

Freedom Builder Homes Homecare Manual

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HOMECARE MANUAL

Your Freedom Builder Homes Homecare Manual discusses the various components of your home and how to properly maintain them. It also discusses proper cleaning procedures, warranty coverage and what to do if you experience a particular problem. Each section is divided into 7 parts:

A general **DESCRIPTION** of the topic.

PERFORMANCE EXPECTATIONS.

PROPER USE AND CARE GUIDELINES.

COMMON PROBLEMS AND SOLUTIONS.

WARRANTY COVERAGE.

How to get **ASSISTANCE** if needed.

SUMMARY of key points for each section.

Please familiarize yourself with this manual. It contains a lot of useful information that may answer some of your questions before, during and after the construction of your home. There may be items that are not included in your home mentioned under warranty and care such as items that are purchased as an option item or upgraded item.

Information contained in this manual is subject to changes, errors and omissions.

MAINTENANCE INFORMATION

While the products and materials that were used in your home equal or exceed industry standards, keeping your new home looking and performing like new will take a certain amount of effort on your part right from the start.

We have put together some basic maintenance information designed to keep you informed of what needs to be done and when. Please note you may need to refer to specific manufacturer's operating or maintenance instructions for certain pieces of equipment within your home.

Upon moving in:

- Familiarize all adult family members with the location of the main water cut-off valve, the breaker box and the heating and air conditioning emergency cut-offs as well as the main gas cut-off.
- Check to see that no floor registers are covered by furniture, rugs or other objects.
- Store touch-up paint in a safe place where it will not be discarded and where it will not be susceptible to freezing or overheating. Oil based paints, lacquers and thinners should never be stored near a furnace or hot water heater.
- Drain your icemaker water supply line into a bucket for several minutes in order to clear the line of any construction debris.

Every six months:

- Check for cracks and voids in exterior caulking and re-caulk as necessary. Check exterior painted surfaces for damage and weathering. To repair, follow the maintenance instruction contained in the Painting section of the manual.
- Check and clean all gutters and downspouts as needed.
- Check for cracks or separations in caulking around sinks, bathtubs, countertops, backsplashes, ceramic walls, ceramic floors and any other area originally caulked by Freedom Builder Homes. Repair those areas by using the appropriate caulking compound.
- Following the instructions in the Water Heater Manual, drain your water heater to remove residue.
- Clean filter in range hood.
- Test all smoke detectors. It may be time to replace the batteries.
- Check grade conditions around foundation. Remember, water should flow away from the house. Fill any areas that may have settled.
- Check and repair or replace weather-stripping on exterior doors as necessary.
- To prevent exterior pipes from freezing, turn off water cut-offs to each exterior hose bib and drain remaining water every fall. Re-open the hose bibs every spring.

Annually:

- Clean or replace HVAC filters at each unit.

AIR CONDITIONING AND HEATING

DESCRIPTION

Your heating, ventilation and air conditioning (HVAC) system has been sized and installed to provide you with year-round comfort by controlling air temperature, humidity and air distribution. The system meets the standards established by the 1992 Model Energy Code and qualifies as “Energy Wise” under the Atlanta Gas Light Company guidelines.

PERFORMANCE EXPECTATIONS

The sizing (tonnage) of your air conditioning system has been specified according to floor plan, total window area and solar orientation of your home. The design assumption is that all operating windows will have window coverings. The system is designed to produce an inside temperature of 70 degrees while heating and a temperature of 78 degrees while cooling under local conditions as specified in the ASHRAE Handbook.

Please note there may be minor variations in temperature from room to room depending on size of the room, proximity to unconditioned spaces and balance of airflow. When outside temperatures exceed 95 degrees your system will maintain a differential of 17-20 degrees. Temperature variations from room to room on one floor may occur due to the location of the thermostat. In two story homes, especially those with two story spaces and vaulted ceilings, there is a natural tendency for heat to rise resulting in temperature differentials between the first and second floor.

Some homes may experience temperature differentials in bonus rooms and sun porches depending on the location of this space in proximity to unconditioned spaces. The registers throughout your home help to regulate the flow of air to each room and to maintain the desired temperature. Once adjusted, the registers and the thermostat together will maintain the desired temperature.

PROPER USE AND CARE GUIDELINES

Programmable Thermostat

Please refer to the manufacturer’s instruction manual for programming instructions. Your programmable thermostat has a lot of very useful functions. For energy saving, it is worthwhile to familiarize yourself with every function.

Filters

The system installed in your home has either permanent or disposable filters. Permanent filters may be vacuumed or tapped to loosen dirt or lint, then washed with warm water and a mild detergent. For best results, disposable filters should be replaced when dirty (as often as every two months). Be sure that the arrows on the replacement filter point in the direction of airflow. A dirty filter will result in reduced efficiency and increased operating costs. Filters should be inspected regularly, cleaned or replaced as necessary.

Registers

By adjusting the HVAC registers in your home, you can regulate the flow of cool or warm air into each room. For maximum efficiency, the registers should be clean, not blocked by furniture or drapes and opened to the desired position.

Condensation Pumps

Many heating and cooling systems require a condensation pump to drain condensation that accumulates while the system is running. If your crawl space or basement HVAC system is equipped with a condensation pump:

- Leave the pump plugged in all the time. Be sure it remains level and drains properly to the outside of the house.
- Periodically add chlorine tablet or ½ cup bleach to the pump to prevent algae build-up. Also add chlorine or bleach to the condensation line.
- An average A/C system produces 10 to 12 gallons of water per day. Therefore, it is important to check the pump regularly for proper operation.

Seasonal tips

It is important to the proper heating and cooling of your home to keep the garage doors closed to prevent heat from escaping in the winter and entering in the summer.

Check all exterior doors and windows to make sure that weather-stripping is in place and caulking is adequate. This will prevent air infiltration and heat loss.

It is advisable to maintain minimal temperatures while away from home.

COMMON PROBLEMS AND SOLUTIONS

| <u>Concern</u> | <u>Likely Cause</u> | <u>Solution</u> |
|---|--|--|
| A/C or furnace does not start up. | No power. Cover to furnace open or ajar. | Check power supply. Replace cover on furnace. |
| Uneven temperatures. | Unbalanced air flow. | Adjust registers to increase or decrease air flow as needed. |
| A/C system blows warm air. | Compressor may not be sufficiently charged, may have freon leak. | Call installing contractor to check for freon leaks and recharge compressor. |
| System does not heat or cool adequately | Dirty filter. | Clean or change furnace filter. |

If following these steps does not result in increased performance, please contact the Heating and Cooling Contractor.

WARRANTY COVERAGE

Freedom Builder Homes Coverage: One Year

Jimmy Weeks Heating and Air Coverage: One Year

Georgia Air Services Coverage: One Year

- Problems caused by defective workmanship or equipment will be corrected to meet the manufacturer's installation and product specifications.
 - Performance that does not meet the designed temperatures will be corrected.
 - A malfunctioning thermostat will be repaired if the problem is caused by defective workmanship or improper calibration. If it cannot be repaired it will be replaced.
 - An unobstructed condensation line will be provided at closing with ongoing maintenance being the homeowner's obligation.
 - Any refrigerant line leaks will be repaired and the unit will be recharged.
- Please be aware that any changes or alterations to the system, such as the addition of humidifiers or ductwork to unfinished spaces will void the warranty. You should consult the installing heating and air conditioning contractor before making any changes to the system.

ASSISTANCE

Heating and cooling systems should be checked prior to the higher demand times of the year. For instance, your cooling system should be checked in the spring, before the temperature gets to a point when you will require air conditioning service constantly. The same holds true for the heating system. If you wait until high demand times, you may find you have to wait several days for service.

A heating emergency is when neither unit is operating during extremely cold outdoor temperatures. If you are experiencing this type of problem, call your heating and air conditioning contractor immediately and request emergency service. The emergency number is on the Contractor List.

SUMMARY

1. Your HVAC system will operate most efficiently if all windows are covered with window treatments/blinds.
2. Under normal circumstances, the furnace system is designed to reach 70 degrees while heating and the AC system is designed to reach 78 degrees while cooling.
3. When the outside temperature reaches 95 degrees, your system will maintain a temperature differential of 17 – 20 degrees. This means if it is 104 outside, the system may only be able to cool to 84 degrees. It becomes more difficult for the system to cool when the outside temperature reaches 95 degrees.
4. Condensation pumps are installed on some HVAC systems to pump condensation that accumulates in the units that are located in your basement or crawl space. These pumps are required on a system where positive flow can be achieved without a pump. It is recommended that you keep your crawl space vents open throughout the year to allow for proper ventilation. Close vents only when temperatures drop below freezing for several days. Re-open the vents when the temperature rises above freezing.
5. Keep our garage doors closed to keep heat from entering in the summer and escaping in the winter.
6. Regularly check weather stripping at all exterior doors and windows.
7. Freedom Builder Homes will provide warranty coverage for your HVAC system for one year.

APPLIANCES

DESCRIPTION

Your home is equipped with appliances that reflect the community standard specifications or your personal selection. Instruction Manuals for each of these items will be located in one of your kitchen drawers. Please be sure to read the *Use and Care manuals* for each of your appliances in their entirety. They contain useful information and instructions that are not included in your Homecare Manual.

PERFORMANCE EXPECTATIONS

During the Home Certification process, your Freedom Builder Homes Quality Representative will have the opportunity to test all new appliances to make sure they are in proper working order. It is important to familiarize yourself with each Instruction Manual for proper usage and care. Following these suggestions may extend the usable lifetime of your new appliances. Use of inappropriate cleaning techniques or cleaning agents may also damage your appliances and/or void the warranty.

At your Pre-Closing Orientation you will fill out all Manufacturer's Warranty Cards. One card per appliance must be mailed in to the manufacturer to be sure you will receive the full benefit of your warranty. Failure to do so may void the manufacturer's warranty altogether. You should also be careful not to alter the original installation of your appliances. This too may void the warranty. Please note that cosmetic defects are not usually covered by the manufacturer's warranty after the home has been lived in. We will inspect each appliance carefully prior to and during your Pre-Closing Orientation.

PROPER USE AND CARE GUIDELINES

If an electrical appliance fails to work properly, follow this checklist before calling the appropriate contractor. Otherwise, you may be charged for an unnecessary service call.

- Check to be sure that the appliance is plugged in properly. If the electrical outlet has a wall switch, be sure the switch is on.
- The circuit breaker in the panel box for the appliance should be in the ON position.

PROPER CLEANING TECHNIQUES – DISHWASHER

Cleaning the Exterior- Use a soft, damp cloth and a mild detergent. Thoroughly wipe front panel and control panel then dry with soft towel.

Cleaning the Interior - Hard water minerals may cause a white film to build up on the inside surfaces, especially just beneath the door area. Apply powdered dishwasher detergent to a damp sponge to make a paste or use liquid automatic dishwasher detergent and clean with a damp sponge. Be sure to wear rubber gloves.

PROPER CLEANING TECHNIQUES – RANGE

| <u>Part</u> | <u>What To Use</u> | <u>How To Clean</u> |
|------------------------|---|---|
| Exterior surfaces | Sponge and warm, soapy water | Wash, wipe with clean water and dry thoroughly. Use nonabrasive, plastic scrubbing pad on heavily soiled areas. |
| Heating elements | No cleaning required | Spatters or spills will burn off DO NOT immerse in water. |
| Chrome reflector bowls | Warm, soapy water and non-abrasive, plastic scrubbing pad | Wash, rinse and dry well. Clean frequently. Do not use harsh cleansers. Do not place in self-cleaning oven cycle. |
| Oven glass doors | Paper towel and spray glass cleaner or warm, soapy water and a nonabrasive, plastic scrubbing pad | Make sure oven is cool. Follow directions provided with the cleaner. Wash, wipe with clean water and dry thoroughly. |
| Oven cavity | Self-cleaning cycle | See “Using the Self-Cleaning Cycle” of your Use and Care Guide. |
| Oven racks | Steel wool pad and warm, soapy water or the self-cleaning cycle. | Wash, rinse and dry thoroughly or leave in oven during self-cleaning cycle. Note: Racks will permanently discolor and become harder to slide if left in over during self-cleaning cycle. |

Dishwasher

In order for your dishwasher to run with hot water from the beginning of the cycle, you must run your tap water at the kitchen sink until it gets hot. Both the dishwasher and the tap water share the same hot water supply line. If you do not run your tap until it is hot before you turn on the dishwasher, then the water in the first half of the washing cycle may be only lukewarm.

Electric Coil Cook-tops

To avoid electric shock, do not line drip pans with aluminum foil. Clean drip pans frequently by lifting the coil element up to unplug. Use only non-abrasive cleansers to clean the coil and the cook-top. Never immerse the coils in water. Allowing grease to build up in the drip pans is a fire hazard. Use flat-bottomed cookware that does not extend more than 1 inch on either side of the element. For faster cooking, start with the control set on HIGH for one minute and then reduce heat to desired setting.

Self-Cleaning Electric Ovens

Never use oven cleaners. Clean oven interior following the manufacturer's instructions carefully. Clean exterior surfaces with a warm, soapy sponge. Clean glass door with a glass cleaner. Clean oven racks and broiler pans with steel wool pads and warm, soapy water.

COMMON PROBLEMS AND SOLUTIONS

Concern

Food disposal will not operate.

Likely Cause

Reset button tripped or blades obstructed.

Solution

Try pressing reset button on underside of unit. For units with a wrench provided, insert tool and rotate blades. Make sure switch is in OFF position. Blades may also be freed manually by inserting a wooden utensil from the top.

Appliance will not operate.

No power

Make sure appliance is plugged in properly and power to outlet is on. Make sure that the circuit breaker has not tripped.

WARRANTY COVERAGE

Freedom Builder Homes Coverage: One Year

- Since most appliances carry at least a one-year manufacturer's warranty, Freedom Builder Homes will assist with the filing of a claim directly to the manufacturer for any appliance problem caused by equipment failure.
- Any appliance problems that result from improper installation (as specified by the manufacturer) will be corrected.

Should you experience problems with your appliance, please contact the appropriate manufacturer. For repairs beyond the warranty of the manufacturer, you may choose to contact another appropriate appliance servicing company. When you call for service, please be prepared with the model number and serial number of your appliance.

ASSISTANCE

For appliance service, please call the manufacturer’s service department directly. Remember to contact the Freedom Builder Homes Customer Care Department to report any problem you have with any appliance.

Builder’s Specialties 770-255-1400

Manufacturer _____

| <u>Appliance</u> | <u>Model #</u> | <u>Serial #</u> |
|------------------|----------------|-----------------|
| Dishwasher | _____ | _____ |
| Range/Cook-top | _____ | _____ |
| Microwave | _____ | _____ |
| Vent Hood | _____ | _____ |
| Disposal | _____ | _____ |
| Other | _____ | _____ |

SUMMARY

1. Instruction manuals for all of your appliances will be together in a kitchen drawer next to the oven and discussed at your Pre-Closing Orientation.
2. Manufacturers offer their own warranties that are completely separate. It is important to fill out all warranty cards and send them in to the manufacturer in order to be registered under their warranty.
3. Cosmetic defects are not covered after closing.

CABINETS AND COUNTERTOPS

CABINETS DESCRIPTION

Your cabinets and countertops are designed to offer both attractiveness and durability. The cabinets are frameless with concealed hinges. They offer adjustable shelves and hinges, matching toe kicks and finished interiors. The laminate countertops are job built for a flush fit and offer rounder corners and a roll top backsplash which eliminates the seam between your countertop and backsplash, with the exception of angle walls.

PERFORMANCE EXPECTATIONS

One standard characteristic of wood is the unique graining and color shading of individual pieces from different trees. Wood products will exhibit a natural variation in grain, texture and color. All finishes will exhibit some level of color change over time. In most cases the color change from the aging process will not be noticeable. Wood cabinets should be cared for in the same manner as fine furniture.

PROPER USE AND CARE GUIDELINES

Stained cabinets should be wiped monthly with a good quality furniture protectant such as Pledge or Old English Lemon Oil. Applying a coat of paste wax occasionally may enhance the finish on wood cabinets. Painted cabinets can be wiped clean with a mild detergent and dampened soft cloth or cleaned with a mild non-abrasive cleaner. Some harsher cleaning products such as 409 contain chemicals or abrasive agents which may damage the finish and corrode or tarnish any hardware.

