



# HOMEOWNER GUIDEBOOK

*Use, Care and Warranty for your new Simplicity by Hayden Home*







For 30 years, Hayden Homes has built a reputation not only as a builder of high quality homes, but as a passionate supporter of the communities in which we work and live.

Robert Watson, our founder and father of Chairman Hayden Watson, established Hayden Homes with the guiding principles of providing the highest quality home while delivering the greatest value. In keeping with his vision, we continue to build homes to the exacting standard he established, using brand name features and fixtures throughout, all while providing our homeowners with an unparalleled value.

Our commitment to you doesn't end when you receive the keys to your new home. Through our 300 Point Inspection we are committed to providing a quality home. And for extra peace of mind we provide a one-year warranty, standing by the promise to be around long after other builders have come and gone, just as we have done since 1989.

What we build in the form of a strong home is as important as building a strong community. From hiring and supporting local businesses and trades to being responsible for founding First Story, a non-profit organization that provides opportunities for qualified families in need of affordable housing, we take pride in our involvement with and impact upon the communities we call home.

Beautiful homes. Uncompromising quality. And neighbors helping neighbors.  
That's what Hayden Homes is all about.



# Welcome Home

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Congratulations on the purchase of your new home! You are now the proud owner of an exceptionally well-crafted and smartly-designed home. As you add the personal touches that make this home your own, you can look forward to a lifetime of enduring quality. Be assured that we, too, are committed to enhancing your pride in ownership, as we build a relationship that lasts as long as your home.

In order to help make your move as enjoyable and effortless as possible, we have prepared this Homeowner's Guide Book. In it, you'll find important information to help you get acquainted with your new home. It details our responsibility to you, our customer, after you occupy your new home. You will also find valuable tips on the proper care and routine maintenance of your home.

This manual covers your responsibilities as the homeowner, as well as an explanation of the warranty on your home, outlining what is and is not covered under Simplicity by Hayden Homes' one-year limited warranty program. Please review this section carefully and direct any questions you may have to your Customer Service Representative. We also recommend reviewing the additional information contained in your Orientation folder as it contains valuable information on the care of your new home.

If you have questions after you close on your home, you can address them with a Customer Service Representative. As you will see, we have processes in place to ensure that you receive a prompt, documented answer to any of your concerns.

Thank you for choosing Simplicity by Hayden Homes to build your new home. We are honored to work with you and it is our pleasure to serve you.

Sincerely,

*Your Simplicity by Hayden Homes Team*

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# NEW *home* ORIENTATION

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New Home Orientation is the day you are formally introduced to your new home. In addition to showing you the best ways to maintain and protect your investment, we will explain all the features and benefits of your new home and ensure you are aware of all the manufacturer warranties.

Please set aside a minimum of two hours to inspect your new home with our team. During this time, we will familiarize you with the location, purpose, operation and maintenance of all installed equipment. We will provide you with valuable warranty information on your appliances, flooring, plumbing, along with many other items in your home.

It is helpful if you read this manual in advance of your New Home Orientation so that you have a better idea of what to expect and the areas that will require your special attention.

Remember, visible defects, such as scratches, cracks or chips, listed on the New Home Orientation report **will be** repaired or replaced. Any defects not noted in the New Home Orientation report are not covered and will not be repaired or replaced. Please carefully inspect all of the following areas during your orientation:

- Lighting fixtures, including light bulbs
  - Plumbing, fixtures, and countertops
  - Glass doors, windows, mirrors and screens
  - Siding
  - Gutters and downspouts, if applicable
  - Concrete or asphalt driveways and patios
- *Note: Minor cracks in concrete are considered normal*

Upon completion of the New Home Orientation, our staff will sign the New Home Orientation Report and provide a copy to you. Make sure any items that require attention are written on the New Home Orientation Report. Only written items will be covered, and any verbal agreements are not covered or binding.

We look forward to your New Home Orientation day. We are happy to have you join the Simplicity by Hayden Homes community and look forward to meeting your needs in the future.



# WARRANTY *requests*

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We strive to provide you with the best customer service experience possible. Our Customer Service Representatives are ready to respond to your needs in a prompt and reliable manner. Considering that a new home contains several thousand components and is hand-crafted by numerous individual trade partners, there is the possibility that there will be conditions in your home that will require correction.

Our commitment to you is to correct items that require attention under our warranty as expeditiously and professionally as possible.

You can expect from us:

- A clean home that is complete and free of construction defects in workmanship and materials at the time of closing
- A home that functions properly
- A home builder who arranges for questions or concerns to be addressed in a timely manner

► **Important Note:** *Simplicity by Hayden Homes cannot be responsible for problems resulting from actions by occupants or visitors to the home, or for normal wear and tear. Requests from home inspectors will be evaluated on a case-by-case basis to ensure any agreed-upon construction defects are addressed.*

Our entire team at Simplicity by Hayden Homes is proud of the home we built for you, and we look forward to working with you to ensure that you enjoy your new home now and in the future.

During the first year in your new home, you may file a Warranty Claim, if necessary.

**We encourage you to compile a list of non-urgent warranty items throughout your first year of homeownership.**

**Follow these 3 easy steps to ensure all warranty items are covered within your warranty period:**

1. Set a reminder in your calendar to schedule your service request by the 11 month of homeownership.
2. Compile a list of any non-urgent warranty items along with any photos you think would be helpful.
3. Schedule your service request. Here are the ways to do this:

## WEBSITE

[www.simplicity-homes.com](http://www.simplicity-homes.com), in the top right corner of the website under “RESOURCES,” select “Warranty” and click “Submit a Warranty Request” to fill out a form online.

## EMAIL

[warranty@simplicity-homes.com](mailto:warranty@simplicity-homes.com)

## MAIL

Simplicity Customer Service Department  
Attn: Customer Service Warranty Request  
250 SE Timber Ave.  
Redmond, OR 97756

## PHONE

[877-417-4675](tel:877-417-4675)



## ROUTINE *service*

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Upon receipt of your service request, a Simplicity by Hayden Homes Warranty Service Representative will acknowledge your request in writing. We will then make arrangements to correct any items covered by this agreement. Appointments are scheduled between 8 am - 5 pm, Monday - Friday.

The homeowner or another adult must be present at all times while work is being done on the home.

If you are unable to keep a scheduled appointment with our team or a scheduled trade partner visit, please contact us immediately so we can reschedule the appointment.

At Simplicity, we work hard to provide unparalleled customer service. It is important to us that we address all of your warranty needs. As such, every attempt will be made to contact you to schedule your appointment, however, if we do not hear from you or you cancel after three attempts, your warranty request will be considered abandoned. This may result in the denial of any future claims for the same repairs under this warranty. To avoid this unfortunate situation from happening, please be sure to keep your contact information current with our Customer Service Department.

## EMERGENCY *service*

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Emergency service can be scheduled by calling the Customer Service Department. For purposes of this Warranty, emergencies are defined as:

- Total stoppage of the plumbing sewer/septic system
- Water system leaks, which require service to be shut off to avoid serious damage to the building or furnishings
- Complete loss of heat in cold weather
- Complete loss of Air Conditioning in hot weather
- Total loss of electrical service, which is not a general utility company power outage
- Gas leak (NOTE: Please evacuate the home, call 911 and the gas company FIRST, if you smell gas)
- Safety/Security (ex: deadbolt will not set completely)

**For 24-hour emergency assistance, please call [1-877-417-4675](tel:1-877-417-4675). Leave a message and an on-call service technician will respond promptly.**





## ONE-YEAR *limited* WARRANTY PROGRAM

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The one-year Limited Warranty commitment relates only to covered defects. These are defined as defects in material and workmanship that are either part of the structure or are elements of the home as supplied by Simplicity by Hayden Homes at the date of the closing. **The one-year Limited Warranty is for the term of one year and begins the day of closing.** This is not an insurance policy or a maintenance agreement, but a definition of what the owners have a right to expect in terms of warranties.

