

LENNAR®

HOMEOWNER'S LIMITED WARRANTY & MAINTENANCE MANUAL

RALEIGH



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1. WELCOME TO YOUR NEW HOME

The entire staff at Lennar has taken great pride in building your new home and would like to thank you for choosing Lennar.

This Manual will provide you with important information about your new home, its limited warranty, and our Customer Care procedures.

The "Customer Care" section of this Manual describes our normal Customer Care procedures, which are the procedures you will use to obtain performance under Lennar's Limited Warranty. It also contains procedures to use in case you need emergency repairs to your house. A "Request for Service" form used to request non-emergency Customer Care services is included with this Manual and are also available through Lennar's company website at www.lennar.com.

In the "Warranty" section, we have reprinted a copy of our standard Limited Warranty, which details the limited warranty coverage provided by Lennar for your new home. The Limited Warranty also describes the features of various components of your new home and the condition or level of performance that you can expect throughout the term of the Limited Warranty.

The "Homeowner Maintenance Obligations" section provides homeowner maintenance requirements and schedules, to help you maintain your home in excellent condition. Please pay close attention to the maintenance section of this Manual and contact the Customer Care Department if you have any questions.

We hope that you will find our Homeowner Limited Warranty and Maintenance Manual both helpful and informative. WE URGE YOU TO TAKE THE TIME TO READ THE MANUAL CAREFULLY AND COMPLETELY.



2. YOUR BUILDER

Lennar Homes is one of the nation's largest and most respected homebuilders offering well-crafted homes in thoughtfully designed communities from coast to coast. At Lennar Homes, we take great pride in our reputation as one of the nation's leading homebuilders for quality construction, outstanding customer service and beautiful home designs that stand the test of time. The Company utilizes its over five decades of land acquisition, development and homebuilding expertise to acquire and build desirable communities in locations that meet the high expectations of the today's homebuyers. The Company's long-standing commitment to excellence has earned the trust and respect of homeowners year after year. At Lennar Homes it is an honor to build what you cherish most of all. Home.

3. CUSTOMER CARE

Lennar is dedicated to excellence in everything we do, and outstanding customer care is a prime example of that dedication. Our Customer Care Associates are trained building professionals who are ready to respond to your customer care needs in a courteous and timely manner.

New Home Orientation

The New Home Orientation typically occurs about seven business days prior to your closing and provides you with the opportunity to view and celebrate the completion of your new home. Lennar Homes will send you a letter approximately one month prior to your Closing explaining the details of your New Home Orientation.

Approximately six weeks before closing, Lennar will contact you to schedule your New Home Orientation. This appointment will take approximately two to three hours. Since a home is a big investment which needs your full attention, please make any childcare arrangements prior to the appointment.

At the New Home Orientation, you will be able to view and confirm the quality features included in each room and ensure that each installation has been made as promised. Lennar will point out and demonstrate the various features and operating systems within your home and will make sure that all the options you have selected have been installed in accordance with your purchase contract. Ask questions. This is your chance to learn how your new home works.

New Home Delivery

Approximately two to five days after the New Home Orientation and prior to your Closing, you will participate in our New Home Delivery conducted by a Lennar Associate. Your New Home Delivery is your opportunity to review your warranty and maintenance manual in detail to (1) better understand how the features and systems of your home can be maintained and (2) to confirm that any adjustments noted on your previous New Home Orientation have been completed.

Following the New Home Delivery, you will be given a form that will itemize those things that require repair and replacement as of the New Home Delivery. Your signature on this form indicates that except for those items, you are accepting the condition of the home. You only may move into your new home after completing your New Home Delivery and closing on your home at the attorney's office.

It is important that all service items existing as of the New Home Delivery be listed on the New Home Orientation / New Home Delivery Form, so that we may address them in a timely and complete manner. Though we will make every effort to complete any necessary service work prior to your move-in, occasionally we will be unable to complete a repair or replacement due to unforeseen circumstances. Delays can be caused by shortage of materials, back-ordered parts, labor availability, weather, or other unanticipated events.

Remember: Ask questions. Try features out to see how they work. Get to know your new home.



New Home Orientation / New Home Delivery Checklist

Please note that the following discrepancies must be noted on the New Home Orientation / New Home Delivery Form. Because of the potential for damage during your move-in, Lennar will not be responsible for these items following the New Home Delivery unless they are specifically listed on the New Home Orientation / New Home Delivery Form:

- Appliances – Marred, scratched or damaged
- Cabinets and Cabinet Doors – Scratched, chipped or damaged
- Ceramic tile – Broken, chipped, loose, cracked or damaged tiles on counter tops and floor
- Concrete driveways, garage slabs and walkways – Stained, marred, chipped or damaged
- Countertops – Scratched, chipped or damaged; seams sealed
- Doors and hardware – Scratched, marred or damaged
- Drainage – Blocked or non-functioning drainage devices (gutters, catch basins and area drains, subsurface drains), and absence of ponding or puddling particularly near concrete.
- Drywall (Sheetrock) – Marred, damaged or gouged
- Electrical fixtures and light fixtures – Scratched, chipped, cracked, broken or damaged
- Fireplace, surround, and mantel – Scratched, marred, cracked, chipped, broken or damaged
- Floor coverings – Stained, scratched, chipped, marred or damaged
- Landscaping – Broken, damaged or non-working irrigation heads or lines, and dead plant material
- Mirrors – Scratched, chipped, cracked, broken, or damaged
- Paint – Marred, scratched, or damaged paint on walls, trim and doorways
- Plumbing fixtures – Cracked, chipped, scratched, or damaged
- Screens – Missing, torn, gouged, or damaged window and door screens
- Sinks, tubs and showers – Scratched, cracked, chipped, marred or damaged
- Windows – Scratched, chipped, cracked or broken glass
- Yard – Clean and free of debris



Customer Care Requests

After your Closing, we strongly recommend making requests in writing for service and repairs to your home for items covered by your Limited Warranty. The preferred method of requesting service is through Lennar's company website, at www.lennar.com. Alternatively, a paper Request for Service form is provided with this Manual.

If you believe that you have a warranty claim, we suggest that you review the Warranty section and the Performance Standards section of this Manual before you request service. This will help you to decide whether the claim is covered by the Limited Warranty, covered by a separate manufacturer's warranty, or if it is your responsibility as a homeowner. If you believe that your claim is covered by the Limited Warranty, you may request service either on a non-emergency or emergency basis as circumstances require.

Service calls are scheduled between the hours of 8 a.m. and 4 p.m., Monday through Friday. We will contact you to let you know the day we would like to enter your home to do the necessary inspections, repairs or replacements. Requests for service will be generally scheduled for completion within thirty (30) days after submission of the item to Lennar per the procedures described in this Manual. Please note that Lennar Associates cannot accept homeowner keys.

Please understand that all decisions and judgments regarding repairs or replacements must come from our Customer Care Department. Lennar associates working in our Welcome Home Centers are not responsible for, nor are they qualified to make these decisions.

If you believe you have an emergency requiring immediate attention, please refer to the section in this Manual titled "Emergencies (Section 4)." If your situation is not an emergency, please follow the steps below for requesting service.

How to Request Non-Emergency Customer Care Services

You may request service in one of four ways. Again, we recommend making your request in writing.

1. Open a web browser and go to www.Lennar.com. Click on Contact Us, then click on Customer Care & Warranty. Log into your myLennar account or fill out the form below with your contact information and description of the issue(s).
 - a. To create your myLennar account, click on Don't have an account? Create one, then fill in the information as requested.
2. Email eastcustomercare@lennar.com. Make sure you include all of the following information in your email:
 - a. Name
 - b. Address
 - c. Phone number where you can be reached
 - d. Description of your request for service
3. Call 919-337-9444 option #1 during regular business hours (8 am - 5 pm). Telephone requests will always be followed up in writing from our Customer Care team.
4. A paper Request for Service form may be mailed to our Customer Care Department as follows:



***Customer Care Department
Lennar Homes
1100 Perimeter Park Drive, Suite 112
Morrisville, NC 27560***

When we receive your service request, we will evaluate whether the item is covered by the Lennar Limited Warranty, a product manufacturer warranty, or if it is a customer maintenance responsibility. In most cases, we must inspect the problem to review and fully understand the service request, so we can determine warranty coverage and responsibility for subsequent actions.

