MILESTONE
COMMUNITY BUILDERS

NEW HOMEOWNER ORIENTATION MANUAL

SECTION 1: CUSTOMER SERVICE PROCEDURES

I. Limited Warranty

Congratulations on the purchase of your new home! An important feature of your new home and the feature which may have assisted you in the decision to buy your new home is the Limited Warranty Program. In order to ensure maximum enjoyment of your new home it is important that you read carefully and fully understand the terms and conditions of the warranty program.

This is not a warranty service contract, but rather a Limited Warranty, which MileStone Community Builders, LLC (MCB) has elected to provide for your home in conjunction with our third-party warranty company, Maverick. During the first year, MCB is your first point of contact, responsible for the specified workmanship and material defect warranty obligations. During year two, you will continue to contact MCB for the specified limited mechanical warranty. Major structural defects of the home are defined by the terms and conditions within the Maverick booklet and warranted through Maverick from the dates indicated within your registered copy upon the close of your new home. This warranty is provided subject to the terms and exclusions within the Maverick CORE Warranty and Building Standards booklet for your new home.

MCB would like to take this opportunity before you settle in your new home to point out certain key features in your warranty coverage.

You should have completed a thorough examination of your new home with a representative of MCB prior to closing and settlement. Items such as cracked glass, scratches in countertops, scratched or chipped plumbing/electric fixtures, marked flooring or marks on any painted surface must be noted at the time of your Buyer Walk. After the closing, MCB will not be responsible for cosmetic defects found on these types of surfaces. In an effort to ensure that you properly note all surface defects in your new home prior to settlement, MCB has specifically outlined many of these areas on your Buyer Walk Orientation Checklist.

Please familiarize yourself with the provisions of your Limited Warranty Program which are clearly detailed in the information you will receive shortly after closing by mail from Maverick. It should be noted that MCB and our Limited Warranty Program assume no responsibility for any incidental or consequential damage caused by a defect in material or workmanship covered by the warranty. You must take the necessary precautions to protect your household goods and personal articles.

Finally, the provisions of your Limited Warranty Program do not apply to any part or parts of your new home which have been subjected to misuse, negligence, accident or lack of preventative maintenance by the homeowner, or which have been repaired or altered in any way by the homeowner so as in the judgment of the builder would adversely impact its performance. Further, MCB does not warrant against normal deterioration, wear and tear, or exposure.

II. Customer Service Policy Details

It is MileStone Community Builders, LLC's (MCB) policy to consistently provide courteous and effective customer service during the term of the 1-year builder workmanship and material defect and 2-year limited mechanical warranty in a timely basis (weather and labor conditions permitting) for all warrantable (non-maintenance) items as defined by the provisions of the Limited Warranty Program and approved standards. Such items must be properly reported to MCB in accordance with the procedures outlined below.

1. WARRANTY EXCLUSIONS

The basic functions of warranties are to protect you, the homeowner, from mechanical, operational, and structural deficiencies in your home. It is not a maintenance agreement on your home. With the responsibility of home ownership comes the responsibility of normal home maintenance and upkeep. As we discussed in your Buyer Walk Orientation, certain cosmetic items are specifically excluded from your warranty. Some of the exclusions are:

- Cleaning of items
- Chips and nicks on all surfaces
- Scratches on all surfaces
- Broken glass
- Tree/Shrubbery/Grass
- Insect/Rodent damages
- Mildew on exterior paint surfaces
- Floor squeaks
- Noisy duct work
- Condensation/Frost on windows
- Cracks in tile grout
- Loss/Damage to real property
- Negligence or improper maintenance by anyone other than the builder
- Noisy pipes
- Spots on the carpet
- Minor cracks in sheetrock
- Cracks in tile
- Cracks in concrete
- Minor warpage of doors
- Mismatched wallpaper
- Broken pipes due to a freeze
- Shrinkage in caulking
- Painting items
- Alterations made by the homeowner
- Normal wear and tear or deterioration.

2. BUYER WALK ORIENTATION

A representative of MCB should have inspected the home with you prior to closing on your home. MCB is responsible for completing any adjustments noted during your inspection. After items were completed, you were to acknowledge acceptance of the work by signing the space provided on the Buyer Walk Orientation Checklist.

NOTE: Your signed acceptance does not relieve MCB of responsibility if any of the adjustments should prove inadequate. Your signature simply acknowledges that the work has been completed. MCB will readjust any warrantable repair which is ineffective.

3. AFTER CLOSE/MOVE-IN

You may occasionally find that minor deficiencies develop in some of the products or systems built into the home or you have questions regarding your community. Requests for service and information are detailed below.

When applicable, please communicate any changes in contact information, such as telephone numbers or email, once you have moved into your new home. You may relay this to our office at (512) 686-4986 and press 2 for Customer Service.

4. WARRANTY REQUESTS

For all non-emergency warranty requests please utilize the Homeowner Central Portal. An email to register will be sent to you from www.homeinformationpackages.com so please set your browser to allow messages from this website. Unfortunately, requests in any other form cannot be processed by our internal systems.

Upon receiving your warranty request, our Customer Service Manager will make contact with you to set up a time to resolve your warranty issue(s) within the availability you have given, and within the business hours of the trades.

5. EMERGENCY SERVICE REQUESTS

Please call our Emergency Warranty line at (512) 623-0514 to report the following emergency requests. If you have contacted the trade directly, please ensure you let our office know by submitting a request via your Milestone Homeowner Central Portal.

An emergency service is defined as:

- Total loss of cooling or heating if the temperature is above 78° or below 65° respectively**
- Total loss of water to the home, or sewer back up*
- Total loss of electrical service to the home*

*Within the 2-year warranty period, and not due to either the utility company or occupant misuse.

**If your home is equipped with a separate up and downstairs HVAC unit and one fails to operate properly, this will not require emergency services.

Phone calls for emergencies are the only exceptions to the written request for service procedures. Prior to placing that call, please evaluate the problem carefully in conjunction with the guidelines for emergency service detailed below. **IT IS IMPORTANT TO UNDERSTAND THAT IF YOU CALL IN AN EMERGENCY AND IT IS DEEMED NOT TO BE AN EMERGENCY, THE TRADE HAS THE RIGHT TO CHARGE YOU AN EMERGENCY SERVICE CALL FEE.**

NOTE: Every effort has been made to ensure the accuracy of the contractor information provided. However, circumstances may necessitate a change of contractor in one or more of the trades listed while your home is under warranty. If you encounter a problem, please call the Emergency Warranty line at (512) 623-0514.

II. Typical Homeowner Required Maintenance List

The following activities/items are some of the homeowners required and/or recommended maintenance items to properly protect his/her new home and are not warranted.

1. ELECTRICAL SYSTEM

- Re-set GFCI circuits, standard circuit breakers, or ARC fault breakers.
- Change light bulbs or florescent tubes.
- Cleaning of smoke detectors & battery replacement every 6 months (minimum)

2. PAINT/CAULK/DRYWALL

- Grout or caulking around tile around tub, sinks or vanities.
- Painting or touch-ups on the exterior/interior of the homes including resealing exterior window frames and masonry expansion joints.
- Re-caulk interior or exterior joints due to normal wear, settling and shrinkage.
- Repair minor cracking on walls, surfaces, trim, etc. due to normal settlement or normal material shrinkage (such as ceramic tile and trim areas).
- Repair of minor nail pop-ups in trim work or drywall.

3. LANDSCAPE/DRAINAGE

- Trimming of trees near roof lines or gutters
- Control of erosion and washed out yards as a result of not landscaping immediately upon closing and move-in.
- Maintaining yard/driveway drainage swales.
- Sprinkler coverage adjustments due to growth and maturity of plants and required seasonal adjustments (if applicable).
- Lawn maintenance including fertilization, raking and re-sodding bare spots, insect infestations, and soil erosion.
- All grading around the home foundation resulting from normal consolidation of backfill soils (except utility trench settling in excess of 6”).

4. AIR CONDITIONING/VENTILATION

- Maintaining approx. 16”-18” clearance around outside A/C condenser units.
- Required seasonal HVAC systems check by HVAC contractor.
- Flushing primary HVAC condensate drains lines (usually in the attic with a mixture of 1 cup of bleach to 1 gallon of **warm** water @ the beginning and end of each cooling season).
- Change furnace filters (every 30 days for standard 1” thick filters or every 3-6 months for 4” attic media filters). Or cleaning of coils as needed.
- Periodic cleaning of dryer vent piping to minimize fire hazards.

5. PLUMBING

- Replacement of water filter cartridges at kitchen sinks and/or refrigerators.
- Clogged toilets or drains after one (1) month from closing (unless construction related).
- Disposal odors: grind a ¼ lemon or lime.
- Garbage disposal jams from misuse.
- Repair/replace frozen hose bibs or water lines. Remove hoses from hose bib(s) in cold weather and wrap hose bibs to minimize chances of freezing.
- Maintaining clear access in yards to water meter, pressure reducing valves, sewer cleanouts, and wastewater backflow valve boxes.
- Required yearly wastewater grinder/sump pump system check by plumber (if applicable).
- Plumbing inspection/service yearly to flush water heaters, check drains, recheck water heater venting, address drip leaks, clean/replace faucet aerators, check toilet wax ring seals at floor mount (especially 2nd floors).

6. MISCELLANEOUS INTERIOR

- Required cleaning and recommended sealing of ceramic tile grout joints.
- Re-sealing countertop joints.
- Adjust bi-fold and bypass door units.
- Cleaning/replacing cook top vent filters.
- Cleaning/flushing of whirlpool tub systems (if appl.).
- Twice a week vacuuming of carpets.
- Tightening of loose doorknobs. Repair or replacement of weather-stripping and threshold sweeps (yearly or a needed).
- Window condensation and icing during cold periods (use your exhaust fans).
- Required seasonal adjustments at exterior doors due to weather variations.

- Periodic inspection and realignment of Garage door opener auto-reverse photo eye (if appl.) with adjustment and lubrication of overhead garage door rollers and tracks (door adjustments will not be covered after an aftermarket opener is installed by others).

7. MISCELLANEOUS EXTERIOR

- Normal concrete shrinkage cracks in concrete surfaces.
- Remove foreign objects from gutters, downspout (and drain hoses if applicable).
- Repair of material damage/modifications (such as roof or siding leak caused by antenna or satellite dish installation, hail damage, bent/sagging gutters) resulting from alterations or service by others.
- Maintaining clear/clean masonry weep holes.
- Repair of cracked glass or glazing.
- Roof inspections every 2 years or as needed for wind, tree, or rodent damage along with re-sealing exposed fasteners and roof vent pipes, damage from roof traffic.