Care should be taken to prevent water damage to cabinets around sinks and dishwashers. Wipe off water spills or splashes immediately with a dry cloth. Excessive exposure to water or moisture will damage the finish and may cause staining or warping.

Coffee makers designed to be mounted to cabinets are not recommended since rising steam may damage the wood or composite materials or may cause fading or de-lamination. Coffee makers should be positioned out from underneath the upper cabinets and near the front of the counter when in use.

Cabinet shelves are not designed to hold weights that exceed 20 pounds per square foot. Keep canned goods, flour, sugar and heavier products on the bottom shelf of the base cabinet.

Check hinges at least once per year for proper alignment and tightness, using a screwdriver to make necessary adjustments. Check drawers for easy movement and apply a silicone spray to the drawer guides to prevent sticking.

Note: As with your appliances, cosmetic damage is not covered under warranty after occupancy. As part of the Home Certification process, cabinets and countertops will be carefully inspected.

COUNTERTOPS DESCRIPTION

Laminate countertops are made up of a thin layer of plastic laminate applied over a 3/4 inch layer of composite material.

PERFORMANCE EXPECTATIONS

Laminate countertops are heat resistant but not heat proof and are not designed to withstand the excessive heat from hot pots or pans. Placing hot pots and pans or cigarettes directly on laminated countertops will cause burns. Use trivets or lined pads to protect laminate tops from heated objects.

Under normal usage laminate countertops should not crack or chip. Keep in mind however that this is not a cutting surface. It is recommended that a cutting board be used when preparing food to avoid damaging the laminate countertop surface.

PROPER USE AND CARE GUIDELINES

Clean laminate countertops with a mild dishwashing liquid or powdered detergent and warm water. For tougher stains use an all-purpose cleaner such as DOW Bathroom Cleaner, Fantastik, Formula 409, Mr. Clean, Windex or Glass Plus. For very stubborn spots, make a paste with baking soda and water then rub gently with a cloth or soft bristle brush. Rinse the area and dry with a soft cloth. Some stains may require the use of Clorox. Allow straight Clorox to stand on stain no more than 1 1/2 minutes then rinse thoroughly with water and dry.

DO NOT use cleaners that contain aggressive acids or abrasives such as Lime-A-Way, Soft Scrub or Tilex. DO NOT use steel wool or cleaning pads that contain steel wool. These can permanently damage laminate countertops. No belt sanders either!

Miter joints, backsplashes and areas around sinks should be inspected regularly and re-caulked if necessary. Moisture that is allowed to penetrate these areas may cause warping, swelling or de-lamination which is not covered by the warranty.

Steam from an open dishwasher can also cause swelling and de-lamination. Allow time for the dishwasher to cool before opening the door. To further reduce moisture damage, apply a silicone spray to the underside of countertops directly over the dishwasher and two feet left and right of the dishwasher.

COMMON PROBLEMS AND SOLUTIONS

| <u>Concern</u> | <u>Likely Cause</u> | <u>Course of Action</u> |
|---|--|--|
| Cabinet doors or drawers are out of alignment or do not close properly. | Hinge or drawer guide is out of alignment. | Adjust with screwdriver. |
| Drawer does not slide smoothly. | Drawer guide is out of adjustment or in need of lubricant. | Adjust drawer guide and lubricate with silicone spray. |
| Cabinet door knob or drawer pull loose. | Loosened screw | Tighten screw |
| Laminate countertop miter joint has separated slightly. | Shrinkage or minor settlement | Re-caulk miter joint |
| Backsplash has separated slightly from wall. | Shrinkage or minor settlement | Re-caulk backsplash |

WARRANTY COVERAGE

Cabinets

Freedom Builder Homes Coverage: One Year

- Warping on doors and/or drawers in excess of 1/4 inch from the face of the cabinets will be repaired/replaced. Builder is not responsible for variations in color.
- Separation from the wall in excess of 1/4 inch will be repaired/replaced.

Countertops

Freedom Builder Homes Coverage: One Year

- Chips, cracks or de-laminations reported prior to occupancy will be repaired.

ASSISTANCE

For issues covered by the Freedom Builder Homes Warranty, a written request should be sent to the Freedom Builder Homes Customer Care Department.

SUMMARY

1. Coffee makers should not be attached to or used directly beneath overhead cabinets as rising steam will damage the cabinets. Move coffee makers to the edge of the countertop when in use.
2. Variations in color on stained wood cabinets is normal.
3. Countertops must be inspected and re-caulked as needed. If caulking is not maintained and water is allowed to penetrate miter joints, backsplashes, sinks, etc. warping will result.
4. A silicone spray may be applied to drawer tracks to ease operation.

GRANITE COUNTERTOPS

DESCRIPTION

The granite you have purchased is a very versatile material that has a luxurious look and feel as well as durability. Granite does require some care and maintenance in order to maintain the luxurious look it has now. Normal good housekeeping practices should be applied, such as immediately removing spills of any type and discretionary use of coasters and placemats.

Frequently cleaning the granite with lukewarm water is generally all that is required to maintain the appearance. Wipe the countertops with soft, clean cloths and dry thoroughly. Acidic or abrasive cleaners should never be used on granite. Specialty stone cleaners are available at most home centers if needed or desired.

Granite is a porous natural stone, making it susceptible to staining; stains are a result of exterior products introduced into the stone; typically, they are organic in nature, usually oil- or rust-related. Surface stains can generally be removed by cleaning the granite with a stone cleaning product. By identifying the type of stain, you can more readily remove it. Look for color, shape, and the environmental factors that may have caused the stain.

Common types of stains:

- Oil-Based (grease, tar, cooking oil, cosmetics, and milk): An oil-based stain will darken the granite.
- Organic (coffee, tea, tobacco, fruit, food, leaves, bark, and bird droppings): Likely to cause a pinkish-brown stain.
- Metal (iron, rust, copper, and bronze): Iron or rust stains are orange to brown in color and follow the shape of the staining object such as bolts, nails, screws, cans, flower pots, etc.
- Biological (mold, mildew, algae, and fungus): These stains appear to be a topical growth rather than a deep stain.
- Ink (pen, magic marker, and ink): Obvious in appearance.

Tough stains may require poultice:

1. Prepare the poultice – white paper towels soaked in the appropriate cleaner and drained with no liquid dripping.
2. Wet the stained area down with distilled water.
3. Apply the poultice to the stained area, making sure the poultice extends beyond the area of the stain by at least one inch.
4. Cover the poultice with plastic and tape the edges to seal it.
5. Allow the poultice to dry thoroughly, approximately 24 to 48 hours. The drying process will pull the stain out of the granite and into the poultice.
6. Remove the poultice from the stain. Rinse the area with distilled water and buff dry with a soft cloth.

7. Repeat as necessary if the stain is not fully removed. It could take as many as five applications for difficult stains. Keep in mind some stains may be impossible to completely remove.

Recommended maintenance:

It is recommended that granite countertops be sealed every six months to one year, depending on how heavily the countertops are used. Resealing is an easy task that you, as the homeowner can perform. Sealers can be purchased at most home centers. We recommend a water-based sealant. It is a good idea to test any new sealer on a small, inconspicuous area of the countertop before sealing the entire surface.

MARBLE COUNTERTOPS

DESCRIPTION

Marble countertops are naturally weak in resistance to scratches, etchings, and stains because of their softness and porosity. Therefore, if not maintained properly with routine sealing and daily cleans, marble countertops have an extremely high chance of receiving damage from knife scratches, hot pot and pan burns, and oil and acid stains. Daily Care For maximum cleaning results when dealing with your marble countertop, use a microfiber cloth and water to wipe clean your surface.

Because marble is a porous natural stone, using abrasive products or generic chemicals to clean your marble countertop is not recommended. Instead, it is wise to invest in a cleaner specially designed for countertops. When uncertain about the use of a certain product, test it on the corner of the countertop before applying it on visible areas.

Its porosity makes marble susceptible to staining. Common stain producers, including acidic products like lemon, vinegar, and wine, can cause stains. Another stain-producing substance is cooking oil. Oil seeps through the pores of marble and stains countertops from the inside. Excessive chopping, cutting, or dragging heavy appliances can heavily damage your marble countertop surface with numerous penetrating scratches. Despite marble's natural cool feel, it is not impervious to extreme temperatures. When using hot pots and pans, place a trivet under each one before setting them down on your countertop.

How to care for your marble countertops:

- Marble countertops have already been pre-sealed by manufacturers, but it's important to reseal marble countertops periodically. Sealing is a process of closing the pores inside of marble to make it resistant to the absorption of chemicals, acids, and other stain-producing moistures.
- Clean your marble countertops regularly by wiping them clean after each use. Doing so eliminates any leftover particles that can scratch or stain the marble. The best home cleaner that you can use is a simple mixture of soap and water, but it is wise to invest in a special countertop cleaning solution. Apply the solution on your marble countertop with a soft sponge and gently blot. Remember to rinse the sponge with water to remove excess soap. It is critical to note never use detergents, abrasive products, acidic chemicals, or generic household cleaners to clean your marble countertops because they can cause unexpected heavy damages.

- Use a cutting board or other alternative surface during food preparation to protect the sealant on your marble countertop from scratching. Avoid dragging heavy appliances over the marble countertop because they too can damage the countertop. Using pads and coasters under kitchen appliances and drinks not only helps to protect your marble countertop from deep scratches.
- Burn marks from pots and pans are only superficial blemishes that can be removed easily. Most countertop manufacturers offer proprietary creams and solutions you can use to polish your marble countertop and remove unwanted marks and stains.
- Marble is a fairly soft stone and it is prone to marking because of its calcium carbonate makeup. Acid reacts with calcium carbonate and literally eats away a tiny bit of the surface, creating dull spots known as etches. Therefore, always use coasters underneath glassware, because etching can occur even with water. Any splash of lemon juice, any drippy jar of tomato sauce, is going to leave a subtle mark.

Recommended maintenance:

It is recommended that marble countertops be sealed every six months to one year, depending on how heavily the countertops are used. Resealing is an easy task that you, as the homeowner can perform. Sealers can be purchased at most home centers. We recommend a water-based sealant. It is a good idea to test any new sealer on a small, inconspicuous area of the countertop before sealing the entire surface.

QUARTZ COUNTERTOPS

DESCRIPTION

Quartz is composed of 93% natural Quartz particles, combined with pigments and resins to produce an extremely durable countertop product. Because quartz is non-porous, it is resistant to most stains and bacteria. Quartz does not need to be sealed. Despite its durability, Quartz surfaces are not stain or scratch proof.

Daily cleaning & care:

- A damp cloth or paper towel should be used for routine daily cleaning of dirt and residue. If necessary, a nonbleach, nonabrasive cleaner can be used, such as a 50/50 solution of vinegar and water used for hard water and calcium build up, especially around faucets.
- Even though Quartz Surfaces are nonporous and resist permanent staining, wipe up food and liquid spills as soon as possible.
- Avoid using cleaners that contain bleach.
- Quartz Surfaces do not require polishing or sealants to maintain their gloss finish.
- Soapy water is the best treatment for cleaning.
- Quartz Surface material can withstand exposure from normal cooking temperatures, but it is susceptible to damage caused by rapid temperature change. It is important to minimize direct heat exposure to protect your countertop surface.

- We recommend using heat trivets when placing hot objects like pots, pans, electric fry pans, griddles, crock pots and toaster ovens on any surface.
- Preventing Other Damage
- Although Quartz Surfaces are resistant to scratches, we do not recommend cutting directly on your countertop. We suggest using a cutting board.
 - Avoid exposing your countertop to strong chemicals and solvents such as paint removers, oven cleaners, etc. Keep nail polish remover, bleach, permanent markers, and inks away from countertop. Avoid prolonged exposure to highly alkaline (high pH) cleaners. If contact occurs with any substance listed above, quickly flush the surface with water.

WARRANTY COVERAGE

Freedom Builder Homes Coverage:

Granite, Quartz, Marble Cultured Marble and Laminate surfaces must be protected from sharp objects, heat, abrasive and/or acidic cleaning solutions, cooking oils and abrasives. Naturally occurring veins, discolorations and defects are a normal occurrence and are not warrantable. Stains, scratches, chips, cracks, etching and any other damage caused by negligence is not covered under warranty. Any concerns with countertop imperfections must be addressed prior to closing and will not be warrantable after closing.

CERAMIC TILE

DESCRIPTION

Ceramic tile is a durable material that is impervious to water. The grouted joints between tiles are not impervious and require some ongoing attention in order to prevent water seepage and to ensure performance.

PERFORMANCE EXPECTATIONS

Cracking and loosening of grout is normal due to shrinkage, expansion, contraction and settlement of adjacent building materials. However, the actual tiles should not crack or loosen.

PROPER USE AND CARE GUIDELINES

It is normal for separation to occur in areas where ceramic tile joins other materials such as tubs, countertops, wood trim, shower bases, etc. These areas require re-caulking periodically in order to prevent water seepage.

Tile surfaces may be cleaned by using household cleaners such as DOW Tub & Tile Cleaner. Stained or mildewed grout may be cleaned using bleach type tile or grout cleaner. Tile and grout should be cleaned on a regular basis. X-14 is an excellent product for cleaning mold and mildew.

Tile floors should be protected from scratches and chips. Furniture should be placed on protective pads or glides and should not be dragged across the tile surface.

Grout will stain easily, especially if exposed to dirt and moisture. Special care should be given to tile surfaces. Newly purchased bath rugs can bleed onto grout and should be washed before being placed on tile. Sweep or vacuum often to prevent dirt build up in areas of grout.

COMMON PROBLEMS AND SOLUTIONS

| <u>Concern</u> | <u>Likely Cause</u> | <u>Course of Action</u> |
|---------------------------|---|---|
| Cracked or loose tile | Improper adhesion | Repair, replace or re-secure tile |
| Loosened or missing grout | Shrinkage, expansion, contraction or settling | Re-grout or re-caulk |
| Mold or mildew on grout | Humidity or heavy steam | Use a cleaning product such as X-14 or a solution of household bleach and water |

WARRANTY COVERAGE

Freedom Builder Homes Coverage: One Year

- Defects caused by improper workmanship or underlying defects will be corrected.
- Tile that cracks or becomes loosened will be repaired, re-secured or replaced one time only except in cases of homeowner negligence.

Note: Freedom Builder Homes cannot guarantee the color match of the repaired areas. There may be some minor color variation in repaired or replacement tiles or grout.

ASSISTANCE

Ceramic Tile issues covered by the Freedom Builder Homes Warranty should be directed in writing to the Freedom Builder Homes Customer Care Department.

SUMMARY

1. Grout and caulk does shrink and crack over time as the home settles. Therefore, grouted joints between ceramic tiles will require periodic re-caulking in order to prevent water seepage. Actual tiles should not crack or loosen.
2. Tile surfaces can be cleaned with a household cleaner such as DOW Tub & Tile Cleaner. Grout cleaner can be used to clean mildew stains.

CONCRETE

FOUNDATION DESCRIPTION

The primary function of the foundation is to support the framed structure and to provide a barrier against external sources of moisture. There are two types of foundations built by Freedom Builder Homes; concrete block and poured concrete.

PERFORMANCE EXPECTATIONS

Concrete is a porous material that expands and contracts as the temperature changes and may crack as shrinkage occurs. Shrinkage is a result of the normal curing process of concrete. Hairline cracks are common and do not affect the structural integrity or performance of foundations.

Both block and poured concrete basements receive an application of a water resistant but not totally waterproof material. While the foundation itself is a water resistant barrier, the key to avoiding water seepage into a basement or crawl space is to maintain positive drainage away from the foundation and keep the foundation drain system clean and clear of obstructions. Note: For more information on the foundation drain system see page 58.

PROPER USE AND CARE GUIDELINES

After the builder has established proper grades around your home, it is important for these grades to be maintained in order to keep water draining away from the foundation at all times. If settlement occurs, proper grades should be re-established by filling the area with dirt.

