

Homes by Dickerson Limited Warranty

Caring for Your Home

Homes By Dickerson, Inc. has constructed your home with quality materials and the labor of experienced craftsmen. Before our using any material, it 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 products left in the world. Once we have assembled the natural and manufactured materials, the components interact with each other and the environment. Although quality materials and workmanship have been used in your home, this does not mean that it will require no care or maintenance. A home, like an automobile, requires care and attention from day one. General homeowner maintenance is essential to providing a quality home for a lifetime.

Homeowner Use and Maintenance Guidelines

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

Many times a minor adjustment or repair done immediately saves a more serious, time-consuming, and sometimes costly repair later. Note also that neglect of routine maintenance can void applicable limited warranty coverage on all or part of your home. By caring for your new home attentively, you ensure your enjoyment of it for years. The attention provided by each homeowner contributes significantly to the overall desirability of the community.

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

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Please take time to read the literature provided by the manufacturers of consumer products and other items 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 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 manufacturer's warranties by completing and mailing any registration cards included with their materials. In some cases, manufacturer's warranties may extend beyond the first year and it is in your best interest to be apprised of such coverages.

Homes By Dickerson, Inc. Limited Warranty Guidelines

While we strive to build a defect-free home, we are realistic enough to know that we may make mistakes or that something in the home may not perform as intended. When either occurs, we will make necessary corrections. In support of this commitment, Homes By Dickerson, Inc. provides you with a limited warranty. In addition to the information contained in the limited warranty itself, this manual includes details about one-year material and workmanship standards. The purpose is to let you know what our quality standard is for the typical concerns that can come up in a new home. The manual describes our standards for each item and what we will do to remedy items that do not meet our standards.

Our criteria for qualifying warranty repairs are based on typical industry practices in our region and meet or exceed those practices for the components of your home. 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 for all homeowners.

You will receive the signed limited warranty document at your closing. We include a specimen copy at the end of this section for your review. Please read through this information, as well as the service procedures discussed on the following pages. If you have any questions regarding the standards or procedures, contact our office.

Our warranty service system is designed to accept written reports of non-emergency items. This provides you with the maximum protection and allows us to operate efficiently, thereby providing faster service to all homeowners. Emergency reports are the only reports accepted by phone.

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Reporting Procedures

All service requests should be put in writing.

Ninety-Day Report

In order for our service program to operate at maximum efficiency and for your own convenience, we suggest that you wait 90 days before submitting any warranty list. This allows you sufficient time to become settled in your new home and to thoroughly examine all components.

Year-End Report

Near the end of the tenth month of your materials and workmanship warranty, you should submit a year-end report. We will also be happy to discuss any maintenance questions you may have at that time.

Emergency Service

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

- Total loss of heat when the outside temperature is below 45 degrees F.
- Total loss of electricity. (Check with the utility company before reporting this circumstance to the electrical subcontractor or Homes By Dickerson, Inc.)
- Total loss of water. (Check with the water department 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. (Contact your utility company or HVAC subcontractor if the leak is at the furnace or water heater supply lines.)
(List of phone numbers located on page 27)

During business hours, call Homes By Dickerson, Inc.:

(919) 847-3739

After hours, or on weekends or holidays, call the necessary trade contractor directly. Their phone numbers are listed on the Emergency Phone Numbers sheet you receive at orientation.

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Kitchen Appliance Warranties

The manufacturers of kitchen appliances will work directly with you if any repairs are needed for these products. Customer service phone numbers are listed in the use and care materials for each appliance. Be prepared to provide the model and serial number of the item and the closing date on your home. Appliance warranties are generally for one year; refer to the literature provided by the manufacturer for complete information.

Service Processing Procedures

You can help us to serve you better by providing complete information, including:

- Name, address, and phone numbers where you can be reached during business hours.
- A complete description of the problem, for example, "guest bath—cold water line leaks under sink," rather than "plumbing problem."

When we receive a warranty service request, we may contact you for an inspection appointment. Warranty inspection appointments are available Monday through Thursday, 7 a.m. to 4 p.m. We inspect the items listed in your written request to confirm warranty coverage and determine appropriate action. Generally reported items fall into one of three categories:

- Trade contractor item
- In-house item
- Home maintenance item

If the item is home maintenance, we will review the maintenance steps with you and offer whatever informational assistance we can. Homes By Dickerson, Inc. does not provide routine home maintenance.

Homes by Dickerson Limited Warranty

Reporting Warranty Items

The many details of warranty coverage can be confusing. We hope this chart will make reporting items easier. If you do not know whom to contact, call our office and we will guide you.

Appliances	Contact the manufacturer directly with model and serial number, closing date, and description of problem.
Emergency	<p>During our business hours (Monday through Friday, 8 a.m. until 5 p.m.), call our main office, (919) 847-3739.</p> <p>If emergency is loss of power, heating or cooling or a plumbing issue, please call appropriate contact listed on page 27. After contacting the appropriate contractor please call Homes By Dickerson, Inc. directly at (919) 847-3739.</p>
Non-emergency	<p>Mail or fax your written list of items to our office. You can find service request forms at the end of this manual or you can request more by calling our office. Attention: Customer Service</p> <p>2301 Stonehenge Drive Suite 103 Raleigh, NC 27615 Fax (919) 847-8555</p>
Storm damage or other natural disaster	Contact your homeowner's insurance agent immediately. Contain damage as much as possible without endangering yourself. In extreme situations, photograph the damage.
Hours	<p>Office: Monday through Friday, 8 a.m. until 5 p.m. Inspection appointments: Monday through Thursday, 7 a.m. until 4 p.m. Work appointments: Monday through Thursday, 7 a.m. until 4 p.m.</p>
Questions?	Call Customer Service during normal business hours, (919) 847-3739.

Air Conditioning

Homeowner Use and Maintenance Guidelines

Air conditioning can greatly enhance the comfort of your home, but if it is used improperly or inefficiently, wasted energy and frustration will result. These hints and suggestions are provided to help you maximize your air conditioning system.

Your air conditioning system is a whole-house system. The air conditioner unit is the mechanism that produces cooler air. The air conditioning system involves everything inside your home including, for example, drapes, blinds, and windows.

Your home air conditioning is a closed system, which means that the interior air is continually recycled and cooled until the desired air temperature is reached. Warm outside air disrupts the system and makes cooling impossible. Therefore, you should keep all windows closed. The heat from the sun shining through windows with open drapes is intense enough to overcome the cooling effect of the air conditioning unit. For best results, close the drapes on these windows.

Time is very important in your expectations of an air conditioning system. Unlike a light bulb, which reacts instantly when you turn on a switch, the air conditioning unit only begins a process when you set the thermostat.

For example, if you come home at 6 p.m. when the temperature has reached 90 degrees F and set your thermostat to 75 degrees, the air conditioning unit will begin cooling, but will take much longer to reach the desired temperature. During the whole day, the sun has been heating not only the air in the house, but the walls, the carpet, and the furniture. At 6 p.m. the air conditioning unit starts cooling the air, but the walls, carpet, and furniture release heat and nullify this cooling. By the time the air conditioning unit has cooled the walls, carpet, and furniture, you may well have lost patience.

If evening cooling is your primary goal, set the thermostat at a moderate temperature in the morning while the house is cooler, allowing the system to maintain the cooler temperature. The temperature setting may then be lowered slightly when you arrive home, with better results. Once the system is operating, setting the thermostat at 60 degrees will *not* cool the home any faster and can result in the unit freezing up and not performing at all. Extended use under these conditions can damage the unit.

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Adjust Vents

Maximize air flow to occupied parts of your home by adjusting the vents. Likewise, when the seasons change, readjust them for comfortable heating.

Compressor Level

Maintain the air conditioning compressor in a level position to prevent inefficient operation and damage to the equipment.

See also Grading and Drainage. (page 63)

Humidifier

If a humidifier is installed on the furnace system, turn it off when you use the air conditioning; otherwise, the additional moisture can cause a freeze-up of the cooling system.

Manufacturer's Instructions

Since the air conditioning system is combined with the heating system, follow the maintenance instructions for your furnace. The manufacturer's manual specifies maintenance for the condenser. Review and follow these points carefully.

Temperature Variations

Temperatures may vary from room to room by several degrees F. This is due to such variables as floor plan, orientation of the home on the lot, type and use of window coverings, and traffic through the home.

Homes By Dickerson, Inc. Limited Warranty Guidelines

The air conditioning system should maintain a temperature of 78 degrees F or a differential of 15 degrees from the outside temperature, measured in the center of each room at a height of five feet above the floor. Lower temperature settings are often possible, but neither the manufacturer nor Homes By Dickerson, Inc. guarantee this.

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Compressor

The air conditioning compressor must be in a level position to operate correctly. If it settles during the warranty period, Homes By Dickerson, Inc. will correct this.

Coolant

The outside temperature must be 70 degrees F or higher for the contractor to add coolant to the system. If your home was completed during winter months, this charging of the system is unlikely to be complete and will need to be performed in the spring. Although we check and document this at orientation, your call to remind us is welcome in the spring.