This one-year Limited Warranty does not cover any person or entity other than the original purchaser of the home. If you sell your home, the warranty does not transfer.

**This one-year Limited Warranty is further limited if the home is used as rental property or is not occupied by the original purchaser.** Simplicity by Hayden Homes will only cover specific items for a rental property or non-owner occupied home clearly described in the “Rental or Non-Owner-Occupied Homes” section below.

### **Simplicity by Hayden Homes’ liability under this Limited Warranty:**

1. Shall not exceed the purchase price paid by the original purchaser for the residence.
2. Shall not extend to consequential damages such as bodily injury, damage to personal property or damage to real property which is not part of the residence.

Actions taken by Simplicity by Hayden Homes to correct a defect(s) shall not extend the terms of this Limited Warranty.

We warrant to the original owner those components of your home as indicated by the express statements set out in the paragraphs labeled “WARRANTY” contained in this booklet.





## EXCLUSIONS:

This one-year Limited Warranty excludes any loss or damage which is not a covered defect, including:

1. Loss or damage, which the homeowner has not taken timely actions to minimize or prevent.
2. Loss or damage caused by or resulting indirectly from accidents, riots, theft, vandalism, falling objects, aircraft, explosions, military conflicts, Acts of God (including but not limited to water escape, lightning, wind storms, hail, floods, mudslides or volcanoes), or any other circumstance that is deemed abnormal.
3. Loss or damage to any real property which is not part of the home originally sold as stated in the closing documents and covered by this Limited Warranty.
4. Normal wear and tear.
5. Loss or damage caused by termites, other insects, birds, vermin, rodents or other wild or domestic animals.
6. Any conditions which does not result in actual damage to the home, including but not limited to uninhabitability or health risks due to the presence or consequence of electromagnetic fields, radon gas, formaldehyde, organic growth, or other pollutants and contaminants; or the presence of hazardous or toxic materials.
7. Bodily injury or damage to personal property.
8. Consequential damages, including but not limited to, costs of shelter, food, transportation; moving and storage; any other expenses related to inconvenience or relocation during repairs to the home; and any diminution of the market value of the home.
9. Defects in outbuildings including, but not limited to detached garages and detached carports (except outbuildings which contain the plumbing, electrical, heating, cooling or ventilation systems serving the Home); site located swimming pools and other recreational facilities; driveways; walkways; patios; boundary walls; retaining walls; bulkheads; fences; landscaping (including siding, seeding, shrubs, trees and plantings); of-site improvements; or any other improvements not a part of the Home itself.
10. Any damage to the extent it is caused or made worse by:
  - Negligence, improper maintenance or improper operation by anyone other than Simplicity by Hayden Homes, its employees, agents or subcontractors.
  - Failure by the Homeowner or by anyone other than Simplicity by Hayden Homes, its employees, agents or subcontractors to comply with the warranty requirements of manufacturers of appliances, fixtures and items of equipment.
  - Failure by the Homeowner to give notice to Simplicity by Hayden Homes of any defects within a reasonable time.
  - Changes of the grading of the ground by anyone other than Simplicity by Hayden Homes, its employees, agents or subcontractors.
  - Changes, alterations or additions made to the Home by anyone after the Limited Warranty Commencement date.
  - Dampness or condensation due to the failure of Homeowner to maintain adequate ventilation.
  - Sprinkler systems installed so that they spray against the Home.
    - ▶ The use of a planter strip around the perimeter of you house is a must. This will limit the amount of water put against your foundation.
11. Any defect in, caused by, or resulting from materials or work supplied by anyone other than Simplicity by Hayden Homes, its employees, agents or subcontractors.
12. Loss or damage caused by or resulting from soil movement for which compensation is provided by legislation or which is covered by other insurance.
13. Loss or damage caused by or resulting from abnormal loading on floors by the Homeowner, which exceeds design, loads as mandated by codes.



# RENTAL *or* NON-OWNER-OCCUPIED HOMES

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The one-year Limited Warranty **DOES NOT** apply to **rental or non-owner-occupied homes except as listed below**. These items will be covered by Simplicity by Hayden Homes for one year after the closing of the home to the original purchaser.

## Structural Defects

Only Major Structural Defects (MSD) will be covered.

### All of the following conditions must be met to constitute a Major Structural Defect:

1. Actual physical damage to one or more of the load bearing segments of the home (see below), causing the failure of the specific major structural components, which affects its load-bearing function to the degree that it materially affects the physical safety of the occupants of the home.

### Load-bearing components of the home deemed to have MSD potential:

1. Roof framing members (rafters and trusses)
2. Floor framing members (joists and trusses)
3. Bearing walls
4. Columns
5. Lintels (other than lintels supporting veneers)
6. Girders
7. Load bearing beams
8. Foundation systems and footings

### Examples of non-load bearing, non-structural elements that this Warranty **WILL NOT** cover are:

1. Non-load bearing partitions and walls
2. Wall tile or paper
3. Plaster, laths, or drywall
4. Flooring and sub-flooring material
5. Brick, stucco, stone, or veneer
6. Any type of exterior siding
7. Roof shingles, sheathing, and tar paper
8. Appliances, fixtures, or items of equipment
9. Doors, trim, cabinets, hardware, insulation, paint, and stains

## Plumbing System

The plumbing system is warranted to be free of leaks for a period of one year from the original date of closing.

## Electrical System

The electrical system will be warranted under the same terms as the one-year limited warranty.

## HVAC System

The HVAC system will be warranted under the same terms as the one-year limited warranty.



# INTERIOR MAINTENANCE *and* WARRANTY COVERAGE

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## WOODWORK

### Homeowner Maintenance

Wood is an organic building material and will expand and contract as the weather changes. It is affected by heat and cold and may shrink under conditions of low humidity and expand when humidity is high. Although it is impossible to eliminate the problem, keeping the house at an even temperature and humidity will help.

### Warranty

Joints in moldings and joints between moldings and adjacent surfaces (door casings, miters, base to walls, casing to walls, chair rails to walls, etc.) should not have gaps exceeding 1/8-inch in width. Defective joints by this standard will be repaired by Simplicity by Hayden Homes the Warranty period. Caulking is an acceptable repair. Simplicity by Hayden Homes will re-caulk areas needing repair once during the Warranty period.

### Limitations

This Warranty does not cover:

- Restoration of repaired areas to any condition other than to the original surface supplied to your home
- Caulking or cracks less than 1/8"

## DOORS

### Homeowner Maintenance

During the summer there is typically little trouble with doors, but winter heating may change the moisture content of the wood, causing temporary warping. Interior slab doors and bifold doors often stick or warp due to various weather conditions. To prevent sticking, apply graphite spray to the tracks or jamb as required. Use graphite on door locks and avoid slamming doors.

Some doors will have hinge-pin type door stops. Caution should be taken to prevent the door from being opened too wide or with too much force, which may cause damage to both the door stop and the door.

### Warranty

Interior doors are warranted on your home to be free from defects in materials and workmanship. We will repair or replace doors that become inoperable, have splits or cracks wider than 1/8-inch or that warp more than 1/4-inch, measured diagonally from corner to corner during the Warranty period.

