



DUNHILL
HOMES™

TEXAS
HOME OWNERSHIP GUIDE



WELCOME!

Congratulations on the purchase of your new home! On behalf of everyone at Dunhill Homes, we wish you many years of happiness in your new community.

Your new home is covered by the Dunhill Homes Limited Warranty that you received when you took title to your home. Dunhill Homes will strive to deliver a high level of customer service to ensure that you enjoy living in your new home. Please keep in mind that your new home requires certain maintenance on your part. Your performance of recommended maintenance will help to prolong the life of your home and assure that warranty work will be performed as stated in the Limited Warranty and this guide.

Please take the time to read this guide and the provisions of your Limited Warranty. If you have questions, please do not hesitate to contact our Customer Service Department.

Again, congratulations and welcome to your new home!



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CUSTOMER SERVICE

IN CASE OF EMERGENCY

Go to www.dunhillhomes.com and click on the warranty tab and fill out the warranty form

If you detect:

- ◆ Water entering the home from the roof, windows or doors.
- ◆ Plumbing leak from a plumbing fixture such as the faucet, pipes, drainage pipes, enclosures, ice maker and other plumbing sources.

You must contact the Customer Service Department immediately along with our Plumbing Contractor.

If you detect a plumbing leak, you should shut off the water. This may be accomplished by shutting off a valve under the sink or behind the toilet. If you are unable to locate the valve it may be necessary to turn the main water shut-off valve located at the side or front of your home.

Other emergencies are defined as problems that require immediate attention to protect you and your family from harm and to avoid damage to your property, your home or lot. If you have a warranty service emergency, including but not limited to the examples below, we ask that you call our Customer Service Department immediately:

- ◆ A total stoppage of the plumbing and/or sewer system. If your plumbing system ceases to work, none of your sinks, tubs or toilets will function properly.
- ◆ A total electrical failure other than an outage in the neighborhood.
- ◆ Loss of heating or air conditioning during extreme weather conditions.
- ◆ Gas odor - contact the gas company's emergency service number before you call Dunhill Homes.
- ◆ Garage door will not close or open.

All emergency calls that are received by Dunhill Homes will be directed to the subcontractor that is appropriate for each emergency situation. If your situation does not fall within the emergency guidelines, you should use the procedures outlined in this guide for requesting routine customer service.



ROUTINE CUSTOMER SERVICE REQUESTS

YOU SHOULD CONTACT US AT WWW.DUNHILLHOMES.COM. CLICK ON THE “WARRANTY” TAB AT THE TOP OF THE HOME PAGE AND FILL OUT THE REQUESTED INFORMATION UNDER THE “WARRANTY” TAB. WE WILL THEN CONTACT YOU ABOUT YOUR REQUEST.

If you do not have internet access, you can contact us at the following:

Dunhill Homes
2100 McKinney AVE. SUITE 1510
Dallas, TX 75201

We will schedule a time to come to your home, evaluate your request and determine whether the request is covered by the Limited Warranty. If the request is covered by the Limited Warranty, we will either repair or replace the defective item at no cost to you. We will respond to your requests as quickly as possible, and if we anticipate a delay because of material shortages, back-ordered parts or weather, we will keep you informed of the expected completion date. When we have completed the request, we will ask you to confirm in writing that the request was completed to your satisfaction.

Appliances and other similar consumer products in your home are covered by separate manufacturer warranties, which were delivered to you when you took title to your home. Service for these items must be requested according to instructions on the applicable manufacturer warranty.



MAINTENANCE

Maintenance of your new home is your responsibility and is not covered by the Limited Warranty. Regular preventive maintenance should begin when you take title to your home and will help to prevent costly repairs and replacements as your home ages. The following section of this guide will help you establish a regular routine for maintenance.

A wide range of temperatures combined with expansive soils that are common in this area affect our building practices and your home. Building materials such as wood and concrete are subjected to constant expansion and contraction from day to day. This can result in minor warping of wood materials and cracking of drywall, stucco, concrete and mortar. These effects are particularly obvious in the first year after a new home has been built. You can minimize these effects on the interior of your home by **maintaining a constant temperature indoors**. 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.

APPLIANCES

Maintenance information about each appliance can be found in the literature that is supplied by the manufacturers. Contact the applicable manufacturer or distributor for service or questions about the use and care of the appliances.

CABINETS

The cabinet fronts, doors and drawer fronts are made of finished hardwoods. With proper care, the beauty and utility of the cabinets will last for many years. Washing with water could damage the finish. Remove splashes and splatters promptly and dry all areas thoroughly to avoid permanent stains and damages to the finish. The beauty of the wood can be preserved by polishing with a furniture polish or lemon oil. Minor scratches can be covered with a putty stick that matches the finish of your cabinets. Putty sticks can be purchased at most paint or hardware stores. If you notice sticking drawers and cabinet doors that do not close properly during the Limited Warranty period, submit a Customer Service request. After that, maintenance of cabinet drawers and doors is the responsibility of the homeowner.

If the cabinets are painted or stained, exact color matches for repairs or replacements are unlikely. Light, cooking odors and gases, air conditioning and general use will cause painted surfaces to change color over time. Keep the painted surfaces clean and dry. Smudges on surfaces should be wiped with a soft cloth and the surface dried promptly. Appliances that generate heat or steam should not be placed in areas close to cabinets.



The hinges on cabinet doors can be lubricated, if necessary, with an oil-based lubricant. Apply a very 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.