Non-emergency

Heating and air conditioning contractors in our region respond to air conditioning service requests in the order received.

Alarm System

Homeowner Use and Maintenance Guidelines

If your home selections included prewire for an alarm system, you will arrange for the final connection after your move-in. The alarm company will demonstrate the system and instruct you in its use. We recommend that you test the system each month.

Homes By Dickerson, Inc. Limited Warranty Guidelines

Homes By Dickerson, Inc. will correct wiring that does not perform as intended for the alarm system.

Homes by Dickerson Limited Warranty

Appliances

Homeowner Use and Maintenance Guidelines

Read and follow all manufacturer's instructions for the use and maintenance of each appliance in your home and keep them available for reference.

Manufacturer's Service

If a problem arises with an appliance, call the customer service number listed in the manufacturer's warranty. When reporting warranty items to the appliance manufacturer, be prepared to supply the following details:

- Date of purchase (your closing date)
- Serial and model numbers, found on a metal plate or sticker on the side or bottom of each appliance
- Description of the problem

Registration

Mail warranty registration cards directly to the manufacturer.

Homes By Dickerson, Inc. Limited Warranty Guidelines

We confirm that all appliance surfaces are in acceptable condition during your orientation. 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.

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Appliance Serial Numbers

For warranty service on an appliance, contact the appropriate manufacturer directly at the service number provided in the appliance literature. You will need to supply the model and serial number (usually located on a small metal plate or seal attached to the appliance in an inconspicuous location), and the date of purchase (your closing date).

Closing Date

<i>Appliance</i>	<i>Manufacturer</i>	<i>Model #</i>	<i>Serial #</i>	<i>Service Phone #</i>
Range				
Range Hood				
Cooktop				
Oven				
Microwave				
Dishwasher				
Disposal				

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Attic Access

Homeowner Use and Maintenance Guidelines

The attic space is neither designed nor intended for storage, unless passage is provided by means of permanent or pull down stairway. We provide access to this area for maintenance of mechanical equipment that may traverse the attic space. When you perform needed tasks in the attic, use caution and avoid stepping off wood members onto the drywall. This can result in personal injury or damage to the ceiling below. Your limited warranty does not cover such injury or damage. In homes where passage to attic space is provided by permanent or pull down stairways, storage is limited to space provided by plywood coverage. Please use caution and avoid stepping off plywood and on to drywall.

Homes By Dickerson, Inc. Limited Warranty Guidelines

Homes By Dickerson, Inc. and the local building department inspect the attic before your closing to confirm insulation and framing is correct and meets building codes.

Brick

Homeowner Use and Maintenance Guidelines

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

Efflorescence

The white, powdery substance that sometimes accumulates on brick surfaces is called efflorescence. This is a natural phenomenon and cannot be prevented. In some cases, you can remove it by scrubbing with a stiff brush and vinegar. Consult your home center or hardware store for commercial products to remove efflorescence.

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Tuck-Pointing

After several years, face brick may require tuck-pointing (repairing the mortar between the bricks). Otherwise, no regular maintenance is required.

Weep Holes

You may notice small holes in the mortar along the lower row of bricks. 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, Inc. Limited Warranty Guidelines

We check the brick work during the orientation to confirm correct installation of designated materials.

Cabinets

Homeowner Use and Maintenance Guidelines

Your selection sheets are your record of the brand, style, and color of cabinets in your home. If you selected wood or wood veneer cabinets, expect differences in grain and color between and within the cabinet components due to natural variations in wood and the way it takes stain.

Cleaning

Products such as lemon oil or polishes that include scratch cover are suggested for wood cabinet care. Follow container directions. Use such products a maximum of once every 3 to 6 months to avoid excessive build-up. Avoid paraffin-based spray waxes and washing cabinets with water, as both will damage the luster of the finish.

Homes by Dickerson Limited Warranty

Hinges

If hinges catch or drawer glides become sluggish, a small amount of silicone lubricant will improve their performance.

Moisture

Damage to cabinet surfaces and warping can result from operating appliances that generate large amounts of moisture (such as a crock pot) too near the cabinet. When operating such appliances, place them in a location that is not directly under a cabinet.

Homes By Dickerson, Inc. Limited Warranty Guidelines

During the orientation we will confirm that all cabinet parts are installed and that their surfaces are in acceptable condition.

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 excepted from this repair). It is not uncommon due to humidity changes or normal settling for separations to occur.

Warping

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

Wood Grain

Readily noticeable variations in wood grain and color are normal in all wood or wood veneer selections. Replacements are not made due to such variations.

Homes by Dickerson Limited Warranty

Carpet

Homeowner Use and Maintenance Guidelines

Your selection sheets provide a record of the brand, style, and color of floor coverings in your home. Please retain this information for future reference. Refer to the various manufacturer's 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 the 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 twice each week lightly and once a week thoroughly. Heavy traffic areas may require more frequent cleaning.

Vacuuming high-traffic areas daily helps keep them clean and maintains the upright position of the nap. Wipe spills and clean stains immediately. For best results, blot or dab any spill or stain; 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 presented below.

Filtration

If interior doors are kept closed while the air conditioning is operating, air circulation from the closed room flows through the small space at the bottom of the door. This forces the air over the carpet fibers, which in turn act as a filter, catching particulate pollution. Over time, a noticeable stain develops at the threshold.

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Seams

Carpet usually comes in 12-foot widths, making seams necessary in most rooms. Visible seams are not a defect unless they have been improperly made or unless the material has a defect, making the seam appear more pronounced than normal. The more dense and uniform the carpet texture, the more visible the seams will be. Carpet styles with low, tight naps result in the most visible seams. Seams are never more visible than when the carpet is first installed. Usually with time, use, and vacuuming the seams become less visible. You can see examples of how carpet seams diminish after they have been vacuumed and have experienced traffic in the model homes.

Stains

No carpet is stainproof. Although your carpet manufacturer designates your carpet as stain-resistant, some substances may still cause permanent staining.

Refer to your carpet manufacturer brochures for recommended cleaning procedures for your particular fiber.

Homes By Dickerson, Inc. Limited Warranty Guidelines

During your orientation, we will confirm that your carpet is in acceptable condition. We will correct stains or spots noted at this time by cleaning, patching, or replacement. Homes By Dickerson, Inc. will not be responsible for dye lot variations if replacements are made.

Edges

Edges of carpet along moldings and edges of stairs should be held firmly in place. In some areas, metal or other edging material may be used where carpet meets another floor covering.

Caulking

Homeowner Use and Maintenance Guidelines

Time and weather will shrink and dry caulking so that it no longer provides a good seal. As routine maintenance, check the caulking and make needed repairs. Caulking compounds and dispenser guns are available at hardware stores. Read the manufacturer's instructions carefully to be certain that you select an appropriate caulk for the intended purpose.

Colored Caulk

Colored caulking is available where larger selections are provided. As with any colored material, dye lots can vary.

Latex Caulk

Latex caulking is appropriate for an area that requires painting, such as along the stair stringer or where wood trim meets the wall.

Silicone Caulk

Caulking that contains silicone will not accept paint; it works best where water is present, for example, where tub meets tile or a sink meets a countertop.

Homes By Dickerson, Inc. Limited Warranty Guidelines

During the orientation we confirm that appropriate areas are adequately caulked.

See also Countertops, Expansion and Contraction, Stairs, and Wood Trim.

Ceramic Tile

Homeowner Use and Maintenance Guidelines

Your selection sheets include the brand and color of your ceramic tile.

Cleaning

Ceramic tile is one of the easiest floor coverings to maintain. Simply vacuum when needed. Occasionally, a wet mopping with warm water may be appropriate. Avoid adding detergent to the water. If you feel a cleaning agent is required, use a mild solution of warm water and dishwasher crystals (they will not result in a heavy, difficult-to-remove lather on the grout). Rinse thoroughly.

The ceramic tile installed on walls or countertops in your home may be washed with any nonabrasive soap, detergent, or tile cleaner. Abrasive cleaners will dull the finish.

Grout Discoloration

Clean grout that becomes yellowed or stained with a fiber brush, cleanser, and water. Grout cleansers and whiteners are available at most hardware stores.

Sealing Grout

Sealing grout is your decision and responsibility. Once grout has been sealed, ongoing maintenance of that seal is necessary and limited warranty coverage on grout that has been sealed is void.

Separations

Expect slight separations to occur in the grout between tiles. This grout is for decorative purposes only; it does not hold the tile in place. Cracks in the grout can be filled using premixed grout purchased from flooring or hardware stores. Follow package directions.

Tile around bathtubs or countertops may appear to be pulling up after a time. This is caused by normal shrinkage of grout or caulk and shrinkage of wood members as they dry out. If this occurs, the best remedy is to purchase tub caulk or premixed grout from a hardware store. Follow directions on the container. This maintenance is important to protect the underlying surface from water damage.

Homes by Dickerson Limited Warranty

Homes By Dickerson, Inc. Limited Warranty Guidelines

During the orientation we confirm that tile and grout areas are in acceptable condition. We will repair or replace cracked, chipped, or loose tiles noted at that time. Homes By Dickerson, Inc. is not responsible for variations in color or discontinued patterns. New grout may vary in color from the original.

