

Homeowner Warranty Manual

A reference guide on caring for your new home



HOMES BY
DICKERSON

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HOMES BY DICKERSON'S PLEDGE

Homes by Dickerson was founded upon the solid principles of commitment to design, quality, craftsmanship, flexibility, and service. Over the years our company has won many awards for homes built in the Triangle, Charleston, and Pinehurst, but the greatest reward comes from the praise and appreciation we receive from an excited and satisfied homeowner.

Homes by Dickerson's pledge is our personal attention to you and to every detail to construct the high-performance home of your life.

CARING FOR YOUR HOME

Homes by Dickerson has constructed your home with experienced craftsmen using quality materials. All materials used must meet our specifications for quality and durability. All work is done under our supervision to attain the best possible results for your investment.

A home is one of the last hand-built major purchases left in the world today. Although quality materials and workmanship have been used in your home, like an automobile, it will still require homeowner care and maintenance. General homeowner maintenance is essential to providing a quality home for a lifetime.

USE AND MAINTENANCE GUIDELINES

We are proud of the homes we build and strive to create long-lasting value. This cannot be achieved unless you, as the homeowner, properly maintain your home and all its components. Periodic maintenance is necessary because of normal wear and tear, the inherent characteristics of the materials used in your home, natural fluctuations in temperature and humidity, and the normal service requirements of the mechanical systems.

Often, a minor adjustment or repair done immediately prevents a more costly repair later. Note also that the neglect of routine maintenance can void applicable limited warranty coverage on all or part of your home. You will ensure the enjoyment of your new home for years by caring for it regularly.

We recognize that it is impossible to anticipate and describe every action needed for good home care, but this manual will cover many of the important details. The subjects covered include the components of the homes we build, listed in alphabetical order. Each topic includes suggestions for use and maintenance, followed by Homes by Dickerson's limited warranty guidelines. This manual may discuss some components that are not present in your own home.

Please take time to read the literature provided by the manufacturers of the consumer products used in your home. The information contained in that material is not repeated here. Although much of the information may be familiar to you, some points may differ significantly from the homes you have had in the past.

We make every effort to keep our information current and accurate; however, if any detail in our discussion conflicts with the manufacturer's recommendations you should follow the manufacturer's recommendations. Activate specific manufacturers' warranties by completing and mailing any registration cards included with their materials. The manufacturers' warranties may extend beyond the first year and it is in your best interest to be able to take advantage of such coverage.

HOMES BY DICKERSON LIMITED WARRANTY

One Year Limited Warranty

While we strive to build a defect-free home, mistakes may occur or components in the home may not perform as intended. For a period of one year from the closing date of the home, Homes by Dickerson warrants that the components of the home will perform to the standards outlined in this warranty section. If items in the home are not performing to our standards as outlined in this manual, the limited warranty listed for each item identifies the corrective actions Homes by Dickerson will employ to remedy the defective components.

Our criteria for qualifying warranty repairs is that they meet the typical industry practices and standards in our region; however, we reserve the right to exceed these guidelines if common sense or individual circumstances dictate, without being obligated to exceed all guidelines to a similar degree or to extend such services to all homeowners.

The Homes by Dickerson Limited Warranty does not exceed the warranties established by the manufacturers that supply the products used in the construction of the home. Homes by Dickerson will assist and advocate on our client's behalf if a manufacturer's warranty needs to be supported. The manufacturer's decision in such matters supersedes that of Homes by Dickerson, and Homes by Dickerson is not obligated in any way to correct or replace items that are deemed unwarrantable by the manufacturer for any reason unless an action taken directly by Homes by Dickerson, or an agent of Homes by Dickerson, caused the manufacturer's warranty to be voided.

Homes by Dickerson reserves the right to choose the method of repair. Before Homes by Dickerson repairs or replaces a defective item, Homes by Dickerson may, subject to applicable law, require that the Client acknowledge in writing your agreement to the proposed repair or replacement and deliver to Homes by Dickerson an agreement to release Homes by Dickerson with respect to the defect and any conditions arising from the defect once the repair or replacement is completed by Homes by Dickerson. The repair or replacement of a warrantable item in the home will be to a condition approximating the condition just prior to the manifestation of the defect. Repaired areas or replaced items will be finished and/or touched up to match the surrounding area as closely as reasonably possible. Finish material, such as but not limited to paint, wallpaper, flooring, ceramic tile, grout, stone, brick, marble, countertops, cabinets, or other hard surfaces, such as concrete, asphalt, or cementitious finishes will be matched to the original specification as closely as reasonably possible. Homes by Dickerson is not responsible for discontinued patterns, or color or texture variations upon repair or replacement. The repairs or replacement item will continue to be covered by this warranty for the remainder of the warranty period.

Transferability

The Homes by Dickerson Limited Warranty is part of the Purchase Agreement with the original homeowner. It is not transferable in whole or in part to a third party without expressed written consent from Homes by Dickerson.

Emergency Service and Reporting Procedures

As defined by the limited warranty, “emergency” includes situations such as:

- Total loss of heat when the outside temperature is below 45° F.
- Total loss of electricity (check with the utility company before reporting this circumstance to the electrical subcontractor or Homes by Dickerson).
- Total loss of water (check with the water authority in your area to be certain the problem is not a general outage in the area).
- Plumbing leak that requires the entire water supply to be shut off.
- Gas leak or suspected gas leak – contact your gas utility company immediately.
- Storm damage – Contact your homeowner's insurance agent immediately. Contain damage from natural disasters as much as possible without endangering yourself. In extreme situations photograph the damage.

To expedite emergency service, please contact the appropriate subcontractor directly. Homes by Dickerson will provide a list of phone numbers for the most required emergency service personnel in your Orientation Binder. After contacting the appropriate contractor, please contact Homes by Dickerson directly via HBDClientCare@homesbydickerson.com.

Non-Emergency Warranty Reporting Procedures

As defined by the limited warranty, “non-emergency” includes situations such as:

- Interior closet door rubs or needs adjustment.
- Loose electrical switch or outlet in kitchen.
- Minor settlement cracks at the transitions between the solid surface tops and the tile backsplash in the kitchen.
- Cabinet door or drawer adjustment in hall bathroom.
- Persistent floor squeaking in hallway near the primary bedroom door.
- Garage door binding /making noises.

These non-emergency items should be included on a warranty list to be addressed at your 3-month and 10-month touch points.

Hours:	Office:	Monday – Friday, 8 am until 5 pm
	Inspection appointments:	Monday – Friday, 8 am until 3 pm
	Work appointments:	Monday – Friday, 8 am until 5 pm

3 & 10 Month Touch Points

Approximately 2 and 9 months after your Closing Date, Homes by Dickerson Client Care will contact you via email to remind you of your upcoming touch point (whichever one is applicable). Prior to the Client Care visit, Homes by Dickerson requests that you consolidate a list of non-cosmetic items using the Warranty Service Request Form. The electronic version of this form is located online at www.homesbydickerson.com/client-care. You can find a sample of the form on page 41 and 42, or on your USB provided in your Orientation Binder. It is important that you make sure to e-mail this completed form to Homes by Dickerson at HBDClientCare@homesbydickerson.com as soon as possible after receiving your touch point reminder. We will not schedule your list review appointment until your list is received. Once your list is submitted no additional items can be added, apart from emergency requests. When describing a warranty issue, please include specific information. For example, "1st floor guest bath – leak under sink," instead of "plumbing leak."

During the list review appointment, the Client Care Representative will coordinate the next steps which will include scheduling the actual work date. We will also be happy to discuss any maintenance questions you may have at the time.

Drywall and painting items are limited to cracks, nail pops, and other issues related to the acclimation of your home to the interior and exterior environment. This drywall/paint service is not a warrantable item, but a courtesy service provided one time by Homes by Dickerson. Your home acclimates for at least one year. For this reason, it is highly recommended that you choose to use this one-time courtesy service during your 10-month service to maximize the benefits of this service.

HOMEOWNER USE AND MAINTENANCE GUIDELINES

APPLIANCES

Your Specification Sheets provide a record of the appliances installed in your home. Read and follow all manufacturers' instructions for the use and maintenance of each appliance in your home and keep them available for reference.

Manufacturer's Service: Homes by Dickerson has a preferred appliance service provider that will work directly with you if any repairs are needed for these products. Appliance customer service phone numbers are listed in the Orientation Binder that is provided at our homeowner orientation. Appliance warranties are generally for one year. Refer to the literature provided by the manufacturer for complete information. When contacting our preferred appliance service provider or the manufacturer directly, be prepared to provide the information below:

- Date of purchase (your Closing Date)
- Description of the problem
- The appliance serial number

Serial number locations vary from product to product. Usually, the serial number is located next to the UPC barcode on the outside packaging, on the back or door of the product itself, and sometimes it is included in your receipt or delivery information.

Registration: It is important to go online and complete the warranty registration cards or mail them directly to the manufacturer. Most manufacturers offer incentives in the way of extended warranties for completing and returning the warranty registration information.

→ Homes by Dickerson's Limited Warranty Guideline: During your orientation, we confirm that all appliances are operating properly and that surfaces are in acceptable condition. We assign all appliance warranties to you, effective on the date of closing. The appliance manufacturers warrant their products directly to you according to the terms and conditions of these written warranties.

ATTIC ACCESS

The attic space is not designed or intended for storage unless passage is provided by means of a permanent or pull-down stairway. We provide access to this area for maintenance of mechanical equipment. When you perform needed tasks in the attic, use caution and avoid stepping off wood members onto the insulation. This can result in personal injury and damage to the ceiling below. Your limited warranty does not cover such injury or damage. In homes where passage to the attic space is provided by a permanent or pull-down stairway, storage is limited to the space provided by plywood coverage. If your home is equipped with a pull-down stairway, it is Energy Star® rated and maintaining the weather stripping around this door is important to preserve a proper seal between your attic and living space.

→ Homes by Dickerson's Limited Warranty Guideline: Homes by Dickerson and the local building department will inspect the attic before your closing to confirm insulation and framing is correct and meets building codes.

BRICK

Brick is one of the most durable and low maintenance finishes for a home's exterior. A record of your brick color is included in your specification sheets.

Efflorescence: The white, powdery substance that sometimes accumulates on brick surfaces is called efflorescence. This is a natural phenomenon and cannot be prevented. You may be able to remove efflorescence by scrubbing with a stiff brush using a vinegar and water mixture, but care should be taken so that the unique finish that gives your brick its character is not damaged. Consult your home center or hardware store for commercial products to remove efflorescence.

Tuck-Pointing: After several years, face brick may require tuck-pointing in isolated areas, which means to repair the mortar between the bricks. Otherwise, no regular maintenance is required.

Weep Holes: You may notice small holes in the mortar along the row of bricks near the foundation, porch, and tops of windows. These holes allow moisture that has accumulated behind the brick to escape. Do not fill these weep holes or permit landscaping materials to cover them.

→ Homes by Dickerson's Limited Warranty Guideline: We check the brickwork during the orientation to confirm correct installation.

CABINETS

Cleaning: Simply wipe the surface of your cabinets with a clean damp cloth and then dry. To remove general soils or grease, use a cloth dampened with a common dishwashing liquid and water solution, wipe clean, and then dry thoroughly. Excess moisture can damage any cabinet finish. Areas near the sink, range, dishwasher, oven, and baseboards are the most susceptible to water damage. Keep these surfaces dry. Do not use cleaners that contain bleach, ammonia, or any type of abrasive. Do not use soap pads or steel wool. These substances will cause damage to your cabinets. Clean spills immediately. Use a clean damp soft cloth and mild soap if necessary. Wipe dry with a clean, soft lint-free cloth.

Polishing: A quality topcoat finish has been applied at the factory on all of the wood cabinetry. Waxing or the use of polish on your cabinets is not recommended. Do not use a paste wax or polish that contains silicone on your cabinets. The wax buildup is difficult to remove and will leave a residue that attracts dust.

Dusting: Dust cabinets with a soft lint-free cloth.