SECTION 2: MECHANICAL

I. HOME CARE AND MAINTENANCE

1. HVAC (Heating Ventilation, and Air Conditioning)

Air Filters

Standard filters (if applicable) are located directly behind each return air grill and will require replacing a **minimum of every 30 days.** The size of the filters may vary due to the space available during original construction. We recommend writing down these sizes in a readily accessible location for easy reference as well as purchasing several months' supply in advance. These are readily available through local hardware, grocery, and home supply stores. Note: The actual filter sizes may vary slightly from one manufacturer to the next. If your filter is slightly smaller than the opening size, you can wrap the outer edge with a self-adhesive weather stripping to ensure a better fit and prohibit unfiltered air from circumventing the filter. This will also minimize the opportunity for the filter to move back and forth when the system operates, which can sometimes create an additional "slapping" noise.

Pleated Media Filters (if applicable) are located in the actual HVAC unit/s (usually located in the attic). These require changing every 3-6 months. The sizes of these typically are 20"X25". These may be available at local home supply stores. These usually can be purchased through the HVAC contractor.

NOTE: We recommend against burning candles or oil lamps inside the home. These products will introduce a large quantity of oil soot particles into the air. This will cause an unusual build-up of soot on walls, the ventilation system, filters and other applicable surfaces.

Drain Lines

Primary drain line maintenance is required at the beginning of each heating and cooling season. The PVC drain line access is located adjacent to the HVAC unit/s (usually located in the attic). The required maintenance is to pour a mixture of 2 cups of household bleach added to one gallon of water into a funnel into the open PVC pipe located just below the P trap next to the unit itself.

Secondary drain line maintenance (if applicable) should be checked and flushed at least yearly to ensure random materials from the attic, a flying insect nest, spider web, or other materials have not clogged the drainpipe inlet or outlet. The secondary line connects to an overflow pan located underneath the attic unit and flows to the exterior of the home, usually terminating under a roof eave and above a door or window. These can be easily checked by pouring regular tap water into the pan (no bleach is added for this test) and ensuring the majority of the water flows out through the drainpipe. Some systems may have a low voltage electric float kill instead of a drainpipe. These

applications will automatically turn off the HVAC unit if a problem arises and the pan fills with water. These float switches may be necessary due to original installation constraints sometimes caused by various ceiling height variations and limited attic space.

Overflow Drain plans should be periodically inspected to ensure debris has not accumulated in the pan that may potentially clog the PVC drainpipe to the exterior (if equipped).

Miscellaneous

Exterior condensing units must be left clear from surrounding shrubs, high grass, storage, pets, leaves, and ants. Periodic replacement of Freon line insulation will be required. Inspect and replace as needed. These are easily damaged using weed eaters or comparable nearby.

Dryer vent pipes require periodic cleaning to minimize blockage from lint build up (If left unattended the lint build up may become a fire hazard and/or lead to premature appliance failure). Cleaning frequently will depend on individual usage.

Required seasonal servicing is recommended at the beginning of each heating and cooling season. These systems checks can ensure the best possible performance and energy efficiency of your system and can prevent more expensive repairs at a later date.

Failure to maintain and service your HVAC system will void all applicable warranties and can lead to much more expensive repairs in the future.

NOTE: Individual living habits may require more frequent servicing such as increased number of occupants, inside pets, smoking, candles, sensitive allergy conditions of the occupants, subsequent painting, nearby construction activity, and other conditions.

2. PLUMBING SYSTEM

Your home's plumbing system has been installed under the direction of a state licensed plumbing contractor in accordance with local plumbing codes and has been inspected by an independent inspector and/or local city building inspector. Water supply and drainage from all lines and plumbing fixtures were satisfactory when tested prior to your move in date.

If you maintain and care for this system properly through at least annual service checks through the plumbing contractor listed, it should last for many years. Your prompt attention to any problems that may arise could prevent more serious problems from developing and could save you costly repairs.

Water Heater

Water Heater Specifications Your home is equipped with either a gas or electric water heater depending on your home's location, builder features, and available utilities. For your protection, the unit comes equipped with a combustion protection pressure and temperature relief valve. If the unit should ever overheat or build up excessive pressure, this valve will open to alleviate the problem and minimize a more significant situation from occurring. When this valve is in use, it will allow water to rapidly flow through the relief drain line to the exterior of your home. A service request to a certified plumbing contractor should be the next course of action to determine the need for further service and/or replacement as needed.

Water Heater Maintenance Water heaters normally collect small quantities of scale and other deposits in the bottom of the tank. This build up should be periodically removed by draining the tank (recommend every 6 months). This will also assist with maintaining energy efficiency by allowing more water to be heated instead of sediment. This can be best performed by the plumbing service contractor's service department for an applicable service charge; however, it can also be done by the homeowner. Contact the plumbing contractor for draining instructions. A water softener in some areas may help reduce the frequency required for draining the tank and extend the life expectancy of the water heater. The tank warranty of 5 years is a manufacturer's warranty and can be handled through the original plumber and requires documentation of regular maintenance or service through the plumbing contractor. The warranty coverage is for the tank only, installation is not covered.

Water Temperature is preset at the temperature indicating in the manufacturer's operating instructions. The temperature may range from 125 to 140 degrees Fahrenheit. A lower temperature may be preferable in homes where young children can reach the faucets. Also, noisy pipes are sometimes the results of water that is extremely hot. If noise occurs, you may try reducing the water temperature. Adjusting the temperature to a warmer setting may facilitate the desire for hot water service to arrive quicker to a fixture located away from the water heater.

Water Supply/Sewer

Water Service is provided through the city municipality and/or Municipal Utility District (MUD). A homeowner cut-off valve is installed near the water meter to facilitate turning the water off in the event of a service need or water emergency. (Some homes feature a homeowner cut-off valve located inside the home for convenience. The locations in the home will vary depending upon where the water service meters the home. They are usually located on the same side of the home as the water meter and are usually located in closets, garages, pantry, or utility rooms.) In areas where the pressure is abnormally high, a pressure reducing valve (PRV) may be installed to protect your home. **DO NOT ATTEMPT TO ADJUST THE PRESSURE REDUCING VALVE**. Water and wastewater service lines are warranted against defects in material and workmanship as indicated in your Maverick manual. Damage from settling and shifting ground conditions are an act of nature and are not warranted.

Wastewater/Sanitary Sewer lines have been constructed of high-quality PVC or ABS (plastic compounds) and have been tested for leaks and inspected to assure proper installation and no blockage prior to your move-in. Avoid disposal of excessive hair, grease, lint, garbage, heavy tissue, disposable diapers, sanitary napkins, and other such items into the system. An exception of course, is that you may dispose of certain foods in your garbage disposal. Refer to your manufacturer's disposal information to ensure proper use. To further protect your waste lines, always use generous amounts of cold water with garbage disposal use to keep the sink drain open.

Plumbing fixtures

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

The cartridge-type faucets usually used in kitchens and bathrooms require little or no maintenance. The stem and washer type faucets/valves used at washer connection boxes, exterior faucets, and optional homeowner cut-off valves are subject to washer wear, which is a homeowner responsibility. These washers required replacement when closing the valve/faucet with a normal amount of pressure fails to completely stop the water flow/dripping. Faucet aerators are small round screened attachments screwed into the end of the kitchen and lavatory waterspouts. These attachments add air to the water to conserve water usage and minimize splash in the sink areas. The aerators require removal and cleaning/replacement, usually every 3-4 month based off usage and water conditions and are a homeowner maintenance item.

Toilets Due to a state plumbing code change effective January 1, 1993, 1.6-gallon flush toilets have been installed in your home in an effort to conserve water usage. As a result, everything disposed in the toilet may not flush out the first time. A second flush may be necessary. You may need to hold the flush lever completely down during the flush to completely flush the contents. Toilets are secured to the flooring and sealed using a wax ring gasket. These require periodic inspection and replacing to avoid costly leaks (particularly those located on the second floor). This can also be addressed through your required homeowner maintenance plumbing service check through the plumbing contractor listed.

Drains If any of your appliances such as your clothes washing machine or other drains should overflow or back-up, check to be sure the P-trap through which it drains is not clogged. If the cause of stoppage is not evident, we recommend you call the plumbing contractor listed for service. Please refer to the "Emergency Service Guidelines" in the service portion of this manual before you make your call.

Garbage Disposal A loud unfamiliar grinding noise while your disposal is in use followed by a low buzzing sound is usually caused by accidental entry of a spoon, bottle cap, or similar object that has jammed in the cutting blades of the disposal. To correct this situation: 1) turn off disposal switch and cold water. 2) insert one end of the disposal Allen wrench provided with your disposal at pre-closing

orientation into the wrench hole located underneath the disposal. 3) Work the wrench back and forth until it moves freely for at least one complete turn, and remove the foreign object with tongs or pliers; 4) wait 3 to 5 minutes to allow the motor to cool and then press the red reset button located on the underside of the disposal. This should return the disposal to working order. Repeating the steps above may be required until all foreign debris has been removed. If the problem persists, we recommend contacting the plumber for a service call.

DO AND DON'TS FOR THE DISPOSAL

- **Do** grind food waste only with a strong flow of **cold** water
- **Do** dispose coffee ground in your disposal
- **Do** dispose of small cut pieces of lemon/limes for odor control
- **Do** have the disposal operating prior to inserting food products
- **Don't** use hot water when grinding food waste
- **Don't** turn the disposal off until grinding and flushing are completed
- **Don't** grind fibrous material such as corn husks, celery, bones, artichokes, large melon rinds, etc.
- **Don't** dispose a excessive grease amounts, these should be allowed to solidify and dispose of in the trash

Water Pipes

Joints and Fittings If a leak should occur around a loose or damaged joint, shut-off the water source immediately to prevent further damage, and we recommend calling the plumber for service.

Air Hammer In areas with unusually high-water pressure, you may hear an occasional pounding or knocking noise when closing a faucet abruptly. As noted previously, noisy pipes can also be caused by very hot water (see Water Heater). In addition, worn or loose washers, loose faucet parts, or air in the lines may be the source of the noise.