Service requests that are the responsibility of product manufacturers can generally be brought to the attention of the appropriate manufacturers by telephone. Manufacturer service procedures are listed in the manufactured product warranty documents delivered during your New Home Delivery.

For effective service, customers will need to be available for appointments so our Customer Care Department and their agents can inspect, investigate, test (including destructive testing), monitor, repair, replace or otherwise correct reported issues. Please provide a minimum 24-hour notice if you must break an appointment made with our Customer Care Department. Before you request service, please have in mind a time when the service call will be convenient for you. Please make every attempt possible to keep your scheduled appointments with our Customer Care Associates and trade contractors.

We do not reimburse for the time taken off work for repairs. **We do not reimburse for any expenses incurred and payments made by you to outside service providers without prior written approval of our Customer Care Department.**

Requests for Customer Care services are usually scheduled for completion within thirty (30) days of receipt of the written request. Occasionally, due to circumstances beyond our control, this process may take more than thirty (30) days. Delays can be caused by shortage of materials, back-ordered parts, labor availability, weather, or other unanticipated events. We will keep you informed of the anticipated completion date. Some service calls will need to be scheduled over several days, according to the work to be done. For example, drywall repairs might be done at one time and repairs to cabinets might be done at another.

When Customer Care work is completed, you will be asked to sign an acknowledgment of performance of the work and, where appropriate, a release of claims relating to the repaired item. Any such release will not prevent you from making claims for subsequent or different items.

In the event any dispute arises relating to customer care issues for warranty claims, such disputes may be resolved pursuant to the arbitration procedures specified in the Limited Warranty.



SERVICE REQUEST FORM

Please read the Your New Home Warranty documents for filing instructions and pertinent information.

HOMEOWNER NAME _____

ADDRESS _____

CITY, STATE, ZIP _____

PHONE 1 (____) _____ PHONE 2 (____) _____

EMAIL 1 _____ EMAIL 2 _____

CLOSING DATE - EFFECTIVE DATE OF WARRANTY: ____/____/____
(Mo.) (Day) (Year)

DESCRIPTION OF ISSUE (BE SPECIFIC; IF AVAILABLE, ENCLOSE PHOTOGRAPHS) _____

DATE ISSUE FIRST OBSERVED ____/____/____
(Mo.) (Day) (Year)

Homeowner(s) Signature (Date)

Mail this completed form to the local Lennar office:

Customer Care Department
Lennar Homes
1100 Perimeter Park Drive, Suite 112
Morrisville, NC 27560



4. EMERGENCIES

We define emergencies as problems that require immediate attention to protect you and your family from harm and/or to avoid immediate and significant damage to your property, your home or your homesite. These problems include:

1. **TOTAL SEWER STOPPAGE** – A total stoppage is defined as a situation in which your plumbing drainage system ceases to work, causing all your sinks, tubs or toilets to function improperly. A single toilet stoppage when others are working properly is not an emergency.
2. **WATER SUPPLY LEAK** – A water leak which requires that the water supply to your home be shut off to avoid serious water damage. A leak which can be isolated by the shut offs under the cabinet or at a specific plumbing fixture is not an emergency. Please refer to the water shut off procedure set forth below in this section of this Manual.
3. **TOTAL ELECTRICAL FAILURE** – In the event of a total electrical failure, check with your neighbors to determine if the failure is widespread or limited to your house. If the failure is widespread, contact your electrical utility company. Before calling, check to ensure that all circuit breakers in the main electrical panel are in the "ON" position.
4. **NATURAL GAS LEAK** – In the event of a natural gas leak, immediately have every person vacate the home and contact your gas utility company from another location.
5. **TOTAL LOSS OF WATER** – In the event of total water loss, please check with your water company to determine if there is a general outage in your area.
6. **TOTAL LOSS OF HEAT OR AIR CONDITIONING** – Total loss of heat or air conditioning is considered an emergency only during extreme weather conditions. **It is not considered an emergency if a home has two units and one is not working.**
7. **POTENTIAL FOR BODY HARM** – Any other problem that, without immediate correction and precautionary measures, creates a potential for bodily harm that cannot be reasonably avoided.

Emergency service is provided for your convenience and safety. It is a function of the Customer Care Department and does not extend the coverage of the Limited Warranty. The cost of any repairs that are made in response to an emergency request that are not covered by the Limited Warranty will be the responsibility of the homeowner.

In case of an emergency, your first step should be to protect your family from harm. Once you are sure of their safety, and if your safety will not be jeopardized, you should take steps to correct or lessen the effects of the emergency (using water shut-offs or unplugging appliances, etc.) as described below, and/or you should immediately contact our Customer Care Department.

In case an emergency occurs after normal business hours, please call the following phone number:

(919) 337.9444



Do not delay in reporting an emergency. Damage caused by a delay in reporting an emergency will not be the responsibility of Lennar. Damage to personal property is not covered by the Limited Warranty.

Some circumstances that may constitute emergencies are not covered by Lennar's Limited Warranty, such as fires, earthquakes, severe weather, invasions of insects or other pests, etc. These circumstances may be covered by your homeowners' insurance or other insurance.

If your situation is covered by Lennar's Limited Warranty and does not fall within these emergency guidelines (such as an inoperative appliance, a loss of hot water only, a toilet stoppage, a dripping faucet or leak under the sink), you should use the normal procedures outlined above for requesting routine Customer Care Department services. If you believe that lack of immediate action in response to your situation could result in further damage, please call our Customer Care Department (or, if after normal business hours, the emergency service number).



Utility Shut Off Procedures

During the New Home Orientation, you will be shown the locations of the various main utility valves at your new home and how to shut off those utilities. The following summarizes standard shut off procedures.

Gas

Follow these steps if you suspect a gas leak or can smell escaping gas:

1. Immediately have everyone vacate the home.
2. Do not turn off or on any lights.
3. Call the gas company from another location to report the leak.

How to Shut Off Electricity

1. Locate the circuit breaker box.
2. Locate the main breaker within the circuit breaker box.
3. Flip the main breaker switch to the OFF position.

How to Shut Off Water

1. If the leak is at a sink, toilet, washing machine, water heater or other location with a secondary shut-off valve for that specific location, and the leak is occurring at a point past the shut-off valve, turn the handle or valve to the right (clockwise) to tighten and shut off the flow.
2. If the foregoing procedure does not work, use the same procedure at the main shut-off valve to the house (usually located at the front of the house or in the garage where the water service enters the home) or directly at the water meter shut-off (usually located near the curb at the street). Closing the valve at the water meter will immediately stop the supply of water to the house.
3. Check with your neighbors or the local water utility to confirm the service has not been shut down in your area.



Emergency Instructions

Total Loss of Heat or Air Conditioning

If the heating or air conditioning system in your home stops working, the checklist that follows may help identify the cause. You should also review the furnace manufacturer's literature for additional information. The following items are normal homeowner maintenance items. If we or our trade contractor makes a service call to turn on a switch, replace a fuse, or reset a breaker, you will be obligated to pay a service charge.

Check the following to determine if any are the cause of the non-operation:

- 1) Thermostat temperature setting and switches;
- 2) The ON/OFF switch in the furnace room;
- 3) The fuse on your furnace itself, if it has one;
- 4) The gas valve on the furnace;
- 5) ON/OFF switch on furnace; see manufacturer's book for location;
- 6) Breaker in the electrical panel; and
- 7) Safety switch for the fan cover.

If none of these items corrects the problem, call our Customer Care Department or our Emergency Service phone number listed above if after normal business hours.

Total Loss of Electricity

The main electrical control panel and meter can be located on the outside of your home or the garage. This panel contains circuit breakers that control the electrical power to your home. Some separate circuit breakers may be found in a secondary panel either in the garage or in the home. The breakers in this secondary panel are labeled to indicate the area they control. There is also a separate 220 V switch for the air conditioner, usually located near the outside compressor unit.

In the event of a total loss of power, check the main breaker in the panel next to the meter. Next, check with your neighbors and local utility company to see if power is out in your area for some reason. Both of these sources should be checked prior to calling for emergency service.

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.

IMPORTANT NOTE: If the main circuit breaker trips or is turned off, wait 2-3 minutes before turning it on. Then, restore power to the other circuits one by one. This avoids overloading the system.

