically be removed by draining the tank. This is done by opening the valve at the bottom of the water heater and allowing the tank to drain itself of the residue (usually a bucketful once each year is sufficient). In hard water areas, use of water softener will reduce the need for more frequent draining of the unit. Before draining, turn the power to the hot water heater off by switching off the breaker for electric units or by turning the knob on the front of gas units to “vacation.”

The water temperature of your water heater is pre-set at the factory as indicated in the operating instructions. The temperature may range from 125 to 145 degrees fahrenheit. The lower temperature may be preferable in homes where small children can reach the faucets. Also, noisy pipes are sometimes caused by hot water that is too hot. If this occurs, you may be able to reduce or eliminate the noise by reducing the water temperature. However, once set at the desired temperature, further adjustments should be kept to a minimum. Expect recovery time for hot water to take longer in winter months since the water entering your hot water heater is much colder.

Water and Waste Lines - The copper pipes which carry water into your home are highly resistant to rust and corrosion, and should last the lifetime of your home. In areas where pressure is abnormally high, regulators are installed to reduce the pressure. Thus, the plumbing system and appliances such as dishwashers, automatic washers, etc., are protected. It is very important that you DO NOT adjust the pressure regulator.

Your home's sanitary sewer lines have been carefully constructed of high quality PVC (a plastic compound) and have been tested and inspected to insure they function properly. Avoid disposal of hair, grease, lint, garbage, heavy tissue, disposable diapers, sanitary napkins, and other such material into the system. An exception, of course, is that you may dispose of certain foodstuffs in your garbage disposal. To further protect your waste lines, a sound practice is always to use a generous amount of cold water with your garbage disposal unit to keep the sink drain open.

If any of your appliances such as the clothes washer or the dishwasher should overflow, check to be sure the trap though which it drains is not clogged. If the cause of the stoppage anywhere in the system is not evident, we recommend calling a serviceman.

If leaks in the system should occur around loose or damaged joints, we recommend calling a serviceman promptly rather than trying to repair them yourself.

In areas where water pressure is very high, you occasionally may get a pounding or knocking sound when closing a faucet abruptly. As noted earlier, noisy pipes can also be caused by hot water (see "Hot Water Heater"). In addition, worn or loose washers, loose faucet parts (see "Valves and Faucets"), or air in the pipes could be causing the problem.

In normal operation, some of the plumbing system may knock slightly when certain fixtures operate, particularly appliances such as dishwashers and washing machines, which have a very rapid, mechanical shut-off valve that sends a pressure shock back through the pipes of the water system. Most people will have no difficulty in distinguishing between normal water shut-off noise in the plumbing system and any loud knocking, which might indicate that something is broken, and should be reported to a plumber for service.

Frozen pipes can be prevented. Never leave your home without heating during cold weather. Be sure to turn off lines to your outside hose bibs, and drain them before cold weather begins. Also, disconnect and drain all outdoor hoses. If freezing should occur, we recommend you contact a serviceman for advice or assistance. (See Valves and Faucets).

Valves and Faucets - The main water shut-off valve is perhaps the most important element of your plumbing system. This valve is usually located where the main water pipes enter your home. The water flow into your home's system can be stopped at this point should an emergency warrant it.

Faucets have moveable parts and, therefore, most faucets, both inside and outside your home, will require periodic maintenance. Needless strain on faucets increases the frequency of repair. It is important, therefore, to understand their proper care.

The cartridge-type faucets used in kitchens, bathrooms, and powder rooms require little or no maintenance. The stem and washer type faucets used in laundries and other utility areas are subject to

washer wear which is the homeowner's responsibility. These washers will require replacement when dripping continues after closing the faucet with a normal amount of pressure.

Faucet aerators are small, round screened attachments commonly found screwed to the mouth of kitchen and lavatory faucets. These attachments add air to the water as it leaves the faucet, which reduces splashing and helps keep the use of water to a minimum. They should be removed and cleaned frequently, usually every three or four months.

Tubs and Sinks - The surfaces of your new plumbing fixtures are not indestructible. Continue to protect their finishes by observing the following preventative measures:

1. Avoid gritty or abrasive cleaners or any powders with a lye base. If you prefer a dry material, baking soda or Bon Ami powder (NOT Bon Ami Cleanser) are non-abrasive. Most household cleaners are mildly harmful. The new non-aerosol bathroom cleaners generally are non-abrasive. Vinegar, too, is an excellent cleaning agent.

