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# Maintenance and Care Guide

## INTRODUCTION

Your new home was constructed with modern materials by professional craftspeople. It will require regular preventive maintenance by you to preserve its beauty and value. An understanding of how to care for each feature in your new home will prevent costly repairs and replacements later.

Preventative maintenance on your new home should begin when you move in. Carefully read this section to become familiar with the procedures for maintenance.

Your new home is located in a desert environment. This accounts for the changes in temperature that we experience each day. These temperature variations combined with expansive soils that are common in the area, affect our building practices and your home. Natural building materials such as wood and concrete are subjected to constant expansion and contraction from day to day. This can result in minor warping of wood materials and hairline cracking of drywall, stucco, concrete, and mortar. These effects are considered normal and are particularly obvious in the first year after a new home was built.

You can minimize these effects by maintaining a constant temperature in your home during the first year. This allows the wood to dry at an even rate and may eliminate larger settlement cracks. Minor cracks and displacement of wood are a normal part of the aging process of your home and do not affect its structural integrity.



We have provided an overview of the features and materials that may exist in your new home. Please study each section carefully so that you become familiar with the routine maintenance your home requires.

## **APPLIANCES**

The appliances in your new home were selected for their durability, ease of use, and appearance. Information about each appliance can be found inside or attached to the appliance. Please fill out and mail the warranty cards provided with each appliance. Remember to read the manufacturer's instructions on usage and care before you use your appliances. Your appliances are covered by warranties from the manufacturers. Contact the appropriate manufacturer for questions about service or the use and care of your appliances.

## **BALCONIES AND DECKS**

1. Decks and balconies require a small amount of care and are designed to last for years. Your patio roof material will require maintenance or recoating every three to five years. Please consult a roofing contractor for advice and assistance on how to maintain your deck. Your deck is not designed to hold heavy equipment. Do not nail anything to your balcony or deck. The hole created by the nail may allow water to leak into your home and cause damage.
2. If your balcony or deck has roof drains, they should be kept clear and clean in order to allow water to drain freely. After a rainstorm, small puddles may remain for a short time before evaporation. This is common to any flat surface. Prevent water from becoming trapped under potted plants as this may stain or damage your balcony or deck.

## **CABINETS**

1. Your cabinets are made of finished hardwoods and wood products. It should be noted that color variations in your cabinets may occur due to wood grain variations and different stains. Color variations on stained areas are to be expected.
2. With proper care, the beauty and utility of your cabinets will last for many years. The wood in your cabinets is a natural product. It is subject to drying and can warp. This could cause drawers to stick and prevent doors from closing properly. If you notice sticking drawers and cabinet doors that do not close properly during the first

thirty (30) days, please notify the Warranty Department. After that, maintenance of cabinet drawers and doors is the responsibility of the homeowner.

3. Remove splashes and splatters promptly to avoid permanent stains.
4. Minor scratches can be covered with a putty stick that matches the finish of your cabinets. Putty sticks can be purchased at paint, hardware stores, and home centers.
5. The hinges on your cabinet doors can be lubricated, if necessary, with a silicone lubricant. Apply a very small amount to the top of the hinge and work the door back and forth several times so the silicone will penetrate into the hinge. Wipe the excess silicone with a dry paper towel.

## CAULKING

Over time, and particularly during hot, dry weather, caulking will dry and shrink. When this happens, it no longer provides a good seal against moisture. As a part of your routine maintenance, you should inspect the caulking around your sinks, tubs, vinyl flooring and ceramic tiles and make repairs whenever the caulking seal is broken. The seal between baseboards and vinyl or tile needs to be maintained with caulk. Latex Silicone Caulking compounds are available at hardware stores and home centers.



### RE-CAULKING OF TUBS AND SHOWERS

Over time, cracks and separations along joints between tub and shower stalls and wall surfaces or bathroom floors will appear. Checking and maintaining these areas regularly is critical since excessive moisture can severely damage underlying materials.

It will be necessary to reapply a tub and tile caulk when the previous caulking has dried out or eroded. To re-caulk the area, use a tub and tile caulk available in local hardware stores. Begin by removing the old sealer and cleaning the area. Once the area is dry, apply fresh caulking to fill the vacant space, and then smooth out the finish with a wet finger.

## CONCRETE

1. Concrete provides strength and durability for the foundation, driveway, and walkways. While concrete requires minimal care, it should be kept free of accumulated dirt and debris. Oil, grease stains, and standing water should be removed promptly. Concrete cleaners are available at home centers and hardware stores.

2. In the extreme variations of temperature in this area, minor cracks and surface color variations in concrete are normal and unavoidable. Small cracks, which are the result of contraction and expansion of the concrete are characteristic of concrete and do not affect its performance or durability. Cracks along expansion, control, and construction joints are normal and should be expected.
3. The driveways and walkways in your new home are designed for residential use. Do not permit large trucks and delivery vans to use your driveway. Concrete replacements are not guaranteed to match existing concrete color or texture.

## COUNTERTOPS

The countertops in your home may be constructed of ceramic tile, granite, granitex, cultured marble, or laminate. They are designed for years of use. Any flaws or damage to your countertops must be noted during the Homeowner Presentation to be covered by Trend Homes Limited Warranty. After you have moved in, the care of your countertops is your responsibility. We offer the following instructions to assure that your countertops remain beautiful and functional for years:

1. Always use a cutting board to protect your countertops when you prepare food. While minor scratches that can result from cutting food may not be noticeable at first, in time they will dull and mar the luster of the finish. This can happen to even the hardest ceramic tile.
2. Never place hot objects (i.e. pots or pans from stove) directly on a countertop. Do not place appliances (such as toasters, coffee makers, or electric skillets) over seams.
3. Wipe up spills immediately. Some liquids, particularly hot ones, can cause stains on ceramic tile grout, laminate and cultured marble. In time, the stains can accumulate and become unsightly.
4. Avoid dropping pots and pans and other kitchen items on your countertops. This can break or chip the counter's surface. Excessive weight can cause countertops to warp. Do not sit on your countertops.
5. Keep all joints well sealed.