Concrete Flatwork

Homeowner Use and Maintenance Guidelines

By maintaining good drainage, you protect your home's foundation and the concrete flatwork: the basement floor, porch, patio, driveway, garage floor, and sidewalks.

Cleaning

Avoid washing exterior concrete slabs with cold water from an outside faucet when temperatures are high and the sun has been shining on the concrete. The abrupt change in temperature can damage the surface bond of the concrete. We recommend sweeping for keeping exterior concrete clean. If washing is necessary, do this when temperatures are moderate.

Repeated cleaning of the garage floor by hosing may allow water to penetrate at expansion joints or excising cracks, should they occur, increasing moisture content of the soil. We recommend sweeping to clean the garage floor.

Cracks

A concrete slab 10 feet across shrinks approximately 5/8 inch as it cures. Some of this shrinkage shows up as cracks. Cracking of concrete flatwork also results from temperature changes that cause expansion and contraction.

During the summer, moisture finds its way under the concrete along the edges or through cracks in the surface. In winter, this moisture forms frost that can lift the concrete, increasing the cracking. Maintaining drainage away from all concrete slabs will minimize cracking from this cause. As cracks occur, seal them with a waterproof concrete caulk (available at hardware or home improvement stores) to prevent moisture from penetrating to the soil beneath.

Homes by Dickerson Limited Warranty

Expansion Joints

We install expansion joints to help control expansion. However, as the concrete shrinks during the curing process, moisture can penetrate under the concrete and lift the expansion joint. When this occurs, fill the resulting gap with a gray silicone sealant, which you can purchase at most hardware stores.

Heavy Vehicles

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

Ice, Snow, and Chemicals

Driving or parking on snow creates ice on the drive, which magnifies the effects of snow on the concrete surface. Remove ice and snow from concrete slabs as promptly as possible after snow storms. Protect concrete from abuse by chemical agents such as fertilizers, radiator overflow, repeated hosing, or de-icing agents, such as road salt that can drip from vehicles. All of these items can cause spalling (chipping of the surface) of concrete.

Sealer

A concrete sealer, available at hardware stores, will help you keep an unpainted concrete floor clean. Do not use soap on unpainted concrete. Instead, use plain water and washing soda or, if necessary, a scouring powder.

Homes By Dickerson, Inc. Limited Warranty Guidelines

Concrete slabs are floating—they are not attached to the home's foundation walls. These 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.

Homes by Dickerson Limited Warranty

Cracks

If concrete cracks reach 3/16 inches in width or vertical displacement, Homes By Dickerson, Inc. will patch or repair them one time during the warranty year. Subsequently, concrete slab maintenance is your responsibility. If you prefer to have the slab replaced, we will obtain a price for you and assist in scheduling the work upon receipt of your payment. However, we advise against this expense since the new slab will crack as well.

Finished Floors

Homes By Dickerson, Inc. will correct cracks, settling, or heaving that rupture 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 within 1/4 inch within any 32-inch measurement with the exception of an area specifically designed to slope toward a floor drain.

Separation

Homes By Dickerson, Inc. will correct separation of concrete slabs from the home if separation exceeds one inch.

Settling or Heaving

Homes By Dickerson, Inc. will repair slabs that settle or heave if such movement results in negative drainage (toward the house) or hazardous vertical displacement.

Spalling (Surface Chips)

Causes of spalling include repeated hosing of concrete for cleaning, radiator overflow, fertilizer, uncleared snow and ice, ice-melting agents, and road salts from vehicles. Repair of spalling is a home maintenance task.

Standing Water

Water may stand on exterior concrete slabs for several hours after precipitation or from roof run-off. Homes By Dickerson, Inc. 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

Homeowner Use and Maintenance Guidelines

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 manufacturer's directions for its use, especially during periods of cooler temperatures.

See also Ventilation. (page 87)

Homes By Dickerson, Inc. Limited Warranty Guidelines

Condensation results from a family's lifestyle and Homes By Dickerson, Inc. has no control over this. The limited warranty coverage excludes condensation.

Countertops

Homeowner Use and Maintenance Guidelines

Use a cutting board to protect your counters when you cut or chop. Protect the counter from heat and from extremely hot pans. If you cannot put your hand on it, do not put it on the counter.

Caulking

The caulking between the countertop and the wall, along the joint at the backsplash, and around the sink may shrink, leaving a slight gap. Maintaining a good seal in these locations is important to keep moisture from reaching the wood under the counter top surface material and to prevent warping.

Cleaning

Follow manufacturer's recommendations.

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Homes By Dickerson, Inc. Limited Warranty Guidelines

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 one of your home maintenance responsibilities.

Laminates

Laminated countertops will have one or more discernible seams. Homes By Dickerson, Inc. will repair gaps or differential at the seams that exceed 1/16 inch.

Cultured Marble

Edges should be smooth and even. Where backsplash joints occur at corners, the top edges should be even within 1/16 inch.

Separation from Wall

Separation of countertops from walls, backsplash, and around sinks results from normal shrinkage of materials. Homes By Dickerson, Inc. will recaulk these areas one time during the materials and workmanship warranty period. Subsequently caulking will be your home maintenance responsibility.

Crawl Space and Basements

Homeowner Use and Maintenance Guidelines

Unfinished areas of basements and crawl spaces are not intended as a storage area for items that could be damaged by moisture. Wood stored in a crawl space can attract termites.

You may notice slight dampness in an unfinished basement and crawl space area. Landscaping that is correctly installed and properly graded helps prevent excessive amounts of water from entering crawl spaces. Report standing water to Homes By Dickerson, Inc. for inspection.

See also Ventilation. (page 87)

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Homes By Dickerson, Inc. Limited Warranty Guidelines

During the orientation we will check the condition of soils in the crawl space. Soils in the crawl space may be damp but should not have standing water. Provided that you have not altered the drainage nor caused excessive moisture to accumulate and remain in this area with incorrect landscaping, Homes By Dickerson, Inc. will correct the conditions that result in persistent standing water.

Doors and Locks

Homeowner Use and Maintenance Guidelines

Most doors and door frames installed in your home are wood products subject to such natural characteristics of wood as shrinkage and warpage. Due to natural fluctuations of humidity and the use of forced air furnaces, showers, and dishwashers, interior doors may occasionally require minor adjustments.

Bifold Doors

Interior bifolds sometimes stick or warp due to weather conditions. Apply a silicone lubricant to the tracks to minimize this inconvenience.

Exterior Finish

To ensure longer life for your exterior wood doors, plan to inspect the applied finish at least once a year. Stained exterior doors with clear finishes tend to weather faster than painted doors. Reseal stained exterior doors whenever the finish begins cracking or crazing.

Failure to Latch

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

Homes by Dickerson Limited Warranty

Hinges

You can remedy a squeaky door hinge by removing the hinge pin and applying a silicone lubricant to it. Avoid using oil, as it can gum up or 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 the event a youngster locks him- or herself 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 lubricant. Avoid oil, as it will gum up.

Slamming

Slamming doors can damage both doors and jambs and can even cause cracking in walls. Teach children not to hang on the doorknob and swing back and forth; this works loose the hardware and causes the door to sag.

Shrinkage

Use putty, filler, or latex caulk to fill any minor separations that develop at mitered joints in door trim. Follow with painting. Panels of wood doors shrink and expand in response to changes in temperature and humidity. Touching up the paint or stain on unfinished exposed areas is your home 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 smooth the door and paint sanded area to seal against moisture.

Homes by Dickerson Limited Warranty

Homes By Dickerson, Inc. Limited Warranty Guidelines

During the orientation we confirm that all doors are in acceptable condition and correctly adjusted. Homes By Dickerson, Inc. will correct imperfections to doors noted on the orientation list.

Adjustments

Due to normal settling of the home, doors may require adjustment for proper fit. Homes By Dickerson, Inc. will make one-time adjustments.

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 your home maintenance responsibility, Homes By Dickerson, Inc. will repair split panels that allow light to be visible.

Warping

Homes By Dickerson, Inc. will adjust doors that warp in excess of 1/4 inch (excluding exterior screen doors).

Drywall

Homeowner Use and Maintenance Guidelines

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

Repairs

With the exception of the one-time repair service provided by Homes By Dickerson, Inc., care of drywall is your maintenance responsibility. Most drywall repairs can be easily made. This work is best done when you redecorate the room.

Repair cracks with spackle or sheetrock compound. To correct a nail pop, reset the nail and cover it with spackle. Apply two or three thin coats. 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 Limited Warranty

Homes By Dickerson, Inc. Limited Warranty Guidelines

During the orientation, we confirm that drywall surfaces are in acceptable condition. One time during the materials and workmanship warranty, Homes By Dickerson, Inc. 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. Touch-ups may be visible.

Repainting the entire wall or the entire room to correct this is your choice and responsibility. You are also responsible for custom paint colors or wallpaper that has been applied subsequent to closing. Due to the effects of time on paint and wallpaper, as well as possible dye lot variations, touch-ups may be visible.