If none of these items corrects the problem, call our Customer Care Department or our Emergency Service phone number listed above if after normal business hours.



PLEASE NOTE, LOSS OF POWER IN A LIMITED AREA OF THE HOME IS NOT CONSIDERED AN EMERGENCY. If electricity is off in one area only, check the following items. If this checklist does not solve the problem, submit your written "Request for Service" form according to normal procedures.

Wall Switches: If a wall outlet is not working, check first to see if it is one that is controlled by a wall switch. In rooms that do have ceiling lights, the wall switch will control half of one outlet. Also confirm that the light bulb or appliance being used is working.

Ground Fault Interrupter Circuits: GFI receptacles quickly sense fluctuations in power. Installation of these receptacles is required by building codes for bath, kitchen, exterior, and garage outlets. Excessive moisture and heavy appliances such as power tools can trip the GFI breaker. Faulty appliances, especially hair dryers, are a common cause of tripped GFI breakers. GFI circuits have a test and reset button on the breaker. To return service, press the reset button.

Total Loss of Water

The main water shut off valve is located at the water meter box at the street. Each sink and commode has an individual shut off valve for its water supply. The locations of these valves will be shown to you during the New Home Orientation.

If your water supply stops completely, check the main water meter shut-off valve to determine if that valve is open. Also, check with your neighbors or the local water utility to confirm the service has not been shut down in your area.

If none of these items corrects the problem, call our Customer Care Department or our Emergency Service phone number listed above if after normal business hours.

PLEASE NOTE, LACK OF HOT WATER IS NOT CONSIDERED AN EMERGENCY. If you discover you have no hot water, check the water heater's pilot light (if a gas unit) or check the water heater's circuit breaker in the electrical panel. In addition, check the temperature setting and water supply valve of your water heater before calling for service. Refer to the manufacturer's literature for specific locations of these items and other "trouble shooting" information.

Plumbing Leaks That Require the Entire Water Supply to Be Shut Off

If a major plumbing leak occurs the first step is to turn off the supply of water to the area involved to prevent further damage from occurring.

If this means shutting off the water to the entire home, the problem is categorized as an emergency. During normal business hours, call our Customer Care Department or (after normal business hours) our Emergency Service phone number listed above.

PLEASE NOTE: HAVING TO SHUT OFF THE WATER TO AN ISOLATED ITEM IN THE HOME (SUCH AS ONE TOILET) IS NOT AN EMERGENCY. Submit a "Request for Service" form through the Customer Care Department according to normal procedures to avoid paying unnecessary emergency service charges.



Total Sewer Stoppage

If a clogged sewer line prevents using water anywhere in your home, the problem is categorized as an emergency. During normal business hours, call our Customer Care Department or (after normal business hours) our Emergency Service phone number listed above.

Drains and sewer lines should operate freely. All the drain lines in the home are tested for the city or county inspection prior to Closing. Therefore, Lennar will take responsibility only for sewer line obstructions that are the result of construction damage or debris. If sewer clogs are not caused by construction damage or debris, the homeowner will be responsible for any charges.



5. 1-2-10 WARRANTY

A sample copy of Lennar's Limited Warranty is reprinted on the following pages. Like any contractual limited warranty, this document specifies the limits of Lennar's responsibility and conditions under which the Warranty is valid or applicable. Please read the Limited Warranty completely. If you have any questions, we will be pleased to discuss them with you.



LENNAR 1-2-10 WARRANTY

Dear Homebuyer(s):

Congratulations! You are purchasing a Home with warranty protection provided by a member of the Lennar Family of Builders ("Lennar"). As part of Lennar's commitment to quality, value and integrity, we give you, the Homeowner, a limited 1 year warranty on workmanship, a limited 2 year warranty on systems and a limited 10 year warranty on structural elements (the "Lennar Limited Warranty" or "Limited Warranty").

This Warranty Booklet constitutes a Limited Warranty from Lennar. The limited express warranties contained in these documents are specific and detailed as to the scope of your warranty coverage and, to the extent allowed by law; Lennar specifically disclaims all other implied warranties, including without limitation any general warranty of good workmanship or habitability. While we are confident that we can resolve any warranty items to your satisfaction, **YOU SHOULD BE AWARE THAT THIS LIMITED WARRANTY INCLUDES A REQUIREMENT THAT ALL DISPUTES BE SUBMITTED TO BINDING ARBITRATION.**

Please take the time to become familiar with this Warranty Booklet and read it in its entirety. It defines our responsibilities to you and your responsibilities to your Home. Your proper maintenance of your Home is vital, and if you do not perform the required maintenance on your Home, it will limit your warranty rights. While Lennar will be happy to answer any questions that you have about your Limited Warranty or specific construction standards and how they apply to your home, the content of this Warranty Booklet controls as to Lennar's obligations to you and your Home to the extent of any difference between the content of the document and your conversations with any Lennar representative.

Congratulations and enjoy your new Home!



EXPRESS LIMITED WARRANTY- THE “LENNAR LIMITED WARRANTY”

Under the Lennar Limited Warranty, the seller of your home (“Lennar”) commits that the components of your Home will perform to the standards listed in this Warranty Booklet. Specific components of your Home are covered for either one, two or ten years under the Lennar Limited Warranty, and Lennar’s obligations are expressly limited to those standards and for only those time-periods as explained below. Please take the time to review the section titled "What Is Not Covered By The Lennar Limited Warranty" which lists those items excluded from the Lennar Limited Warranty. The Lennar Limited Warranty commences on the date of closing of the original purchase of the Home (the “Closing Date”). The protection periods provided below are referred to in the Lennar Limited Warranty as “Warranty Terms.”

WORKMANSHIP PROTECTION FOR YEAR 1.

For one year from the Closing Date, Lennar warrants that the components of the Home set forth in the Workmanship Standards found on pages 15 to 55 of this Warranty Booklet will perform in accordance with those Workmanship Standards. If a component is not specifically listed in the Workmanship Standards, then it is not warranted under the Lennar Limited Warranty or otherwise. If a component is performing in accordance with the Workmanship Standards, then Lennar has no further obligations under the Lennar Limited Warranty. Lennar reserves the sole right to determine the repairs and or replacements necessary to meet the Workmanship Standards. Please note that a limited number of items in the Workmanship Standards are subject to a one time repair obligation.

SYSTEMS PROTECTION FOR YEARS 1-2.

For two years from the Closing Date, Lennar warrants that the components of the Home set forth in the Systems Standards found on pages 55 to 56 of this Warranty Booklet will perform in accordance with those Systems Standards. If a component is not specifically listed in the Systems Standards, then it is not warranted under the Lennar Limited Warranty or otherwise. If a component is performing in accordance with the Systems Standards, then Lennar has no further obligations under the Lennar Limited Warranty. Lennar reserves the sole right to determine the repairs and or replacements necessary to meet the Systems Standards.

STRUCTURAL PROTECTION FOR YEARS 1 THROUGH 10.

For ten years from the Closing Date, Lennar warrants that the structural components of the Home set forth in the Structural Components Standards found on pages 57 to 58 of this Warranty Booklet will perform in accordance with those Structural Standards. If a component is not specifically listed in the Structural Standards, then it is not warranted under the Lennar Limited Warranty or otherwise. If a structural component is performing in accordance with those Structural Standards, then Lennar has no further obligations under the Lennar Limited Warranty. Lennar reserves the sole right to determine the repairs and/or replacements necessary to meet the Structural Standards and may, at its sole election, implement repairs in phases to determine if structural components can be stabilized as part of meeting its obligations under the Structural Standards.

CONDOMINIUM PROTECTION

Protection for condominium owners is the same as provided above and subject to the same limitations contained herein except that any warranty claim relating to a portion of the structure in which enrolled units are located which is defined as a common element in either the state condominium law or in any Declaration



of Condominium (“Common Elements”) must be reported prior to the expiration of the applicable Common Elements coverage which begins on the date the Certificate of Occupancy was issued for the building containing your unit.