Glass: Use ammonia-free glass cleaners to clean the glass. When cleaning mounted glass, be careful not to damage the wood finish of the door and cabinet parts. We suggest that you do not spray the glass cleaner directly onto the glass, as it may seep into areas behind the mullions and could discolor the wood. Instead, spray a small amount of cleaner onto a lint-free cloth or paper towel and then wipe the glass clean.

Hinges and Drawer Glides: If hinges catch or drawer glides become sluggish, a small amount of silicone lubricant will improve their performance. As with all-natural wood products, seasonal changes in climatic conditions may affect the ease of operation and movement of cabinet parts. Both hinges and drawer glides can be adjusted as indicated on the manufacturer's specifications sheet.

Appliance Heat and Moisture: Damage to cabinets can result from operating appliances that generate large amounts of moisture too close to cabinet surfaces. When operating such appliances, place them in a location that is not directly beneath a wall cabinet. We recommend that you do not use or mount heat-producing appliances such as coffee makers and toaster ovens beneath wall cabinets. Excess heat from these appliances can damage cabinets.

→ Homes by Dickerson's Limited Warranty Guideline: During the orientation, we will confirm that all cabinet parts are installed and working correctly and that the cabinet surfaces are in acceptable condition. Please consult the manufacturer's warranty documentation for specific warranties.

Alignment: Doors, drawer fronts, and handles should be level and even.

Operation: Cabinets should operate properly under normal use.

Separations: We will correct gaps between cabinets and the ceiling or cabinets and the walls by caulking or other means one time during the warranty period. Locations behind appliances are excluded from this repair. It is not uncommon for separations to occur due to humidity changes or normal settling.

Warping: If doors or drawer fronts warp in excess of 1/4 inch within 24 inches, we will correct this by adjustment or replacement.

Maple: Maple wood offers a smooth closed grain pattern that is generally off-white in color with varying tones of light pink and yellow-brown. Maple also contains a natural resin that causes the wood to turn amber as it ages and is exposed to natural light. This will be more noticeable with light stain finishes. Other naturally occurring characteristics include small light tan or dark mineral streaks that form when trees absorb minerals from the soil. These are natural conditions of maple wood, and these changes are not covered by our warranty.

Cherry: Cherry wood is a rich and multi-colored hardwood distinguished by its flowing grain pattern. Color varies from light to deep reddish brown and can darken or mellow with age. This will be more noticeable with natural or light stain finishes. This dramatic color change will occur with exposure to light and usually takes place within the first six months, depending on light exposure. Mineral streaks, pitch pockets, pin knots, and sapwood all occur naturally in cherry, are acceptable characteristics, and are not covered by our warranty.

Painted Cabinets: Painted cabinetry is made from a variety of high-quality hardwoods and hardwood veneers. As with all-natural wood products, seasonal movement in cabinet panels can be expected due to climatic conditions. This movement is a normal condition of wood products and can cause small hairline cracks. Exposure to natural and artificial light may also cause a slight mellowing of color as your painted cabinets age. All the above are normal qualities of hardwood products and veneers and are not considered to be quality defects.

CARPET

Your specification sheets provide a record of the brand, style, and color of the floor coverings in your home. Please retain this information for future reference. Refer to the various manufacturers' recommendations for additional information on the care of your floor coverings.

Cleaning: You can add years to the life of your carpet with regular care. Carpet wears out because of foot traffic and dirt particles that get trampled deep into the pile beyond the suction of a vacuum. The dirt particles wear down the fibers like sandpaper and dull the carpet. The most important thing you can do to protect your carpet is to vacuum it frequently. Vacuum lightly twice a week and thoroughly once a week. Heavy traffic areas may require more frequent cleaning. Vacuuming high-traffic areas daily helps keep them clean and maintains the upright position of the pile. Wipe spills and clean stains immediately. For best results blot or dab any spill or stain and avoid rubbing. Test stain removers on an out-of-the-way area of the carpet (such as in a closet) to check for any undesirable effects. Have your carpet professionally cleaned regularly. Some problem conditions that may occur with your new carpet and our suggested remedies are explained in the following paragraphs.

Seams: Carpet usually comes in 12-foot widths, which makes seaming necessary in most rooms. Visible seams are not a defect unless they have been improperly made or unless the material has a defect that makes the seams appear more pronounced than normal. Seams are never more visible than when the carpet is first installed. The denser the carpet texture, the more visible the seams will be. Carpet styles with low tight pile result in the most visible seams. With time, use, and vacuuming the seams become less visible. In our model homes, you can see examples of how carpet seams diminish over time after they have experienced foot traffic and been vacuumed.

Stains: No carpet is stain-proof. Although your carpet manufacturer designates your carpet as stain-resistant, some substances may still cause permanent staining. Refer to your carpet manufacturer for recommended cleaning procedures for your particular fiber.

→ Homes by Dickerson's Limited Warranty Guideline: During your orientation, we will confirm that your carpet is in an acceptable condition. We will remove stains or spots noted at this time by cleaning, patching, or replacement. Homes by Dickerson will not be responsible for dye-lot variations if replacements are made because of stains and spots after the homeowner has moved in.

CAULKING

Time and weather will shrink and dry caulking so that it no longer provides a good seal. Routinely check all caulked seams and make needed repairs. Caulking compounds, dispenser guns, and utility knives are available at hardware stores. If you are attempting to repair caulked areas, it is important to remove all existing caulking materials prior to applying new caulking. Read the manufacturer's instructions carefully to be certain that you properly remove and install the appropriate caulk for the intended purpose.

Latex Caulk: Latex caulking is appropriate for an interior area that requires painting.

Silicone Caulk: Silicone Caulk works best and is generally used where water may be present. Certain versions of silicone caulking will not accept paint. This information can be found on the caulking tube label.

Colored Caulk: Colored caulking is used in situations where the caulk is designed to blend with a particular material such as tile. Color matching is determined by the appropriate vendor to best match the surrounding materials. As with any colored material, dye lots can vary.

→ Homes by Dickerson's Limited Warranty Guideline: During the orientation, we confirm that appropriate areas are properly caulked. Additional information is provided within the warranty manual for Countertops, Expansion and Contraction, Stairs, and Wood Trim. Please refer to the appropriate sections of this manual for more detailed information.

CERAMIC TILE

Tile is a manufactured piece of hard-wearing material such as ceramic, porcelain, stone, metal, or glass that is generally used to cover floors, walls, and showers to provide a durable surface. Your specification sheets provide a record of the brand, style, and color of the tile in your home. Please retain this information for future reference. Refer to the various manufacturers' recommendations for additional information on the care of your tile.

Cleaning: Ceramic tile is one of the easiest floor coverings to maintain. Vacuum the floor when needed, and occasionally mop with warm water. Avoid adding detergent to the water. If you feel a cleaning agent is required, use a mild solution of warm water and dishwasher crystals. This type of solution will not leave a buildup of suds residue. Rinse thoroughly.

The ceramic tile installed on walls or countertops in your home may be washed with any nonabrasive soap, detergent, or tile cleaner. Do not use abrasive cleaners, as they will dull the finish.

Grout Discoloration: Clean grout that becomes yellowed or stained with a fiber brush, cleanser, and water. Commercial grout cleaners are available at your local home improvement store.

Sealing Grout: Sealing grout is your decision and responsibility. Sealing the grout on a tile floor may trap moisture. However, it is ok to seal the tile at your kitchen backsplash. Once the grout has been sealed, ongoing maintenance of the sealing agent is necessary, and the limited warranty coverage on the grout that has been sealed is void. Please note that sealing natural products may alter their original color.

Separations: Slight separations resulting in cracks in grout lines may occur. Cracks in the grout can be filled using premixed grout. Homes by Dickerson recommends using the contractor who originally installed the tile. Contact information is available in the closing package.

→ Homes by Dickerson's Limited Warranty Guideline: During the orientation, we confirm that tile and grout areas are in acceptable condition. We will repair or replace cracked, chipped, or loose tiles that are noted at that time. Homes by Dickerson is not responsible for variations in color or discontinued patterns. New grout may vary in color from the original. During the warranty period, Homes by Dickerson will point up cracked grout and repair defective caulk. We recommend completing this at the 10-Month touch point visit.

CONCRETE FLATWORK

By maintaining good drainage, you protect your home's foundation, but also the concrete flatwork—your driveway and sidewalks, patios and porches, and your garage and basement slabs.

Cleaning: Avoid washing exterior concrete slabs with cold water when temperatures are high and the sun has been shining on the concrete because abrupt changes in temperature can damage the surface bond of concrete. We recommend cleaning concrete slabs during the part of the day when the temperature will be the most moderate. When cleaning concrete, we recommend sweeping and washing with water from a hose without the use of any cleaners other than those specifically designed for cleaning concrete. Cleaning with a power washer can quickly cause damage to the concrete surface, and Homes By Dickerson does not recommend using a power washer for cleaning concrete.

Repeated hosing of the garage floor may allow water to penetrate at expansion joints or through existing cracks at control joints. This practice increases the moisture content of the soil below and may cause the settling of the slab. We recommend sweeping to clean the garage floor. Do not use soap on unpainted concrete. Use plain water and a concrete cleaning agent if necessary.

Expansion Joints: We install expansion joints to allow the slab to move as it shrinks or expands. Voids may occur when this happens. Caulk-type sealants for these voids are available at most hardware stores.

Cracks: A concrete slab ten feet across shrinks approximately 5/8 inch as it cures. Some of this shrinkage may show up as cracks. Cracking of concrete flatwork also results from temperature changes that cause expansion and contraction. Maintain drainage away from all concrete slabs, and if cracks occur, seal them with a waterproof concrete caulk to prevent moisture from penetrating into the soil beneath the slab. During the winter, this moisture forms frost that can lift the concrete and increase cracking.

Control Joints: Nearly all concrete slabs will crack. The most widely used method to control random cracking in concrete slabs is to place control joints on the concrete surface. These tooled joints weaken the slab at predetermined locations in an effort to control where cracks occur. The concrete will most likely crack, which is normal, but the absence of random cracks on the surface of the slab helps to maintain a pleasing appearance.

Heavy Vehicles: Do not permit heavy vehicles such as moving vans or heavy delivery trucks to drive on your concrete flatwork. We design and install this concrete for residential use only.

Ice, Snow, and Chemicals: Driving, walking, and parking on snow create ice packs on concrete drives. Remove snow from concrete drives as promptly as possible after snowstorms to prevent icing. Protect concrete from abuse by chemical agents such as fertilizers, radiator overflow, repeated hosing, power washing, or de-icing agents. All these items can cause concrete to spall (chipping or flaking of the concrete surface).

→ Homes by Dickerson's Limited Warranty Guideline: Concrete slabs are floating—in other words, they are not attached to the home's foundation walls. Slabs are not a structural (load bearing) element of the home and are not covered by the structural warranty. The limited warranty coverage is for one year.

Color: Concrete slabs vary in color. No correction is provided for this condition.

Cracks: Concrete slabs will most likely crack. Homes by Dickerson tries to minimize and control where concrete slabs crack. If concrete cracks reach 3/16 inches in width or in vertical displacement, Homes By Dickerson will patch or repair them one time during the warranty year.

Finished Floors: Homes by Dickerson will correct cracks, settling, or heaving that ruptures finish floor materials that we installed as part of the home as you originally purchased it.

Level Floors: Concrete floors in the habitable areas of the home will be level to 1/4 inch within any 32-inch measurement except for an area specifically designed to slope.

Separation: Homes by Dickerson will correct the separation of concrete slabs from the home if separation exceeds one inch.

Settling or Heaving: Homes by Dickerson will repair slabs that settle or heave if such movement results in drainage toward the house or a 3/16" vertical displacement.

Spall (Surface Chips): Causes of spall include repeated hosing of concrete for cleaning, power washing at high pressure, radiator overflow, fertilizer, uncleared snow and ice, ice-melting agents, and road salts from vehicles. Repair of spall is a homeowner maintenance responsibility.