1. Avoid planting shrubbery directly adjacent to the foundation. If plants close to the foundation are moved, refill the hole and compact the dirt to prevent water from traveling underground and into the basement or crawl space.
2. Do not edge beds with materials that will retain water and cause seepage into the basement or crawl space.
3. Clean your gutters twice annually to ensure proper flow. Inoperative gutters may cause your house or basement to leak.
4. Excessive amounts of water allowed to saturate the dirt around your foundation can result in basement or crawl space leakage. Inspect the foundation drains periodically to be sure that the ends are unobstructed and sloping to ensure proper drainage. If your down spouts have underground drains, make sure they remain unobstructed and sloping as well.
5. Hose bibs in the front of basement homes should be checked regularly to ensure that there is no leakage from the hose pipe washer. Leaking hose pipes or hoses that are inadvertently left on may sometimes result in basement water seepage.
6. In homes with crawl spaces, it is important to keep crawl space vents open in order to maintain proper ventilation and to assist in the evaporation of soil moisture. The only time crawl spaces should be closed is during extremely cold temperatures to avoid frozen pipes.

BASEMENT & GARAGE SLABS AND SLABS ON GRADE DESCRIPTION

Basement and garage slabs and slabs on grade are poured approximately four inches thick on undisturbed or compacted earth and should remain relatively stable. Portions of these slabs may be designed to carry loads from the load bearing structure of the home. These areas may be thickened or reinforced for this function.

In the case of slab on grade homes and with some basement slabs, the slab may serve as the sub-floor. Floor covering such as carpet, vinyl, tile or hardwood are often applied directly on this surface.

PERFORMANCE EXPECTATIONS

Hairline cracks in garage and basement slabs and slabs on grade are common due to shrinkage, expansion and contraction. These cracks are normal and usually do not require repair.

USE AND CARE

If cleaning is necessary, use a solution of five tablespoons of baking soda to a gallon of water. Before using the solution, wet the floor and loosen dirt with a brush or scraping blade.

SIDEWALKS, STOOPS, STEPS, PATIOS AND DRIVEWAYS DESCRIPTION

Sidewalks, patios and driveways are poured approximately four inches thick on stable soil. Stoops and steps, while not part of the actual structure of the home itself, are constructed on a foundation. The stoop is a poured concrete slab placed on the foundation. Any type of modifications to original driveway or sidewalks will void any warranty.

PERFORMANCE EXPECTATIONS

Cracks in exterior concrete may occur as a result of shrinkage, expansion and /or contraction. This happens during the normal curing process which occurs at varying rates depending on temperature and moisture content. Freezing and thawing may also contribute to cracking.

Some cracking will occur in most concrete slabs. Expansion joints are used in driveways in order to control cracking. These expansion joints may be made of pressure treated wood or they may be tooled to form a narrow groove. While these joints are designed to control cracking, some random cracking may appear.

PROPER USE AND CARE GUIDELINES

Deicing chemicals should not be applied to concrete during the first winter. Only use deicers which contain sodium or calcium chloride salts. Deicers containing salts such as ammonium sulfate, ammonium nitrate or ammonium chloride should never be used on concrete. An alternative to deicing salts is clean sand applied to offer safe traction.

Cracks should be sealed when noticed with a silicone caulking or latex concrete patching material. Surrounding grades should be maintained so that water is not allowed to penetrate and undermine supporting soil. Avoid excessive weight on driveways such as moving vans and large construction vehicles.

COMMON PROBLEMS AND SOLUTIONS

| <u>Concern</u> | <u>Likely Cause</u> | <u>Solution</u> |
|---------------------|-------------------------------------|---|
| Minor cracking | Shrinkage or settlement | Caulk or fill with latex concrete to seal. Monitor and alert Freedom Builder Homes if there is Excessive movement. |
| Water seepage | Grading change or negative drainage | Confirm that grading is providing slope at foundation and positive drainage away from foundation. Add dirt where necessary. |
| Mildew | Dampness | Add a dehumidifier |
| Dusting of surfaces | Normal wear | Apply concrete sealer after six months of residency. |

WARRANTY COVERAGE

Foundation:

Freedom Builder Homes Coverage: One Year

- Cracks in foundation walls more than 1/8 inch wide will be repaired with a latex concrete patching material or flexible silicone caulk. Builder is not responsible for color variation.
- Builder will correct unevenness which exceeds 1/4 inch in a 32 inch measurement in initially intended living areas only.
- Cracks that cause finished floor covering to rupture will be repaired so that the defect is not readily noticeable.
- Pitting, scaling or spalling of concrete work (**excluding sidewalks, patios and driveways**) will be corrected. Builder is not responsible for deterioration caused by salt, chemicals, mechanical implements and other factors beyond its control.
- Builder will repair separation of stoops of more than 1 inch.

Basement & Garage Slabs and Slabs on Grade:

Freedom Builder Homes Coverage: One Year

- Any cracks on a basement floor greater than 3/16 inch width or 1/4 inch in vertical displacement will be repaired by surface patching or comparable remedies.
- Any cracks on a garage slab exceeding 1/4 inch in width or 1/4 inch in vertical displacement will be repaired by patching or other remedies.

Sidewalks, steps, patios and driveways are not considered part of the home and are listed as exclusions from the Freedom Builder Homes Warranty Program.

ASSISTANCE

Concrete issues covered by the Freedom Builder Homes Warranty should be communicated in writing to the Freedom Builder Homes Customer Care Department.

SUMMARY

1. The primary function of the foundation is to support the framed structure. It is coated with waterproofing material in order to provide a barrier against external sources of moisture.
2. Hairline cracks are common and do not affect the structural integrity or performance of foundations.
3. The key to avoiding water seepage into a basement or crawl space is to maintain positive drainage away from the foundation.
4. Dirty gutters may cause a basement or a crawl space to leak.
5. Hairline cracks in garage and basement slabs and slabs on grade are common due to shrinkage, expansion and contraction. Freezing and thawing may also contribute to cracking.
6. Dampness may be present due to “wicking” through basement walls or floors or from condensation. Water seepage is defined as moisture penetration resulting in a noticeable amount of water on the floor.

DECK

DESCRIPTION

Your deck has been constructed in accordance with local building codes with pressure treated lumber which resists decay and termites. It is supported with 6" x 6" posts, 4" x 4" posts or steel columns and bolted to the main structure of the home.

PERFORMANCE EXPECTATIONS

It is normal for pressure treated posts and boards to split or twist as they age. This is to be expected on any exterior deck. Should a board twist or split to an excessive degree it may need to be replaced. Excessive weight may cause structural damage to your deck and be potentially dangerous as well. It is not recommended that you put children's pools or hot tubs on your deck without making specially designed structural provisions.

PROPER USE AND CARE GUIDELINES

In order to prolong the life of the wood used to construct your deck, it is recommended that a wood preservative be applied periodically. This will protect the wood from moisture damage and will prevent you from having to prematurely replace deck boards. It is best to seal your deck in early spring. For new decks, it is important to wait four to six months before treating with a wood preservative in order for the boards to dry completely.

COMMON PROBLEMS AND SOLUTIONS

| <u>Concern</u> | <u>Likely Cause</u> | <u>Solution</u> |
|---|---------------------|--|
| Loose boards | Wood shrinkage | Re-nail boards |
| Nails raised on boards | Wood shrinkage | Re-set nails |
| Cracking, excessive splitting or drying | Water damage | Periodically apply sealer or wood preservative |
| Dark discoloration of wood | Mildew | Periodically use deck cleaner or bleach |

WARRANTY COVERAGE

Decks are considered an exclusion to the Freedom Builder Homes Warranty.

ASSISTANCE

Should you need information regarding the manufacturer's warranty of the pressure treated material used to build your deck, please contact Freedom Builder Homes Customer Care Department in writing.

SUMMARY

1. It is normal for pressure treated posts and boards to split or twist as they age.
2. It is recommended that you treat your deck with a wood preservative six months after its construction.
3. Remember, decks are listed as an exclusion to warranty coverage.

DOORS

DESCRIPTION

Your home contains a variety of door types including interior passage and privacy doors, bi-fold doors and in some homes, depending on the plan, pocket doors, louvered doors or French doors. Interior doors may be of wood construction or may be manufactured from composite materials.

PERFORMANCE EXPECTATIONS

Interior doors will expand and contract and are susceptible to some bowing or warping depending on changes in temperature and humidity. This movement normally is not enough to affect the normal operation of the door but at times may make minor adjustments necessary.

Hinges, bi-fold door tracks and pocket door hardware may need periodic lubricating with a silicone spray for continued smooth operation.

Exterior wood doors may experience slight bowing or warping which is considered normal due to temperature differences between inside and outside surfaces. Warping should not occur to the extent that a door becomes inoperable or ceases to be weather resistant. Stained exterior doors may be exposed to varying degrees of outdoor elements depending on exposure to sun, wind and rain. The greater the degree of exposure to these elements, the more frequently additional finish protection will be required. Natural variations in color or texture of wood may be present and are not considered to be defects. Deterioration of the finish of a stained door is not covered by your home warranty, as regular maintenance of wood doors is required.

Exterior doors include weather-stripping to eliminate most air infiltration around all four edges. This weather-stripping will also protect against penetration of moisture during normal rains. Unusually heavy or driving rains may at times cause some very minor seepage typically at the bottom of the door. Weather-stripping should be checked periodically to ensure that a continuous seal is maintained.

Garage doors may be wood or a composite material or a combination of both. Some expansion and contraction or slight bowing can be expected as a result of changes in temperature and humidity. If overhead doors do not operate properly, a minor adjustment may become necessary.

PROPER USE AND CARE GUIDELINES

If adjustment is necessary to restore proper operation of a door, check the hinges for tightness and the door latch and keeper for proper alignment. In some cases, sanding the edge of the door may be all that is necessary.

COMMON PROBLEMS AND SOLUTIONS

| <u>Concern</u> | <u>Likely Cause</u> | <u>Solution</u> |
|----------------|---------------------|-----------------|
|----------------|---------------------|-----------------|

| | | |
|--|----------------------|--|
| Door will not stay open | Settlement | Adjust hinge pin |
| Door will not latch | Settlement | Adjust keeper |
| Key not operating smoothly | Normal usage | Spray white graphite into key hole |
| Door knob loose | Normal usage | Tighten screws |
| Stained door showing wear | Normal wear and tear | Sand lightly, then reapply stain |
| Exterior door warping or panel warping | Moisture penetration | Be sure all edges are sealed and there is good paint or varnish coverage on surfaces |

WARRANTY COVERAGE

Freedom Builder Homes Coverage: One Year

Interior and Exterior Doors

- Freedom Builder Homes will repair or replace any interior door where warping exceeds 1/4 inch when measured diagonally from corner to corner across the face of the door or if normal operation cannot be restored.
- Hardware that does not allow normal operation of the door will be repaired or replaced.
- The finish on all exterior doors is not covered in the warranty.

Overhead Garage Doors

- If unpainted surfaces become exposed due to shrinkage, expansion or contraction, paint will be touched up one time during the warranty period.
- If an overhead door becomes difficult to operate or will not stay open, proper adjustments will be made.

Note: Freedom Builder Homes will not warranty garage doors where a garage door opener has been installed by anyone other than the supplier of the doors. Some manufacturers offer additional warranties. If you believe the problem you are experiencing may be covered under an additional manufacturer's warranty, please contact Freedom Builder Homes Customer Care Department for further information.

SUMMARY

1. Exterior doors include weather-stripping to eliminate most air infiltration.
2. Stained exterior doors must be properly maintained to avoid warping and rotting.
3. Stained exterior doors offer no warranty due to uncontrollable exterior elements the doors are exposed to.

DRYWALL

DESCRIPTION

Drywall is also referred to as gypsum wallboard or sheetrock and forms the covering for all interior ceilings and walls. Drywall is applied in sheets by gluing, screwing or nailing to framing members. Finishing includes taping of joints and corners, then applying several coats of joint compound to these areas as well as nail indentions in order to achieve a continuous seamless finish. Outside corners receive metal reinforcing called corner bead before joint compound is applied. Areas that have received joint compound are then sanded to be made smooth and ready for final finishing. Some drywall surfaces may receive a textured finish also referred to as stippling. Drywall may be painted or wallpapered.

PERFORMANCE EXPECTATIONS

Drywall should form a continuous, relatively smooth surface covering the framework of your home. Some imperfections are normal and are unavoidable. Nail pops, minor shrinkage cracks, taping imperfections and corner bead separations are common occurrences and can be easily repaired.

PROPER USE AND CARE GUIDELINES

Drywall is a material that is fairly easy to maintain or repair if minor damage occurs. Minor dents, nicks, depressions or holes can be filled with joint compound or spackling, sanded smooth then touched up with paint. Larger repairs as a result of more extensive damage may need to be done by cutting out the damaged portion and replacing it with a new piece of drywall, applying joint compound, sanding and repainting.

Walls that become damaged by moisture may need re-nailing before finishing. Moisture may cause drywall joints to separate resulting in a need to re-tape and finish these joints. Special care should be taken to prevent excessive amounts of moisture from coming in contact with the drywall in your home. Any known leaks or sources of moisture should be dealt with immediately.

COMMON PROBLEMS AND SOLUTIONS

Concern

Nail heads popping through surface

Likely Cause

Wooden framing member drying out causing nail to push out

Solution

Reset the protruding nail into the drywall surface or remove it entirely. Place another drywall nail approximately two inches below or above the original nail and gently hammer it slightly below the drywall surface.

Repair following directions below

| | | |
|--|--|---|
| Minor cracking or variations of drywall surface | Settlement | Press a small “V” shaped indentation using the back of a putty knife along the length of the crack and allow the drywall to dry about 1/8” deep and 1/8” wide. Repair following directions below. |
| Cracking of drywall-crack surface is wider than 1/4” | Settlement or variations of temperature and moisture | Apply compound in the crack then cover it with a strip of drywall tape and spackle. Allow drywall to dry. Add another layer of spackling over the tape, feather the edges well, allow to dry then sand to a smooth finish. Repaint as directed below. |
| Deep scrapes or indentations | Damage by furniture or other heavy object | Apply spackling compound over the damaged area. Depending on the depth of the damage, 2 or 3 applications may be necessary since the spackling will shrink as it dries. Sand after each application and repaint. |

Drywall repair: Cover the area with spackling compound and after the spackling has dried, sand area smooth. Apply a light coat of paint to the brush and feather the brush on the surface of the drywall.

WARRANTY COVERAGE

Freedom Builder Homes Coverage: One Year

- Defects caused by improper workmanship or underlying defects will be corrected. Defects must be visible under **normal lighting**, as evaluated by a Freedom Builder Homes representative to qualify for warranty repair.
- Minor shrinkage, cracks or corner bead separations more than 1/8 inch will be spackled and sanded one time during the first year as a customer courtesy.
- Drywall will be inspected for dents, nicks and scratches at the Home Certification. Dents, nicks and scratches found subsequent to the Homeowner Orientation are Not warranted.

Note: Freedom Builder Homes will paint areas that are affected by drywall repair, but does not guarantee that the paint will match exactly. Freedom Builder Homes will not be responsible for repainting the entire surface or room due to drywall repairs.

SERVICE

Any nail pops or minor cracking of the drywall surface will most likely be experienced during the heating season of your home. We will be happy to repair these types of problems one time during the first year of occupancy. Please direct a written service request to the Freedom Builder Homes Customer Care Department.

SUMMARY

1. Drywall is also referred to as gypsum wallboard or sheetrock.
2. Some imperfections are normal and unavoidable. Nail pops, minor shrinkage cracks, taping imperfections and corner bead separations are common occurrences and are easily repairable.
3. Minor dents, nicks, depressions or holes can be filled with joint compound or spackling, sanded smooth then usually just touched up with paint.
4. Any known leaks or sources of moisture should be repaired immediately.
5. Warranty coverage is for the first year. Please note, settlement cracking is not necessarily considered a defect. However, as a customer courtesy, these items will be repaired one time during the first year of occupancy.
6. Dings, dents and scratches that are not addressed prior to occupancy are not covered by the warranty.

ELECTRICAL SYSTEM

DESCRIPTION

The electrical system in your home has been installed by a licensed electrical contractor in accordance with all applicable national and local codes. These codes are in place to ensure a safely operating electrical system. The system is designed for normal residential use.