Related Warranty Repairs

If a drywall repair is needed as a result of poor workmanship (such as blisters in tape) or other warranty-based repair (such as a plumbing leak), Homes By Dickerson, Inc. completes 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 subsequent to closing. Due to the effects of time on paint and wallpaper, as well as possible dye lot variations, touch-ups may be visible.

Electrical Systems

Homeowner Use and Maintenance Guidelines

Know the location of the breaker panel; it includes a main 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 service. Should a failure occur in any part of your home, always check the breakers in the main panel box.

Breakers

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 on will not restore service.

Breaker Tripping

Breakers trip due to overloads caused by plugging too many appliances into the circuit, a worn cord or defective appliance, or operating an appliance with too high a voltage requirement for the circuit. If any circuit trips repeatedly, unplug all items connected to it and reset. If it trips when nothing is connected to it, you need an electrician. If the circuit remains on, one of the items you unplugged is defective and will require repair or replacement. Contact the electrician listed on the Emergency Phone Numbers you received at orientation.

Buzzing

Fluorescent fixtures use transformer action to operate. This action sometimes causes a buzzing.

GFCI (Ground-Fault Circuit-Interrupters)

GFCI receptacles have a built-in element that senses fluctuations in power. Quite simply, the GFCI is a circuit breaker. Building codes require installation of these receptacles in bathrooms, the kitchen, outside, and the garage (areas where an individual can come into contact with water while holding an electric appliance or tool). Heavy appliances such as freezers or power tools will trip the GFCI breaker.

Homes by Dickerson Limited Warranty

Do not plug a refrigerator or food freezer into a GFCI-controlled outlet. The likelihood of the contents being ruined is high and the limited warranty does not cover such damage if it trips.

Each GFCI circuit has a test and reset button, pressing the test button will trip the circuit. To return service, press 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 can control up to three or four 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, 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.

Outlets

If an outlet is not working, check first to see if it is controlled by a wall switch or GFCI. Next, 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 foundation to protect this service.

Homes by Dickerson Limited Warranty

Homes By Dickerson, Inc. Limited Warranty Guidelines

During the orientation we confirm that light fixtures are in acceptable condition and that all bulbs are working. Homes By Dickerson, Inc.'s limited warranty excludes any fixture you supplied.

Designed Load

If electrical outlets, switches, or fixtures do not function as intended, Homes By Dickerson, Inc. will repair or replace them.

GFCI (Ground-Fault Circuit-Interrupters)

Homes By Dickerson, Inc. is not responsible for food spoilage that results from your plugging refrigerators or freezers into a GFCI outlet.

Power Surge

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

Expansion and Contraction

Homeowner Use and Maintenance Guidelines

Changes in temperature and humidity cause all building materials to expand and contract. Dissimilar materials expand or contract at different rates. This movement results in separation between materials, particularly dissimilar ones. You will see the effects in small cracks in drywall and in paint, especially where moldings meet drywall, at mitered corners, and where tile grout meets tub or sink. While this can alarm an uninformed homeowner, it is normal. Shrinkage of the wood members of your home is inevitable and occurs in every new home. Although this is most noticeable during the first year, it may continue beyond that time. In most cases, caulk and paint are all that you need to conceal this minor evidence of a natural phenomenon. Even though properly installed, caulking shrinks and cracks. Maintenance of caulking is your responsibility.

Homes By Dickerson, Inc. Limited Warranty

Homes By Dickerson, Inc. provides one-time repairs to many of the effects of expansion and contraction. See individual categories for details.

Fireplace

Homeowner Use and Maintenance Guidelines

A wood burning fireplace is an excellent way to create a warm, cozy atmosphere; however, without sufficient information your use of the fireplace can result in heat (and dollars) being wasted. To help prevent that, consider the following points.

Close the damper when not in use. Leaving these open is equivalent to having an open window in the house. If the fire is still burning, but you are finished enjoying it, use glass doors to prevent heated air from being drawn up the chimney until your damper can be closed.

Homes by Dickerson Limited Warranty

One caution on the use of glass doors: do not close them over a roaring fire, especially if you are burning hard woods (such as oak or hickory) because this could break the glass. Also, when closing the doors over a burning fire, open the mesh screens first. This prevents excessive heat build-up on the mesh, which might result in warping or discoloration.

Your objective in building a fire should be a clean, steady, slow-burning fire. Begin with a small fire to allow the components of the fireplace to heat up slowly. Failure to do so may damage the fireplace and can void the warranty.

Do not burn trash in the fireplace and never use any type of liquid fire starter.

Consult the manufacturer's information provided before using your fireplace.

Gas Fireplace

Homes By Dickerson, Inc. offers direct-vent gas fireplaces. If you ordered this type of fireplace, it is demonstrated to you by a qualified manufacturer's representative by appointment after closing. Read and follow all manufacturer's 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 and any gas smell, immediately shut off the switch and report it to the gas company, then Homes By Dickerson

The exterior vent cover for a direct-vent gas fireplace becomes extremely hot when the fireplace is operating.

Homes By Dickerson, Inc. Limited Warranty Guidelines

Fireplaces are not intended to be the sole heat source in the home. The fireplace should function properly when Homes By Dickerson, Inc.'s and the manufacturer's directions are followed.

Chimney Separation

Settlement may cause separation of a brick chimney from a newly constructed home. Homes By Dickerson, Inc. will repair separation from the main structure in excess of 1/2 inch in 10 feet.

Homes by Dickerson Limited Warranty

Caulking is acceptable in most cases.

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Cracks

Normal shrinkage of mortar may result in hairline cracks in masonry. Homes By Dickerson, Inc. will repair cracks. The repair consists of pointing or patching and the mortar color will be matched as closely as possible, but expect some variation.

Exterior masonry may have chips, irregular surfaces, and color variations, which occur during manufacturing, shipping, or handling. Unless such conditions affect the structural integrity of the home, no repair is provided.

Discoloration

Discoloration of the firebox or brick is a normal result of use and requires no corrective action. Mortar-style fireplaces may develop cracks due to temperature changes and other factors.

Downdraft

Although extremely high winds can result in a downdraft, this condition should be temporary and occasional. We will determine and correct continuous malfunction if caused by a construction or design defect.

Glass Doors

During the orientation we confirm that glass fireplace doors, when included with the home, are in acceptable condition.

Water Infiltration

In unusually heavy or prolonged precipitation, especially when accompanied by high winds, some water can enter the home through the chimney. The limited warranty excludes this occurrence.

Homes by Dickerson Limited Warranty

Fixtures

Homeowner Use and Maintenance Guidelines

The manufacturer may treat fixtures with a clear protective coating, electrostatically applied, to provide beauty and durability. This coating is not impervious to wear and tear. Atmospheric conditions, sunlight, caustic agents such as paints, and scratches from sharp objects can cause the protective coating to wear, exposing the finish and resulting in spotting and discoloration.

Cleaning

Initial care of these products requires only periodic cleaning and buffing with a soft cloth.

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 having a high mineral content is corrosive to any fixture—coated or solid.

Polish

When peeling, spotting, or discoloration occurs, you can sometimes restore the beauty of the metal by completely removing the remaining coating and hand-polishing the item with a suitable brass polish. Applying a light coat of wax and buffing with a soft cloth helps maintain the gloss.

Tarnish

Like sterling silver, brass will gradually tarnish and eventually take on an antique appearance.

Homes By Dickerson, Inc. Limited Warranty Guidelines

During the orientation we will confirm that fixtures are in acceptable condition. Homes By Dickerson, Inc. does not warrant against corrosion damage to the external surfaces or internal workings of plumbing fixtures. This limitation includes solid or coated fixtures.

Homes by Dickerson Limited Warranty

Foundation

Homeowner Use and Maintenance Guidelines

We install the foundation of your home according to the specifications of the North Carolina State Building Code. To protect your home's foundation, follow guidelines for installation and maintenance of landscaping and drainage in this manual.

Cracks

Even though your foundation was constructed according to North Carolina State Building Code requirements, hairline cracks can still develop. These cracks are not detrimental to the structural integrity of your home.

If a crack develops in a foundation wall other than hairline, that allows water to come through, follow the procedures for submitting a warranty claim.

Homes By Dickerson, Inc. Limited Warranty Guidelines

The foundation of your home has been designed and installed according to the specifications outlined in the North Carolina State Building Code.

Cracks

Hairline shrinkage cracks are normal and are not a warranty issue. Homes By Dickerson will repair substantial cracks, but can not be responsible for exact color match of the mortar.

Leaks

Homes By Dickerson, Inc. will correct conditions that permit water to enter the crawl space, provided you have complied with the drainage, landscaping, and maintenance guidelines.

Garage Overhead Door

Homeowner Use and Maintenance Guidelines

Since the garage door is a large, moving object, periodic maintenance is necessary. Follow manufacturer's guidelines as outlined in the manufacturer's literature.

Opener

To prevent damage to a garage door opener, be sure the door is completely unlocked and the rope-pull has been removed before using the operator. If you have an opener installed after closing on your home, we suggest that you order it from the company that provided and installed the garage door to assure uninterrupted warranty coverage. Be familiar with the steps for manual operation of the door in the event of a power failure.