Standing Water: Water may stand on exterior concrete slabs for several hours after precipitation or from roof run-off. Homes by Dickerson will correct conditions that cause water to remain longer than 48 hours unless it is from roof run-off of melting snow or ice.

CONDENSATION

Condensation on interior surfaces of the windows and frames comes from high humidity within the home combined with low outside temperatures and inadequate ventilation. Family lifestyle significantly influences these conditions. If your home includes a humidifier, closely observe the manufacturer's directions for its use, especially during periods of cooler temperatures.

→ Homes by Dickerson Limited Warranty Guidelines: Most condensation occurs in bathrooms from hot showers, and in the kitchen area from boiling water while cooking, and varies according to a family's lifestyle, which is beyond Homes by Dickerson's control. Surface condensation is excluded from the limited warranty coverage, but Homes by Dickerson will check to see that exhaust fans are working properly. If condensation occurs on the interior portion of a double-pane window, see the Window section of the warranty.

COUNTERTOPS

Always use a cutting board to protect your counters when you cut or chop. Protect the counter from heat and from hot pans. A good guideline is if you cannot put your hand on it, do not put it on the countertop. Clean stone countertops with a natural stone cleaner using the manufacturer's instructions. Blot all spills immediately. Do not use cleaners that contain acid, ammonia, bleach, vinegar, or citrus.

Caulking: The caulking between the countertop and the backsplash, the backsplash, and the wall, and around the sink may shrink and leave a slight gap. Maintaining a good seal in these locations is important to keep moisture from reaching the wood beneath the countertop surface and to prevent warping.

Manufactured Marble, Cultured Marble, Granite, Marble, and Quartz: These common countertop materials are resistant to damage from typical use and do not chip readily but can be damaged by a sharp blow. Avoid abrasive cleaners or scraping with sharp blades; both will damage the surface. Edges of countertops should be smooth and even. Seams should be even within 1/16 inch.

→ Homes by Dickerson's Limited Warranty Guideline: During your orientation, we confirm that all countertops are in acceptable condition. We repair noticeable surface damage such as chips, cracks, and scratches noted on the orientation list. Repair of surface damage that occurs during or after your move-in is a homeowner maintenance responsibility.

Seams: Often, countertops will have one or more discernible seams. Homes by Dickerson will repair gaps at seams that exceed 1/16 inch.

Separation from Wall: The separation of countertops from the walls, backsplash, or sinks results from the normal shrinkage of materials. This is a common occurrence and can be resealed during your scheduled touch points. Afterward, caulking will be a homeowner's maintenance responsibility.

CRAWLSPACE AND BASEMENT

Unconditioned Crawlspaces & Basements: Unfinished areas of basements and unconditioned crawlspaces typically have higher levels of humidity because the air in these locations is not conditioned by the HVAC system. Because of the humidity, these areas are not recommended as a storage area for items that could be damaged by moisture. Any items stored in these areas should be kept away from the walls to accommodate the annual termite inspection.

You may notice slight dampness in an unfinished basement and crawlspace area beneath the plastic ground cover and the first few courses of the block wall. Landscaping that is correctly installed and properly graded helps prevent excessive amounts of water from entering crawlspaces. Report any standing water to Homes by Dickerson for inspection.

Unconditioned crawlspaces have foundation vents around the perimeter of the home. Homes by Dickerson recommends that these foundation vents remain open year-round to provide adequate ventilation for the crawlspace.

Conditioned Crawlspace & Unfinished Basement Areas: Conditioned crawlspaces and unfinished basement areas do not have direct ventilation to the outside. These areas are ventilated by the HVAC system. For this reason, it is extremely important that the HVAC system operates continuously year-round. During times of moderate outside temperatures, the thermostat should be adjusted to an effective temperature setting, ensuring that the crawlspace receives the required ventilation. Completely shutting off

the HVAC system, especially in the humid months of the summer, will cause adverse conditions in these areas, and is not recommended by Homes by Dickerson or our HVAC contractor. Not following these recommendations will cause portions of this limited warranty to be voided.

→ Homes by Dickerson Limited Warranty Guidelines: Homes by Dickerson warrants that there will be no standing water in the crawlspace or basement areas of a home provided that the exterior drainage around the home has not been modified and that the HVAC systems have been operating as described above.

DECK AND PORCH

The proper use and care of your deck and porch are important to ensure many years of use. Items such as paint, stain, and caulk may break down over time and require some homeowner maintenance, but proper upkeep will ensure that the structural elements do not break down.

Wood Decking and Porches: Homes by Dickerson uses high-quality wood building materials in the construction of your wood deck and porch; however, it is inevitable that wood will warp, split, expand, contract, discolor, and break down over time if not properly cared for. Wood deck and porch cleaners, and water-repellent preservatives and sealants can help preserve the life of your deck or porch. Once applied, the finish will need to be consistently maintained. This maintenance is the homeowner's responsibility.

Composite Decking: If debris from trees is left on the surface of a deck, the tannins in the leaves and pine straw may stain the deck. The area should be swept to remove surface debris, and then cleaned using warm, soapy water with either a soft bristle brush or a pressure washer with no greater than 3100 psi that has a fan adjustment to remove dirt from the embossing pattern. Rinse each deck board using a fan tip no closer than eight inches from the deck's surface. If dirty water is left to dry, it will cause a film on the deck surface. Once the deck surface is dry you may apply a "brightener" to the surface as directed by the manufacturer. Deck brighteners contain oxalic acid, which will remove the tannins.

Iron Handrails: Factory- or site-finished handrails require little maintenance and there are steps that can be taken to preserve the finish. For touchups, use a high-quality exterior spray paint after cleaning and priming to refinish blemishes, or hire a professional painting contractor. Keeping the finish maintained will ensure many years of attractiveness and safe use. Regularly inspect the mounting hardware, and if replacement is necessary only use parts designed for an outdoor environment. There is a 90-day warranty on the finish of iron rails, and a one-year warranty on the structural integrity and workmanship.

→ Homes by Dickerson's Limited Warranty Guideline: Homes by Dickerson will warranty all workmanship for one year from the time of closing on your home. This excludes minor (non-structural) wood splits, cracks, cupped or crowned boards inherent in natural wood products, and blemishes on iron rails after 3 months. Pressure-treated lumber carries no manufacturer's warranty, and all other materials used in deck and porch construction are subject to their respective manufacturer warranties. Please refer to your homeowner Orientation Binder to reference these warranties or contact your Client Care Representative for more information.

DOORS AND LOCKS

Most doors and door frames installed in your home are wood products and are subject to wood's natural characteristics to shrink and warp when subjected to humidity and temperature fluctuations. Due to these normal fluctuations, interior doors may occasionally require minor adjustments.

Bi-fold Doors: Interior bi-fold doors may sometimes seem to stick during operation. Apply a silicone lubricant to the track to minimize this inconvenience. Bi-folds may slightly warp because of the lack of structure around each door panel. This condition is common to bi-fold doors and is not warrantable.

Exterior Finish: To ensure a longer life for your exterior wood doors, inspect the applied finish at least once a year. Stained exterior doors with clear finishes tend to weather faster than painted doors, and doors facing west that receive the long afternoon rays of the sun can be expected to weather the fastest. Reseal stained exterior doors whenever the finish begins to wear.

Failure to Latch: If a door will not latch because of minor settling, you can correct this by adjusting the latch plate.

Hinges: You can remedy a squeaky door hinge by removing the hinge pin and applying a silicone lubricant to it. Avoid using oil, which will gum up and attract dirt. Graphite works well as a lubricant but can create a gray smudge on the door or floor covering beneath the hinge if too much is applied.

Keys: Keep a duplicate privacy lock key where children cannot reach it in case someone is accidentally locked in a room. The top edge of the door casing is often used as a place to keep the key. A small screwdriver or similarly shaped device can open some types of privacy locks.

Locks: Lubricate door locks with graphite or other waterproof lubricants. Avoid oil, as it will gum up and attract dirt.

Slamming: Slamming doors can damage both the doors and jambs and can even cause drywall cracks. Similarly, children should not hang onto, nor should items be hung onto the doorknobs. These activities will loosen the hardware and cause the door to sag.

Shrinkage: Use putty, filler, or latex caulk to fill any minor separations that develop at mitered joints in the door trim and follow up by painting. Panels of wood doors shrink and expand in response to changes in temperature and humidity. Touching up the paint or stain on these unfinished exposed areas is a homeowner's maintenance responsibility.

Sticking: The most common cause of a sticking door is the natural expansion of lumber due to changes in humidity. When sticking is due to swelling during a damp season, use sandpaper to plane the door and paint the sanded area to seal against moisture.

→ Homes by Dickerson's Limited Warranty Guideline: During the orientation, we confirm that all doors are in acceptable condition and correctly adjust those that need attention. Homes by Dickerson will correct imperfections to doors noted on the orientation list.

Adjustments: As the home acclimates to the environment, doors may require adjustment for proper fit. Should this occur, Homes by Dickerson will adjust doors as needed during the warranty period.

Panel Shrinkage: Panels of wood doors shrink and expand in response to changes in temperature and humidity. Although touching up the paint or stain on unfinished exposed areas is the homeowner's responsibility, Homes by Dickerson will repair split panels that allow light to be visible.

Warping: Homes by Dickerson will adjust 6'8" doors that warp more than 1/4 inch, and will adjust 8'0" doors that warp more than 1/2 inch (excluding exterior screen doors)

DRYWALL

Slight cracking, nail pops, or seams may become visible in walls and ceilings. These are usually caused by the shrinkage of wood framing and the normal deflection of joists to which the drywall is attached.

Repairs: Except for the one-time repair service provided at the 10-month touch point by Homes by Dickerson, the care of drywall is the homeowner's maintenance responsibility. Most drywall repairs can be easily made. This work is best done when you redecorate the room.

Repair cracks with spackle or drywall compound. To correct a nail pop, reset the nail and cover it with spackle. Apply two or three thin coats of spackle. When dry, sand the surface with fine-grain sandpaper and then paint. You can fill indentations caused by sharp objects in the same manner.

→ Homes by Dickerson's Limited Warranty Guideline: During the orientation, we confirm that drywall surfaces are in acceptable condition. At the 10-month touch point service, Homes by Dickerson will repair drywall shrinkage cracks and nail pops and touch up the repaired area using the same paint that was used on the surface when the home was delivered one time. Repainting the entire wall or room is the homeowner's responsibility. You are also responsible for custom paint colors or wallpaper that has been applied after closing. Touchups may be visible in certain lighting conditions and are not a warranty issue.

Related Warranty Repairs: If a drywall repair is needed as a result of a workmanship issue such as blisters in drywall tape or a warranty-based repair such as a plumbing leak, Homes by Dickerson will complete the repair by touching up the repaired area with the same paint that was on the surface when the home was delivered. If more than one-third of the wall is involved, we will repaint the wall corner to corner. You are responsible for custom paint colors or wallpaper that has been applied after the closing. Due to the effects of exposure over time on paint and wallpaper, as well as possible dye lot variations, touchups may be visible and are not a warranty issue.

ELECTRICAL SYSTEMS

It is important to know the location of the breaker panel(s). These panels will contain a shut-off that controls all the electrical power to the home. Individual breakers control the separate circuits. Each breaker is marked to help you identify which breaker is connected to which major appliances, outlets, or other services. Should a failure occur in any part of your home, always check the breakers in the main panel box.

Breakers: Some circuit breakers have three positions: on, off, and tripped. When a circuit breaker trips, it must first be turned off before it can be turned on. Switching the breaker directly from tripped to the "on" position will not restore service.

Breaker Tripping: Breakers trip due to overloads caused by plugging too many appliances into the circuit, a worn electrical cord, a defective appliance, or operating an appliance with a voltage requirement that is too great for the circuit. If any circuit trips, repeatedly unplug all items connected to it and reset the

breaker. If it trips when nothing is connected to it, call an electrician. If the circuit remains on, then one of the items you unplugged is defective and will require repair or replacement.