## GRANITE

As one of the hardest of the natural stones, granite is especially appropriate for use as flooring or countertops. As igneous rock, granite is impervious to damage from household kitchen acids such as vinegar, citrus drinks, and sodas.

One of the many reasons that natural stone is so popular today in both residential and commercial installations is its durability and ease of maintenance. The stone you install today will stay beautiful and functional for generations – with very little maintenance.

### **Do Not:**

- Use harsh abrasive detergents.
- Leave acidic liquids to lay on the surface for an extended period of time.
- Leave wet rags or sponges laying directly on the surface for an extended period of time.

## CERAMIC TILE

1. Ceramic tile is known for its durability and the variety of colors and designs. Ceramic tiles are purchased in lots that have the same texture and color. Because an exact replacement match of ceramic tile is virtually impossible to obtain, we urge you to take special care to avoid breaking or damaging the ceramic tile on your countertops. Save any unused tile for future repairs.
2. Ceramic tile is also brittle and can be broken by a sharp blow from a heavy object. As mentioned above, the best way to avoid breaking tiles is to use a cutting board or other protection for your ceramic tiles. Wipe spills away promptly to avoid staining the grout. Soapy warm water and a detergent or a commercial tile cleaner can be used to keep your tile bright and shiny.
3. Because the grout between tiles is porous, you should wipe up spills immediately. Routine cleaning of the grout with warm, soapy water will keep it clean and fresh. Strong cleaners such as Lysol can stain the grout. You can find grout and tile cleaners at your local hardware store. **Please be aware that any sealing of the grout will void its warranty. You should also be aware that sealing will sometimes cause discoloring and/or cracking of the grout.**

## CULTURED MARBLE AND GRANITEX

Cultured marble is a modern product, which adds style to your bathrooms. Proper maintenance of cultured marble is similar to the maintenance needs of fine wood. Remove spills immediately to avoid stains using a denatured alcohol for hard-to-remove spots and a Gel-Gloss wax for luster. Do not use abrasive cleaners on your cultured marble. Most food and drinks are acidic and can etch the finish on the marble. Do not place any items that might scratch the surface directly on the countertop. Routine care of cultured marble

countertops requires warm water and a soft cloth or sponge. If your marble loses its brilliance over time, you may consider hiring a professional who specializes in polishing marble.

## LAMINATE

Laminate countertops are fabricated by laminating a thin sheet of hard plastic onto a wooden base. It is important that you do not break the bond of the two materials. Keep standing water away from the back splash, seams, and the seal around the sink. Do not place dish drainer directly over countertop seams. These areas are prone to water damage, since excessive moisture will eventually break down the seal and cause swelling or delamination. Check seams periodically and re-caulk as necessary. Avoid placing hot pans directly on the counter's surface as this can scorch the laminate. The inks used to mark grocery products and bags can stain laminate. These ink stains can be very difficult to remove, so we suggest that you avoid placing these items directly on the countertop. Trend Homes will not be responsible for damage to countertops caused by homeowner negligence.

## DOORS

1. Wooden doors are subject to expansion and contraction with changes in heat and humidity. The result can be warping and sticking. This is normal and may correct itself as conditions change. You should allow your home to go through at least one dry and one damp season before you make any permanent changes. As a result of climactic variations, small cracks may appear in doors. When conditions change, these cracks may disappear. If cracks persist, they can be filled with wood putty or a caulking compound.
2. Doors that stick can be lightly sanded. Remove small amounts of wood by sanding until the door operates smoothly. Use touch up paint to cover any wood that may have been exposed by the sanding.
3. The hinges and locks on your doors will require lubrication from time to time for proper maintenance and to prevent squeaks and excessive wear. Lubricate the hinge pin with a silicone spray available at your local hardware store or home center. We do not recommend using oil, as it attracts dust.
4. Remove finger stains on painted doors. Clean doors with warm, soapy water using a cellulose sponge. This simple step will keep your doors looking beautiful for years.
5. If your closets feature sliding doors, keep the tracks free from dirt and debris. Lubricate the track with a silicon-based lubricant.

6. Check the finish on your exterior doors several times a year. Doors that receive direct sunlight should be inspected more often. If you notice that the finish is beginning to crack or peel, refinish the door promptly using touch up paint or varnish as needed. You may consider sealing your exterior doors to prevent cracking and peeling. Unattended, cracking and peeling will progress rapidly and destroy the surface of the door.
7. Reposition sprinklers that throw water onto exterior doors.
8. Inspect the weather stripping on your exterior doors frequently. Weather stripping should form a reasonably tight seal to prevent air and water from entering. Normal contraction of wood doors can leave a small gap in the weather stripping. This is normal. The small gap will close as the humidity increases and the door expands. Reapply glue or replace rubber and synthetic weather stripping that has worked loose. Use an appropriate commercial weather stripping cement or glue. Do not use super-glue type adhesives.
9. Do not drill or nail anything to your doors. Puncturing the surface of the door ruins the integrity of the doors and allows moisture to enter. This is particularly important with exterior doors.

## ELECTRICAL SYSTEM

The electrical system in your new home was designed by professionals to comply with stringent local, state, and national building codes. It is intended for normal residential use. **Any changes or additions to your electrical system may void your warranty and cause damage to your home.** We highly recommend that you consult a licensed electrician to make such changes and additions to your electrical system.

### CIRCUIT BREAKER

During the Homeowner Presentation, we pointed out the location of the circuit breaker panel. There is one master circuit breaker and several individual circuit breakers. A circuit breaker can trip under an excessive electrical load. Reset tripped circuit breakers by moving them to the OFF position, **pausing for a moment**, and then back to the ON position.