2. Never step into a bathtub with shoes on. Shoe soles carry hundreds of gritty particles that can scratch the surface.

3. Do not use plumbing fixtures as catch-alls for paint cans, trash or tools when redecorating.

4. Do not use plumbing fixtures as receptacles for photographic or developing solutions. Developer stains are permanent.

5. Avoid dropping heavy objects onto fixtures. Doing so may chip or crack the surfaces and increase susceptibility to staining.

While your kitchen sink is made of high quality stainless steel, it is a good practice not to let leftover foods accumulate in the sink. Likewise, avoid scraping the unit with utensils or heavy pots and pans that might mar or dull the shiny finish. As with other fixtures, use non-abrasive cleaners.

As your home matures, repairs to various fixtures may become necessary. The normal high moisture content common in bathrooms, the weight of the tub when filled with water, settling of the home itself over time, and the normal expansion and contraction of materials, will cause separation between the tub or shower stall and the wall and floor surfaces in your home. This should be remedied by applying a tub sealer (caulking), which is a normal homeowner maintenance item.

Your plumbing system is warranted (parts and labor except for maintenance) for one year against manufacturing and installation defect. The system is also warranted for two years against any pipe leaks which might occur in your plumbing system. Defects must be reported immediately. Your warranty, however, excludes valve washer wear, sewer stoppages, and damages from misuse.

Your hot water heater has a full five-year guarantee against leakage. If the hot water heater tank develops a non-repairable leak within five years, the manufacturer will provide a complete replacement. The cost of labor for removal and re-installation are not included. Any alteration of the plumbing system by the homeowner voids this guarantee.

Electrical System

The wiring of your home meets all applicable local code requirements and safety standards. Occasionally, you may find an outlet that does not operate when you first move into your home. First, check to determine that the outlet is not one that operates from a wall switch in that room. If not, a call for service should be made for repair.

Your electrical wiring and appliances are protected by circuit breakers located in the main panel box. Circuit breakers eliminate having to replace fuses. To reset a tripped breaker, simply turn it to the full "OFF" position, then fully back to the "ON" position.

All homes are equipped with G.F.I. (ground fault interrupter) units. These G.F.I. units control all kitchen, bathroom, garage, unfinished basement, and outdoor receptacles. This safety feature is provided for your protection. The main re-set button for this unit is located in your panel box and another is located in the kitchen. They should be tested once a month.

Ordinarily, small appliances may be added without fear of overloading a circuit. However, large appliances or too many small appliances on one circuit may cause tripping of that circuit. Other causes of a circuit tripping are: (1) worn out cords or defective plug connections; (2) defects within the appliances themselves; and (3) starting an electrical motor (motors require more current to start than when they are running).

If after re-setting the circuit breaker, it trips again, you should immediately attempt to locate the cause and correct it. CAUTION: Be very careful. Avoid direct contact with worn wires or plugs you suspect may be the problem. If you cannot locate the cause yourself, call an electrician.

Your electrical wiring system is warranted (parts and labor) against failure due to workmanship and material for one year with the exception of light fixtures. Light fixtures will be repaired or replaced only if they have been noted in the Pre-Settlement Demonstration and Inspection List.

Operation and Maintenance of Smoke Detectors, Recessed Lights and G.F.I. Breakers

Smoke Detectors - Smoke detectors are located on all levels of the house and are interconnected so that if one is activated, all of the alarms will sound off. Below are the manufacturer's testing, maintenance and service instructions.

Testing Maintenance and Service

1. It is recommended that you test your smoke alarm weekly to assure proper operation.

2. To test, firmly depress the light lens located near the center of the cover for a few seconds. The alarm will sound as it would if smoke from a fire were actually present.

For a complete test, blow smoke directly at the unit until the alarm sounds. The alarm will stop when smoke clears the detector. Blowing or fanning fresh air into the unit will help.

3. IMPORTANT: Always test the unit upon returning from vacation. Make sure the red light on the cover is indicating that the power is on.

4. Aside from weekly testing, the only maintenance to preform is to vacuum the slots on the cover if the smoke alarm accumulates dust. The cleaning procedure should be followed at least once a year.

5. If an unwanted alarm occurs, turn off the main power to the circuit. Remove the unit from the bracket by turning counterclockwise and disconnect the three-wire connector. Power should be restored to those units still connected.

Be sure to properly clean and maintain your smoke alarms - a dirty alarm or malfunctioning unit may either fail to alarm or cause unwanted alarms. These units are also equipped with a battery backup device. The unit will begin to "chirp" when the battery needs replacement.

Recessed Lights - In various locations in your house are recessed light fixtures. These fixtures have thermal overload devices in the housing that will automatically turn off the light when the temperature rises too high inside the light.