Buzzing: Fluorescent fixtures use transformers to operate. Transformers sometimes cause a buzzing sound.

Dropped Leg: If you are experiencing a partial electrical power loss while the breakers are still on, you could be experiencing what is referred to as a “dropped leg.” This type of issue is an electrical supply issue, and you should contact your electric supply company first, and then contact your Client Care Representative, if needed.

GFCI (Ground-Fault Circuit-Interrupters): GFCI receptacles have a built-in element that senses fluctuations in power. Quite simply the GFCI is in effect a circuit breaker. Building codes require the installation of these receptacles in areas where an individual can encounter water while holding an electrical appliance or tool such as bathrooms, the kitchen, outside, and in the garage. Heavy appliances such as freezers or power tools can trip the GFCI breaker.

Please Note: Recent code changes require all garage outlets to be GFCI protected. If you choose to plug a refrigerator or food freezer into a GFCI-controlled outlet, it is your responsibility to ensure the GFCI circuit is not tripped.

Homes by Dickerson is not responsible for food spoilage that results from plugging refrigerators or freezers into GFCI circuits.

Each GFCI circuit has a test and reset button. Pressing the test button will trip the circuit. Restore the service by pressing the reset button. If a GFCI breaker trips during normal use, it may indicate a faulty appliance and you will need to investigate the problem. One GFCI breaker may control several outlets.

Grounded System: Your electrical system is a three-wire grounded system. Never remove the bare wire that connects to the box or device.

Light Bulbs: You are responsible for replacing burned-out bulbs other than those noted during your orientation.

Modifications: If you wish to make any modifications to your electrical system during the warranty period, contact the electrician listed on the Emergency Phone Numbers you received at orientation. Having another electrician modify your electrical system during the warranty period can void that portion of your limited warranty.

Smoke Detectors: Please see the smoke detector section of this manual.

Outlets: If an outlet is not working, first check to see if it is controlled by a wall switch (these outlets, known as switched outlets, are typically installed upside down for identification purposes). Outlets in wet areas, like kitchens and bathrooms, are all required to be on GFCI circuits. These GFCI's are located in the kitchen and for bathrooms, they may be located in one particular bathroom and not the bathroom where the non-working outlet is located. If the above steps are checked and the issue is not solved, then check the breaker.

Underground Cables: Before digging, check the location of buried service leads by calling the local utility locating service. In most cases, wires run in a straight line from the service panel to the nearest public utility pad. Maintain positive drainage around the utility pad to protect this service, and keep shrubs trimmed to allow easy access by the utility service workers.

ARC Fault Breakers: An Arc Fault Circuit Interrupter (AFCI) is a circuit breaker designed to prevent fires by detecting an unintended electrical arc and disconnecting the power before the arc starts a fire. Arc Fault

breakers are more sensitive to tripping. Large appliances and variable-speed motors such as vacuums and treadmills can cause these breakers to trip due to drawing more power.

→ Homes by Dickerson's Limited Warranty Guideline: During the orientation, we will confirm that light fixtures are in acceptable condition and that all bulbs are working. Homes by Dickerson's limited warranty excludes any fixture you supplied.

Designed Load: If electrical outlets, switches, or fixtures do not function as intended, Homes by Dickerson will repair or replace them during the warranty period.

Power Surge: Power surges are the result of local conditions beyond the control of Homes by Dickerson and are excluded from limited warranty coverage. Surges can result in burned-out bulbs or damage to sensitive electronic equipment such as TVs, alarm systems, and computers. Damage resulting from lightning strikes is excluded from limited warranty coverage.

EXPANSION AND CONTRACTION

Changes in temperature and humidity cause all building materials to expand and contract. Dissimilar materials expand or contract at different rates. This movement may result in separation between materials, particularly dissimilar ones. You will see the effects of expansion and contraction in small cracks in drywall, in paint where moldings meet drywall or at mitered corners, and where tile grout meets the tub or sink. While this may appear to be a serious issue, it is normal. Shrinkage of the wood components of your home is inevitable and occurs in every new home. Although this is most noticeable during the first year, it will continue beyond that time. In most cases, caulk and paint are all that is required to take care of these minor repairs. Maintenance of caulking is a homeowner's responsibility.

→ Homes by Dickerson's Limited Warranty Guideline: Homes by Dickerson provides one-time repairs to many of the effects of expansion and contraction. See individual categories for details.

FENCING

Proper use and care of fencing is important to ensure many years of use. It is the homeowner's responsibility to ensure that the lot drainage, landscaping, pets, and children are not affecting the Limited Warranty. Items such as paint, stain, and caulk may break down over time and require some homeowner maintenance, but proper upkeep will ensure that the structural elements do not break down.

Wood Fencing: Homes by Dickerson uses high-quality building materials in the construction of your wood fence; however, it is inevitable that wood will warp, split, expand, contract, discolor, and break down over time if not properly cared for. Water-repellent preservatives and sealants can help preserve the life of your fence. Once applied, the finish will need to be consistently maintained. This maintenance is the homeowner's responsibility.

Aluminum Fencing: Aluminum fencing is the perfect low-maintenance fencing solution that offers the look and beauty of classic metalwork at an affordable price. This type of fencing can be cleaned with water and a soft sponge or brush. If you find a scratch or chip in the paint finish, you can use an exterior touchup paint specified for aluminum surfaces. Adjust all wood and aluminum gates whenever they do not swing freely or latch properly by tightening all screws and lubricating the hinges. Do not allow children to swing on

the gates or allow the gates to blow in the wind as these actions will cause the gates to warp and sag, and the hinges and latches to come loose.

→ Homes by Dickerson's Limited Warranty: Homes by Dickerson will warranty all workmanship for one year from the time of closing on your home. This excludes wood splits, cracks, and twists that are normal. Due to its inherent nature, pressure-treated lumber carries no manufacturer's warranty. All other materials are subject to their respective manufacturer warranties. Please refer to your homeowner Orientation Binder to reference these warranties or contact your Client Care Representative for more information.

FIREPLACE

Gas Fireplace: Homes by Dickerson installs direct-vent gas fireplaces. The proper use of the fireplace is demonstrated to you during the homeowner orientation. Please consult the manufacturer's manual for more detailed instructions and directions.

A slight delay between turning the switch on and flame ignition is normal. The flames should ignite gently and silently. If you notice any deviation from this or any gas smell, immediately shut off the fireplace and report it to the gas company and then to your Homes by Dickerson Client Care Representative.

The fireplace may emit a slight odor during the first few uses. Homes by Dickerson recommends turning on the fireplace and allowing it to burn for several hours while the house can be adequately ventilated.

Thoroughly clean the inside of the glass after the initial 10 hours of use, and periodically as necessary. Refer to the manual to remove the glass, and for glass cleaning instructions.

Caution: *The exterior vent cover and the glass paneling for a direct-vent gas fireplace becomes extremely hot when the fireplace is operating.*

→ Homes by Dickerson's Limited Warranty Guideline: Fireplaces are not intended to be the sole heat source in the home. The fireplace should function properly when the manufacturer's directions are followed. Discoloration of the interior of the firebox is a normal result of use and requires no corrective action.

FOUNDATION

The footings and foundation of your home are constructed according to the specifications required by the structural engineer and inspected by the local city or county inspectors. To protect your home's foundation, follow the guidelines for installation and maintenance of landscaping and drainage in this manual.

Cracks: Even though your foundation was constructed in accordance with general masonry construction specifications hairline cracks can still occur. These cracks are not detrimental to the structural integrity of your home, and most of the time they are cosmetic in nature. If a crack develops in a foundation wall allowing water penetration, follow the procedures for submitting a warranty claim to Homes by Dickerson.

Foundation Drains: Foundation drains have been installed as a preventative measure to release groundwater that may accumulate around the foundation of your home. It is extremely important to know the location of the discharge end of the foundation drain. These will be pointed out at the homeowner's orientation prior to closing. It is imperative to the function of this drain that the discharge end of the pipe is

kept free and clear. If left unmaintained, grass will grow over the end of the drainage pipes, clog the discharge, and create water issues in the crawlspace.

To prevent damage, it is the homeowner's responsibility to identify and inform anyone working in your yard of the location of these foundation drains and discharge pipes. Foundation drains that are damaged after closing are not covered by this warranty.

→ Homes by Dickerson's Limited Warranty: The footings and foundation of your home are constructed in accordance with the specifications required by the structural engineer and are inspected by your local city or county inspectors.

Hairline Cracks: Shrinkage cracks are normal and are not a warranty issue. Homes by Dickerson will repair substantial cracks exceeding 1/4" but cannot be responsible for exact color match of the mortar or painted parging.

Leaks: Homes by Dickerson will correct conditions that permit water to enter the crawlspace, provided that grading has not been altered by the homeowner, and that landscaping and maintenance guidelines have been complied with by the homeowner.

GARAGE OVERHEAD DOOR

Garage doors need periodic maintenance. Follow the manufacturer's guidelines as outlined in the manufacturer's literature for proper maintenance.

Opener: Be familiar with the steps for manual operation of the door in the event of a power failure. During orientation, we demonstrate the electric eye that provides a safety stop in the event someone crosses through the opening while the overhead door is in motion. Use care not to place tools or other stored items where they interfere with the function of the electric eye.

Safety: Follow the manufacturer's instructions for safe and reliable garage door operation. Do not allow anyone except the operator near the door when it is in motion. Keep hands and fingers away from all parts of the door except the handle. Do not allow children to play with or around the door.

For your safety, after the expiration of the one-year warranty, Homes by Dickerson recommends regular maintenance of your garage door by a qualified contractor. The door springs are under a considerable amount of tension and require special tools and knowledge for accurate and safe servicing. Have the door inspected by a professional garage door technician after any significant impact to the door.

→ Homes by Dickerson's Limited Warranty Guideline: The garage door should operate smoothly and with reasonable ease. If the door becomes misaligned and requires adjustment, Homes by Dickerson will provide this service within the warranty period.

Visible Light: Garage overhead doors are not designed to be airtight. Some light may be visible around the edges and across the top and bottom of the door. Severe weather conditions may result in some very minor precipitation entering around the door.

GARBAGE DISPOSAL

A garbage disposal unit is installed beneath the kitchen sink between the sink's drain and the trap in non-septic system homes. Large waste materials may cause the disposal to stop working, but it is equipped with a key that is used to rotate the disposal blades and dislodge the material caught in the blade system. The proper use of this key will be demonstrated at your homeowner orientation. The disposal is also equipped with an internal electrical reset button designed to protect the motor. This is a small red button located on the bottom of the disposal. If the disposal is not responsive, pushing the reset button may resolve the issue.

Read the manufacturer's operation manual to know the food products that can be disposed of using the make and model of your particular system.

→ Homes by Dickerson's Limited Warranty Guideline: We will confirm that the garbage disposal is in acceptable working condition at orientation. Homes by Dickerson will repair items that do not function as intended from normal use during the limited warranty period. Please consult the manufacturer's warranty for additional information and warranties beyond the Homes by Dickerson warranty period.

GAS SHUT-OFFS

You will find gas line shut-offs near the connection to each gas appliance. There is also a main shut-off at the meter which will require a pair of pliers to manipulate. We point these out during the orientation. If you suspect a gas leak, call the gas company immediately.

→ Homes by Dickerson's Limited Warranty Guideline: The gas company is responsible for leaks from the main gas line to your house. Homes by Dickerson will correct any leak from the meter to a home appliance during the warranty period.

GRADING AND DRAINAGE

The final grades around your home will be inspected and approved for proper drainage. The site is inspected by local building authorities and Homes by Dickerson.

Drainage: Drainage swales do not necessarily follow property boundaries. Maintain these slopes around your home to permit the water to drain away from the home as rapidly as possible. Proper drainage is essential to protect your foundation. Failure to do so may result in structural damage and your warranty being voided.

Ensure that the exit end of your foundation drains remain open and free from any type of blockage. This allows excess water to drain away from the foundation. See the section on Foundations for further information.