The following are general statements regarding power losses:

1. If the power loss is in one area of your home and power is available in other areas of your home, it is likely that an individual circuit breaker has tripped.
  - a. Unplug any appliances in the area that are without power.
  - b. Turn other appliances off.
  - c. Check the circuit breaker and, if necessary, reset it.

2. Overloaded circuits can also cause tripping. This occurs when too many small or large appliances are being used on one circuit. To reduce the load:
  - a. Remove plugs or appliances from the outlets that may cause the overloading.
  - b. Reset the breaker as described above.
  - c. Plug your appliances back into the outlet(s).
3. If the circuit breaker fails repeatedly, you have either a short circuit in one of your appliances or a short circuit in the electrical system in your home. Do not attempt further repair. If your home is still covered under the Limited Warranty Call Trend Homes Warranty Department otherwise, you should contact a licensed electrician.
4. If the electrical power is lost throughout your home, check the master circuit breaker. If the master circuit breaker has tripped, reset it. If the master circuit breaker trips repeatedly call Trend Homes Warranty Department if your home is still covered under the Limited Warranty otherwise, contact a licensed electrician. If the master circuit breaker has not tripped call your electric company to report the problem.

### **GROUND FAULT CIRCUIT INTERRUPT DEVICES**

During your Homeowner Presentation, we pointed out the location of ground fault circuit interrupt devices (GFCI outlets). GFCI outlets are located near bathtubs, bathroom sinks, and exterior outlets and in the kitchen and garage. These devices are required by code and are installed for your safety. These are special outlets designed to break the flow of electricity in the event of a short circuit or contact with water. This will prevent dangerous electrical shock. GFCIs are extremely sensitive and can shut off (“trip”) the circuit for a number of reasons. Common reasons that GFCIs will trip are:

1. Moisture around the device, such as steam in a bathroom.
2. An imbalance on the circuit, such as using a motor, drill, saw or compressor which draw a substantial amount of power.
3. Exterior outlets can get moisture on or around them, however, if sprayed while something is plugged into the outlet, it may trip.



All of the situations for which a GFCI circuit will trip indicate that the device is working properly.

The manufacturer recommends monthly testing of your safety devices to confirm proper, continued operation. This could minimize emergency situations with regard to the GFCI protected circuits in your home. To test or reset a GFCI protected outlet follow the steps outlined below:

1. Check all outlets in the kitchen, bathrooms, and garage and exterior of your home. You should find several GFCI devices (with a red and a black button).
2. Push the black button first, then the red button. The red button should stay in the down position, an indication that the circuit is working.

3. If the red button will not stay in the down position, this indicates an imbalance exists. If this occurs, you will need to check all outlets within the room(s) and unplug everything in the room.
4. Re-check all of the GFCI devices and again go through the GFCI re-set procedure.

**It is not unusual for a tool, appliance, etc. to have an electrical malfunction and cause the GFCI device to trip the circuit.** Do not plug appliances such as power tools, air conditioners, freezers, or refrigerators into GFCI outlets. The electrical surge that occurs when these types of appliances operate will trip the GFCI outlet and break the circuit.

## LIGHTING

The lighting fixtures in your new home are designed for standard wattage bulbs. To avoid excessive heat, do not exceed the recommended wattage labeled on the fixture. In most cases, the bulbs should not exceed **60 watts**.

## OUTLETS AND SWITCHES

Electrical outlets can be found in almost every room in your new home. Do not exceed the capacity for which the outlets were designed. Devices which increase the capacity of electrical outlets and multiple extension cords can cause a fire. If an electrical outlet does not have power, check for the following conditions:



1. A wall switch that may not be turned on controls the outlet. Locate the switch and turn it to the on position.
2. If the circuit breaker has tripped, reset it and try the outlet again.
3. If the GFCI has tripped, reset it and try the outlet again.

**CAUTION:** Small children can be seriously injured by poking metal objects into wall outlets. You can prevent this by purchasing child proof plastic devices which fit into the outlet and prohibit children from inserting objects into the outlet. These devices can be purchased at grocery stores, drug stores, hardware stores or home centers.

## EXTERIOR FINISHES

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

## STUCCO

Stucco is a brittle cement product that is subject to expansion and contraction. Minor hairline cracks can develop in the outer layers of stucco. This is normal and does not reduce

the functionality or integrity of the stucco in any way. Trend Homes will not repair normal hairline cracks in stucco.

The white, powdery substance that sometimes accumulates on the surface of stucco is called efflorescence. This is a natural occurrence and cannot be prevented. In some cases, it can be removed by using a vinegar solution. Consult your home center or hardware store for commercial products to remove efflorescence.

Other suggestions for maintaining the stucco on your home are:

1. Avoid spraying water from irrigation or watering systems directly on stucco surfaces. Check the spray from your lawn and plant irrigation system frequently to make certain that water is not spraying or accumulating on stucco surfaces.
2. Keep dirt a minimum of 4 inches from the bottom of the stucco. Do not pour concrete, construct masonry/brick walls, or place dirt on the stucco finish.

## **WOOD**

1. Wood is found throughout your home. Because wood is a natural, porous material, it requires protection if it is exposed to the elements. Inspect exposed wood surfaces frequently. If you find cracking or peeling of the paint, sand the area and repaint it promptly. The exterior wood on your home will require repainting every two to four years.
2. Surfaces that receive direct sun in the morning and mid-afternoon will require more frequent repainting. Inspect these surfaces every six months. Repaint every year or as needed.
3. Repair and repaint split or damaged wood, particularly on the ends of beams, to avoid further damage. Small splits at the ends of beams are called “checking.” This is normal and does not affect the integrity of the beams. The natural drying of wood can result in gaps and splits in molding and trim pieces. Nails can work loose. Reset all popped nails and reposition trim parts that have been moved by the natural drying of the wood. In case of severe warping, replace the trim parts. Fill any cracks with a wood filler and use touch up paint.