If Homes By Dickerson, Inc. installed a door opener as one of your selections, 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 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, have any needed adjustments made by a qualified specialist. 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 Limited Warranty

Homes By Dickerson, Inc. Limited Warranty Guidelines

The garage door should operate smoothly and with reasonable ease. The door can become misaligned and require adjustment, which Homes By Dickerson, Inc. will provide within the warranty period.

Light Visible

Garage overhead doors cannot be air tight. Some light may be visible around the edges and across the top and bottom of the door. Severe weather conditions may result in some precipitation entering around the door.

Gas Shut-Offs

Homeowner Use and Maintenance Guidelines

You will find shut-offs on gas lines near their connection to each item that operates on gas. In addition, there is a main shut-off at the meter. We point these out during the orientation. If you suspect a gas leak, leave the home and call the gas company immediately for emergency service. (page 27)

Homes By Dickerson, Inc. Limited Warranty Guidelines

The gas company is responsible for leaks up to the meter. Homes By Dickerson, Inc. will correct leaks from the meter into the home.

Gas Water Heater

Homeowner Use and Maintenance Guidelines

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

No Hot Water

If you discover that you have no hot water, check the pilot, temperature setting, and water supply valve before calling for service. Refer to the manufacturer's literature for specific locations of these items and other troubleshooting information.

Homes By Dickerson, Inc. Limited Warranty Guidelines

Refer to the manufacturer's limited warranty for information regarding coverage of the water heater. *See also Plumbing.* (page 77)

Grading and Drainage

Homeowner Use and Maintenance Guidelines

The final grades around your home have been inspected and approved for proper drainage of your lot. The local building authorities as well as Homes By Dickerson, Inc. inspect the site.

Drainage

Drainage swales do not necessarily follow property boundaries. Maintain the slopes around your home to permit the water to drain away from the home as rapidly as possible. This is essential to protect your foundation. Failure to do so can result in major structural damage and will void your warranty.

Roof Water

Do not remove the splash blocks from under the downspouts. Keep these in place at all times,

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sloped so the water drains away from your home quickly.

Settling

The area we excavated for your home's foundation was larger than the home to allow room to work. In addition, some trenching is necessary for installation of utility lines. Although we replaced and compacted the soil, it does not return to its original density. Some settling will occur, especially after prolonged or heavy rainfall or melting of large amounts of snow. Settling can continue for several years. Inspect the perimeter of your home regularly for signs of settling and fill settled areas as needed to maintain positive drainage.

See also Landscaping.

Homes By Dickerson, Inc. Limited Warranty Guidelines

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 drainage occur due to lack of maintenance, the limited warranty is void.

Backfill Settlement

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

Erosion

Homes By Dickerson, Inc. is not responsible for weather-caused damage to landscaped yards after the closing date.

New Sod

New sod installation requires extra watering and is the responsibility of the homeowner. Depending on weather conditions, watering may be necessary several times each day.

Swales

Homes By Dickerson, Inc. does not alter subdivision drainage patterns to suit individual landscape plans. Typically, a lot receives water from and passes water on to other lots, so

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changes in grade often affect adjacent or nearby lots. Homes By Dickerson, Inc. advises against making such changes. After heavy rain or snow, water may stand in swales up to 48 hours.

Gutters and Downspouts

Homeowner Use and Maintenance Guidelines

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.

Ladders

Use caution when leaning ladders against gutters, as this may cause dents.

Leaks

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

Paint

Gutters and downspouts may be painted to match your home. You should repaint them when you repaint your home.

Snow and Ice

Clear excess snow from downspouts as soon as possible to allow the gutter to drain and to prevent damage. Severe ice or snow build-up can damage gutters, and such damage is not covered by the limited warranty.

Homes By Dickerson, Inc. Limited Warranty Guidelines

Gutters over 3 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.

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Overflow

Gutters may overflow during periods of heavy rain. This is expected and requires no repair.

Standing Water

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

Hardware

Homeowner Use and Maintenance Guidelines

Doorknobs and locks should operate correctly with little attention. Over time, they may need slight adjustments due to normal shrinkage of the framing. Occasionally, you may need to tighten screws.

Homes By Dickerson, Inc. Limited Warranty Guidelines

We confirm that all hardware is in acceptable condition during orientation. The limited warranty excludes repairs for cosmetic damage subsequent to the orientation.

Homes By Dickerson, Inc. will repair hardware items that do not function as intended.

Hardwood Floors

Homeowner Use and Maintenance Guidelines

In daily care of hardwood floor, preventive maintenance is the primary goal.

Cleaning

Sweep on a daily basis or as needed. Never wet mop a hardwood floor. Excessive water causes wood to expand and can possibly damage the floor. When polyurethane finishes become soiled, damp-mop with a mixture of one cup vinegar to one gallon of warm water. When damp-

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mopping, remove all excess water from the mop by wringing dry. Check with the hardwood company if your floor has a water-based finish.

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 humidity in your home. Especially during winter and summer months, the individual planks or pieces expand and contract as the humidity changes. Although the hardwood floor industry does not have a specific tolerance for the movement of hardwood floors, it is known that, "hardwood flooring will cup for one reason and one only...from gaining and losing moisture on one side faster than on the other. Some cupping should be considered normal, can and should be tolerated."

Separation

Most separations are seasonal; they usually show in dry months, or the cold season when heating is required, and close during humid periods. This type of separation and closing is considered normal. In solid 2 ¼ inch wide strip oak floors, cracks may be the width of a dime's thickness (1/32 inch). Wider boards may have wider cracks.

Spills

Clean up food spills immediately with a dry cloth. Use a vinegar-and-warm-water solution for tough food spills.

Warping

Warping may occur if the floor becomes wet. Slight warping in the area of heat vents or heat-producing appliances is also typical. Please note that ice maker hook-ups are the most common areas for leaks on hardwood floors.

Wax

Waxing and the use of products like oil soap are neither necessary nor recommended. Once you wax a polyurethane finish floor, recoating is difficult because the new finish will not bond to the wax. The preferred maintenance is preventive cleaning and recoating as needed to maintain the

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desired luster.

Homes By Dickerson, Inc. Limited Warranty Guidelines

During the orientation we will confirm that hardwood floors are in acceptable condition. We will correct any readily noticeable cosmetic defects listed during the orientation. You are responsible for routine maintenance of hardwood floors.

Separations

If separations exceed industry standard, the width of a dime's thickness (1/32 inch), Homes By

Dickerson, Inc. will fill them one time. Homes By Dickerson, Inc. 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.

Heating System

Homeowner Use and Maintenance Guidelines

Good maintenance of the furnace can save energy dollars and prolong the life of the furnace. Carefully read and follow the manufacturer's literature on use and maintenance. The guidelines here include general information only.

Avoid Overheating

Do not overheat your new home. Overheating can cause excessive shrinkage of framing lumber and may materially damage the home. In the beginning, use as little heat as possible and increase it gradually.

Ductwork Noise

Some popping or pinging sounds are the natural result of ductwork heating and cooling in response to air flow as the system operates.

Filter

Remember to change or clean the filter monthly during the heating season (year-round if you

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also have air conditioning). A clogged filter can slow air flow and cause cold spots 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 furnace care. Buy filters in large quantity for the sake of convenience.

If you have a permanent, washable, removable filter, you need to clean this monthly. Use water only to clean the filter, tap to dry or air dry, and leave unit off for a brief period. Do not use soaps or detergents on the filter.

Electrical Panel

Breakers for system are usually outside near the units.

Gas Odor

If you smell gas, call the gas company immediately. (page 27)

On-Off Switch

The furnace has an on-off blower switch. This switch looks like a regular light switch and is located in a metal box outside the furnace. When turned off, this switch overrides all furnace commands and shuts down the blower. This is usually done only when maintenance service is being performed. (If your furnace is a high-efficiency model, it does not have a pilot or an on-off switch.)

Registers

Heat register covers are removable and adjustable. You are responsible for adjusting the dampers in these covers to regulate the heat flow within the home. Registers in the rooms farther away from the furnace will usually need to be opened wider.

Return Air Vents

For maximum comfort and efficient energy use, arrange furniture and draperies to allow unobstructed air flow from registers and to cold air returns.

Temperature

Depending on the style of home, temperatures may vary from floor to floor. The furnace or a/c blower will typically cycle on and off more frequently and for shorter periods during severe

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weather, hot or cold.

Thermostat

The furnace will come on automatically when the temperature at the thermostat registers below the setting you have selected. Once the furnace is on, setting the thermostat to a higher temperature will not heat the home faster. Thermostats are calibrated to within plus or minus 5 degrees.

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 heating season.

Homes By Dickerson, Inc. Limited Warranty Guidelines

We will install heating systems according to local building codes, as well as to engineering designs of the particular model home.

Adequacy of the system is determined by its ability to establish a temperature of 70 degrees F, as measured in the center of the room, 5 feet above the floor. In extremely cold temperatures (10 degrees below or colder), the system should be able to maintain a temperature differential of 80 degrees from the outside temperature.

Duct Placement

The exact placement of heat ducts may vary from those positions shown in similar floor plans.