The use of mulch and pine straw in the yard is common, and heavy rains may cause these materials to wash. Maintaining these beds is not a warranty item; it is the homeowner's responsibility.

Settling: The area excavated for your home's foundation and trenching for the installation of utility lines, drain lines, and irrigation lines are all backfilled during construction. These backfilled areas may settle over several years, particularly after heavy rainfall or large amounts of snow. Inspect the perimeter of your home regularly for signs of settling and fill settled areas as needed to maintain positive drainage.

→ Homes by Dickerson's Limited Warranty Guideline: We established the final grade to ensure adequate drainage away from the home. Maintaining this drainage is your responsibility. If you alter the drainage pattern after closing, or if changes in the drainage pattern occur due to lack of maintenance, the limited warranty is void.

Backfill Settlement: Backfilled or excavated areas around the foundation and at utility trenches that occurred during construction should not interfere with the drainage away from your home. If these areas settle during the first year, Homes by Dickerson will fill the areas one time so that proper drainage can be maintained.

Erosion: Homes by Dickerson is not responsible for weather-related damage to landscaped yards after the closing date.

Swales: Homes by Dickerson will not alter subdivision drainage patterns to suit individual landscape plans. These drainage patterns control the direction of the flow of water using swales that are intentionally graded and must remain part of the landscape plan. Swales must remain unaltered to allow the free flow of water. A lot may receive water from, and pass water on to, other lots through these intentional swales. Changes to subdivision drainage patterns without the permission of Homes by Dickerson and the developer are prohibited. After a normal rain or snow event water may stand in swales for up to 48 hours.

GRINDER PUMPS

Grinder pumps are used when plumbing waste cannot be distributed to a community's main sewage lines through a typical gravity-fed sewage system. Wastewater from household appliances such as toilets, bathtubs, showers, sinks, and washing machines flows through the home's pipes into the grinder pump's holding tank. Once the waste inside the tank reaches a specific level, the pump will turn on, grind the waste, and pump it to the gravity-fed sewer system.

Please be mindful of all items that you intend to dispose of through your plumbing system. Items that will disrupt the operation of the grinder pump and will cause the system to malfunction or break include but are not limited to:

- Heavy paper products such as cleaning wipes, paper towels, and diapers
- Grease and oil products
- Feminine care products
- Paint and painting components such as caulk, drywall, drywall mud, etc.
- Kitty litter

Your grinder pump is equipped with maintenance indicators providing notice when either maintenance is required or there is a potential issue that may disrupt the use of your system. These indicators are located on or near the grinder pump. Read the grinder pump specifications sheet for more information on your particular model or consult with your Client Care Representative for specific details.

Due to the grinder pump design and its moving parts, regular usage of your plumbing system is recommended. For extended leaves of absence (more than a few weeks) Homes by Dickerson recommends scheduling a monitoring and maintenance program through a third-party vendor.

→ Homes by Dickerson's Limited Warranty Guideline: Because grinder pumps are generally integrated into a community plan, either Homes by Dickerson or the designated contractor elected

by the community developer, may be responsible for responding to warranty issues. Issues from the grinder pump to the community sewage system are the responsibility of the developer or the elected subcontractor working for the development. Issues anywhere from the house to the grinder pump are the responsibility of the homeowner or Homes by Dickerson as detailed below. Issues with the grinder pump or the pump housing will be reviewed to determine the source of the issue and who is responsible for upholding the warranty.

Homes by Dickerson provides a 1-year limited warranty for grinder pumps and parts specific to the manufacturer's warranty specifications and the manufacturer's installation requirements. ***Please note that improper use of the grinder pump or the grinder pump system, tampering with and/or modifications by someone other than an authorized servicer will void both Homes by Dickerson's and the manufacturer's warranty.***

Please be sure to read your grinder pump's warranty guidelines and recommendations for proper use and maintenance. This is important to make certain that your use of the grinder pump complies with the manufacturer's requirements.

If there is an instance in which the grinder pump alarm sounds, call the contact number provided in your orientation notebook. Twenty-four-hour emergency service is available regardless of when an alarm sounds. Set up an appointment with the subcontractor and then contact your Homes by Dickerson Client Care Representative.

GUTTERS AND DOWNSPOUTS

Check gutters periodically and remove leaves or other debris. Materials that accumulate in gutters can slow water drainage from the roof, cause overflows, and clog the downspouts. Homes by Dickerson does not provide gutter cleaning services.

Ladders: Use caution when leaning ladders against gutters. The ladder's side rails must rest against the gutter on each side of the gutter feral or attachment. Failure to position the ladder in this manner may damage the gutter.

Leak: If drips occur at a joint between sections of the gutter, caulk the inside joint using a commercial gutter caulking compound available at most hardware stores.

Snow and Ice: Clear excess snow as soon as possible to allow the gutter to drain properly and prevent damage. Severe ice or snow buildup can damage gutters, and such damage is not covered by the limited warranty.

Downspout Extensions: Downspouts are piped a minimum of five feet away from the foundation unless they are terminated onto a concrete surface. Downspouts and yard drains should never be tied into the perimeter foundation drain system. It is critical to keep pop-up yard drain covers clear of grass overgrowth, which can prevent the pop-up effect and not allow water to escape the downspout. As a result, water can fill the downspout and back into and under the shingles, causing water penetration into the home. In freezing conditions, ice will form and push under the shingles.

→ Homes by Dickerson's Limited Warranty Guideline: Gutters over three feet long are installed with a slight slope so that roof water will flow to the downspouts.

Leaks: We correct leaks that occur during the warranty period.

Overflow: Gutters may overflow during periods of heavy rain. This is unavoidable and requires no repair.

Standing Water: Small amounts of water (up to one inch) may stand in gutters for short periods of time after rain. No correction is required for these conditions.

HARDWARE

All doorknobs and locks should operate correctly. Over time they may need slight adjustments due to normal movement of the framing caused by initial settling and expansion or contraction. Occasionally you may need to tighten screws or adjust ball catches. Caution should be taken when tightening screws; over-tightening the screws in locks and doorknobs can cause them to work improperly.

→ Homes by Dickerson's Limited Warranty Guideline: We confirm that all hardware is in an acceptable condition at orientation. Homes by Dickerson will repair hardware items that do not function as intended from normal use during the limited warranty period. Refer to manufacturer guidelines for additional maintenance and warranty information.

HARDWOOD FLOORS

Preventive maintenance is the primary goal in the daily care of hardwood floors.

Cleaning: Sweep daily or as needed. Never steam mop a hardwood floor. Excessive water will cause wood to expand and will damage the floor. Your floors are finished with a polyurethane finish that may be damp mopped if necessary. Always make sure to dry your wood floor after cleaning. For the best cleaning product to use, if any, please refer to the hardwood manufacturer's recommendations.

Furniture Legs: Install proper floor protectors on furniture placed on hardwood floors. Protectors will allow chairs to move easily over the floor without scuffing. Regularly clean the protectors to remove any grit that may have accumulated.

Humidity: Wood floors respond noticeably to changes in your home's humidity level. The individual flooring planks expand and contract as the humidity changes from season to season, especially during the winter and summer months. Hardwood floor planks are known to either dip or rise along the edges which causes the individual planks to crown or cup. Some of this movement is to be expected and is considered normal. The use of a humidifier or dehumidifier may be necessary in some cases.

Separation: Most separation is seasonal and usually occurs during the winter when home heating is required. The warm dry air reduces the moisture in the wood floors and causes them to slightly shrink and separate. These separations typically close during the warm humid months. This type of separation and closing is considered normal. In 2-1/2-inch-wide hardwood floors, the separation may be the thickness of a dime (1/32 inch). Wider boards may have wider separation. For ways to control humidity and possibly mitigate these separations, see the section above on Humidity.

Spills: Clean up spills immediately with a dry cloth.

Warping: Warping may occur if the floor becomes excessively wet. Slight warping near heat vents or heat-producing appliances is typical. Please note that the icemaker hookup is the most common source of leaks onto hardwood floors. Visually inspect this connection regularly.

Wax: Wax and products like oil soap should not be used, because once the finishes are applied to a polyurethane-finished floor, a new coat of polyurethane finish will not bond. The preferred maintenance is preventive cleaning and recoating to maintain the desired luster.

→ Homes by Dickerson's Limited Warranty Guideline: During orientation, we will confirm that hardwood floors are in an acceptable condition. We will correct any readily noticeable cosmetic defects listed during the orientation. You are responsible for the routine maintenance of hardwood floors.

Separations: If separations exceed industry standard thickness (1/32 inch), Homes by Dickerson will fill them one time at the owner's request. Homes By Dickerson is not responsible for removing excess filler that appears on the surface if the boards expand and expel the filler due to subsequent changes in humidity.

Floor Flatness: Our goal is to create a comfortable home with flat and level floors beginning with a level foundation. Homes by Dickerson is not responsible for floor unevenness caused by deflection, expansion, contraction, or differences in nominal lumber dimension.

HEATING, VENTILATING AND AIR CONDITIONING (HVAC)

The gas forced-air furnace relies on natural gas or propane to provide energy used for generating heat. When the temperature in the home falls below the level set on the thermostat, an electric pilot flame automatically ignites to heat a gas burner that generates heat within the furnace's combustion chamber. This heat passes into a heat exchanger. A fan then blows air onto the heat exchanger and the air is heated. This heated air is then blown through a series of ducts to heat the home.

A heat pump system operates differently from a gas-forced-air furnace. The same system provides both heat and air conditioning. This is possible because a refrigerant, controlled by a reversing valve, flows back and forth in the coils of the heat pump. In the heating mode, the heat pump removes heat from the outside air and transfers it to the inside air of the home. In the cooling mode, it does just the opposite by removing heat from the inside air and discharging it outside of the home.

Air Returns and Filters: For maximum comfort and efficient energy use, arrange furniture and draperies to allow unobstructed airflow from registers and returns.

Remember to change or clean the filter regularly. A clogged filter can slow airflow and cause uneven temperatures in your home. Although it takes less than one minute to change the filter, this is one of the most frequently overlooked details of normal HVAC care. You may wish to buy filters in large quantities for the sake of convenience or subscribe to a filter delivery service such as <http://www.airfiltersdelivered.com/>.

If you plan to install a permanent, washable, removable filter, remember to check your HVAC system's manufacturer's literature to prevent voiding the warranty. For any questions regarding filter location (on the furnace, in the crawlspace, etc.), please refer to the manufacturer's literature, installer, or your Homes by Dickerson Client Care Representative.

Ductwork Noise: Some popping or pinging sounds are the natural result of slight movements of the ductwork heating and cooling in response to airflow as the system operates.

Manufacturer's Instructions: The manufacturer's manual specifies maintenance for the heating and air conditioning system. Review and follow these points carefully.

Temperature Variations: Temperatures may vary from room to room and floor to floor by several degrees. This variation is influenced by floor plan design, the orientation of the home on the lot relative to the sun's position, the type and use of window coverings, and traffic through the home. Jumper ducts are

installed to allow airflow between rooms and hallway spaces to reduce this variation in temperature when doors are closed.

The furnace or air conditioner blower will typically cycle on and off more frequently and for shorter periods during severely hot or cold weather.

Electrical Panel: Breakers for the HVAC system are usually outside near the units.

Gas Odor: If you smell gas call the gas company immediately.

On-Off Switch: The HVAC system has a primary on-off switch that looks like a regular light switch and is located near the HVAC unit. This switch overrides all HVAC system commands and shuts down the unit. The on-off switch should only be switched off when maintenance service is being performed. If you have a total loss of HVAC function, check to make sure this switch has not inadvertently been turned off.

Register / Damper Adjustment: When an HVAC system is properly balanced, it should not be necessary to utilize the register dampers to moderate airflow. Register dampers may be used to direct airflow in a particular direction, or in some cases to close off a particular register temporarily. Ideally, registers should not be used to restrict airflow as this could adversely affect the overall function of the HVAC system. If you find registers need to be closed to make a room comfortable, the proper solution is to contact your HVAC Service provider and request the HVAC system dampers be adjusted and the entire system rebalanced.