Some hairline splitting or cracking of door panels is normal as long as light is not visible through the door. If light is visible, Simplicity by Hayden Homes will fill the split and, as nearly as possible, match the paint or stain on the door one time within the Warranty period. Door panels may shrink and expand and may expose unpainted surfaces; this is considered normal.

### Limitations

This Warranty does not cover:

- Repair or replacement of doors which warp less than 1/4-inch, measured diagonally from corner to corner
- Glass





# INTERIOR MAINTENANCE *and* WARRANTY COVERAGE

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## DRYWALL

### Homeowner Maintenance

The interior of your walls are constructed of drywall installed over wood. Because of the nature of organic materials, some contraction and expansion will occur. This shrinking and swelling can cause nail pops and settlement cracks during the drying out or settling process of your home. This is normal. No attempt should be made to repair these occurrences in the drywall until your home has gone through this drying process (approximately 1 year). You can use spackle to fill in these areas, which can be obtained at any hardware store.

### Warranty

Slight defects and irregularities on the finished surfaces of interior walls are normal. Obvious defects such as blisters in tape, significant trowel marks and seam lines from tape will be repaired by Simplicity by Hayden Homes.

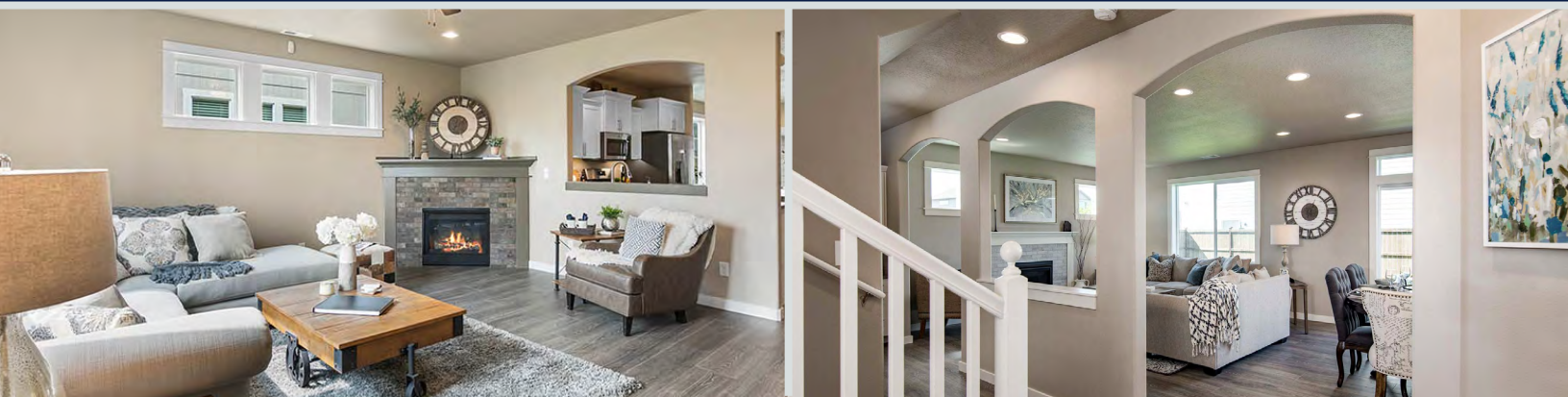
Simplicity by Hayden Homes will also repair any area where cracks, due to settlement, are greater than 1/8".

### Limitations

This Warranty does not cover:

- Cracks arising from shrinking and swelling, or minor settlement cracks 1/8-inch or less in width.
- Paint colors other than originally used by Simplicity by Hayden Homes





# INTERIOR MAINTENANCE *and* WARRANTY COVERAGE

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## PAINT

### Homeowner Maintenance

The walls and woodwork of your home have been primed and finished with premium quality paints and the colors should be uniform throughout the house. However, certain areas may tend to “flash” or have variations in color or texture under certain lighting conditions or at different times of the day. Such conditions are usually the result of normal touch-up practice during the finishing of your home and are acceptable under the terms of this Warranty.

Stained and varnished woodwork should have a warm, pleasing appearance but will contain variations in color ranging from very light to very dark. While an attempt is made to control the color of wood being installed, some degree of color variation is to be expected.

Never attempt to clean your walls, trim or woodwork with abrasives or solvent based cleaners.

### Warranty

If natural interior finishes on woodwork should crack, peel, flake, check (small cracking) or otherwise deteriorate during the Warranty period, Simplicity by Hayden Homes will retouch the affected areas one time, matching the color as closely as possible.

### Limitations

This Warranty does not cover:

- Any surfaces that have been repainted or modified by the homeowner or anyone other than Simplicity by Hayden Homes.
- Paint touch-up that does not match.



# INTERIOR MAINTENANCE *and* WARRANTY COVERAGE

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## SUBFLOORS

### Homeowner Maintenance

As wood contracts and expands it will cause many conditions that contribute to floor squeaks. The combination of metal joist hangers and wood are also a contributing factor to squeaks. Floor squeaks and pops are considered normal and will appear and disappear with changes in weather conditions. Floors will not be 100% silent.

### Warranty

Floor squeaks and/or pops will be repaired one time during the first year. Results cannot be guaranteed, but Simplicity by Hayden Homes will make reasonable efforts to address.

## HARDWOOD FLOORING

### Homeowner Maintenance

Wood flooring, like any wood, is affected by relative humidity, which may cause swelling and shrinking. To protect the wood, the floors have been stained and sealed at the factory. We recommend keeping a consistent indoor humidity to ensure the longest life for your wood flooring. Use only those products intended for use on wood floors to clean these areas. Do not allow water to sit on the floor and do not drag or slide furniture or appliances across these floors.

### Warranty

Cracks in wood flooring and between pieces of wood flooring greater than 1/8-inch will be repaired by Simplicity by Hayden Homes during the Warranty period. Acceptable repair can be wood fillers stained to match the existing floor as closely as possible.

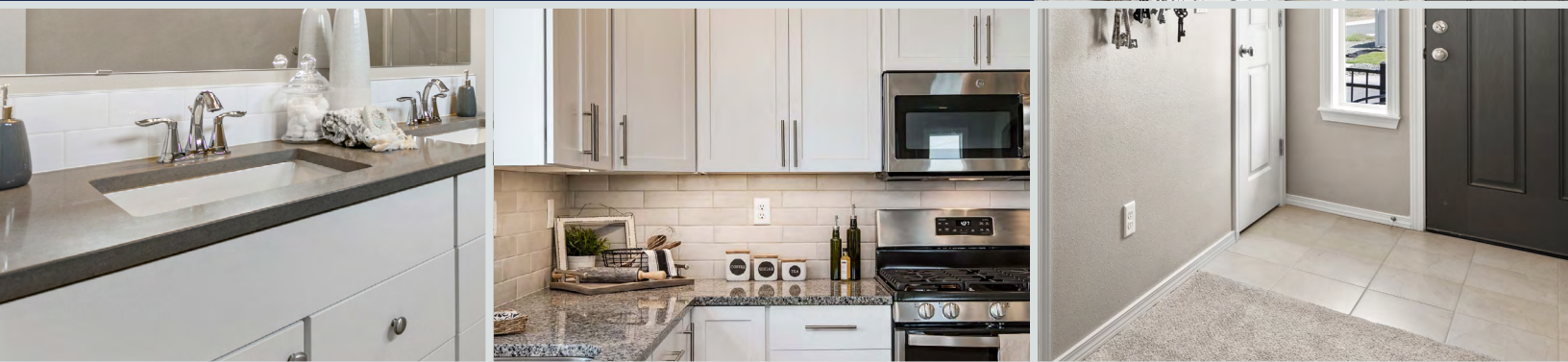
### Limitations

This Warranty does not cover:

- Shrinkage or expansion in wood flooring and/or between pieces of wood which are 1/8-inch or less in width
- Normal squeaks from expansion and shrinkage







## INTERIOR MAINTENANCE *and* WARRANTY COVERAGE

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### TILE FLOORS, SURROUNDS & BACKSPLASHES (CERAMIC, MARBLE, SLATE)

#### Homeowner Maintenance

Your new home may include ceramic tile, marble, slate and/or quarry tile floors. Care should be taken to avoid dropping heavy objects on these surfaces as cracked or broken tiles can result.