In normal operation, some of the plumbing systems may knock or vibrate slightly when certain fixtures operate, particularly appliances such as the dishwasher and clothes washing machine, which have very rapid mechanical shut-off valves and send a pressure shock back through the water supply system. Most people will have no difficulty in distinguishing between normal water shut-off noise and a problem that might require a plumber's services. **NOISE RESULTING FROM THE NORMAL EXPANSION AND CONTRACTION OF PIPING DUE TO WATER TEMPERATURE CHANGES IS NOT UNUSUAL AND DOES NOT REQUIRE SERVICE**

Frozen Pipes can be prevented and are not covered by warranty. **Never leave your home without heating during cold weather.** Always allow a little heat to enter rooms that may not be used on a regular basis. Opening cabinet doors to vanity areas located on exterior walls can help minimize frozen pipe damage. Disconnect all water hoses from exterior faucets (hose bibs). Wrap and protect

exterior faucets as needed for protection from freezing temperatures. If the home is unoccupied, be sure to shut-off the main water valve located near the water meter (water meter is usually located in the front yard near the street) and drain all fixtures. Always turn off the fixtures after draining. If freezing should occur, we recommend you shut-off the water supply if required to prevent further damage and contact the plumber.

Your plumbing is covered under a 1-year workmanship and defects warranty, as well as a 2-year limited mechanical warranty. **YOUR PLUMBING FIXTURES AND PLUMBING UNDER THE SINKS ARE ONLY COVERED UNDER THE 1-YEAR WARRANTY PERIOD**. Depending on the specified coverage, some manufacturer's warranties are to be handled directly with the manufacturer, and **DO NOT** include any labor. Nicks, dings, chips, and scratches are not covered unless documented on pre-closing orientation. **MODIFICATIONS TO THE ORIGINAL INSTALLATION, UNLESS PERFORMED BY THE ORIGINAL PLUMBER, WILL VOID THE WARRANTY COVERAGE.**

For questions about warranty coverage or plumbing service requests contact:

MileStone Community Builders, LLC
2100 Northland Drive
Austin, Texas 78756
Phone: (512) 686-4986, press 2 for Customer Service
Please submit your requests via the Homeowner Central Portal

3. ELECTRICAL SYSTEM

Your new home is wired to meet the applicable National Electrical and Safety Codes in effect at the time of construction per your municipality as well as MileStone Community Builders, L.P. plans and/or specifications. Listed below are common electrical occurrences you may experience during your first year of occupancy or after that may not be familiar to you.

Breakers

GFCI (Ground Fault Circuit Interrupters) These are moisture and surge sensitive electrical outlets located per code in typical moisture related areas of your home. These locations include, but are not limited to, all outlets in the kitchen, bathroom, porch, patio, and garage areas as well as whirlpool tubs. These outlets are designed to trip the power like a breaker in the event of an electrical appliance coming into contact with water/moisture to minimize the chance of an electrical shock. If you experience a power failure in one of the above locations, unplug all suspect appliances and cords, locate the applicable controlling GFCI plug with the "TEST" and "RESET" buttons, and press the reset button to restore power. There are often several GFCI controlling outlets that may or may not be located in the same room you experience the power failure. Check and reset all until you locate the correct one. **IMPORTANT NOTE: FREEZERS AND REFRIGERATORS CAN NOT BE PLUGGED INTO THESE TYPES OF OUTLETS.**

Arc Fault Breakers These are located in one of the electrical breaker box panels and control electrical arc sensitive outlets located throughout your home. They are designed to trip the power in the event an electrical arc occurs at an outlet to minimize the fire hazards often caused by faulty lamp, extension cords or other.

Circuit Breakers In the event you experience power failure in other outlets, check the breaker box for tripped breakers. Breakers are designed to protect the electrical system of your home and minimize potential fire hazards. If you identify a breaker tripped in the service panel, flip the breaker completely to the "OFF" position, and then flip back "ON." If the breaker fails to reset contact the electrician identified on your "Contractor List" located inside the cabinet door usually below your kitchen sink or as listed in the contact information provided in this manual.

Typical Breaker Schedule

- 15 AMP — Living Room, Bedrooms Bathrooms, and Game Rooms
- 20 AMP — Dining, Breakfast, and Utility Rooms
- 30 AMP (220v.) — Dryer, Downdraft Cook tops
- 40-50 AMP (220v.) — Oven, A/C Condensers

Electrical Fixtures

Switched Operated Outlets (if applicable) These are often installed in Living Room areas for the purpose of having a plug-in lamp operated by a wall switch for convenience. These are typically installed with ½ of the electrical outlet controlled by the wall switch and the other half functioning as a normal outlet. These are sometimes identified with an upside-down ground prong plug at the top of the duplex plug receptacle instead of usually being at the bottom of each receptacle.

Smoke/Carbon Monoxide Detectors are installed for your added safety and per code requirements. They are interconnected, if one sounds, they will all sound the alarm. This is to provide the best chance of hearing the alarm throughout the entire house. Each smoke detector has a battery back-up power source in the event of a temporary loss of power. These batteries (9 volt) need to be replaced every 6 months. They usually begin to make a chirping sound when the batteries require replacement. See recommended replacement battery types in your user's manual. When replacing the batteries locate the appropriate electrical circuit breaker and flip it off prior to replacing the batteries. Be sure to flip the breaker back on after you have replaced the batteries and test to ensure proper functionality.

NOTE: These alarms may sound when the central heating unit kicks on for the first time at the beginning of the heating season. This is not a malfunction and is usually not a cause for evacuation or a call to the local fire department. Maintenance involves testing and vacuuming with the brush attachment weekly to ensure proper operation and to avoid untimely false alarm interruptions or malfunctions.

TIPS Spray an insect spray such as Raid on a cloth (but not directly on the smoke detector) and wipe it over the small, illuminated light on the smoke detector. This will minimize small flying insects from accumulating inside the light area and causing an undesirable false alarm.

Light Bulb Replacement When replacing a light bulb, be sure to replace only with the recommended replacement wattage as labeled on the fixture itself. **USING A HIGHER WATTAGE BULB CAN CREATE A SERIOUS FIRE HAZARD.**

Miscellaneous

Dimming lights can occur during use of household appliances such as irons, blow dryers, vacuum cleaners, and other motor-controlled appliances. This is not uncommon and does not constitute as an electrical deficiency.

Electrical Power Failure is sometimes a result of poor weather conditions. Be sure to check with the surrounding neighbors before calling the electrician for a power failure. The whole block or a transformer may have gone offline and be the cause of the power failure. The Electrician is only capable of addressing power concerns from the electrical breaker box into the home itself. The local power utility company addresses power from the meter and beyond. Damage such as pool installations caused to underground utilities after closings are an owner responsibility.

Your electrical system is covered under a 1-year workmanship and defects warranty, as well as a 2-year limited mechanical warranty. **YOUR ELECTRICAL FIXTURES ARE ONLY COVERED UNDER THE 1-YEAR WARRANTY PERIOD**. Depending on the specified coverage, some manufacturer's warranties are to be handled directly with the manufacturer, and **DO NOT** include any labor. Nicks, dings, chips, and scratches are not covered unless documented on pre-closing orientation. **MODIFICATIONS TO THE ORIGINAL INSTALLATION, UNLESS PERFORMED BY THE ORIGINAL PLUMBER, WILL VOID THE WARRANTY COVERAGE.**

NOTE: Your home may have additional upgrade features not addressed in this manual. Please contact the manufacturer for additional information as needed.

For questions about warranty coverage or plumbing service requests contact:

MileStone Community Builders, LLC
2100 Northland Drive
Austin, Texas 78756
Phone: (512) 686-4986, press 2 for Customer Service
Please submit your requests via the Homeowner Central Portal

SECTION 3: HOME CARE & MAINTENANCE RECOMMENDATIONS

I. Site Drainage and Sprinkler Irrigation Systems

1. SITE DRAINAGE

Site drainage is a common subdivision building practice. They are pre-designed by the subdivisions developers and engineered accordingly prior to the acceptance of the subdivision by the county.

They are typically designed for storm water run-off to drain from higher topography down towards the lower topography. It is redirected at each lot as the home is built and completed. Typically, the water is channeled down the property lines as much as reasonably possible. Certain site conditions will vary with this practice such as existing trees, an occasional rock out-cropping, natural site conditions, and the actual placement of the home on the property. Central Texas is known for occasional heavy rainfall. This in turn will cause a rapid buildup of water in short period of time. The water level at times may often exceed depths of 6 inches in the drainage swale areas (this is a normal building practice). The final grade of your home site is graded to ensure water is directed away from the base of the foundation and toward the natural slope of the topography of your lot. Our standards for normal drainage swales as installed prior to closing is not to hold water 24 hours after a normal rainfall has ceased. This may last longer due to an extended amount of rainfall or if saturated ground conditions previously existed. Minor settling may occur after closing and is considered a homeowner maintenance item.

SOIL EROSION IS NOT COVERED UNDER THE WARRANTY. Improper sprinkler setting and frequency of operation are common causes of saturated ground conditions. These will cause excessive run-off and standing water conditions after some rainfall either on the home site itself or on one of the neighboring downhill sites. This scenario is beyond the builder's responsibilities and will not be covered under warranty. Additional site improvements such as decks, trees, sidewalks, patios, flowerbeds, kennels, sport courts, swimming pools, storage buildings, or comparable can all have an impact on uphill neighbors. Please consider drainage prior to all future additions or improvements for your benefit and your neighbors. These are non-warrantable conditions and are not the builder's responsibility.

2. SPRINKLER SYSTEMS (WHEN APPLICABLE)

We recommend preprogramming several different operational programs to be used as applicable for the various weather conditions experienced in Central Texas. An extremely dry season will require additional run times per station and an additional watering day per week. Spray type heads are typically set to run approximately 15-20 minutes per station for sod areas. Rotary heads usually can run for 30 minutes per station over sodded areas. Side yards or shaded areas will require less watering than the other areas. The sprinkler should be set to run 2-3 times per week (NOT DAILY). It is generally recommended to water less frequently, but to run for a longer period of time during the hot, dry seasons. This encourages the grass to develop a deeper root system resulting in a more durable grass. Optimum operation times for most warm dry seasons are usually between 12:00 a.m. and 5:00

a.m. This allows for a fairly consistent water pressure and minimal effects from blowing winds. Sprinkler systems that run daily usually cause saturated ground conditions, wastewater issues if a septic system is being used, higher utility bills, and cause additional run-off into the surrounding area. These are estimates and your landscaper may recommend some variation depending on specific situations. The maturing of plants will also require an adjustment or changing in some of the sprinkler heads in order to effectively maintain coverage areas. This is a homeowner maintenance item and is not considered a warrantable item.

3. FOUNDATION AND CONCRETE DRAINAGE

If rainfall run-off is allowed to pond or collect adjacent to a structure on expansive soil, the structure may be subject to distress. This is caused by the swelling of soils beneath the structure due to increased soil moisture content. Lot surfaces have been graded by the dirt contractor to drain away from the structure. Excess run-off should not be collected and disposed of by carrying a discharge pipe beneath the structure. Care should be also taken with sewage and water utility lines to ensure they do not leak beneath the slab.