Generally, the light should not have a higher wattage bulb than 75 watt R-30 spot bulb. A higher wattage bulb will activate thermal overload, automatically shutting down the light. In the bathroom, the enclosed recessed light should have a maximum 40-watt bulb.

GFCI Breakers - All bathroom, powder room, exterior, garage, unfinished basement, and kitchen receptacles are on ground fault circuit interrupter. This special receptacle helps to prevent shock.

What the GFCI Does For You

This device protects you against hazardous electrical shock that may be caused if your body becomes a path through which electricity travels to reach ground. This could happen when you touch an appliance or cord that is "live": through faulty mechanism, damp or worn insulation, etc. You don't even have to be on the ground itself to be shocked; you could be touching plumbing or other equipment that leads to the ground.

When protected by the GFCI you may feel a shock, but the GFCI should cut it off quickly enough so a person in normal health should not have serious electrical injury. (Infants and small children may still be affected.)

WARNING: The GFCI will not protect you against:

*Line-to-line shocks (like the kind gotten by touching metal inserted in both straight slots of an outlet.)

*Current overloads or line-to-line short circuits; the fuse or circuit breaker at the distribution box or panel must provide such protection.

CAUTION: If the GFCI trips of its own accord, this indicates a possible ground fault condition, which is potentially hazardous. Investigate the ground fault condition at once by making a thorough check to determine where the ground fault exists in the equipment plugged into your GFCI outlet. Correct the

defect at once. Carry out the test procedure outlined below to ensure that your GFCI is operating properly. If the GFCI does not reset, this indicates a ground fault still exists and must be corrected.

TEST PROCEDURE

Like a fire extinguisher or other safety device, your GFCI outlet should be checked every month to make sure it is operating properly to protect you. Just follow the simple instructions below.

1. Push black TEST button. Red RESET button should pop out from the inner surface. This should result in power being OFF at all outlets protected by the GFCI. Verify by plugging test lamp into every such outlet. If your GFCI has an indicator light, this light should be ON when the circuit is complete. Test with test lamp to determine the condition of the circuit and proper operation of the indicator light.

CAUTION: If RESET button does not pop out or if the test lamp or indicator light remains lit when RESET button does pop out, DO NOT USE ANY OUTLETS ON THE CIRCUIT. CALL A QUALIFIED ELECTRICIAN!

2. If the GFCI tests pass, restore power by pushing the reset button back in. THE RESET BUTTON MUST BE PUSHED FIRMLY AND FULLY INTO PLACE UNTIL IT LOCKS AND REMAINS DEPRESSED AFTER PRESSURE HAS BEEN REMOVED. IF THE GFCI FAILS TO RESET PROPERLY, DO NOT USE! CALL A QUALIFIED ELECTRICIAN! Test lamp and/or indicator light should again light.

Interior Walls and Ceilings

During the first year or two in your new home, settlement or drying of framing members, will occur; that may create some cracks and nail pops. We consider these to be normal homeowner maintenance responsibility. However, Dan Ryan Builders will repair drywall cracks and nail pops at one time at the 120-Day Walk Through. The following is an explanation of the repair of these items.

Nail pops are simply a nail coming loose from a stud or from a joist, pushing dried joint compound ahead of it, causing a bump. To repair a nail pop, drive the nail all the way through or remove it entirely. Then drive another drywall nail an inch or two away sinking it below the paper surface. Cover the area heavily with a spackling compound, let it dry, sand it smooth, and repaint.

A crack in a drywall joint can be repaired easily in much the same manner as a nail pop. Cut a small "V" joint along the length of the crack about 1/8" wide. Fill it heavily with spackle or joint compound, let it dry thoroughly, sand it smooth, and repaint.

Cabinets, Vanities and Counter Tops

Vanity Bases and Kitchen Cabinets - Your cabinets and vanities should give you a lifetime of service. To clean, use a damp cloth and mild soap and rinse with a clean, damp cloth. When the

cabinets are thoroughly dry use a light coat of good wax. This procedure should be followed at least once a year. In the event of nicks or scratches, cover these areas with matching stain or putty, and then re-wax the entire area.

Vanity Tops and Kitchen Counter Tops - Your vanity and kitchen counter tops are built of materials that may be damaged if not protected from improper use. They should be cleaned with a damp cloth and mild soap, or you can use a vinegar in water solution. Never scour counter tops or vanities with steel wool or cleaning abrasives such as scouring powder. Avoid using rough and jagged utensils on counter tops.

Never use your kitchen counter tops as a cutting board and be sure not to place hot cooking utensils directly on the surface laminates.