## **FENCING**

1. The fencing around your new home is of the type and in the location mandated by the city ordinance and approved landscaping plans. It should be noted that your lot will not be perfectly flat; therefore, it may be necessary to step the fence to follow the contour of the ground. Please note that the fence height of your home may vary from the height on the models or from homes with different grade elevations.

2. If you choose to alter the fence in any manner, we urge you to employ a professional fencing contractor. It is your responsibility to locate all property lines before installing additional fence. It is also your responsibility to check the CC&Rs of your neighborhood and any other applicable ordinances before altering your fence. If you hire a trade contractor to install a swimming pool after your closing, it is your responsibility to ensure that fences and gates meet pool codes. Altering your fence in any way can void your warranty.

### **CONCRETE BLOCK FENCING**

As with all concrete and masonry items, your concrete block fence may experience some minor cracks. These are normal, and, unless they become excessive, should not be a concern. Your fence will need regular preventative maintenance along with the other components of your home. Do not allow sprinklers to spray fences. Water should not be allowed to pond next to block fences as it may cause settling or heaving of the soil. Over-saturation of the soil can cause damage to concrete block fencing. Trend Homes will not be responsible for damage caused by a homeowner's negligence in over-saturating the soil.



### **FIREPLACES**

The fireplace in your home adds beauty and style. Please note that your fireplace was not designed to heat your home. We suggest small fires that add warmth to the room while supplementing the heat supplied by your heating system.

Here are some practical suggestions to help you get the most from your fireplace:

1. Please note that city requirements prevent us from installing dampers on gas fireplaces - it is possible that a damper could trap gas inside your home.
2. Reference the manufacturer's recommendations for cleaning and usage.

### **FLOORING**

1. The floor coverings in your new home will last longer if you practice routine maintenance and care. The coverage of the Trend Homes Limited Warranty is limited to flooring materials that were provided and installed by Trend Homes.
2. Please remember not to discard any useful flooring material left in your home at the time of your move in. This material is very important for repairing any damaged flooring you may have in the future.

3. Please inspect your flooring carefully during the Homeowner Presentation. Any damage or defects in your flooring must be noted at the time of the Homeowner Presentation. Subsequent damage, including broken tiles, scratched wood flooring, torn or dirty carpeting, and scuffed vinyl will be considered your responsibility.
4. We offer these suggestions for routine maintenance of your flooring:

#### **CARPETING**

1. Vacuum carpet frequently, most manufacturers recommend 2 to 3 times per week, more if possible, to avoid the buildup of dirt and grime. Use a fixed brush attachment on your vacuum cleaner. If your vacuum cleaner has a beater type attachment, the beater should barely touch the tops of the carpet fibers.
2. Eliminate carpet-shedding fibers as they appear. Loose carpet fibers will work their way to the surface, this is known as fluffing, or shedding, this is normal. Vacuum these fibers as part of your routine cleaning. If a tuft of carpet appears which is longer than the surrounding carpet, do not try to pull it out. It is likely attached to the backing and simply needs to be trimmed to the height of the surrounding tufts.
3. Visible carpet seams are to be expected and are not an indication of a defect in the carpet. Most rolls of carpet are produced in twelve (12) foot widths. This dictates that most of your rooms will have at least one seam. Professional installers will attempt to install your carpet with the minimal amount of seams and without excessive waste. Seams are most visible in a new home before it has been furnished or occupied. As your carpet wears, the fibers will fuse together, eliminating many of the seams. Visible seams are not a defect unless improperly made or the material is defective. Vacuuming in heavily used areas and controlling static electricity (increase humidity) will contribute to relaxing carpet fibers and making seams less visible. Dye lots may vary from roll to roll of carpet and are acceptable if they adjoin at doorways or occur on stairways. This is normal.
4. Remove spills immediately. If done promptly, stain removal is easier. Consult a home center or a carpet professional for stubborn stains. If using cleaning products, test them on a section of carpeting that is in an inconspicuous location, like a closet. Do not use cleaners that have not been tested and certified for the carpeting materials in your home.
5. Thoroughly clean the carpet in your home at least once a year. While do-it-yourself carpet shampoo devices can be effective, consider employing a professional carpet cleaner. The professional equipment, materials, and experience will add years of life to your carpet. It is a good idea to become thoroughly acquainted with the stain protection warranty (if applicable) that relates to your carpeting.

## CERAMIC TILE

1. Ceramic tiles are available in a wide variety of colors and sizes. To clean your ceramic floor tile, wash the tile with warm water and an approved cleaner to eliminate spotting and hard water buildup, or use a commercially prepared product.
2. It is common for ceramic tile grout to crack as your home expands and contracts. Trend Homes will repair cracked grout one time only within the first year following the original close of escrow date for the home. After that, it becomes the responsibility of the homeowner to repair cracked grout.



## HARDWOOD FLOORING

1. Clean your hardwood floors as often as you vacuum your carpet. Do not use water based cleaners. It is better to use a dry cloth or dry dust mop to sweep the floors.
2. Do not flood the hardwood floors with water. This will cause stains and warping which will result in permanent damage. Do not permit water or liquids to stand on hardwood floors. Wipe up spills immediately. Do not use water-based detergents, bleach, or one-step floor cleaner on hardwood floors.
3. Do not drag heavy appliances across hardwood floors. This may cause permanent gouges or scratches. Women's high heels may dent hardwood floors. Follow manufacturer's guidelines for waxing and buffing. We recommend hiring a professional.
4. Please note that burns may be impossible to remove from hardwood floors.