Thermostat: The HVAC system will come on automatically when the temperature at the thermostat registers outside the setting you have selected. Once the HVAC system is on, setting the thermostat to a higher or lower temperature will not heat or cool the home faster. Thermostats are calibrated to within plus or minus 2 degrees. If a different temperature is desired from floor to floor avoid setting the temperatures to greater than a 5-degree difference.

Improper thermostat settings may damage the HVAC units, have an adverse effect on other components of the system, and could void Homes by Dickerson's Limited Warranty. Make sure the Fan Setting on your thermostat remains in the "AUTO" mode and is never left on "ON" or "CIRCULATE."

Trial Run: Have a trial run early in the fall to test the furnace. (The same applies to air conditioning in the spring.) If service is needed it is much better to discover that before the season begins. During this trial run, since the air conditioning or heat has not been run for several months, there may be a stale odor, but this will dissipate quickly.

Fresh Air Intake: The HVAC system includes a fresh air intake that works in conjunction with other components of the HVAC system to adequately supply the home with fresh air. Please see the Ventilation section of the manual for more information.

Jumper Ducts: These ducts look like standard HVAC air supplies but are not connected to the HVAC system and do not produce air when the system is operating. They allow air pressure to balance between rooms and which helps the HVAC system to operate more efficiently and to minimize temperature differentials inside the home. These ducts should always remain open.

→ Homes by Dickerson's Limited Warranty Guideline: HVAC systems are designed and installed based on the specifics of each individual home following the building code design guidelines mandated for the specific climate zone where the home is located.

Air Flow Balance: Homes by Dickerson will balance the system one time during your first year of warranty.

Ductwork: The ductwork should remain attached and securely fastened. Homes By Dickerson will repair if needed during the warranty period.

INSULATION

The effectiveness of blown insulation is diminished if it is uneven. As the last step in any work done in your attic, you should confirm that the insulation lays smooth and even. Do not step on the drywall ceilings beneath the insulation because this will damage the drywall and can result in personal injury. All other insulated areas that are now covered by drywall or other coverings were inspected by a city or county building inspector prior to being covered.

→ Homes by Dickerson's Limited Warranty Guideline: Homes by Dickerson will install insulation to either meet or exceed the building codes applicable at the time of construction and the specifications outlined as part of your purchase agreement.

IRRIGATION SYSTEM MAINTENANCE

One of the most important aspects of maintaining an irrigation system is proper preparation for the winter months. To winterize the irrigation system, turn off the water supply to the system at the system's main water supply valve, and drain the water from the backflow valve and the attached above-ground pipes. The backflow valve should be removed and stored in an above-freezing location. The controller should also be turned off. Winterization must be performed prior to the first freezing temperature of the season to protect the backflow valve from freeze damage. Homes by Dickerson will not replace backflow valves damaged from freezing.

In the spring, after the last frost, the backflow should be re-installed, and the system should be inspected for proper operation. This includes checking the main line water pressure, checking each zone's water pressure, checking for any leaks, and checking for debris in sprinkler heads. Proper head adjustment should also be checked. If you have a rain sensor, verify that it is in place.

The irrigation system's controller should be properly programmed for optimal performance. The programming should be changed as seasonal conditions change. Pay close attention to your municipality's guidelines for watering and be sure that any water restrictions are being followed to avoid fines.

During periods of operation, you should make a visual inspection of your irrigation system once a month. Prior to any construction or landscaping work at your residence, you should flag the irrigation heads to avoid damage to the system. If damage occurs, shut down the system until repairs have been made to avoid wasting water and high-water bills. Some municipalities may require annual backflow valve inspections.

→ Homes by Dickerson's Limited Warranty Guideline: Please refer to the manufacturer's limited warranty for information regarding coverage of the irrigation system.

LANDSCAPING

We will provide a copy of your landscaping plan, which contains a list of the plants that have been installed in your yard, and a Landscaping Care Guide. This care guide is an aid in the proper care and maintenance of your landscaping and helps to ensure its healthy establishment but may not be all-inclusive for your specific species. With newly planted landscaping, it is crucial that the turf, shrubs, and trees are properly cared for until they are established. Once established, landscaping can be maintained with minimal care under normal growing conditions. The remainder of this section will help guide you through this critical time in the life of your landscaping and provide information as a reference should concerns arise.

Water: Proper water management is the most important factor when it comes to the establishment of the landscape. When a plant doesn't receive adequate water or receives excessive amounts of water, it will go into shock. As a result, the plant (turf, tree, or shrub) is stressed, and when stressed is susceptible to insects and disease which can lead to the plant dying or becoming unsightly (plant defoliation, excessive wilting, or brittle stems). Keep in mind while watering that an exterior hose bib may release as much as 5 gallons of water per minute.

Dormant Season and Water Requirements: It is a misconception that plants will not need watering during the winter months or dormant periods. For the most part this is true of turf and deciduous trees and shrubs; however, broadleaf evergreens will benefit from watering prior to multiple days of subfreezing temperatures. Follow the watering amount indicated in the shrub section below.

Shrubs

Watering Frequency: Become familiar with the characteristics of the soils in your plant beds and yard and adjust watering accordingly. Start by watering every other day for 3-1/2 weeks, drop back to twice per week for an additional two months, and then generally 1-2 times per week for the first year during the growing season (generally mid-March through mid-October). Increase watering frequency during excessively warm periods.

Watering Amount: Water one-third the amount of the original plant container size each time you water. For example, a plant that is installed as a three-gallon plant will need one gallon of water each time you water the plant. A landscape plan with container sizes is provided in your Orientation Binder. If you find your plants are staying too wet, do not adjust the amount of water you apply but adjust the frequency that you water. Your soil should be a tacky consistency. When a ball of dirt is formed in your hands, the soil should neither stick completely together nor completely break apart. Watering during the early morning or late afternoon hours is most beneficial to reduce evaporation. Water the base of the plant as opposed to the foliage to eliminate sun scorch. Water is drawn from the roots of the plants so excessive moisture on the foliage is not necessary.

Trees

Watering Frequency: In general, follow the same guidelines as outlined above for shrubs; however, trees will take longer to become established. Expect to water trees for 2-3 years. Watering trees once per week during the growing season should be adequate after the first year. Trees in the middle of or near turf areas may not require as much water due to the benefit they receive through irrigation of the turf. When

water rings are used, fill the ring with the proper amount of water. Water rings will promote slower infiltration to the tree's root system and minimizes water runoff.

Watering Amount: Apply 3 gallons of water per inch of tree caliber (the circumference of the tree measured six inches above the original soil line). A tree with a 3" caliber trunk will need 9 gallons of water per watering. If you find your plants are staying too wet do not adjust the amount of water you apply but adjust your watering frequency.

Turf

Watering Frequency: Water 2-4 times per day for the first 2-4 weeks for 15-20 minutes per watering. It is recommended that the highest elevation of the turf be watered first, and lower elevations watered last, adjusting the time of watering as locations drop in elevation. The idea is to keep the sod and top layer of soil wet without oversaturating the soil. Until the sod roots into the soil, there is no need to water deeply. Oversaturation of the soil is unnecessary and could cause damage to the turf.

Watering Amount: Once established, your lawn will require 1-1.5" of water per week during the growing season. Watering amounts in July and August will need to be adjusted for heat and lack of rain. For best results, lawn irrigation should be split up into three different sessions during the week and can include significant rain events. Consider areas of a lawn that may have excessive shade or longer sun exposure and adjust the amount of water these areas receive. Be careful not to overwater areas of a yard that are subject to surface water runoff.

Fertilizer: Fertilizers are provided in different three-digit ratios (e.g., 16-4-8). These numbers refer to the ratio of nitrogen (first digit in ratio), phosphorus (second digit in ratio), and potassium (third digit in ratio) in the fertilizer.

During installation trees and shrubs are adequately fertilized. Limit additional fertilization during the first year. Over-fertilization will promote the top of the plant to outgrow the root system and prolong the establishment period. Fertilize with a balanced fertilizer at a lower rate and at more frequent intervals once the plant is established. To prevent over-fertilization, use either a slow-release (granular) fertilizer or organic fertilizers and compost.

Cool Season Grass (Fescue): Fertilize in the spring (early and mid to late) and fall (early and late), but do not apply high nitrogen fertilizer to cool season grass during the hotter months. A good ratio of fertilizer is 16-4-8. Avoid applying pre-emergent until after fall overseeding has germinated and the turf has been mowed 3-4 times. When overseeding, apply a lower-rate nitrogen fertilizer, but one that contains a higher rate of phosphorus to promote root growth, such as 5-10-5.

Warm Season Grasses (Zoysia/Bermuda): These grasses generally require and benefit from three applications of fertilizer per year—early spring, mid-spring, and mid-summer. These may be with or without pre-emergent herbicides. If you are following a herbicide program you may also add pre-emergent in the winter but without nitrogen fertilizer. A late summer application of fertilizer can be applied to Bermuda if it has lost its vigor. It is very important that you wait until the lawn has been mowed 3-4 times, and the root system has had time to fully develop, before applying pre-emergent herbicides. A good ratio of fertilizer to use is 16-4-8. A fall application of a low nitrogen/high phosphorus fertilizer such as 5-10-5 will help both Bermuda and Zoysia build roots going into the winter months.

Turf will establish itself much more quickly than trees and shrubs, and fertilizer may be applied after 6-8 weeks depending on the season. Refer to the previously stated guidelines when deciding on applying fertilizer. You should never apply a fertilizer containing pre-emergent herbicides or stand-alone pre-emergent to new turf. Doing so will damage the roots. Wait until the lawn has been mowed several times,

which allows the root system to fully develop. It is better to fertilize at lower rates and more frequently than to apply a strong, single application. While the ratio of the fertilizer is most important, slow-release fertilizer is held in high regard by local landscapers.

Mulch: A 2-4" thick layer of mulch is important to help retain moisture, control weeds, and discourage some pests. When adding additional mulch, avoid applying too much or mounding around the base of trees and shrubs. Mulch around trees should be installed forming a moat around the tree trunk. This allows water to soak into the tree root ball instead of running off to the area around the tree. It is also important not to mound mulch against the foundation of the house in a manner that blocks weep holes in masonry veneers, meets siding, covers condensation drains, or prohibits foundation drainage. Recommended replenishment amounts are as follows: Triple Shredded Hardwood Mulch – 2", Designer Hardwood Mulch – 1", and Pine Straw – twice annually at 3".

→ Homes by Dickerson's Limited Warranty Guideline: Homeowners must submit written documentation within 90 days of closing, noting any dying or dead shrubs, plants, and trees installed as part of the approved landscaping plan. Upon receipt of such notification, Homes by Dickerson and the installing landscaper will assess the noted plants to determine the underlying cause of the unhealthy plants. Wildlife damage and evidence of inadequate care will not be warrantied. Turf and pre-existing trees are excluded from this portion of the warranty.

MILDEW

Mildew is a fungus that spreads through the air in microscopic spores. On siding, mildew looks like a layer of dirt. Cleaning mildew from your home is your responsibility. Solutions that remove mildew are available from local paint or home improvement stores. Wear protective eyewear and rubber gloves for this task. Homes by Dickerson recommends annual professional, low-pressure power washing of your home's exterior.

→ Homes by Dickerson's Limited Warranty Guideline: Homes by Dickerson's warranty excludes mildew; however, we will remove any mildew noted during the orientation.

MIRRORS

To clean your mirrors, use a reliable glass cleaner available at most hardware or grocery stores. Avoid acidic cleaners and splashing water under the mirror because either can cause the silvering to deteriorate.

→ Homes by Dickerson's Limited Warranty Guideline: We will confirm that all mirrors are in acceptable condition during the orientation. Homes by Dickerson will correct scratches, chips, or other damage to mirrors noted during the orientation. Homes by Dickerson does not offer any warranty on mirrors.