Hairline cracks may develop in the grout between floor tiles due to normal settling, and cracking may develop between ceramic floor tile and bathtub for similar reasons. Both can be repaired by filling with grout available from any hardware store.

Due to normal shrinkage that occurs as grout dries, we recommended regrouting cracks in the joints of ceramic tile located around tub and shower areas. It is also the homeowner's responsibility to recaulk, as needed, those areas where ceramic tile meets drywall surfaces. This should be done periodically to maintain the integrity of the tile.

Seal all tile, slate and marble. Sealers prevent stains and increase the life of your stone products.

#### Warranty

Cracks in the grout between stones or tiles greater than 1/8-inch, or stones or tiles that become loose, will be repaired by Simplicity by Hayden Homes during the Warranty period.

Loose and/or cracked tiles not damaged by lack of maintenance or negligence of the homeowner will be resecured or replaced by Simplicity by Hayden Homes within the Warranty period. Precise matching is not guaranteed.

#### Limitations

This Warranty does not cover:

- Damage, including cracked or broken tiles from dropping heavy objects
- Hairline cracks of 1/8-inch or less that may develop in grouting between tiles
- Any separation in the grout such as that which may occur between bathtub and ceramic floor tile
- Chipped or nicked ceramic tiles and/or nicked or dented porcelain surfaces not listed on the New Home Orientation report
- Damage resulting from improperly maintained grout and caulk joints in the tub, shower, toilets, sinks, fireplaces, floors and kitchen areas



# INTERIOR MAINTENANCE *and* WARRANTY COVERAGE

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## CARPETING

### Homeowner Maintenance

Carpeting comes in standard widths and seaming of the carpeting is required for quality installation. Every effort is made to limit the number of seams and to locate them as unobtrusively as possible. Seams tend to show more in flat, even-pile carpeting than in shag carpeting, and become less noticeable over time.

In some instances, your carpet may appear to be loose, for reasons other than faulty installation. Often this condition is due to an increase in humidity. Carpet comes in continuous and non-continuous fiber. Non-continuous fiber will fill up your vacuum bags during the first several vacuum cleanings. This is normal and not a defect in the carpet.

#### **Follow these maintenance tips to help your carpet remain beautiful for as long as possible:**

- Always have clean walk-off mats at all entrances to capture outside soil before it's tracked inside
- Vacuum regularly
- Have your carpet professionally cleaned using hot water every 12-18 months to remove soils and residue to prolong the life of your carpet
- Always attend to accidents and spills immediately by blotting them with a damp, white absorbent towel
- Have professionals remove stains caused by markers

### Warranty

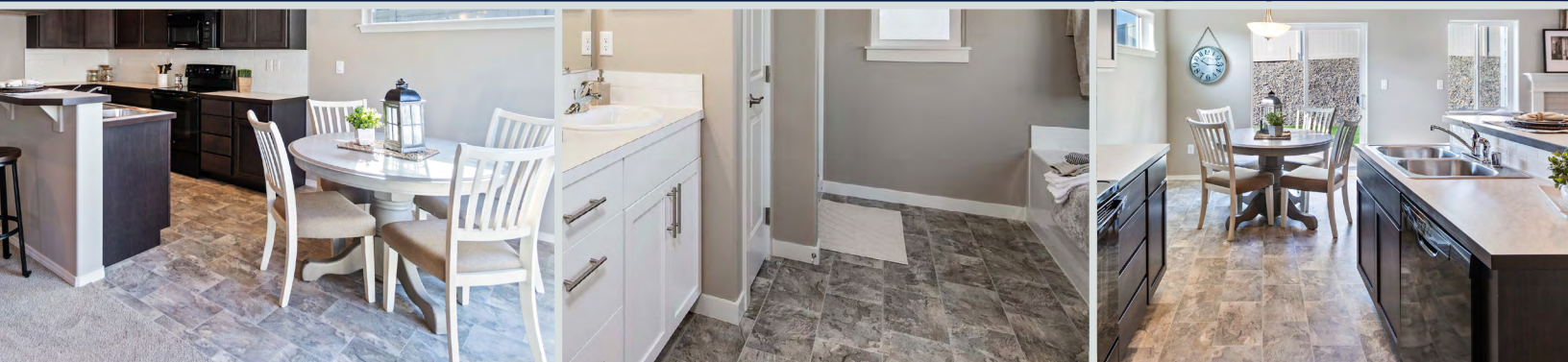
Wall-to-wall carpet installed in the home by Simplicity by Hayden Homes will be resecured should it come loose or separate at its point of attachment or restretched if it should stretch excessively. This will be done one time during the Warranty period.

### Limitations

This Warranty does not cover:

- Precise matching of your carpet to the carpet sample
- Seams in carpeting that are reasonably visible
- Reasonably loose carpeting arising from factors such as humidity or normal "wear and tear"
- Fading of carpet due to sunlight or stains of any kind once the home is occupied





## INTERIOR MAINTENANCE *and* WARRANTY COVERAGE

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### VINYL FLOORING

#### Homeowner Maintenance

Use a damp mop to keep vinyl floors looking new. Use only cleaning supplies recommended by the manufacturer. To avoid dulling the finish, never use an abrasive material or scouring pads to clean the floor. Sharp objects or furniture with small legs can cause indentations or tears and should not be placed on vinyl floors.

Refrigerators, other large appliances and equipment may cause damage to vinyl as they are installed after closing. Extreme care should be exercised when installing heavy equipment to avoid any tears, rips, or indentations.

Vinyl is made in standard size rolls and must be seamed together when installed. Small separations in seams over time will occur.

#### Warranty

Seams will be repaired when the gaps are wider than 1/8-inch within the Warranty period. Simplicity by Hayden Homes will replace only that section of flooring where the seam is wider than 1/8-inch, not the entire room. Simplicity by Hayden Homes will use the same vinyl as originally installed if it is still being manufactured. Color lots vary, and an exact color match should not be expected.

#### Limitations

This Warranty does not cover:

- Tears, rips, or indentations unless noted on the New Home Orientation Report





# INTERIOR MAINTENANCE *and* WARRANTY COVERAGE

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## PLUMBING

### Homeowner Maintenance

Single lever faucets have been used in many areas of your new home. These faucets usually require little or no maintenance. Please note, however, that faucets may leak or drip due to worn or defective washers. Care should be taken to close the faucets just hard enough to shut off the flow of water. If closed too forcefully, the washer may be cut. Washer replacement is part of normal homeowner maintenance.

Do not flush diapers, disposable napkins or any other foreign material down your toilets. Do not pour grease, oil, paint, or thinner into the garbage disposal unit or other drains.

Do not step into a bathtub or shower while wearing shoes. Shoe soles may carry gritty particles which can scratch the surface.