Ductwork

The ductwork should remain attached and securely fastened. If it becomes unattached, Homes By Dickerson, Inc. will repair as needed during the warranty period.

Heat Pump

Homeowner Care and Maintenance

If your home contains a heat pump system, you should be aware of the performance characteristics unique to these systems. As with any system, read the manufacturer's literature and follow all instructions for efficient operation and maintenance of your system. Clean or replace filters once a month. Provide professional service for your system at least once every two years.

Air Circulation Across Coils

Keep the outside unit clear of any materials that would interfere with air circulation. Snow, ice, landscaping materials, trash, leaves, and other accumulating items can cause inefficiency or damage the unit.

Air Conditioning and Heating

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 flows back and forth in the coils of the heat pump, controlled by a reversing valve. In the heating mode, the heat pump removes heat from the outside air and transfers it to the inside air. In the cooling mode, it does just the opposite, removing heat from the inside air and discharging it outside of the home. The thermostat inside your home controls this heating or cooling activity.

Air Temperature at Vents

Do not expect dramatic temperature differences in the air coming from the vents as is common with other kinds of systems. The coils used in a heat pump system operate at lower temperatures than those common in a gas forced-air system. As a result, for example, in the heat mode, air from the supply vents will typically range from 85 to 90 degrees F. The vents will not feel hot, though the air discharged is warmer than the air in the room by as much as 20 degrees.

Auxiliary Heat System

At lower outside temperatures, less heat is available for the heat pump to draw from the exterior air. Therefore, from time to time the auxiliary heat system will come on to maintain the

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temperature you set at the thermostat. The auxiliary system will also come on whenever the temperature at the thermostat is moved 1.5 degrees or more at one time. If the light stays on when the outside temperature is more than 30 degrees F, contact a service person.

Defrost Cycle

When the heat pump is operating in the heat mode, the coils outside may reach below freezing temperatures. Moisture in the air will condense into frost and accumulate on the coils under these circumstances. From time to time, the system will go into defrost mode to clear accumulated frost from the coils. This is a normal part of the operation of the system and will occur automatically. During the defrost cycle, the outside fan will stop temporarily. The temperature of air flow into the home will be a bit lower during the defrost cycle. The defrost cycle can only occur once every 90 minutes and lasts no longer than 10 minutes.

Night Setback

Unless you have a night setback thermostat designed to work with a heat pump system, do not turn the thermostat down in the evenings. Adjust the temperature a fraction of a degree at a time until a comfortable, permanent setting is found.

Register Adjustment

Registers will require adjustment from time to time to maximize your family's comfort. Do not completely close off more than one supply register at a time. This can restrict the air flow too much and reduce the efficiency of the system. A good technique is to completely open all the vents, then gradually move the temperature setting up until the coolest room is comfortable. Once the coolest room is comfortable, gradually close the vents in the warmer rooms until all rooms are comfortable as well. Reverse the process for air conditioning.

Return Air Vents

As with any heating system, return air vents must be clear so the air flows through the ducts unimpeded. Avoid placing furniture where it blocks the return air vents.

Homes By Dickerson, Inc. Limited Warranty Guidelines

Refer to the manufacturer's limited warranty for information regarding warranty coverage.

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Humidifier

Homeowner Use and Maintenance Guidelines

Operate a humidifier only with the furnace, not with the air conditioner. If you notice condensation on windows, the humidifier should be adjusted to a lower setting. Clean the moisture pad according to the manufacturer's instructions and suggested timetable.

Homes By Dickerson, Inc. Limited Warranty Guidelines

Refer to the manufacturer's limited warranty for information regarding coverage of the humidifier.

Insulation

Homeowner Use and Maintenance Guidelines

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 blown insulation because this can result in personal injury or damage to the drywall.

Electrical outlets normally emit noticeable amounts of cold air when outside temperatures are low.

Homes By Dickerson, Inc. Limited Warranty Guidelines

Homes By Dickerson, Inc. will install insulation to meet or exceed the building codes applicable at the time of construction and outlined as part of your purchase agreement.

Irrigation System Maintenance

Winterization: One of the most important aspects of maintaining an irrigation system is proper preparation for the winter months. Winterization of an irrigation system should include turning the water off at the main ball valve, and draining the water from the backflow and attached above-ground pipes. Then the backflow should be removed and stored in a warm place during the winter months. At this point, the controller should be turned off.

Winterization must be performed prior to the first freezing temperature of the season in order to protect the backflow from freeze damage.

Spring Start-Up: In the spring, after the last frost, the backflow should be re-installed and the system should be inspected for proper operation. This would include checking the main line water pressure, checking each zone's water pressure, checking for any leaks and debris in sprinkler heads. Proper head adjustment should also be checked. Verify that rain sensor (if applicable) is in place.

Controller Adjustment: An 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.

On-Going Maintenance: At least once a month you should make a visual inspection of your irrigation system to check for leaks, water pressure, proper head adjustment and debris in heads. Verify that rain sensor (if applicable) is in place. Prior to any construction work at your residence you should flag heads so that they are not damaged by construction equipment. If damage occurs, have repairs made in a timely manner to avoid high water bills.

Homes By Dickerson, Inc. Limited Warranty Guidelines

Refer to the manufacturer's limited warranty for information regarding coverage of the irrigation system.

Homes by Dickerson Limited Warranty

Landscaping

Homes By Dickerson, Inc. Limited Warranty

We will confirm the healthy condition of all plant materials during the orientation. Maintaining landscaping is your responsibility.

Mildew

Homeowner Use and Maintenance Guidelines

Mildew is a fungus that spreads through the air in microscopic spores. On siding, they look 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, Inc. Limited Warranty Guidelines

We will remove any mildew noted during the orientation. Homes By Dickerson, Inc. warranty excludes mildew.

Homes by Dickerson Limited Warranty

Mirrors

Homeowner Use and Maintenance Guidelines

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

Homes By Dickerson, Inc. Limited Warranty Guidelines

We will confirm that all mirrors are in acceptable condition during the orientation. Homes By Dickerson, Inc. will correct scratches, chips, or other damage to mirrors noted during the orientation.

Paint and Stain

Homeowner Use and Maintenance Guidelines

Due to changes in the formula for paint (such as the elimination of lead to make paints safer), painted surfaces must be washed gently using mild soap and as little water as possible. Avoid abrasive cleaners, scouring pads, or scrub brushes. Flat paints show washing marks more easily than gloss paints do. Often, homeowners prefer the results obtained by touching up rather than washing.

Colors

Your selection sheets are your record of the paint and stain color names, numbers, and brands in your home.

Exterior

Regular attention will preserve the beauty and value of your home. Check the painted and stained surfaces of your home's exterior annually. Repaint before wearing away of the original finish occurs; this will save the cost of extensive surface preparation. Plan on refinishing the exterior surfaces of your home as needed. Horizontal or flat surfaces will require maintenance before exterior siding. Areas that receive long periods of direct sunlight may also require more frequent maintenance.

Homes by Dickerson Limited Warranty

Touch-Up

When doing paint touch-ups, use a small brush, applying paint only to the damaged spot. Touch-up 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 surfaces first by cleaning.

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

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. (page 53)

Homes By Dickerson, Inc. Limited Warranty Guidelines

During your orientation we will confirm that all painted or stained surfaces are in acceptable condition. Homes By Dickerson, Inc. will touch up paint as indicated on the orientation list. You are responsible for all subsequent touch-up, except painting we perform as part of another warranty repair.

Cracking

As it ages, exterior wood trim will develop minor cracks and raised grain. Much of this will occur during the first year. Raised grain permits moisture to get under the paint and can result in peeling. Paint maintenance of wood trim and gutters is your responsibility.

Fading

Expect fading of exterior paint or stain due to the effects of sun and weather. Homes By Dickerson, Inc. limited warranty excludes this occurrence.

Visible Touch-Up

Paint touch-up may be visible under certain conditions.

Homes by Dickerson Limited Warranty

Wood Grain

Due to wood characteristics, color variations will result when stain is applied to wood.

Phone Jacks

Homeowner Use and Maintenance Guidelines

Your home is equipped with telephone jacks as shown on the selection sheets. Initiating phone service, additions to phone service, and moving phone outlets for decorating purposes or convenience are your responsibility.

Homes By Dickerson, Inc. Limited Warranty Guidelines

Homes By Dickerson, Inc. will correct outlets positioned so that a phone cannot be installed due to a cabinet or countertop that is part of the original home.

Homes By Dickerson, Inc. will repair wiring that does not perform as intended from the home service box into the home. From the service box outward, care of the wiring is the responsibility of the local telephone service company.

Plumbing

Homeowner Use and Maintenance Guidelines

We want to draw your attention to a water-saving regulation that went into effect in 1993, which prohibits the manufacture of toilets that use more than 1.6 gallons of water per flush. In the search for a balance among comfort, convenience, and sensible use of natural resources, the government conducted several studies. The 1.6-gallon toilet turned out to be the size that overall consistently saves water.