Flooring

Vinyl - The vinyl floor in your kitchen will not need any surface treatment except washing. No-wax floors should not be waxed. Refer to the manufacturer's recommendations for best results.

Protect the finish on your floors by attaching furniture rests to the bottom of furniture legs to distribute the weight.

Ceramic Tile - This normally needs only a wipe with a damp cloth or an occasional wet mopping to stay clean and new looking. If necessary, a more thorough cleaning with a detergent or ceramic tile cleaner will remove grime.

To remove particularly heavy accumulations of film from glazed tile, you may need a stiff brush and a mild scouring powder; unglazed tile may be scrubbed or scraped. To clean the joints between tiles, use a fiber brush and a mild cleanser. Staining agents should be mopped up promptly, even though they rarely affect ceramic tile, they may stain the tile grout more easily.

Carpeting - Your carpeting is of long wearing material. You carpeting should be given a thorough vacuuming at least once a week. It is recommended that the vacuum cleaner be equipped with a brush or beater bar, which is properly adjusted for the height and type of carpet being cleaned.

Vacuuming will remove some loose fibers from carpet yarns. It may also lift an occasional tuft above the surface. When this occurs, the tuft should be snipped with scissors to the length of the other tufts. Do not pull the tuft out.

Hardwood - When necessary, remove dirt and dust from your hardwood flooring by vacuuming or sweeping. Regular vacuuming or sweeping will remove dirt particles that can scratch your flooring. Never clean your hardwood floors with water or with cleaners that must be mixed with water. Water can dull the finish, and permanently damage the floor.

We recommend placing outdoor mats at entrances to your home to prevent dirt and moisture from being tracked onto your hardwood floors. You may also want to place an indoor area rug to further protect your hardwood.

Additional information from the manufacturer about the care and maintenance of your hardwood floors will be made available to you.

Roofing and Siding

Roofing - The roof of your new home is constructed with quality materials that have been applied by craftsmen according to the manufacturer's specifications. The roofing materials are virtually maintenance free and should last for many years. Occasionally, severe winds may lift some shingles, but rarely will any damage be done. In cold weather, some shingles may remain standing, but when warm weather returns, they will return to their normal position. Special care should be taken to avoid damaging your roof if you install an antenna. (Check your community covenants to ensure compliance before acquiring an antenna for exterior installation). A careless job may cause roof leaks.

Rain Gutters and Downspouts - Never allow your gutters or downspouts to freeze shut. The resulting ice build-up in the rain gutters may lift the roof shingles and cause leakage into the house during a thaw.

It is the homeowner's responsibility to inspect the rain gutters periodically to ensure that they are free of all debris such as leaves, twigs, branches, balls or other obstructions that may hamper or stop the proper functioning of the gutters and downspout.

Make sure that splash blocks are always in place at the outfall of all downspouts and that the grade is falling away from the house with a good cover of grass adjacent to each splash block. Where the grading around the splash block is steep, it may be necessary to obtain temporary rainwater diversion piping from your local hardware store to reduce the erosion of your new lawn during its early growth period. Once your new lawn is established, the splash blocks and mature grass will generally eliminate further need for additional erosion control measures.

Vinyl Siding - Your new home is protected by a long lasting covering of low maintenance vinyl siding. Please refer to the manufacturer's recommendations for its care and maintenance provided for you at settlement. Should siding damage occur, the effected panel(s) can be easily removed and replaced. Minor color variations may occur.

Never clean the siding with chemical, steel wool or wire brushes. There is no effective remedy for scuffed or scraped vinyl siding except replacement. While replacement may be relatively simple, precaution against damage is clearly more efficient.

Cedar Siding - Your new home may be protected by cedar siding instead of vinyl siding in some communities. Cedar siding is a natural substance and expands and contracts due to changes in temperature and humidity. Due to expansion and shrinkage, the caulking around your windows and doors should be checked periodically for cracks. Caulking around windows and doors is a homeowner maintenance item.

Your cedar siding has also been painted or stained to protect the siding’s natural beauty. Your cedar siding should be repainted or stained periodically, to combat natural wear due to the elements.

Foundations and Concrete

Concrete Foundations - The foundations and basement of your new home are built of poured concrete. The concrete is sprayed with a bituminous dampproofing material, similar to tar. Concrete basement walls should be considered water resistant rather than waterproof.

The best way to insure that your basement will remain relatively dry is to maintain the grading around the house so that water naturally flows away from the house on the surface rather than accumulating and soaking into the ground immediately around the house. When the dirt is backfilled around the basement during the construction process, it's considerably less dense and more porous than the undisturbed ground around it. As a result, even when the grade falls away from the house, there is a natural tendency for the backfilled earth to absorb water. When this happens, the inside of the basement walls may become damp.