## VINYL FLOORING

1. Modern, resilient vinyl flooring adds beauty and comfort to your home. Due to its relatively soft composition, vinyl flooring can be damaged by chairs, tables, heavy appliances, dropped tools etc. This damage is permanent and cannot be repaired. Ladies' high-heeled shoes can also cause permanent dents and gouges. Protect your vinyl by providing a protective layer (i.e. a rug) between heavy or pointed items. Avoid rugs with a rubber backing as they may stain or discolor vinyl surfaces.
2. Clean vinyl flooring with a solution of warm water and a commercial vinyl flooring cleaner. Do not use abrasive cleaners or full strength bleach. Abrasives will dull the finish and cause permanent damage. Full strength bleach can etch and destroy the surface of flooring.
3. Remove spills immediately with a sponge or soft cloth to avoid staining. Use a sponge or soft cloth. Dry the floor after removing the spill.

4. Maintain a good caulking seal at the perimeter of the vinyl (where the vinyl meets cabinets, baseboards, tub skirts, showers, etc.).

## GARAGE DOORS

**Installation of a garage door opener may void your garage door warranty.** Check with the manufacturer of the door before installing an opener.

## GATES

1. Wood slats on wrought iron gates require resealing with oil or paint once a year. If the gates are in direct sunlight, they may require maintenance on a more regular basis. It is critical to make sure that sprinklers are not spraying gates in order to avoid discoloration.
2. Wrought iron fencing is a durable product, which adds beauty to your home. Wrought iron is susceptible to rust and requires regular maintenance. Use touch up paint to cover any nicks or scratches in the painted surface. Repaint every year to two years, or as needed. Inspect wrought iron sections of gates for corrosion on a regular basis. Use touch up paint as needed.

## GARBAGE DISPOSAL

1. Follow the manufacturer's instructions for proper operation of your garbage disposal. Do not load the disposal with food items before turning it on. For proper operation, turn on the cold water and then start the disposal. Then, drop the food items slowly into the unit. When the disposal sounds clear, turn it off, and allow the water to run for several seconds. This allows the food to be carried into your sewer lines.
2. Place only non-fibrous and easily pulverized foods in the disposal. Examples of foods you should **not** place in the disposal are cornhusks, celery, onion skins, potato skins, olive pits, bones and solid or liquid grease. These items may cause your disposal to overload or jam.

If this happens, follow these corrective measures:

1. Turn off the disposal and the cold water.
2. Wait three minutes for the unit to cool, press the reset button usually located on the bottom of the disposal.
3. If this does not correct the problem, there is probably an obstruction in the disposal. **Always unplug the disposal before attempting a repair yourself.**



4. Check the circuit breaker. An overload of this type may have tripped the circuit. Reset any tripped circuit breaker.
5. If your disposal has a service wrench, underneath the disposal, insert one end of the wrench in and work back and forth until the disposal turns freely. If your disposal does not have a service wrench, insert a broom handle or mop handle into the throat of the disposal and rotate the blades back and forth. This should loosen the obstruction so that it can be removed.
6. Remove the obstruction, plug the disposal in, press the reset button, and check to make sure the disposal is functioning properly.

## HEATING AND AIR CONDITIONING (COOLING) SYSTEM

1. Your new home is equipped with a high quality heating and cooling system that complies with local and state energy codes. The rated capacity of your system has been sized to accommodate the heating and cooling loads of your new home. With proper care, the system will provide many years of enjoyable and dependable service. Please read the instructions provided by the manufacturer and become familiar with the use of both the heating and cooling cycles before you use them.
2. The following suggestions are intended to assist you in getting the maximum usage and enjoyment from your heating and cooling system:
  - Change your air filters at least every thirty (30) days. Fresh air filters can significantly reduce operating costs and will prolong the life of your system. Do not run your unit with a clogged filter.
  - Check the operation of your system well in advance of peak operating seasons. Notify the appropriate trade contractor of problems before seasonal service demands are the greatest.
  - Keep leaves, debris, and plants away from your condensing unit.
  - Do not turn your thermostat off or up more than a few degrees when the outside temperature is above ninety-five (95) degrees. The best rule is to find your comfort zone and leave the thermostat alone. It is impossible for the A/C unit(s) to cool the home and its furnishings in a matter of a few minutes.
  - Do not turn your thermostat from heat to off to cool in rapid succession. This will trip the protection devices and in many units they must be manually reset. This reset **is not covered** by your warranty.
  - Fencing in your AC unit can void the warranty, the unit needs room to breathe. Building a solid wall or fence close to the unit will not only void your warranty, it will affect the efficiency of its performance. If air is not permitted to flow freely through the system many of the components can be damaged.

- Monitor the upper and lower condensate lines which extend from your home. The upper condensate line should never be dripping water, if it does, contact your AC company as soon as possible, and report the issue to Trend to document.
3. A Trend Homes subcontractor performed a “start-up” on your AC after it was installed to confirm it runs at its peak efficiency. At that time, the service technician also performed an air balance. However, you may want to change the amount of air directed to a particular part of your home. This can be achieved by adjusting the lever on the air registers installed in each room. Turning down airflow to a particular area will increase the airflow to other areas. You may want to experiment with these adjustments until you get the even temperature you desire. This adjustment is critical on two story homes where you may need to make changes with each season change. More cooling and air is required upstairs in the hot summer months, while more heat and air is required downstairs in the cool winter months. Please note, the Warranty does not cover air balancing. It should also be noted that the orientation of your home will affect the temperatures within your home. You may notice a slight temperature differential from room to room. A two (2) to four (4) degree difference is normal and does not require an air balance.
  4. Keep the sun from adding unnecessary heat to your home by shading the exposed windows. Draw shades and draperies on the east windows in the morning and on the west windows in the afternoon. The less heat and moisture there is to overcome, the lower your operating costs become. You may want to re-balance your system after all window coverings are installed. Good window treatment will make a major difference in both your operating costs and level of comfort.
  5. Do not open windows after dark. Night air may seem cool but it is also moisture laden. This will increase the work your system must do the next day.
  6. Your air conditioning unit is designed and sized for your particular plan. As temperatures rise outdoors, expect your air conditioning to run for longer periods of time. During the peak summer afternoon hours your unit will run most of the time. This is normal operation.