It is not unusual for the color of the installed cabinets to be different from samples shown at the time of selection. Color can differ with wood grain variations and stain used. Some color variation in cabinets or stained natural surfaces is to be expected.

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 a part of your routine maintenance, you should inspect the caulking around your sink tops, tubs, showers, toilets, windows, doors, siding and ceramic tiles. Repair by re-caulking as needed. If caulking is not maintained around tubs, showers and toilets, windows, doors, shower and ceramic tiles, water damage to the surrounding flooring can result.

CEILINGS & INTERIOR WALLS

The ceilings and interior walls in your home are easy to maintain. They do not require special attention other than an occasional cleaning, caulking of settlement cracks and periodic painting. Remove dust or cobwebs as part of your routine cleaning. When needed and as a part of your regular maintenance, you may want to repaint. Before you use any cleaner, test it on a section of paint that is out of normal view.

If your ceiling has luminous light fixtures, you should follow these tips. Do not use cleaning solvents or other strong chemicals on the plastic panels. You should wash the panels in a mild solution of dish-washing liquid and water. Use a soft cloth to wipe the grids using only warm water. Towel dry the panels and grids to remove any soap residue and water spotting.

Professional painters recommend that you avoid washing newly painted surfaces for at least three months. This will permit the new paint to dry and set. After this period, avoid the use of strong chemical cleaners and abrasive cleaners, either of which may cause permanent damage to the paint. When paint touchup is required, please remember that all paints change color as they age, so a perfect color match is likely not possible. Regular repainting is a better option because this results in longer paint life and reduced maintenance costs. Please consider repainting your bathrooms and your kitchen more frequently. These areas get frequent exposure to steam and condensation and generally receive harder wear.

Molding and trim can shrink and warp in some cases. Routine maintenance on molding, trim and wall boards is minimal and is the responsibility of the homeowner. Replace warped molding and trim. Reset nails that have popped out of position. Use touchup 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 interior walls in your home are textured for beauty and style. The texturing material is relatively soft and can be damaged by scrubbing with abrasive cleansers and rough brushes or cloths. Small finger smudges may be removed from walls with a solution of warm water and a mild soap. Wash gently with a soft sponge or cloth. Rinse and dry 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.

CONCRETE

Concrete is a major material in your new home. It provides strength and durability for the foundation, driveway and walkways. While concrete requires minimal care, it should be kept free of accumulated dirt, debris, oil and grease. Do not run water or allow water to pond near the foundation, patios, walks or driveways. **Positive drainage, away from the foundation, should be maintained at least five feet from the foundation. Excessive water can cause soil expansion, which can result in fractures to the foundation and concrete as well as movement within the home.**

Minor cracks and surface color variations in concrete are normal and unavoidable. Small cracks, which are the result of contraction and expansion of the concrete, are characteristic of concrete and do not affect its performance or durability. The driveways and walkways in your new home are designed for residential use. Do not permit large trucks and delivery vans to use your driveway.

To protect your concrete driveway during winter ice storms and freezing weather, we recommend the following:

- ◆ Do not use salt or de-icers on the concrete. If salt residue is packed on the undercarriage of your car or treads of your tires after driving on highways that have been treated with salt, immediately remove any salt that has been deposited on your driveway. Salt will spall the surface of the driveway, which will cause the concrete to chip away and become uneven and unsightly.
- ◆ Remove snow and ice as soon as possible. Wash down the concrete when it is possible.
- ◆ Use clean sand or cat litter for traction on your driveway and walkways.

COUNTER TOPS

The counter tops in your home are designed to provide years of use. We offer these guidelines to assure that your counter tops remain beautiful and functional for years:

- ◆ Always use a cutting board to protect your counter tops when you prepare food. While minor scratches that can result from cutting food may not be noticeable at first, in time they will dull and mar the luster of the finish.
- ◆ Wipe up spills immediately. Some liquids, particularly hot ones, can cause almost imperceptible stains on some surfaces. In time, the stains can accumulate and become unsightly.
- ◆ Be careful to avoid dropping pots and pans and other kitchen items on your counter tops. This can break or chip the counter's surface.
- ◆ Counter tops can be damaged by sitting on them. Excessive weight can cause warping, drawer malfunction or may cause the top to pull away from the wall.

Plastic laminate: If your counter tops are made of plastic laminate, a thin sheet of hard plastic is laminated onto a wooden base. It is important that you not break the bond of the two materials. Do not place hot pans directly on the counter's surface. They will scorch the surface. Laminate may be stained by the inks used to mark grocery products, especially meat and produce. These can be very difficult to remove, so we suggest that you avoid placing these items directly on the counter tops. Plastic laminate countertops can be kept shiny and new looking with mild detergents or soaps, followed by a water rinse and drying. To maintain the attractiveness of your countertops, avoid harsh and abrasive cleansers. The seams of your counter have been treated with a "seam fill" product, but you should not allow water to stand on the seam. The water can penetrate the seam, causing it to buckle. To help prevent this, we suggest that you wax the seams as part of your routine maintenance. Your local hardware store or home center can advise you on the proper product.

Tresca and other solid-surface materials: These are man-made products that provide beauty and charm to your home. While solid-surface materials are very durable and will retain their beauty for many years, they require the following care:

- ◆ Remove spills promptly. If the spills have the potential to stain, rinse the area with clear water after the spill has been removed.
- ◆ Solid-surface materials can be cut and gouged by knives and other sharp objects. Always use a cutting board on solid-surface materials.
- ◆ Solid surfaces will char and burn if very hot pans or lighted cigarettes are placed on the solid-surface countertop.
- ◆ Small burns and gouges can be removed from solid surfaces by using techniques that are recommended by the manufacturer. Consult the manufacturer or a professional for advice or assistance on repairs to solid surfaces.