PERFORMANCE EXPECTATIONS

The electrical system consists of a main power supply and individual circuits. These individual circuits distribute power to switches, receptacles, fixtures and other electrically powered equipment. Each circuit is equipped with a breaker which trips in the case of a power surge or overload. This prevents damage to the electrical system. The main power source also has a main breaker which will turn the power off to the entire system. Some circuits are equipped with GFCI (ground fault circuit interrupter) in areas where the electrical system may come in contact with water. These are very sensitive safety devices intended to prevent electrical shock. Because of the sensitivity of these devices, they will trip more frequently than other circuits.

Note: If refrigerators or freezers are plugged into garage or basement GFCI receptacles, operation should be monitored in case the GFCI should trip and interrupt power to those appliances.

Bath outlets can overload if two heat generating appliances are used at the same time. For example, if a bath is wired with a 12/2 wire, it will carry 2400 watts. If a hair dryer (1500 watts) and a curling iron (1250 watts) or curlers are plugged into the same circuit, then the circuit breaker will pop. This is simply more than the circuit can carry.

PROPER USE AND CARE GUIDELINES

The electrical system has been designed to handle the total electrical load for the equipment originally installed in the home. Careful consideration should be given when adding or upgrading equipment that may result in exceeding the capacity of the electrical system.

Surges to electrical systems are normal occurrences and are unavoidable. If you own sensitive equipment you may want to purchase a surge protection strip or system. These are available through many hardware stores.

Electric Meter: Your home has been equipped with an electric meter which was provided and installed by the local utility company. Billing for power usage is based on total kilowatt hours used and measured by the meter. Any questions regarding billing or total power usage should be addressed to the customer service department at the power company.

Telephone and Cable Service: Your home has been pre-wired for telephone and cable television services. To connect the service, you should contact the appropriate utility servicing your area. Freedom Builder Homes is not involved in the burying of underground phone or cable lines. For information regarding these, please contact your local utility company.

COMMON PROBLEMS AND SOLUTIONS

| <u>Concern</u> | <u>Likely Cause</u> | <u>Solution</u> |
|--|---|--|
| Light fixture not working | Bulb may not be tightened | Tighten bulb |
| GFCI outlet or switch not operating | GFCI circuit tripped | Reset GFCI receptacle or circuit breaker |
| No power at receptacle, fixture or appliance | Circuit breaker tripped | Reset circuit breaker |
| Complete power failure | Interruption in electrical service to house | Contact power company |

WARRANTY COVERAGE

Freedom Builder Homes Coverage: One Year

- Circuit breakers should not trip under normal usage. If normal usage is causing the circuit breakers to trip, the wiring should be checked to ensure that it conforms with local and state electrical codes. Any wiring not conforming to codes will be repaired. The exception to this is having two or more heating type appliances plugged into the same circuit. This situation will cause the circuit breaker to trip and will not be considered a warrantable problem.
- All switches, fixtures and outlets should operate as intended. Any defective switches, fixtures or outlets should be repaired or replaced.

ASSISTANCE

An electrical emergency is a situation that might result in a fire hazard. For emergency service, please call the emergency service number provided to you on your Contractor List included in the warranty section of your Homeowner Handbook. For routine warranty service, contact the Freedom Builder Homes Customer Care Department.

SUMMARY

1. The main power supply directs power to the circuit breaker box which then distributes power to the individual circuits in the breaker box.
2. The individual circuits distribute power to the switches, receptacles, fixtures and other electrically powered equipment within the home.
3. Receptacles located near a water source are equipped with a GFCI protector which is designed to prevent electric shock.
4. Electrical service may be interrupted to GFCI receptacle, therefore, it is not recommended that freezers be plugged into a GFCI receptacle.
5. Bath outlets can overload if two heat generating appliances are used at the same time.
6. Freedom Builder Homes will warranty electrical fixtures for one year and the Intended design load for one year.

EXTERIOR FINISHES

DESCRIPTION

The exterior of your new home is finished in either cement or vinyl siding or a combination of cement siding, vinyl siding, brick and or stone veneer.

The exterior trim is a combination of materials. The type and total extent of exterior trim will vary depending on the home plan and architectural details included.

PERFORMANCE EXPECTATIONS

Cement and Vinyl siding gives the look of wood with far less maintenance. It is installed to allow for expansion and contraction that occurs with changing temperatures. Some minor deflection of the vinyl siding should be expected.

With brick and stone, minor chipping, cracking or mortar shrinkage it normal and should not cause concern. Since no two bricks or stones are exactly alike, variations in size, color and placement are to be expected. Occasionally a white powdery substance may appear on masonry. This water soluble salt is known as efflorescence and is caused by alkali salts “bleeding” out of the brick or block. This is a normal occurrence and does not indicate that there are any problems with the home or the brick. While efflorescence can be removed, it will usually disappear on its own over time. Note, efflorescence sometimes appears, disappears and then shows up again on its own.

Synthetic stucco will weather well and should not need painting during the life of the home. While it will fade in the sunlight, it usually fades in a uniform manner to a pleasing, consistent tone. Care should be taken not to impact stucco with ladders, weed trimmers or lawn mowers as abusive treatment could dent or puncture the finish requiring repairs by a trained applicator.

PROPER USE AND CARE GUIDELINES

Vinyl siding has become the most popular exterior finish due in part to its relatively low maintenance requirements. With vinyl siding, painting, patching and staining have become a thing of the past. An annual rinse with a garden hose and soapy water will help keep your vinyl siding looking fresh and new.

Masonry may be cleaned with a soap and water solution if necessary.

Cement sidings may be cleaned with a solution of bleach and water. Follow the manufacturer’s directions for use. Mildew may be removed with a solution of bleach and water.

COMMON PROBLEMS AND SOLUTIONS

| <u>Concern</u> | <u>Likely Cause</u> | <u>Solution</u> |
|----------------|---------------------|-----------------|
|----------------|---------------------|-----------------|

| | | |
|---|---|---|
| Mildew on exterior finish | Wet weather and/or lack of sunlight | Clean affected areas with bleach and water solution |
| Cracking/peeling of paint | Normal aging of paint especially on sides of home receiving more intense sunlight | Clean and sand surface, then prime and repaint |
| Gaps appearing at joints of wood trim or between finishes | Normal caulk or filler shrinkage | Re-caulk or fill |
| Sap coming from exterior | Wood drying out | Clean and sand wood surface, then prime and repaint |
| White powdery substance appearing on brick or stone | Efflorescence or soluble salts | May be scrubbed with water and stiff brush |

WARRANTY COVERAGE

Freedom Builder Homes Coverage: One Year

- Cracks in masonry walls or veneer greater than 1/8 inch are considered excessive and will be repaired by pointing or patching. We suggest making this type of repair towards the end of the first year of warranty to permit normal settling of the home to stabilize.
- Joints between exterior trim elements, including siding and masonry, should not result in open joints in excess of 1/4 inch. If necessary, Freedom Builder Homes will repair open joints.
- Caulking is an acceptable form of repair and will be done once during the warranty period.
- Any siding which is not installed properly will be reinstalled or replaced.
- Joints and cracks in exterior wall surfaces and around openings should be properly caulked to exclude the entry of water. Freedom Builder Homes will repair and/or caulk joints or cracks in exterior wall surfaces as required to correct the deficiency.

Note: Freedom Builder Homes cannot ensure that repairs requiring new material will exactly match the existing material.

SUMMARY

1. With brick and stone, minor chipping, cracking or mortar shrinkage is normal and should not cause concern.
2. Occasionally a white powders substance called efflorescence may appear on masonry. This is a normal occurrence and does not indicate a problem with the home or the brick.
3. Vinyl siding does not require repainting. Simply clean with soapy water once a year.

FIREPLACE

DESCRIPTION

Your fireplace is a pre-manufactured unit that is factory built and installed. It has a sheet metal frame with a ceramic brick refractory insert. Your fireplace also includes a grate, a gas starter line and a fresh air vent that provides unconditioned air to feed wood burning fires.

Fireplace Equipment

The grate should be pushed to the back of the fireplace to allow at least three inches of space between the front of the grate and the fireplace opening. Also, fireplace tools are useful for handling logs, stoking flames and shoveling cold ashes from the fireplace. A log lighter key will be provided for you.

PERFORMANCE EXPECTATIONS

You should expect some hairline cracks to develop in the refractory walls as a result of the varying temperatures that the panels are exposed to. Since these cracks are unavoidable and will not expose the metal parts behind or beneath the panels they will not impair the use or performance of the fireplace. Some air infiltration is normal as the damper does not form an air tight seal. If air filtration is a problem, you may wish to consider adding glass doors.

PROPER USE AND CARE GUIDELINES

When you first begin to use the fireplace it is very important that the first five fires are small, slow-burning fires. This will cure the ceramic refractory walls and help prevent it from fracturing. Building an extremely hot fire in a new fireplace can cause cracks in the ceramic refractory bricks.

It is important that the fireplace and chimney be clean and free of obstructions for safe operation. When wood is burned, creosote residue may collect on the flue lining which may ignite and potentially cause a chimney fire. Compressed wood logs contain substances that are corrosive to the stainless steel flue. It is advisable that you have a fireplace cleaning company inspect the fireplace and chimney annually for soot or debris build-up.

Never use gasoline, kerosene, lighter fluid or similar chemicals to start or refresh a fire in your fireplace. Also, do not “over fire” with excessive fuel loads such as lumber, Christmas trees, wrapping paper, etc. The fireplace is considered over fired if the top of the flames are reaching up into the chimney or licking out of the firebox. Also, only use seasoned hardwood for fuel. Never use woods such as plywood or any kind of treated wood, lumber or charcoal as these materials produce corrosive and harmful residue when burned that will damage the flue.

Fireplaces equipped with glass doors should be operated only with the glass doors fully opened or fully closed.

Starting a Fire:

1. Open the flue damper fully and check for any obstructions in the chimney.
2. Open the fresh air vent located on the left side of the fireplace.

3. Place firewood on the grate leaving some air spaces between the logs.
4. Light a long fireplace match and hold it between the starter unit and the grate containing the firewood.
5. Turn the key for the log lighter in a counter clockwise direction until the starter lights and produces a flame high enough to reach the firewood.
6. Leave the gas on in order for the firewood logs to become completely lit.
7. Once the firewood has begun to burn turn the gas log lighter off by turning the log lighter key in a clockwise position.
8. Leave the fireplace damper open during the entire life of a fire and close it once the fireplace has cooled.

Note: The gas log lighter is designed to get the fire started, not to maintain it. Once the fire is established, turn the gas log lighter off. It is advisable to keep the log lighter key away from the valve when not in use. If accidentally turned on, gas will be allowed to flow into the house.

COMMON PROBLEMS AND SOLUTIONS

| <u>Concern</u> | <u>Likely Cause</u> | <u>Solution</u> |
|---|--|--|
| Smoke backs up into room | Damper not open or flue blocked | Open damper, clean chimney |
| Smoke smell in home when fire not burning | Dirty flue. Ashes left in firebox | Clean flue. Clean out cold ashes |
| Cracks in refractory walls | Burning fires too large or too hot | If necessary, repair cracks. Burn smaller fires |
| Excessive black soot on inside of fireplace | Burning poor quality wood or items other than wood | Burn only dry, seasoned hardwoods. Clean chimney |
| Air infiltration | Damper not air tight | Check to see if damper is fully closed. Install glass doors. |

WARRANTY COVERAGE

Freedom Builder Homes Coverage: One Year

- A properly constructed fireplace should draw smoke naturally up the chimney. It is possible for high winds or other obstructions to prevent a fireplace and chimney from drafting properly. Should the fireplace not vent in a correct manner, Jeff Lindsey Communities will correct the problem provided it is one of design or construction.
- Newly constructed fireplaces will often separate slightly from the structure which it is attached to. Only separations of 3/8 inch or greater will be considered unacceptable. Caulking is an acceptable repair for slight separations and if necessary will be done once during the warranty period.
- Every fireplace is backed by a manufacturer's limited warranty. Should any

problems arise with your fireplace, Freedom Builder Homes will determine if the cause of the problem relates to a manufacturer's responsibility and refer the matter to the manufacturer directly.

ASSISTANCE

Fireplace issues covered by the Freedom Builder Homes Warranty should be communicated in writing to the Freedom Builder Homes Customer Care Department.

SUMMARY

1. Your fireplace includes a gas starter line and a fresh air vent that allows your fire to feed off of the outside air rather than using the heated air inside.
2. You can burn either natural wood or gas logs.
3. You should expect some hairline cracks to develop in the refractory walls as a result of the varying temperatures inside the fireplace.
4. In order to limit the number of hairline cracks, the first five fires should be small and slow burning. This process will allow the refractory walls to cure properly.
5. The log lighter is designed to get your fire started, not to maintain it. Once the fire is burning, turn the gas log lighter off. If the fire needs to be refreshed, you can turn the gas starter back on for a few minutes, remembering to turn it off once the fire is burning strong again.
6. Never use gasoline, kerosene, lighter fluid or similar chemicals to start or refresh the fire.
7. It is recommended that you keep the log lighter key hidden from small children. Remember, if the log lighter is turned on, gas will be able to flow freely into your home.

FLOOR COVERINGS

Note: We have included a separate chapter for **Wood Plank Flooring**
DESCRIPTION

The floor coverings in your home may reflect your personal taste or may be determined by neighborhood standards at the time of purchase. FLOOR COVERINGS include carpet and resilient vinyl. Hardwood flooring and ceramic tile flooring are discussed in other sections of this manual.

CARPET PERFORMANCE EXPECTATIONS

Different styles of carpet can be expected to perform in different ways. The way it is vacuumed and maintained as well as the condition of the vacuum cleaner can affect performance. Please read the maintenance section carefully for appropriate maintenance and cleaning instructions.

Please be careful to avoid moving heavy furniture on your carpeting. Furniture should be picked up and carried rather than dragged. Dragging furniture on the carpet may cause the carpet to become loose or stretch. This may also happen in high traffic areas. Carpeting that becomes loose or stretched may be maintained or “re-stretched” by a carpeting contractor at a nominal charge.

Carpet performance has everything to do with “outside influences”. If you have indoor pets, your carpet will perform and look differently than those who don’t have pets. If you have children who lay on the floor in one area to watch TV, your carpet may pack down in that area. See the Operating/Maintenance Guidelines section for how to address these areas.

It is impossible to make every carpet seam invisible. Some carpets have qualities which will make the seams more visible than others. This is especially true of Berber type carpeting.

PROPER USE AND CARE GUIDELINES

It is essential to vacuum often and on a regular basis, using a top quality vacuum with an efficient dust catching bag to prolong the life of your carpet. In areas of heavy traffic, it is recommended that the carpet be vacuumed three to four times per week.

Long Term Care – Deep Cleaning

Depending on how frequently you vacuum, the strength and effectiveness of your vacuum and the traffic in your home, you may never need to have your carpets deep cleaned. If you do wish to have your carpets deep cleaned, the manufacturer suggests the following:

1. You shouldn’t have your carpets deep cleaned more than once a year. Cleaning more frequently than this will break down the fibers in your carpet and will remove the stain protection (Scotchguard) in your carpet.
2. You should use a dry cleaning system rather than a steam cleaning system. Water based cleaning systems shoot a high amount of water into the carpet which ultimately wets the padding as well. This could result in mold and mildew growth in the carpet and the padding if it is not removed properly.
3. Have the cleaning company reapply the stain blocking treatment which can be removed when carpets are cleaned.