## **INTERIOR WALLS AND CEILINGS**

1. The walls in your new home are constructed of wood and other materials, which are subject to normal expansion and contraction. Molding and trim can shrink and warp in some cases. Routine maintenance on molding, trim, and wallboards (drywall) is minimal and is the responsibility of the homeowner. Reset nails that have popped

out of position. Use touch up paint and, if necessary, the appropriate caulking material to complete the repairs.

2. Use care when you hang pictures and other decorative items. Costly repairs can be avoided by using picture hooks and other supplies from a home center or hardware store. Always repair nail holes with a dab of spackle or putty.
3. The walls in your home are textured for beauty and style. The texturing material is relatively soft and can be damaged by scrubbing with abrasive cleaners and rough brushes or cloths. Wash walls gently, especially on areas covered with flat paint, with a non-abrasive, mild detergent and cellulose sponge. Small finger smudges may be removed from walls with a solution of warm water and mild soap. Rinse and dry the excess water carefully. Do not permit the wallboard to become soaked with water. Larger spots may require paint touch up if they cannot be removed.
4. The ceilings in your home are easy to maintain. They do not require special attention other than an occasional cleaning and periodic painting. Remove dust or cobwebs as part of your routine cleaning.

## LANDSCAPING, DRAINAGE AND GRADING

1. Your lot has been graded to drain water away from your home. The grading for your lot has been carefully engineered and graded to standards that have been established by local governmental agencies to ensure proper drainage or, in some cases to retain water on your lot.
2. Failure to maintain the established grade, especially around your home and fence, may result in damage to your home, your lot, and neighboring property. Any alteration of the established grade for your lot may void certain sections of this warranty. Natural settling can change the original grading. It is the Homeowner's responsibility to maintain the original grading of the lot and to preserve good drainage.
3. The contours and features of your lot have been designed to provide an ideal setting for your home and to give the maximum protection from water erosion and damage. You must maintain the contours of your lot to direct water away from your home and adjacent properties. These contours redirect excess water to avoid severe water damage during heavy rains.
4. Landscaping can change the grading of your lot. We suggest that you consult a professional landscape contractor when you are ready to landscape your yard.



Provide ample room for growth between plants and your home. The ground next to your home should always slope away to prevent standing water. Do not allow water to stand or pool next to your home or fence, damage to the home, fence and/or foundation can result. The water could also seep into your home and damage the interior and furnishings.

5. Observe the flow of irrigation water after each planting. If you notice pooling water or excessive water in one area, construct drainage features to direct the flow of water away from your home or fence. Consult with a landscape contractor before such drainage features are attempted. Always keep drain blocks in the fence free of debris, leaves, and lawn clippings.
6. To conserve water, you may want to use a drip irrigation system. These systems concentrate a small amount of water directly to the root of the plant where it provides the most nourishment. The amount of water is significantly less. For further conservation of water, we urge you to use drought resistant or drought tolerant plants. Your landscape professional can provide advice on plant selection, watering needs and proper placement in your yard.
7. If your landscaping projects require that additional soil be added to your lot, be especially careful that the grade is not altered. Keep the surface soil at least four inches below the bottom of the stucco. This will assist in preventing wood rot and termites.
8. Furthermore, other changes or additions can alter the drainage of your lot and cause water damage. These changes include sidewalks, patios, spas, pools, fences, walls, planters, and play structures. Before you make any changes or additions to your lot or the structures on your lot, consider the effect the changes will have on drainage. If you have any questions, consult a professional before you begin the project. Once alterations have been made, it becomes the Homeowners responsibility to ensure that proper grading and drainage is established and maintained.
9. Flowerbeds can significantly change drainage patterns. We suggest that you consult a professional landscape contractor before installing flowerbeds. Plants and flowerbeds should be kept a minimum of two to three feet from the foundation. This will prevent excessive water from accumulating at the base of your foundation.
10. Please consider that any changes you make in the grading and drainage of your lot could affect neighboring properties. Any damage caused by changes to the grading and drainage of your property will be your responsibility.
11. Due to the expansive soils that are prevalent in some areas, over saturation of the soil can cause substantial damage to the public sidewalk, concrete flatwork, foundation,

and drywall in your home. Damage to the concrete flatwork or foundation can jeopardize the structural integrity of your home. To avoid this damage you will need to modify your sprinkler schedule. Listed below are some suggestions for the adjustment of your sprinkler clock. This schedule serves only as a general guideline. Adjust your schedule to meet your specific landscaping needs. Contact a professional landscaper or local nursery for more specific information.

	Winter	Summer
Sod	1 time per week, 15 min.	3 times per week, 15 min. each
Over-seeded Sod	3 times per week, 10 min. each	N/A
Plants and Trees	1 time per week, 30 min.	2 times per week, 30 min. each

++ Note: Trend Homes will not be responsible for damage caused by a Homeowner's neglect to appropriately modify their watering schedules. ++

## PATIOS

Patios and other structures that you add to your home after your closing are not covered under the Limited Warranty. We suggest that before you make any additions or changes to your home that you check with your Homeowners Association (HOA) and local building officials. This will assure you that your plans are in compliance with building codes and your neighborhood's CC&Rs.