Granite and marble: Care for granite and marble as you would any fine finish such as furniture. Wipe off granite and marble countertops promptly when there is a spill or other moisture. This is especially important when the spills are fruit juices or other acidic liquids. Natural stones are



alkaline and are subject to disfiguring by acidic liquids. Sealers that are formulated for granite and marble should be used. These products permit the stone to breathe but protect them from damage. Consult a professional stone cleaning service for more information. Follow these tips for the care of your granite and marble countertops:

- ◆ Avoid cleansers that are abrasive because of their tendency to scratch the stone.
- ◆ Avoid highly alkaline cleaners such as lye. Tars and oils can carry stains into the stone when they are combined with highly alkaline cleaners.
- ◆ Routine cleaning with non-soap cleaners and clean water rinsing is recommended. Thorough rinsing is very important because residual soap or the crystals from cleaners can cause permanent damage.
- ◆ Thoroughly dry the surfaces before any sealers or top dressings are applied. A chamois skin is ideal for drying natural stone.
- ◆ Avoid cleaning products, including dishwashing products, that are colored or tinted. These products can impart color to the stone. Do not use colored waxes or polishes on natural stone.

Cultured marble: This is a modern product that adds style to your bathrooms. Proper maintenance of cultured marble is similar to the maintenance of fine wood. Remove spills immediately to avoid stains. Do not use abrasive cleansers on cultured marble counter tops or bath panels. Most food and drinks are acidic and can etch the finish on the marble. Do not place any items that may scratch the surface directly onto the counter top. Routine care of cultured marble counter tops requires warm water and a soft cloth or sponge. If the surface becomes dull, you might consider having the marble polished by a professional who specializes in marble polishing.

Simulated marble: Avoid harsh cleaners and abrasive cleansers. Routine cleaning with soap and water are recommended. Be sure to rinse thoroughly and dry completely after cleaning. Paste waxes can cause yellowing. To prevent chipping and scarring, do not drop heavy utensils or sharp objects on simulated marble.

Ceramic tile: Glazed ceramic 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 may be impossible, we urge you to take special care to avoid breaking or damaging the ceramic tile in your home. Save any unused tile that you may have for future repairs. Ceramic tile is brittle and can be broken by a sharp blow from a heavy object. 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 bright and shiny.

Because the grout between the tiles is porous, periodic re-grouting is necessary. This will prevent stubborn stains from penetrating the grout and becoming unsightly. Routine scrubbing of the grout with warm soapy water will keep it clean and fresh. Strong cleaners such as Lysol



can stain the grout. Sealers and cleaners can be found at your local hardware store. Keep in mind that grout sealers can change the color of the grout. Consult the manufacturer's label instructions before you use any grout sealer.

DOORS

Exterior doors: The exterior door for your new home is made of wood, fiberglass or steel. Doors made of manmade materials are resistant to fading, weathering and warping. Care should be taken to avoid splashes of paint or other staining materials. Wash the surfaces of these doors to remove dust and soil. Your doors are designed to provide many years of service. To prevent damage, avoid slamming the doors. Wood doors require regular maintenance, especially if they face direct sun and weather. Inspect your wood doors and repaint or re-finish as required.

Interior doors: Interior doors are made of painted hardboard. Because of expansion and contraction with changes in heat and humidity, minor warping and sticking of doors can occur. This is normal and may correct itself as conditions change. You should allow your home to go through at least one dry and one damp season before you make any permanent changes. 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 touchup paint or varnish when necessary. These simple steps will keep your interior doors beautiful and in top condition.

The hinges and locks on your doors may require lubrication from time to time for proper maintenance and to prevent squeaks. Remove the hinge pin and rub it with a graphite tube or lead pencil and then replace it. We do not recommend using oil because it accumulates dust. It is a good idea to keep duplicate keys for the locking doors. You may find that some interior locks can be opened with a small screwdriver.

Bifold doors have track systems that will provide trouble free service for years. Clean the tracks often with a vacuum cleaner. Lubricate the tracks with graphite or silicone lubricants. Do not force the doors open or closed. Inspect the tracks to see what is preventing a smooth, normal operation.

If your closets feature sliding doors, you can be confident that they will give you years of trouble-free service. Keep cloths and other items away from the doors so they do not obstruct proper operation. The roller and tracks should be lubricated with a silicone lubricant.

Garage doors: Your garage doors were selected from dependable brands manufactured to assure years of service. Installation of a garage-door opener by anyone other than Dunhill Homes may void your Limited Warranty. Check with the manufacturer of the door before installation of an opener. Never attempt to repair the garage door spring coils. Severe injury can occur if the coils break or release. Check to make sure the hinge screws remain tight. Lubricate hinges, tracks and rollers with a non-oil-based lubricant as needed. Routine painting of garage doors is



necessary to keep garage doors in good condition. The bottom edge should be inspected and repainted as often as necessary to prevent damage from rain and irrigation water. If your garage door has adjustable elements, please refer to the manufacturer's instructions.

