

Wolfe Development Homeowner Manual

Revised August 9, 2011

Wolfe Development Homeowner Manual



Congratulations on your decision to purchase your new home from Wolfe Development. We share your excitement about your new residence and look forward to working with you.

We at Wolfe Development designed this *Homeowner Manual* to assist you with the purchase and maintenance of your home. This manual provides you with tips on caring for your home and a description of our warranty guidelines, component by component.

Your home will be enrolled in the 2-10 Home Buyers Warranty insured warranty program. This limited warranty provides for one year workmanship, two year systems and 10 year structural coverage. You should have received a sample copy of the warranty booklet along with this manual - please review both carefully. You will be asked to acknowledge consent to the terms of the warranty at closing.

If you need clarification or additional details about any topic discussed, please give us a call. We are delighted to welcome you as part of the Wolfe Development family and are always ready to serve you.

Sincerely,

Wolfe Development
Kelly and Jennifer Wolfe, Owners

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Introduction

Purchasing a new home is an exciting experience. The process is also complex, with many details to be decided and arranged. While Wolfe Development is completing your new home, you participate by taking care of several important aspects of your purchase.

Buying a new home is an investment of your money, your emotions, and your time. Many of the tasks will require your attention during regular business hours, Monday through Friday, usually between 8:00 a.m. and 5:00 p.m.

Construction of Your Home

You will probably want to visit the site of your new home during construction. Please read Section 2, Construction of Your Home, for guidelines on safety, security, and work in progress.

Homeowner Orientation

The homeowner orientation has two purposes. The first is to demonstrate the features of your home and discuss maintenance and our limited warranty program. Equally important, we want to confirm that we have delivered your new home at the quality level described in our documents and shown in our model homes. For detailed information, please review Section 3, Homeowner Orientation.

Caring for Your Home

Many of your responsibilities as an owner and Wolfe Development's responsibilities under the terms of our limited warranty are discussed in Caring for Your Home, Section 4. Begin now to become familiar with the home maintenance you should provide and our warranty service commitment to you. Wolfe Development plans two standard contacts with you during the warranty period. These visits and procedures for service outside these standard contacts are described in Section 4.

Who's Who?

Some Names You Should Know

Two-way communication is vital to a mutually satisfactory relationship. Understanding what is happening and knowing who to contact can smooth the home-buying process. We believe that it is our responsibility to establish and maintain clear lines of communication. The professionals listed below are glad to assist you. A plastic sheet follows as a convenient location for business cards.

Builder

Wolfe Development

806 E. Jackson Blvd. Suites 5 & 6 Jonesborough, TN 37659
423-913-2555
Fax 423-913-2445
www.wolfe-development.com

Real Estate Agent

Name _____
Address _____
Phone _____
Fax _____
E-mail _____

Lender

Name _____
Address _____
Phone _____
Fax _____
E-mail _____

Title Company

Name _____
Address _____
Phone _____
Fax _____
E-mail _____

Utility and Community Services

For your convenience, listed below are utility companies and other information to assist you in your move into your new home.

Electric	<i>Johnson City Power Board</i>	952-5000
Telephone	<i>CenturyLink</i>	800-366-8201
Water	<i>Johnson City Water & Sewer</i>	461-1640
	<i>Or</i>	
	<i>Jonesborough Water Department</i>	753-1030
Garbage	<i>Johnson City Solid Waste Services</i>	975-2792
	<i>Or</i>	
	<i>Jonesborough Sanitation Dept.</i>	753-1030
Cable	<i>Comcast Communications</i>	282-8386
	<i>Charter Communications</i>	929-2101
Newspapers	<i>Johnson City Press</i>	929-3111
	<i>Kingsport Times-News</i>	392-1390
	<i>Herald & Tribune</i>	753-3136

Electricity and water to your home are already activated in Wolfe Development's name. Please have these transferred to your name effective on the date of closing.

Moving Hints

Take precautions to protect vulnerable surfaces such as hardwood or resilient floors. Cover rails with moving pads or blankets. Remove doors where furniture might be a tight fit. You can protect carpet with ribbed, plastic runners.

Professional movers should have insurance for any damage they might accidentally cause. Friends and relatives will not. They are also unlikely to have the training and practiced skills of professional movers. If you are moving yourself, organize the schedule to avoid rushing and include rest breaks. People who are tired or in a hurry are more likely to hurt themselves or your belongings.

Moving Preparation Checklist

- Compare proposals of professional movers:
 - Costs for services such as packing and unpacking
 - Costs of packing materials and boxes
 - Distance and weight charges
 - Insurance
 - Availability and notice needed

- Plan a self-move well in advance:
 - Make truck reservation early (6–8 weeks, or more)
 - Include a reservation for a dolly and moving pads
 - Reconfirm one week prior

- If you have children, involve them in planning and preparing for the move
- Create a file for storing documents about your home and manufacturer literature
- Retain receipts for tax purposes. Moving costs may be deductible
- Send change-of-address cards to magazines and book clubs six weeks prior to your move
- Give the forwarding order to your old post office one month prior to assure uninterrupted service
- Register children in their new schools
- Transfer medical and dental records, if necessary
- Arrange for homeowner insurance and obtain the certificate you need for closing
- Order checks with new your address; update financial records
- Update your driver's license, car and voter registration
- Properly dispose of flammable or hazardous materials that should not be moved

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❑ **Packing Materials**

- ❑ Boxes of various sizes; cartons for mattresses
- ❑ Packing tape and heavy string
- ❑ Packing paper, newspaper, bubble wrap
- ❑ Labels to identify boxes (include a number, room/name); "Fragile" labels for special items
- ❑ Markers
- ❑ Master packing list (list each box by number with name/room and brief description of contents)
- ❑ Scissors
- ❑ Furniture pads, blankets, rugs

❑ **Moving Day Necessities**

- ❑ Children's toys and games
- ❑ Toilet paper
- ❑ Beverages and snacks
- ❑ Paper towels
- ❑ Soap and hand towels
- ❑ Trash bags
- ❑ First aid kit
- ❑ Prescription medication
- ❑ Medical supplies for special needs
- ❑ Pad and pen
- ❑ Shelf liners
- ❑ Small tools: Tape measure, scissors, screwdrivers, hammer
- ❑ Ice maker hook-up kit
- ❑ Dryer vent flex hose
- ❑ New hoses for washing machine
- ❑ Picture hangers
- ❑ Plant hooks
- ❑ Scratch cover
- ❑ Phone and phone book

Construction of Your Home

The construction of a new home differs from other manufacturing processes in several ways. By keeping these differences in mind, you can enjoy observing the construction process as we build your new home.

Safety

We understand that you will want to visit your new home during construction. A new home construction site is exciting, but it can also be dangerous. Your safety is of prime importance to us. Therefore, we must require that you contact Wolfe Development before visiting your site. We reserve the right to require that you wear a hard hat and that a member of our staff accompany you during your visit. Please observe common-sense safety procedures at all times when visiting:

- Keep older children within view and younger children within reach, or make arrangements to leave them elsewhere when visiting the site.
- Do not walk backward, even one step. Look in the direction you are moving at all times.
- Watch for boards, cords, tools, nails, or construction materials that might cause tripping, puncture wounds, or other injury.
- Do not enter any level of a home that is not equipped with stairs and rails.
- Stay a minimum of six feet from all excavations.
- Give large, noisy grading equipment or delivery vehicles plenty of room. Assume that the driver can neither see nor hear you.

In addition to safety considerations, be aware of the possibility that mud, paint, drywall compound, and other construction materials are in use and can get onto your clothing.

Plans and Specifications

We construct homes based on plans and specifications which are part of our agreements with trade contractors and suppliers. Only written instructions from Wolfe Development can change these contracts. Many factors can cause variations between a model home you may have viewed and the home we deliver to you.

Regulatory Changes

From time to time, city or county agencies adopt new codes or regulations that can affect your home. Such changes are usually adopted in the interest of safety and are legal requirements with which Wolfe Development must comply. The codes and requirements in effect for each area can vary. Therefore, builders may construct the same floor plan slightly differently in two different jurisdictions or at two different times within the same jurisdiction.

Topography and Homesite Conditions

Because each homesite is shaped differently, the position of your home on the site may vary from others in the community. In addition, the exterior elevations of each home are affected by the topography, or surface contours, of your homesite. For instance, slope on the site may affect the number and configuration of the walks, steps, rails and driveway. The characteristics of the lot also dictate the placement of (and sometimes, the omission of) basement windows and doors. Exterior finish varies in accordance with the slope on the site and retaining walls are sometimes needed for extreme conditions. Wolfe Development identifies existing trees on your homesite that must be removed to create room for your home, drive, and so on. Because the reaction of trees to construction activities and your new home are outside our control, we cannot guarantee the health or survival of any existing trees.

Utilities and Mailboxes

The location of meters, phone and electrical junction boxes, and mailboxes are examples of items outside the control of Wolfe Development. The authority of the utility companies and the U.S. Postal Service to designate the placement of these items is well established.

Changes in Materials, Products, and Methods

The new-home industry, building trades, and product manufacturers are continually working to improve methods and products. In addition, manufacturers sometimes make model changes that can impact the final product. For instance, appliance manufacturers generally make design changes every year. The model homes will show the appliances that were current when the models were built although your home may have a more recent version.

In all instances, as required by your purchase agreement, any substitution of method or product that we make will have equal or better quality than that shown in our models. Since such substitutions or changes may become necessary because of matters outside our control, we reserve the right to make them without notification.

Television and the Internet

You may be aware of various home construction methods and materials from watching television programs or exploring the internet. Wolfe Development routinely reviews new approaches with a focus on building homes with materials and methods that perform predictably and to our standards. We take a conservative approach to utilizing new methods until they have been proven over time. In addition, what is appropriate for a home in one area may not be appropriate for your home because of soil, climate, and other conditions.

Natural Variations

Dozens of trade contractors have assembled your home. The same individuals rarely work on every home in the same way and, even if they did, each one would still be unique. The exact placement of switches, outlets, registers, and so on will vary slightly from the model and other homes of the same floor plan.

Quality

Our company will build your new home to the quality standards described in our documents and demonstrated in our model homes. Each new home is a handcrafted product—combining art, science, and labor. The efforts of many people with varying degrees of knowledge, experience, and skill come together.

Errors and Omissions

From time to time during a process that takes several months and involves dozens of people, an error or omission may occur. We have systems and procedures for inspecting our homes to ensure that the level of quality meets our requirements. We inspect every step of construction and are responsible for quality control. In addition, the county, city, or an engineer conducts a number of inspections at different stages of construction. Your home must pass each inspection before construction continues.

Ugly Duckling Stages

During the construction process, every home being built experiences some days when it is not at its best. Homes under construction endure wind, rain, snow, foot traffic, and activities that generate noise, dust, and trash. Material scraps are a byproduct of the process. Although your new home is cleaned regularly, during your visits you will encounter some messy moments. Keep in mind that the completed homes you may have toured also once endured these “ugly duckling” stages.

Private Home Inspectors

Wolfe Development encourages you to retain the services of a private home inspector to review your home. Your real estate agent can provide you with a list of private home inspectors as well as information about typical fees and services they offer.

Home inspections should be conducted prior to the Homeowner Orientation (discussed on page 21). Upon receipt of your inspector’s written report, Wolfe Development will address any concerns involving building code or contract issues.

Single Source

Wolfe Development is a single source company. That means that we select all personnel and companies who will contribute to your home. We order all materials and products from suppliers with whom we have established relationships. Sweat equity arrangements are unavailable as a part of our purchase agreement.

Trade Contractors

Your home is built through the combined efforts of specialists in many trades—from excavation and foundation, through framing, mechanicals, and insulation, to drywall, trim, and finish work. In order to ensure your home meets our standard of construction, only authorized suppliers, trade contractors, and Wolfe Development employees are permitted to perform work in your home.

Each trade contractor works on a limited portion of the home; they may not be aware of all the details that affect the home and are not in a position to offer judgments. All questions should go through our office, and we will obtain input from trades when that is appropriate.

Suppliers and trade contractors have no authority to enter into agreements for Wolfe Development. For your protection and theirs, the terms of our trade contractor agreements prohibit alterations without written authorization from Wolfe Development. Their failure to comply with this procedure can result in termination of their contract. Contact your real estate agent if there are alterations or changes you wish to initiate.

Schedules

The delivery date for your new home begins as an estimate. Until the roof is on and the structure is enclosed, weather can dramatically affect the delivery date. Even after the home itself

is past the potential for weather-related delays, weather can severely impact installation of utility services, final grading, and concrete flatwork, to mention a few examples. Extended periods of wet weather or freezing temperatures bring work to a stop in the entire region. When favorable conditions return, the tradespeople go back to work, picking up where they left off. Please understand that they are as eager as you are to get caught up and to see progress on your home.

"Nothing's Happening"

Expect several days during construction of your home when it appears that nothing is happening. This can occur for a number of reasons. Each trade is scheduled days or weeks in advance of the actual work. This period is referred to as "lead time." Time is allotted for completion of each trade's work on your home. Sometimes, one trade completes its work a bit

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ahead of schedule. The next trade already has an assigned time slot, which usually cannot be changed on short notice.

Progress pauses while the home awaits building department inspections. This is also part of the normal sequence of the construction schedule and occurs at several points in every home. Also, throughout construction of a home, work progresses rapidly at some stages as highly visible stages are completed (such as installing large expanses of walls) and more slowly at others (such as detail work in framing in soffits and closets).