The concrete foundation walls are designed so that any water reaching the foundation wall flows into the drain tile around around the perimeter of the foundation, where it is picked up in a drain system and fed either into a sump pit with a pump, or allowed to drain naturally to grade. The process of water percolating down through the backfilled dirt gradually consolidates it and so, typically, the basement walls will show fewer and fewer damp patches as time goes by as long as the outside grading is maintained properly for drainage. After approximately two years, most local soils will be regaining their natural densities, and little or no rainwater will normally come into contact with the outside basement walls, except perhaps in extreme conditions such as a storm with very heavy and prolonged rainfall. As the backfilled dirt is naturally reconsolidated by water percolation and gravity, the grade around the house will settle. In some cases, it will be necessary to spread more soil around the house, raise and re-establish the grades, after two or three months have passed. For this reason, it is suggested that homeowners do not invest in additional landscaping close to the house during the first year of occupancy. Minor adjustment of grades around the house is an ongoing homeowner responsibility.

Another important homeowner activity, which will do much to keep your basement dry, is to regularly check that splash blocks are properly in place at the bottom of the downspouts, and that they maintain a proper slope away from the house as the grade settles. Often, simply placing a brick under a splash block to slope it away from the house will have a marked effect on the dryness of the basement walls during a heavy rain.

Cracks in Concrete Walls - Some small hairline cracks may appear on the inside of the basement walls. This is not unusual or dangerous and is due to normal settlement. Cracks less than 1/8 inch in width are acceptable. Most hairline cracks are easily repaired with a cement base paint or a slurry of cement applied with a brush.

Concrete Flat Work - Basement floors, garage floors, stoops, walks, patios, and driveways are made of a pre mixed concrete. Hairline cracks due to shrinkage are common. Any cracks greater than 3/16 inch in width or 1/4 inch in vertical displacement will be repaired for one year.

Care Of Exposed Concrete Surfaces - Although your garage floor is not really exposed to the weather, it is often victim to some salt solution picked up from the streets and highways. Each year, the State Highway applies salt to the roads after a freezing rain and/or snow to de-ice the streets and, hopefully, eliminate hazardous driving conditions. As a result of de-icing and melting, the salt residue

drips on the concrete. In time, the area where your automobile is frequently parked begins to scale and pit. Dan Ryan Builders is not responsible for scaling and pitting due to de-icing chemicals.

DO NOT use de-icing salts, such as calcium chloride or sodium chloride on you home's concrete surfaces. Use clean sand for traction. NEVER use ammonium sulfate or ammonium nitrate as a de-icer; these are chemically aggressive and destroy concrete surfaces. Poor drainage that permits water, or salt and water to stand on the surface for extended periods of time greatly increases the severity of the exposure and causes scaling. Light applications of salts can be just as damaging as heavy applications.

After the ice and snow have cleared from city streets, and your car is no longer picking up the salt residue, completely hose down all exposed concrete surfaces. Remove ice and snow from exposed concrete surfaces as soon as possible. Ice and snow will cause pitting particularly on north elevations. A chemical sealer can be applied to your home's concrete surfaces to help protect them from wear.

Please be aware that we live in a climate that has many cycles of freeze-thaw days and the maintenance on your concrete surfaces is just as important as the maintenance on your furnace and air conditioner.

Yard Grading and Landscaping

Yard Grading - Your yard has been graded to drain a normal amount of rainfall away from your house. Swales have been provided as required in drainage areas along property lines or in the same approximate location that natural drainage crossed your property before construction began. It is important that you keep these swales properly seeded so that they do not erode. This is a normal homeowner's maintenance responsibility. You can expect some settlement around the building edges and utility areas during the first few months of occupancy. If settlement becomes severe, we will provide some dirt for these areas one time only. You should keep the ground around your foundation tamped down against the foundation wall to prevent large amounts of water from getting in against the foundation.

Establishing Your New Lawn

Dan Ryan Builders will grade and seed only the areas disturbed during the construction process. New seed should be kept constantly moist for a period of four weeks. If there is not rain, the lawn should be watered lightly twice a day for approximately fifteen minutes in each location. This watering will hasten the establishment of the new lawn. The contractor who applied the seed for your new lawn warranties 80% germination if, and only if, the homeowner properly maintains the new seed bed during the germination period and maintains the new lawn after the germination. Eighty percent (80%) germination also means 20% may not germinate. Raking, re-seeding, fertilization, and chemical applications after the original application of the seed is a homeowner maintenance responsibility. Dan Ryan Builders recognizes that severe weather conditions can cause washouts and erosion in your new lawn. We will repair and re-seed washouts and eroded areas once at the 120-Day Walk Through, or as soon as weather conditions permit.