ELECTRICAL SYSTEM

The electrical system in your new home was designed by professionals to comply with stringent local, state and national building codes. It is intended for normal residential use. Any changes or additions to your electrical system may void your Limited Warranty and can result in damage to your home. **We strongly recommend that you consult a licensed electrician to make such changes and additions to your electrical system. Please note that a permit may be required.**

There will be one master circuit breaker and several individual circuit breakers. Circuit breakers trip under excessive electrical load. Reset tripped circuit breakers by moving them to the OFF position and then to the ON position. In the event of a loss of electrical power in your home, follow these steps:

- ◆ If the power loss is in one area of your home and power is available in other areas of your home, it is likely that an individual circuit breaker has tripped. Unplug any appliances in the area that are without power and turn other appliances off. Check the circuit breaker and, if necessary, reset it. Plug your appliances back in. If the circuit breaker fails repeatedly, you have either a short circuit in one of your appliances or a short circuit in the electrical system in your home. Do not attempt further repair. Call a state licensed electrician or Dunhill Homes Customer Service if your home is still covered under the Limited Warranty.
- ◆ If electrical power is lost throughout your home, check the master circuit breaker. If the master circuit breaker has tripped, reset it. If the master circuit breaker trips repeatedly, refer the problem to a state licensed electrician or call Dunhill Homes Customer Service if your home is within the period of the Limited Warranty. If the master circuit breaker has not tripped, take a look around your neighborhood. If you notice a general electrical failure in your neighborhood, call your electric company to report the problem.

Ground fault circuit interrupt devices (GFCI): GFCI outlets are located near tubs and bathroom sinks and in the kitchen, garage and exterior locations. 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. When this occurs, the GFCI outlets must be reset according to the manufacturer's instructions. Do not plug appliances such as air conditioners, freezers or refrigerators into GFCI outlets. The electrical surge that occurs when these appliances cycle will trip the GFCI outlets and break the circuit.

Arc fault circuit interrupters (AFCI): The AFCI is designed to control the electrical outlets in all bedrooms. AFCI technology detects arcing faults in electrical circuits that could cause fires, which could reduce the risk of fire beyond the scope of conventional fuses and circuit breakers.



The AFCI breakers are located in the main circuit breaker panel and must be reset according to the manufacturer's instructions.

Auxiliary circuits: The electrical circuits in your home are designed to handle today's heavier demands. However, some major appliances and tools will perform better if they have dedicated circuits. If you are considering the purchase of these items please consult a professional electrical contractor to discuss your capacity and the possible addition of dedicated circuits.

Lighting: The lighting fixtures in your new home are designed for standard wattage bulbs. To avoid excessive heat, you should follow the manufacturer's recommendations attached to the fixture.

Outlets and Switches: Convenient electrical outlets can be found in every room in your new 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. If an electrical outlet does not have power, there are two possible explanations:

- ◆ Some outlets are controlled by a wall switch — usually the lower plug on a two-plug outlet. These receptacles are turned upside down for easy identification. Plug an appliance into the outlet and turn on nearby wall switches to see if the problem is corrected.
- ◆ Check the circuit breaker. If the circuit breaker has been tripped, reset it and try the outlet again. If the circuit breaker trips repeatedly, refer the problem to a state licensed electrician or call Dunhill Homes Customer Service if your home is within the period of the Limited Warranty.

Child-proof devices are available in grocery stores, drug stores, home centers and hardware stores that will prevent injuries from children poking small metal objects into wall outlets.

EXTERIOR FINISHES

The primary exterior finishes on your new home are masonry, stucco and wood. These finishes were chosen for their beauty and durability in this area. Because they are exposed to constantly changing weather conditions, the exterior finishes on your new home require routine maintenance and care. We recommend that you inspect the exterior surfaces of your home every six months and perform the following maintenance:

- ◆ **Caulking:** Remove loose or peeling caulking, clean surface of dirt and dust debris. Re-caulk the dry surface with an exterior paintable caulk.
- ◆ **Paint:** Remove loose or bubbling paint, sand and prime with an exterior primer as needed. Repaint.
- ◆ **Nail Pops:** Reset popped nails with a smooth finish hammer. Touch up paint as needed. If the nail will not reset, replace with a nail that is the next size larger in width.



Stucco and masonry are cement products that are subject to expansion and contraction in the environment in this area. Minor cracks can develop in the outer layer of materials. This is normal and does not reduce their function in any way. Your Limited Warranty does not cover normal cracks. Please see the section on Performance Standards in this guide for information on cracks in stucco and masonry.

Cemplank® siding is a relatively new material that is made of cement and fibers. It is durable, strong and attractive. Cemplank® siding can be broken by blows from hard objects, balls and tools. Take care to avoid damaging Cemplank® siding with lawn mowers and toys.

The white, powdery substance that sometimes accumulates on these surfaces is called efflorescence. This is a natural phenomenon and cannot be prevented. In some cases, it can be removed by scrubbing with a stiff brush and strong vinegar. Consult your home center or hardware store for commercial products to remove efflorescence.

Other suggestions for maintaining the siding on your home are:

- ◆ Check the spray from your lawn and plant irrigation system frequently to make certain that water is not spraying or accumulating on these surfaces. Constant exposure to irrigation water and sprinklers can discolor and deteriorate the stucco on your home.
- ◆ In some homes cinder block and stucco are sealed by the paint that is applied to them. Repainting improves the seal.

Wood is a natural, porous material that requires protection with caulking and paint when exposed to the elements. Surfaces that receive direct sun in the morning and mid-afternoon will require more frequent repainting. If the caulk is splitting or peeling, remove the peeling caulking, clean the surface of dust, dirt and loose paint and then re-caulk with exterior paintable caulk. If you find cracking or peeling of the paint, sand the area and repaint it promptly.