Construction Sequence

Although the specific sequence of construction steps varies and overlaps, generally we build your home in the following order:

Foundation

- Excavation
- Footer installation
- Lay block walls
- Perimeter drain if applicable
- Dampproof
- Insulation if applicable
- Inspection

Framing

- First floor
- Second floor
- Roof trusses
- Roof sheathing

Roofing

- Felt or paper
- Valley flashing
- Shingles

Exterior

Exterior trim

- Fascia (boards at ends of rafters)
- Windows and doors
- Finish materials
- Trim
- Deck, if applicable
- Gutters, if applicable

Exterior painting or staining

Concrete or asphalt

Fine grading

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Landscaping, if applicable

Interior

Rough-in of mechanical systems

- HVAC (heating, ventilating, and air conditioning)

- Plumbing

- Electrical (extra outlets need to be installed at this point)

- Rough inspections

Insulation

Drywall

- Hang

- Inspection

- Tape and texture

Interior trim

- Doors

- Baseboards, casings, other details

Paint and stain

Finish work

- Cabinets

- Countertops

- Floor coverings

- Appliances

- Hardware

- Screens

- Light fixtures

- Plumbing fixtures

Construction cleaning

Builder's punchlist

Homeowner orientation

Homeowner Orientation

Your homeowner orientation is an introduction to your new home and its many features. We follow a preplanned agenda and a set route through the home to assure that we cover everything. Our homeowner orientation provides you with a demonstration of your new home and a review of key points about maintenance and limited warranty coverage. This will also be your opportunity to inspect the home and make a list any defects for correction by Wolfe Development.

Scheduling

We schedule the orientation with you as your home nears completion, typically several days before your closing. Appointments are available Monday through Friday during business hours, and Monday through Thursday evenings. We meet at your new home. Expect your orientation to take approximately one hour.

Last-Minute Activity

If you visit your home a day or two prior to orientation, you may notice dozens of details that need attention. During the last few days just prior to your orientation appointment, many tradespeople and Wolfe Development employees will be working in your home. They are completing last-minute adjustments and fine-tuning your home. These finishing touches cannot be performed until all of the parts have been installed. What seems like a rush of activity is a normal part of the construction process.

Preparation

Following these hints will assure that you get the maximum benefit from your orientation.

Allow Enough Time

Arrange your schedule so you can use the full amount of time allotted.

Attend Alone

Our experience shows that the orientation is most beneficial when buyers focus all their attention on their new home and the information we present. Although we appreciate that friends and relatives are eager to see your new home, it would be best if they visit after your orientation. Similarly, we suggest that, if possible, children and pets not accompany you at this time.

Review Orientation Forms

We have included copies of our orientation forms at the end of this section. We note details that need attention on the orientation forms.

Cosmetic Surfaces and Other Items Excluded from Warranty

Cosmetic surface damage caused during construction is readily noticeable during the orientation. Such damage can also occur during the move-in process or through daily activities. Therefore, during your orientation, we will confirm that all surfaces are in good and acceptable condition. Any details that need attention will be listed on your orientation forms. After we correct any items noted during the orientation, repair of cosmetic surface damage is your responsibility. Additional details appear on the orientation forms.

Our limited warranty specifically excludes repairs for damage caused by moving in or living in the home. If your movers scratch the entry floor bringing furniture in, notify the moving company. If you splinter some wood trim and break a taillight backing out of your new garage, repairs to the garage and the car are your responsibility. Wolfe Development is always available to assist you with information about cosmetic repairs you may need to make.

During your orientation, we will confirm the good condition of other items excluded from warranty coverage. These items include driveways, land, landscaping (including seeding, shrubs, trees and plantings), walks, patios, decks, stoops, steps and porches. After we correct any items noted during the orientation, these components are your maintenance responsibility.

Bring Questions

If you have not already done so, please read the maintenance information and warranty guidelines in the Caring for Your Home section of this manual and your sample warranty booklet. If you have questions, make note of them to bring up at the orientation.

Attire

Wear shoes that are convenient to get off and on. We will tour both the exterior and interior of your home. Anticipate that some dust, bending, kneeling, and reaching may be encountered.

Get Involved

Plan to listen carefully and take a hands-on approach. Push buttons, lock locks, and flip breakers. This helps you remember the dozens of details we cover.

Quality

The overall quality of your home should equal that shown in our models. We list items we agree need further attention and arrange appropriate work. Orientation items fall into several categories:

- Incomplete or missing (Cabinet knob not installed.)
- Incorrect (Porch light should be polished brass, not antique.)
- Dysfunctional (Bath fan does not come on.)
- Below company standard (Mitered corner rough, top right of den door, hallway side.)
- Damaged (Scrape on wall from carpet installation.)
- Unclean (Mud on the garage floor.)

At some point, quality ceases to be scientific and becomes a matter of personal taste. In a few areas, your personal standards may be even higher than ours. Our commitment to you is that we will deliver what we promised. If you wish to make it even better after moving in, we will be happy to assist you with information.

Completion of Items

Wolfe Development takes responsibility for resolving any items noted. We will complete most items before your move-in. Under normal circumstances, you can expect us to resolve all items within 15 working days. We will inform you of any delays caused by back-ordered materials. Please note that we will correct only those items listed. No verbal commitments of any kind will be honored by Wolfe Development.

Gaining access to occupied homes to complete orientation items is a concern to homeowners and builders alike. Wolfe Development asks that you make appointments so that someone over 18 is present for repairs. Working around your busy schedule may result in service taking longer than anyone wants. Your cooperation is essential. Service appointments are available 7:30 a.m. to 3:00 p.m., Monday through Friday.

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Note to Home Buyer:

At your homeowner orientation, you will receive copies of completed orientation forms. We suggest you insert them here.

Homeowner Orientation (page 2 of 2)

Please read carefully. Your signature below acknowledges the following:

- (1) your understanding and acceptance of the policies highlighted here and detailed in your Homeowner Manual;
- (2) with the exception of the items listed on page 1, you are satisfied with the materials and workmanship of the home and consider the home acceptably completed;
- (3) landscaping has been reviewed with you and is not a warrantable item;
- (4) driveways, walks, decks and other excluded items have been reviewed with you and are not warrantable items;
- (5) grading and swales have been reviewed with you and you understand your responsibilities under the warranty;
- (6) you have received copies of both pages of this form.

Timing. Wolfe Development is responsible for resolving items noted. We will correct many of these items immediately. However, some of the corrections may be weather-dependent, may require the services of a trade contractor or we may need to order materials. You should expect completion of these items within 15 business days of closing unless we inform you of other scheduling.

Cosmetic Items. Wolfe Development corrects readily noticeable cosmetic defects listed during this inspection. *This is your only opportunity to obtain service on such items.* Repair of subsequent cosmetic damages (such as chips, dents, scratches) are your responsibility. Therefore, take careful note of such items as:

- Sinks, tubs, and plumbing fixtures
- Countertops and cabinet doors
- Light fixtures, mirrors, and glass
- Windows and screens
- Finish on appliances
- Tile, carpet, hardwood, and vinyl
- Doors, trim, and hardware
- Paint and drywall

Defects in items such as these are readily detectable during the orientation. These items are also most likely to be damaged during the move-in process. *As a result, later warranty claims on cosmetic damages to these items are not accepted.*

Warranty Service. Submit any new items for which you wish to request service in writing to Wolfe Development approximately 60 days after closing. *We accept reports of emergency items by phone.*

Purchaser(s)

Date

Wolfe Development

Date

Caring for Your Home

Wolfe Development has constructed your home with carefully selected materials and the effort of experienced craftsmen and laborers under the supervision of our field personnel and with the administrative support of our office staff. Each home is unique; a home is one of the last hand-built products left in the world. Over time, each behaves differently.

Although quality materials and workmanship have been used in creating your home, similar to an automobile, it requires care from the first day. Regular homeowner maintenance is essential to providing a quality home for a lifetime. This section of our manual was assembled to assist you in that effort.

Homeowner Use and Maintenance Guidelines

We are proud of the homes and neighborhoods we build. We strive to create lasting value. This is best achieved when you, as the homeowner, know and perform appropriate maintenance tasks. 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, resulting in maintenance items. The natural and manufactured materials and other components interact with each other and the environment.

We recognize that it is impossible to anticipate and describe every attention needed for good home care. We focused on items that homeowners commonly ask about. The subjects are listed in alphabetical order to make finding answers to your questions convenient. This manual may discuss some components that are not present in your home.

Checklists

You will find several checklists included in this manual. These cover fire prevention reminders, energy and water conservation tips, suggestions for extended absences, appliance service information, and a maintenance schedule. Again we make no claim that we have included every detail. We do believe we have provided you with a good start, and we have allowed space for you to add your own notes to our checklists.

Prompt Attention

In addition to routine care, many times a minor maintenance attention provided immediately saves you a more serious, time-consuming, and sometimes costly repair later. Note also that neglecting routine maintenance can void applicable limited warranty coverage on all or part of your home.

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By caring for your new home attentively, you ensure uninterrupted warranty coverage as well as your enjoyment of it for years. The attention provided by each homeowner contributes significantly to the overall desirability of the community.

Manufacturer Literature

Please take time to read the literature (warranties and use and care guides) 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 the information in this manual current. 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 interests to know about such coverages.

Wolfe Development Limited Warranty Guidelines

While we strive to build a defect-free home, we are realistic enough to know that, with repeated use, an item in the home may fail to perform as it should. When this occurs, we will make necessary corrections so the item meets our warranty guidelines. In support of this commitment, Wolfe Development provides you with a limited warranty.

Sample Warranty Provided for Your Review

Your home will be enrolled in the 2-10 Home Buyers Warranty insured warranty program. This limited warranty provides for one year workmanship, two year systems and 10 year structural coverage. You should have received a sample copy of the warranty booklet along with this manual. Please review the sample warranty carefully. You will be asked to acknowledge consent to the terms of the warranty at closing. Please also read through the service procedures and guidelines discussed on the following pages. If you have any questions, please contact our office.

Corrective Actions

In addition to the information contained in the limited warranty itself, this manual includes details about the criteria we will use to evaluate concerns you report. The purpose is to let you know what our warranty commitment is for the typical concerns that can come up in a new home. The manual describes the corrective action we will take in many common situations.

We Sometimes Break Our Own Rules–In Your Favor

Our criteria for qualifying warranty repairs are based on typical industry practices in our region and meet or exceed those practices. Please note that we reserve the right, at our discretion, to exceed these guidelines if common sense or individual circumstances make that appropriate, without being obligated to exceed all guidelines to a similar degree or for other homeowners whose circumstances are different.

We Sometimes Say No

With a product as complex as a home, different viewpoints regarding which tasks are homeowner maintenance responsibilities and which are Wolfe Development warranty responsibilities are possible. If you request warranty service on a maintenance item, we will explain to you the steps you should take to care for the item. We are available to answer your home-care questions during and after your warranty period. Providing normal maintenance for your home is your job.

Warranty Reporting Procedures

Providing warranty service for a new home is more complicated than for other products. When you purchased your home, you actually purchased hundreds of items and the work of 35 to 50 independent trade contractors. With so many details and people involved, a planned system is essential.

Our warranty service system is designed based on your written report of nonemergency 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 service requests we accept by phone. Please put all nonemergency service requests in writing. Warranty Service Request forms can be found in the front pocket of this manual. You can also submit a service request from our website at wolfe-development.com.

You are welcome to mail, fax, or drop off your written service request to our office. Keep a copy for your records. This written system permits Wolfe Development personnel to focus their time producing results for you. Experience has taught us that accuracy and efficiency suffer when we work outside this system and sacrifice careful documentation.

We plan two standard warranty contacts with you. The first is 60 days after your closing and the second is near the end of your first year in your home. We also have emergency response procedures and have provided for miscellaneous warranty requests and two-year systems service requests. Service for your appliances is handled differently and is described in detail on the next page.

60-Day Report

For your convenience and in order for our service program to operate at maximum efficiency, we suggest that you wait 60 days before submitting a warranty list. This allows you sufficient time to become settled in your new home and to use most components repeatedly. As you notice items, jot them down on a service request form.

Year-End Report

Near the end of your warranty year, you should submit a year-end service request if you have any items to report. We will also be happy to discuss any maintenance questions you may have at that time. Again, keep notations of items on a service request form. This is also the best time for you to request the one-time repairs we offer on several components such as drywall.

Emergency Service

While emergency warranty situations are rare, when they occur, prompt response is essential. Begin by checking items that you can. Troubleshooting tips appear in this manual for several of your home's components:

- Air conditioning
- Electrical
- Heat system
- Plumbing
- Roof (leak)
- Water heater

Please refer to the individual categories to review these hints; you will find them at the end of the corresponding sections. Often the appropriate action by you can solve a problem immediately or mitigate the situation until a technician arrives.

If your review of the troubleshooting tips fails to solve the problem, call our warranty manager at:

(423) 913-2555 extension 3

If no one is available to answer, please leave a message, as we check this regularly. We will get back in touch with you as soon as possible. If we have not contacted you within a short time period, please call again, or you may call the necessary trade contractor or utility company directly. Their phone numbers are listed on the Emergency Phone Numbers card located in the business card sleeve in this manual.

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Our trade contractors or local utility companies provide emergency responses to the following conditions:

- Total loss of heat when the outside temperature is below 50 degrees F
- Total loss of electricity
- Total loss of water
- Plumbing leak that requires the entire water supply to be shut off

Note that if a service (gas, electricity, water) is out in an entire area, attention from the local utility company is needed. Trade contractors are unable to help with such outages.

Air Conditioning. Understandably, if your air conditioner is not working, you want it fixed quickly. In a typical scenario, many other homeowners across our region will discover they too need service on their air conditioners on the same hot day that you do. The trades who address these needs generally respond to calls on a first come, first served basis. If your call for service comes during this time period, you may wait several days for a technician to arrive. For this reason, we recommend that you operate your air conditioner as soon as warm temperatures begin. This way, if service is needed, you can avoid the rush and get a more satisfactory response.