## PLUMBING SYSTEM

1. **Any Changes, additions, or alterations to the plumbing system can void your warranty.** Check with the Warranty Department if you have questions about a modification to your plumbing system. Your plumbing system features modern designs and materials. We recommend that you become familiar with your plumbing system as soon as you move in. You should know the location of the main shutoff and individual shutoffs in all of the bathrooms and the kitchen. In the event of a plumbing emergency, you must close the main water shutoff at once. **Flowing water can cause severe damage to your home and its contents.**
2. You will be shown the location of the main water shutoff and other system shutoffs during the Homeowner Presentation. The main shutoff is usually located near the front hose bib. Other water shutoffs are normally located under the sinks in the bathrooms and the kitchen. Each toilet has a shutoff valve behind the toilet bowl. Another water shutoff valve is located on the top of the water heater. It controls the

flow of water to the water heater and should be closed in the event of a leak in the water heater.

3. Each plumbing fixture in your home has a drainpipe especially designed to provide a water vapor barrier between your home and the sewer. The drainpipe, or trap, is the U-shaped area of pipe directly under the sink. The trap holds water, which prevents the airborne bacteria and odor of sewer gas from entering your home. If any of your faucets are used infrequently, we suggest that they be turned on occasionally to replace the water in the trap lost to evaporation. Because of their shape, the traps are the most likely area to become clogged. If you detect the odor of sewer gas from a sink or shower, run a small amount of water to fill the trap. If the odor persists, then contact Trend Homes Warranty Department if your home is still covered under the Limited Warranty. If your home is past warranty, please contact a plumbing specialist.
4. Note: New homes are required to use ultra low flow plumbing fixtures. These fixtures use much less water per minute than older ones. As such, there is a delay in getting hot water to reach your plumbing fixtures, This is normal.
5. The following suggestions will promote long and enjoyable service from your plumbing system:

#### **BATHTUBS AND TUB-SHOWER COMBINATIONS**

1. The bathtubs in your home are made of marble, fiberglass, or steel coated with porcelain. Porcelain is a hard, durable surface, but can be chipped or scratched.
2. Clean tubs and showers using a nonabrasive cleanser designed for bathroom use. Rinse the surface thoroughly to remove all traces of the cleaner. After each use, rinse the tub thoroughly with clean water to lessen the effects of soap buildup. Always rinse the walls and the door of the shower after each use. Occasional applications of automotive-type wax will add luster and beauty to your fiberglass. Regularly check bathtub stoppers and shower floor drain grates for hair accumulation.

#### **PLUMBING FIXTURES**

1. Faucets and other plumbing fixtures are designed to add beauty and trouble-free use to your home. Most of the fixtures are plated with polished brass, bright chromium or a combination of the two. These are materials that are resistant to water corrosion. The brass and chromium plating materials are, however, relatively soft and can be damaged with abrasive cleaners, scouring pads and tools. Clean the fixtures with a dry cloth. If moisture is needed, use water only and wipe dry promptly to prevent spotting.

2. If water is permitted to accumulate and stand at the base of the fixtures, such as sinks, corrosion and tarnishing can result. Hard water can spot and damage bright chromed plumbing fixtures. While this is not entirely preventable, you can minimize the staining and discoloration by drying the fixtures after each use.
3. Avoid excessive force when you turn your faucets on or off. The seals in faucets can be damaged and will require repair or replacement in a short time if excessive force is used.
4. Faucets are equipped with aerators, which mix air with the stream of water to prevent splashing. They need to be cleaned occasionally to remove a buildup of mineral deposits. When you notice that the stream of water has lessened or is uneven, unscrew the aerator from the mouth of the faucet. Remove the debris and rinse the washers and screens. Replace the parts in their original order and screw the aerator back onto the faucet.
5. Perform this homeowner maintenance as needed, usually every several months.

## TOILETS

1. Toilets are made of vitreous china (a glass like material that is almost impervious to staining). Clean your toilets with a toilet bowl cleaner and a brush or cloth. You can use a pumice stone for those hard water rings that might build up in the bowl; however, the toilet is brittle and will easily break or shatter if hit with a hard object.
2. Always keep a plunger on hand to use in the event of the stoppage of a toilet. If a stoppage occurs, close the shutoff valve on the backside of the toilet. Usually, a few pumps with the plunger will free the obstruction. Stoppages that occur within the first fourteen (14) days and are construction related are covered by the Trend Homes Limited Warranty. Stoppages that occur after fourteen (14) days or that are not construction related are the responsibility of the homeowner. Do not use a chlorine or bleach based product in toilet bowls. The harsh chemicals can damage the rubber and plastic components and cause leaks. It is not recommended to use any of the common toilet bowl cleaners in the tank portion of your toilet. These cleaners may also cause damage or destroy the rubber components in the tank.
3. The flush valve in your toilet tank should last for many years. If it fails or begins to leak, you can purchase a new flush valve at a home center or hardware store. If you are not entirely comfortable with this do-it-yourself project, a plumber can perform this task.
4. If your toilet float does not shut off completely, you may adjust the screw at the top of the float valve until the water shuts off at the proper level.

## ROOF

1. The roofing material on your new home is made primarily of concrete tile and in some cases, sections of your roof and patios may be asphalt shingles or asphalt rolled roofing. Tile is very durable, but not indestructible. A tile roof affords the maximum protection against fire and adds beauty and quality to your home for many years. Trend Homes will not be responsible for leaks caused by alterations, tie-ins, or penetrations of the roof that are done by the owner or by others after the completion of the roof.
2. **You should avoid walking on your tile roof under any circumstances.** Although the roofing materials are extremely durable, they are not designed to support the weight of a person. The weight of one person can easily break the tiles and destroy the masonry seals on the roof. Leaking may occur and costly repairs could be necessary. If access to your roof is required, call a professional roofing contractor for advice and assistance. Contact a professional licensed roofing contractor for any repairs.

## SMOKE DETECTORS

The purpose of your smoke detector is to detect the possible presence of fire by sensing smoke early enough such that you will have time to call for help and evacuate the house. The selection of the smoke detector, the installation procedure, and the location of the smoke detectors are in accordance with the requirements of local and state building codes. Please do not move or disable the smoke detectors. They are wired directly into the house electrical system. Read the brochure that has been left in the house regarding the use, care, and maintenance of the smoke detectors.