Split or damaged wood, particularly patio beams, should be repaired and repainted to avoid further damage. Small splits on patio beams are called “checking.” This is normal. It does not affect the integrity of the beams. The natural drying can result in gaps and splits in wood molding and trim.

FENCING

The fencing height around your home may vary from that in the models and from homes with different grade elevations. Fence elevations will follow the fencing plans. Sections of the fence may vary in height due to changes in the grade level.

Inspect your fencing often. To prevent damage to the structure of the fencing, keep dirt and debris away from the fence. Keep the spray of irrigation systems away from your fence. Repeated sprays will discolor and damage the fencing materials.



If you choose to add additional fencing to your property, you should employ a professional fencing contractor. It is your responsibility to locate the property lines and to have your fencing installed according to local building codes and the restrictions in your community that are enforced by the homeowners' association.

FIREPLACES

If your new home has a fireplace, it is designed to add beauty and style. Fireplaces are not designed or intended to heat the entire home or to be a primary source of heating. Please read the manufacturer's instructions before you use your fireplace.

FLOORING

The flooring in your new home will last longer if you provide routine maintenance and care. The floors may squeak or pop from time to time due to the wood drying out, weather, uneven temperature in the home and normal settling. Dunhill Homes will attempt to stop squeaks in floors that occur while the home is covered by the Limited Warranty. After this period floor squeaks are normal maintenance and are your responsibility.

Carpeting: Vacuum carpeting frequently to avoid the buildup of dirt and grime. 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 that 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 new home before it has been furnished and occupied. Visible seams are not a defect unless they have been improperly made or the material is defective. Dye lots may vary. The variations are acceptable if they abut doorways. This is normal.

Remove spills immediately. Stain removal is easier if it is done promptly. Consult the manufacturer, a home center or a carpet professional for stubborn stains. Cleaning products should be tested on a section of carpeting that is not obvious. Do not use cleaners that have not been tested and certified for the carpeting materials in your home. You can test cleaning products as follows: Apply a small amount of the cleaning product to a small section of carpeting that does not show. For example, you can test the products on carpeting in a closet. Observe the effect of the cleaning product on the carpet. Most cleaning products have testing instructions on the package label. Thoroughly clean your carpets every year. We recommend



that you employ a professional carpet cleaner. The professional equipment, materials and experience will add years of life to your carpets.

Ceramic tile: Ceramic tiles are available in a wide variety of colors and sizes. Glazed ceramic tile is recognized by its shiny, smooth finish. Glazed ceramic floor tile should be swept or vacuumed on a regular basis to eliminate grit and fine dirt particles that can scratch or dull the finish. Floor tile can be damp mopped with clear water to pick up dust and for general cleaning. When damp mopping, be sure to wring out the mop head thoroughly to prevent leaving droplets of water on the floor that will later become visible water spots. Mild nonabrasive detergents can be used for spills but will need rinsing to avoid leaving a dull film upon drying.

Grout can separate from the area between the tiles and the baseboard. If you notice that this has happened, re-grout the area promptly to prevent the entry of water.

Other points to remember:

- ◆ Use door mats at exterior entrances to help intercept dirt and grit.
- ◆ Furniture with metal casters or metal feet should not be used on the ceramic floor tile. Metal will quickly scratch and chip even the hardest of floor tile.
- ◆ A mixture of vinegar and water is not recommended as a cleaning solution for ceramic tile. Even a weak acidic solution such as this will attack grout over a period of time.
- ◆ Cracks that occur in the grout between tiles are normal and are the responsibility of the homeowner to maintain.

Hardwood: Follow these steps to care for your hardwood floors:

- ◆ Clean your hardwood floors as often as you vacuum your carpets. Sweep the floors and mop with a soft, dry mop or cloth. Do not use water or water-based cleaners.
- ◆ Do not flood hardwood floors with water. This will cause stains, warping and the destruction of the flooring. Do not permit water or other liquids to stand on hardwood flooring. Wipe up spills immediately. Do not use water-based detergents, bleach or one-step floor cleaners on hardwood floors.
- ◆ Do not drag heavy appliances or furniture across hardwood flooring. Permanent scratches in the finish can result. Ladies' high heeled shoes can dent hardwood flooring.

Vinyl Flooring: Modern, resilient vinyl flooring adds beauty and comfort to your home. The following are tips for proper care of your new vinyl floor:

- ◆ Because of its relatively soft texture, vinyl flooring can be damaged by heavy appliances, dropped tools, furniture legs and by rough use. This damage is permanent and cannot be repaired. Ladies' high heeled shoes can be particularly damaging to vinyl. Such shoes can cause permanent dents and gouges.

- ◆ Do not use abrasive cleansers or full strength bleach on vinyl floors. Abrasives will dull the finish and cause permanent damage. Full strength bleach can etch and destroy the surface of the flooring.
- ◆ Clean vinyl with warm water and a vinyl flooring cleaner.
- ◆ Remove spills immediately to avoid staining. Use a sponge or soft cloth. Dry the floor after removing the spill.
- ◆ Prevent discoloration by avoiding rubber backed rugs on vinyl floors.
- ◆ Small cuts may be repaired with seam sealer.