Roof Leak. While we agree with homeowners that a roof leak is indeed an emergency, the reality is that repairs cannot safely or effectively be performed while the roof is wet. During business hours, contact our office with the information, take appropriate steps to mitigate damage, and we will follow up when conditions make repairs possible. (See *Roof* for more details.)

Other Emergencies. In addition to emergency situations covered by our limited warranty, be prepared for other kinds of emergencies. Post phone numbers for the fire department, police, paramedics, and poison control near phones in your home. Have companies in mind in the event you need a locksmith, water extraction, glass breakage repair, or sewer router service. If you are new to the area, neighbors may be able to recommend good service providers. Introduce your children to neighbors who might be available to help in an emergency if you are not home.

Other Warranty Service

If you wish to initiate nonemergency warranty service between the standard 60-day and year-end reports, you are welcome to do so by sending in a service request form, submitting your request from our website, or simply by writing a letter that includes your name, address, phone numbers, and a list of the items you would like us to address.

Homeowners who want to arrange 60-day or year-end warranty visits receive priority scheduling. We schedule appointments for miscellaneous requests on a first come, first served

basis between the standard appointments. As a result, service on miscellaneous requests may take a bit longer.

Two-Year Systems Service

Details of your two-year systems coverage can be found in your warranty booklet. Please report any requests for service under your two-year systems warranty to us in writing at the time you notice the problem. You may use a service request form, submit your request from our website, or just write a letter including your name, address, phone numbers and a description of the problem.

10-Year Structural Coverage

Please review your warranty booklet for details on your 10-year limited structural warranty. In general, a structural defect is defined as actual physical damage to the designed load-bearing elements which affects their load-bearing functions to the extent that the home becomes unsafe, unsanitary, or otherwise unlivable. See your warranty booklet for instructions on reporting a structural defect.

Kitchen Appliance Warranties

The manufacturers of kitchen appliances have asked to work directly with homeowners if any repairs are needed for their 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. For your convenience, we have included an Appliance Service information sheet among the other checklists in this manual.

Appliance warranties are generally for one year; refer to the literature provided by the manufacturer for complete information. Remember to mail in any registration cards you receive with manufacturer materials. Being in the manufacturer's system assures that in the event of a recall the company can contact you and arrange to provide the needed correction.

Time Limits

We allow for a grace period of 30 days after the expiration of your warranty coverage for you to request service on any items that first appeared during the applicable warranty period. We cannot accept requests for service after the grace period. The time limits are a material condition of the warranty; please observe them carefully.

Warranty Item Processing Procedures

When we receive a warranty service request, we will contact you for an appointment. Warranty appointments are available Monday through Friday, 7:30 a.m. to 3:00 p.m. We inspect the items listed in your written request to confirm warranty coverage. Generally, reported items fall into one of three categories:

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

We will direct trade contractors or an in-house employee to perform repairs on covered warranty items. If the item is home maintenance, we will review the maintenance steps with you and offer whatever informational assistance we can.

Help Us to Serve You

We can provide service faster and more accurately if we have all the necessary information. With your warranty request, please include:

- Your name, address, and the phone numbers where you can be reached during business hours.

Wolfe Development Homeowner Manual

- A complete description of the problem, for example, "guest bath—cold water line leaks under sink," rather than "plumbing problem."
- Information about your availability or the best days or times to reach you.

Access to Your Home

Wolfe Development conducts inspections of interior warranty items only when an adult is available to accompany our representative and point out the items you have listed. Both our in-house service technicians and those of our trade contractors will likewise perform repairs only when an adult is available to admit them to your home. An adult is a person 18 or older who has your authorization to admit service personnel and sign completed work orders.

We do not accept keys, nor will we permit our trade contractors to accept your key and work in your home without an adult present. While we recognize that this means processing warranty service items may take longer, we believe your peace of mind and security should be our first concern.

Exterior Items

Exterior items can usually be inspected and repaired without an adult present, provided access is available (for instance, no locked gate). If you prefer to meet with us and discuss the item(s) in question, we are happy to arrange an appointment to do that.

Additional Repair Appointments

On occasion work must occur in sequence and more than one work date might be needed. Please contact our office if additional work is needed and the repair technician has not set up a return appointment with you.

Pets

Wolfe Development respects the pets that many homeowners count as members of their households. To prevent the possibility of an animal getting injured or lost, or giving in to its natural curiosity about tools and materials used for repairs, we ask that you restrict all animals to a comfortable location during warranty visits. This policy is also for the protection of our employees and trades personnel. We have instructed Wolfe Development and trade personnel to reschedule the appointment if pets have access to the work area.

Your Belongings

In all work that we perform for our homeowners we are concerned that their personal belongings be protected. When warranty work is needed in your home, we ask that you remove vulnerable items or items that might make performing the repair difficult. Wolfe

Development and trade personnel will reschedule the repair appointment rather than risk damaging your belongings.

Surfaces

We expect all personnel who work in your home to arrive with appropriate materials to cover the work area, protecting it from damage and catching the dust or scraps from the work being performed. Similarly, all personnel should clean up the work area, removing whatever excess materials they brought in.

Completion Time

Regular review of outstanding work orders is part of our office routine. Checking with trades and homeowners alike, we strive to identify the cause for delays and get all warranty work completed within an appropriate and reasonable amount of time. If a back-ordered part or similar circumstance causes a delay, we will let you know. Likewise, when weather conditions prevent the timely completion of exterior items, we track those items to ensure that they are addressed when conditions are right. This can mean a wait of several months. If at any time you have any concerns about the timing of repairs needed or believe an item has been overlooked, please contact our office.

Warranty Service Summary

The many details of warranty coverage can be confusing. We hope this summary of key points will help. 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 the problem. Refer to your Appliance Service information sheet.

Emergency (Other Than Heating & Air Conditioning)

See Emergency Service on page 30. Check the troubleshooting tips under several individual headings in this manual. If those tips do not solve the problem, call our office at (423) 913-2555 extension 3.

If no one is available to answer, please leave a message on our voice mail, as we check this regularly. We will get back in touch with you as soon as possible. If we have not contacted you within a short time period, please call again, or you may call the necessary trade contractor or utility company directly. Their phone numbers are listed on the Emergency Phone Numbers card located in the business card sleeve in this manual.

Heating & Air Conditioning

First, check the troubleshooting tips under the Heat Pump or Air Conditioning headings. If those tips do not solve the problem, please call the HVAC contractor listed on the Emergency Phone Numbers card located in the business card sleeve in this manual. The HVAC contractor's service system operates independently of ours and the contractor's staff will be glad to schedule your HVAC service.

Nonemergency

Routine, nonemergency requests for service should be in writing. You may mail, fax, or drop off your written service requests to our office, or submit a request from our website at www.wolfe-development.com. Warranty Service Request forms are provided in the front pocket of this manual.

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. Storm damage is excluded from limited warranty coverage.

Fire Prevention

Fire safety should be practiced by all family members. Awareness of potential dangers and preventive actions are preferable to even the fastest response. Keep these hints in mind and add your own reminders in the space provided on the next page.

Train Family Members

- Ensure that all family members know what escape routes exist in your home.
- Conduct a fire drill with family members.
- Test the smoke detectors to assure they function and so that everyone recognizes the sound. Follow the manufacturer's directions for cleaning and servicing all of your smoke detectors.
- As soon as possible, teach young children how and why to dial 911.
- Have a general use fire extinguisher and instruct all family members in its location and use.
- Teach children the safe use of appliances such as irons and toasters.

Practice Prevention

- Store matches away from children and heat sources.
- Avoid smoking in bed.
- Avoid leaving small children home alone, even for a short time.
- Maintain appliances in clean and safe working condition.
- Avoid overloading electrical outlets.
- Ensure that all electrical cords are in good repair.
- Use correctly sized fuses.
- Avoid having any flammable objects or materials near the stove.
- Keep the range hood filter clean to prevent a build up of grease.

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- Allow space for cooling around electrical equipment.
- Unplug the iron when it is not in use. Do not leave an iron that is on unattended.

- Use electric blankets with care, following manufacturer directions.

- Store volatile materials (paint, gasoline for the lawn mower, and so on) in appropriate containers, away from flames (such as pilots lights) or heat sources. Many trash collection services offer a means for you to dispose of hazardous items. Check with your service provider for details.

- Keep the barbeque clear of flammable objects and materials.

- If your home includes a gas fireplace follow all directions and do not leave the fireplace unattended when it is on. If you have a wood burning fireplace:
 - Arrange for professional cleaning of the chimney at appropriate intervals.
 - Maintain the spark arrester on the chimney.
 - Never use liquid fire starters (such as for a charcoal barbeque) in an indoor fireplace.
 - Use a screen or glass doors when a fire is burning.
 - Confirm the fire is out before closing the flue.
 - Do not leave the fireplace unattended while a fire is burning.

- During holidays, ensure that all cords and connections are in good condition and of appropriate capacity for electrical decorations.

- If you decide to remodel, finish the basement, or add onto your home, obtain a building permit and work with trained professionals. Ensure that all building department inspections occur and that the work complies with all applicable codes. This also applies to installing a gas line for an outdoor barbeque, a gas fireplace, clothes dryer, and so on.

Your Additional Reminders and Notes:

Extended Absences

Whether for a vacation, business travel, or other reasons, nearly all of us occasionally leave our homes for days or weeks at a time. With some preparation, such absences can be managed uneventfully. Keep these guidelines in mind and add additional reminders that are appropriate to your situation.

Plan in Advance

- Ask a neighbor to keep an eye on the property. If possible, provide them with a way to reach you while you are away.
- If you will be gone an especially long time (over two weeks) consider arranging for a house sitter.
- Arrange for someone to mow the lawn or shovel snow.
- Notify local security personnel or police of the dates you will be away.
- Stop mail, newspapers, and other deliveries.
- Use lighting timers (available at hardware stores for \$10 to \$20).
- Confirm that all insurance policies that cover your property and belongings are current and provide sufficient coverage.
- Mark valuable items with identifying information. Consider whether you have irreplaceable items that should be stored in a bank vault or security box.

As You Leave

- Forward phone calls to a relative or close friend.
- Unplug computers and other electronic devices that might be harmed in an electric storm.
- Leave window coverings in their most typical positions.
- Confirm that all doors and windows are locked and the deadbolts are engaged.
- Shut off the main water supply. Set the thermostat on the water heater to "vacation" to save energy.

Energy and Water Conservation

Good planning and thoughtful everyday habits can save significant amounts of energy and water. In the process of conserving, you also save money as an additional benefit. Keep these hints in mind as you select and use your home's features:

Heating and Cooling

- Maintain all your home's systems in clean and good working order to prevent inconvenience and maximize efficiency. Arrange for a professional to service heat and air conditioning systems a minimum of once every two years.
- Keep filters clean or replace them regularly.
- If you have a zoned system (more than one furnace and separate controls) think through operating schedules and temperature settings to maximize comfort and minimize energy consumption.
- During cold days, open window coverings to allow the sun to warm your home. Close them when the sun begins to set.
- Limit use of your fireplace in extremely cold or windy weather when the chimney draft will draw room air out at an extreme rate.
- During the winter, humidifying the air in your home allows the air to retain more heat and is a general health benefit. Note: If condensation develops on your windows, you have taken a good thing too far and need to lower the setting on the humidifier. Avoid use of the humidifier when you are using your air conditioner.
- Ceiling fans cost little to operate and the moving air allows you to feel comfortable at temperatures several degrees higher.
- On hot days, close all windows and the window coverings on windows facing the sun to minimize solar heating and reduce demands on your air conditioner.
- Plan landscaping elements that support efficient energy use:
 - Deciduous trees provide shade during the summer and permit solar warming in winter.
 - Evergreen trees and shrubs can create a windbreak and reduce heating costs.
 - Position trees to shade the roof and still allow good air flow around the home.

- Plant shrubs and trees to shade the air conditioner without obstructing air flow around the unit.
- Keep the garage overhead doors closed.

Water and Water Heater

- Set your water heater at 120 degrees if your dishwasher has a water booster heater. If not, set the water heater at 140 degrees.
- Follow the steps outlined in the manufacturer's directions for draining water from your water heater in order to remove accumulated hard-water scale that builds up inside the tank. Timing will depend on the nature of your water supply.
- Correct plumbing leaks, running toilets, or dripping faucets ASAP.
- Keep aerators clean.
- If you have a swimming pool, consider using solar heating power.

Appliances

- In selecting your home's appliances, compare the information on the (yellow and black) Energy Guide sticker. Sometimes spending a bit more up front can reduce operating costs over the life of the appliance, conserving energy at the same time.
- Use cold water when operating your disposal. This not only saves hot water you pay to heat, it preserves the disposal motor.
- When baking, preheat your oven just five minutes before you use it. When possible, bake several items at the same time or at least consecutively. Turn the oven off a few minutes before baking time is done.
- Microwave rather than using the range when possible, especially during hot weather.
- Run the dishwasher when it has a full load and use the air-dry cycle. Avoid regular use of the rinse and hold cycle.
- Turn electric burners off a few minutes before cooking is complete.
- Refrigerators with the freezer on top generally use significantly less energy than side-by-side models. Select an appropriate size for your needs; two small refrigerators use more energy than one large one.

Appliance Service

This sheet is for your convenience. 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 if the appliance was included in your purchase price).

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				
Compacter				
Washer				
Dryer				
Refrigerator				
Freezer				
Water Heater				

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.

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.

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.

“Leaking” Around Indoor Unit and Ducts

The condensation pump attached to your air conditioning system is generally plugged into a GFCI-controlled outlet. If the outlet has been tripped, the condensation pump cannot work. Press the test button on the GFCI breaker and then the reset button. This should restart the pump and the water will evaporate.