Because of the sensitive nature of these devices, there are many other situations that may cause the smoke detector to alarm. Here are a few items to be aware of:

1. Excessive dust on or around the detector.
2. Steam around the device.
3. Concentrated odors present around the device.

If a smoke detector “chirps” intermittently, this is typically an indication that the battery needs to be replaced. Homeowners need to check the batteries in their smoke detectors on a regular basis (at least every 6 months) to be sure they are functioning properly.

Note: If one of the smoke detectors has a battery installed incorrectly (reversed polarity), the smoke detector will “chirp” intermittently also.

## SWIMMING POOLS

If you choose to install a swimming pool, please consider carefully the possible drainage problems that can be created by adding this pool. Please refer to the section in this booklet entitled “Landscaping and Drainage” for further information. Your swimming pool contractor can help you decide on the best location for your pool or spa and can assist you in maintaining the proper drainage. Trend Homes is not responsible for grade and water flow alterations done by pool contractors.

## TERMITES

1. While we attempt to prevent termites from invading your home, we cannot and do not warrant that you will not have termites. Subterranean termites are native to this region. The ground under your home was treated with a chemical to establish a barrier against termites. If this barrier is broken, the result could be a termite infestation. Any improvements or repairs you make to your home that require breaking or cutting into the concrete slab or modifying and/or digging into the soil that touches the outside foundation or your home, must be retreated. The pest control company that originally treated and guaranteed your home should perform this retreatment in order to maintain the integrity of your warranty. Do not pour concrete within 18” of your home without proper pretreatment.
2. Landscaping should not be installed within 18 inches of the foundation and irrigation should be installed outside the plant line. Avoid installing fence posts, trellises, or any other wooden décor that touch both the ground and the structure. Do not change the grade level of the soil outside the foundation to create drainage toward the house. Subterranean termites depend upon the moisture in the soil. Surface water in the soil around your home will encourage termites to be present there. By reducing the surface the surface water content, you can aid in deterring termites from living in your home.
3. It is important that you inspect around the foundation of your home regularly. Trend Homes’ warranty is to retreat as necessary if a subterranean termite infestation occurs within one year from the date of final closing, as stated in the “Subterranean Termite Treatment Builder’s Certification and Guarantee” you received at closing. Trend Homes will repair any damage caused by subterranean termites within the one-year warranty period. This warranty does not apply to additions or alterations that are made by the buyer that affect the original structure or treatment.



4. After the expiration of the one-year warranty, we strongly recommend that you have your home inspected and retreated as necessary to make sure you have a continuously effective termite barrier.

## WATER HEATER

1. The water heater in your home is **warranted by the manufacturer**. Please read the manufacturer's warranty and operating instructions for your water heater. In the event of a leak, shut off the water by closing the valve on top of the water heater and turning off the pilot light. If you have an electric unit, turn off the breaker switch before disconnecting the power.
2. While some water heaters do not require additional insulation, we suggest that you consider purchasing a water heater blanket. This will significantly reduce the energy bill associated with heating your water. Before purchasing a blanket, read the manufacturer's instructions and recommendations.
3. Drain and flush the water heater according to the manufacturer's instructions. This simple procedure will remove accumulated silt and debris so that the unit will function efficiently.



## WINDOWS

1. A few simple maintenance tasks will help your window provide years of trouble-free service:
2. Do not apply window-tinting materials made of film to double-glazed windows and doors. Adding window tinting to your windows voids the warranty offered on your windows. The use of these materials can cause a buildup of heat between the panes of glass. This excessive heat will destroy the seals and permit water condensation to form between the panes. This is similar to the seal formed with wood frames and glazed glass. This seal may be broken by natural expansion and contraction and the windows should be re-glazed immediately.
3. Aluminum foil also causes a heat buildup on your windows and should not be used. Please consult your HOA and or CC&Rs before installing window coverings that are visible from the street and other areas of your neighborhood.
4. Inspect the caulking and seals of your windows annually. Repair or replace missing caulk or damaged seals promptly. This will protect your windows, prevent fogging from moisture and enhance the service life of your windows.

## **ALUMINUM WINDOW AND DOORFRAMES**

1. Aluminum windows and doorframes are designed to last for many years, but they do require routine maintenance. The most important step is to keep the window and door tracks free of dirt and debris. The aluminum tracks are soft and can become damaged if they are not kept clean. Use a broom or a brush to loosen collected debris. Vacuum thoroughly as part of your regular cleaning routine, then use a silicone spray. Avoid using abrasive cleaners as they may scratch the aluminum. If windows and doors do not slide freely, an oil-free silicone lubricant can be used on the tracks. Do not use an oil-based lubricant. Oil attracts dust and dirt, which become imbedded in the lubricant and may damage the aluminum.
2. Aluminum windows and doorframes have small weep holes at the bottom to permit water to drain from the track. Keep the weep holes open and free of debris. While cleaning, avoid flooding window and doorframe tracks. Excessive water can overflow the track and back up into your home.
3. During high winds, air will penetrate your windows, especially around the sashes. This is normal. The weep holes are necessary for proper ventilation and you should keep them clear at all times.

## **ANDERSEN WINDOWS**

1. Andersen windows and doors are designed for beauty, efficiency, and convenience. They are also built to last. But proper care from the homeowner will go a long way toward keeping them looking and working like new. If you run into problems or situations not covered in the general care and maintenance guidelines here, please contact your Andersen retailer. You may find additional maintenance and care guides on the Andersen website at [www.andersenwindows.com](http://www.andersenwindows.com)
2. Do not use abrasive cleaners on the casing or the glass when cleaning.
3. Do not drill, but, or hammer into the casing, any penetration of the vinyl coating will void the warranty.
4. Keep tracks clean and clear of debris.