Depending upon your subdivision, grass seed is applied using a green pressure sprayed hydro-mulch mixture or by hand seeding. If your lawn was hand seeded, a layer of straw was placed on top of the seed when it was planted. It is not necessary or advisable to rake the straw away, as the raking disturbs the germination of the lower emerging grasses, and also is a violation of the sediment control ordinances, if the lawn is not established. In addition, the straw provides some much needed organic matter to the soil.

Prior to seeding, your yard was fine graded and raked. Any debris and large rocks should have been removed at this time, however, this is not a perfect process, and some rocks or stones will surface in your lawn. It is best to pick these up rather than to rake them out. Some rocks may continue to surface until the grass creates a root mat; however, the rocks that remain are not an impediment to establishing a healthy lawn.

When the new grass gets to be four inches tall, start mowing at a three-inch height. We recommend a three-inch mowing height throughout the year.

Care of Trees, Evergreens, and Shrubs - Your shrubs and trees were planted by experienced, registered Nurserymen. Your new plants should be watered especially well during dry periods (usually from mid-May to mid-September). Trees should be watered at least every 12-14 days. However, be careful not to over water trees while watering your lawn. Too much water could kill a tree or severely damage shrubs. It is also a good idea to keep your plant beds free of weeds at all times.

Trees or shrubs relocated by the homeowner will not be warranted. Shrubs and trees that are alive and healthy when you move into your home and die afterwards due to lack of care, drought or freeze will not be replaced by the builder or landscaper.

Dan Ryan Builders

Service Policies and Procedures

Service Policy

It is Dan Ryan Builders' policy to consistently provide courteous and effective warranty service during the term of the warranty on a timely basis (weather and labor conditions permitting) for all warrantable (non-maintenance) items as defined by the provisions of the Quality Builders Warranty (Q.B.W.) Contract and Approved Standards.

Dan Ryan Builders' service policy is administered according to the following procedural outline. More detailed information may be located in the appropriate section(s) of your "Home Care and Service Manual." Please refer to the Table of Contents for assistance in locating the information you require or call the ***Service Request Line*** if you need further assistance.

Service Procedures

Pre-Settlement Demonstration
A member of the supervisory staff who built your new home will inspect the home with you prior to settlement. The same supervisor will be responsible for completing any adjustments noted during your demonstration within ten (10) days following the demonstration, weather and material availability permitting and excepting seasonal items such as landscaping. When the work, except seasonal items, is complete, you will be asked to acknowledge acceptance of the work by signing the space provided on the Pre-Settlement Demonstration form. NOTE: Your signed acceptance does not relieve Dan Ryan Builders of responsibility if any of the adjustments should prove inadequate. Your signature simply acknowledges that the supervisor's work has been completed. Dan Ryan Builders will re-adjust any warrantable repair that proves ineffective.

After You Move In
After you move into your new home, you may occasionally find problems that affect the function or safety of your home. If this occurs, please follow the service request procedure listed below. For Emergency service please see the following section on “Emergencies.” Problems which are cosmetic in nature and do not effect the function of your home will be addressed at your 120-Day Walk Through.

120-Day Walk Through
The 120-Day Walk Through is provided to take care of any non-emergency warranty items that develop after your settlement. Between your settlement and your 120-Day Walk Through, please keep a written list of items you wish to have addressed at your 120-Day Walk Through so that all non-emergency items can be addressed at that time. For your convienience, we have included a page at the back of this manual for that purpose. Your Production Supervisor will schedule this walk through about 120 days after your settlement date. As with your Pre-Settlement Demonstration, your Production Supervisor will be responsible for completing any adjustments noted during your demonstration within ten (10) days following the demonstration, weather and material availability permitting and excepting seasonal items such as landscaping. When the work, except seasonal items, is complete, you will be asked to acknowledge acceptance of the work by signing the space provided on the 120-Day Walk Through form. NOTE: Your signed acceptance does not relieve Dan Ryan Builders of responsibility if any of the adjustments should prove inadequate. Your signature simply acknowledges that the supervisor's work has been completed. Dan Ryan Builders will re-adjust any warrantable repair that proves ineffective.

Emergency Service

Before you call the ***Service Request Line*** to report an emergency, please evaluate the problem conditions carefully in conjunction with the Guidelines for Emergency Service detailed in the following section. Unnecessary calls may interfere with more critical calls or result in a charge to you for service. Immediately following the Guidelines for Emergency Service is the Emergency Service Request Procedure.