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

The garbage disposal, if installed, is equipped with a built-in circuit breaker. The reset button is usually on the bottom of the unit under the sink. Check this button before calling for assistance. The garbage disposal may also have a manual wrench that can be used to help unblock foreign material. The owner's manual will guide you in how to use this wrench or other tool and cover all safety features you should follow before clearing any items.

Freeze-resistant exterior hose bibs (water faucets) have been installed in your home. **DO NOT ALLOW HOSES TO REMAIN CONNECTED TO EXTERIOR HOSE BIBS DURING COLD WEATHER.** Doing so will result in frozen and ruptured water lines and flooded basements and crawl spaces. During cold weather these faucets should be turned off completely to prevent the possibility of frozen and broken pipes.

### Warranty

If pipes leak or break as a result of defective materials or workmanship, Simplicity by Hayden Homes will make necessary repairs. Leaks that occur during times other than normal business hours require the homeowner to immediately shut off the main water supply to avoid any further water damage. Please contact us using our 24-hour line to address a leak emergency.

### Limitations

This Warranty does not cover:

- Leaking or dripping faucets arising from worn or defective washers
- Visible defects other than those noted on the New Home Orientation Report
- Any whirlpool bath, garbage disposal, water heater, water softener or sump pump installed in your home (these items, to the extent present, are warranted and serviced by the manufacturer, installer and/or other supplier)
- Hose Bib pipes broken as a result of freezing, and any related damage caused as a result of freezing
- Conditions that disrupt the water supply, eliminate the source of water supply, or cause the pipes to break or leak
- Any water damage due to not shutting off the main water supply when a leak occurs
- Condensation on pipes or dampness on walls or floors



# INTERIOR MAINTENANCE *and* WARRANTY COVERAGE

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## APPLIANCES

Your appliance manufacturer has provided its own Limited Warranty for your appliances. The Simplicity by Hayden Homes Warranty Team is happy to assist you if the normal warranty request process through the manufacturer is confusing or is not delivering the results you desire.

## WATER HEATER

### Homeowner Maintenance

Your water heater is installed with a pressure relief valve to relieve excess pressure in the tank in the event of high water temperature. When the relief valve is operating it may appear the tank is leaking; it may be merely releasing excess pressure. Water heaters normally collect a small amount of dirt and scale in the bottom of the water tank and should be flushed out every 6 months using the hose connection at the bottom of the tank. We recommend hiring a licensed plumber. If a gas water heater is installed, the pilot light may go out due to a drop in pressure or dirt in the gas main. Follow the manufacturer's instructions when relighting the water heater.

### Warranty

Simplicity by Hayden Homes does not provide warranty or scheduling of warranty for water heaters. If you require service, please contact Simplicity by Hayden Homes and we will assist you in contacting the manufacturer.

## SEWER/SEPTIC SYSTEMS

### Homeowner Maintenance

To minimize the possibility of clogging, care should be taken to avoid disposal of sanitary napkins, disposable diapers and other materials into plumbing fixtures.

### Warranty

Sewer lines and septic lines are warranted from breakage within the Warranty period.

### Limitations

This Warranty does not cover:

- Any clogging of the sewer lines and subsequent damage



# INTERIOR MAINTENANCE *and* WARRANTY COVERAGE

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## WELLS/PUBLIC OR PRIVATE WATER DISTRICT

### Homeowner Maintenance

Please do not attempt to adjust the water pressure. It can be extremely dangerous to change the water pressure beyond the present limits. A licensed plumber has set the pressure on any well systems and the Water District provides constant pressure to their systems. If a sprinkler system is added to a system with a well, the tank and pump may need to be upgraded.

### Warranty

Water pipes are warranted from leaking within the Warranty period.

## HEATING, AIR CONDITIONING AND VENTILATION

### Homeowner Maintenance

Your home is furnished with either forced air wall heaters or a forced air furnace and may include an air conditioning system. If you encounter a difficulty, take the following steps:

1. Check your circuit breaker
2. Check the electrical switch that controls your furnace (note: The switch will be on or near the furnace)
3. If you are not receiving the heat distribution you desire, be certain that all room registers, and dampers are open
4. In many instances insufficient heat is caused by dirty air filters. Filters on furnaces should be cleaned or replaced monthly. Forced air wall heaters should be blown out on a regular basis
5. If using a furnace, leave interior doors open for better air circulation in bedrooms. If using forced air wall heaters, close doors to rooms to heat just portions of the house
6. Regular service maintenance by a HVAC professional is recommended to preserve manufacturer warranty coverage and extend the system's life

### Warranty

#### Furnace:

- Ductwork may make “ticking” or “cracking” sounds when the metal expands and contracts as warm and cold air contacts it. This is normal and is not covered under this Warranty. If a loud “booming” noise can be heard, either from expansion and contraction or from movement of the ductwork against floor or roof trusses, or if the ductwork should separate and become unattached, Hayden Homes will repair the ductwork.

#### Forced Air Wall Heaters:

- The forced air wall heater should provide enough heat for an inside temperature of 75 degrees Fahrenheit measured in the center of the room at a height of 5 feet above the floor. The degree settings on the temperature control are estimates approximate and are not covered by this Warranty.

### Limitations

This Warranty does not cover:

- The furnace, air conditioning and ventilation units themselves, including exhaust fans, or any defect arising from any cause other than the manner in which such units have been installed. These units are warranted and serviced by the manufacturer, installer, and/or supplier.





# INTERIOR MAINTENANCE *and* WARRANTY COVERAGE

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## ELECTRICAL

### Homeowner Maintenance

The electrical system and associated wiring in your home were designed and installed according to all applicable building and electrical codes. Occasionally, you may encounter a switch, an outlet or a circuit that doesn't work. Before contacting the Customer Service Department, look for:

- Burned-out or loose bulbs
- Associated switches turned "on"
- Built-in reset buttons on the outlet or surrounding outlets nearby
- A faulty appliance
- The service panel for "tripped" breakers

Your electrical wiring is protected by circuit breakers located at the main service panel. Circuit breakers eliminate the problems associated with replacing fuses. The breakers are normally in an "on" position. When a problem occurs, the breaker will appear in the tripped position. To restore power, turn the breaker "off", then snap it to the "on" position.

Ground Fault Interrupters have been installed in the electrical system and control outlets located in the bathroom(s), kitchen, garage and exterior according to approved electrical codes. These are sensitive breakers and can be tripped very easily.

**NOTE: DUE TO THIS FACT, FOOD FREEZERS AND REFRIGERATORS SHOULD ONLY BE PLUGGED INTO A DEDICATED OUTLET.**

### Warranty

Simplicity by Hayden Homes will inspect and repair, if necessary, any wiring, receptacles, switches, and/or junctions originally installed in the home if:

- The wiring and electrical system fails to operate properly under normal residential use and/or
- The wiring and electrical system, under normal circumstances, cause circuit breakers to activate continuously and regularly

### Limitations

This Warranty does not cover:

- Defects in lighting fixtures not noted on the New Home Orientation report
- Any additions or modifications made to the electrical system by anyone other than Simplicity by Hayden Homes, and any associated electrical system failures caused by these additions or modifications



# INTERIOR MAINTENANCE *and* WARRANTY COVERAGE

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## KITCHEN CABINETS AND BATHROOM VANITIES

### Homeowner Maintenance

The cabinets in your home are factory finished and should be cared for as suggested by the manufacturer. Avoid overloading cabinets with excessive weight. Care should also be taken prevent water from coming in contact with cabinets. If a water leak occurs, it is the homeowner's responsibility to keep the water from pooling in the cabinet.