Leaving garage doors open during warm weather will cause condensation on heat and air ducts, which will cause water to drip onto the basement floor. Keep garage doors closed to help minimize this.

See also Electrical Systems.

Manufacturer’s Instructions

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

Temperature Variations

Temperatures may vary from room to room by several degrees Fahrenheit. 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.

TROUBLESHOOTING TIPS: NO AIR CONDITIONING

Before calling for service, check to confirm that the:

- Thermostat is set to "cool" and the temperature is set below the room temperature.

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- Blower panel cover is installed correctly for the furnace blower (fan) to operate. Similar to the way a clothes dryer door operates, this panel pushes in a button that lets the fan motor know it is safe to come on. If that button is not pushed in, the furnace will not operate.
- Air conditioner and furnace breakers on the main electrical panel are on. (Remember if a breaker trips you must turn it from the tripped position to the off position before you can turn it back on.)
- 220 switch on the outside wall near the air conditioner is on.
- Switch on the side of the furnace is on.
- Fuse in furnace is good. (See manufacturer literature for size and location.)
- Filter is clean to allow air flow.
- Vents in individual rooms are open.
- Air returns are unobstructed.
- Air conditioner has not frozen from overuse.

If the troubleshooting tips do not identify a solution, please call the HVAC contractor listed on the Emergency Phone Numbers card in the business card sleeve in this manual. The information you gather from the above steps will be useful to the service provider.

Wolfe Development Limited Warranty Guidelines

For service during your materials and workmanship warranty, you may contact directly the heating and air contractor listed on the Emergency Phone Numbers card in the business card sleeve in this manual. Refer to the manufacturer's limited warranty for information regarding additional warranty coverage.

The air conditioning system should be capable of maintaining a temperature of 78 degrees Fahrenheit or a differential of 15 degrees from the outside temperature . The orientation of the home and the distance of each room from the system will provide a temperature differential, especially when the cooling system is controlled by a single thermostat for one or more floor levels. You are responsible for balancing dampers and registers and for making other necessary minor adjustments.

Alarm System

Homeowner Use and Maintenance Guidelines

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

Wolfe Development Limited Warranty Guidelines

Wolfe Development will correct wiring that does not perform as intended for the alarm system. Wolfe Development makes no representation that the alarm system will provide the protection for which it is installed or intended.

Appliances

Homeowner Use and Maintenance Guidelines

Fill out and send to the manufacturer all warranty registration cards for your appliances.

See your Appliance Service information sheet.

Wolfe Development 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.

Asphalt

Homeowner Care and Maintenance

Asphalt is a flexible and specialized surface. Like any other surface in your home, it requires protection from things that can damage it. Over time, the effects of weather and earth movement will cause minor settling and cracking of asphalt. Avoid using your driveway for one week after it is installed. Keep people, bicycles, lawn mowers, and any other traffic off it.

Chemical Spills

Asphalt is a petroleum product. Gasoline, oil, turpentine, and other solvent or petroleum products can dissolve or damage the surface. Wash such spills with soap and water, and then rinse them thoroughly with plain water.

Hot Weather

Avoid any concentrated or prolonged loads on your asphalt, particularly in hot weather. High-heeled shoes, motorcycle or bicycle kickstands, trailers, or even cars left in the same spot for long periods can create depressions or punctures in asphalt.

Nonresidential Traffic

Prohibit commercial or other extremely heavy vehicles such as moving vans or other large delivery trucks from pulling onto your driveway. We design and install asphalt drives for conventional residential vehicle use only: family cars, vans, light trucks, bicycles, and so on.

Sealcoating

Exposure to sunlight and other weather conditions will fade your driveway, allowing the surface gravel material to be more visible. Treating the surface of your asphalt driveway is not necessary. However, if you choose to treat it, wait a minimum of 12 months and use a dilute asphalt emulsion, rather than the more common coal tar sealant. Hairline cracks will usually be filled by the sealing process. Larger cracks can be filled or patched with a sand and sealer mixture prior to sealing.

Wolfe Development Limited Warranty

We will confirm the good condition of your asphalt driveway during your Homeowner Orientation. Driveways are excluded from warranty coverage.

Attic Access

Homeowner Use and Maintenance Guidelines

The attic space is neither designed nor intended for storage. 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.

Wolfe Development Limited Warranty Guidelines

Wolfe Development personnel inspect the attic before your closing to confirm insulation is correct.

Brick

Homeowner Use and Maintenance Guidelines

Brick is one of the most durable and lowest maintenance finishes for a home's exterior.

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.

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.

Wolfe Development Limited Warranty Guidelines

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

Cracks

Small hairline cracks resulting from shrinkage are common. One time during the warranty period, we repair masonry cracks that exceed 1/4 inch in width.

Cabinets

Homeowner Use and Maintenance Guidelines

If your home has 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.

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 coffee maker or crock pot) too near the cabinet. When operating such appliances, place them in a location that is not directly under a cabinet.

Wolfe Development 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 if the gap exceeds 1/4 inch (locations behind appliances are excluded from this repair).

Warping

If doors or drawer fronts warp in excess of 1/4 inch as measured from the face frame to the point of furthest warpage with the door or drawer front in closed position, 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.

Carpet

Homeowner Use and Maintenance Guidelines

Burns

Take care of any kind of burn immediately. First snip off the darkened fibers. Then use a soapless cleaner and sponge with water. If the burn is extensive, talk with a professional about replacing the damaged area.

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. A light vacuuming is three passes; a thorough job may need seven passes. A vacuum cleaner with a beater-bar agitates the pile and is more effective in bringing dirt to the surface for easy removal.

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, usually once a year.

Some problem conditions that may occur with your new carpet and our suggested remedies are presented below.

Crushing

Furniture and traffic may crush a carpet's pile fibers. Frequent vacuuming in high-traffic areas and glides or cups under heavy pieces of furniture can help prevent this. Rotating your furniture to change the traffic pattern in a room promotes more even wear. Some carpets resist matting and crushing because of their level of fiber, but this does not imply or guarantee that no matting or crushing will occur. Heavy traffic areas such as halls and stairways are more susceptible to wear and crushing. This is considered normal wear.

Fading

Science has yet to develop a color that will not fade with time. All carpets will slowly lose some color due to natural and artificial forces in the environment. You can delay this process by frequently removing soil with vacuuming, regularly changing air filters in heating and air conditioning systems, keeping humidity and room temperature from getting too high, and reducing sunlight exposure with window coverings.

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.

See also Ghosting.

Fuzzing

In loop carpets, fibers may break. Simply clip the excess fibers. If it continues, call a professional.

Pilling

Pilling or small balls of fiber can appear on your carpet, depending on the type of carpet fiber and the type of traffic. If this occurs, clip off the pills. If they cover a large area, seek professional advice.

Rippling

With wall-to-wall carpeting, high humidity may cause rippling. If the carpet remains rippled after the humidity has subsided, have a professional restretch the carpeting.

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.

Shading

Shading is an inherent quality of fine-cut pile carpets. Household traffic causes pile fibers to assume different angles; as a result, the carpet appears darker and lighter in these areas. A good vacuuming, which makes the pile all go in the same direction, provides a temporary remedy.

Shedding

New carpeting, especially pile, sheds bits of fiber for a period of time. Eventually these loose fibers are removed by vacuuming. Shedding usually occurs more with wool carpeting than with nylon or other synthetics.

Snags

Sharp-edged objects can grab or snag the carpet fiber. When this occurs, cut off the snag. If the snag is especially large, call a professional.

Sprouting

Occasionally you may find small tufts of fiber sprouting above carpet surface. Simply use scissors to cut off the sprout. Do not attempt to pull it, because other fibers will come out in the process.

Stains

No carpet is stainproof. Although your carpet manufacturer may designate your carpet as stain-resistant, some substances may still cause permanent staining. These include hair dyes, shoe polish, paints, and India ink. Some substances destroy or change the color of carpets, including bleaches, acne medications, drain cleaners, plant food, insecticides, and food or beverages with strongly colored natural dyes as found in some brands of mustard and herbal tea.

Pretest any spot-removal solution in an inconspicuous area before using it in a large area. Apply several drops of the solution, hold a white tissue on the area, and count to ten. Examine both tissue and carpet for dye transfer and check for carpet damage.

Static

Cooler temperatures outside often contribute to static electricity inside. To avoid the problem, look for carpets made with anti-static. You can also install a humidifier to help control static build-up.

Wolfe Development 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. Wolfe Development 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.

Loosening or Stretching

If carpet loosens or stretches, Wolfe Development will restretch or resecure the carpeting one time during the first year.

Seams

Carpet seams will be visible. Wolfe Development will repair any gaps or fraying.

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 flooring or a sink meets a countertop.

Wolfe Development Limited Warranty Guidelines

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

One-Time Repair

We will touch up caulking one time during your one-year materials and workmanship warranty. We suggest that this be performed with your year-end service.

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

Ceramic Tile

Homeowner Use and Maintenance Guidelines

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.

Wolfe Development Limited Warranty Guidelines

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

One-Time Repair

Cracks appearing in grouting of ceramic tiles at joints or junctions with other materials are common due to shrinkage. Wolfe Development will repair grouting, if necessary, one time during the first year. We are not responsible for color variations in grout or discontinued colored grout. Any grouting or caulking that is needed after that time is your responsibility.

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.

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 covered by the one year material and workmanship warranty only.

The basement and/or garage floor will move in response to the soils beneath the home. Movement of the basement slab or any concrete slab results in cracking. Minimize this movement by following Wolfe Development's landscaping recommendations, the objective of which is to prevent moisture from reaching soils around and under the home.

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 can increase soil movement by

allowing water to penetrate any existing cracks. 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.

Expansion Joints

We install expansion joints to help control cracking. (An example of an expansion joint is the long, relatively straight crack running the entire width of a basement or garage slab.) 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

Prohibit commercial or other extremely heavy vehicles such as moving vans and other large delivery trucks from pulling onto your driveway. We design and install concrete drives for conventional residential vehicle use only: family cars, vans, light trucks, bicycles, and so on.

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 snowfall. Protect concrete from abuse by chemical agents such as pet urine, 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 paint 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.

Wolfe Development 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.

Color

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

Cracks

For basement floors, Wolfe Development will repair concrete cracks greater than 1/4 inch in width or 3/16 inch in vertical displacement.

Attached garage slabs, driveways, patios and sidewalks are excluded from warranty coverage.

Finished Floors

Wolfe Development 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 3/8 inch within any 32-inch measurement with the exception of an area specifically designed to slope toward a floor drain.

Spalling (Surface Chips)

Under normal conditions of use, if interior concrete surfaces disintegrate to the extent that the aggregate is exposed and loosened, Wolfe Development will make repairs. If salt, chemicals, mechanical implements, repeated hosing, animal urine, or other factors beyond our control caused the deterioration, repair will be your maintenance responsibility.

Exterior concrete slabs are excluded from warranty coverage.

Condensation

Homeowner Use and Maintenance Guidelines

When warm, moist air comes into contact with cooler surfaces, the moisture condenses. Outside we see this as dew; inside you may see it as a layer of moisture on glass windows and doors. This condensation comes from high humidity within the home combined with low

outside temperatures and inadequate ventilation. Family lifestyle significantly influences two out of three of these conditions.

Humidifier Operation

If you use a humidifier in your home, closely observe manufacturer's directions for its use. Instructions to turn the humidifier off during air conditioning season are typical. Moderate settings in winter can maintain desired comfort levels without contributing too much moisture to your home. You may need to experiment to find the correct level for your family's lifestyle.

New Construction

Some experts have estimated that a typical new home contains 50 gallons of water. Water is part of lumber, concrete, drywall texture, paint, caulk, and other materials used in building. Wet weather during construction adds more. This moisture evaporates into the air as you live in your home, adding to the moisture generated by normal living activities. Over time, this source of moisture will diminish.

Normal Activities

As you live in your home, your daily lifestyle contributes to the moisture in the air also. Cooking, laundry, baths and showers, aquariums, plants and so on all add water to the air in your home. Likewise, your daily routine can mitigate the amount of moisture in your home and reduce condensation on interior surfaces.

Temperature

Avoid setting your thermostat at extreme temperatures. Heating your home will cause the materials to dry out faster, generating more moisture into the air; drying the materials out too fast also increases shrinkage cracks and separations.

Ventilation

Develop the habit of using exhaust fans in bathrooms and over the stove. When weather conditions permit, open windows so fresh air can circulate through your home. Keep the dryer exhaust hose clean and securely connected.

See also Ventilation.

Wolfe Development Limited Warranty Guidelines

Condensation results from weather conditions and a family's lifestyle. Wolfe Development has no control over these factors. 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. Do not use countertops as ironing boards and do not set lighted cigarettes on the edge of 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 laminates and to prevent warping.

Cleaning

Avoid abrasive cleaners that will damage the luster of the surface. Use a lightly damp cloth or sponge to clean countertops. Excess water can get into the seams of the countertop and will cause the wood underneath to swell.

Mats

Rubber drain mats can trap moisture beneath them, causing the laminated plastic to warp and blister. Dry the surface as needed.

Wax

Wax is not necessary, but it can be used to make counters gleam.

Wolfe Development 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 noted subsequent to this is one of your home maintenance responsibilities.

Laminates

Laminated countertops will have one or more discernible seams. Wolfe Development will repair gaps or differential at the seams that exceed 1/16 inch.

Manufactured 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. Wolfe Development will recaulk these areas one time during the materials and workmanship warranty. Subsequently, caulking will be your home maintenance responsibility.

Crawl Space

Homeowner Use and Maintenance Guidelines

The crawl space is 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 the crawl space. Landscaping that is correctly installed helps prevent excessive amounts of water from entering crawl spaces.