Spot and Stain Removal Tips

1. **Act Immediately** - Most spills can be removed if immediate action is taken. The longer you delay, the more difficulty you may encounter in removing the stain. Semi-solids should be gently scraped up with a rounded spoon or dull knife. Be careful not to damage the carpet. Blot liquids with a clean white towel or tissue – do not rub. Squeeze out as much moisture as possible. You can either follow the steps in the order indicated or proceed to the step containing the same or a similar stain. Always pretest each solution first and keep mechanical action to a minimum.
2. **Pretest** – Apply several drops of the spot removal solution in an inconspicuous area, such as a closet. Hold a white tissue on the wet area and count to ten. Examine the tissue for carpet dye transfer. Examine the carpet. If either show damage to the carpet or its dyes, do not use. Select another solution.
3. **Non-flammable Dry Cleaning Fluid** – Butter, grease, tar and wax stains may be removed with a non-flammable dry cleaning fluid. Pretest. If safe, apply a small amount to a portion of the outer edge of the spot. Blot with tissues. Continue adding small amounts and blotting until all the stain has been removed or no more can be removed. If some stain remains, go to step 4. Do not allow the dry cleaning fluid to get on the carpet back.
4. **Detergent Solution** – Coffee, tea, foods and similar stains are removed with a detergent solution. Mix a carpet cleaner according to the directions or 1/4 teaspoon of a neutral powder, non-bleaching, laundry detergent in a cup of lukewarm water. Pretest. Apply small amounts and blot. Repeat until no more stain is removed. If some stain remains, go to step 5.
5. **Ammonia Detergent Solution** – Acids, fruit juices and many dyes found in beverages, foods and medicines are removed with an ammonia detergent solution. To a cup of lukewarm water add 1/4 teaspoon of a neutral, powder, non-bleaching laundry detergent and a teaspoon of household ammonia. Pretesting is very important and if the carpet dyes bleed, do not use this solution. If it test safe, apply small amounts and blot. Repeat until all the stain is removed or no more can be removed. If some stain remains, go to step 6.
6. **White Vinegar Solution** – Urine stains and some dyes may be removed by using a white vinegar solution. Mix one part white vinegar with one part water. Pretest. Apply small amounts and blot. Repeat as long as the appearance is improving.
7. **Drying** – Regardless of the removal success, absorb as much liquid from the carpet as possible. Blow air over the spot or place a 1/2 inch layer of white tissues over the wet areas and weight them down. Change the tissues as they become wet. After the spot has dried, brush the pile with fingers to restore the texture. If any stain remains, the spot removal procedure may be repeated or a professional cleaner consulted.

Your carpets have been treated with a stain resistant treatment to protect them from staining. Most spills can be easily removed without leaving a permanent stain; however, even carpet with a stain resistant treatment is not “stain proof”. The longer the spill or stain is allowed to remain on the carpet, the more difficult it may be to remove.

Permanent stains or loss of color may occur as a result of contact with certain household products. Some products such as beverages, foods and medicines contain dyes similar to those used in carpet. Some, such as acne medications, will change the carpet color gradually while others, such as bleaches, strippers and hair products, will dye the carpet fibers almost immediately.

Permanent stains may occur as a result of contact with insecticides, pesticides, disinfectants, iodine, mustard, oven cleaners and plant food products. Because these stains cannot be removed, it is important to take preventative measures and not allow contact from these products.

RESILIENT FLOORING PERFORMANCE EXPECTATIONS

Resilient flooring is commonly known as “vinyl” or “linoleum”. The floor should not rip, tear or gouge from normal household activity. However, care must be taken when moving major appliances such as a refrigerator. The manufacturer recommends that you lay plywood on the floor and walk the appliance across the plywood board rather than directly onto the resilient flooring surface.

If a sharp object is dropped that cuts into the vinyl, you can use Armstrong’s S595 Seam Coating Kit to repair the flooring, which can be purchased in the flooring department at any home center. This should keep the tear or gouge from becoming worse and will seal it so that dirt and moisture cannot penetrate. If it is a large gouge, you may wish to have it repaired by a local flooring dealer. Freedom Builder Homes can refer you to a qualified flooring dealer.

Foam, plastic or rubber-backed mats may cause discoloration to resilient flooring and should be avoided. High-heeled shoes may cause indentations in the surface of the resilient flooring. Rolling casters may also damage the surface of the floor and are not recommended. The manufacturer recommends double wheel types if casters must be used. As a general rule, the heavier the item, the wider the floor protectors should be.

PROPER USE AND CARE GUIDELINES

Regularly damp mop or vacuum your floor to remove loose dirt which can cause scratches. If you have an upright vacuum, use the wand attachment. The beater bar on an upright vacuum can visibly damage the floor surface.

Occasionally wash with a manufacturer approved cleaner such as Armstrong’s Once ‘n Done No-rinse Floor Cleaner. Do not use soap based detergents, abrasive cleaners or “mop and shine” products as they may leave a dull film on your floor. There is no need to wax these floors. For very dirty floors, use Armstrong’s New Beginnings Extra-Strength Cleaner.

Over time the shine may dull. If this occurs, use Armstrong’s Shinekeeper Long-Lasting Floor Polish. Do not use paste wax or solvent-based products. Wipe up spills as soon as they occur. Remove dried spills with Armstrong’s New Beginnings Extra-Strength Cleaner on a clean, white cloth. These cleaning products may be purchased at many home centers or at a local flooring dealer.

COMMON PROBLEMS AND SOLUTIONS

| <u>Concern</u> | <u>Likely Cause</u> | <u>Solution</u> |
|--|---|---|
| Carpet seams visible | Fibers separating from vacuuming and normal traffic | Vacuum carpet in same direction as seams |
| Carpet fading near doors or windows | Excessive sunlight | Utilize window coverings to reduce the effect of sunlight on carpeting |
| Carpet matting on stairs and high traffic areas | High traffic causing dirty carpet | Have carpet professionally cleaned. Vacuum more frequently – three to four times per week |
| Resilient floor finish looking dull | High traffic or furniture movement causing dullness | Follow manufacturer’s instructions |
| Nails or staples pop up under resilient flooring | Settlement or shrinkage in sub-floor or framing | Gently reset the nails or staples |

WARRANTY COVERAGE

Freedom Builder Homes Coverage: One Year

- Wall-to-wall carpeting should not come up, become loose, separate or scratch excessively at its points of attachment. Freedom Builder Homes will re-stretch or re-secure carpeting as needed one time within the first year of warranty.
- Nail pops that have broken the surface of resilient flooring will be repaired. If the surface of the resilient flooring is damaged, it will be repaired or replaced in the affected area. Freedom Builder Homes is not responsible for discontinued patterns or color variations in the floor covering.

- Readily apparent depressions or ridges in resilient flooring exceeding 1/8 inch within three feet will be repaired. Freedom Builder Homes is not responsible for discontinued patterns or color variations in the floor covering.
- Seams or shrinkage gaps at resilient flooring joints should not exceed 1/8 inch in width. Where dissimilar materials abut, a gap not to exceed 1/8 inch is normal. For problems exceeding these tolerances, Freedom Builder Homes will take action as necessary to correct the problem

Note: The manufacturers of your floor covering may offer additional warranties beyond the Freedom Builder Homes Warranty. For problems relating to possible manufacturing defects, contact the Freedom Builder Homes Customer Care Department.

SUMMARY

1. Dragging heavy furniture on carpets can cause the carpet to become loose. Furniture should be picked up and carried across carpets.
2. It is impossible to make carpet seams invisible. Additional vacuuming will make seams less noticeable.
3. Manufacturers recommend vacuuming high traffic areas three to four times per week.
4. You shouldn't have your carpets deep cleaned more than once a year.
5. Most spills can be removed with cold water if they are caught early enough.
6. Cuts in vinyl floors can be repaired using Armstrong's S595 Seam Coating Kit.
7. Mats may cause discoloration to vinyl floors.
8. The shine on vinyl floors, which may dull over time, can be enhanced using Armstrong's Shinekeeper Long Lasting Floor Polish.

FRAMING CARPENTRY

DESCRIPTION

Wood framing comprised of wood studs, joists, beams and plywood is used to construct the skeletal frame of the home. Components used include pre-engineered trusses, standard dimensional lumber and engineered lumber products such as oriented strand board, glue laminated beams and laminated veneer lumber. All elements are grade marked and installed per the requirements of state and local codes. In addition some steel components such as fitch plates and I-beams are used for main structural beams.

PERFORMANCE EXPECTATIONS

Wood is a valuable renewable resource long favored as the best structural material for residential construction. Its high strength-to-weight ratio, easy workability, high durability and excellent insulating qualities make it an ideal structural material. However, the properties of wood responsible for many of its strength also cause some undesirable consequences. The defining characteristic of wood is that it expands and contracts with changes in humidity and moisture content.

Homeowners should be aware that as the wood in a finished home dries, normal shrinkage will cause minor settlement of the structural frame and/or irregularities in the surfaces of walls and floors. Symptoms typical of this natural settlement are: cracks at the corners of door openings, small cracks in the drywall at corner beads, tight or sticking doors, and small gaps in the joints of trim pieces and slight bulges in the drywall along the floor line at two story or vaulted areas. As the wood dries and shrinks, the drywall and other finished surfaces which themselves do not shrink correspondingly will develop small cracks. Similar symptoms such as cracks, gaps and sticking doors may also appear during periods of high humidity. These are entirely normal occurrences and do not indicate any structural deficiency. Floor framing systems including joists, beams and plywood sub floors, may exhibit squeaks and pops. These are normal, sometimes temporary occurrences and are not considered to be a structural deficiency.

PROPER USE AND CARE GUIDELINES

Maintenance of exterior finishes is most important for protection of the structural members of your home. Caulking, painting, weather-stripping and the condition of any exterior material should be closely monitored to prevent moisture from penetrating through and coming in contact with wood structural members over an extended period of time. Storage of items in attic spaces should not result in a weight load greater than that for which framing has been designed. Attic flooring does not have the load bearing capacity of floors in living areas.

Roofing, roof stacks, vents and flashing should be inspected twice yearly and resealed if necessary to prevent leaks and subsequent damage to framing members. Gutters and down spouts should be inspected and cleaned out at least twice a year to insure proper operation and positive flow of water from roofs and away from the structure.

As mentioned earlier, proper grades must be maintained so that there is positive drainage away from the structure. Altering or raising grades could result in moisture infiltration which may result in damage to structural members.

COMMON PROBLEMS AND SOLUTIONS

| <u>Concern</u> | <u>Likely Cause</u> | <u>Solution</u> |
|---|---|--|
| Minor cracking of drywall or trim materials | Shrinkage, expansion or contraction | Repair cracks with compound or spackle, sand and touch up paint |
| Doors sticking or not operating properly | Expansion, contraction or minor settling | Adjust hinge or keeper. Sand or plane door if necessary |
| Floor squeaks or pops | Shrinkage or minor deflection in floor system | Often a temporary condition. Re-nailing of sub-floor in area of squeaks or pop will sometimes remedy |

WARRANTY COVERAGE

Freedom Builder Homes: One Year

- Cracking of drywall associated with wood shrinkage or settlement will be repaired and finishes touched up one time within the first year.
- Rubbing or sticking doors will be adjusted for smooth operation.
- Floors should not be out of level more than 1/4 inch within any 32 inch horizontal as measured parallel to the floor joists. Freedom Builder Homes will determine the corrective action if such corrections become necessary.
- Floor slope within any room should not exceed 1/240 of the room width.
- Walls and ceilings should not be out of plum more than 1/2 inch in a 36 inch horizontal or vertical measurement.
- A large area floor squeak which is noticeable, loud and objectionable will be repaired within reasonable repair capability. A squeak proof floor cannot be guaranteed, and an isolated floor squeak is not a defect.

Note: Alteration or removal of structural walls or bracing in basement or attic spaces will void the Freedom Builder Homes Warranty.

SERVICE

For framing issues covered by the Freedom Builder Homes Warranty, please forward a written request to the Freedom Builder Homes Customer Care Department.

HARDWOOD FLOORING

DESCRIPTION

We elect to use a pre-finished wood flooring product that has a factory applied, durable, baked-on polyurethane finish. In general, the planks will run perpendicular to the underlying floor joists. Being a 100% natural material, flooring will have occasional tight knot and will have variations in tone, grain and color.

PERFORMANCE EXPECTATIONS

The moisture content of wood flooring is always changing. Your flooring will expand and contract with the seasonal changes of temperature and humidity within your living space and under the floor. This can result in minor squeaks and gaps between the planks. When humidity levels are low, (typically during the winter heating season) the flooring will shrink slightly and the separations between the boards become more prominent. This is a natural characteristic of wood and will occur during dry seasons or long heating periods. Gaps between boards that are less than the thickness of a dime will likely close up during the non-heating months and are considered normal.

Because wood is a natural product, some variations are to be expected. For example, worm-holes are a natural occurrence in wood and are not considered defects. Also, the grain of the wood will absorb liquids differently depending on the tightness of that grain and as a result some boards with heavy grain saturation may appear dull. This is not an indication of poor finish and may become more noticeable as the floor ages. Natural variations in color or texture may be present in hardwood floors and are not to be considered defects.

PROPER USE AND CARE GUIDELINES

Wipe up spills immediately with a dry cloth or paper towel. Use a slightly damp (not wet) cloth for sticky spills. Do not allow water or liquids to stand on the flooring as this may cause staining or warping. Since moisture content is the main cause of expansion, contraction or damage to wood floors, care should be taken to eliminate any potential source of water or moisture. This would include proper grading and drainage around foundation and proper ventilation. The crawl space vapor barrier should be checked to ensure proper continuous seal. Caulking, weather-stripping and thresholds should be checked periodically to avoid leaks that could lead to damage of wood floors.

Use dirt-trapping doormats at all exterior doors to help prevent dirt, grit and sand from getting inside the house and causing scratches on your wood flooring. Keep doormats clean.

Certain chemicals in wood oxidize in strong light causing wood to change color (“weather” or “age”). To avoid uneven appearance, move area rugs occasionally. Drape or shade large west-facing windows.

Put fabric-faced glides on the legs of your furniture to prevent scuffing the floor. Clean glides regularly since grit can become embedded in them. Some heavy furniture may require barrel type roller casters. Grey, non-marking rubber casters are recommended. Avoid any

type of plastic casters or ball type casters. Also, keep shoe heels particularly high/spike heels in good repair.

Vacuum your hardwood floors regularly. Sweep or use a dust mop as needed. Do not use a household dust treatment (Endust, Pledge, Murphy's Oil Soap, etc.) as this will make your floors extremely slippery and, over time, will dull the finish.

For general cleaning, use a mixture of one capful of white vinegar to one gallon of water. Apply with a sponge mop that has been wrung very dry. Do not apply with a wet mop!

Manufacturers recommend that you NEVER WAX your polyurethane finished flooring. In most cases, wax will cause the floors to become dangerously slick. Once waxed, the floors must continue to be waxed. Also, waxed polyurethane floors cannot be recoated to rejuvenate the luster; instead, they have to be completely sanded down to raw wood and refinished.

To rejuvenate the floors if luster becomes dull over time or in high traffic areas, the floor may require recoating. Consult your flooring contractor or dealer.

COMMON PROBLEMS AND SOLUTIONS

| <u>Concern</u> | <u>Likely Cause</u> | <u>Solution</u> |
|--|------------------------------|--|
| Gaps between wood | Air is dry | This condition will most likely appear in the heating season and correct itself after the season or you may wish to consider adding a humidifier. Consult with your heating and air conditioning contractor before adding any equipment such as humidifiers. |
| Cupping of hardwood planks | Air is too moist | Check foundation area for standing water. See chapters on concrete and landscaping for tips to eliminate moisture problems. |
| Discolored or softened areas of flooring | Moisture penetration or leak | Check surrounding area for source of leak and correct immediately |

WARRANTY COVERAGE

Freedom Builder Homes Coverage: One Year

- Defects caused by improper workmanship will be corrected.
- Gaps between planks of 1/16 inch to 1/8 inch will be repaired by filling with a color coordinated wood filling compound.
- Gaps between planks that exceed 1/8 inch in width will be repaired by replacing planks.
- Squeaks will be repaired if caused by defective installation.

- Uneven flooring resulting from buckling, swelling or warping that exceeds a 1/4 inch ridge or depression within any 32 inch measurement as measured perpendicular to the planks will be repaired if caused by defective workmanship.

Note: Freedom Builder Homes cannot guarantee the color match of the repaired areas.

ASSISTANCE

Hardwood issues covered by the Freedom Builder Homes Warranty should be communicated in writing to the Freedom Builder Homes Customer Care Department. Pre-finished hardwood flooring may have additional warranties offered by the manufacturer.

SUMMARY

1. Hardwood floors will expand and contract with changes in temperature and humidity. This can result in minor squeaks and gaps between the planks.
2. When humidity levels are low (as in the winter) the wood may shrink slightly resulting in minor separations between boards. This is a common occurrence and should not be considered a defect.
3. Extreme care should be taken to prevent water from coming in contact with your wood floors. Spills should be dried immediately or staining and warping may result.
4. For general cleaning, use one capful of white vinegar to one gallon of water. Apply with a sponge mop that has been wrung nearly dry.
5. NEVER wax the floors.
6. Warranty coverage on hardwood floors is for one year. However, the manufacturer may offer a longer warranty period.