### Warranty

Under normal use, if kitchen cabinet drawers, doors and other operating parts do not function properly, Simplicity by Hayden Homes will replace or repair them. Simplicity by Hayden Homes will repair or replace kitchen and vanity drawer fronts and/or doors which have warped more than ¼-inch.

Doors, drawer fronts, rails and/or stiles will be repaired or replaced if they crack or split apart under normal use.

Cabinets that separate more than ¼-inch from the wall will be warranted by Simplicity by Hayden Homes. The cabinet(s) will be refastened as necessary.

### Limitations

This Warranty does not cover:

- Visible defects in cabinets or vanities not listed on the New Home Orientation report
- Normal wear and tear, such as scratches, gouges and nicks
- Wood grains and variations due to wood species and natural wood variations
- Water damage due to standing or pooling water



# INTERIOR MAINTENANCE *and* WARRANTY COVERAGE

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## LAMINATE COUNTERTOPS (HIGH PRESSURE LAMINATED PLASTIC)

### Homeowner Maintenance

Your kitchen countertops are heat resistant, not heat proof. Hot items should never be placed directly on countertops. Always use trivets or hot pads lined with a heat-resistant material as a protective barrier.

Your countertops are scratch resistant and will not crack or crease under normal use. However, they are not intended as a cutting surface. Always use a cutting board when cutting food or other items in your kitchen.

Avoid using any cleaner that contains abrasives, which may cause damage to the surface.

### Warranty

Countertops are warranted to be free of defects in materials and workmanship within the Warranty period.

Joint separations wider than 1/16-inch and/or surface alignment differentials of more than 1/16-inch at deck-area joints will be repaired by Simplicity by Hayden Homes. (Repaired areas may differ slightly in color or texture, but every effort will be made to obtain a match as exact as possible).

Delamination of countertop will be repaired by Simplicity by Hayden Homes within the Warranty period.

### Limitations

This Warranty does not cover:

- Visible defects not listed on the New Home Orientation report
- Cracks or gaps in caulking as a result of normal settling
- Heat damage

## GLASS SHOWER DOORS

### Warranty

Glass shower door and tub enclosures are tempered safety glass, and there is no warranty against breakage from Simplicity by Hayden Homes. Adjustments necessary for ease of operation will be made by Simplicity by Hayden Homes, but maintenance of caulked or sealed joints is the responsibility of the homeowner.

### Limitations

This warranty does not cover any scratches or material defects not noted on the New Home Orientation Report.



# INTERIOR MAINTENANCE *and* WARRANTY COVERAGE

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## WINDOWS

### Homeowner Maintenance

The windows in your home may be taken out for ease in cleaning and repair. The windows have exterior drainage holes and during windy times dust or dirt may accumulate in the tracks. Use a vacuum attachment to clean the tracks on a regular basis.

### Warranty

If windows do not operate as they are designed to, they will be repaired and/or adjusted to operate as they should in Simplicity by Hayden Homes' judgment.

When extreme temperature differences and/or high humidity levels occur, condensation and/or frost will collect on interior window surfaces. Unless condensation and/or frost are the result of a faulty window or faulty window installation, Simplicity by Hayden Homes will not make any corrections.

### Limitations

This Warranty does not cover:

- Broken glass or damaged screens

## SLIDING GLASS DOORS

### Homeowner Maintenance

Sliding glass doors lock from the inside only. The bottom tracks should be kept clean so they will operate freely.

To prevent accidentally walking into a glass door, screen doors should remain closed at all times. Visual decoration can be placed on the glass portion of the doors for safety.

### Warranty

Sliding glass doors are warranted to be free of defects in materials and workmanship and to operate to the manufacturer's specifications within the Warranty period.

### Limitations

This Warranty does not cover:

- Sliding glass patio doors are glazed with tempered safety glass. This is a feature to minimize injury in the event of an accident and is a building code requirement. Tempered glass is brittle and is not warranted against breakage under the terms of this Warranty.





# EXTERIOR MAINTENANCE *and* WARRANTY COVERAGE

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## FOUNDATION WALLS AND CONCRETE FLOORS

### Homeowner Maintenance

Normal settling and temperature changes will cause cracks in foundation walls and basement and garage floors. Routine maintenance includes filling these cracks with any commercially available caulk or grout designed for this purpose.

### Warranty

Due to the movement of soils, basement and garage floors will crack and lift, sometimes unevenly, during the first year of a home's life. If cracks exceed 3/16-inch width or vertical displacement, repairs will be made by Simplicity by Hayden Homes. Repairs will be made by grinding, patching or replacing at Simplicity by Hayden Homes' discretion. Cracks in foundation walls exceeding 3/16-inch will be filled by Simplicity by Hayden Homes. Cracks that affect the structural integrity of the home will be repaired by Simplicity by Hayden Homes within the Warranty period.

### Limitations

This Warranty does not cover:

- Repair of cracks in basement and garage floors 3/16-inch or less in width and/or vertical displacement
- Repair of cracks in foundation walls 3/16-inch or less in width

*Note: Simplicity by Hayden Homes has the option of repairing cracks or chips in concrete with concrete-compatible grouts, sealants, epoxies, caulking compounds, or grinding, and exact color matches cannot be guaranteed.*

## CRAWL SPACE

Water lines are located under the floor crawl space, and a plastic vapor barrier has been laid throughout this area. Wet weather conditions can cause water to collect temporarily at low points in the home site, including the crawl space. If you experience excessive water in your crawl space or have concerns about moisture, please contact us for support.

### Warranty

Any areas where soil has caused the ground water to "stand" in a crawl space will be considered for Warranty on a case by case basis.

### Limitations

This warranty does not cover:

- Grades that have been changed from the original grade
- Sprinklers that are spraying into foundation vent wells, or sprinklers that are too close to the home



# EXTERIOR MAINTENANCE *and* WARRANTY COVERAGE

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## ROOFS, GUTTERS AND DOWNSPOUTS

### Homeowner Maintenance

The composition roof shingles used on your home are self-sealing fiberglass or asphalt shingles that seal themselves together after exposure to warm sunlight.

Gutters and downspouts, if installed, should be kept free of tree limbs, leaves, balls, and other obstructions, which will stop the downspout from functioning properly and may cause leaks.

Normal shrinkage will require re-caulking around vents and flues on the roof; failure to perform this maintenance task may result in leaks over time.

During severe cold weather, snow may build up on the roof and ice dams may occur. It is the homeowner's responsibility to prevent or remove ice dams.

### Warranty

Roof or flashing leaks occasionally occur in severe weather conditions, but should not happen under normal conditions. Simplicity by Hayden Homes will correct or repair roof leaks which are the result of defects in material or workmanship within the Warranty period.

When gutters are unobstructed by debris, the level of standing water in the gutter is not to exceed 1 inch. There may be small amounts of standing water in sections of gutter immediately after a rain storm. This is not considered a defect for the purposes of this Warranty. If the standing water is in excess of the standard 1-inch in unobstructed gutters, Simplicity by Hayden Homes will level the gutter to drain.