See also Ventilation.

Wolfe Development 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, Wolfe Development will correct conditions that result in persistent standing water deeper than ¾ inch and larger than 36 inches in diameter.

Dampproofing

Homeowner Use and Maintenance Guidelines

We coat your foundation walls with an asphalt waterproofing material. Although we make every effort to assure a dry basement, 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 basement or crawl space from this condition.

If you notice moisture on your basement walls, check to make sure the gutter downspout drains are hooked up and directing water away from the house.

Wolfe Development Limited Warranty Guidelines

Until concrete, mortar and other building materials dry and the soil in the backfill areas of your home settles back to its original density, some dampness in the basement can be expected. No correction is provided for dampness.

Wolfe Development will correct conditions that allow actual trickling of water through the basement walls or seeping through the basement floor unless the cause is improper installation of landscaping or failure to adequately maintain drainage.

Decks

Homeowner Use and Maintenance Guidelines

Wood decks add to the style and function of your home and are a high maintenance part of your home's exterior.

Effects of Exposure

Wood decking boards are subject to shrinkage, cracking, splitting, cupping, and warping. Nails or screws may work loose and will need routine maintenance. Plan to inspect your decks regularly, a minimum of once each year, and provide needed attention promptly to maintain an attractive appearance and forestall costly repairs. Wolfe Development recommends that you treat or stain your decks annually to keep them looking their best.

Foot Traffic

As you use your decks, abrasives and grit on shoes can scratch or dent the wood surface. Regular sweeping and mats can mitigate this but will not completely prevent it.

Outdoor Furniture

The surface of the decking can be damaged by moving grills, furniture, or other items. Use caution when moving such items to prevent scratches, gouges, and so on.

Sealing or Water Repellent

To prolong the life and beauty of your deck, treat it periodically with a water repellent or wood preservative. Local home centers or hardware stores offer several products to consider for this purpose. Always follow manufacturer directions carefully.

Snow and Ice

Heavy snow or ice that remains on the deck over long periods increases wear and tear on the deck. Prompt removal can reduce adverse effects. Use caution in shoveling to avoid needless scratching of the deck boards.

Wolfe Development Limited Warranty Guidelines

During the orientation, we will confirm that the wood decks are in satisfactory condition. Decks, stoops, steps and porches are excluded from warranty coverage.

Doors and Locks

Homeowner Use and Maintenance Guidelines

The doors 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 refinish them at least once a year. Stained exterior doors with clear finishes tend to weather faster than painted doors. Treat the finish with a wood preserver every three months to preserve the varnish and prevent the door from drying and cracking. Reseal stained exterior doors whenever the finish begins cracking or crazing.

For painted metal or fiberglass doors, paint can be restored to its original color with a coat of car wax and light buffing.

Failure to Latch

If a door will not latch because of minor settling, you can correct this by making a new opening in the jamb for the latch plate (remortising) and raising or lowering the plate accordingly.

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.

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.

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.

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, do not plane the door unless it continues to stick after the weather changes.

Before planing a door because of sticking, try two other steps: first, apply either a paste wax, light coat of paraffin, or candle wax to the sticking surface; or second, tighten the screws that

hold the door jamb or door frame. If planing is necessary even after these measures, use sandpaper to smooth the door and paint the sanded area to seal against moisture.

Warping

If a door warps slightly, keeping it closed as much as possible often returns it to normal.

Weather Stripping

Weather stripping and exterior door thresholds occasionally require adjustment or replacement.

Wolfe Development Limited Warranty Guidelines

During the orientation we confirm that all doors are in acceptable condition and correctly adjusted.

Adjustments

Due to normal settling of the home, doors may require adjustment for proper fit. Wolfe Development will make such adjustments during the warranty period.

Warping

Wolfe Development will repair doors that warp in excess of 1/4 inch.

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.

Ceilings

The ceilings in your home are easy to maintain: periodically remove dust or cobwebs as part of your normal cleaning and repaint as needed.

Repairs

With the exception of the one-time repair service provided by Wolfe Development, 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 hairline cracks with a coat of paint. You can repair slightly larger cracks with spackle or caulk. To correct a nail pop, reset the nail with a hammer and punch. Cover it with spackle, which is available at paint and hardware stores. 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.

See also Expansion and Contraction.

Wolfe Development Limited Warranty Guidelines

During the orientation, we confirm that drywall surfaces are in acceptable condition.

One Time Repairs

One time during the materials and workmanship warranty, Wolfe Development will repair drywall shrinkage cracks and nail pops visible from a distance of 6 feet under normal lighting conditions and touch up the repaired area using the same paint color that was on the surface when the home was delivered. Touch-ups will be visible. We recommend this repair be done with your year-end service to allow for normal movement in the home.

Repainting the entire wall or the entire room to correct visible touch-ups 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 are unlikely to match the surrounding area.

Lighting Conditions

Wolfe Development does not repair drywall flaws that are only visible under particular lighting conditions.

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), Wolfe Development 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-up may not match the surrounding area.

Easements

Homeowner Use and Care Guidelines

Easements are areas where such things as utility supply lines can pass through your property. They permit service to your lot and adjacent lots, now and in the future. Your lot will also include drainage easements, meaning the runoff from adjacent lots passes across your property. Likewise, water from your property may run across a neighboring lot. Easements are recorded and are permanent.

Trees, shrubs, gardens, play equipment, storage sheds, fences or other items which you install in or across these easements may be disturbed if service entities—such as the gas, electric, or phone companies—need access to lines for repairs or to connect service to nearby home sites. Utility companies, the United States Postal Service, and others have the right to install equipment in easements. These might include service poles, streetlights, mailboxes, or junction boxes to name a few. Neither Wolfe Development nor you as the homeowner have the authority to prevent, interfere with, or alter these installations. Plans for the location of such items are subject to change by the various entities involved. Because they have no obligation to keep Wolfe Development informed of such changes, we are unable to predict specific sites that will include such equipment.

See also Property Boundaries.

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. The starting of an electric motor can also trip a breaker.

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.

Buzzing

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

Fixture and Outlet Locations

We install light fixtures and outlets in the locations indicated on the plans. Moving fixtures, outlets, cable hookups or phone jacks to accommodate specific furniture arrangements or room use is your responsibility.

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, the garage, and on exterior outlets (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.

Caution: Never 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.

Each GFCI receptacle has a test and reset button. Once each month, press the test button. This 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.

Luminous Light Panels

Translucent panels covering ceiling lights are made of polystyrene plastic. To clean, gently push up, tilting the panel slightly and remove it from the fixture frame. Wash with a diluted (1 to 2 percent) solution of mild detergent and warm water. Do not rinse; the soap film that remains reduces static electricity that attracts dust.

Over time, the plastic panel may yellow and will become brittle and may need to be replaced if it cracks or breaks. Replacement material can be found at home center and hardware stores. Most suppliers will cut the panel to fit so if you need to purchase a replacement, be sure to note the size you need.

Bulbs for these fixtures can be purchased at home centers or hardware stores. Avoid exceeding the wattage indicated inside the fixture.

Modifications

If you wish to make any modifications, contact the electrician listed on the Emergency Phone Numbers card located in the business card sleeve in this manual. 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.

If there are small children in the home, install safety plugs to cover unused outlets. This also minimizes the air infiltration that sometimes occurs with these outlets. Teach children to never touch electrical outlets, sockets, or fixtures.

Underground Cables

Before digging, check the location of buried service leads by calling 1-800-351-1111 (call 72 hours before you plan to dig). 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.

TROUBLESHOOTING TIPS: NO ELECTRICAL SERVICE

No Electrical Service Anywhere in the Home

Before calling for service, check to confirm that the:

- Service is not out in the entire area. If so, contact the utility company.
- Main breaker and individual breakers are all in the on position.

No Electrical Service to One or More Outlets

Before calling for service, check to confirm that the

- Main breaker and individual breakers are all in the on position. Remember, if a breaker is tripped, you must first switch it from the tripped position to the off position, and then switch it to the on position.
- Applicable wall switch is on
- GFCI is set (see details on GFCIs, earlier in this section)
- Item you want to use is plugged in
- Item you want to use works in other outlets
- Bulb in the lamp is good

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

Wolfe Development Limited Warranty Guidelines

During the orientation we confirm that light fixtures are in acceptable condition and that all bulbs are working. Wolfe Development's limited warranty excludes any fixture you supplied.

Designed Load

If electrical outlets, switches, or fixtures do not function as intended, Wolfe Development will repair or replace them during the one-year workmanship and materials warranty period. Wolfe Development will repair any electrical wiring that fails to carry the designated load for normal residential use during the two-year systems period of the limited warranty.

GFCI (Ground-Fault Circuit-Interrupters)

Wolfe Development is not responsible for food spoilage that results from your plugging refrigerators or freezers into a GFCI outlet.

Because GFCIs are sensitive, tripping is to be expected. This is excluded from warranty unless it is caused by defective installation.

Power Surge

Power surges are the result of local conditions beyond the control of Wolfe Development 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 might at first be alarming, 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 when properly installed, caulking shrinks and cracks. Maintenance of caulking is your responsibility.

Wolfe Development Limited Warranty

Wolfe Development provides one-time repairs to many of the effects of expansion and contraction. See individual categories for details.

Fencing

Homeowner Use and Maintenance Guidelines

Fencing may be an item you consider adding after your move-in. Please note the restrictions regarding fences for your particular subdivision before building your fence.

Drainage

In planning, installing, and maintaining fencing, allow existing drainage patterns to function unimpeded. When installing a fence, use caution in distributing soil removed to set posts to avoid blocking drainage swales. Plan enough space under the bottom of a wood fence for water to pass through.

See also Property Boundaries.

Foundation

Homeowner Use and Maintenance Guidelines

Your foundation is composed of concrete block resting on a concrete footing. To protect your home's foundation, follow guidelines for installation and maintenance of landscaping and drainage in this manual.

Cracks

Small shrinkage cracks can develop in your concrete block wall. Superficial cracks are not detrimental to the structural integrity of your home.

Dampness

Due to the amount of water in concrete, basements may be damp. Condensation can form on water lines and drip onto the floor.

Future Construction in Basement

If you decide to perform additional construction in the basement, obtain guidelines from a licensed engineer, obtain a building permit, and comply with all codes and safety requirements. Wolfe Development does not warrant that you will be able to obtain such a permit because of the possibility that building codes may change.

Wolfe Development Limited Warranty Guidelines

Cracks

Shrinkage cracks are not unusual in foundation walls, especially at the corners of basement windows. Wolfe Development will repair cracks that exceed 1/4 inch in width.

Leaks

Until concrete, mortar and other building materials dry and the soil in the backfill areas of your home settles back to its original density, some dampness in the basement can be expected. No correction is provided for dampness.

Wolfe Development will correct conditions that allow actual trickling of water through the basement walls or seeping through the basement floor 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.

Light Visible

Garage overhead doors cannot be airtight. Some light will be visible around the edges and across the top of the door.

Lock

If the lock becomes stiff, apply a silicone or graphite lubricant. Do not use oil on a lock, as it will stiffen in winter and make the lock difficult to operate.

Lubrication

Every 6 months, apply a lubricant such as silicone spray to all moving parts: track, rollers, hinges, pulleys, and springs. Avoid over lubricating to prevent drips on vehicles or the concrete floor. At the same time, check to see that all hardware is tight and operating as intended without binding or scraping.

Opener

To prevent damage to your garage door and 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. (Installer information is usually located on a sticker on the inside of the garage door.) Be familiar with the steps for manual operation of the door in the event of a power failure.

If Wolfe Development 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.

Expect to replace the battery in the garage opener remote controls about once a year. The battery is usually a 9 volt.

Painting

Repaint the garage door when you repaint your home, or more often if needed to maintain a satisfactory appearance.

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.

Sagging

The garage door may sag slightly due to its weight and span. This will stabilize after the panels have dried.

Wolfe Development Limited Warranty Guidelines

Operation

The garage door should operate smoothly and with reasonable ease. The door can become misaligned and require adjustment. Wolfe Development will provide this service unless the problem is caused by misuse or by the installation of a garage door opener subsequent to closing on the home.

Snow & Water

Some snow or water can be expected to enter around the garage door under heavy weather conditions. This occurrence is excluded from warranty.

Ghosting

Homeowner Use and Maintenance Guidelines

Recent feedback from homeowners in both old and new homes regarding black sooty stains which develop on surfaces in homes (on carpet, walls, ceilings, appliances, mirrors, and around area rugs—to list a few examples) have caused much investigation and research.

The conclusion of the research and laboratory tests has been that the majority of this staining or "ghosting" results from pollution of the air in the home caused by burning scented candles. Incomplete combustion of hydrocarbons as these candles burn contributes a considerable amount of soot to the air. This sooty substance then settles or accumulates on surfaces of the home. The sooty deposits are extremely difficult to remove; on some surfaces (light-colored carpet, for instance), they are impossible to clean completely away.

The popularity of scented candles has increased many-fold in recent years. If this is an activity that is part of your lifestyle, we caution you about the potential damage to your home. When this condition results from homeowners burning candles or other lifestyle choices, the resulting damage is excluded from our limited warranty coverage.

See also Carpet/Filtration.

Grading and Drainage

Homeowner Use and Maintenance Guidelines

The final grades around your home have been inspected for proper drainage of your lot. Yards drain from one to another. You and your neighbors share an overall drainage plan for the community. Use caution when installing landscaping, fencing, or additions to your home to prevent causing water problems on adjacent lots.

Drainage

Typically, the grade around your home should slope 1 foot in the first 10 feet, tapering to a 2 percent slope. In most cases, drainage swales do not 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 or downspout extensions from under the downspouts. Keep these in place at all times, sloped so the water drains away from your home quickly.