TRANSFERABILITY

All of your rights and obligations under the Lennar Limited Warranty shall, unless previously released by you, or your successor fully transfer to each successor owner of the Home, including any mortgagee in possession, for the remainder of the applicable Warranty Term and any transfer shall in no way affect, increase or reduce the coverage under the Lennar Limited Warranty for its unexpired term. If you sell your Home during the Warranty Term, you agree to give this Warranty Booklet to the successor owner, to inform the successor owner of warranty rights, and to otherwise make it possible for the successor owner to fulfill the successor owner’s obligations under the terms of the Lennar Limited Warranty. **If you are an owner other than the original purchaser of the Home, you are bound by all the terms and conditions of the Lennar Limited Warranty including, but not limited to, claims procedures and the requirement to submit any disputes that may arise under the Lennar Limited Warranty to binding arbitration.**



REQUESTING LENNAR LIMITED WARRANTY SERVICE

If you believe that a component of your Home is not performing to the Lennar Limited Warranty standards during the applicable Warranty Term, you must send the appropriate Notice of Workmanship/Systems Claim Form or Notice of Structural Claim Form (located at the back of this booklet) ("Notice") to Lennar.

The Notice of Claim must list the specific warranty claim and the date that you first observed the condition that is the subject of the claim. You must notify Lennar of any observed component that you believe is not performing to Lennar Limited Warranty standards as soon as possible and in no event later than the date the applicable warranty expires, by sending the notice to the appropriate Customer Care office.

We must receive your Notice of Claim not later than thirty (30) days after the applicable Workmanship, Systems or Structural Warranty expires or we will have no further obligation to you under the Lennar Limited Warranty. Lennar is not responsible for repairs or any other costs or expenses (including, but not limited to, attorneys' fees and engineers' fees) incurred by you prior to the date you give Lennar a Notice of Claim. In the event that you fail to notify us and give us the opportunity to inspect and repair the conditions giving rise to your claim, Lennar will not be responsible for any repairs or any other costs or expenses (including, but not limited to, attorneys' and engineers' fees) you incur to address the claim.

We will respond to a timely Notice of Workmanship or System Claim within thirty (30) days and complete any warranted repairs within sixty (60) days of receipt of your written Notice of Claim to us unless (i) you or other events beyond our reasonable control delay our completion (including a failure to allow prompt inspections of your home), or (ii) the condition reasonably requires more than sixty (60) days to properly repair. If we determine that any of the Workmanship or Systems items you report to us are not covered by the Lennar Limited Warranty, we will endeavor to advise you in writing within (30) thirty days of our determination of no coverage.

Additional time may be required for us to assess structural claims and evaluate our response. As such, we will respond to any Notice of Structural Claim within (60) days of receipt of your written Notice of Structural Claim unless you or other events beyond our control delay our response (including a failure to allow prompt inspections of your home). Additional time may be required to investigate, design, implement and/or complete structural repairs beyond the (60) days by which we commit to complete Workmanship/Systems repairs. If we determine that any of the Structural items you report to us are not covered by the Lennar Limited Warranty, we will endeavor to advise you in writing within (30) thirty days of our determination of no coverage.

Investigation of claims often requires inspection of the Home, and under certain circumstances, invasive testing might be needed. We may request additional documents or information from you, and you agree as part of the Lennar Limited Warranty to fully cooperate with the investigation of your claim. By submitting a Notice of Claim, you agree to grant Lennar and/or their representatives' prompt and complete access to your Home during normal business hours of 8 a.m. to 5 p.m. to inspect, repair and conduct tests in your Home as we may deem necessary. If you refuse to allow us access to your Home, such denial of access shall void the Lennar Limited Warranty with respect to your claim.

Lennar reserves the option to repair, replace or pay you the reasonable cost of repair or replacement for any warranted and covered claim. Prior to Lennar undertaking repairs, replacement or payment, you agree to assign to Lennar all claims you may have against any other person or entity who Lennar or you believe may have any responsibility associated with the warranted and covered claim.

If you believe that we have not met our obligations under the Lennar Limited Warranty, you may seek resolution of any claim you may have pursuant to the mediation/arbitration provisions set forth in the following section of the Warranty Booklet.



MEDIATION/ARBITRATION OF DISPUTES

The terms “Buyer” and “Seller” as used in this section of your warranty shall have the same meanings as set forth in your Purchase and Sale Agreement. By purchasing a Lennar home and receiving this warranty, Buyer specifically agrees that this transaction involves interstate commerce and that any Dispute (as hereinafter defined) shall first be submitted to mediation and, if not settled during mediation, shall thereafter be submitted to binding arbitration as provided by the Federal Arbitration Act (9 U.S.C. § 1 et seq.) and not by or in a court of law or equity. “Disputes” (whether contract, warranty, tort, statutory or otherwise), shall include, but are not limited to, any and all controversies, disputes or claims (1) arising under, or related to your Purchase and Sale Agreement, the Property, the Community (as these terms are defined in Buyer’s Purchase and Sale Agreement) or any dealings between Buyer and Seller (with the exception of “consumer products” as defined by the Magnuson-Moss Warranty-Federal Trade Commission Act, 15 U.S.C. §2301 et seq., and the regulations promulgated thereunder and with the exception of any dispute arising pursuant to Section 8); (2) arising by virtue of any representations, promises or warranties alleged to have been made by Seller or Seller’s representative; and (3) relating to personal injury or property damage alleged to have been sustained by Buyer, Buyer’s children or other occupants of the Property, or in the Community. Buyer has executed this Agreement on behalf of his or her children and other occupants of the Property with the intent that all such parties be bound hereby.

Any and all mediations commenced by Buyer or Seller shall be filed with and administered by the American Arbitration Association or any successor thereto (“AAA”) in accordance with the AAA’s Supplementary Mediation Procedures for Residential Construction Disputes in effect on the date of the request. If there are no Supplementary Mediation Procedures for Residential Construction Disputes currently in effect, then the AAA’s Construction Industry Mediation Rules in effect on the date of such request shall be utilized. Unless mutually waived in writing by the parties, submission to mediation is a condition precedent to either Buyer or Seller taking further action with regard to any matter covered hereunder.

If the Dispute is not fully resolved by mediation, the Dispute shall be submitted to binding arbitration and administered by the AAA in accordance with the AAA’s Supplementary Arbitration Procedures for Residential Construction Disputes in effect on the date of the request. If there are no Supplementary Arbitration Procedures for Residential Construction Disputes currently in effect, then the AAA’s Construction Industry Arbitration Rules in effect on the date of such request shall be utilized. Any judgment upon the award rendered by the arbitrator may be entered in and enforced by any court having jurisdiction over such Dispute. Unless Buyer and Seller otherwise agree, claims in excess of \$10,000.00 but less than \$500,000.00 shall utilize the Regular Track Procedures of the Construction Industry Arbitration Rules, as modified by the Supplementary Arbitration Procedures for Residential Construction. If the claimed amount exceeds \$250,000.00 or includes a demand for punitive damages, the Dispute shall be heard and determined by three arbitrators; however, if mutually agreed to by Buyer and Seller, then the Dispute shall be heard and determined by one arbitrator. Arbitrators shall have expertise in the area(s) of Dispute, which may include legal expertise if legal issues are involved. All decisions respecting the arbitrability of any Dispute shall be decided by the arbitrator(s). At the request of either Buyer or Seller, the award of the arbitrator(s) shall be accompanied by detailed written findings of fact and conclusions of

law. Except as may be required by law or for confirmation of an award, neither a party nor an arbitrator may disclose the existence, content, or results of any arbitration hereunder without the prior written consent of both Buyer and Seller.

The waiver or invalidity of any portion of this Section shall not affect the validity or enforceability of the remaining portions of this Section. Buyer and Seller further agree (1) that any Dispute involving Seller's affiliates, directors, officers, employees and agents shall also be subject to mediation and arbitration as set forth herein, and shall not be pursued in a court of law or equity; (2) that Seller may, at its sole election, include Seller's contractors, subcontractors and suppliers, as well as any warranty company and insurer as parties in the mediation and arbitration; and (3) that the mediation and arbitration will be limited to the parties specified herein.

Unless otherwise recoverable by law or statute, each of Buyer and Seller shall bear its own costs and expenses, including attorneys' fees and paraprofessional fees, for any mediation and arbitration. Notwithstanding the foregoing, if Buyer or Seller unsuccessfully contests the validity or scope of arbitration in a court of law or equity, the noncontesting party shall be awarded reasonable attorneys' fees, paraprofessional fees and expenses incurred in defending such contest, including such fees and costs associated with any appellate proceedings. In addition, if Buyer or Seller fails to abide by the terms of a mediation settlement or arbitration award, the other party shall be awarded reasonable attorneys' fees, paraprofessional fees and expenses incurred in enforcing such settlement or award.