PAINT AND STAIN

Painted surfaces may be cleaned using mild soap with as little water as possible. Avoid abrasive cleaners, scouring pads, or scrub brushes. Flat paints show washing marks more easily than gloss paints do. Homeowners often prefer the results obtained by touching up painted surfaces rather than washing. Your specification sheets are your record of the paint and stain color names, numbers, and brands in your home.

Wood or Composite Trim Separation: Wood or composite trim may separate at joints or where the trim meets other materials. This separation is normal and is caused by changes in humidity and temperature.

Wall Cracks: We suggest that you wait until after the first heating season to repair drywall cracks or other separations due to shrinkage.

See also Drywall.

Exterior: Check the painted and stained surfaces of your home's exterior annually. Regular and prompt attention to areas that require maintenance will preserve the beauty and value of your home. You should repaint before the original finish is badly weathered or faded, thereby saving the cost of extensive surface preparation, and plan on refinishing or repainting the exterior surfaces of your home as needed. Flat surfaces, such as windowsills, will require maintenance before vertical surfaces such as exterior siding, and areas that receive long periods of direct sunlight will often require the most frequent maintenance.

Exterior Stain: Homes by Dickerson uses a high-quality oil-based semi-transparent exterior deck stain. Homes by Dickerson applies a single coat of stain but will apply a second coat when requested and purchased during contract or production. On extremely porous wood, a second coat may be desired for a uniform finish. If a second coat is applied, it should be done within 24 hours of the first coat. If this 24-hour window is exceeded, the second coat may not penetrate and adhere properly. Before applying additional coats for maintenance purposes, the surface must weather until water will not bead up.

Touchup: When doing paint touchup, use a quality brush or short nap roller and only apply paint to the area that needs to be touched up. Touchup may not match the surrounding area exactly even if the same paint mix is used. When it is time to repaint a room, prepare the wall surface according to the manufacturer's recommendations. It is important to use compatible paints when repainting. Compatibility is best obtained by using the same manufacturer's product. Consult a professional for more information.

We provide samples of each paint used on your home, when available. Store these with the lids tightly in place and in a location where the cans are not subjected to extreme temperatures.

→ Homes by Dickerson's Limited Warranty Guideline: During your orientation, we will confirm that all painted or stained surfaces are in acceptable condition. Homes by Dickerson will touch up paint as indicated on the orientation list. Homes by Dickerson will also provide a one-time service at your 10-month touch point, to repair and touch up drywall settling cracks, nail pops, and trim separations (visible from 6 feet in natural light). You are responsible for all subsequent touch up.

Cracking: Exterior wood trim may develop minor cracks and a raised grain as it ages permitting moisture to get beneath the painted surface. As a result, the paint may peel. Paint maintenance is the homeowner's responsibility.

Fading: Expect fading of exterior paint or stain due to the effects of the sun and weather. Homes by Dickerson does not warrant paint and stain against fading.

Wood Grain: Due to the natural characteristics of wood, color variations will result when the stain is applied to wood.

Wood or Composite Trim Separation: At the 10-month touch point, Homes by Dickerson will repair trim separation using the same paint that was used when the home was delivered. You are responsible for custom paint colors that have been applied after closing. Paint touchups may be visible.

PHONE JACKS

Your home is equipped with either Cat5e or Cat6 cable as designated on the specification sheets. Initiating phone service, additional needs to accommodate phone service, and moving phone outlets for personal purposes or convenience are your responsibility.

→ Homes by Dickerson Limited Warranty Guideline: Homes by Dickerson will repair wiring that does not perform as intended if the problem is from the home service box into the home. If the problem is from the service box outward, the service of the wiring is the responsibility of the local utility service company.

PLUMBING

Shut-Offs: Your main water shut-off is usually located inside a first floor, centrally located closet. You use this shut-off for major water emergencies such as a water line break. Additionally, each toilet also has a shut-off on the water line beneath the tank, and there are hot and cold water shut-offs for each sink, located beneath the sink.

Clogs: The main causes of toilet clogs are domestic items such as disposable diapers, excessive amounts of toilet paper, sanitary supplies, Q-tips, dental floss, and children's toys. Improper garbage disposal use may also cause plumbing clogs. When using the garbage disposal, allow the water to run for 5-10 seconds after shutting off the disposal.

You can usually clear clogged traps with a plumber's helper (plunger). If you use chemical agents, follow directions carefully to avoid personal injury or damage to the fixtures.

Dripping Faucet: To repair a dripping faucet or showerhead you may need to refer to the manufacturer's support site or call a professional plumber. You can minimize the frequency of this repair by remembering not to use excessive force when turning faucets off.

Extended Absence/Infrequent Use: If you plan to be away for an extended time you should drain your water supply lines by shutting off the water at the main water shut-off and opening the faucets to relieve the pressure in the lines. You may also wish to shut off the hot water heater but refer to your manufacturer's guidelines regarding proper techniques for extended absence.

For fixtures that are infrequently used, test the fixture occasionally for proper function.

Leaks: If a major plumbing leak occurs, first turn off the supply of water at the main shut-off. Contact the plumbing contractor first, and then call your Homes by Dickerson Client Care Representative.

Freezing Pipes: Provided the home is heated at a normal temperature, pipes should not freeze. Set the heat at 65° F if you are away during winter months. Keep garage doors closed to protect plumbing lines in this area from the effects of wind chill during periods of near-freezing temperatures.

In unusually frigid weather, or if you will be gone more than a day or two during the winter, open cabinet doors to allow warm air to circulate around pipes that are in exterior walls. Should you experience frozen pipes use an ordinary hair dryer to thaw them. Never use an open flame.

Low Pressure: Low water pressure can be the result of many conditions. Occasional cleaning of the aerators on your faucets will allow proper water flow. If a problem with water pressure persists, call a plumbing professional. See WaterSense Faucets under Plumbing Fixtures below for more information. If a major loss of pressure is noticed, contact a plumbing professional immediately. This may be the result of a plumbing leak. See the section Leaks above to learn more.

Outside Faucets: Remove hoses during cold weather even if the faucet is located in your garage. If a hose is left attached, the water that remains in the hose can freeze and expand back into the pipe, causing the water line to freeze. The repair of a broken line that feeds an exterior faucet is a maintenance item. **Note that Homes by Dickerson does not warrant hose bibs/sill cocks against freezing.**

Running Toilet: To stop a toilet from running, check the shut-off float in the tank. At the end of the float rod locate the adjustment screw. Adjusting the screw normally eliminates the running toilet. The float should be free and not rub the side of the tank or any other parts. For more information, please refer to the manufacturer's operation manual.

→ Homes by Dickerson's Limited Warranty Guidelines: During the orientation, we will confirm that all plumbing fixtures are in acceptable condition and that all faucets and drains operate freely. Clogged drains, unless caused by construction, are the responsibility of the homeowner.

Leaks: Homes by Dickerson will repair leaks in the plumbing system that occur during the warranty period. If a plumbing leak caused by a warranted item results in drywall or floor covering damage, Homes by Dickerson will repair or replace items that were part of the home as originally purchased. We do not make adjustments for secondary damages. These items should be covered by your homeowner's insurance policy.

Noise: Changes in temperature or the flow of the water itself will cause some noise in the pipes. This is normal and requires no repair. Homes by Dickerson will repair persistent water hammer.

PLUMBING FIXTURES

Cleaning: Avoid abrasive cleansers on all fixtures and finishes, because they remove the fixture's finish and leave behind a porous surface that is difficult to keep clean. Clean plumbing fixtures with a soft sponge and a nonabrasive cleaner, and then polish the fixtures with a dry cloth to prevent water spots.

Corrosion: Unless you have ordered solid alloy (brass, nickel, etc.) fixtures, the finish on your fixtures is a live coating on top of a base metal. Water with a high mineral content is corrosive to any fixture, coated or solid.

Stainless Steel: Clean stainless-steel sinks with soap and water to preserve their luster. Abrasive cleaners will damage the finish. Occasional cleaning with a good stainless-steel cleaner will enhance the finish.

WaterSense Faucets: WaterSense Faucets are equipped with aerators that allow the use of less water without losing water pressure. When an aerator is added to the faucet, there is a region of high pressure created as the water stream builds up behind the aerator. As the water stream pushes through the aerator to an area of lower pressure outside of the faucet, there is an increase in the water flow velocity. This velocity creates the perception of water pressure as it strikes a surface. From time to time the aerators may clog with small amounts of foreign matter or minerals. To clean the aerator, unscrew it from the end of the faucet,

clean any matter from the aerator screen, and screw it back onto the faucet. Unless you have requested a change from our standard faucet, each of your sink and shower faucets are WaterSense Faucets.

→ Homes by Dickerson Limited Warranty Guideline: During the orientation, we will confirm that fixtures are in acceptable condition. Homes by Dickerson does not warrant corrosion damage to the external surfaces or internal workings of plumbing fixtures. This limitation includes solid or coated fixtures.

Cosmetic Damage: Homes by Dickerson will correct any fixture damage noted on the orientation list. Repairing chips or scratches after the orientation is your responsibility.

PREFINISHED FLOORING

Although prefinished floors are designed for minimal care, they do require maintenance. Follow the manufacturer's specific recommendations for care and cleaning.

Color and Pattern: Your color specification sheets provide a record of the brand, style, and color of floor coverings in your home. Please retain this information for future reference.

Limit Water Exposure: Wipe up spills and vacuum floors frequently. Limit mopping or washing floors with water. Water on prefinished floors can penetrate seams and get under the edges and damage the floor.

Moving Furniture: Moving appliances or furniture across prefinished floors can cause scratches that are difficult to repair. Install coasters on furniture legs to prevent permanent damage. If you damage the prefinished floor you can have it repaired by professional installers. Remnants of the floor may be available from the original installation. Some prefinished floors can be sanded and refinished. Please refer to your manufacturer's guidelines or flooring professional for details on refinishing.

Seams: Any brand or type of prefinished flooring may separate slightly due to shrinkage. In vinyl floors, seams can lift or curl if excessive moisture is allowed to penetrate them. Seam sealer caulk is available to use at tub or floor joints to seal seams. Avoid getting large amounts of water on the floor.

→ Homes by Dickerson's Limited Warranty Guideline: We will confirm that prefinished floors are in an acceptable condition during your orientation. Homes by Dickerson does not warranty damage to prefinished floors caused by moving furniture or appliances in the home. We can assist you in contacting professionals who can repair such damage if it occurs in your home. Homes by Dickerson is not responsible for discontinued selections.

Floor Flatness: Our goal is to create a comfortable home with flat and level floors beginning with a level foundation. Homes by Dickerson is not responsible for floor unevenness caused by deflection, expansion, contraction, or differences in nominal lumber dimensions.

ROOF

General maintenance and upkeep of the roof is expected and is the responsibility of the homeowner beyond the manufacturer's expressed warranties. Please be observant of your roof system and how it performs as it ages.

Limit walking on your roof. Weight and movement can damage or loosen the roofing shingles and cause leaks. Never walk on the roof of your home when the shingles are wet as they may be slippery. Always perform a visual inspection of the roof for damage after severe storms. Notify your insurance company if you find pieces of shingle in the yard or shingle edges lifted on the roof.

Be aware of debris that may accumulate on your roof and remove it as soon as possible.

Leaks: If a leak occurs, try to detect the exact location. This will greatly simplify finding the area that requires repair when the roof is dry.

Gutters: See Gutters and Downspouts section for further information.

→ Homes by Dickerson's Limited Warranty Guideline: Homes by Dickerson will warranty the roof system installation for one year. The shingle manufacturer carries its own expressed warranty specific to the product that has been installed on your home. Warranties other than the Homes by Dickerson warranty can be sought through the manufacturer as dictated by the manufacturer's limited warranty.

Homes by Dickerson will review requests for roof leak repairs and will make repairs due to improper installation. Roof repairs are made only when the roof is dry. Storm and severe weather damage are excluded from warranty coverage. Notify your homeowner's insurance company if storm damage is discovered.