### Limitations

This warranty does not cover:

- Ice dams resulting from buildup of snow and ice on the roof
- Damage from winds exceeding 30 MPH
- Failure to keep the gutters and downspouts free of obstructions, including, but not limited to, tree limbs, leaves, twigs, and toys
- Any attachment or installation through the shingles of any structure or appurtenance not installed by Simplicity by Hayden Homes
- Failure to maintain the caulking of vents and flues
- Roof or shingle damage resulting from severe weather such as hail, tornadoes, thunderstorms, high winds or damage caused by persons walking on the roof
- Excessive water coming from a roof line where the homeowner has chosen not to install gutters, and soil has erode from under the footing, concrete walks or driveways



# EXTERIOR MAINTENANCE *and* WARRANTY COVERAGE

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## BUILDING EXTERIOR

### Homeowner Maintenance

Exterior siding materials have been selected for both appearance and ease of maintenance. Masonry has generally been used in the front areas while wood, composite wood or hardboard siding have been used in other areas.

All painted surfaces have been covered with either heavy body stains or paints. These painted surfaces will lose their color-fastness and fade to varying degrees depending on the original color used, but the integrity of the paint will not be affected. Checks, cracks and peeling of paint are common due to causes other than the paint quality or the method of application. Variations in wood grain may absorb the same stain differently.

It is characteristic of exterior wood, including trim and battens, to have shrinkage, cracking, checking and sap pockets, which may discolor paint. These conditions are normal in any wood. Shrinkage of exterior caulking materials is normal as is cracking due to shifting of the buildings.

Routine maintenance includes regular inspection of exterior caulking and recaulking by the homeowner as necessary. In the case of cedar decks and stairs, cracking is considered normal.

Panel siding is a high-quality engineered material. It will last as long as most wood sidings and typically holds paint better.

However, you may notice:

- It is not rigid and will have some waviness when properly installed. This is normal and not a warranty item.
- Nails are driven by air nail guns and are not guaranteed to be at a consistent depth. The nails are placed per manufacturers specifications.

### Warranty

Masonry, wood and vinyl siding are warranted to be free of defects in materials and workmanship during the Warranty period.

During the first year Warranty period, exterior paint and stain should not peel, chalk, crack or chip, although some fading is normal. Should deterioration occur, Simplicity by Hayden Homes will refinish the area in question to match the surrounding area as closely as possible.

Some warpage, cracking and checking of exterior trim is normal and will not be repaired by Simplicity by Hayden Homes unless cracks are in excess of 1/8-inch. Caulking is an acceptable repair for these cracks and will be performed one time during the Warranty period.

### Limitations

This warranty does not cover:

- Color-fastness of exterior stains and paints
- Checks, cracks and peeling of paint arising from causes other than defects in workmanship or materials
- Variations in stain absorption by exterior woods
- Shrinkage, cracking, checking and sap pockets in exterior woods which may discolor paint
- Exterior caulking
- Visible defects, including denting or marring of siding
- Variations in style and color that occur as the siding weathers
- Minor unevenness of panel siding



# EXTERIOR MAINTENANCE *and* WARRANTY COVERAGE

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## **GARAGE DOORS**

### **Homeowner Maintenance**

Garage doors are mounted with rollers and torsion or exterior springs for easy operation. Oil the lock mechanism, pulley and rollers at least twice per year with light oil. When locking the door, step down on the lock plate to line up the locking mechanism.

### **Warranty**

All garage doors are warranted to be free of defects in materials and workmanship during the Warranty period.

### **Limitations**

This warranty does not cover:

- Warping or sagging due to doors being left open for extended periods of time
- Leaving the manual locking mechanism partially open, causing the door when opened to go off track
- Garage doors if the electric garage door opener is installed by anyone other than the installer of the garage door
- Water intrusion under the door

## **CONCRETE WALKS, PATIOS, STEPS AND DRIVEWAY APPROACHES**

It is normal for cracking to occur in concrete garages, driveways, walks, patios, or steps. Minor cracks are the result of temperature changes, which cause the concrete and other masonry products to contract and expand. We have installed control joints in the concrete to localize cracking. However, severe frost, settlement, water drainage, and aggravation from the use of salt and other chemicals for melting snow may exacerbate cracking. Should temperatures cause porch and patio posts to become loose and patios and walks to lift, we recommend shimming and renailling the trim along the bottom.

We highly recommend that you apply a sealer to your concrete.

### **Warranty**

Concrete surfaces should not disintegrate to the point where large portions of aggregate are exposed under normal weather conditions and use. If large portions of aggregate are exposed in non-excluded concrete, Simplicity by Hayden Homes will repair or replace concrete as necessary during the Warranty period.

### **Limitations**

This warranty does not cover:

- Cracking, scaling, pitting, or shifting of concrete arising from changes in temperature or settlement cracks
  - Damage arising from heavy vehicles such as moving vans or delivery trucks
  - Damage from the use of salt or other chemicals
  - Damage from the settling of sub-grade material
  - Erosion of sub-grade caused by excessive water coming from roof lines where no gutters have been installed. Or in areas of gutter downspouts that cause soil to erode from under walks or driveways
- *Note: Simplicity by Hayden Homes has the option of repairing concrete with concrete compatible grouts, sealants, epoxies or caulking compounds, and exact color matches is not guaranteed.*





# EXTERIOR MAINTENANCE *and* WARRANTY COVERAGE

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## ASPHALT DRIVEWAYS

Asphalt is less susceptible to cracking and will last a considerable time with proper care and maintenance. Some expansion cracks are unavoidable and sharp objects such as bicycle kickstands, ladders, or tire jacks, may cause indentations, especially in hot weather. Gas and oil spilled on asphalt will cause the material to soften and disintegrate. Depending on traffic and individual conditions, driveways should be seal-coated by the homeowner with asphalt sealer before one year but not sooner than 90 days.

### Warranty

Should settlement occur creating a depression that retains water more than 1-inch deep during Warranty period, the driveway will be repaired.

### Limitations

This warranty does not cover:

- Normal expansion cracks
- Damage arising from heavy vehicles such as moving vans or delivery trucks
- Damage from sharp objects or spillage of gas or oil
- Depressions that retain water less than 1-inch deep
- Sprinklers, gutter downspouts or lack of gutters that erode soil away from asphalt, causing asphalt to fail or sink

## LANDSCAPING

Lawn requires careful attention during the first year with respect to watering, fertilizing and trimming; regular watering within the first 60 days after planting is especially important. Landscaping and sprinklers should not be placed within one foot of your siding. Keep sprinklers off your siding.

### Homeowner Maintenance

In the fall, blow-out your sprinklers in preparation for winter. Make sure your sprinklers have a timer control management and the proper amount of watering. Check with your city or county for any watering restrictions or guidelines.

### Limitations

This warranty does not cover:

- Seeded grass, sodded areas, or other plantings





## EXTERIOR MAINTENANCE *and* WARRANTY COVERAGE

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### HOMESITE GRADING

Settlement of graded areas around the foundation, stoop, sidewalk and general yard areas will occur and is considered normal. It is the homeowner's responsibility to fill and grade any affected areas. Drywells around gutter downspouts, and low areas of grades are recommended to contain ground water. Some soil types do not allow water to easily soak into the ground.

Water standing or ponding is considered normal. Drainage swales, sump-pump discharge, or frozen ground may remain wet for longer periods of time. Decisions on repairs or standing water will be determined by Simplicity by Hayden Homes only after condition permits.