To the fullest extent permitted by applicable law, Buyer and Seller agree that no finding or stipulation of fact, no conclusion of law, and no arbitration award in any other arbitration, judicial, or similar proceeding shall be given preclusive or collateral estoppel effect in any arbitration hereunder unless there is mutuality of the parties. In addition, Buyer and Seller further agree that no finding or stipulation of fact, no conclusion of law, and no arbitration award in any arbitration hereunder shall be given preclusive or collateral estoppel effect in any other arbitration, judicial, or similar proceeding unless there is mutuality of the parties.

Buyer may obtain additional information concerning the rules of the AAA by visiting its website at www.adr.org or by writing the AAA at 335 Madison Avenue, New York, New York 10017.

Seller supports the principals set forth in the Consumer Due Process Protocol developed by the National Consumer Dispute Advisory Committee and agrees to the following:

Notwithstanding the requirements of arbitration stated in this section, Buyer shall have the option, after pursuing mediation as provided herein, to seek relief in a small claims court for disputes or claims within the scope of the court's jurisdiction in lieu of proceeding to arbitration. This option does not apply to any appeal from a decision by a small claims court.

Seller agrees to pay for one (1) day of mediation (mediator fees plus any administrative fees relating to the mediation). Any mediator and associated administrative fees incurred thereafter shall be shared equally by the parties.

The fees for any claim pursued via arbitration in an amount of \$10,000.00 or less shall be apportioned as provided in the Supplementary Rules for Residential Construction Disputes of the AAA or other applicable rules. Unless provided otherwise by the Supplementary Rules for Residential Construction Disputes of the AAA or other applicable rules, for claims that exceed \$10,000.00, the filing party shall pay up to the first \$750.00 of any initial filing fee to initiate arbitration. Under the following conditions,

Seller agrees to pay up to the next \$2,000.00 of any initial filing fee: (1) Buyer has participated in mediation prior to initiating the arbitration; (2) the parties have mutually agreed to waive mediation; or (3) Seller is the filing party. The portion of any filing fee not covered above, and any case service fee, management fee or fees of arbitrator(s), shall be shared equally by the parties.

Notwithstanding the foregoing, if either Seller or Buyer seeks injunctive relief, and not monetary damages, from a court because irreparable damage or harm would otherwise be suffered by either party before mediation or arbitration could be conducted, such actions shall not be interpreted to indicate that either party has waived the right to mediate or arbitrate. The right to mediate and arbitrate should also not be considered waived by the filing of a counterclaim by either party once a claim for injunctive relief had been filed with a court.

Other Dispute Resolutions. Notwithstanding the Buyer's and Seller's obligation to submit any Dispute to mediation and arbitration, in the event that a particular dispute is not subject to the mediation or the arbitration provisions of this section, then Buyer and Seller agree to the following provisions: **BUYER ACKNOWLEDGES THAT JUSTICE WILL BEST BE SERVED IF ISSUES REGARDING THIS AGREEMENT ARE HEARD BY A JUDGE IN A COURT PROCEEDING, AND NOT A JURY. BUYER AND SELLER AGREE THAT ANY DISPUTE, CLAIM, DEMAND, ACTION, OR CAUSE OF ACTION SHALL BE HEARD BY A JUDGE IN A COURT PROCEEDING AND NOT A JURY. BUYER AND SELLER HEREBY WAIVE THEIR RESPECTIVE RIGHT TO A JURY TRIAL. SELLER HEREBY SUGGESTS THAT BUYER CONTACT AN ATTORNEY OF BUYER'S CHOICE IF BUYER DOES NOT UNDERSTAND THE LEGAL CONSEQUENCES OF EXECUTING THE PURCHASE AND SALE AGREEMENT.**



WHAT'S NOT COVERED BY YOUR LENNAR LIMITED WARRANTY

In addition to other limitations and exclusions set forth in this Lennar Limited Warranty and the accompanying Workmanship, Systems and Structural Standards, the Lennar Limited Warranty does not provide coverage for the following items, which are specifically excluded:

1. Damage to any property, fixture, structure, improvement or appurtenance that was not constructed by Lennar. You shall be responsible for paying any costs required to remove such property, fixture, structure, improvement or appurtenance if Lennar deems it reasonably necessary to address a warranty claim.
2. Damage to land, landscaping (including sodding, seeding, shrubs, trees and planting), sprinkler systems, outbuildings, carports, or any other appurtenant structure or attachment to the dwelling, or other additions or improvement not a part of your Home;
3. Loss or damage which arises while your Home is being used primarily for nonresidential purposes;
4. Damages caused by changes in the level of the underground water table which were not reasonably foreseeable at the time of construction of your Home;
5. Loss of use of all or a portion of your Home;
6. This warranty does not apply to any manufactured item such as appliances, fixtures, equipment (except as specifically defined in the Workmanship, Systems and Structural Standards) or any other item which is covered by a manufacturer's warranty, nor does it cover conditions that are caused by failure of any such manufactured item. Appliances and items of equipment not covered by this limited warranty, include but are not limited to: air conditioning units, attic fans, boilers, burglar alarms, carbon monoxide detectors, ceiling fans, central vacuum systems, chimes, dishwashers, dryers, electric meters, electronic air cleaners, exhaust fans, fire alarms, fire protection sprinkler systems, freezers, furnaces, garage door openers, garbage disposals, gas meters, gas or electric grills, heat exchangers, heat pumps, humidifiers, intercoms, oil tanks, outside lights or motion lights not attached to the Home, range hoods, ranges, refrigerators, sewage pumps, smoke detectors, solar collectors, space heaters, sump pumps, thermostats, trash compactors, washers, water pumps, water softeners, water heaters, whirlpool baths, and whole house fans. Please note that the Workmanship, Systems and Structural Standards include reference to some items covered by this paragraph but the inclusion of those items in the Workmanship, Systems and Structural Standards is not intended to limit this exclusion. **ANY EQUIPMENT FAILURE COVERED BY THIS PARAGRAPH IS EXCLUDED FROM THE LENNAR LIMITED WARRANTY AND COVERED ONLY BY A MANUFACTURER'S WARRANTY, IF ANY.**
7. Any condition which has not resulted in actual physical damage to your Home;
8. Any loss or damage that is caused or made worse by any of the following causes, whether acting alone or in sequence or concurrence with any other cause or causes whatsoever, including without limitation, negligence on the part of any person:
 - a. Negligence, defective material or work supplied by, or improper operation by, anyone including you or your family other than Lennar or its employees, agents or subcontractors, including failure to comply with the warranty requirements of manufacturers of appliances, equipment or fixtures;
 - b. Change of the grading of the ground that alters the original grade or flow of water at your Home, or does not comply with accepted grading practices;

- c. Riot or civil commotion, war, vandalism, hurricane, tornado or other windstorm, fire, explosion, blasting, smoke, water escape, tidal wave, flood, hail, snow, ice storm, lightning, falling trees or other objects, aircraft, vehicles, mudslide, avalanche, earthquake, volcanic eruption or Acts of God;
 - d. Abuse of your Home, or any part thereof;
 - e. Microorganisms, fungus, decay, wet rot, dry rot, soft rot, rotting of any kind, mold, mildew, vermin, termites, insects, rodents, birds, wild or domestic animals, plants, corrosion, rust, radon, radiation, formaldehyde, asbestos, any solid, liquid or gaseous pollutant, contaminant, toxin, irritant or carcinogenic substance, whether organic or inorganic, and electromagnetic field or emission, including any claim of health risk or uninhabitability based on any of the foregoing;
 - f. Your failure to minimize or mitigate any defect, condition, loss or damage as soon as practicable;
- 9. Any loss or damage caused by buried debris (unless such debris was buried by Lennar or its employees, agents or subcontractors), underground springs, sinkholes, mineshafts or other subsurface anomalies which were not reasonably foreseeable by Lennar;
 - 10. Any request for warranty performance submitted after an unreasonable delay from notice of the condition or, in any event, later than thirty (30) days after the expiration of the applicable Warranty Term;
 - 11. Conditions consistent with or caused by normal wear and tear, including normal wear and tear caused by weather and/or other environmental conditions;
 - 12. Any condition caused by the homeowner's failure to properly maintain the home; or
 - 13. Any and all exclusions set forth in the Workmanship, Systems and Structural Standards.