Homes by Dickerson Limited Warranty

As a result of implementing this standard, flushing twice is occasionally necessary to completely empty the toilet bowl. Even though you flush twice on occasion, rest assured that overall you are saving water and we have complied with the law. Similarly, flow restrictors are manufactured into most faucets and all shower heads and cannot be removed. We apologize for any inconvenience this may cause.

Aerators

Even though your plumbing lines have been flushed to remove dirt and foreign matter, small amounts of minerals may enter the line. Aerators on the faucets strain much of this from your water.

Cleaning

Avoid abrasive cleansers. They remove the shiny finish and leave behind a porous surface that is difficult to keep clean. Clean plumbing fixtures with a soft sponge and soapy water (a nonabrasive cleaner or a liquid detergent is usually recommended by manufacturers). Then polish the fixtures with a dry cloth to prevent water spots.

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 also causes many plumbing clogs. Always use plenty of cold water when running the disposal. Allow the water to run 5 to 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.

Clean a plunger drain stopper—usually found in bathroom sinks—by loosening the nut under the sink at the back, pulling out the rod attached to the plunger, and lifting the stopper. Clean and return the mechanism to its original position.

Homes by Dickerson Limited Warranty

Dripping Faucet

You can repair a dripping faucet by shutting off the water at the valve directly under the sink, then removing the faucet stem, changing the washer, and reinstalling the faucet stem. The shower head is repaired the same way. Replace the washer with another of the same type and size. You can minimize the frequency of this repair by remembering not to turn faucets off with excessive force. (Please note that some manufacturers do not use rubber washers.)

Extended Absence

If you plan to be away for an extended period, you should drain your water supply lines. To do this, shut off the main supply line and open the faucets to relieve pressure in the lines. You may also wish to shut off the water heater. Do this by turning off the cold water supply valve on top and the gas control at the bottom. Drain the tank by running a hose from the spigot on the bottom to a drain. If you leave the tank full, keep the pilot on and set the temperature to its lowest or "vacation" setting. Check manufacturer's directions for additional hints and instructions.

Freezing Pipes

Provided the home is heated at a normal level, pipes should not freeze at temperatures above 0 degrees F. Set the heat at 65 degrees F if you are away during winter months. Keep garage doors closed to protect plumbing lines running through this area from freezing temperatures.

In unusually frigid weather or if you will be gone more than a day or two, open cabinet doors to allow warm air to circulate around pipes. Use an ordinary hair dryer to thaw pipes that are frozen. Never use an open flame.

Gold or Brass Finish

Avoid using any abrasive cleaners on gold or antique brass fixtures. Use only mild detergent and water or a cleaning product recommended by the manufacturer.

Leaks

If a major plumbing leak occurs, the first step is to turn off the supply of water to the area involved. This may mean shutting off the water to the entire home. Then contact the plumbing contractor, then call Homes By Dickerson, Inc..

Homes by Dickerson Limited Warranty

Low Pressure

Occasional cleaning of the aerators on your faucets (normally every three to four months) will allow proper flow of water. The water department controls the overall water pressure.

Marble or Manufactured Marble

Marble and manufactured marble will not chip as readily as porcelain enamel but can be damaged by a sharp blow. Avoid abrasive cleansers or razor blades on manufactured marble; both damage the surface.

Outside Faucets

Outside faucets are freeze-proof, but in order for this feature to be effective, you must 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 a break in the line. Repair of a broken line that feeds an exterior faucet is a maintenance item. Note that Homes By Dickerson, Inc. does not warrant sillcocks against freezing.

Running Toilet

To stop running water, check the shut-off float in the tank. You will most likely find it has lifted too high in the tank, preventing the valve from shutting off completely. At the end of the float rod, locate the adjustment screw, adjusting the screw normally eliminates the running toilet caused by the float ball being too low. The float should be free and not rub the side of the tank or any other parts. Also check the chain on the flush handle. If it is too tight, it will prevent the rubber stopper at the bottom of the tank from sealing, resulting in running water.

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 or when you install a sprinkler system or build an addition to your home. Each toilet has a shut-off on the water line under the tank. Hot and cold shut-offs for each sink are on the water lines under the sink.

Homes by Dickerson Limited Warranty

Stainless Steel

Clean stainless steel sinks with soap and water to preserve their luster. Avoid abrasive cleaners; these will damage the finish. An occasional cleaning with a good stainless steel cleaner will enhance the finish. Avoid leaving produce on a stainless steel surface, since prolonged contact with produce can stain the finish.

Homes By Dickerson, Inc. 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. Homes By Dickerson, Inc. will correct clogged drains that occur during the first 30 days after closing. It is the home owners responsibility if a household item is removed from a clogged drain during this time, we may bill you for the drain service. After the first 30 days, you are responsible for correcting clogged drains.

Cosmetic Damage

Homes By Dickerson, Inc. will correct any fixture damage noted on the orientation list. Repairing chips, scratches, or other surface damage noted subsequent to the orientation list is your responsibility.

Exterior Faucets

Homes By Dickerson, Inc. will repair leaks at exterior faucets noted on the orientation list. Subsequent to orientation, repair of a broken line to an exterior faucet caused by freezing of a connected hose is your responsibility.

Freezing Pipes

Provided the home is heated at a normal level, pipes should not freeze. Set heat at 65 degrees F if you are away during winter months. Keep garage doors closed to protect plumbing lines that run through this area.

Leaks

Homes By Dickerson, Inc. will repair leaks in the plumbing system. If a plumbing leak caused by a warranted item results in drywall or floor covering damage, Homes By Dickerson, Inc. will repair or replace items that were part of the home as originally purchased. We do not make adjustments for secondary damages (for example, damage to wallpaper, drapes, and personal belongings). These items should be covered by your homeowner's insurance policy.

Homes by Dickerson Limited Warranty

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, Inc. will repair persistent water hammer. Expect temperatures to vary if water is used in more than one location in the home.

Resilient Flooring

Homeowner Use and Maintenance Guidelines

Although resilient floors are designed for minimum care, they do have maintenance needs. Follow any manufacturer's specific recommendations for care and cleaning. Some resilient floors require regular application of a good floor finish. This assures you of retaining a high gloss. Follow manufacturer's recommended procedures for caring for your new floor.

Color and Pattern

Your color selection 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

Wipe up spills and vacuum crumbs instead of washing resilient floors frequently with water. Limit mopping or washing with water; excessive amounts of water on resilient floors can penetrate seams and get under edges, causing the material to lift and curl.

Moving Furniture

Moving appliances across resilient floor covering can result in tears and wrinkles. Install coasters on furniture legs to prevent permanent damage. If you damage the resilient floor, you can have it successfully patched by professionals. We leave any remnants of floor covering materials for this reason.

Homes by Dickerson Limited Warranty

No Wax

The resilient flooring installed in your home is the no-wax type. No-wax means a clear, tough coating that provides both a shiny appearance and a durable surface. However, even this surface will scuff or mark. Follow the manufacturer's recommendations for maintaining the finish.

Raised Nail Heads

Raised nail heads are the result of movements of the floor joist caused by natural shrinkage and deflection. We have used special nails and glued the underlayment to help minimize this movement. If a nail head becomes visible, it can be repaired by a professional.

Seams

Any brand or type of resilient flooring may separate slightly due to shrinkage. Seams can lift or curl if excessive moisture is allowed to penetrate them. You can use a special caulking at tub or floor joints to seal seams at those locations. Avoid getting large amounts of water on the floor from baths and showers.

Homes By Dickerson, Inc. Limited Warranty Guidelines

We will confirm that resilient floor covering is in acceptable condition during your orientation. Homes By Dickerson, Inc. limited warranty does not cover damage to resilient 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, Inc. is not responsible for discontinued selections.

Adhesion

Resilient floor covering should adhere. Homes By Dickerson, Inc. will repair lifting or bubbling and nail pops that appear on the surface.

Ridges

Homes By Dickerson, Inc. has sanded and filled the joints of underlayment to minimize the possibility of ridges showing through resilient floor coverings. Ridging is measured by centering a 6-inch straight edge perpendicular to the ridge with one end tight to the floor. If the opposite end of the straight edge is 1/8 inch or more from the floor, Homes By Dickerson, Inc. will repair this condition.

Homes by Dickerson Limited Warranty

Seams

Seams will occur and are sealed at the time of installation. Homes By Dickerson, Inc. will correct gaps in excess of 1/16 inch where resilient flooring pieces meet or 1/8 inch where resilient flooring meets another material. Homes By Dickerson, Inc. will correct curling at seams unless caused by excessive water.

Roof

Homeowner Use and Maintenance Guidelines

The shingles on your roof do not require any treatment or sealer.

Clean Gutters

Maintain the gutters and downspouts so that they are free of debris and able to quickly drain precipitation from the roof.

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.

Limit Walking

Limit walking on your roof. Your weight and movement can loosen the roofing material and in turn result in leaks. Never walk on the roof of your home when the shingles are wet—they may be slippery.

Severe Weather

After severe storms, do a visual inspection of the roof for damages. Notify your insurance company if you find pieces of shingle in the yard or shingle edges lifted on the roof.