Plastic Laminate Flooring: Plastic laminate flooring is very durable. The high pressure laminate surface prevents almost all dirt and grime from sticking to the floor. Suggestions are offered for the care of plastic laminate floors:

- ◆ Clean regularly with a vacuum and damp mop.
- ◆ For thorough cleaning, use a soap-free cleaner designed for laminates.
- ◆ Do not wax, sand, lacquer or use scouring powders, steel wool or abrasive cleansers on laminate flooring.
- ◆ Remove grease, juice and wine with warm water and a mild detergent.
- ◆ Crayon, asphalt, shoe polish, paint and nail polish can be removed with a soft cloth moistened with mineral spirits or nail polish remover.
- ◆ Wax and chewing gum should be allowed to harden then scraped gently with a dull, blunt blade such as a putty knife.

GARBAGE DISPOSAL

Do not load a disposal with food items before turning it on. Turn the cold water on and start the disposal. Drop food items slowly into the unit. When the unit runs clear, turn the disposal off and leave the water running for several seconds. This allows the waste to be carried away. Only foods that are non-fibrous and easily pulverized should be placed into the disposal. Examples of foods not to place in the disposal are corn husks, celery, onion skins, rice, potato skins, artichoke leaves, olive pits, bones and solid or liquid grease. These items may cause your unit to jam. If a jam happens or you experience other problems with your disposal, follow the corrective measures in the manufacturer's operating manual.

GATES

Your gates may be made of wood. Sprinklers should be directed away from the gates to avoid discoloration. Adjust the hinges and the closure to prevent sagging and misalignment of the gates.



HEATING AND AIR CONDITIONING

Your new home is equipped with a high quality heating and air conditioning system. With proper care, the systems will provide many years of enjoyable, dependable service. Please read the warranty and information provided by the manufacturer and become familiar with the heating and air conditioning systems before you use them. All questions and requests for warranty service on your heating and air conditioning systems should be directed to Dunhill Homes if your home is within the period of the Limited Warranty. Portions of the heating and air conditioning system may be covered for more than one year by the manufacturer. Refer to the manufacturer's information for more details of warranty coverage.

Your heating and air conditioning systems can play an important role in the first year after you take title to your home. By maintaining an even temperature, contraction and expansion of the materials in your home is minimized.

To keep your system operating at the designed efficiency, we recommend yearly service and inspection by a licensed heating and air conditioning contractor. If you experience heating problems, here are some helpful suggestions that you might consider before you call for service:

- ◆ The thermostat should be set ABOVE room temperature.
- ◆ The thermostat selector should be set at HEAT.
- ◆ The main electric switch should be ON.
- ◆ Check to see that no circuit breakers are tripped to OFF.
- ◆ Make sure the filters are fresh and not clogged.
- ◆ Check to see that the ignition or pilot system is operating.
- ◆ Make sure the fuel line to the burner is ON.

The following suggestions are intended to assist you in getting the maximum usage and enjoyment from your heating and air conditioning system:

- ◆ We recommend that filters be changed every month. In areas with heavy dust, more frequent changes may be in order. Fresh filters can significantly reduce operating costs and will prolong the life of your system.
- ◆ Check the operation of your system well in advance of peak operating seasons. Notify Dunhill Homes of problems before seasonal service demands are the greatest if your home is within the period of the Limited Warranty.



- ◆ Keep all vents and registers clean and free of dust, cobwebs and debris.
- ◆ Keep plants and grass trimmed well away from the outdoor unit. Maintain a free flow of air around the outside condensers.
- ◆ We recommend that the thermostat, when set for cooling, be set at a higher temperature when you are away from home for an extended period of time. This will avoid excessive cooling and the contraction of materials in the home.

Air Registers: Registers should be adjusted to provide optimum efficiency for each room. To save energy costs, partly close the registers to rooms that are not in use. Do not close the vents completely. Because hot air rises, in the summer you should open registers in the upper floor and close the ones in the lower floors. Reverse this during winter.

LANDSCAPING, DRAINAGE AND GRADING

Your lot has been graded to drain water away from your home. Natural settling can change the original grading. Failure to maintain the established grade and preserve proper drainage may result in damage to your home, your lot and neighboring property, which will be your responsibility to repair. Do not permit water to drain from your lot to a neighbor's property.

Landscaping can change the grading of your lot. Unless all landscaping has been installed before you take title to your home, we suggest that you consult a professional landscape contractor before you landscape any portion of your lot. 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 the home may result. The water also could seep into your home and damage the interior and furnishings. Flower beds can significantly change drainage patterns. We suggest that you consult a professional landscape contractor before you dig flower beds. Keep plantings in flower beds a minimum of two to three feet from the foundation. This will prevent excessive water from collecting at the base of the foundation.

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

Your landscape professional can provide advice on plant selection, watering needs and proper placement in your yard. You should closely monitor your irrigation system and take care not to over-water your lawn, shrubs or trees. Excessive water can cause damage to your property and to neighboring properties. If your landscaping projects require that additional soil be added to your lot, be especially careful that the grade is not altered in such a way as to prevent positive drainage of water away from the home and into the appropriate drainage receptacles and storm drains.



The addition of new walkways, patios, spas, pools, fences, walls, planters and other changes can alter the drainage of your lot and cause water damage. Before you make any changes or additions to your lot or to the structures on your lot, give careful consideration to the effect the changes will have on drainage. If you have any questions, consult a professional before you begin the project.

PATIOS

Patios and other structures that you add to your home after you take title will not be covered by your Limited Warranty. We suggest that before you begin any addition to your home, you check with your homeowners' association and local building officials to make sure that your plans are in compliance with state and local building codes and the restrictions in your community that are enforced by your homeowners' association. It is likely that building permits and association approval will be required. A licensed contractor is best qualified to perform this work.