Rototilling

Rototilling can significantly change drainage swales. You can minimize this by rototilling parallel to the swales rather than across them.

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 Easements and Landscaping.

Wolfe Development 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 and affect drainage away from the home, Wolfe Development will fill the areas one time. You will be responsible for removal and replacement of shrubs and other landscaping affected by placement of such fill.

Recommendations

Wolfe Development will inspect drainage problems reported in writing during the warranty period, compare grades to those originally established, and advise you on corrective actions you might take.

Swales

Wolfe Development does not alter drainage patterns to suit individual landscape plans. Typically, a lot receives water from and passes water on to other lots, so changes in grade often affect adjacent or nearby lots. Wolfe Development 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.

Extensions or Splashblocks

Extensions should discharge outside of rock or bark beds so that water is not dammed behind the edging materials that might be used.

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.

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.

See also Roof/Ice Dam.

Wolfe Development Limited Warranty Guidelines

Gutters over 3 feet long are installed with a slight slope so that roof water will flow to the downspouts. Keeping gutters, downspouts and downspout extensions clear and free from leaves and debris is your maintenance responsibility.

Leaks

We correct leaks that occur during the warranty period.

Overflow

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

Standing Water

Small amounts of water will stand for short periods of time in gutters immediately after rain. Downspout extensions may retain a small amount of water at the discharge point. 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 or lubricate moving parts.

Wolfe Development 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.

Wolfe Development will repair hardware items that do not function as intended.

Hardwood Floors

Homeowner Use and Maintenance Guidelines

In daily care of hardwood floors, 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.

Dimples

Placing heavy furniture or dropping heavy or sharp objects on hardwood floors can result in dimples.

Filmy Appearance

A white, filmy appearance can result from moisture, often from wet shoes or boots.

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 months the individual planks or pieces expand and contract as water content changes. A humidifier helps but does not eliminate this reaction.

Mats and Area Rugs

Use protective mats at the exterior doors to help prevent sand and grit from getting on the floor. Gritty sand is wood flooring's worst enemy. However, be aware that rubber backing on area rugs or mats can cause yellowing and warping of the floor surface.

Pets

Pets can damage hardwood flooring by scratching the polyurethane finish. Use rugs to help protect areas where pets are allowed.

Separation

Expect some shrinkage around heat vents or any heat-producing appliances, or during seasonal weather changes.

See also Warping.

Shoes

Keep high heels in good repair. Heels that have lost their protective cap (thus exposing the fastening nail) will exert over 8,000 pounds of pressure per square inch on the floor. That is enough to damage hardened concrete; it will mark your wood floor.

Spills

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

Splinters

When floors are new, small splinters of wood can appear.

Sun Exposure

Exposure to direct sunlight can cause irreparable damage to hardwood floors. To preserve the beauty of your hardwood floors, install and use window coverings in these areas.

Traffic Paths

A dulling of the finish in heavy traffic areas is likely.

Warping

Warping will occur if the floor repeatedly becomes wet or is thoroughly soaked even once. Slight warping in the area of heat vents or heat-producing appliances is also typical.

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 desired luster.

Wolfe Development 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 and for maintaining proper humidity levels in the home.

Separations

Shrinkage will result in separations between the members of hardwood floors. If these exceed 1/8 inch, Wolfe Development will fill them one time. Wolfe Development 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.

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 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 airflow 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.

“Leaking” Around Indoor Unit

The condensation pump attached to your air conditioning system is generally plugged into a GFCI outlet. If the outlet has been tripped, the condensation pump cannot work. Press the test button on the GFCI breaker and then the reset button. This should restart the pump and the water will evaporate. (*See also Electrical Systems.*)

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 airflow 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.

TROUBLESHOOTING TIPS: NO HEAT OR AUXILIARY HEAT STAYS ON WHEN OUTSIDE TEMPERATURE IS 30 DEGREES OR ABOVE

Before calling for service, check to confirm that the:

- Thermostat is set to "heat" and the temperature is set above the room temperature.
- Breaker on the main electrical panel is on. (Remember, if a breaker trips you must turn it from the tripped position to the off position before you can turn it back on.)
- Filter is clean to allow airflow.
- Vents in individual rooms are open.
- Air returns are unobstructed.
- Outside unit is not blocked by snow or other materials.
- Outside coil does not have an excessive ice build-up.

If the troubleshooting tips do not identify a solution, please call the HVAC contractor listed on the Emergency Phone Numbers card located in the business card sleeve in this manual. The information you gather from the above steps will be useful to the service provider.

Wolfe Development Limited Warranty Guidelines

For service during your materials and workmanship warranty, you may contact directly the heating and air contractor listed on the Emergency Phone Numbers card located in the business card sleeve in this manual. Refer to the manufacturer's limited warranty for information regarding additional warranty coverage.

The heating system should be capable of producing an inside temperature of at least 70 degrees Fahrenheit. The orientation of the home and the distance of each room from the system will provide a temperature differential, especially when the heating system is controlled by a single thermostat for one or more floor levels. You are responsible for balancing dampers and registers and for making other necessary minor adjustments.

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 (for example, the installation of a TV antenna), you should confirm that the insulation lays smooth and even. Do not step on drywall ceilings, 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.

Wolfe Development Limited Warranty Guidelines

Wolfe Development will install insulation to meet or exceed the building codes applicable at the time of construction.

Landscaping

Homeowner Use and Maintenance Guidelines

Providing complete details on landscape design is beyond the scope of this manual. Many excellent books, videos, and computer software programs are available that offer your this information. Local nurseries and landscape professionals can also assist you.

In planning your landscaping, think of proportion, texture, color, mature size, maintenance needs, soft and hard surfaces, lighting, fencing, edging, and water requirements. A beautiful yard requires considerable planning and regular attention. Most homeowners take years to achieve the yard they want. Planning to install items in stages can spread the cost and work over several seasons.

Additions

Before installing patio additions or other permanent improvements, consider soil conditions in the design and engineering of your addition.

Backfill

We construct the foundation of your home beginning with an excavation into the earth. When the foundation walls are complete, the area surrounding them is backfilled. Soil in this area is not as compact as undisturbed ground. Water can penetrate through the backfill area to the lower areas of your foundation. This can cause potentially severe problems such as wet basements, cracks in foundation walls, and floor slab movement. Avoid this through proper installation of landscaping and good maintenance of drainage.

Backfill areas will settle and require prompt attention to avoid damage to your home and to prevent the voiding of the structural warranty.

Keep downspout extensions in the down position to channel roof runoff away from the foundation area of your home. Routine inspection of downspouts, backfill areas, and other drainage components is an excellent maintenance habit.

See also Grading and Drainage.

Bark or Rock Beds

Do not allow edging around decorative rock or bark beds to dam the free flow of water away from the home. You can use a nonwoven landscape fabric between the soil and rock or bark to restrict weed growth while still permitting normal evaporation of ground moisture.

Erosion

Until your yard is established and stable, erosion will be a potential concern. Heavy rains or roof runoff can erode soil. The sooner you restore the grade to its original condition, the less damage will occur.

Erosion is of special concern in drainage swales. If swales become filled with soil runoff, they may not drain the rest of the yard, causing further problems. Correcting erosion is your responsibility. You may need to protect newly planted seed with erosion matting or reseed to establish grass in swales. It can take several years to fully establish your lawn in such challenging areas.

Hired Contractors

You are responsible for changes to the drainage pattern made by any landscape, concrete, deck, or pool contractor. Discuss drainage with any company you hire to do an installation in your yard. Do not permit them to tie into existing drainage pipes without approval from Wolfe Development.

Seeded Lawns

Consider the initial seeding as just the first step in establishing your lawn. Remember that the forces of nature are far stronger than grass seed. You will need to overseed at some point, perhaps more than once. Heavy storms can cause washouts and erosion that you will need to correct. It generally takes at least three growing seasons to establish a good lawn, longer if weather conditions are difficult or if you do not have the time to devote to lawn care.

Before over-seeding, remember to fill any slight depressions with a light layer of topsoil. Minimize traffic of all kinds on newly seeded areas and avoid weed killer for at least 120 days. Keep the seed moist, not wet.

Stones

The soil in your area may have stones and rocks. Removing these naturally occurring elements is a maintenance activity. If Wolfe Development installs seed, large rocks will be picked up and surface raking will be performed. You will need to provide continued attention to this condition as you care for your yard.

Trees

Wolfe Development values trees as one of the features that make up an attractive community and add value to the homes we build. We take steps to protect and preserve existing trees in the area of your home. In spite of our efforts, existing trees located on construction sites can suffer damage from construction activities, which manifest months after the completion of construction.

Damage to existing trees can be caused by such things as compaction of soil in the root zone, changing patterns of water flow on the lot, disturbing the root system, and removing other trees to make room for the home. The newly exposed tree may react to conditions it is unaccustomed to. Caring for existing trees, including pruning dead branches or removing these trees altogether is your responsibility.

Remember to water trees during the summer or during warm dry periods in the winter.

Mulch around trees and avoid tilling or planting flower beds around trees. This is especially important while trees are recovering from the construction process.

Trees and other plant materials that exist on the lot when construction begins and are not part of any landscaping installed by Wolfe Development are excluded from warranty coverage.

Utility Lines

A slight depression may develop in the front lawn along the line of the utility trench. To correct this, roll back the sod, spread topsoil underneath to level the area, and then relay the sod.

Before any significant digging, check the location of buried service leads by calling 1-800-351-1111 at least 72 hours before you plan to dig. In most cases, wires and pipes run in a straight line from the main service to the public supply.

See also Easements.

Weeds

Weeds will appear in your new lawn whether seed or sod is used. When soil is disturbed, dormant seeds come to the surface and germinate. The best control is a healthy lawn, achieved through regular care and attention.

Wolfe Development Limited Warranty

During the orientation we confirm that plant materials are in acceptable condition. The limited warranty excludes landscaping (including sodding, seeding, shrubs, trees and plantings).

Natural Areas

Wolfe Development applies seed and straw to the front yard and to areas directly adjacent to the home on the sides and rear of the lot. Any remaining area of your lot undisturbed by construction is left in its natural condition. We remove construction debris from these natural areas. Removing weeds, dead wood, tree limbs, fallen trees, or other natural items from these areas is your responsibility.

See also Grading & Drainage and Property Lines.

Mildew

Homeowner Use and Maintenance Guidelines

Mildew is a fungus that spreads through the air in microscopic spores. They love moisture and feed on surfaces or dirt. On siding, they look like a layer of dirt. To determine whether you are dealing with mildew or dirt, wipe the surface with a cloth or sponge dampened with bleach. If the bleach causes the surface to lose its dark appearance, you are most likely seeing mildew.

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; the chemicals that remove mildew are unfriendly to humans.

Wolfe Development Limited Warranty Guidelines

We will remove any mildew noted during the orientation. Subsequent mildew or fungus formation is beyond Wolfe Development's control and is therefore excluded from 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 (containing ammonia or vinegar) and splashing water under the mirror; either can cause the silvering to deteriorate. Avoid getting glass cleaners on plumbing fixtures as some formulas can deteriorate the finish.

Wolfe Development Limited Warranty Guidelines

We will confirm that all mirrors are in acceptable condition during the orientation. Wolfe Development will correct scratches, chips, or other damage to mirrors noted during the orientation that are visible from 10 feet under normal lighting conditions.

Paint and Stain

Homeowner Use and Maintenance Guidelines

Because of 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

Wolfe Development standard paint colors are on file at the ICI Dulux Paint Center located at 400 Hillcrest Drive in Johnson City.

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 much chipping or wearing away of the original finish occurs; this will save the cost of extensive surface preparation.

Plan on refinishing the exterior surface of your home approximately every two to three years or as often as your paint manufacturer suggests for your area and climate. Climatic conditions control the chemical structure of the paint used on the exterior. Over time, this finish will fade and dull a bit. Depending on the exposure to weather of each surface, the paint on some parts of your home may begin to show signs of deterioration sooner than others.

When you repaint the exterior of your home, begin by resetting popped nails and removing blistered or peeling portions of paint with a wire brush or putty knife. Sand, spot with primer, and then paint the entire area. Use a quality exterior paint formulated for local climate conditions.

Avoid having sprinklers spray water on the exterior walls of your home. This will cause blistering, peeling, splintering, and other damage to the home.

Severe Weather

Hail and wind can cause a great deal of damage in a severe storm, so inspect the house after such weather. Promptly report damage caused by severe weather to your insurance company.

Stain

For minor interior stain touch-ups, a furniture-polish-and-stain treatment is inexpensive, easy to use, and will blend in with the wood grain. Follow directions on the bottle.

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 with a mild soap and water mixture or a reliable cleaning product.

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.

Wolfe Development Limited Warranty Guidelines

During your orientation we will confirm that all painted or stained surfaces are in acceptable condition. Wolfe Development 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.

Fading

Expect fading of exterior paint or stain due to the effects of sun and weather. Wolfe Development's limited warranty excludes this occurrence.

Touch-Up Visible

Paint touch-up is visible under certain lighting conditions.

Wood Grain

Due to wood characteristics, color variations will result when stain is applied to wood. This is natural and requires no repair. Today's water-based paints often make wood grain visible on painted trim. Wolfe Development does not provide corrections for this condition.

Pests and Wildlife

Homeowner Use and Maintenance Guidelines

Insects such as ants, spiders, mosquitoes, wasps, and bees, and animal life such as woodpeckers, squirrels, mice, and snakes, may fail to recognize that your home belongs to you. Addressing concerns involving these pests and wildlife goes with being a homeowner. Informational resources include, among others, the state wildlife service, animal control authorities, the county extension service, pest control professionals, the Internet, and public library.