Guidelines for Emergency Service

1. Electrical

An emergency condition exists when any part of the electrical system in your home is not functioning properly except when one of the following three conditions exists:

a. Circuit Breakers are not in the full "ON" position.
b. Appliances are not operating properly (call for appliance service during normal business hours.
c. Power outage outside your home.

2. Plumbing

An emergency condition exists only when one of the following conditions exists:

a. No water supply is available. As long as you have fresh water at some point inside your home, an emergency does not exist and corrective action will be taken during normal business hours.
b. All water closets in the home are stopped up. If this condition results from improper use by the homeowner, a charge will normally be made for the emergency service call.

3. Heating and Air Conditioning

An emergency condition exists in the following cases:

a. Heating - when heat is lost due to malfunction in the air handler or furnace (not in the heat pump, since the furnace will heat the house until a serviceman can respond during normal business hours if the heat pump itself malfunctions), and when the outside temperature is 30 degrees Fahrenheit and falling. All service calls placed after normal business hours and before midnight will be taken care of as soon as possible. Calls placed after midnight will be handled during the following morning.

b. Cooling - All calls will be handled during normal business hours. <u>Cooling failures do not constitute an emergency condition unless a health problem requires conditioned air in the home</u>.

Emergency Service Request Procedure

1. **Contact the applicable subcontractor** from the list of subcontractors given to you in your settlement package.

2. Contact the Dan Ryan Builders ***Service Request Line*** at (800) 514-7133, so we can monitor the progress of your service request.

NOTE: If you call a Contractor to your home outside of normal business hours for a non-emergency service item, you may be requested to pay the contractor's representative the applicable charges for the call before the work is begun.

Service Request Procedure

1. Please review your Home Care and Service Manual and your Q.B.W. Warranty Agreement before making a service request.

2. Call the ***Service Request Line*** at (800) 514-7133. Service requests must be received through the Service Request Line in order to receive appropriate and prompt attention. Service calls are not accepted directly through the Sales, Corporate or Production staff. Although your call is accepted on this line 24 hours a day, the messages are attended to Monday thru Friday , 8:00 am to 5:00 pm, excluding holidays. When leaving a message it is important that you state all pertinent information including your name, lot number, settlement date and both home and work phone numbers, along with your service request. THIS IS NOT AN EMERGENCY LINE! For any emergencies, please refer to your *Emercency Subcontractor Contact List* provided for you at settlement.

3. Service Requests will be processed by office personnel and will be assigned to the appropriate Production Supervisor.

4. Your Production Supervisor will contact you to evaluate the service request and determine the scope of service required.

5. Service repairs are made Monday through Friday, 8:00 a.m. to 5:00 p.m., except for emergency service.

6. Our policy is to complete all service requests within seven days, whenever possible. In order for Dan Ryan Builders to provide service for your home we must be able to access your home. The Production Supervisor or appropriate subcontractor will contact you to schedule a time when service can be completed.

7. Upon completion of the Service Request, you will be asked to sign the service request to acknowledge the completion of the service. Your signed acceptance does not relieve Dan Ryan Builders of responsibility if any of the adjustments should prove inadequate. Your signature simply acknowledges that the supervisor's work has been completed. Dan Ryan Builders will re-adjust any warrantable repair that proves ineffective.

Important Information About Your New Home Limited Warranty

Dan Ryan Builders provides you with a one year Dan Ryan Builder's workmanship warranty in conjunction with, and backed by, the Q.B.W. 10-Year Limited Warranty. An important feature of your new home and a feature, which may have assisted you in making the decision to buy your new home, is the Q.B.W. 10-Year Limited Warranty Protection Plan. In order to ensure maximum enjoyment of your new home, it is important that you read and fully understand the terms and conditions of the Q.B.W. 10-Year Limited Warranty Protection Plan. Dan Ryan Builders would like to take this opportunity before you settle on your new home to point out certain key features in your new home warranty coverage.

First, you are about to complete a thorough examination of your new home with the Dan Ryan Builders Production Supervisor who built your new home. Items, such as cracked glass, scratches in counter tops, scratches or chipped plumbing fixtures, marked flooring, marks on any paint surface, must be noted at the time of your pre-settlement walk-through demonstration. After the demonstration, Dan Ryan Builders will not be responsible for cosmetic defects found on these types of surfaces. In an effort to ensure that you properly note all surface defects in your new home prior to settlement, Dan Ryan Builders has specifically outlined many of these areas on your Pre-Settlement Demonstration sheet.