### Limitations

This warranty does not cover:

- Any areas that have been modified or regarded by anyone other than Simplicity by Hayden Homes
- Any settlement that may occur
- Drainage swales, sump-pump discharge, or frozen ground
- Any ponding that does not pose a threat to the under floor of the home



# ADDITIONAL *indoor* MAINTENANCE TIPS

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## Suggestions to help you enjoy the interior of your home for years to come:

- 1. Nail pops, drywall cracks and floor squeaks:** To keep these to a minimum, keep the home's temperature consistent throughout year. Simplicity by Hayden Homes will take care of these ONCE at the 11-month service request. Variations in color or texture after the paint dries is normal (Homeowner to provide).
- 2. Backsplash, sinks and tub caulking:** Shrinkage as caulking dries is normal. It is the responsibility of the homeowner to re-caulk as needed to maintain the integrity and prevent water damage. Gaps should be taken care of by the homeowner as soon as possible (see page 15).
- 3. Refrigerator and washing machine hook-ups:** Simplicity by Hayden Homes recommends a licensed plumber make the water line connection.
- 4. Furnace/Heat Pumps:** Heat must be kept at a constant temperature during winter and summer months. Keep the thermostat at no lower than 65 in the winter and no higher than 78 in the summer. Drastic temperature changes can affect the way that the home dries out.
  - Change the furnace filter or blow out wall heaters every 30 days
- 5. Faucets:** If a faucet aerator does not appear to be working properly, it may be dirty, rather than faulty. If this happens, disassemble, clean and reassemble the aerator.



# ADDITIONAL *outdoor* MAINTENANCE TIPS

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## Suggestions to help you enjoy the exterior of your home for years to come:

1. **Sod, Trees and Plantings:** Sod, trees and plants are not under warranty. Trees need to be hand-watered, irrigation for the lawns are not sufficient. For winter-built homes, sod will need to be watered as soon as temperatures warm up and stay above freezing. If canal irrigation water is on sprinkler system, it is homeowner's responsibility to water by hand until irrigation water is turned on by utility provider.
2. **Planting New Trees and Shrubs:** Avoid planting them close together or near the foundation, patio, driveway, walk or septic fields.
3. **Landscaping:** Areas to be covered with landscape rock, bark, etc. should first be covered with a pervious membrane, rather than an impervious membrane such as plastic.
  - Before digging for sprinkler systems, landscaping, fences, etc., homeowner to contact local utility service. All underground utilities and electrical and phone lines will be marked by the Utility Locate service to prevent cutting them.
4. **Sprinkler Settings:** Landscaper will assist homeowner with adjustments of sprinklers one time. Be sure to keep sprinklers off siding. Once back yard is installed, front yard warranty is void unless same installer is used.
5. **Irrigation Lines:** Homeowner should have these professionally blown out prior to freezing weather.
6. **Grading:** Water standing or ponding is considered normal in some areas due to soil types and high rains. Settlement of graded areas around the foundation, patios, sidewalk and general yard areas will occur and is considered normal. Gutters are highly recommended, to assist in erosion and settling. It is the homeowner's responsibility to fill and grade any affected areas. Adding sod to yards will help with water percolating through soil. (See pg. 30)
7. **Concrete:** Simplicity by Hayden Homes does not warrant any subsequent erosion or damage due to rain, or adverse weather for any reason. Please consider adding rain gutters to your home. Dry wells are a good idea at high water areas. Do not put rock salt, calcium carbonate or de-icer on concrete. Cracks in slabs and foundations will occur and are normal. 3/16" cracks in concrete is considered an acceptable standard as noted in the National Association of Home Builders.
  - **Garage floor:** To slow the absorption of fluids into your concrete garage floor, we recommend using an appropriate sealer.
  - **Asphalt:** This will not be warranted, homeowner to maintain. Please seal concrete to prevent flaking, as flaking is not covered. Mature tree roots may break concrete and asphalt.
8. **Decking, Front Porch and Wood Front Doors:** Homeowner to maintain and should stain/seal every 6 months.
9. **Garage Doors:** This is not under warranty if the garage door opener is installed by someone other than the contractor who installed the garage doors. Garage doors may leak at the sides; installing a garage door opener will assist in sealing contact area.
10. **Doors:** Entry doors and garage doors have a rubber weather strip on the bottom, which will eventually wear down. Check weather-stripping by closing the door and checking for light along the bottom of the door.
11. **Exterior Frost-Free Hose Bibs:** Remove hoses from exterior hose bibs in winter before temperatures start to dip below freezing. Freeze damage is not covered under warranty.
12. **Foundation Vents:** Add foam blocks in cold weather (when temperature reaches 20 degrees or lower) to prevent water lines from freezing. Leave vents open at 20 degrees and above, to allow for more air flow







## ADDITIONAL *considerations*

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- 13. Roof:** In the event of ice dams and/or heavy snow, homeowner to remove from roof, gutters and around the siding.
- 14. Home Alterations:** To avoid fines or a work stoppage, check with the City where you now live for regulations on building permits before beginning any new home project. Also, consult your CC&Rs, if applicable, for rules regarding new structures or home alterations.
- 15. Emergencies:** For emergencies such as water/sewer leaking, heater not heating, or electricity outage throughout home, please contact our emergency service number by calling **1-877-417-4675**.

# MANUFACTURER *warranty* INFORMATION

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**To find out information on manufacturer warranty information, visit the following websites:**

Carrier Heating & Air Conditioning	<a href="http://www.carrier.com/residential/en/us/homeowner-resources/">www.carrier.com/residential/en/us/homeowner-resources/</a>
Cascade Windows	<a href="http://www.cascadewindows.com">www.cascadewindows.com</a>
Daltile	<a href="http://www.daltile.com">www.daltile.com</a>
Dreamweaver Carpet	<a href="http://www.dwcarpet.com/">www.dwcarpet.com/</a>
GE Appliances	<a href="http://www.geappliances.com">www.geappliances.com</a>
Huntwood Cabinets	<a href="http://www.huntwood.com">www.huntwood.com</a>
IKO Roofing	<a href="http://www.IKO.com">www.IKO.com</a>
Kwikset Door Hardware	<a href="http://www.kwikset.com">www.kwikset.com</a>
Laminate Countertops	<a href="http://www.wilsonart.com">www.wilsonart.com</a>
Lighting: Satco	<a href="http://www.satco.com">www.satco.com</a>
Maxim	<a href="http://www.maximlighting.com">www.maximlighting.com</a>
Minka	<a href="http://www.minkagroup.net">www.minkagroup.net</a>
Galaxy	<a href="http://galaxy-lighting.com">galaxy-lighting.com</a>
Kitchler	<a href="http://www.Kitchler.com">www.Kitchler.com</a>
LP Siding	<a href="http://www.LPcorp.com">www.LPcorp.com</a>
Milgard Windows	<a href="http://www.milgard.com/warranty">www.milgard.com/warranty</a>
Moen Plumbing Fixtures	<a href="http://www.Moen.com">www.Moen.com</a>
Mohawk - Vinyl, Laminate	<a href="http://www.mohawkflooring.com">www.mohawkflooring.com</a>
MSI - Quartz Countertops	<a href="http://www.msisurfaces.com/quartz-countertops/quartz-collections">www.msisurfaces.com/quartz-countertops/quartz-collections</a>
Rhino - LVP	<a href="http://shorturl.at/xGILN">shorturl.at/xGILN</a>
Sherwin-Williams Paint	<a href="http://www.sherwin-williams.com/">www.sherwin-williams.com/</a>
Trane Furnaces	<a href="http://www.trane.com">www.trane.com</a>
Villa - Hardwood	<a href="http://www.tasflooring.com/the-villa-collection/">www.tasflooring.com/the-villa-collection/</a>
Wayne Dalton Overhead Garage Doors	<a href="http://www.wayne-dalton.com">www.wayne-dalton.com</a>





**SIMPLICITY**

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