Time of Construction – If the slab is placed at the end of a lengthy dry period, it may experience greater uplift around the edges when the soil becomes wetter at the conclusion of the dry period. Similarly, a slab cast at the end of the wet period may experience greater drying around the edges during subsequent periods of dryness.

Post Construction – A number of post construction practices beyond the control of the design engineer can occur and cause distress to structures found on expansive clay or other soils. Planting flower beds or shrubs next to the foundation and keeping these areas flooded will generally cause a net increase in the soil moisture content and result in soil expansion around the foundation perimeter in the vicinity. Planting shade trees closer to the structure that a distance equal to half of the mature height of the tree will allow the tree roots to penetrate below the foundation and withdraw moisture from the soil; the result will be soil shrinkage in the region of roots. Redirecting surface run-off channels and/or swales by the owner can result in improper drainage as detailed above. To minimize movements in soils due to post-construction factors that are not climate related, the following homeowner maintenance procedures are recommended:

- Initial landscaping should be done on all sides adjacent to the foundation and drainage away from the foundation should be provided. The responsibility to maintain is part of homeowner maintenance.
- Watering should be done in a uniform, systematic manner as equally as possible on all sides of the foundation to keep the soil moist. Areas of soil that do not have ground cover may require more moisture as they are more susceptible to evaporation. Pooling or trapping water in localized areas adjacent to the foundations can cause differential moisture levels in subsurface soils.
- Studies have shown that trees within 20 feet of foundations have caused differential movements in foundations. These will require more water in extreme periods of drought,

and in some cases, a root injection system may be required to maintain moisture equilibrium.

- During extreme hot and dry periods, close observations should be made around foundations to ensure that adequate watering is being provided to keep soil from separating or pulling back from the foundation.

Your new home has been constructed using a concrete slab-on-grade foundation. This is the most commonly used kind of foundation system in Texas. This type of foundation can be reinforced with conventional mild steel reinforcing, post-tension tendons, or a combination of the two. Most builders in the Austin Area use post-tension along with some conventional reinforcing in the foundations they build. MileStone Community Builders, LLC will typically have this type of system in its slab.

All slab-on-grade foundations are designed to sit on top of the ground and float or flex with movement in the bearing soils. The foundations are built with a certain amount of rigidity; however, they are allowed by normal design parameters to deflect and bend a certain amount. Typically, all foundation movement is caused by some changes in the bearing soils beneath and directly surrounding the home. The most common and important change in soils is the amount of moisture content they contain. The reason that moisture content is so important is that most of the soils in the Austin Area contain an amount of clay, and clays have the capacity to expand with changes in the moisture content. This is why stabilization of the bearing soils' moisture content is important; the more stable the moisture content, the less movement caused by shrinkage and swelling of clays in the soil will occur. This, in turn means that less ground movement places less stress on your foundation system.

When a home is constructed, the moisture content beneath the foundation is fairly uniform and evenly distributed. If the moisture content remains constant or if the changes are in a uniform manner, any foundation movement introduced should be reasonably consistent and even, and therefore should not damage the home. The two most common causes of uneven moisture distribution are incorrect perimeter and yard drainage and inconsistent watering, which can dry out the soils or over-saturate them. Typically, the center area of your foundation system will remain fairly constant moisture since it is not subjected to the climatic changes surrounding the house (an occasional plumbing leak has been found to induce foundation movement, However, in our experience, this rarely occurs). Moisture content at the home's perimeter can change is not properly controlled. Many homeowners are unaware of the fact that the way they water and landscape their yards directly impacts foundation performance. Homeowners have the responsibility to properly maintain their home's foundation, lawn, trees, and shrubs. To help the homeowner do this, we have listed several procedures and recommendations below which will enhance the stability of the foundation system.

- Be certain that the yard around the home slopes away from the foundation. Any standing or pooling water next to the foundation can cause undue and unnecessary movement.
- Even and consistent watering could be performed regularly and increased during hot and dry periods. Watering should be done on all sides of the foundation. If a sprinkler system is installed, it should water the entire perimeter; however, zoning the system is

recommended where over-saturation can occur around various portions of the home. During dry periods, if watering only the foundation is of concern, a soaker hose laid approximately 18" from the foundation can be allowed to drip moisture slowly into the soils several hours a week. This procedure has been used successfully in the past.

- Trees and shrubs can absorb large quantities of water and their root systems can undermine your foundation if not watered regularly.
- It is recommended you check leaky hose bibs and air conditioner condensation drain lines which could induce localized water into the sub-grade.
- Gutters can typically be used to ensure that roof run-off does not dump concentrated quantities into the ground at re-entrant areas and roof valley locations. Homes with gutters should have a down spout extensions, splash blocks, and the system should be inspected and cleaned regularly.

II. Interior Paints and Surfaces

During the first year or two in your new home, additional drying of framing materials (studs, etc) and general settlement will occur and may cause some cracks and nail pops on the interior wall or ceiling surfaces in your new home. We consider these to be normal homeowner maintenance responsibilities. The following is an explanation of the repair of those items.

Nail pops are simply nails coming loose from wood studs or ceiling joists, pushing dried joint compound ahead of them. The result is a bump or blister in the drywall's surface. To repair a nail pop, flake off the loose material, reset the nail with a nail set and hammer, and apply a small amount of joint compound, let dry, sand and repaint.

A crack in the drywall joint can be repaired easily in much the same manner as a nail pop. Use caulking or DAP to fill the crack. Once dry you'll be able to paint over the repaired surface.

1. TOUCH UP – INTERIOR FLAT WALL PAINT

Listed below are some helpful instructions that should be used to help ensure good touch-up of wall paints. Due to the lighter textures being on interior walls as well as the darker decorative colors, it is more important than ever to follow these instructions:

- Apply wall paint straight when coating the walls. Materials should not be thinned to help insure full coverage on the walls. Adding water only decreases the hide of the paint's color. Without proper hide from the paint, good touch ups cannot be obtained.
- When doing touch-ups, thin the wall paint. For specific instructions on how to do this, please contact a local paint supply company. With the lighter textures now being used it is important not to put the touch-up paint on too thick. Our wall paints are very thick (approximately 95 k.u.) when opened. If touch-up paint is applied too thick it can change the texture slightly on the wall, causing light to reflect differently off of different parts of the wall.

2. WASHING WALL PAINTS

MileStone Community Builders, LLC uses flat interior wall paint for its walls and ceilings. The wall paint is high quality latex wall paint with good wash-ability. Many times customers have inquired about the proper method to use to wash walls that have been coated with paint.

Flat latex wall paints are composed primarily of Titanium Dioxide, various inert pigments (used to flatten the look of the paint) and latex resin. Small quantities of wetting agents and other additives are used. It is inert pigments that are sensitive to washing and scrubbing. All of the pigments that have the ability to impart flatness are by their very nature somewhat fragile and tend to burnish when subjected to vigorous scrubbing. This occurs because the actual pigment particles are fractured during the scrubbing process if too much force is used. Even the most scrub-resistant paints can be impacted.

It is entirely possible to wash walls to remove dirt and other foreign substances from walls that have been coated with flat latex paints. It is important to remember that these paints are sensitive, especially when compared to latex enamels.

If one wished to remove dirt or other soil from a wall painted with a flat latex paint, one should use a cloth dampened with water only during the first attempt. A gentle wiping motion should be employed to remove the dirt. The temptation to use cleaning solutions (Windex, Formula 409, Fantastic, etc.) should be **resisted** since these compounds contain strong solvents and wetting agents which can actually attack the latex resin itself. Mild soap may be used if water alone does not remove the dirt or soil.

Flat wall paints are considerably more porous than latex enamels due to the pigment loadings necessary to make them flat and to allow them to have good touch-up qualities. Large quantities of water and soap or the use of cleaners can penetrate these coatings and cause any texture material that is on the walls beneath them to soften and be loosened. In these cases it would appear that the paint has failed when actually the texture material has been rewetted and softened. The topcoat of some texture comes off in many cases.

The use of too much force when washing flat wall paints can cause burnishing of the coating. These marks appear as a shiny spot on the wall. The force used during scrubbing actually fractures the pigment particles and causes these fractured particles to be removed from the coating. When these pigment particles are removed, the surface profile of the coating is destroyed, and the scrubbed area develops more sheen and appears as a shiny spot on the wall. This problem is common to all flat wall paints regardless of the manufacturer.

3. YELLOWING OF ALKYD ENAMELS

The tendency for alkyd enamels or oil-based paints to yellow (regardless of the supplier) is a common concern throughout the paint industry and is recognized as a long standing problem. They will yellow to varying degrees as the film ages. This condition is more noticeable in white and pastoral colors. Unlike alkyd or oil-based paints, acrylic or latex paints do not yellow.

Factors influencing yellowing

Absence of light: The degree of yellowing in inversely proportional to the amount of light present, therefore it is usually first noticed in the darker areas of the home such as inside the closets and cabinets. Yellowing in well lighted areas is much slower and usually not noticed due to the gradual change over a period of time.

Presence of Ammonia: The yellowing of the alkyd or oil-based enamels will be very gradual over a few months from the time of application. In other cases, yellowing may occur shortly after painting other surfaces nearby. This type of yellowing is caused by the application of latex paints in the immediate area. Most latex paints contain varying amounts of ammonia that is necessary for stability as the latex paint dries. It is a volatile component that evaporates into the air. The ammonia fumes can react with the resins in the alkyd or oil-based paint film causing the yellowing. This yellowing can be quite severe with high-gloss enamels (due to higher resin content) in poorly ventilated areas. Vapors or direct contact from cleaners containing ammonia will similarly affect alkyd or oil-based paints.

When doing touch-up on enamel that has gone through some degree of yellowing the results of the touch-up will be slightly lighter in color. If the newly touched up areas are given time (approximately 30 days in most cases) they will blend to the existing enamel for an acceptable match. If you do not have time for the touch-up to go through the blend process your painter can add a few drops of Yellow Oxide colorant and make the touch-up enamel match the existing walls. If your painter is unfamiliar with the process, please have them call their local paint supplier and ask for assistance. They should be glad to assist you in coming in and demonstrating how this is done. It is also important to note that in almost every case this can be touched up and repainting is not required.