Secondly, the provisions of your new Q.B.W. Limited Warranty Protection Plan are clearly detailed in the Q.B.W. information that you received when you signed your contract. You will also receive a copy of the Q.B.W. Limited Warranty Agreement at your settlement. It should be noted that Dan Ryan Builders and Q.B.W. assume no responsibility for any incident or consequential damage caused by a defect in material or workmanship covered by the warranty.

Finally, the provisions of your new Q.B.W. Limited Warranty do not apply to any part or parts of your new home that has been subjected to misuse, negligence, accidental damage, or lack of preventative maintenance by the homeowner. Items that have been repaired or altered in any way by the homeowners that, in the judgement of the builder, adversely affect its performance are not covered by your warranty. Dan Ryan Builders does not warrant against normal deterioration, wear and tear, or exposure.

Dispute Procedures

At Dan Ryan Builders, our goal is to give each homeowner the most dependable, courteous service possible and to be responsive to all your service needs. Although all of us at Dan Ryan Builders are trying hard to achieve this goal, there may be times when you have questions or problems with your warranty service. If you ever need help, here are the steps we suggest that you take to obtain assistance:

1. To begin with, we have tried to anticipate most of your questions and, accordingly, have provided a significant amount of information for you in the "Home Care and Service Manual" which you received during your pre-settlement inspection. We suggest that you read through this information when a question about service arises. More often than not, you will find the answer to your question in this manual or in your Quality Builders Warranty book.

2. At this stage, hopefully, your questions have been answered. However, if you are not satisfied that the service provided to you is in compliance with the policies and procedures outlined in this book and the Quality Builders Warranty Agreement, the next step is to document your concern in writing to the Vice President of Production at our Corporate Office. The Vice-President of Production is available, if necessary, to help you solve your service problems as quickly and pleasantly as possible. Write to:

   Dan Ryan Builders
   Vice-President of Production
   60 Thomas Johnson Drive
   Frederick, MD 21702

3. Finally, if you are still not satisfied with the answer(s) provided by the Corporate Office or by the Vice-President of Production, we suggest that you thoroughly review your Q.B.W. Warranty Standards booklet to clarify further the applicability of these standards to your specific warranty question(s). You may also wish to consult with a Q.B.W. representative to determine if further investigation is warranted. Please refer to your Q.B.W. warranty booklet for these instructions. Please also bear in mind that your satisfaction, within the limits of the Q.B.W. warranty program requirements, is our primary concern. We firmly believe that all your reasonable warranty service requests can, and will, be best handled by our Corporate Office.

We hope you will never have to use these dispute procedures. But, if questions about your warranty service should arise, we hope the information contained in this manual will provide you with the means of obtaining satisfaction in all your dealings with us.

Homeowner Maintenance List

This list is furnished to assist new homeowners in recognizing those types of maintenance activities that are not warranted and should be handled by the homeowner in order to properly protect his/her new home. The list below is not intended to be a comprehensive list of all normal homeowner maintenance requirements.

1. Replacing faucet washers beyond thirty (30) days after settlement.

2. Cleaning sump or ejector pump and crocks (where applicable).

3. Checking circuit breakers.

4. Changing light bulbs or fluorescent tubes.

5. Repair or replacement of threshold or weather stripping.

6. Repair of glass or glazing.

7. Lawn maintenance including fertilization, raking, and re-seeding bare spots and erosion.

8. Clogged toilets or drains after one (1) month of occupancy.

9. Damaged concrete or asphalt due to the use of salt, de-icers, or gas or oil leaks.

10. Grout or caulking around tubs, sinks or vanities.

11. Normal concrete cracks (cracks that do not leak).

12. Furnace filter changes or cleaning of coils.

13. Flushing hot water heater.

14. Condensation and icing during cold periods.

15. Turn off water supply to outside hose bib(s) in cold weather and bleed the water from the hose bib to prevent freezing.

16. Any repair or material failure (such as roof or siding leak caused by antennae installation) caused by homeowner alterations.

17. Control of erosion from discharges from downspouts or sump pumps.

18. Garbage disposal jams from misuse.

19. Removing foreign objects from gutters and downspouts. Rain gutter overflows against foundation walls will erode grading adjacent to the foundation and may cause basement leaks.

20. Recaulking of interior or exterior joints due to normal wear.

21. Adjusting bi-fold door units.

22. Repair or minor cracking of wall surfaces, trim, etc. due to normal settlement or normal material shrinkage.

23. Repair of nail pops.

24. All grading (except major re-grading) around the house foundation resulting from normal consolidation of backfilled soils.

Items For Review at 120-Day Walk Through