PLUMBING SYSTEM

Your plumbing system features modern design and materials. It will provide trouble-free service for your family for many years. We recommend that you become familiar with your plumbing system as soon as you move in. You and others in your home should know where all water shutoffs are and how they work. In the event of a plumbing emergency, you must close the main water shutoff at once. Flowing water can cause severe damage to your home and its contents.

The main water shutoff is located at the water meter. A secondary shutoff valve is located in the front flowerbed of your home. 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.

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, they should 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. If you detect the odor of sewer gas from a sink during the Limited Warranty period, contact Dunhill Homes Customer Service after you have followed the advice above.

The following suggestions will promote long and enjoyable service from your plumbing system:

Bathtubs: The bathtubs in your home are made of either cultured marble, simulated marble, fiberglass, acrylic, or metal coated with porcelain. Porcelain is a hard, durable surface, but it can be chipped or scratched by blows from a heavy or sharp object. Like the other components in your home, your bathtubs require routine maintenance. Clean the tubs using a nonabrasive



cleaner designed for bathroom use. Rinse the surface thoroughly to remove all traces of the cleaner. After each use, rinse the tub thoroughly with clean water to lessen the effects of soap buildup.

Fixtures: Faucets and other plumbing fixtures are designed to add beauty and trouble-free use. Some of the fixtures are plated with polished brass, bright chromium or a combination of the two materials that are resistant to water corrosion under normal use and maintenance. The brass and chromium plating materials 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. 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 excessive force when you turn your faucets on and off or the seals in the faucets may be damaged and require repair or replacement 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 several months.

Toilets: Toilets are made of vitreous china, a glasslike material that is almost impervious 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. Never dispose of non-soluble or bulky matter such as diapers or sanitary products through your toilet. Such wastes should be discarded with other rubbish rather than through sewer lines. Stoppages that occur due to construction debris are covered by the Limited Warranty. Stoppages that are not construction related are the responsibility of the homeowner. If you are unable to clear the obstruction yourself, you should call a plumber. Do not use drain cleaners in toilets. The harsh chemicals in drain cleaners can damage the toilet seals and cause a leak.

The flush valve in your toilet should last several years but is a homeowner replacement item. It is a good idea to have one or two flush valve replacements on hand. If it 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 plumber can perform this task.



Water saver toilets are installed in your home. These toilets are designed to reduce water usage. At times you will find a single flush does not clear the toilet bowl. When this happens, wait for the toilet tank to refill then flush again.

Tub and Shower Enclosures: Your new home may have fiberglass, acrylic, ceramic tile or cultured marble shower enclosures. With proper care, these modern products will provide years of service. Minimal care is required. Routine cleaning with a household cleaning product will prevent the buildup of soap film and maintain the beauty of the tub and shower enclosures. A sharp blow to tile or cultured marble can result in chipping and, in extreme examples, cause a leak. (See the section on the care of cultured marble and ceramic tile elsewhere in this book.) Routine re-caulking around the tub enclosure, the door, the sweep and the threshold areas are required. Maintenance and replacement of the sweep and seals are the homeowner's responsibility. If the tub or shower enclosure in your home becomes damaged, contact a qualified repair contractor immediately. A leak can cause significant damage to the flooring and drywall in your home.

Drains: Grease buildup is the most frequent cause of plumbing drain stoppage. If you cannot dispose of cooking oils and grease in any other way, always run cold water down the drain at the same time. Sink and tub stoppers designed to trap hair and foreign matter should be cleaned regularly to ensure good drainage. Petroleum-based products, such as paint or lacquer thinner, can damage pipes and should never be poured down the drain.

Laundry Equipment: You will get the best results and longer life from your laundry appliances if you read and follow the manufacturer's operating instructions carefully. We recommend that washing machine hoses be replaced every three years. Shut off the valves for your washing machine if you plan to be away from your home for an extended period of time.

Garden Hose Faucets: You should protect garden hoses in cold weather by removing the hose and draining it. Ice in hoses can damage not only the hose, but the valve as well. These faucets also contain washers, which should be replaced as needed using the same techniques described earlier.

Winterizing: In cold climates, if you expect to be away from your home for any length of time during the winter, it is important to protect the plumbing system from freeze-damage. We strongly recommend the job be handled by a licensed plumber. In addition, if you leave your home for an extended period, even for a weekend, it is best to have a responsible person check it each day you are absent. Consider these precautions for winterizing your home:

- ◆ Always remove garden hoses from hose bib connections if you expect the outside temperature to fall below freezing. Attached garden hoses can cause freeze damage to the plumbing system in your home.
- ◆ Use freeze cones or wraps to protect all hose bibs from freezing.



- ◆ Close the irrigation valve by turning it 90 degrees or cross-ways to the supply line. To reactivate your irrigation system, open the irrigation supply line valve.

Water Heater: Your water heater is covered by a warranty from the manufacturer. Please read the operating instructions that the manufacturer provides. In the event of a leak in your water heater, close the shutoff valve on the top of the water heater and turn off the breaker. If you have a gas water heater, close the gas supply valve. If this happens during the Limited Warranty period, call Dunhill Homes Customer Service without delay. After the Limited Warranty period, call a licensed plumber.

The “Normal” setting is recommended for routine use of hot water. If you select a higher setting and increase the temperature of the water, severe injury can result to you and to family members. If a higher setting is chosen, always return to the “normal” setting when the demand for very hot water has passed.