Homes by Dickerson Limited Warranty

Homes By Dickerson, Inc. Limited Warranty Guidelines

Homes By Dickerson, Inc. will repair roof leaks other than those caused by severe weather, such as hail damage, or some action you have taken, such as walking on the roof. Roof repairs are made only when the roof is dry.

Ice Build-Up

Excessive ice build-up may develop in the eaves during extended periods of cold and snow. Damage that results from this is excluded from warranty coverage. Your insurance may cover this damage.

Inclement Weather

Storm damage is excluded from warranty coverage. Notify your homeowner insurance company if storm damage is discovered.

Siding

Homeowner Use and Maintenance Guidelines

Siding expands and contracts in response to changes in humidity and temperature. Slight waves are visible in siding. This cannot be entirely eliminated.

Cement, wood or wood-product siding will require routine refinishing. The timing will vary with climatic conditions.

See also Paint and Wood Trim. (page 75 and 90)

Homes By Dickerson, Inc. Limited Warranty Guidelines

Homes By Dickerson, Inc. will caulk and apply touch-up paint to cracks that exceed 3/16 inch. We provide this repair one time only near the end of the first year. Paint or stain touch-up will not match.

Homes by Dickerson Limited Warranty

Smoke Detectors

Homeowner Use and Maintenance Guidelines

Read the manufacturer's manual for detailed information on the care of your smoke detectors. For your safety, periodically push test button to see if they are working.

Homes By Dickerson, Inc. Limited Warranty Guidelines

Homes By Dickerson, Inc. does not represent that the smoke detectors will provide the protection for which they are installed or intended. We will test smoke detectors during the orientation to confirm that they are working and to familiarize you with the alarm. You are responsible for obtaining fire insurance.

Stairs

Homeowner Use and Maintenance Guidelines

No known method of installation prevents all vibration or squeaks in a staircase. A shrinkage crack will develop where the stairs meet the wall. When this occurs, apply a thin bead of latex caulk and, when dry, touch up with paint.

Homes By Dickerson, Inc. Limited Warranty Guidelines

Although Homes By Dickerson, Inc. does not warrant against stair vibration and squeaks, a reasonable effort will be made to correct them.

Homes by Dickerson Limited Warranty

Termites

Homeowner Use and Maintenance Guidelines

We treat the foundation for termites and provide you with a certificate confirming that treatment. Plan to renew this treatment annually or as directed by the literature that accompanies the certificate. Treatment for other types of insects or animal infestations is your responsibility.

Homes By Dickerson, Inc. Limited Warranty Guidelines

We certify treatment of your foundation for termites at closing. This is our final action for termites. Homes By Dickerson, Inc. warranty excludes treatment for any other insect (such as ants) or animal (such as mice) infestations.

Ventilation

Homeowner Use and Maintenance Guidelines

Homes today are built more tightly 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 to health and safety.

Building codes require attic and crawl space vents to minimize accumulation of moisture. Attic ventilation occurs through vents in the soffit (the underside of the overhangs) or on gable ends. Driving rain or snow sometimes enters the attic through these vents. Do not cover them to prevent this. Instead, cover the insulation in front of the vent. When you do this, precipitation that blows in safely evaporates and ventilation can still occur.

Homes with crawl spaces include foundation vents. Check to see that vents are operating correctly. In our area, it is best to always leave vents open. During extended periods of extreme cold weather, close your foundation vents. Do not forget to open them when normal temperatures resume.

Homes by Dickerson Limited Warranty

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 hood fan when you are cooking.
- Ditto the bath fans when bathrooms are in use.
- Air your house by opening windows for a time when weather permits.

Homes By Dickerson, Inc. Limited Warranty Guidelines

Homes By Dickerson, Inc. warranty guidelines for active components (for example, exhaust fans) are discussed under the appropriate headings (such as electrical systems, heating system, and so on).

Waterproofing

Homeowner Use and Maintenance Guidelines

We coat your foundation walls with an asphalt waterproofing material. Although we make every effort to assure a dry crawl space, during times of excessive moisture, you may notice some dampness. Over time, natural compaction of soils in the backfill areas will usually eliminate this condition. Careful maintenance of positive drainage will also protect your crawl space from this condition.

Homes By Dickerson, Inc. Limited Warranty Guidelines

Homes By Dickerson, Inc. will correct conditions that allow standing water to enter the crawl space unless the cause is improper installation of landscaping by the homeowner or failure to adequately maintain drainage.

Homes by Dickerson Limited Warranty

Windows

Homeowner Use and Maintenance Guidelines

Contact a glass company for re-glazing of any windows that break. Glass is difficult to install without special tools.

Cleaning

Clean glass as needed with vinegar and water, a commercial glass cleaner, or the product recommended by the window manufacturer.

Condensation

Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. Your family's lifestyle controls the humidity level within your home. If your home includes a humidifier, closely observe the manufacturer's directions for its use.

Sticking Windows

If sticking occurs or excessive pressure is required to open or close a window, apply a silicone lubricant. This is available at hardware stores. Avoid petroleum-based products.

Homes By Dickerson, Inc. Limited Warranty Guidelines

We will confirm that all windows are in acceptable condition during the orientation. Homes By Dickerson, Inc. will repair or replace broken windows noted on the orientation list. 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. You influence the humidity level within your home; Homes By Dickerson, Inc. provides no corrective measure for this condition.

Homes by Dickerson Limited Warranty

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

Infiltration

Some air and dust will infiltrate around windows, especially before the installation of landscaping in the general area. Homes By Dickerson, Inc. warranty excludes this occurrence.

Scratches

Homes By Dickerson, Inc. 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, Inc. will replace windows that have scratches readily visible from a distance of 4 feet. Homes By Dickerson, Inc. does not replace windows that have scratches visible only under certain lighting conditions.

Wood Trim

Homeowner Use and Maintenance Guidelines

Shrinkage of wood trim occurs during the first two years or longer, depending on temperature and humidity. All lumber is more vulnerable to shrinkage during the heating season. Maintaining a moderate and stable temperature helps to minimize the effects of shrinkage. Wood will shrink less lengthwise than across the grain. Wood shrinkage can result in separation at joints of trim pieces. You can usually correct this with caulking and touch-up painting.

See also Expansion and Contraction.

Homes By Dickerson, Inc. Limited Warranty Guidelines

During the orientation we will confirm that wood trim is in acceptable condition. Homes By Dickerson, Inc. will correct readily noticeable construction damage such as chips and gouges listed during the orientation.

Homes by Dickerson Limited Warranty

Exterior

Homes By Dickerson, Inc. will caulk and apply touch-up paint to cracks in exterior trim components that exceed 3/16 inch. We provide this repair one time only near the end of the first year. Paint or stain touch-up will not match. We will correct any separation at joints that allows water to enter the home.

Raised Grain

Because of the effects of weather on natural wood, such as treated decks, rails and steps, you should expect raised grain to develop. This is normal and not a defect in the wood. Warranty coverage excludes this condition.

Homes by Dickerson Limited Warranty

Homes By Dickerson, Inc.

Warranty Service Request

___ 90-Day List
___ 10-Month List

___ Emergency Follow-up
___ Other

With the exception of specified emergencies, all requests for service must be in writing. Please use this form to notify us of warranty items. Mail or fax this to the Homes By Dickerson, Inc. office. We will contact you to set an inspection appointment. Service appointments are available from 7:00 a.m. to 4:00 p.m., Monday through Thursday. Thank you for your cooperation.

Name _____

Date _____

Address _____

Community _____

Phone/Home _____

Phone/Work _____

Plan _____

Phone/Work _____

Closing Date _____

Service Requested

Service Action

Comments

Homes by Dickerson Limited Warranty

Homeowner's Signature _____

Homes by Dickerson Limited Warranty

Homes By Dickerson, Inc.

One-Time Repairs

We provide several first-time repairs for your home. Your Homeowner Manual lists these under individual headings such as drywall in the Caring for Your Home section. We provide this service as a courtesy and to give you an opportunity to observe methods and materials needed for ongoing maintenance of your home.

Only ONE one-time repair request per home during the warranty period please. We suggest sending this in near the end of your warranty year to maximize the benefits you receive. Simply complete and mail or fax this form to our office with your year-end warranty list. Thank you!

Name_____	Date_____
Address_____	Community_____
Phone/Home_____	
Phone/Work_____	Plan_____
Phone/Work_____	Closing Date_____
Service Requested_____	

Homeowner's Signature_____

Homes by Dickerson Limited Warranty

Sample Maintenance Schedule

Item	Monthly	Quarterly	Semiannually	Annually	Comment
Clean and test smoke alarms	X				
Test and reset all GFCIs	X				
Clean and change furnace filter	X				
Operate heat system			X		early in the fall
Operate air conditioning system			X		early in the spring
Inspect drainage			X		
Seal concrete cracks			X		
Inspect exterior paint or stain			X		
Touch up caulk			X		
Touch up grout			X		
Lube garage overhead door and tighten bolts			X		
Drain some water from bottom of water heater				X	or as directed by the manufacturer's literature
Operate pressure relief valve on water heater			X		
Clean gutters				X	
Clean window weep holes				X	or as needed
Chimney cleaning				X	or as needed