LIMITATIONS ON LENNAR LIMITED WARRANTY

Homeowner obligations. You are obligated to care for your Home in such a way as to prevent or minimize damage to it and to properly maintain the Home. You should be aware that all homes go through a period of settlement and movement. During this period, your Home or components of your Home may experience some material shrinkage, cracking and other events which are normal and customary. Remember that you are responsible for proper maintenance of your Home including maintaining the original grades around your Home, planting trees and shrubs at a proper distance from your Home and conforming to generally accepted landscape practices for your region. Changing the drainage and grading patterns or trapping water near your home as a result of homeowner changes in grades and landscaping may cause damage to your foundation.

Disclaimer of Implied Warranties. Except as prohibited by laws of the state in which the Home is located, all other warranties, express or implied, including but not limited to any implied warranty of habitability, are hereby expressly disclaimed and waived. The terms of the Lennar Limited Warranty shall not be added to or varied either orally or in writing, and you agree to immediately notify Lennar if you believe any employee or agent of Lennar has added to or varied, either orally or in writing, the terms of the Lennar Limited Warranty. Such notification shall not be deemed as a modification of the agreement regardless of whether Lennar responds to the notice either verbally or in writing. In the event that any provision of the Lennar Limited Warranty is determined to be unenforceable in your state, such determination shall not affect the validity of the remaining provisions of the Lennar Limited Warranty.

Cap on Lennar Limited Warranty. Lennar's total financial obligations under the Lennar Limited Warranty are limited to the original sales price of your Home. This cap is calculated based on the cumulative total of all repairs, replacements or payments made during the Lennar Limited Warranty. Our costs of designing, accomplishing and monitoring repair to your Home are included in this cumulative total.

Consequential Damages Not Covered. Lennar shall not be liable for, and you expressly waive recovery of, any consequential damages that may result from the condition of any component of the Home, including but limited to: any diminution in value of the Home before or after repairs are performed; lost profits; damages to personal property; any personal injury of any kind including physical or mental pain and suffering and emotional distress, and any medical or hospital expenses; costs of food, moving and storage, relocation expenses, or rental value of the Home or any other costs due to loss of use, inconvenience or annoyance during repairs. Lennar will, however, reimburse you for reasonable costs of temporary hotel accommodations and a reasonable daily food allowance for such period of time that the repairs required by the claim are so extensive that you cannot reasonably reside in the Home during the repairs.

Other Coverage. Lennar shall not be responsible for, and the Limited Lennar Warranty shall not cover, any damages, costs or expenses that are covered by your homeowners' insurance or other insurance, government, or third party reimbursement programs.

Not an Insurance Policy. The Lennar Limited Warranty is **not an insurance policy** and Lennar does not provide you any insurance through the Lennar Limited Warranty or otherwise. You should always obtain homeowner's insurance to protect your Home, and your bank or other mortgage provider may require homeowner's insurance if you have a mortgage.

Discretion to Repair, Replace or Make Payment. Lennar reserves the option, at its sole discretion, to repair, replace or pay you the reasonable cost of repair or replacement for any claim made under this Lennar Limited Warranty. The design method and manner of any repair shall also be at Lennar's sole discretion.

Warranty Terms Not Extended. The warranty terms of the Lennar Limited Warranty shall not be extended by any repair, replacement or payment made under the Lennar Limited Warranty. There shall be



no warranty; express or implied, arising from repair or replacement work performed by or on behalf of Lennar except for the remaining original warranty term.

Limitations on Structural Repairs. Structural repairs are limited to only those (i) repairs of damage to load-bearing portions of your Home that are necessary to restore their load-bearing function; (ii) repair of those non-load bearing portions damaged by the condition that gives rise to the claim and whose repair is necessary to make your Home safe, sanitary or otherwise livable; and (iii) repair and cosmetic correction of only those surfaces, finishes and coverings, original to the Home, that were damaged by the condition giving rise to the claim or by the repair of the condition giving rise to the claim.

Limitations on Post-Repair Condition of Home. Repairs undertaken under the Lennar Limited Warranty are intended to restore the Home to approximately the same condition as existed prior to the claim, but not necessarily to like-new condition.

Previously Known Conditions. The Lennar Limited Warranty covers only those conditions which first occur during the term of the Lennar Limited Warranty. In addition, any conditions you knew about prior to the Effective Date of Lennar Limited Warranty such as items identified in the “walk-through,” “punch-list,” or in the case of a previously owned home, conditions that were identified on a home inspection report or were apparent through any reasonable inspection are not covered by the Lennar Limited Warranty.



STATE SPECIFIC LIMITATIONS/CLARIFICATIONS

Certain states have special laws that impact new home warranties. If your home is located in one of the states listed below, the information set forth for your state modifies or adds to the terms of this Warranty. If your home is not located in one of the following states, the following language is inapplicable to you and your Lennar Limited Warranty.

Georgia

LENNAR AND HOMEOWNER EXPRESSLY AGREE THAT THE ARBITRATION PROVISIONS SET FORTH IN THIS LENNAR LIMITED WARRANTY ESTABLISH THE EXCLUSIVE MEANS TO RESOLVE ALL DISPUTES THAT MAY ARISE BETWEEN YOU AND LENNAR (UNLESS A STATUTE EXPRESSLY PROVIDES OTHERWISE).

Maryland (Non-Montgomery County)

The Lennar Limited Warranty is intended to meet or exceed the terms and rights available under Maryland Code section 10-601, and Lennar warrants that for a period of two years, your home will be free of any defect in the electrical, plumbing, heating, cooling, and ventilating systems. Notwithstanding provisions to the contrary in the Lennar Limited Warranty, Lennar warrants appliances, fixtures, and items of equipment that we install, but the warranty period is limited to the length and scope of the manufacturer's warranty on the item.

Maryland (Montgomery County, only)

The Lennar Limited Warranty is intended to meet or exceed the terms and rights required by the Montgomery County Code. The Lennar Limited Warranty will provide the greater of the coverage of the Lennar Warranty Workmanship, Systems and Structural Standards or the Montgomery County Code, whenever they are in conflict.

Additionally, this Lennar Limited Warranty is intended to meet or exceed the terms and rights set forth in the Montgomery County Code related to consequential damages arising as a result of construction defects. The Lennar Limited Warranty will cover the greater of the damages provided in the Lennar Limited Warranty or the requirements of the Montgomery County Code, whenever there is a conflict between them.

You may obtain a copy of the applicable county warranty requirements from Montgomery County, directly.

Minnesota

The Lennar Limited Warranty is intended to meet or exceed the terms and rights available under Minn. Stat. 327A.01. Where the statutory coverage provides greater coverage than the Lennar Warranty Workmanship, Systems and Structural Standards, the statutory coverage shall apply.

To preserve your rights under the Lennar Limited Warranty in Minnesota, you must notify us in writing of your claim no later than six months after the applicable warranty time periods expire.



South Carolina

THIS AGREEMENT IS SUBJECT TO ARBITRATION PURSUANT TO THE UNIFORM ARBITRATION ACT, SECTION 15048-10, ET. SEQ. CODE OF LAWS OF SOUTH CAROLINA, 1976, AS AMENDED.

Texas

The Lennar Limited Warranty is intended to meet or exceed the terms and rights available under section 430.001 et seq. of the Property Code and regulations on performance standards found in Title 10, Chapter 304 of the Texas Administrative Code. The Lennar Limited Warranty will provide the greater of the coverage of the Lennar Warranty Workmanship, Systems and Structural Standards or the Texas warranties and building and performance standards whenever there is a conflict between them.



LENNAR WORKMANSHIP, SYSTEMS AND STRUCTURAL STANDARDS

The following Workmanship, Systems and Structural Standards have been developed and accepted by the residential construction industry in general. The following Standards are expressed in terms of required standards under the Lennar Limited Warranty. Lennar shall correct any condition that does not comply with these standards that occur within the applicable warranty term. Lennar will attempt to match and replace with Homeowner's original choice of colors and materials, except where Homeowner custom-ordered the items. Lennar is not responsible for discontinued items, changes in dye lots, colors or patterns, or items ordered outside of the original construction and does not guaranty an exact match to any paint color or other finish.