INSULATION

DESCRIPTION

Insulating materials have been used to form a continuous envelope that separates the conditioned space inside your home from the outside air.

PERFORMANCE EXPECTATIONS

The insulating system for your home is designed to meet or exceed requirements as prescribed by the Georgia State Energy Code. Fiberglass bats are used to insulate floors, walls and ceilings. A loose blown-in fiberglass material is used for flat ceilings assessable from attic spaces.

The “R” value is the level of resistance to transfer of heat or cold as performed by various insulating materials. The total “R” value may vary depending on the area that is being insulated. The area of greatest heat loss is through the ceilings and roof. For that reason a higher “R” value is used in this area than in the walls or floors.

Crawl space and basement plans receive insulation under the first floor system. All plans are treated equally in terms of wall and ceiling insulation.

Other components also contribute to the total energy efficiency of your home such as insulated wall sheathing and insulating materials used in duct work and piping. Some expandable foam or caulking may be used to minimize air infiltration through smaller openings. Insulated glass is used in most windows to add to the energy efficiency of the total envelope.

Minimum insulation R values are as follows:

| | |
|--|-----------------------|
| Perimeter slab insulation (where applicable) | R-3 |
| First floor system (where applicable) | R-13 |
| Exterior walls | R-13 (plus sheathing) |
| Sloped or vaulted ceilings | R-19 |
| Flat attic ceilings | R-30 |

Some plans may require insulation values to be increased due to a variety of influencing factors.

PROPER USE AND CARE GUIDELINES

Attic spaces and crawl spaces should be inspected seasonally to insure that the insulation value has remained in place with no areas of air infiltration. The exterior of the home should be inspected seasonally for separations or deteriorations in caulking. Siding, trim, windows and doors should be re-caulked to prevent air infiltration. Window and exterior door weather-stripping should be kept in place and monitored to insure a continuous seal. Crawl space vents should be kept open except during periods of extreme cold.

COMMON PROBLEMS AND SOLUTIONS

| <u>Problem</u> | <u>Likely Cause</u> | <u>Solution</u> |
|---|--|---|
| Air infiltration around windows and doors | Poorly fitted or missing weather stripping | Replace or repair weather stripping. Caulk if necessary |

WARRANTY COVERAGE

Freedom Builder Homes Coverage: One Year

- Insufficient insulation will be corrected to meet applicable energy and building code requirements.
- While some infiltration is normal around doors and windows, poorly fitted weather-stripping shall be adjusted or corrected as needed.

ASSISTANCE

Insulation issues covered by the Freedom Builder Homes Warranty should be communicated in writing to the Freedom Builder Homes Customer Care Department.

SUMMARY

1. Insulation is used to form an envelope around your home.
2. Fiberglass bats are used to insulate floors, walls and ceilings. A loose, blown-in fiberglass material is used for flat ceilings accessible from attic spaces.
3. The “R” value measures the level of resistance to heat or cold.

INTERIOR ACCESSORIES

HARDWARE AND LOCKS DESCRIPTION

All exterior door locks and dead bolts are keyed alike. It is important to know that the interior doorknob will still turn even when the exterior is locked. Remember to unlock the inside knob before exiting to avoid accidentally locking oneself out of the house. Interior privacy door lock pins are provided at your homeowner orientation.

Other interior hardware items provided are cabinet knobs, which may have a brass look, chrome or porcelain finish. Interior doors will be provided with either base board or hinge type door bumps to protect walls or other finished surfaces from damage by door knobs.

Operable windows are equipped with a thumb turn type sash lock.

PERFORMANCE EXPECTATIONS

All locks and hardware should operate smoothly, although due to settling, strike plates or keepers for doors may slip out of alignment. These can be easily adjusted.

PROPER USE AND CARE GUIDELINES

The door locks, hardware, door knobs, kick plates and hinges used throughout the home are exposed to both common everyday use and outside elements which may cause them to discolor. Clean these with a damp cloth and do not use abrasive cleansers or solvents. Periodic polishing, following manufacturer's recommendations will help maintain their original luster and appearance. Do not use brass polish on lacquered brass parts of fixtures.

COMMON PROBLEMS AND SOLUTIONS

| <u>Problem</u> | <u>Likely Cause</u> | <u>Solution</u> |
|------------------------------|---------------------|------------------------------------|
| Door will not stay open | Settlement | Bend hinge pin |
| Door will not latch properly | Settlement | Adjust keeper |
| Door key does not operate | Normal usage | Spray white graphite into key hole |
| Door knob loose or rattles | Normal usage | Tighten screws |

WARRANTY COVERAGE

Freedom Builder Homes Coverage: One Year

- Door hardware with finish deterioration will be repaired. This does not cover brass tarnishing or damage caused by improper cleaning.

SHOWER ENCLOSURES

DESCRIPTION

The glass shower door, if purchased as an option, installed in your master bath has a single pivot door. The framed trim around the door is an oxidized aluminum with chrome look finish.

PERFORMANCE EXPECTATIONS

A clean silicone caulk is used when the shower enclosure is installed to help prevent water leakage. Your door should operate smoothly, requiring only a gentle pull to open.

PROPER USE AND CARE GUIDELINES

A non-abrasive cleaner is recommended for the cleaning and care of your glass enclosure. The simplest and preferred method for cleaning your glass shower enclosure is to wash with clean water and dry with a soft cloth. If soil is still present after drying, a non-abrasive cleaner with a Ph. of 7 to 8 may be used. Glass Plus glass cleaner without ammonia is recommended. Vinegar or vinegar-based cleaners should **not** be used nor should steel wool or Teflon pads be used for cleaning your glass enclosure.

Care should be taken to ensure that the spray from the showerhead is not directed at the shower door as water seepage may occur.

COMMON PROBLEMS AND SOLUTIONS

| <u>Concern</u> | <u>Likely Cause</u> | <u>Solution</u> |
|--------------------------------|--|---|
| Shower door will not stay shut | Roller hangers out of adjustment | Adjust roller hangers |
| Shower door out of square | Roller hangers out of adjustment | Adjust roller hangers |
| Door doesn't slide easily | Lack of lubrication or rollers have come off the track | Clean track and spray rollers with silicone lubricant |

WARRANTY COVERAGE

Freedom Builder Homes Coverage: One Year

- Shower door will be adjusted one time during the warranty period to insure smooth operation.
- Door and enclosure panels should have a watertight seal. An adjustment or caulking will be done one time during the first year to remedy any leaks. Remember, caulking is a homeowner maintenance item and must be properly maintained.

SUMMARY

1. A clear silicone caulk is used to help prevent water leakage at your shower door.
2. Use only non-abrasive cleaners without a vinegar base to clean shower door.

MIRRORS

DESCRIPTION

The mirrors in your home are 1/4 inch plate glass with polished edges. They are installed using mirror adhesive.

PERFORMANCE EXPECTATIONS

De-silvering or black spotting appearing in the mirror may be a result of improper cleaning materials used on the mirror.

PROPER USE AND CARE GUIDELINES

To clean the mirrors in your home, use window-cleaning products that contain vinegar, **not** ammonia. Ammonia-based products on your mirrors may dissolve the silver backing, voiding the warranty. Do not use abrasive cleaners which will permanently scratch and mar mirror surfaces.

WARRANTY COVERAGE

Freedom Builder Homes Coverage: One Year

- Mirrors that come loose from wall will be re-secured one time during the warranty period.
- Mirrors that crack as a result of shifting or settling will be replaced during the warranty period.

ASSISTANCE

Interior accessories issues covered by the Freedom Builder Homes Warranty should be communicated in writing to the Freedom Builder Homes Customer Care Department.

INTERIOR TRIM

DESCRIPTION

Your home has been built using kiln-dried wood for ceiling moldings, floor moldings, door casings and other wood trims. In some cases manufactured products such as MDF, composite materials or other processed building products are used. These will perform as well or better than wood. Finger jointed trim is also commonly used.

PERFORMANCE EXPECTATIONS

In most homes, you will notice the use of finger jointed trim material. This is the result of the building industry's effort to use our natural resources more efficiently. This type of product is used best for painted trim and performs as well as non-jointed material.

Some separation of wood trims and moldings is normal and is caused by home settlement plus shrinkage or expansion due to extremes of dryness or humidity. During the warranty period, at joints in interior trim or where trim joins other materials, separation of more than 1/8 inch should not be expected.

PROPER USE AND CARE GUIDELINES

Painted woodwork may be cleaned with a slightly damp cloth. Any custom-stained woodwork may be periodically cleaned with lemon oil (Old English, red or yellow, or equivalent polish) to help prevent drying. Should the baseboard trim come loose, simply re-nail the baseboard back into proper position.

For moldings, it is best to wait until the home has been through one heating season to allow for shrinkage to take place before re-caulking and repainting. Separation at corners or seams can be caulked or patched with wood filler and then stained or painted to match the existing molding.

COMMON PROBLEMS AND SOLUTIONS

| <u>Concern</u> | <u>Likely Cause</u> | <u>Solution</u> |
|---|--|--|
| Minor separation of interior trim | Shrinkage or settlement | Caulk or patch and paint or stain as necessary |
| Areas of dullness on trim finish (paint or stain) | Variations in grain or texture causing uneven absorption of finish | Natural occurrence. No action necessary |
| Loose trim | Shrinkage | Re-nail back into proper position and touch up finish as needed. |

WARRANTY COVERAGE

Freedom Builder Homes Coverage: One Year

- Interior trim that loosens or separates by more than 3/8 inch will be repaired by caulking and then touching up the paint in the affected area. This service will be provided one time during the warranty period.

Note: Freedom Builder Homes will only paint or stain the new material when repairing interior wood trim or molding. Slight variations in color may result from aging or pigment variations in the paint manufacturers different batches or runs.

ASSISTANCE

Interior trim issues covered by the Freedom Builder Homes Warranty should be communicated in writing to the Freedom Builder Homes Customer Care Department.

SUMMARY

1. Minor separation of wood trim and moldings is normal.
2. Painted woodwork can be cleaned with a slightly damp cloth.
3. Variations in wood grain or texture may cause an uneven absorption of paint and a dull finish as a result.

LANDSCAPING AND GRADING

LAWN DESCRIPTION

Lawns will receive seed and sod. Sod will be alive at the time of initial installation and if watered and cared for properly should break dormancy the first spring following the initial installation. Seeded rear yards should result in substantial germination provided proper watering and maintenance guidelines are followed by the homeowner.

PERFORMANCE EXPECTATIONS

Regular care and maintenance is required in order to turn a new yard into a finely established lawn. With proper watering, fertilizing and liming, fescue seed and bermuda sod will grow quickly and fully. Occasional bare spots in sod can be corrected by spreading sand over the area.

PROPER USE AND CARE GUIDELINES

The beauty of your landscaping will depend on the care and attention that you provide right from the start. The following are suggestions to help make this job easier.

Watering: New lawns must be kept moist for proper germination and the seed must not be allowed to dry out. When watering, soak the root zone to a depth of four or five inches (equivalent to about one inch of rainfall). Placing a rain gauge in your lawn will help you determine the proper amount of water to apply. Most sprinklers should be operated in place for 30 minutes to one hour to soak the area adequately. During the summer be watchful of local water usage restrictions. Watering in the early morning hours on alternate days is suggested.

Weed control: Weeds can be controlled or prevented by using herbicides, both pre-emergent and post-emergent types, available at most lawn and garden stores. We suggest you contact your local County Extension Agent for more detailed information on this subject. Do not use a pre-emergent within four months after seeding.

Liming: Pine trees contribute to the acidity of soil, therefore, since Georgia does have a high pine population, almost all Georgia soil requires lime to reduce acidity. The best way to determine how much lime your lawn needs is to have it tested by the Cooperative Extension Service in your county. If you wish to have your soil tested, collect 10 to 15 representative soil samples from different areas of your lawn by digging vertically four to six inches with a shovel. Mix the combined samples thoroughly, remove any grass, rocks, clumps or debris and measure one cup. Make sure the sample is dry.

Deliver your soil sample to your County Extension Agent's office. Indicate on the sample what type of grass is planted in your yard. Your sample will be analyzed for a fee (usually \$8 to \$15) and the results will be mailed to you within two to three weeks. The results will include lawn care information for the type of soil in your yard.

If you do not wish to have your soil tested, you may lime your lawn at the average rate of 50 lbs./1000 square feet. Lime can be applied any time during the year and will not burn your grass. You cannot apply too much lime to your lawn in Georgia.

Fescue grass:

Cutting: Height and frequency of cut are important factors to be considered. For best results, fescue should be kept at a height of 2 ½ to 3 inches. Each time the lawn is mowed, regulate the cutting blade so that no more than 1/3 of the plant material is removed at each cutting.

Over seeding: Fescue lawns require over seeding annually to maintain a full stand of grass. While over seeding in September to November is most successful, over seeding in March can also give good results, provided the lawn is watered through the summer season. To prepare the lawn for over seeding, rake bare spots with a hard tine rake or power rake to break the soil surface. Spread seed evenly at a rate of 5 lbs./1000 square feet. (Completely bare areas should be seeded at 10 lbs./1000 square feet.) Be careful of timing of fertilizer as it may burn ungerminated seed or tender new grass. After over seeding, water the lawn thoroughly, following the above guidelines.

Fertilizing: Fescue requires fertilizer throughout the year for good growth. Freshly seeded lawns should be fertilized approximately 30 days after seeding. Repeat fertilizer application in March and September, following manufacturer's directions. The lawn should be watered immediately after fertilizing unless a fertilizer/herbicide mixture is used.

Bermuda sod:

Cutting: For best results, bermuda grass should be kept at a height of 3/4 to 1 ½ inches. Mowing times should be regulated during the growing season so that no more than 1/3 of the plant material is removed at each cutting.

Scalping: In early spring, bermuda grass requires an annual scalping to remove the brown, dead leaf material from the previous growing season. This procedure helps to reduce or eliminate potential fungus problems and prevents the dead material from being exposed by mowing during the upcoming growing season. Scalp your lawn by mowing with a sharp blade, gradually lowering your mower to its lowest setting. After moving all areas as low as possible, rake and dispose of all clippings.

Special care instructions for over seeded Bermuda grass: Over seeding bermuda grass with rye grass is occasionally done throughout this area when a sod lawn is installed during the winter months when bermuda grass is dormant. This allows the sod to root and stay in place and results in a green, attractive lawn until the bermuda grass begins to grow in the spring.

Winter and early spring care: Mow the actively growing rye grass with a sharp mower at a height of 1 ½ to 2 inches. Fertilize following manufacturer's directions every six to eight weeks. Water every other day during periods of little or no rainfall.

Converting rye grass to bermuda grass: To help your lawn make this transition, manufacturers recommend following these important instructions. During mid to late spring when the temperature is consistently in the high 70's, apply ammonium sulfate fertilizer at the

rate of 10 lbs./10,000 square feet and water thoroughly. The following week, reduce the mowing height 50%. Continue to reduce the mowing height each week by 50% until the lawn is being mowed at the mower's lowest setting. Reduce watering frequency to every four days, watering deeply each time. Allow the surface to dry out between watering. Continue low mowing and deep watering until the rye grass has died out – approximately three to four weeks.

Note: If you do not manage out the rye grass in your lawn, poor bermuda grass development and increased potential for weed problems may result.

TREES AND SHRUBS PERFORMANCE EXPECTATIONS

Native trees should be left only in areas on the lot where original grades can be left relatively unaltered and where trees are not threatened by construction activity. Changing grades around trees and saving trees that are in close proximity to the construction area may result in the loss of trees over time.

Transplanted trees and shrubs are nursery grown and are alive at the time of planting. Proper care and watering by the homeowner will help ensure that these plants stay healthy.

PROPER USE AND CARE GUIDELINES

Watering: Like your lawn, the new shrubs at your home should be watered frequently. If the ground around the shrubs is dry, water thoroughly. In general, shrubs should be watered every three to four days.

During spring, summer and fall, water trees a minimum of twice per week, soaking the root ball heavily. This will require leaving the hose running slowly at the base of the tree for two hours. Trees should be watered once per month during the winter months.