4. MILDEW ON INTERIOR SURFACES

Mildew can be found on interior painted surfaces. It can be found in closets, the kitchen, bathrooms, and in other rooms (mostly in areas within the home that have higher humidity). It should be removed from inside surfaces just as from exterior surfaces. In addition, if the humid conditions will be permanently corrected a paint that will resist mildew should be used. Here, enamel that dries smooth with a hard finish is preferred. In severe conditions you will need to consult a local paint supplier or a paint manufacturer for specific recommendations.

III. Exterior Paints and Surfaces

1. MILDEW AND WHAT TO DO ABOUT IT

Mildew is the visible result of a type of fungus growth. All fungi propagate microscopic spores which float through the air and germinate after landing on a hospitable surface. Fungi feed on organic matter – wood, paper, leather, plastic, or paint (just to mention a few) and during the process decompose and eventually destroy the surface on which they are growing. Mildew will also feed on superficial films of dirt, grease, or other organic matter frequently found on inorganic surfaces such as metal or

porcelain enamel. Often, mildew is thought to be growing on paint but is actually growing on the surface film which has collected on the paint, instead of on the paint itself.

There are many species of mold differing in color, growth habits and other characteristics. They develop in warm, humid, shady locations. Many species of mildew (mold) are black and frequently are confused with dirt. To identify mildew, dampen a cloth or sponge with common household bleach and apply it to the discolored surface. If the surface remains the same color, dirt collection is a likelier contaminate. In either case, when there is extensive discoloration, a good cleaning is recommended. A confirmatory test that is useful in the field, especially on exterior paints can be made by applying a drop of 5% sodium hypochlorite solution (commonly known as household bleach), 1 quart of Jomax and 3 gallons of warm water to the stain. Mildew will usually bleach in one to two minutes. A stain that does not bleach is probably dirt.

NOTE: It is important to use fresh bleach solution because after standing for over 6 months bleach deteriorates and may no longer be potent enough to conduct the field test).

There are many mildew removers available on the market. Jomax is probably the most popular and effective in our opinion. These chemicals are concentrated and easy to mix. Please follow all package instructions when applying. Treatments materials should be applied with a low-pressure sprayer (high pressure sprayers are not required). Usually discoloration will disappear within a few minutes. In severe cases additional applications may be required. REMEMBER Chlorine bleach kills existing mildew but does not prevent further contamination and/or growth. After all traces of discoloration have vanished rinse the area thoroughly.

Our paints are formulated for the Texas climate and contain a high level of Mildewcide. However, there is no guarantee that mildew will not appear if the conditions are favorable for its growth. Because mildew is not caused by paint, we cannot be responsible for damage or unsightly appearance resulting from mildew growth on our products.

IV. Kitchen and Vanity Cabinets

To care for your kitchen and vanity cabinets, wipe cabinets with a damp cloth and wipe dry. Do not wax or polish for the first six months. In addition, do not use towels or abrasive materials.

V. Flooring and Tile Surfaces

1. HARDWOOD FLOORING

A cleaning routine is very important in the care of your hardwood flooring. Every time you vacuum your carpet, you should sweep/vacuum your hardwood floor. More heavily traveled areas should be cleaned more often. A good dust mop is also recommended to eliminate the finer particles of dirt and grit. It is also important to remove these as they work like sandpaper on your floors.

Approximately every three months apply a high-quality floor cleaner designed for hardwood floors. Some suggested products are Robbins Floor Magic (Robbins Premium Hardwood Flooring), Qwik Kleen (Anderson Flooring), or Ultra Clean (Mannington Hardwood Flooring).

A few tips that will help keep your hardwood floors looking nice and easy to care for:

- Install proper protectors on the "feet" of furniture. When moving in or relocating furniture, use extra care not to scratch the floor. Be sure to support heavy pieces of furniture or appliances with wide-bearing, non-staining glides, casters, or pieces of carpet turned face down.
- Remove spills promptly. Use a soft cotton cloth and recommended cleaner for wet spots; a vacuum, broom, or dust mop for dry spills and abrasives is recommended.
- Place mats at exterior doors to remove sand and grit from incoming traffic. Keep them clean and replace them as needed.
- Use area rugs in pivot areas – at the end of steps, near doorways, in front of the kitchen sink and dishwasher, etc. All of these rugs should allow the floors to breathe. For this reason avoid rubber-backed rugs and only use ventilated types. When rugs are not practical, periodically check for wear in the area.
- Sweep vacuum the floors regularly.
- Avoid allowing household pets from walking on hardwood floors. The pads of their feet are extremely coarse and will cause damage to the flooring.

Hardwood Flooring - What Not to Do:

- Never damp mop a wood floor.
- Do not let sand and grit build-up on the floors, vacuum and sweep regularly.
- Avoid high heels. High heels or any slope with a sharp exposed nail or stone can exert up to 8,000 pounds per square inch of pressure. That is enough to damage any type of flooring.
- Do not use products such as water, Fantastic, Formula 409, dishwashing detergent, powdered all-purpose cleaners, Mop-n-Glo, Brite, or other polishers on your hardwood flooring.

2. CARPET

Residential carpets usually don't wear out. They tend to "ugly out" from normal day to day use and improper cleaning methods. If you follow these simple suggestions, you can improve the appearance of your carpet and increase its life**.**

- Vacuum regularly. You can't vacuum too often. Vacuum at least twice a week, more often in heavily traveled areas. A vacuum with a beater bar will raise the pile while it removes the soil.

- Clean spills and stain immediately. Remember: ALWAYS BLOT THE AREA, NEVER RUB, SCRUB OR BRUSH (see stain-removal chart for recommended spot-cleaning instructions).
- Professionally clean your carpet about every 18 months.
- Move furniture at least an inch or two from its original position whenever you vacuum. Using coasters under furniture legs will also help prevent crushing.
- Rearrange your furniture periodically to change the traffic pattern and allow even wear.
- Use a rug or mat outside to keep excess dirt and water off the carpet.
- Avoid allowing household pets on carpet, especially cats as thin claws can destroy the carpet.

Common Carpet Problems

Dent or crushed areas are often caused by heavy objects not moved frequently enough. Remove by stroking the dent with the edge of a coin. A hot hair dryer or a steam iron may be held above the carpet surfaces while you tug upward on the tufts. NEVER let the iron touch the carpet.

Shedding on new carpeting, especially cut pile, will occur as little bits of fiber for a period of time. Regular vacuuming will remove these fibers. This condition will eventually stop and will not affect the quality of the carpet.

Sprouting occasional small tufts of fiber will sprout above the carpet surface. Simply trim with sharp scissors. Never try to pull the tufts out.

Snags can occur when sharp-edged objects can grab or snag a carpet fiber. When this happens simply cut off the snag. If the snag is unusually large, call a professional.

Shading is characteristic of fine, cut-pile carpets. This is usually caused by the pile lying in different directions or at different angles. A good vacuuming will get all going in the same direction.

Rippling, Buckling or Puckering in wall-to-wall carpeting, high humidity may cause rippling. If the carpet remains rippled during normal humidity, have a professional re-stretch the carpet with a power stretcher.

Fuzzing is caused by embedded dirt and grit-cutting fibers but leaving them still bound at one end. Carefully clip off the protruding fibers. Fuzzing is an indication that more-frequent vacuuming is required.

Palling or Pills are small bits of entangled fibers and lint, usually occurring on loop pile carpet, can be clipped off with scissors.

Footprints will show in most cut-pile carpet as impressions. This is not a defect. If you find this objectionable, a carpet of a lower pile will suit your needs.

Fading will occur as science has yet to develop a color that will not fade with time. A few tips to help delay fading are as followings: 1. Frequently remove dirt by vacuuming. 2. Regularly change air filters in heating and air-conditioning systems. 3. Keep humidity and temperature from getting too high. 4. Reduce sunlight exposure with window coverings or other sunlight-filtering materials.

Burns can be removed by cutting with curved fingernail scissors. If the burn is deep or extensive, call a professional for repair.

Cooler outside temperatures often create static electricity. To avoid the problem, look for carpets with built-in anti-static protection for repair.

New Carpet Odor is normal in most new carpets and padding. Such odors usually disappear within a few weeks with ventilating and frequent vacuuming.

Stains or Spills

Beware of color-destroying substances. The chemical ingredients contained in these substances can cause your carpet to become permanently discolored. (These items are not usually covered by any warranties). They are:

- Acne medication and skin creams
- Bleaches
- Toilet bowl cleaners
- Drain cleaners
- Oven cleaners
- Urine and vomit
- (if not neutralized and removed)
- Plant foods and fertilizers
- Furniture polish
- Bathroom cleaners

NOTE: Deep stains may require a repeat cleaning because they can wick back up after an initial cleaning. Work from the outside to the center of large stains to avoid spreading.

Basic Cleaning Steps

Common Food and Beverage Stains

1. Blot up as much of spill as possible, using a clean, white, absorbent cloth or white paper towel. If spill is food, scoop up excess using a spoon. If a lot of liquid was spilled, use a wet-vacuum machine. Act promptly to keep spill from penetrating into carpet pile.
2. Douse stain with warm water, **NOT HOT** water, and blot with a clean, white cloth or white paper towels. Press down firmly to remove as much liquid as possible. **DO NOT RUB**. Repeat until no stain is evident on cloth or towels.
3. If stain remains, make a solution of warm water and a mild non-bleaching laundry detergent (1 teaspoon per quart water). Apply enough solution to cover the stain and let soak for about 5 minutes. Blot up excess moisture with clean, white cloth or paper towels.
4. Rinse with warm water and blot thoroughly to extract moisture. Repeat until all detergent is removed.
5. Rinse with warm water and blot thoroughly to extract excess moisture. Repeat until all detergent is removed.
6. When completely dry, vacuum or brush the pile to restore carpet texture.
7. If, after dry, the stain reappears, repeat steps 3 to 6. Rinse well to remove all residues.

Cleaning Procedures for Other Stains (see chart on pg. 28)

A. Follow BCS #1, then apply dry cleaning solvent (follow instructions & precautions on container).
B. Follow BCS #1,2,3 then apply solution of clear, white, non-suds ammonia (2 tbsp. to 1 qt. water). Blot with clean, white cloth or paper towels. Repeat BCS #3 the BCS #4, 5, 6 NOTES**: FOR BLOOD STAINS, ALL INGREDIENTS MUST BE COLD.**
C. Follow BCS #1,2,3,4 then apply solution of white vinegar (1 tbsp. to 1 qt. water). Blot with a clean, white cloth or paper towels. Repeat #3, then #4,5,6.
D. Follow BCS #1,2,3 then apply solution of white vinegar (2 tbsp. vinegar to 1 qt. water). Next apply solution of clear, white, non-suds ammonia (1 tbsp. to 1 qt. water) and blot. Repeat BCS #3 then BCS #4,5,6.
E. Freeze area with ice cubes. Shatter gum with blunt instrument. Vacuum up pieces. Follow BCS #3,4,5,6.
F. Test nail polish remover on an obscure, non-visible section of the carpet to see if it removes color. If not, apply remover and blot. Repeat if necessary.
G. Follow BCS #1,2,3,4 if stain remains, apply dry cleaning solvent (follow instructions and precautions on container). Repeat BCS #3,4 then BCS #5,6.
H. Vacuum thoroughly. If needed, repeat BCS #1-6.