Structural components covered by the Structural Standards shall only include:

1. Foundations systems and footings
2. Beams
3. Girders
4. Lintels
5. Columns
6. Roof sheathing (only if your Home has original FHA/VA financing still in effect)
7. Load bearing walls and partitions
8. Roof framing systems
9. Floor systems
10. For the State of Colorado, basement slabs for the first four years of the structural warranty period but only if your Home has original FHA/VA-insured financing.

The following components are NOT covered under the Structural Standards:

1. Non-load bearing partitions and walls
2. Wall tile or paper
3. Plaster, laths or drywall
4. Flooring and sub-floor material
5. Brick, stucco, stone, siding or veneer
6. Any other type of exterior cladding
7. Roof shingles, roof tiles, sheathing, and tar paper
8. Heating, cooling, ventilating, plumbing, electrical and mechanical systems
9. Appliances, fixtures or items of equipment
10. Doors, trim, cabinets, hardware, insulation, paint, stains
11. Basement and other interior floating, ground-supported concrete slabs
12. Any item covered under the workmanship and systems standards

DEFICIENCY	WORKMANSHIP STANDARDS AND EXCLUSIONS (1 YEAR)
SITE WORK	
Grading	Performance Standard: Settling around foundation walls, utility trenches or other filled areas that exceeds a maximum of six inches from finished grade established by Builder is considered a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to a one-time repair during the Warranty Term. Homeowner is responsible for removal and replacement of shrubs and other landscaping affected by placement of the fill. Exclusions: Homeowner is responsible for establishing and maintaining adequate ground cover. Landscape altered by the Homeowner voids the Warranty on settlement/grading.
Improper surface drainage	Performance Standard: Deficiency is limited to grades within 10 feet and swales within 20 feet of Home. Standing or ponding water that remains in these areas for a period longer than 48 hours after a normal rain is considered a deficiency. In swales that drain from adjoining properties or where a sump pump discharges, water is not to remain in these areas for a period longer than 48 hours after a normal rain. The possibility of standing water after an unusually heavy rainfall should be anticipated and is not considered a deficiency. No grading determination is to be made while there is frost or snow or when the ground is saturated. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to a one-time repair during the Warranty Term. Builder is only responsible for initially establishing the proper grades, swales and drainage away from the Home. The Homeowner is responsible for maintaining such grades and swales once constructed by the Builder. Builder is not responsible for drainage deficiencies attributable to grading requirements imposed by state, county or local governing agencies. Exclusions: Standing or ponding water outside of defined swales and beyond 10 feet from the foundation of the Home or that is within 10 feet but is caused by unusual grade conditions or retention of treed areas, is not considered a deficiency. Standing or ponding water caused by changes in the grade or placement of sod, fencing, or any other obstructions by Homeowner is excluded from coverage. If the Homeowner adds a pool, patio or decks, Builder will no longer be responsible for any warranty claim for improper surface drainage.
Flowing or trickling water appears in interior crawl space surfaces	Performance Standard: A crawl space that is not graded and drained properly to prevent surface run-off from accumulating deeper than two inches in areas 36 inches or larger in diameter is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Exclusions: Deficiencies caused by the 1) Homeowner improperly modifying the existing grade or allowing water from an irrigation system to cause water to accumulate excessively under the foundation. 2) Homeowner allowing landscape plantings to interfere with proper drainage away from the foundation; or 3) Homeowner using the crawl space for storage of any kind are excluded from the Warranty.

DEFICIENCY	WORKMANSHIP STANDARDS AND EXCLUSIONS (1 YEAR)
Soil erosion	No coverage.
LANDSCAPE	No coverage due to regional variances in temperature and terrain. Warranty coverage may be available from a third-party landscape contractor, if applicable.
IRRIGATION	No coverage.
FENCING	No coverage.
CONCRETE	
Basement or foundation wall cracks, other than expansion or control joints	Performance Standard: Cracks that allow water to enter through the basement or crawl space wall or seeping through the basement floor are a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Exclusion: Deficiencies caused by the 1) Homeowner improperly modifying the existing grade or allowing water from an irrigation system to cause water to accumulate excessively under the foundation.; 2) Homeowner allowing landscape plantings to interfere with proper drainage away from the foundation; or 3) Homeowner using the crawl space for storage of any kind are excluded from the Warranty.
Expansion/control joint separation	No coverage. Concrete slabs are designed to move at control joints, and such movement does not require corrective action.
Cracking of attached garage floor slab	Performance Standard: Cracks in attached garage floor slabs that exceed ¼ inch in width or ¼ inch in vertical offset are a deficiency. Responsibility: Builder will take corrective action necessary to comply with the Standard. Exclusion: Matching of concrete color or texture is not covered by the Warranty.
Cracking of detached garage floor slab	No coverage.
Garage concrete floor has settled, heaved, or separated	Performance Standard: A garage floor that settles, heaves, or separates in excess of 1 inch from the foundation of the Home is a deficiency. Responsibility: Builder will take corrective action necessary to comply with the Standard.
Cracks in attached patio slab and sidewalks	No coverage. Driveways, sidewalks, stoops, patios, etc., are exposed to the elements year round and are subject to wear and tear from weather. Cracks are to be expected due to curing, expansion and contraction.

DEFICIENCY	WORKMANSHIP STANDARDS AND EXCLUSIONS (1 YEAR)
Cracks in exterior concrete	No coverage. Driveways, sidewalks, stoops, patios, etc., are exposed to the elements year round and are subject to wear and tear from weather. Cracks are to be expected due to curing, expansion and contraction.
Cracks in concrete on-grade floors, with finish flooring	Performance Standard: Cracks that rupture or significantly impair the appearance or performance of the finish flooring material are deficiencies. Responsibility: Repair cracks as required so as not to be apparent when the finish flooring material is in place. Repair may include filling, grinding or use of a floor-leveling compound. Exclusions: Concrete slab-on-grade floors cannot be expected to be crack-free. Most cracking is minor and is the result of large areas of concrete shrinking as the concrete cures. These cracks do not affect the structural integrity of the home. Since slab-on-grade floors are quite large, shrinkage cracks can be expected to occur randomly.
Cracks in concrete floor of unfinished area (no floor covering) or in areas not designed for living	No coverage.
Cracks in visible face of foundation	No coverage.
Uneven concrete floor slabs	Performance Standard: Concrete floors in rooms finished for habitability by Builder that have pits, depressions or area of unevenness exceeding 3/8 inch in 4 feet are deficiencies. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Where applicable, surface patching is an accepted method of repair. Reinstall or replace any finish flooring material as necessary. Exclusions: Basement floors or where a floor or a portion of a floor has been designed for specific drainage purposes are excluded from the Standard.
Interior concrete work is pitting, scaling or spalling	Performance Standard: Interior concrete surfaces that disintegrate to the extent that aggregate is exposed and loosened under normal conditions of use are deficiencies. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Exclusions: Builder is not responsible for deterioration caused by salt, chemicals, mechanical implements, or other factors beyond the Builder's control. Color variations are not covered by the Warranty.
Efflorescence is present on surface of basement floor	No coverage.

DEFICIENCY	WORKMANSHIP STANDARDS AND EXCLUSIONS (1 YEAR)
Separation of brick or masonry edging from concrete slab or step	Performance Standard: It is common for the joint to crack between concrete and masonry due to the dissimilarity of the materials. Cracks in excess of ¼ inch are a deficiency. Responsibility: Grout crack fully and reset loose masonry where required. Replacement of masonry material, if required, shall match the existing as closely as possible but Builder cannot guaranty an exact match.
Cracking, settling or heaving of stoops and steps	Performance Standard: Stoops and steps that have settled, heaved or separated in excess of 1 inch from Home are a deficiency. Responsibility: Builder shall take corrective action necessary to meet the Standard.
Water remains on stoops or steps after rain has stopped	Performance Standard: Water shall drain off outdoor stoops and steps. Minor amounts of water can be expected to remain on stoops and steps for up to 24 hours after rain. Responsibility: Builder shall take corrective action necessary to meet the Standard.
Concrete stair general standards	Performance Standard: Concrete stair steepness and dimensions, such as tread width, riser height, landing size and stairway width that do not comply with the Building Code are a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Concrete stair handrail standards	Performance Standard: Handrails that do not remain securely attached to concrete stairs are a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Exclusions: Handrails that do not remain securely attached because of ordinary wear and tear including but not limited to children sliding down the rail or otherwise playing on the rails is excluded.
Separation or movement of concrete slabs within the structure at construction and control joints	No coverage. Concrete slabs within the structure are designed to move at construction and control joints and are not deficiencies. The Homeowner is responsible for maintenance of joint material. Expansion joints are intentionally placed in some concrete surfaces to allow sections of concrete to expand and contract with changes in temperature, and control joints are intentionally placed in concrete to control cracking as concrete cures. Expansion and control joints often have inserted plastic barriers or have been grooved/notched during concrete placement and will have a tendency to move or crack in the joint area.