Pruning: In most cases, the young shrubbery planted at your home will not require pruning during the first year. In subsequent years, pruning is needed to maintain the shape and fullness of the shrubbery. Landscapers recommend using sharp shears or clippers to prune your shrubs. With the exception of flowering shrubs, heavy pruning should be done in early spring. Flowering shrubs should be pruned in early fall.

Light pruning may be done as needed throughout the remainder of the growing season. Flowering shrubs should be pruned after blooming is finished. Prune no later than early September to give new growth time to “harden” prior to freezing winter temperatures.

Iron deficiency: Many shrubs, especially varieties of Chinese holly, azaleas and boxwoods suffer from iron chlorosis. This problem can be identified by leaves showing green veins with yellow areas between the veins. To correct, spray plants with an iron solution following the manufacturer's directions.

Fertilizer: Freedom Builder Homes has treated your trees with fertilizer, rooting hormone and fungicide. Thus, your trees will not require fertilizer during the first year. After this time, it is recommended that you fertilize your trees with one cup of 10-10-10 fertilizer per inch of trunk caliper. Fertilizing should be done once in the spring and once in the fall. It is also

important to maintain pine straw mulch around the base of the trees to a depth of four to six inches.

Stakes and wires: The staking around trees should remain intact for one year. The wire may require tightening as a result of settling. Stakes and wires should be removed after the one year time period.

COMMON PROBLEMS AND SOLUTIONS

| <u>Concern</u> | <u>Likely Cause</u> | <u>Solution</u> |
|-------------------------|----------------------------------|--|
| Weeds in bed areas | Thin mulch, no herbicide | Add mulch to 1 ½ to 2 inches. Apply pre-emergent herbicide. |
| Weeds in grass | Thin grass, no herbicide | Over-seed if fescue. Fertilize. Apply pre-emergent or post-emergent herbicide |
| Yellowed lawn | Low fertility | Apply fertilizer and lime |
| Yellowed shrubbery | Low fertility Iron deficiency | Apply fertilizer Apply liquid iron |
| Wilted trees and shrubs | Lack of water | Water thoroughly and regularly |
| Erosion in lawn | Poorly established turf grass | Fill rutted areas with soil, over seed, fertilize and mulch area with wheat straw. Water regularly so grass will establish quickly |

SUMMARY

1. It takes several years of care and maintenance to have a finely established lawn. The more effort you put into your landscaping, the greater the results.
2. Almost all Georgia soil requires regular lime to reduce acidity.
3. Your front lawn will be bermuda sod and your rear yard will be seeded with Kentucky 31 fescue.
4. There are many special care and maintenance techniques for bermuda and fescue grasses that each homeowner should be familiar with.
5. New trees and shrubs require frequent watering as does new grass.
6. It is recommended that shrub pruning take place no later than September.

GRADING

DESCRIPTION

Each lot is graded to provide positive drainage away from the house. Some standing water should be anticipated after a heavy rain but should not be standing on the lot one full day after rain has stopped. This time frame may be increased if ground is overly saturated or if the ground has frost.

PERFORMANCE EXPECTATIONS

Piping of downspout runoff will be done only in cases where site conditions are such that erosion produced by downspout runoff cannot be controlled by any other means. In most cases, proper grading should make it unnecessary to pipe down spouts once the yard has been established.

Where native trees are to remain on the lot, original grades in the area of these trees must remain unaltered. Site conditions, house placement and elevation are factors when determining whether it is practical to save certain native trees. Every effort will be made to save native trees, however, these conditions will be evaluated by Freedom Builder Homes.

PROPER USE AND CARE GUIDELINES

Basements are equipped with a drain system. This method, when operating properly, diverts water away from the foundation, greatly reducing the possibility of a leak. The piping that is used runs along the entire foundation and drains away from the foundation. This process will be discussed at your Pre-Closing Orientation. It is imperative that your drain pipe remain clear and unobstructed as 90% of all basement leaks are caused by a clogged drain system.

Over time, some settling of the filled areas around the house is to be expected. This condition can easily be corrected by spreading additional soil in the settled areas. This attention to proper drainage is a homeowner responsibility and is encouraged to prevent water that may accumulate around the foundation potentially leading to basement or crawl space seepage.

It is advised that grades, once established, not be altered. Avoid having any obstructions that could impede the proper flow of water, such as shrubbery too close to the foundation of the house. Replace splash blocks and reposition them properly if they are moved. Use care when positioning sprinklers not to cause seepage into the home or puddling near the foundation.

WARRANTY COVERAGE

Freedom Builder Homes Coverage: One Year

- If settling occurs around foundation, in utility trenches or other filled areas which exceeds a maximum of six inches from finished grade, Freedom Builder Homes will fill these areas one time during the warranty period to restore proper drainage.
- Refilling will be followed by reseeding or re-sodding as per original installation.

Note: Homeowner installed items may need to be removed by the homeowner in order to complete repairs.

Any grading work done or contracted by the homeowner which results in drainage problems will void any warranty offered.

ASSISTANCE

Landscaping or grading issues covered by the Freedom Builder Homes Warranty should be communicated in writing to the Freedom Builder Homes Customer Care Department.

SUMMARY

1. Each lot is graded to provide positive drainage away from the house. Once proper grading is established by the builder, it is the homeowner's responsibility to maintain it.
2. Some standing water should be anticipated after a heavy rain but should not be standing on the lot one full day after the rain has stopped.
3. Every effort will be made to save native trees, however, this is not always possible.
4. A drain system (which is designed to divert water away from the foundation) is installed on every basement and crawl space home.

PAINTING

DESCRIPTION

Your home has been painted using high quality paints, which provide excellent coverage and durability, and which can be touched up and cleaned gently. Professional Freedom Builder Homes subcontractors, who adhere to our quality standards, painted your home using the following 4 step process:

1. Preparation- all surfaces will be dry and clean
2. Caulking – all joints are caulked, nail holes and voids are filled
3. Priming – all surfaces that are not pre-primed before installation are primed on site
4. Finish Coat – all surfaces will have complete, even coverage

PERFORMANCE EXPECTATIONS

Interior paint is applied in a manner to visually cover walls, ceiling and trim surfaces.

Fading of exterior finishes is a normal occurrence and is dependent on weather conditions and exposure to intense sunlight. Remember, the finish on stained exterior doors will deteriorate over time, if not properly maintained, and is not covered by warranty. See the Doors section of this manual for maintenance information on exterior doors.

Exterior paint will perform differently depending on climate conditions and orientation of the house. Because of exposure to the sun, if the house faces the east or west, the paint will weather differently than if the house faces north or south. On walls receiving extreme sunlight or heat, the paint will not perform as well and will need to be monitored for wear. If the home is surrounded by trees and doesn't get as much exposure, the paint may wear better, but you

might experience mildew. Mildew may occur in shaded areas or north facing walls of the exterior. Very wet seasons may also impact the performance of your paint.

Caulking is an important part of any paint job, serving to seal gaps or holes from moisture. If caulking is not maintained, moisture penetration may affect your paint performance. It is also important to clean your gutters periodically and maintain the gutters and down spouts in good condition. Overflowing or leaking gutters can cause undue wear on the exterior paint of your home.

PROPER USE AND CARE GUIDELINES

It is normal to have to do periodic touch ups and we have provided you with a paint touch up kit to do this when needed. When making paint touch ups to flat wall areas, use a slightly thinned paint and apply by feathering the tip of the paint brush on the wall to match the original roller pattern.

Painted interior walls may be cleaned by using a clean sponge. If something stronger is needed, use a mild non-abrasive detergent solution.

On the exterior of your home, it is important that all exposed wood edges be well covered with paint and/or caulking so that no water penetration is allowed. To maintain this vapor barrier, routine painting and caulking is recommended every three to five years. Between routine painting and caulking, joints should be inspected seasonally to ensure that any cracked or separated caulking is repaired.

Mildew on exterior painted surfaces can be controlled with a mixture of bleach and water. The mildew must be treated before new paint is applied. After the solution has had a chance to thoroughly dry, the surface may need to be touched up with fresh paint.

Varnish finishes on exterior doors need periodic preventative maintenance. We recommend this be done every three to six months. See the Doors section of this manual for maintenance of the varnish finish on exterior doors.

COMMON PROBLEMS AND SOLUTIONS

| <u>Concern</u> | <u>Likely Cause</u> | <u>Solution</u> |
|--|---|---|
| Fading on stained exterior doors | Weather – exposure to direct sunlight | Use a consistent preventative maintenance product such as marine spar varnish |
| Mildew on exterior finish | Wet weather and/or lack of sunlight | Clean affected areas with bleach and water solution |
| Cracking/peeling of painted surface | Normal aging of paint, home receiving more intense sunlight | Clean and sand surfaces, especially on the sides of them, prime and repaint |
| Gaps appearing at joints of wood trim or between | Normal caulk or filler shrinkage | Re-caulk or fill |

finishes

| | | |
|--|--------------------------------|---|
| Sap coming from exterior surface | Wood drying out | Clean and sand wood, then prime and repaint |
| White powdery substance appearing on brick | Efflorescence or soluble salts | May be scrubbed with water and stiff brush if desired |

WARRANTY COVERAGE

Freedom Builder Homes Coverage: One Year

- Painted surfaces that do not present a consistent appearance due to runs, drips, lumps or inadequate coverage will be refinished or repaired as necessary.
- Areas where exterior paints or stains peel or crack within the first year will be properly repaired and refinished.
- Mildew or fungus formation is a condition that Freedom Builder Homes cannot control and is a homeowner maintenance item; however if it is caused by moisture entry into the wood Freedom Builder Homes will eliminate the source of water entry and refinish the area.

Repair Note: Freedom Builder Homes cannot guarantee that painting repairs requiring new material will match the color of the existing surfaces. Slight variations in color may result from weathering, aging or pigment variations in paint manufacturer's different batches or runs.

ASSISTANCE

Any nail pops or minor cracking of the drywall surface will most likely be experienced during the heating season for your home. Freedom Builder Homes will repair these types of problems one time during your first year of occupancy. Painting issues covered by the Freedom Builder Homes Warranty should be communicated in writing to the Freedom Builder Homes Customer Care Department.

SUMMARY

1. Depending on weather exposure, some fading may occur on exterior finishes.
2. Stained exterior doors carry no warranty.
3. If exterior caulking is not maintained, moisture penetration may result.

PLUMBING

DESCRIPTION

The plumbing system in your home consists of all water supply lines, drain lines and a septic system (if applicable). The plumbing fixtures include sinks, faucets, toilets, bathtubs and shower stalls.

PERFORMANCE EXPECTATIONS

Your plumbing was installed by a certified professional plumber and has been thoroughly inspected both by the local building inspection department and Freedom Builder Homes. The plumbing system should require minimal maintenance; however, there are several things you should know.

Drain, waste, vent and water pipes are adequately protected to prevent freezing during normally anticipated cold weather. During extreme weather conditions additional measures should be taken by the homeowner to prevent the freezing of pipes. These measures are outlined below in the Proper Use and Care Guidelines section.

Condensation on pipes may appear occasionally due to temperature differences between the pipe and the surrounding air and should not be a cause for concern. This is not considered to be a plumbing leak. It is normal to have some noise emitting from the water pipe system due to the flow of water and pipe expansion and contraction.

Septic or sewer systems should be capable of properly handling a normal flow of household effluent. It is possible that due to freezing, soil saturation, changes in the ground water table or excessive use of plumbing systems, an overflow can occur. Periodic pumping of the septic tank is considered homeowner maintenance and the need for pumping is not a deficiency.

All toilets are 1.6 gallon flush units as specified by the Building Code. Because there is not as much water going through these toilets as you might be used to, special care needs to be taken not to flush anything that will clog the toilets. (Please refer to the Proper Use and Care Guidelines section for more details). Clogging or stoppages of drain lines caused by homeowner negligence are not covered by the warranty.

Showerheads and faucets are designed for water conservation as required by the Building Code. The showerhead, for example, will have a flow of two gallons per minute which may seem gentle if you are used to an older model shower head. Faucets and valves should not leak due to defects in material or workmanship. Leakage may be caused by worn washers or seals. These are homeowner maintenance items.

Your hot water heater is equipped with an automatic temperature and pressure relief valve, a safety feature that opens and releases excessive pressure or built up heat. When there is excessive pressure or built up heat, water will flow out of the tank until it is reduced to a safe level.

PROPER USE AND CARE GUIDELINES

Cold Weather Tips:

1. To protect pipes from freezing, do not turn the heating thermostat OFF or set it at minimum heat for an extended time period.
2. During periods of extreme cold, let the hot and cold faucets drip.
3. Close vents and access doors to the crawl space.
4. Keep garage doors closed.
5. Open kitchen and bathroom cabinet doors to expose concealed pipes to the benefits of the home's heating system.
6. Turn inside accessible cut-off valves for the outside spigots clockwise to OFF. Turn outside spigots counter clockwise to drain the pipe of water. Disconnect garden hoses from spigots.

Drains:

1. Regular application of a few tablespoons of washing soda (sodium carbonate, **not** baking soda) flushed twice with hot water, will prevent the buildup of grease and scum in the kitchen sink.
2. Prevent hair accumulation in the bathroom sink by periodically removing the stopper for cleaning.
3. When a kitchen or bath drain becomes clogged, a rubber plunger worked vigorously up and down over the drain can dislodge minor blockage. (If a blocked drain leads from a double sink, make sure the other drain is closed before plunging.) If a commercial drain cleaner is used, follow the directions carefully, taking care to protect eyes, hands and clothes. Apply drain cleaner using a funnel as the harsh chemical contact can discolor and damage the decorative drain ring.
Do not use a plunger after applying chemicals.

Faucets:

Faucets are durable fixtures and usually require only minimal care. Your faucets come specially coated to protect the finish during normal usage. In order to maintain the special coating and ensure years of "like new" appearance:

1. Wipe as needed with a soft damp cloth.
2. Use only warm water to remove dry water spots.
3. Do not use alcohol or other organic solvents. Do not use cleaners which contain abrasives or harsh chemicals. Use of abrasives or chemical cleaners will damage the finish and void the warranty.

Aerators:

Located at the mouth of the faucet, the aerator in a kitchen or bathroom sink should be cleaned occasionally to prevent the build-up of deposits. Simply unscrew the aerator, rinse it and its parts, and then replace in sequence on the faucet.

Water Heater:

Your home has been equipped with a 40 gallon water heater either gas or electric depending on the area. An information pamphlet, included in with your appliance manuals, contains

details on temperature setting, relighting the pilot and energy saving steps as well as cleaning and draining instructions.

Please keep in mind that while the water heater usually comes with temperatures preset between 125 and 145 degrees Fahrenheit, your dishwasher will not operate properly at settings below 125 degrees Fahrenheit. Please be careful not to set the temperature of the hot water heater too high as scalding can result. Be especially careful if children or elderly people are living in the home. As a safety precaution, do not store combustible items, gas engines, oily rags, clothing, brooms or dust mops near the hot water heater. They may interrupt the air flow and become a fire hazard.

Small amounts of scale deposits may collect and settle at the bottom of the tank. We recommend periodically draining the tank to remove this deposit. For gas water heaters, drain out one gallon. If you live in a hard water region, you may wish to add a water softener to reduce the need for more frequent draining. Specific draining instructions can be found in the Hot Water Heater Manual.

Shower Door (if applicable):

The simplest and preferred method of cleaning your unit is by washing it with clean water and drying with a soft cloth. If soil is still present after drying, a non-abrasive cleaner with a Ph. of 7 to 8 may be used.

Glass Plus glass cleaner without ammonia is recommended by the manufacturer. Do not use scouring pads, sharp instruments or acid based cleaners to clean the unit.

Vinegar or vinegar based cleaners should not be used nor should steel wool or Teflon pads be used for cleaning your glass enclosure.

Sinks:

Porcelain and ceramic sinks: Clean with a non-abrasive household cleaner with warm water and a sponge. Because these surfaces can be easily chipped and stained, be careful not to drop anything onto the sink surface or scrape the surface. Be careful not to leave anything containing harmful acids in the sink such as tea bags. Do not leave lit cigarettes on the edge of the sink. They will burn and permanently damage the surface.