Phone Jacks

Homeowner Use and Maintenance Guidelines

Your home is equipped with several telephone jacks, usually in the kitchen, living room and all bedrooms. Initiating phone service, additions to phone service, and moving phone outlets for decorating purposes or convenience are your responsibility.

Wolfe Development Limited Warranty Guidelines

Wolfe Development will repair wiring that does not perform as intended from the phone 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

Your plumbing system has many parts, most of which require little maintenance. Proper cleaning, occasional minor attention, and preventive care will assure many years of good service from this system.

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. Minerals caught in these aerators may cause the faucets to drip because washers wear more rapidly when they come in contact with foreign matter.

See also Dripping Faucet.

Basement Construction

If you perform any construction in your basement, ensure that the plumbing lines in the basement or crawl space are not isolated from the heating source without insulation being added.

Cleaning

Follow manufacturer's directions for cleaning fixtures. 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. Care for brass fixtures with a good-quality brass cleaner, available at most hardware stores.

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. This recommendation also applies to grease; supplied with a steady flow of cold water, the grease congeals and is cut up by the blades. If you use hot water, the grease remains a liquid, then cools and solidifies in the sewer line. Allow the water to run 10 to 15 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.

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. Check manufacturer's directions instructions.

See also Extended Absence checklist.

Fiberglass Fixtures

For normal cleaning use a nonabrasive bathroom cleanser and sponge or nylon cleaning pad. Avoid steel wool, scrapers, and scouring pads. Auto wax can provide a shine and restore an attractive appearance.

Freezing Pipes

Provided the home is heated at a normal level, pipes should not freeze at temperatures above 0 degrees Fahrenheit. Set the heat at a minimum of 55 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 and leave a stream of water the width of a pencil running from the faucet. Use an ordinary hair dryer to thaw pipes that are frozen. Never use an open flame.

Jetted Tubs

Never operate the jets unless the water level is at least one inch above the jets. Be cautious about using the tub if you are pregnant or have heart disease or high blood pressure; discuss the use of the tub with your doctor. Tie or pin long hair to keep it from away from the jets where it might become tangled—a potentially dangerous event.

Auto wax will help seal and preserve your tub's surface. Avoid abrasive cleansers.

Laundry Tub

If you have a laundry room tub, the faucet does not have an aerator. This is to allow the tub faucet to accept a hose connection.

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 appropriate contractor.

See also Main Shut-Off.

Low Flush Toilets

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.

As a result of implementing this standard, flushing twice is occasionally necessary to completely empty the toilet bowl. (Holding the handle down while flushing seems to help empty the bowl on the first try.) 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.

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. Regulations mandate that flow restrictors be manufactured into most faucets and all showerheads. This may cause the pressure to be lower than in your previous home. Sometimes, installing a massager-type showerhead can increase the flow of water slightly.

Main Shut-Off

The water supply to your home can be shut-off entirely in two locations. The first is your main water shut-off where the water line enters your home and the second is at the meter. We will point both of these out during your orientation.

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. Always mix hot and cold water at manufactured marble sinks; running only hot water can damage the sink.

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 Wolfe Development does not warrant sillcocks against freezing.

Porcelain

You can damage porcelain enamel with a sharp blow from a heavy object or by scratching. Do not stand in the bathtub wearing shoes unless you have placed a protective layer of newspaper over the bottom of the tub. If you splatter paint onto the porcelain enamel surfaces during redecorating, wipe it up immediately. If a spot dries before you notice it, use a recommended solvent.

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. In this case, gently bend the float rod down until it stops the water at the correct level. 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 located in your basement or crawlspace. 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.

Stainless Steel

Clean stainless steel sinks with soap and water to preserve their luster. Avoid using abrasive cleaners or steel wool pads; these will damage the finish. Prevent bleach from coming into prolonged contact with the sink as it can pit the surface. An occasional cleaning with a good stainless steel cleaner will enhance the finish. Rub in the direction of the polish or grain lines and dry the sink to prevent water spots.

Avoid leaving produce on a stainless steel surface, since prolonged contact with produce can stain the finish. Also avoid using the sink as a cutting board; sharp knives will gouge the finish.

Local water conditions affect the appearance of stainless steel. A white film can develop on the sink if you have over-softened water or water with a high concentration of minerals. In hard water areas, a brown surface stain can form appearing like rust.

Tank Care

Avoid exposing the toilet to blows from sharp or heavy objects, which can cause chipping or cracking. Avoid abnormal pressures against the sides of the tank. It is possible to crack the tank at the points where it is attached to the bowl.

TROUBLESHOOTING TIPS: PLUMBING

No Water Anywhere in the Home

Before calling for service, check to confirm that the:

- Main shut off inside your home is open.
- Main shut off at the street is open.
- Individual shut-offs for each water-using item are open.

No Hot Water

See Water Heater

Leak Involving One Sink, Tub, or Toilet

- Check caulking and grout.
- Confirm shower door or tub enclosure was properly closed.
- Turn water supply off to that item.
- Use other facilities in your home and report problem on next business day.

Leak Involving a Main Line

- Turn water off at the meter.
- Call emergency number for service.

Back Up at One Toilet

If only one toilet is affected and you have other facilities, corrections occur during normal business hours.

- Shut off the water supply to the toilet involved.
- Use a plunger to clear the blockage.
- Use a snake to clear the blockage.

- Use other facilities in your home and report problem on next business day.

Sewer Back Up Affecting Entire Home

- Contact Wolfe Development or the plumber listed on your Emergency Phone Numbers card in the business card sleeve in this manual.
- Remove personal belongings to a safe location. If items are soiled, contact your homeowner insurance company.

Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.

Wolfe Development Limited Warranty Guidelines

During the orientation we will confirm that all plumbing fixtures are in acceptable condition and are functioning properly, and that all faucets and drains operate freely.

Clogged Fixture or Drain

Wolfe Development will correct fixtures or drain lines that do not operate or drain properly because of improper construction. If a household item is removed from a clogged drain during this time, we will bill you for the drain service.

See also Clogs, previously.

Cosmetic Damage

Wolfe Development 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

Wolfe Development will repair leaks at exterior faucets noted on the orientation list. Subsequent to orientation, repair of a broken line to an exterior faucet is your responsibility.

See Outside Faucets, previously.

Freezing Pipes

Provided the home is heated at a normal level, pipes should not freeze. Set heat at 55 degrees F if you are away during winter months. Keep garage doors closed to protect plumbing lines that run through this area.

Leaks

Wolfe Development will repair leaks in the plumbing system. If a plumbing leak caused by a warranted item results in drywall or floor covering damage, Wolfe Development 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). Insurance should cover these items. Condensation on piping does not constitute leakage.

See also Condensation.

Noise

Pipe expansion, changes in temperature or the flow of the water itself will cause some noise in the pipes. This is normal and requires no repair. Wolfe Development will repair conditions that cause the pounding noise called water hammer.

Supply

Wolfe Development will correct construction conditions that disrupt the supply of water to your home if they involve service from the main water supply to your home, provided actions of yours have not caused the problem. Disruption of service due to failure of the water department system is the responsibility of the water department to correct.

Property Boundaries

Homeowner Use and Maintenance Guidelines

To construct your home Wolfe Development established the property boundaries and corners. During construction, some of the monuments that mark the lot corners may be affected or covered up by grading, excavation, installation of utility lines and other typical construction activities. Wolfe Development personnel are not qualified to reset your property boundaries if the monuments are no longer visible. If you wish to install a fence, swimming pool, add a deck or patio to your home, or otherwise establish a permanent structure, we advise that you have professional surveyors locate and mark property boundaries to be certain they are accurate and you have found all corners.

If your lender requires a survey, at closing you will receive a copy that shows your lot and the location of your home on the lot. The cost of a survey is your responsibility.

See also Easements.

Resilient Flooring

Homeowner Use and Maintenance Guidelines

Although resilient floors are designed for minimum care, they do have maintenance needs. Follow the 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. However, avoid using cleaning or finishing agents on the new floor until the adhesive has thoroughly set. This will take about two weeks.

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.

No-Wax Flooring

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 to help minimize this movement. If a nail head becomes visible through resilient flooring, place a block of wood over it and hit the block with a hammer to reset the nail.

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.

Wolfe Development Limited Warranty Guidelines

We will confirm that resilient floor covering is in acceptable condition during your orientation. Wolfe Development's limited warranty does not cover damage to resilient floors caused by moving furniture or appliances into the home. We can assist you in contacting professionals who can repair such damage if it occurs in your home. Wolfe Development is not responsible for discontinued selections.

Adhesion

Resilient floor covering should adhere. Wolfe Development will repair lifting or bubbling and nail pops that appear on the surface.

Ridges

Wolfe Development 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, Wolfe Development will repair this condition.

Seams

Seams will occur and are sealed at the time of installation. Wolfe Development will correct gaps in excess of 1/16 inch where resilient flooring pieces meet or 1/8 inch where resilient flooring meets another material. Wolfe Development 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. The less activity your roof experiences, the less likely it is that problems will occur.

Clean Gutters

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

Ice Dam

On occasion, depending on conditions and exposure, as rising heat from inside your home melts snow on the roof, the water runs down and when it reaches the cold eaves, it may freeze. An accumulation of this type of ice dams the subsequent runoff and the water begins to back up, sometimes working its way up and under shingles, ultimately leading into your home through windows or ceilings.

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 are 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 are missing or shingle edges lifted on the roof.

TROUBLESHOOTING TIPS: ROOF LEAK

Please keep in mind that roof leaks cannot be repaired while the roof is wet. However, you can get on the schedule to be in line when conditions dry out, so do call in your roof leak.

- Confirm the source of the water is the roof rather than from a
 - Plumbing leak
 - Open window on a higher floor
 - Ice dam
 - Clogged gutter or downspout
 - Blowing rain or snow coming in through code required roof vents
 - Gap in caulking
- Where practical, place a container under dripping water.
- If a ceiling is involved, use a screwdriver to poke a small hole in the drywall to release the water.
- Even if the troubleshooting tips do not identify a solution, the information you gather will be useful to the service provider you call.
- Remove personal belongings to prevent damage to them. If damage occurs, contact your homeowner insurance company to submit a claim.
- Report the leak to Wolfe Development during first available business hours.

Wolfe Development Limited Warranty Guidelines

Wolfe Development will repair roof leaks other than those caused by severe weather conditions such as ice and snow build-up, high winds and driven rains, or some action you have taken, such as walking on the roof. Roof repairs are made only when the roof is dry.

Ice Dam

An ice build-up (ice dam) may develop in the eaves during extended periods of cold and snow. This can cause roof run-off to back up and work its way up and under shingles and leak into your home through windows or ceilings. This damage is excluded from warranty coverage, though your homeowner insurance may cover it.

Inclement Weather

If installed improperly, Wolfe Development will replace shingles that blow off in winds less than the manufacturer's standards and specifications. If shingles blow off in storms with gusts greater than 60 miles per hour, notify your homeowner insurance company.

Roof Vents

Wind-driven rain and snow can sometimes enter the home through the roof vents. This occurrence is beyond Wolfe Development's control and is excluded from warranty.

Rough Carpentry

Wolfe Development Limited Warranty Guidelines

Some floor and stair squeaks are unavoidable. Although Wolfe Development does not warrant against floor squeaks, a reasonable effort will be made to correct them.

Floor Deflection

Floors will deflect when walked on. This will be more noticeable next to hutches, book cases, pianos, chairs, and other heavy furniture. This is not a structural deficiency and Wolfe Development will take no action for this occurrence.

Floor Level

Floors will be level to within 1/4 inch within any 32-inch measurement.

Plumb Walls

Wolfe Development will correct walls that are out of plumb 3/8 inch for any 32-inch vertical measurement. Walls or ceilings that are bowed more than 1/2 inch within a 32-inch horizontal measurement or 1/2 inch within any 8 foot vertical measurement will be corrected.

Septic System

Homeowner Use and Maintenance Guidelines

A septic system consists of two basic parts - a septic tank and an underground disposal field. Bacteria break down solids forming a sludge which is moved by incoming water to the disposal field where it is filtered out into the soil. To help preserve the effectiveness of the system, keep these points in mind:

- Conserve indoor water use to put less strain on the system. Correct leaky faucets or running toilets promptly. Keep in mind that a water softener will generate 30 to 85 gallons of water every regeneration cycle.
- Avoid disposing of any paper product (diapers, sanitary supplies, paper towels and so on) other than toilet paper through the system.
- Avoid disposing of chemicals such as solvents, oils, paints, and so on, through the septic system.
- Avoid using commercial drain cleaners. They can kill the bacteria that are working to break down the solid waste matter.
- Food from a disposal decomposes more slowly and adds to the solids in the tank. Coffee grounds may clog the system.
- Do not rely on yeast or chemical additive to digest sludge. They are not an alternative to regular pumping and may actually harm the system.
- Drain surface water away from the disposal field. Eliminate unnecessary sources of water in the area of the disposal field. Plant only grass over the disposal field. Avoid fertilizers in this area.
- Do not drive on the disposal field or build over it.

Pumping the System

Over time, the matter not broken down by the bacteria can clog the system. This will happen in spite of careful use and good maintenance. To prevent serious problems, regular pumping to clean out the tank is essential. The frequency of cleaning depends on the size of the septic tank and the number of people it serves. When a garbage disposal is used, more frequent cleaning is required. With ordinary use and care, a septic tank may require cleaning every 2 or 3 years. Actual measurement of sludge deposit and scum accumulation is the only method of determining when a tank needs to be cleaned.

Wolfe Development Homeowner Manual

Do not allow anyone without a health department permit to pump your septic tank. Check with the Tennessee Department of Environment and Conservation Field Office for names of reputable companies.