While some water heaters do not require additional insulation, this will save significantly on the cost of operating the water heater. These products are available at home centers and hardware stores. Check the operating manual that came with your water heater before you add an insulating blanket. If you add an insulating blanket, do not cover the warning labels and the ventilation and access areas of the water heater.

Read the instructions carefully before you attempt to light the pilot. Never attempt to light a gas pilot or turn the electric igniter on when the tank is empty. If you must turn the water supply off, always turn off the gas or electric supply to the water heater. Do not store materials around or near the water heater.

Your water heater should be drained and flushed according to the manufacturer’s suggestions. This procedure will remove accumulated silt and debris so that the water heater is efficient. Be sure to turn the gas supply to the water heater off when you drain the water heater. The water heater must be refilled before the gas supply is turned back on and re-lighted.

Your water heater has been raised off the garage floor to help keep flammable material and gases away from the gas flame of your heater. Avoid storage of any flammable materials in your garage and especially near your water heater.



ROOFS

The roofing material on your new home will be made of Dimensional Shingles. Your roof adds beauty to your home and also protects it. Its service life can be prolonged if you avoid walking on it. 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. Never attach an antenna or other structure to the roof of your home.

Annual inspections or maintenance for all roofing materials may be necessary starting in the second year. Due to extreme temperatures, areas that require tar should be inspected and may require attention frequently. Remove fallen limbs and other debris from your roof promptly. If large limbs have fallen onto your roof, inspect the affected area for signs of damage. Repairs should be made by a professional roofing contractor.

Gutters: If your home is equipped with gutters, protect them by seasonal inspections and cleaning of debris from the gutters. Clean the gutters at least once each year, more if necessary. Make sure the gutters and the downspouts are clear of leaves and debris. The corners and joints of the gutters should be inspected annually and repaired when necessary. Home centers stock commercial products for sealing gutters. If your gutters and downspouts are damaged from wind or storms, we recommend that you retain a professional for repairs and replacements.

SMOKE DETECTOR

Smoke detectors have been installed near sleeping areas and at other locations. The selection of the smoke detector, the installation procedure and the location of the smoke detectors are in accordance with the requirements of local and state building codes. Please do not move or disable the smoke detector. If you feel the need for additional protection, consider purchasing another smoke detector to be installed at additional locations.

The purpose of your smoke detector is to detect the possible presence of fire in your home so that you will have time to call for help and evacuate the house. At the first indication of fire, evacuate your family and call the Fire Department. To assure that your smoke detectors are working, use the “test” button at least one time every six months. If a smoke detector makes a “chirping” sound, the battery is depleted and should be replaced. Please carefully read the manuals that are supplied with the smoke detectors.

JACUZZI® TUBS

If you choose to have a Jacuzzi® tub installed in your home, we suggest that you give careful consideration to its maintenance and care. Refer to the manufacturer’s documentation for details.

WINDOWS

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. Adding window tinting to your windows will void the Limited Warranty on your windows.

Aluminum foil also causes a heat buildup between window panes and should not be used. Consider your homeowners' association regulations before you install window coverings that are visible from the street or other areas of your neighborhood.

Weep holes are installed in the bottom of window frames by the manufacturer to let water from condensation drain to the outside. This prevents damage to the window sills from the accumulation of water. Unfortunately, these weep holes can permit dust to enter during occasional dust storms. This is normal and is not preventable nor is it a warranty item. Keep the weep holes open and free of debris. Avoid flooding window and door frame tracks.

Vinyl Windows: Vinyl window and door frames are made to last for years, but they do require routine maintenance. Perhaps the most important step is to keep the window and door tracks free of dirt and debris. The vinyl tracks are soft and can become damaged if they are not kept clean. Use a broom or a brush to loosen collected debris. Vacuum thoroughly as a part of your regular cleaning routine. Avoid using abrasive cleaners as they may scratch the vinyl. No corrosion-prevention products are needed with vinyl windows.

If windows and doors do not slide freely, inspect the tracks for debris or an object that is inhibiting the travel of the windows. Use a silicone, not an oil-based lubricant. Oil attracts dirt that becomes embedded in the lubricant and may damage the vinyl.

Vinyl window frames are relatively soft. Do not use abrasive cleansers or petroleum-based cleaning solutions to clean the frames. A mild water-based solution applied with a soft cloth or a clean sponge will produce the best results and will not damage your window frames.

Since vinyl windows are somewhat flexible, you may notice movement in the frame when you open and close the windows. Vinyl windows must be opened and closed with care. Slamming the windows or using a jerking motion while opening the windows will cause cracks in the glass and the frame and can break the inner seal, permitting moisture to enter the air gap between the double panes of glass that create an air gap insulation barrier. This will result in fogging between the panes of glass. Use gentle, firm, even pressure to open and close vinyl windows. Do not force the window if resistance is felt. Inspect for the cause of the resistance and remove it before continuing to open or close the window.

Condensation: Condensation on windows can be a sign of excess humidity in your home. While a small amount of condensation around the corners of the windows is normal, excessive condensation can lead to damage to your home. The first areas to be damaged are window frames and sills that are exposed to the run off from condensation. Even more serious damage can occur when excess humidity in the home can penetrate the structure, blister paint, create mildew conditions within the walls and weaken components. Follow these steps to reduce the humidity in your home:



- ◆ Ventilate the entire house for a few minutes each day. Ventilate the kitchen, laundry room and bathrooms during use. Run the exhaust fans longer often.
- ◆ Vent humidity producers such as the clothes drier to the outdoors.

Condensation between the panes of double glazed windows is an indication that the seals are damaged and the window should be replaced.