NOTE: If these procedures do not work for your, consult a professional carpet cleaner.

***** Pets can often have repeat "accidents" because they're drawn by the odor. This can be discouraged by the professional application of an approved deodorizer.

****** These substances can affect or damage the actual color of the carpet. While you may try to remove the stain as described here, contacting a professional carpet cleaner is recommended.

******* Some fungicides and pesticides may harm carpet stain resistance.

CLEANING OTHER STAINS
A CHART OF THE MOST COMMON NON-FOOD AND BEVERAGE STAINS

STAIN	KEY	STAIN	KEY
Acne medication	G	Asphalt	A
Beer	C	Berries	C
Bleach	G	Blood	B
Butter/Lard	A	Candy(sugar)	C
Black Carbon	G	Catsup	B
Chalk	H	Charcoal	H
Cheese	B	Chewing Gum	E
Chocolate	B	Coffee	C
Cooking Oil	A	Cough Syrup	D
Crayon	A	Dirt	H
Drain Cleaner**	G	Dye**	G
Egg	B	Fish Slime	B
Fruit Juices	C	Flea/Tick/Spray	G
Fungicide**	G	Furniture Polish	A
Gravy	A	Graphite	H
Hair Oil	A	Hair Spray	A
Hand Lotion	A	Ice cream	B
Ink**	A	Insecticide***	G
Iodine**	G	Lacquer	A
Latex Paint	A	Lipstick	A
Linseed Oil	A	Machine Oil	A
Makeup	A	Mascara	A
Mayonnaise	B	Mercurochrome	D
Merthiolate	D	Milk	B
Mixed Drinks	C	Nail Polish	F
Paste Wax	A	Plant Food**	G
Rubber cement	A	Rust	C
Shellac	A	Shoe Polish	A
Soft Drinks	D	Solder**	G
Soot**	G	Soy Sauce	B
Starch	B	Tar	A
Toilet Cleaner**	F	Toothpaste	B
Typewriter Ribbon	A	Urine/Feces*	C
Varnish	A	Vaseline	A
Vomit**	G	Wax (candle)	E
Wax(paste)	A	White Glue	B
Wine	C		

3. CERAMIC TILE AND MARBLE
The beauty of ceramic tile lies not only in the look, but also in the ease of homeowner maintenance. To clean the surface of floor tile use a mild mixture of "Murphy's Liquid Soap" (1/4 cup to 2 gallons of water). This mixture will clean the surface of the tile and not discolor the grout.

Marble and Marmitec should be cleaned with warm water ONLY. Under no circumstances should vinegar be used on either of the above-mentioned floor finishes.

Ceramic Wall Tile may require "de-liming" agents to clean hard-water deposits from the surface of wall tile, and these are available at your local supermarket. An example is Tilex (avoid contact with shower doors.)

Maintenance

The most common problem faced with homeowner maintenance is the caulking of the wall tile in the bathroom. The presence of cracks in corners, where tiles meet, is a direct result of settling. These corners should be inspected periodically and caulked with "Dap Tub and Tile Caulk" (available at your local hardware store). With a small amount of care and maintenance mentioned, both tile and marble will give you years of pleasure!

4. THE A, B, C'S OF CLEANING
ABRASIVE cleaners and tools – for example, sandpaper, steel wool or gritty cleaners – will scratch the surface, damaging both its beauty and its stain resistance. DO NOT use them. Baking soda may be used with a soft bristle brush on very stubborn spots. See step #3.

AIRPLANE GLUE – Hobby glues, such as those used to assemble model airplanes, can be cleaned up easily with the solvents recommended by the glue manufacturers. Then wipe with a mild detergent, and rinse.

AJAX DISHWASHING LIQUID – A mild cleaner recommended for everyday cleaning of Wilsonart surfaces.

ALCOHOL - will not cloud or stain Wilsonart decorative laminates. Coloring agents in some alcoholic beverages may leave a light stain – you can easily remove it with a mild detergent and water.

BLACKBERRIES – See juices

BLEACH – A mild household bleach such as Clorox or Purex may be used for tough stains. (Label should read: 5% solution of sodium hypochlorite.) Pour a small amount of bleach on a wet sponge or paper towel and place it on the stain for no more than one and one-half minutes. Then wash thoroughly with water. For tough stains, use a soft bristle brush (on textured finishes) and full-strength bleach, scrubbing for no more than 2 minutes.

BLUEBERRIES – See Juices

BLUING – If you spill bluing on a Wilsonart surface, wipe it up immediately and rinse with water. If allowed to stand, bluing may leave a permanent stain.

CABINETS – Fine cabinets, in the kitchen and bath as well as throughout homes, offices and institutions, are more and more being surfaced with Wilsonart brand decorative laminate, both inside and outside. The sleek, European look is a major reason. But just as important is the easy care. Cabinets surfaced with decorative laminate will never need shelf liners, or repainting. Care is the same as for any other Wilsonart decorative laminate surface.

CATSUP – Wipe up with a damp sponge. If the catsup has dried, wash it off with a mild detergent and warm water.

CANDLES – See Wax

CHEMSURF- The registered trademark for a special, chemically resistant Wilsonart laminate for laboratory counters and cabinets and other surfaces frequently exposed to strong chemicals. Standard care described in this book may be followed for CHEMSURF laminates.

CHIPPING – Caused by hitting the Wilsonart surface with a very sharp or heavy object. Use a chopping block for food preparation to avoid chipping.

CHOCOLATE –Washes off with mild detergent and warm water. For dried chocolate stains, if necessary, treat with bleach. (See bleach.)

CIGARETTE BURNS – A lighted cigarette allowed to remain on decorative laminate surface could blister it or cause a permanent stain.

CLOROX – See bleaches. Clorox is recommended household bleach.

COFFEE –Washes off with mild detergent. For dried coffee stains, if necessary, treat with bleach.

CRAYON – Most wax crayon marks wash off easily with mild detergent. Some dark colors, especially black, may stain if your Wilsonart surface is worn. When this happens, clean with an all-purpose cleaner, such as Formula 409, and a soft bristle brush.

DAWN – If a recommended mild dishwashing liquid for routine everyday care of Wilsonart laminates.

DELAMINATION – If a surface edge comes loose from the support material to which it is glued, it can be re-glued easily. Use a knife to scrape away any dried glue from the support surface and the

back of the laminated sheet. Let dry until the laminate is shiny, and press laminate firmly and evenly down at all points. Let dry for 24 hours before exposing the newly glued edge to water.

DETERGENT – Mild, bleach-free detergents, such as Dawn or Ajax dishwashing liquid, are recommended for cleaning Wilsonart laminates. Be sure to use a soft cloth or paper towel.

DORSURF – The registered trademark of Wilsonart brand specialty laminate made for extra-impact resistance. Standard care instructions in the book apply to Dorsurf Laminates.

DOW BRAND BATHROOM CLEANER WITH SCRUBBING BUBBLES - Is recommended for cleaning Wilsonart surfaces around the tub, shower and vanity. It removes water spots and soap residue as well as abrasive cleaners but without leaving scratches that mark the finish.

DRAIN CLEANERS – Contain lye, which will permanently damage any Wilsonart surface. If you spill a drain cleaner, wipe it up immediately and rinse several times with clean water. Be careful- the lye will burn your skin quickly, too.

DRANO – See drain cleaners.

DYES – for hair, textiles, and food can cause permanent stains. When you use dye, cover the counter of the vanity top with plastic wrap or waxed paper, then add several sheets of newspaper to absorb accidental spills and drips. If dye spills onto the Wilsonart surface, wipe it immediately with dishwashing detergent or an all-purpose cleaner.

ENAMEL – See nail polish or paint.

FANTASTIC – is an all-purpose cleaner recommended for use on different laminate surfaces.

FINGERPRINTS – can be easily cleaned up with a mild detergent and warm water.

FORMULA 409 – is an all-purpose cleaner which may be safely used on any Wilsonart decorative laminate surface. Be sure to rinse with clean water after each use.

FURNITURE POLISH – Laminates are often used where there is occasional dusting required for normal maintenance. Some examples are coffee and dining tables, desks, bookcases, and wainscoting. Keeping these surfaces beautiful is often easier if you use a light, non-oily furniture spray such as Pledge. Be sure to clean the spray off several times a year to prevent build-up, which can obscure the beauty of the surface. Ammoniated cleaners such as Windex with Ammonia-D and Lestoil are safe to use and are recommended with laminated surfaces.

GLASS PLUS – is a recommended all-purpose spray cleanser for Wilsonart decorative laminate surfaces.

GLOSS FINISH – Is a very shiny, reflective finish with the look of lacquer, available on Wilsonart solid color laminates. Standard care instructions in this book may be allowed. For grease spots, stains and wax or crayon marks, a soft bristle brush will help clean it. Wilsonart laminates with grid finish resist finger marks very effectively. Grid finish shows wear first on the high points on its surface, and low points may require brush clean-up more often than Matte Finish.

HARD WATER STAINS – this type wash off easily with detergent and warm water. For very tough stains, use a paste of baking soda and water (step 3).

HEAT – Wilsonart decorative laminate surfaces are very resistant to heat damage. For example, boiling water spilled on the surface will cause absolutely no harm. However, prolonged exposure to high heat can cause blistering and delamination. DO NOT set pots or dishes directly from oven or burner on the unprotective laminated surface. Protect the surface from heat-generating electrical appliances, such as pressing irons, toasters, curling irons and hot curlers and electric slow cookers. A trivet or insulated pad will protect both laminate and appliance from damage.

INKS – Most inks from ballpoint pens, felt tip markers and fountain pens may be easily washed off your Wilsonart decorative laminate surface. DO wash immediately with mild detergent or recommended household cleaner. If an ink stains, bleach or a paste of baking soda and water should remove the stain. Sometimes supermarket ink may transfer from a package onto the countertop. If standard cleaners do not remove the stain, try a solvent such as acetone-based nail polish remover or paint thinner. Follow instructions carefully; many solvents are extremely flammable.