Neglect of the septic tank is the most common cause of damage to soil absorption systems. When the tank is not cleaned, solids build up and are carried over into the absorption system causing clogging of the soil. If this happens, your septic system must be relocated and rebuilt.

System Failure

Signs that your septic system is failing include:

- Black water with a foul odor backing up in drains or toilets.
- Toilets flush slowly.
- Water ponds on top of the disposal field.
- Grass stays green over the disposal field even in dry weather.

If you believe your system requires attention, call a professional to assess the situation. Have the system pumped. If a new system is required, a permit must be obtained from the Tennessee Department of Environment and Conservation.

Water Softener

Prior to installing a water softener, discuss with the vendor whether the system you are considering will adversely affect your septic system.

Wolfe Development Limited Warranty Guidelines

During the orientation we confirm that the septic system is working properly. At settlement, the Certificate of Completion for your septic system will be provided to you. This document shows the location of the tank and disposal field.

If a malfunction occurs due to a deficiency in workmanship or materials, or failure to construct the system in accordance with state requirements, Wolfe Development will take corrective action. Malfunctions caused by conditions outside our control, such as freezing, soil saturation, changes in ground water table, other acts of nature or your actions or negligence are excluded from warranty. The normal need for pumping is not a deficiency.

Siding

Homeowner Use and Maintenance Guidelines

Siding expands and contracts in response to changes in humidity and temperature. Slight waves are visible in siding under certain weather conditions; this cannot be entirely eliminated. Wood or wood-product siding or trim will require routine refinishing. The timing will vary with climatic conditions.

Vinyl

Vinyl siding will occasionally require cleaning. Start at the top to avoid streaking and use a cleaning product recommended by your siding manufacturer. Follow directions carefully.

See also Paint and Wood Trim.

Wolfe Development Limited Warranty Guidelines

Wolfe Development warrants all siding to be free of defects in material and workmanship. We will confirm the good condition of the siding during your orientation. Subsequent damage to the siding will be your responsibility to repair.

“Loose” Vinyl Siding

Properly installed vinyl siding is loosely hung on nails instead of being tightly nailed to the house. This allows the siding to expand and contract in response to weather conditions. As a result, during high winds siding may rattle. This is normal and Wolfe Development will take no action for this occurrence.

Severe Weather

Storm damage is excluded from warranty coverage. After severe storms, do a visual inspection of your siding for damages. Notify your insurance company if storm damage is discovered.

Smoke Detectors

Homeowner Use and Maintenance Guidelines

Read the manufacturer's manual for detailed information on the care of your smoke detectors.

Battery

Your smoke detectors are wired into your electrical system and have a battery backup. When the device needs attention, it will emit intermittent beeps. When this occurs, first try vacuuming the device as dust can cause it to malfunction. If it persists, add a new battery. These actions should correct the problem.

Cleaning

For your safety, clean each smoke detector monthly to prevent a false alarm or lack of response in a fire. After cleaning, push the test button to confirm the alarm is working.

Locations

Smoke detectors are installed in accordance with building codes, which dictate locations. Wolfe Development cannot omit any smoke detector and you should not remove or disable any smoke detector.

Wolfe Development Limited Warranty Guidelines

Wolfe Development does not represent that the smoke detectors will provide the protection for which they are installed or intended. You are responsible for obtaining fire insurance.

Stucco and Stucco Brick

Homeowner Use and Maintenance Guidelines

Stucco is a brittle cement product that is subject to expansion and contraction. Minor hairline cracks will develop in the outer layer of stucco. This is normal and does not reduce the function of the stucco in any way.

Efflorescence

The white, powdery substance that sometimes accumulates on stucco 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.

Sprinklers

Since stucco is not a water barrier, avoid spraying water from irrigation or watering systems on stucco surfaces to avoid possible leaks. Check the spray from the lawn and plant irrigation

system frequently to make certain that water is not spraying or accumulating on stucco surfaces.

Water Sealing

To extend the life of your stucco brick, periodically use a garden sprayer to apply a coat of water sealant on the surface of the stucco. This is most effective when done in the autumn.

Wolfe Development Limited Warranty Guidelines

During your orientation, we will confirm the good condition of your stucco or stucco brick. Wolfe Development will repair stucco cracks exceeding 1/8 inch in width once during the warranty period. The repair will not exactly match the surrounding area.

Subdivision Restrictions

Homeowner Use and Maintenance Guidelines

Subdivision restrictions exist to protect you and your neighbors' investment in your homes by disallowing certain activities, and by creating a uniform atmosphere within your neighborhood. Please be familiar with your subdivision's restrictions, and be sure to revisit them before starting any improvements to your home to ensure your project is within the guidelines.

Termites

Homeowner Use and Maintenance Guidelines

We treat the soil around your home for termites prior to construction and provide you with a certificate confirming this at settlement. Treatment for other types of insects or animal infestations is your responsibility.

Regular Inspections

Regularly inspect your home for signs of termites or conditions that would allow their attack.

- Check for wrinkles or waves in wood trim.
- Tap wood to see if it sounds or feels hollow.
- Inspect under the carpet tack strip by lifting the edge of carpet in the corner of a room. The tack strip is untreated and provides a convenient path for termites through your home.
- Watch for tubes of dirt, called mud tubes, that extend from the soil up to your home.
- Keep soil away from any wood parts of your home.

- Be certain all roof water and precipitation moves quickly away from your home's foundation.
- Avoid storing wood on the ground and against your home.
- If you add onto or change the exterior of your home, be sure to have your bait system adjusted by a professional.

If you believe you see signs of termites or if you have any questions, contact your termite treatment company for guidance.

Wolfe Development Limited Warranty Guidelines

We certify installation of the termite bait system at settlement. This is our final action for termites. Wolfe Development's 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 Vents

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.

Crawl Space Vents

Homes with crawl spaces usually include two or more vents. Open crawl space vents for summer months and close them for winter months, pulling insulation over them. Failure to close these vents and replace insulation may result in plumbing lines freezing in the crawl space. This occurrence is not covered by your warranty.

Daily Habits

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 and the bath fans when bathrooms are in use.
- ◆ Air your house by opening windows for a time when weather permits.

Proper ventilation will prevent excessive moisture from forming on the inside of the windows. This helps reduce cleaning chores considerably.

Wolfe Development Limited Warranty Guidelines

Attics and crawl spaces shall have adequate ventilation to remove moisture, or another approved method of moisture control. Wolfe Development warranty guidelines for active components (for example, exhaust fans) are discussed under the appropriate headings (such as electrical systems, heating system, and so on).

Water Heater

Homeowner Care and Maintenance

Carefully read the manufacturer's literature and warranty for your specific model of water heater. At the time of this writing, Wolfe Development installs American Water Heater products. Helpful information on this type of water heater can be found online at www.americanwaterheater.com.

Drain Tank

Review and follow the manufacturer's timetable and instructions for draining several gallons of water from the bottom of the water heater. This reduces build-up of chemical deposits from the water, thereby prolonging the life of the tank as well as saving energy dollars. Also drain the tank if it is being shut down during periods of freezing temperatures. Carefully follow the instructions in the manufacturer's literature.

Element Cleaning or Replacement

The heating elements in the water heater will require periodic cleaning. The frequency is determined in part by the quality of the water in your area. Again, refer to the manufacturer's literature for step-by-step instructions and drawings, or contact an authorized service company.

Pressure Relief Valve

At least once each year, manually operate the pressure relief valve. Stay clear of the discharge line to avoid injury. See manufacturer's literature for diagrams and detailed instructions.

Safety

Keep the area around a water heater clear of stored household items. Never use the top of the water heater as a storage shelf.

Temperature

Temperature settings on an electric water heater will produce approximately the temperatures listed below:

Hot	120 degrees F
A	130 degrees F
B	140 degrees F
C	150 degrees F
Very Hot	160 degrees F

The recommended setting for operation of a dishwasher is B, or 140 degrees. Higher settings can waste energy dollars and increase the danger of injury from scalding. Hot water will take longer to arrive at sinks, tubs, and showers that are farther from the water heater.

TROUBLE SHOOTING TIPS: NO HOT WATER

Before requesting service, check to confirm that the

- Water heater breaker on your main electric panel is in the on position. (Remember if a breaker trips you must turn it from the tripped position to the off position before you can turn it back on.)
- Temperature setting is not on “vacation” or too low.
- Water supply valve is open.

Refer to the manufacturer's literature for specific locations of these items and possibly other troubleshooting tips. Even if these tips do not identify a solution, the information you gather will be useful to the service provider you call.

Wolfe Development Limited Warranty

Refer to the manufacturer's limited warranty for complete information regarding warranty coverage on your water heater. A very helpful troubleshooting guide and warranty contact information can be found online at www.americanwaterheater.com.

Windows, Screens, and Patio Doors

Homeowner Use and Maintenance Guidelines

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

Cleaning

Clean aluminum metal surfaces with warm, clear water. Do not use powdered cleaner. After each cleaning, apply a silicone lubricant. 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 you use a humidifier, closely observe the manufacturer's directions for its use.

Screen Storage and Maintenance

Many homeowners remove and store screens for the winter to allow more light into the home. To make re-installation more convenient, label each screen as you remove it. Use caution - screens perforate easily and the frames bend if they are not handled with care. Prior to re-installing the screen, clean them with a hose and gentle spray of water.

Sills

Window sills in your home are made of wood or a wood product. The most common maintenance activity is dusting. Twice a year, check caulking and touch-up as needed. Protect wood and wood product sills from moisture. If you arrange plants on a sill, include a plastic tray under the pot.

Patio Doors

Keep screen door tracks clean for smooth operation and to prevent damage to the door frame. Silicone lubricants work well for these tracks.

Under certain lighting conditions, door glass may be hard to see. If you keep the screen fully closed when the glass door is open, your family will be accustomed to opening something before going through. You may want to apply a decal to the glass door to make it readily visible.

Sticking Windows

Most sliding windows (both vertical and horizontal) are designed for a 10-pound pull. 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.

Weep Holes

In heavy rains, water may collect in the bottom channel of window frames. Weep holes are provided to allow excess water to escape to the outside. Keep the bottom window channels and weep holes free of dirt and debris for proper operation.

Wolfe Development Limited Warranty Guidelines

We will confirm that all windows and screens are in acceptable condition during the orientation. Wolfe Development will repair or replace broken windows or damaged screens 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; Wolfe Development provides no corrective measure for this condition.

Condensation that accumulates between the panes of glass in dual-glazed windows indicates a broken seal. Wolfe Development will replace the window if this occurs during the warranty period. Check your manufacturer's warranty for any extended coverage for this occurrence.

Infiltration

Some air and dust will infiltrate around windows, especially before the installation of landscaping in the general area. Wolfe Development's warranty excludes this occurrence.

Scratches

Wolfe Development confirms that all window glass is in acceptable condition at the orientation and will replace windows that have scratches readily visible from a distance of 10 feet. Wolfe Development does not replace windows that have scratches visible only under certain lighting conditions.

Tinting

If you add tinting to dual-glazed windows, all warranties are voided. Damage can result from condensation or excessive heat build-up between the panes of glass. Refer to the manufacturer's literature for additional information.

See also Ventilation.

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.

Shrinkage may also cause a piece of trim to pull away from the wall. If this occurs, drive in another nail close to, but not exactly in, the existing nail hole. Fill the old nail hole with putty and touch up with paint as needed. If the base shoe (small trim between base molding and the floor) appears to be lifting from the floor, this is probably due to slight shrinkage of the floor joists below. Again, you can correct this condition by removing the old nails and nailing. You may prefer to wait until after the first heating season to make any needed repairs at one time.

See also Expansion and Contraction.

Wolfe Development Limited Warranty Guidelines

During the orientation we will confirm that wood trim is in acceptable condition. Minor imperfections in wood materials will be visible and will require no action. Wolfe Development will correct readily noticeable construction damage such as chips and gouges listed during the orientation.

Exterior

Wolfe Development will caulk and apply touch-up paint to cracks in exterior trim components that exceed 1/4 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.

Wolfe Development Homeowner Manual

Interior

One time during the warranty period, Wolfe Development will caulk and touch up gaps in interior trim exceeding 1/8 inch. Touch ups will be visible.

Raised Grain

Because of the effects of weather on natural wood, you should expect raised grain to develop. This is normal and not a defect in the wood or paint. Warranty coverage excludes this condition.

Wolfe Development Homeowner Manual

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Warranty Service Request

With the exception of specified emergencies, all requests for service must be in writing. Please use this form to notify us of warranty items.

Directions: Please refer to the “Caring for Your Home” section of your Homeowner Manual to review the warranty standards and homeowner maintenance tasks for the items on which you are requesting service. Please list all warrantable items you believe Wolfe Development is responsible for and are not homeowner maintenance or items excluded from warranty.

Please mail, fax or drop off this form to the Wolfe Development office. We will contact you to set an appointment. Service appointments are available from 7:30 a.m. to 3:00 p.m., Monday through Friday. Thank you for your cooperation.

- 60-Day List
- Year-End List
- Two-Year Systems Item
- Emergency Follow-up
- Other

Name _____ Date _____

Address _____ Closing Date _____

Contact Info (Home/Work Phone, E-mail if desired) _____

Best Time to Schedule Service _____

Service Requested (Please Be Specific)

(This page is an example form – please use the forms found in the front pocket of your Manual.)

Homeowner’s Signature _____

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One-Time Repairs

We provide several first-time repairs for your home. Your Homeowner Manual lists these under individual headings such as drywall and grout 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 the first 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 _____ Closing Date _____

Contact Info (Home/Work Phone, E-mail if desired) _____

Service Requested (Please Be Specific)

(This page is an example form – please use the forms found in the front pocket of your Manual.)

Homeowner's Signature _____