Stainless sinks: Clean with a non-abrasive household cleaner, warm water and a sponge. To restore the luster to a stainless steel sink, apply a small amount of mineral oil with a soft cloth, then wipe dry. Do not clean with steel wool or metal brushes and do not leave rubber mats in the sink. Rubber mats may trap water and cause permanent discoloration.

Toilets:

Any commercial cleaner can be used, but do not mix cleaners, especially bleach. Do not use any drop-in continual clean type cleaner. Because the lower flush toilets are now required by state energy code, care should be taken not to flush anything that will clog the toilets. Sanitary napkins, tampons, hair, baby wipes, grease and paper towels can cause the toilets to clog.

Tile:

Please refer to the Ceramic Tile section of this manual

Tubs:

The smooth surfaces of the tubs are tough but may chip or stain if treated improperly. Avoid stepping into the tub while wearing shoes which carry grit that may mark the surface. For the occasional removal of scratches from the bathroom tubs, you may wish to use a white polishing compound, available at auto supply and hardware stores.

Garden Tub:

To clean your garden tub use only a spray foam cleaner to clean the tub surface. Abrasive cleaners or cleaners such as Soft Scrub will scratch the tub.

Please note: Your home has water cut-off valves at every sink and every commode in the house. If there is ever a leak, you can turn the water off at the corresponding cut-off valve. There is also a valve for the dishwasher under the kitchen sink adjacent to the hot water cut-offs. Should you ever need it, the valve for the entire house is in your basement, crawl space or garage and is marked with a blue tag, which reads “main water cut-off”. (It enters from the street.) There are no separate cut-off valves for showers and tubs. The whole house cut-off valve must be used.

If for some reason you need to turn off the main house valve, be sure that your hot water heater is turned down to the pilot setting to prevent overheating. For leaks outside of the home, the water must be turned off at the meter. Please contact your local water authority or your plumber for assistance in shutting off these valves.

COMMON PROBLEMS AND SOLUTIONS

| <u>Concern</u> | <u>Likely Cause</u> | <u>Solution</u> |
|-------------------------------------|--|--|
| Water leaking from under sink | Loose plumbing fitting | Hand tighten coupling on drain pipes |
| Food disposal will not operate | Reset button tripped or blade obstructed | Try pressing reset button on unit. For units with wrench provided, insert tool and rotate blades from the underside. Blades may also be freed by inserting a wood utensil from the top and manually freeing the blades. Make sure power is OFF |
| Water dripping from shut-off valve | Loose packing unit | Open valve all the way and gently tighten the packing nut with pliers |
| Can hear water rushing in the walls | Water draining through the pipes | This is a normal sound and does not indicate a leak |
| Water flow reduced at faucet | Aerator clogged | Unscrew aerator, rinse thoroughly and replace |

| | | |
|--|--|---|
| Whirlpool tub won't operate | GFCI circuit breaker is tripped | Reset GFCI circuit breaker |
| Water stains on ceiling of room | Water leaking at caulking or grouting | Repair caulking or grouting at shower or tub above leak (see section on Ceramic Tile for more details) If leak is not at shower or tub, turn water off and call plumber |
| Carpet outside of shower is saturated after shower is used | Door not closed completely or seal at door leaking | Be sure to close door securely; check seal to make sure it is preventing leaking. If seal is leaking contact MH for replacement |
| No hot water from water heater | Temperature setting too low or pilot light out | Adjust temperature setting or relight pilot light |
| Hot water runs out quickly or recovery is too slow | Temperature adjustment on water heater set too low | Raise temperature setting on hot water heater |
| Toilet backing up and/or overflowing | Obstruction in line | Turn toilet intake valve off and plunge toilet |
| Toilet runs constantly | Water level in tank is too high | Adjust float arm stem in water tank downward so that water level does not flow into overflow tube. If problem persists adjust chain attaching flush handle to rubber handle to rubber ball at bottom of the tank so it fits securely over the tank's water channel. If black residue rubs off the ball when handled, it's time to replace it. |

WARRANTY

Freedom Builder Homes Coverage: One Year

- No valve or faucet should leak due to defects in workmanship or material failure.
- Fixtures, appliances or fittings should comply with their manufacturer's standards.

- While it is not possible to eliminate all noise from the water piping or drains, Jeff Lindsey Communities will correct any problems that are due to faulty workmanship.
- There should not be any chipped or cracked bathtub or sink surfaces when the homeowner takes possession of the property. Freedom Builder Homes will repair any chips or cracks noted prior to first occupancy.

ASSISTANCE

A plumbing emergency is when there is no water available to the home, usually due to a break in a water line. In this case, call the emergency plumbing number listed on the Contractor List. Service requests made to the contractor should also be reported in writing to the Freedom Builder Homes Customer Care Department.

For all other service, contact the Freedom Builder Homes Customer Care Department.

SUMMARY

Plumbing system

Water supply lines
 Drain lines
 Septic system

Plumbing fixtures

Sinks/faucets
 Toilets
 Bathtubs
 Shower pans/shower doors

1. Condensation may occasionally appear on pipes and is considered normal, not a leak.
2. Showerheads and faucets are designed for water conservation as required by the Building Code.
3. See operating/maintenance guidelines for information on how to protect your pipes from freezing.
4. Your faucets contain an aerator, which should be cleaned periodically.
5. Your hot water heater should be drained yearly to flush out any mineral deposits that may have settled at the bottom.
6. Items containing harmful acids can damage porcelain. (Tea bags for example).
7. There are water cut-off valves located at every sink and commode in your home.
8. Warranty coverage is for one year on plumbing fixtures and for two years on the plumbing system.

ROOF

DESCRIPTION

The roofing system is constructed with roofing felt, flashing, shingles, roof vents, gutters and downspouts. Rolled roofing may be used on roof areas that have very little slope. In addition, galvanized metal or copper roofing is sometimes used on porches and bays.

PERFORMANCE EXPECTATIONS

The roofing system is installed to prevent rain and snow from penetrating the living spaces and the attic. Some form of roof ventilating units consisting of ridge vents, soffit vents, “turtle backs” or power attic ventilators are necessary to properly ventilate the roofing system. Heavy winds, driving rain and snow may penetrate the roof system through these ventilating systems.

Roof flashing consists of aluminum or galvanized metal used to prevent water penetration where shingles meet vertical surfaces of another material, i.e. siding or brick at dormers or chimney. It is normal for flashing to be visible. Flashing often includes the use of caulking which will require homeowner maintenance.

A typical roofing application consists of applying roofing felt over the right roof decking. Shingles are then applied over the felt. When applied in cool weather, roof shingles will not necessarily “lay down” immediately. The mastic, located on the underside of each shingle, must be warmed by the sun in order to seal the layers of shingles together. Roofing shingles should not curl or crack. Beyond the Freedom Builder Homes Warranty on the roof, shingles are warranted by the manufacturer for problems relating to manufacturing defects. Freedom Builder Homes has information on the manufacturer’s warranty available through the Customer Care Department.

The gutter system is designed to redirect the water from the roofing system down and away from the foundation of the home. The gutters should not leak but may overflow during very heavy rains. It is necessary to properly maintain the gutter system to prevent leakage and unnecessary overflow.

PROPER USE AND CARE GUIDELINES

To ensure proper water flow, clean the gutters on your home seasonally or more often if necessary to remove leaves, pine straw and other debris. Inoperative gutters may cause your house and/or basement to leak **Note:** Leaks caused by clogged gutters are not covered by the warranty. Mesh gutter guards (screens) will not completely keep small debris and pine straw from gathering inside gutters or collecting on top of the screens. These also require seasonal maintenance. If your down spouts have underground drains, make sure they remain unobstructed and sloping to ensure proper drainage. Severe winds may cause shingles to lift, however they should settle down in warm weather. After severe weather, always inspect visually from the ground to ensure that no shingles are torn, broken or missing. If there are torn, broken or missing shingles, please call a roofing contractor as soon as possible. Damage to shingles from winds in excess of 54 miles an hour is not covered by the warranty.

COMMON PROBLEMS AND SOLUTIONS

| <u>Concern</u> | <u>Likely Cause</u> | <u>Solution</u> |
|---|---|---|
| Roof leaking during heavy, driving rain; has not leaked during normal rains | Leak at attic vents or louvers | Dry wet areas as best as possible, place bucket during storm to collect water if necessary. This type of leak will probably not reoccur or will be rare |
| Water overflowing from gutters during normal rain | Leaves or debris in gutters or downspout blocked | Clean gutters and/or downspout |
| Water overflowing from gutters during heavy rains | It is not unusual for gutters to overflow during abnormally heavy rains | None. This is not likely to reoccur during normal rains |
| Water leaking around perimeter of roof | Leaves or debris in gutters | During storm, dry area as much as possible to prevent damage. Clean gutters as soon as possible |
| Roof leaking during heavy snow or ice storm | Ice or snow build up on shingles | Dry area as much as possible to prevent damage. This is not normally anticipated weather and will occur only rarely |

WARRANTY COVERAGE

Freedom Builder Homes Coverage: One Year

- Fiberglass shingles that come loose or unattached will be re-secured. Neither the shingle manufacturer nor the roofing contractor provide warranty coverage should the shingles come loose or detached by winds in excess of 54 miles per hour. Winds this powerful are considered “Acts of God” and repair may be covered by your homeowner’s insurance.
- Standing water in the gutter that exceeds one inch in depth will be repaired by adjusting the pitch of the gutter.
- Gutters that come loose or unattached will be re-secured with gutter spikes every two feet, placed into the tails of the rafters.

Note: Freedom Builder Homes cannot guarantee that roof repairs requiring new material will match the color of the existing material. Color may vary due to weathering.

ASSISTANCE

Verified roof leaks that are covered by the warranty are considered a priority item and should be reported by calling the Freedom Builder Homes Customer Care Department at 770.599.8700 Ext 300. Roof leaks should be called in as soon as noticed during normal

business hours. If a leak is causing a flooding situation, use your Contractor List to reach someone on your building team as soon as possible.

Freedom Builder Homes will not be responsible for subsequent damage if the leak is not reported in a timely manner.

SUMMARY

1. Heavy winds, driving rains and snow may penetrate the roof system through the venting system.
2. Shingles should not come loose or unattached, however, shingles loosened or blown off in winds higher than 54 mph are not covered by warranty.
3. Gutters must be regularly cleaned and checked to guard against possible leaks.

TERMITE TREATMENT

DESCRIPTION

Your home has been treated with a termiticide to prevent infestation by termites. This treatment is done in two stages:

1. The pretreatment is done prior to pouring basement or garage slabs, before framing begins over crawl spaces or before pouring slabs on grade.
2. The backfill treatment (or final treatment) is done after backfilling and once final grades have been established.

PERFORMANCE EXPECTATIONS

Treatment of your home with a termiticide by a reputable, professional pest control firm will guard against future infestation by termites.

After the final treatment has been done, an inspection is performed and an Official Georgia Wood Infestation Inspection Report is completed. This inspection report is subject to the rules of the Georgia Structural Pest Control Act as provided in TWIG 620-6-03. This report reveals finding of any actual or previous infestation of subterranean termites, powder post beetles, wood boring beetles, dry wood termites or wood decay fungus. The report also notes any earth to wood contact, faulty grades, insufficient ventilation or conditions conducive to infestation from wood destroying organisms.

Aside from treatment with termiticide, all Freedom Builder Homes are built to standards which minimize the potential for termite infestation. Wood members are kept the required minimum distance from grade and pressure treated lumber is used where specified by building codes.

PROPER USE AND CARE GUIDELINES

In most cases the warranty (or bond) from the best control firm can be extended by paying an annual renewal fee. This may require a re-inspection.

The company used by Freedom Builder Homes covers actual physical repairs to the home should there be an infestation while their bond is in place. If you are changing vendors, please be aware that not all companies offer this coverage. It is the responsibility of the homeowner to ensure that termite bond is kept in place.

WARRANTY COVERAGE

Termite treatment is not covered by the Freedom Builder Homes Warranty. Please refer to the warranty provided by the pest control firm which treated your home during construction.

ASSISTANCE

For problems with termites, please call the pest control firm who did the original treatment, or if your home is more than one year old, the pest control firm that you have contracted with. For information regarding the original pest control firm, please contact Freedom Builder Homes Customer Care Department at 770.599.8700 Ext 300. This information should also be included in your closing documents.

SUMMARY

1. Termite treatments are done in two stages; the pretreatment and the backfill or final treatment.
2. Homeowners are responsible for maintaining a termite bond or agreement with a reputable company.
3. Insect infestation is not covered by the warranty.

WINDOWS

DESCRIPTION

Your vinyl windows have insulated glass, weather stripping on operable sashes, grids between the glass (for easy cleaning) and self-locking latches. Removable screens are included with the operating sashes.

PERFORMANCE EXPECTATIONS

Condensation or “window sweating” may occur on windows as a result of humidity. Condensation usually occurs during the winter months when the indoor air is warmer and moister due to heating. When the warm, moist indoor air meets the cooler glass pane, water droplets (condensation) occurs. If condensation forms on insulated (double-paned) windows, this is a signal that there is too much moisture inside the house. Excess moisture should never be present in the air space between the two panes on insulated (double-paned) windows. If this occurs, it is possible that the hermetic seal has been broken. Freedom Builder Homes Customer Care Department will have information pertaining to manufacturer’s warranties.

Your operable windows have weather stripping at the top and the bottom to provide for energy efficiency. Some air infiltration is normally noticeable around windows, especially during high winds. It may be necessary to have storm windows installed to provide a satisfactory solution in high wind areas.

Screens are intended to provide reasonable insect control and are not intended to provide security or the retention of persons or objects inside the house.

PROPER USE AND CARE GUIDELINES

All the windows in your home have been installed for proper operation. Before opening your windows, be sure that the sash lock is flush with the window to avoid scraping the window grills (muntins). Weather stripping should be inspected periodically and replaced when necessary.

COMMON PROBLEMS AND SOLUTIONS

| <u>Concern</u> | <u>Likely Cause</u> | <u>Solution</u> |
|-----------------------|---------------------|--|
| Condensation on glass | Humidity | Open window to release inside moisture or install dehumidifier |

WARRANTY COVERAGE

Freedom Builder Homes Coverage: One Year

- Windows that do not operate with reasonable ease as designed will be corrected or repaired as required.
- Poorly fitted windows, poorly fitted weather stripping or open cracks will be corrected.

Note: Some windows will carry a separate manufacturer's warranty. Please contact Freedom Builder Homes Customer Care Department in writing for details.

SERVICE

Window issues covered by the Freedom Builder Homes Warranty should be communicated in writing to the Freedom Builder Homes Customer Care Department.

SUMMARY

1. Your windows are made of vinyl and have insulated glass.
2. Condensation or "window sweating" may occur on windows as a result of heat and humidity.
3. Windows have weather stripping to provide for energy efficiency.

STRUCTURAL COVERAGE

DESCRIPTION

The structure of your home includes the foundation and the basic framework of the home itself. A structural defect can be defined as actual physical damage to the designated load-bearing portions of the home caused by the failure of such load-bearing portions which affects their load-bearing function to the extent that the home becomes unsafe or unsanitary.

The load-bearing portions of the home covered by this portion of the warranty are:

- Foundation systems and footings
- Beams
- Girders
- Lintels
- Columns
- Walls and partitions
- Floor systems
- Roof framing systems

Portions of the home **not** covered under this portion of the warranty are:

- Non-load-bearing partitions and walls
- Ceramic wall tile
- Drywall
- Flooring and sub-flooring material and uneven or out-of-level floors
- Brick, stucco, stone or veneer
- Any type of exterior siding
- Roof shingles and tar paper
- Heating, cooling, ventilating, plumbing, electrical and mechanical systems
- Appliances, fixtures or items of equipment
- Doors, trim, cabinets, hardware, insulation, paint and/or stains
- Basement and other interior floating ground-supported concrete floor slabs
- Exterior structures such as driveways or improvements that are not part of the home (i.e., patios or decks)

ASSISTANCE

A structural emergency or priority constitutes an unsafe situation. If there is an unsafe situation, call the Freedom Builder Homes Customer Care Department immediately at 770.599.8700 Ext 300 to report it. Any call to Freedom Builder Homes regarding a structural emergency or priority should also be followed with a written request.

All non-priority situations should be addressed in writing to the Freedom Builder Homes Customer Care Department.

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