IODINE, TINCTURE OF – Iodine will stain if not removed promptly. Bleach and a soft bristle brush will remove most iodine stains.

JELL-O BRAND GELATIN – Usually may easily be removed with an all-purpose cleaner, such as Formula 409

JUICES –Most fruit and vegetable juices, from oranges, grapefruit and melon, for example, may be easily washed off with water and a mild detergent or general household cleaner. Juices from berries, peaches, watermelon and tomato may stain if not removed immediately. Bleach will remove most of these stains.

KNIVES – Sharp knives will cut through the protective surfaces of Wilsonart decorative laminates, marring their beauty and lowering both wear and stain resistance. Use a chopping block for food preparation. NEVER use a knife or metal scraper to remove a spot.

KOOL AID BRAND SOFT DRINK MIX – may be removed with an all-purpose cleaner, such as Formula 409. If the stain remains, bleach may be used.

LEATHER FINISH – For the distinctive beauty of fine grain leather plus very easy maintenance, Wilsonart decorative laminates are available in a wide range of leather patterns. They may also be

purchased with an embossed surface which closely resembles the grain and texture of leather. Care for them is the same as for all Wilsonart decorative laminate surfacing. However, leather finish will tend to show wear on high points, since these receive all wearing force. Low points will require a bit more attention in cleaning.

LESTOIL – is a recommended all-purpose cleaner.

LIPSTICK – Clean up with a general household cleaner, such as Formula 409.

LYSOL BASIN/TUB/TILE CLEANER – A recommended cleaner for Wilsonart decorative laminates on vanity, tub surround, and other surfaces.

LYSOL DEODORIZING CLEANER – A recommended all-purpose cleaner.

MAKEUP – Most makeup is easy to clean up with a mild household detergent or a general cleaner. For makeup containing dyes – some mascara, some theatrical makeup – an ammoniated cleaner of solvent may be necessary.

MASCARA – See MAKEUP. If the mascara contains a permanent dye, see DYES, above.

MATTE FINISH – A soft, textured, mildly reflective finish available on most Wilsonart decorative laminates, generally recommended for work surfaces because of its very high durability, low light reflectance, resistance to finer marks and easy maintenance. Follow general cleaning instructions.

MEDICINES – Clean up with mild household detergent or a general cleaner. Some liquids, including some types of children's vitamins, may stain. Bleach should remove these stains.

METALLIC SURFACES – Wilsonart decorative metals should be treated similarly to fine finished woods. If cleaning is necessary, use a mild detergent, such as Dawn or Ajax dishwashing liquid, in warm water. Apply gently with a soft, lint-free cloth, rinse immediately and wipe dry. Smudges may usually be removed with thin, clean oil and a soft dry cloth. For daily maintenance, wipe with a soft, clean cloth.

MODELING CLAY – often leaves an oily residue which can be easily cleaned up with mild detergent and warm water. Use a soft bristle brush and soapy water if modeling clay dries on a textured decorative laminate.

MR. CLEAN – is an all-purpose cleaner recommended for use on Wilsonart decorative laminates.

MUSTARD – can be easily cleaned up with a mild detergent and warm water. If dried on mustard stains, bleach will remove these stains.

NAIL POLISH – Important: Remove nail polish with a remover that is the same brand as the polish. Today's nail polishes are formulated to last longer than before, and failure to follow this tip may result in permanent damage. Follow up with mild household detergent and rinse with clean water.

NEWSPRINT – Usually can be easily washed off with mild detergent. If newsprint ink transfers and stains, use bleach and a soft bristle brush to remove.

OVEN CLEANERS- contain very harsh chemicals. Do not work with them on your unprotected countertop. If spills occur, wipe away promptly, then rinse several times with clean water.

PAINT – Water-based paints can usually be removed with mild household detergent and warm water. A dried paint spot should be removed with a soft bristle brush or a nonabrasive plastic scouring pad. Don't use a knife or metal paint scraper.
Lacquer or oil-base paints should be removed with the same solvent recommended by the manufacturer for brush cleaning. Follow instructions and be very careful: These solvents are highly flammable.

PENCIL MARKS – may be removed with an all-purpose cleaner, such as Formula 409.

QUICK – is the best instructions for attacking stains. Most substances will stain Wilsonart surfaces permanently only after prolonged exposure – a prompt wipe with a soapy sponge is excellent first aid for almost any spill.

RASPBERRIES – See juices

RING MARKS – The single greatest cause of damage to a decorative laminate surface is failure to rinse after cleaning. If even a small amount of cleaning solution remains on the surface, moisture will reactivate it. A tumbler, a cup, a mixing bowl set on the surface may leave a ring of moisture – either because the dish was wet or because room humidity condensed on the dish. This moisture mixes with the residue of cleaner. The edge of the dish keeps the wet cleaner on the surface, letting the chemicals act on the surface for longer than they should. The result could be a permanently etched scar. Always rinse thoroughly with clean water and a clean cloth every time you clean.

RUST – stains are very easy to remove with Formula 409 or a similar general household cleaner. Even a stubborn rust stain will disappear in a minute's exposure to bleach.

RUST REMOVERS – do not use them on or around laminate surfaces. They are not necessary. Also, they contain harsh chemicals which will quickly and permanently damage the surface of many countertop materials. If a spill occurs, wipe off all of the residue immediately, then wash thoroughly with soapy water and rinse several times.

SANI-FLUSH – See toilet bowl cleaners

SOURING POWDERS – See Abrasive

SCRATCHES – Deep scratches and scrapes mar the beauty and lower the wear resistance of countertops. Avoid cleaners and tools and use only soft sponges, cloths, or paper towels for all cleaning. Some "bargain brand' paper towels are quite stiff and they leave tiny scratches. Do not use these for cleaning. Fine scratches may be covered with a light spray of wax. See furniture polish.

STEEL WOOL – Even very fine grades will damage your countertops. Don't use this product and never store steel wool on your countertops – the metal can rust and leave stains. Also, steel wool pads impregnated with cleaners contain harsh chemicals which will permanently damage the surface.

STRAWBERRIES – See juices

SUNLIGHT – prolonged exposure to direct sun light may cause some countertops to fade or yellow. For this reason, take proper actions to limit direct sun exposure.

SUPERMARKET INKS – See inks.

TAMBOUR – is a flexible surface which narrow strips of wood or other material are glued. The top of a rolled top desk and the cover of an appliance garage are examples. Wilsonart decorative Tambour may be purchased with slats of fine wood, wood veneer, and decorative metals. Care depends upon the type of Tambour you have.

TEA – Washes off easy with a mild detergent. For dried tea stains, treat with mild bleach.
TOILET BOWL CLEANERS – These cleaners contain harsh chemicals which can quickly cause permanent damage. If spills occur, wipe up immediately, then wash the surface with soapy water and rinse several times. B e careful – these cleaners can burn your skin.

VARNISHES – should be removed promptly with the solvent recommended by the varnish manufacturer. Most varnishes are easy to remove.

WAX – Candle wax and paraffin used in jams and jellies usually washes off easily with detergent and warm water. Some very dark candle waxes may stain very warm surfaces. An all-purpose cleaner, such as Formula 409 and a soft bristle brush will usually remove even dark wax stains.

WINDEX – is a recommended household cleaner for most surfaces and especially those that are high gloss.

YELLOWING – See sunlight.

V. Bathtub Use and Care Guide

1. OWNER OPERATING INSTRUCTIONS

- Inspect each jet to make sure the eyeballs are not pointed upward.
- Fill the bathtub with 2 to 4 inches above the highest jet before operating the system. **Note: Bath oils, bubble bath, or any other liquid or powder added to the water is not recommended for use in the tub. The use of these products may create an environment for bacteria growth in the system.**
- If your system is on a wall timer, set the timer/switch while you are out of the tub (set it for 10 minutes the first time you operate the tub).
- If your system is on an air switch, simply press the on/off. Now that you are in the bathtub, adjust the eyeballs for the direction, massage, and flow that works best for you.
- The air control (s) alters the pressure of the massage action. For more air, open the control knob, or for more water, turn the knob to the closed position.
- Children should not be left in the tub without controlled supervision. Caution: Do not run the pump without sufficient water in the tub. This could damage the pump and void the warranty.

2. REGULAR CLEANING

- It is important that you clean your new tub regularly. Use a soft, mild liquid non-abrasive cleaner such as Spin-n-Span, Mr. Clean, Soft Scrub, etc. An application of an automotive wax such as "Gel Gloss" is recommended to keep your tub shining and in new condition.
- At least once a month (more frequently if oils are introduced in the tub), purge your whirlpool system. Add one cup of chlorine bleach and 1/8 cup of dishwashing detergent to a tub of clean water and run for 10 to 15 minutes. Fill and rinse for 10-15 minutes, then drain the tub again.

VI. Acrylic Sink and Tub Surface Maintenance/ Basic Repairs

Acrylic is easy to clean – it wipes clean with everyday household non-abrasive cleaners, like Top Job, Lysol, Basin Tub and Tile Cleaner, or Mr. Clean, and a rinse with warm water. Even grease, oils, hair dyes and cosmetics that would stain other materials are easily removed with rubbing alcohol.

1. ACRYLIC SINK AND TUB SURFACE MAINTENANCE

Continue to protect their finishes by observing the following precautionary measures:

- Avoid gritty or abrasive cleaners and powders with a lye base. If you prefer a dry material, baking soda or Bon Ami powder (not Bon Ami Cleanser) are non-abrasive. Vinegar, too, is an excellent cleaning agent.
- Never step into a bathtub with shoes on. Shoe soles carry gritty particles which can scratch the enamel.

- Do not use plumbing fixtures as catch-all for paint cans, trash or tools when decorating.
- Do not use plumbing fixtures as receptacles for photographic or developing solutions. Developer stains are permanent.
- Avoid dropping heavy objects into fixtures. A chip or crack in the surface will increase susceptibility to staining.

While your kitchen sink is made of stainless steel, it is a sound practice not to allow leftover foods to accumulate in the sink. Likewise, avoid scraping the sink with utensils or heavy pots and pans which may mark or full the shiny finish. As with other fixtures, use non-abrasive cleaners.

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

2. BASIC REPAIRS

- Light Scratches – Use auto-polishing compound or like substance, such as regular toothpaste.
- Deep Scratches – Use 400 wet/dry sandpaper(wet), then 600 wet/dry sandpaper (wet), then finish with polishing compound.
- Cracks – Chips or missing chunks, see dealer, retailer or the manufacturer.