Ice and Snow Build-Up: Excessive ice and snow buildup may develop during extended periods of cold weather. Damage that results from this is excluded from warranty coverage. Your insurance carrier may cover this damage.

SIDING

Siding expands and contracts in response to changes in humidity and temperature and may create slight waves that are visible in the siding. This cannot be entirely eliminated. The joints between the individual boards of siding are not caulked on purpose and doing so will void the manufacturer's warranty.

Cement, wood, and wood-product siding will require routine maintenance and refinishing and is the responsibility of the homeowner. The timing and nature of maintenance will vary with climatic conditions, and sun exposure.

See also Paint and Stain.

→ Homes by Dickerson's Limited Warranty Guideline: Homes by Dickerson will caulk and apply touchup paint to cracks that exceed 3/16 inches. We provide this repair one time only during the expressed warranty period. The paint or stain touchups may not match.

SMOKE/CARBON MONOXIDE DETECTORS

Read the manufacturer's manual for detailed information on the care of your smoke and carbon monoxide detectors. Smoke detectors will be located in each bedroom of your home. A combination smoke/carbon monoxide detector will be located just outside of the bedrooms in the hallway areas. For your safety, periodically push the detectors' test buttons to see if they are working. It is a good practice to change the batteries in the detectors annually.

→ Homes by Dickerson's Limited Warranty Guideline: Homes by Dickerson installs smoke and carbon monoxide detectors per code. We will test the detectors during the orientation to confirm that they are working and to familiarize you with the alarm. You are responsible for obtaining proper insurance.

STAIRS

If a shrinkage crack develops between the stairway skirt board and the wall, apply a thin bead of latex caulk and touch it up with paint. Stairway deflection may cause minor squeaks over time.

→ Homes by Dickerson's Limited Warranty Guideline: Homes by Dickerson does not warrant against minor squeaks caused by deflection.

TERMITES

We treat the foundation for termites and provide you with a certificate at closing confirming that treatment. The treatment is renewable annually by the pest control company. Homes by Dickerson recommends renewing this treatment annually or as directed by the literature that accompanies the certificate at closing. Treatment for other types of insects or animal infestations is the homeowner's responsibility.

→ Homes by Dickerson's Limited Warranty Guideline: We certify at closing that the termite treatment of your foundation was completed. ***This is our final action for termites.*** Homes by Dickerson's warranty excludes treatment for any other insect (such as ants) or animal (such as mice) infestation.

VENTILATION

Homes today are more tightly built than ever. This saves energy dollars but creates a potential concern. Condensation, cooking odors, indoor pollutants, radon, and carbon monoxide may all accumulate. We provide mechanical and passive methods for ventilating homes. Your attention to ventilation is important for health and safety.

Building codes require attic and crawlspace vents to minimize the accumulation of moisture. Attic ventilation occurs through vents in the soffit (the underside of the overhangs), on gable ends, and at the roof ridge. Driving rain, snow, or minor debris sometimes enters the attic through these vents. Do not cover the vents to prevent this.

Homes with crawlspaces may include foundation vents. If your home has foundation vents, check to see that these vents are operating correctly. In our area, it is best to always leave vents open. During extended periods

of extremely cold weather, you may want to close your foundation vents. Do not forget to open them when normal temperatures resume.

Many Homes by Dickerson homes have “conditioned crawlspaces.” Conditioned crawlspaces do not have direct ventilation to the outside. Instead, the crawlspace is sealed and treated with conditioned air from the interior that helps regulate the temperature and reduces moisture in the crawl space.

Your daily habits can help keep your home well-ventilated:

- Do not cover or interfere in any way with the fresh air supply to your furnace.
- Develop the habit of running the kitchen exhaust hood fan when you are cooking.
- When bathing, remember to turn on the bathroom ventilation fans and run them for approximately 20 minutes after bathing activities are over.
- Remember to change your HVAC filters regularly and have your HVAC systems serviced bi-annually.
- Ensure your Wi-Fi enabled thermostat is connected to the internet.
- Utilize your HVAC systems to maintain indoor conditions; keeping your thermostat settings between 68 and 75 degrees.
- Especially if your home includes a conditioned crawl space, do not turn off your HVAC systems as this will prevent your crawl space from being conditioned resulting in an uncontrolled environment susceptible to increased humidity and possible microbial growth. Turning off your HVAC systems may void parts of your Limited Warranty.
- Always keep the fan settings on your thermostats set to “AUTO.”

→ Homes by Dickerson’s Limited Warranty Guideline: Homes by Dickerson’s warranty guidelines for active ventilation components are discussed under the appropriate headings such as electrical systems, or heating system.

WATER HEATERS

Carefully read and follow the manufacturer's literature for your specific model of water heater.

Tankless Water Heaters: Tankless water heaters are designed to provide continuous hot water while conserving energy by activating only when hot water is summoned. Unlike tank systems, tankless water heaters provide the benefit of endless hot water and constant temperature control to multiple locations for as long as the need is there.

Your tankless water heater operates using natural gas and has a 120v electrical supply for the electronic ignition. Because of the requirement for electricity, power outages will disrupt the use of your tankless water heater system. To avoid these potential disruptions, you may want to check with your local retailer for an Uninterrupted Power Supply battery backup system suitable for your needs.

The water heater temperature in your home has been set to a maximum of 120 degrees in accordance with government guidelines to reduce the risk of scalding. It is the homeowner’s risk and responsibility to set the temperature above 120 degrees. Consult your user manual for directions on how to change the water temperature.

No Hot Water: *If you discover that you have no hot water, first check the temperature control, typically located in the primary bedroom closet or laundry room, before calling for service. There is a digital screen that will present an error code. Reference the manufacturer's manual that will describe the code or call the plumber and request that they provide this code, which will help diagnose the problem.*

Tank Water Heaters: A tank style water heater functions by continuously keeping a tank full of water at a specific temperature. As hot water is used, cold water supply water enters the tank and must be heated. The volume of hot water in the tank can be used at a rate faster than the water heater can heat the water coming in. Thus, a hot water system with a tank water heater has a limited amount of hot water over a given amount of time before the water heater can recover.

No Hot Water: *Tank Water Heaters are either powered by gas or electricity. If you completely lose hot water, first check to ensure the gas pilot light is lit or the electrical breaker is on before calling for service.*

→ Homes by Dickerson's Limited Warranty Guideline: Refer to the manufacturer's limited warranty for information regarding coverage of the water heater.

See also Plumbing.

WATERPROOFING

We coat your foundation walls with a bituminous damp proofing material. However, during times of excessive rain or snow, you may notice some dampness. Careful maintenance of the positive drainage system, keeping it clear and open, will also help eliminate moisture in your crawlspace.

→ Homes by Dickerson's Limited Warranty Guideline: Homes by Dickerson will correct conditions that allow standing water in the crawlspace unless the cause is improper installation of landscaping by the homeowner or failure to adequately maintain drainage.

WINDOWS

Replacement parts for most double hung, single hung and casement window components can be ordered through local dealers for the respective window manufacturer. The window manufacturer and type can be found in the specification sheet for your home.

Cleaning: Clean glass as needed with vinegar and water, a commercial glass cleaner, or the product recommended by the window manufacturer. Acrylic glass block windows are to be cleaned with warm soapy water only, with no chemicals of any kind.

Condensation: Condensation on the interior surfaces of the window and frame is the result of high humidity within the home and a low outside temperature. Be sure that all bath and exhaust fans are working properly and are used as they are intended. Lifestyle controls the humidity level within your home to a great degree. If your home includes a humidifier, follow the manufacturer's directions for its use.

→ Homes by Dickerson's Limited Warranty Guideline: We will confirm that all windows are in acceptable condition during the orientation. Homes by Dickerson will repair or replace broken windows noted on the orientation list only. Windows should operate with reasonable ease and locks should perform as designed.

Condensation: Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. Homes by Dickerson provides no corrective measure for this condition other than making sure that all exhaust fans work properly.

Condensation that accumulates between the panes of glass in dual-glazed windows indicates a broken seal. Homes by Dickerson will replace the window if this occurs during the warranty period.

Infiltration: Some air and dust may infiltrate around windows. Homes by Dickerson does not warranty against the occurrence of this type of infiltration.

Scratches: Homes by Dickerson confirms that all window glass is in acceptable condition at the orientation. Minor scratches on windows can result from delivery, handling, and other construction activities. ***Homes by Dickerson will replace windows that have scratches readily visible from a distance of 4 feet that are noticed at the time of orientation only. Homes by Dickerson does not replace windows that have scratches visible only under certain lighting conditions.***

WOOD TRIM

Wood trim shrinkage may occur during the first two years and is more vulnerable to shrinkage during the heating season. Maintaining a moderate and stable temperature helps to minimize the effects of shrinkage. Wood shrinkage causes separation at the joints of trim pieces. This can be corrected with caulking and touchup painting.

The acclimation of your home may also result in the movement of your trim work, causing separation at the joints between trim pieces, and separation where trim pieces adjoin other surfaces. This can usually be corrected with caulking and touchup painting.

See also Expansion and Contraction.

→ Homes by Dickerson's Limited Warranty Guideline: During the orientation, we will confirm that the wood trim is in an acceptable condition. Homes by Dickerson will correct readily noticeable construction damage such as chips and gouges listed during the orientation.

Homes by Dickerson will caulk and apply touchup paint to cracks and separations in exterior trim components that exceed 3/16 inches as per the manufacturer's recommendations. We will correct any separation at joints that allow water to enter the home. We provide this repair one time only during the warranty period. The paint or stain touchups may not match.

Homes by Dickerson will caulk and apply touchup paint to noticeable cracks and separations in interior trim. We provide this repair one time only during the warranty period. The paint or stain touchups may not match.

Raised Grain and Splits: Because of the effects of weather on natural wood such as treated decks, rails, and steps, raised grain and splits will develop. This is normal and is not a defect in the wood. Warranty coverage excludes this condition.

3-Month Touch Point

Purchasers _____ Date _____

Subdivision/Lot _____

Address _____ Phone _____

Below is a complete list of warrantable items discovered on or before the 3-month Client Care Touch Point visit. **These are not cosmetic items** with the exception of the 3-month caulk point up (showers & backsplash). Drywall nail pops and interior trim caulk will be addressed at the 10-month mark. Additional items and future warrantable claims are to be submitted to Homes By Dickerson according to the terms of the limited warranty.

Inspection Items:

Complete

Cracks at the transitions at the solid surface tops and the tile back splash in the kitchen _____

Cabinet door or drawer adjustment _____

Persistent floor squeaking at hallway near master bedroom _____

List submitted: _____ Date: _____

List Completed: _____ Date: _____

10-Month Touch Point

Purchasers _____ Date _____

Subdivision/Lot _____

Address _____ Phone _____

Below is a complete list of warrantable items discovered on or before the 10-month Client Care Touch Point visit. Drywall nail pops and interior trim caulk will be addressed **one time** at the 10-month mark. If you have had a private inspection of your home the warrantable items must be listed on this form. You may also submit a copy of the inspection report or a summary of the inspection report to Homes By Dickerson Client Care. **A list of all warrantable items must be submitted prior to the 10-month Touch Point.** We will address any warrantable inspection items when we address the 10-month Touch Point items. Additional items and future claims are to be submitted to Homes By Dickerson according to the terms of the limited warranty.

Inspection Items:

Complete

Interior closet door rubs or needs adjustment _____

Loose electrical switch or outlet _____

Garage door binding /making noises and inspect key pad _____

List submitted: _____ Date: _____

List Completed: _____ Date: _____

Rev. 3 (5/2023) (JS & SH):

Adjustments made to:

Table of Contents

Formatting

Heating, Ventilating and Air Conditioning System content

Ventilation content

Terminology consistency

Printed loose leaf for Orientation Binder

Printed bound for distribution during sales process

Revised warranty hours for inspection appts

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