VI. Stainless Steel Sinks

1. HERE ARE SOME HELPFUL HINTS TO FOLLOW:

- **Routine Cleaning**: Use soap, ammonia, detergent and water. Sponge or cloth, then rinse with clear water and dry. Satisfactory for all finishes.
- **Smears and Fingerprints**: Use stainless shine, Wind-O Shine Lumen Wash. Rub with a cloth for all finishes.
- **Persistent Spots or Stains**: Use a stainless steel cleaner, Cameo sponge or household cleaners such as: Old Dutch, Bab-O-Bon Aml, Ajax, Comet, Steel Brite and Lumen Cleaner. Apply with a cloth and rinse and dry. NOTE: DO NOT USE ON MIRRORS. Always rub back and forth in the direction of the grain line. This will blend scratches.
- **Hard Water Spots and Scale:** Use vinegar full strength. Swab and soak for 5-10 minutes. Rub and then rinse with neutralizer (baking soda) and rinse.
- **Rusty Discoloration, Atmospheric Stains:** Use Caddy Cleaner or one of the above-mentioned household cleaners. Swab and soak for 5 minutes. Rinse and dry(nylon pad is helpful on these types of problems.)

2. OTHER HELPFUL HINTS:

- **Rubber Mats:** Due to the resiliency of stainless steel, rubber mats are not essential to protect your sink, glassware or dishes, and therefore, not recommended. Residual water deposits and food particles trapped underneath rubber mats could cause discoloration.
- **Discoloration Pitting and Rust:** Can be caused by wet sponges, cloths, cleaning pads and rubber mats left on the sink surface. Steel wool pads should never be used to clean your sink. Iron particles embedded in the grain lines from these pads can cause rust and pitting of the sink surface.
- **Liquid Soaps:** Most liquid detergents contain chemical additives which will affect the original shine of the finish if left to dry on your sink. In some instances, full-strength residual liquid detergents have caused pitting and staining of the sink surfaces.
- **Bleaches:** The chlorides in bleaches can react with your stainless steel sink and cause corrosion. They should not come in contact with the surface of the sink for extended periods. If they are used rinse thoroughly. If clothes are left in the sink to soak, bleaches may cause rusting and pitting at the water line.
- **Spotting:** Water quality can also affect the appearance of your sink. Where hard water or water with high iron content is present, a brown stain may appear, giving the appearance of rust. In areas with water of a high concentration of minerals or over-softened water, a white film may appear on the sink. We suggest the sink be towel dried after each use if this condition exists.

By following these suggestions, your stainless steel sink will give you many years of worry-free service.

VII. Light Fixtures

Below are some Do's and Don'ts in maintaining any light fixtures in your new home:

Do:

1. Clean with white damp cloth
2. Clean glass with water.
3. Keep bulbs clean.

Don't

1. Do not put any kind of chemicals on fixtures.
2. Do not use paper towels on light fixtures.

VIII. Shower Doors

As with any building material, aluminum and glass require periodic cleaning and maintenance. Anodized aluminum is exceptionally resistant to corrosion and discoloration. However, the quality finish can be marked or ruined by chemicals, abuse or neglect. The simplest and preferred method of cleaning your door is by wiping the door with clean water and drying with a soft cloth. If soil is still present after drying, a mild detergent may be used. Do not use scouring pads or powder, aggressive alkaline or acid cleaners or sharp instruments on the aluminum or glass.

IX. Windows/Screens

MileStone Community Builders include window screens with all homes it builds. The screens provided comply with all current industry standards. Window screens, however, are designed only for the purpose of preventing insects from entering the home when the windows are open. They will not prevent humans, even small children, from falling from the window. Children should never be without supervision near an open, screened window and should not be permitted to place their weight against or push against a window screen. Open windows, even when screened, pose a danger to children. Furniture should not be placed near windows or arranged in a manner to provide children with easy access to a window.

X. Roofing

The following conditions are unrelated to defects in the roof and, therefore, are not covered by the warranty. The maintenance tips provided below will help you get the best service from your new roof:

1. If damage is caused by fire, lighting, windstorm, hailstorm, etc. or interior damage from moisture, notify your insurance company immediately and call your roofing contractor.
2. Accumulation of ice or debris in gutters and roof valleys produces what is known as a "water dam." A water dam can force water under the shingles and produce leaks through the roof substructure. These leaks can travel along roof joints, etc. and produce interior damage at points far distant from the leak. Therefore, provisions should be made for the removal of debris or ice.
3. Adequate ventilation will keep attic temperatures close to those outside, helping to prevent the melting snow on the roof and the formation of ice dams in gutters and valleys. Adequate ventilation (defined by FHA standards) consists of one square foot or more of open area for every 300 sq. ft. of attic floor area, 50% located at or near the peak of the roofs, 50% in the eaves or lower part of the roof. Lack of ventilation (or inadequate ventilation) will result in moisture condensation in the attic. Moisture condensation can cause rotting of the wood deck and /or blistering or curling of asphalt shingles, which is not a defect in the shingle but is a direct result of moisture being pulled through the shingles by the sun.
4. Installation or relocation of antennas or other equipment on the roof may cause leaks unless proper sealants are used at any point where screws or other anchoring devices enter the roof. Avoid unnecessary roof traffic, since it can greatly diminish the life of the roof.
5. Leaking can occur in or around the chimney unless it is periodically tuck pointed. Normal settling of your house through the years will cause leaking conditions. In addition, the flashing compound around the chimney and vent pipe areas require normal maintenance on a year-to-year basis. These areas should be inspected periodically for cracking or indications of weathering and should be flashed accordingly.

XI. Yard Grading/Landscaping/Tree Maintenance

Yard grading

Your yard has been graded to drain a normal amount of rainfall away from your home. Swales have been provided as required in drainage areas along property lines or in the same approximate location that natural drainage crossed your property before construction began. It is important that you keep these swales properly seeded so that they do not erode. You should keep the ground around your foundation tamped down against the foundation wall to avoid large amounts of water getting in against the foundation.

Care of your new lawn

During the initial germination and growth of your new lawn, the sod should be kept moist for the first two weeks. All areas should be kept free of traffic until the sod has a chance to establish its roots.

An oscillation-type lawn sprinkler should be used to water your lawn at all times. Direct application of water from a hose nozzle is ineffective and may damage the lawn by causing erosion.

Care of Trees, Evergreens and Shrubs

Your trees and shrubs were planted by an experienced landscape contractor. Your new plants should be watered especially well late spring to early fall twice each week, once every two weeks during the winter months.

NOTE: Watering should be done with a hose running slowly for several minutes for proper soaking.

1. Tree Care
    - Watering:
        - May – October (hot months) water at least 2 times a week, 10 minutes per tree, using a slow but steady flow of water. Sprinkler watering is not sufficient.
        - November – April (cooler months) water once a week for 15 minutes.
        - Inspect the soil around the tree prior to watering. If the soil is moist, water may not be necessary.
        - If the leaves on the tree begin to turn yellow, it may be over-watered. If the leaves turn brown, it may be under watered.
        - Fertilize the tree with tree spikes, a water-soluble fertilizer or root stimulator.
    - Planting
        - Do not plant anything in the root ball (mulch) area during the first year of growth. After the first year, you can do shallow planting of flowers around the root ball and remove the support stakes.
    - Insecticides

- Pest are always a concern for your trees. Consult with your home center or nursery on which products to use.

2. Grass Care
   - Watering
     - May – October (hot months) water at least 2 – 3 times a week, 10 – 15 minutes per area. (If community controlled, you can obtain your watering schedule through the HOA)
     - November – April (cooler months) water once a week 10 – 15 minutes per area. (If community controlled, you can obtain your watering schedule through the HOA)
     - Fertilizing can be beneficial to your grass. Consult with your home center or nursery on which products to use.

XII. Condensation

Condensation usually appears at the first cold snap of the season. It occurs in almost every home. The window frames may have a significant amount of moisture beading up at the base of the glass that often pools on the window stools below giving the appearance of a leak. This is more common and often more significant in new homes during the first few years after completion, especially in humid climates. Condensation occurs when warm moist air comes in contact with a cold surface. When the outside air temperature drops, condensation will almost always appear on your windows first because they are the coldest surface. Windows typically have the lowest R-value (thermal resistance) of an exterior wall component. Extremely cold temperature differences between the interior and exterior of homes may cause the condensation on the glass and frames to turn to frost. New building materials frequently have higher moisture content in them from the manufacturing process as well as the higher moisture content from recently cut lumber products. They usually dry out in the first few years after construction is completed with regular use of the HVAC system.

A couple of factors can make condensation worse – high indoor humidity and colder outside temperatures. The weather cannot be changed, but high humidity can be improved with a simple, few adjustments. In new homes, the outer envelope of the home is built tighter with less air infiltration points for maximum energy savings on utility consumption. The trade-off comes in less air exchange between indoor and outdoor air which decreases the ability for indoor moisture to dry out to the exterior naturally. A few simple adjustments can be made to help facilitate a reduction in indoor moisture levels. The HVAC system is designed to pull moisture from the indoor air during a run cycle. Often times adjusting the thermostat setting to a slightly warmer setting for a short period of time can assist in reducing indoor humidity levels. Leaving drapes and blinds slightly open can provide better air circulation at the window return space. Leaving interior doors open can improve air circulation throughout the home. Slightly opening a window in an affected area can assist in dissipating the moisture from that area on a dry cool day, however leaving windows open during high humidity and/or moist weather conditions can increase the indoor moisture levels temporarily until the HVAC system can cycle the air back to comfortable levels. The use of exhaust fans in the bathrooms during showers and cooking can decrease humidity levels as they occur. Extended use of these exhaust fans can decrease efficiency of the HVAC system by exhausting desired cool or warm air out

of the home. The easiest way to monitor indoor humidity is to observe condensation on the windows themselves as well as the mirrors in the bathrooms.

Other factors such as various individual living habits can increase indoor humidity levels unknowingly. Factors such as the number of occupants, household plants, cooking, laundry, showers, burning candles, fresh paint, open toilet seats, standing water in pans, pets, frequency of opening exterior doors all impact the indoor humidity levels and can increase the length of time it takes for the HVAC system to recover.

Condensation left unaddressed that pools on windowsills can lead to rapid deterioration of the sill and sill paint and eventually mildew. It should be blotted dry to minimize future maintenance requirements. If surface mildew occurs due to failure to remove the condensation in a timely manner, it can be cleaned with a minor solution of bleach and water. Blot the affected area, allow it to dry, and apply a Kilz primer/sealer before applying a coat of paint from your touch-up kit. Do not scrub the walls and be sure not to drip the solution on any areas surrounding areas such as the carpet.

SECTION 4: HOMEOWNER MAINTENANCE CALENDAR