DEFICIENCY	WORKMANSHIP STANDARDS AND EXCLUSIONS (1 YEAR)
Concrete block or poured concrete basement wall is bowed or out of plumb	Performance Standard: Basement walls that bow or are out of plumb greater than 1.5 inches per 8 feet when measured vertically on the wall are a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Exposed concrete wall has holes in it	Performance Standard: Holes in walls that are larger than 1 inch in diameter or 1 inch in depth are considered a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Concrete has protruding objects	Performance Standard: Concrete slabs that have protruding objects, such as a nail, rebar or wire mesh are a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Asphalt driveways	No coverage.
Masonry (brick) driveway settlement/shifting	No coverage.
Masonry driveway color variation	No coverage.
Cracks/chips in masonry driveway	Performance Standard: Cracks or chips in a masonry driveway caused by construction activities are a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to deficiencies noted prior to closing.
Negative slope driveway	Performance Standard: A driveway that has a negative slope is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Exclusions: Driveways with negative slope due to site conditions where the lot is below the road are not a deficiency.
Pop-outs in exterior concrete	No coverage.
Surface scaling in exterior concrete	No coverage.
Water ponding on Exterior concrete surfaces	No coverage.
Common area sidewalks	No coverage.

DEFICIENCY	WORKMANSHIP STANDARDS AND EXCLUSIONS (1 YEAR)
Exterior concrete paver surfaces	No coverage.
Exterior concrete finish	No coverage.
Protruding object in exterior concrete	Performance Standard: Exterior concrete that has protruding objects, such as a nail, rebar or wire mesh is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Concrete corners and edges	Performance Standard: Concrete corners and edges that are excessively damaged during construction activities are a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to deficiencies noted prior to closing.
MASONRY	
Cracks in masonry, brick or stone veneer	Performance Standard: Small hairline cracks resulting from shrinkage are common in mortar joints of masonry construction. Cracks greater than ¼ inch in width are deficiencies. Responsibility: Builder will repair cracks greater than ¼ inch by tuck pointing and patching. Repairs should be made near the end of the Warranty Term to allow Home to stabilize and normal settlement to occur. Exclusions: Builder is not responsible for color variations between existing and new mortar.
Masonry wall bowed	Performance Standard: A masonry wall that bows in an amount equal to or in excess of one inch in ten feet when measured vertically is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Exclusion: This Standard does not apply to natural stone products.
Masonry broken, loose or deteriorated	Performance Standard: A masonry unit or mortar that is broken, loose or deteriorated is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Stained or dirty masonry	Performance Standard: Masonry that has dirt, stain or debris on the surface due to construction activities is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to deficiencies noted prior to closing.

DEFICIENCY	WORKMANSHIP STANDARDS AND EXCLUSIONS (1 YEAR)
Gaps in masonry walls	Performance Standard: A gap between masonry and adjacent material equaling or exceeding 1/4 of an inch in average width that is not caulked is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Mortar obstructions	Performance Standard. Mortar that obstructs a functional opening, such as a vent, weep hole or plumbing cleanout is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Exclusions: Deficiencies caused by the Homeowner putting any material into weep holes are excluded. Weep holes are an integral part of the wall drainage system and must remain unobstructed.
Mortar stain on exterior brick or stone	Performance Standard: Exterior brick and stone shall be free of mortar stains detracting from the appearance of the finished wall when viewed from 20 feet at closing. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to deficiencies noted prior to closing.
Efflorescence is present on masonry or mortar surface	No coverage.
Cracking or spalling of stucco and cement plaster	Performance Standard: Hairline cracks in stucco or cement plaster are common especially if applied directly to masonry back-up. Cracks greater than 1/8 inch in width or spalling of the finish surfaces are deficiencies. Responsibility: Scrape out cracks and spalled areas. Fill with cement plaster or stucco to match finish and color as close as possible. Exclusions: The Builder will try to match the original stucco texture and color as closely as possible, but a perfect match is not covered by the Warranty. The Builder shall not be responsible for repairing cracks in stucco caused by the Homeowner's actions, including the attachment of devices to the stucco surface, such as, but not limited to, patio covers, plant holders, awnings and hose racks.
Separation at stucco joints	Performance Standard: A separation between a stucco surface and adjacent material that equals or exceeds 1/4 of an inch in width that is not caulked is a deficiency. Responsibility: Builder shall take corrective action necessary to comply standards.

DEFICIENCY	WORKMANSHIP STANDARDS AND EXCLUSIONS (1 YEAR)
Separation of coating from base on exterior stucco wall	Texture may become separated from the base stucco layer. Missing stucco texture greater than 1/8 inch is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder is not responsible for failure to match color or texture, due to the nature of the material. Exclusions: Texture loss beneath the horizontal weep or drainage screed is normal and is not covered by the Warranty.
Exposed lath	Performance Standard: Lath that is exposed is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Texture mismatch	Performance Standard: Deviations, bumps or voids measuring over ¼ inch per 4 feet, which are not part of the intended texture are a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Exemptions: Texture is applied by hand, which varies with the technique of the installer. Where tall walls exist, it is necessary to install in several passes. Breaks between application phases occur in all homes and sometimes are more visible due to the method of application. Inherent inconsistency is to be expected as with all hand-applied troweled finishes. During repair, the Builder will try to match the original texture as closely as possible, but a perfect match is not covered by the Warranty.
Stucco color mismatch	No coverage. Stucco/Cementitious finish is a colored cement product and is affected by the underlying surface, application technique, temperature, humidity and curing. The Builder will try to match stucco/cementitious finish color as closely as possible, but a perfect match is not covered by the Warranty.
Surface staining	No coverage. The surface of exterior walls may become stained from rainwater or water splashing up from the ground. Since the surface is a porous material, this condition cannot be eliminated and is not covered by the Warranty.
Stucco/cementitious finish appears wet	No coverage. The surface is a porous cement product and designed to become saturated with moisture. It will, therefore, appear wet long after rain has stopped. This is a normal condition and is not covered by the Warranty.
Stucco finish imperfections	Performance Standard: Stucco surfaces that have imperfections that are visible from a distance of ten feet under normal lighting conditions and that disrupt the overall uniformity of the finished pattern are a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.

DEFICIENCY	WORKMANSHIP STANDARDS AND EXCLUSIONS (1 YEAR)
Stucco deteriorates excessively	Performance Standard: Stucco that deteriorates excessively is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Exclusion: Deterioration caused by Homeowner allowing water from irrigation system to contact stucco excessively is not covered.
Stucco bowed, uneven or wavy	Performance Standard: Stucco walls that bow in excess of 1½ inches in ten feet measured vertically is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Stucco screed	Performance Standard: A stucco screed that does not have a minimum clearance of at least 4 inches above the soil or landscape surface and at least 2 inches above any paved surface is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Exclusion: Deficiencies due to Homeowner-altered landscape are not covered.
Stucco obstructs opening	Performance Standard: Stucco that obstructs a functional opening, such as a vent, weep hole or plumbing cleanout is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Course of masonry or veneer not straight	No coverage.
Exterior cut bricks are of different thickness below openings	No coverage.
CARPENTRY/FRAMING	
Floors squeak, due to improper installation or loose subfloors	Performance Standard: Loud and objectionable squeaks caused by improper installation or loose subfloor are deficiencies, but a totally squeak-proof floor cannot be guaranteed. Responsibility: Builder will refasten any loose subfloor or take other corrective action to reduce squeaking to the extent possible within reasonable repair capability without removing floor and ceiling finishes. Floor squeaks may occur when a subfloor that has come loose from the joists is deflected by the weight of a person and rubs against the nails that hold it in place. Squeaks may also occur when one joint is deflected while the other members remain stationary. Because the Standard requires the Builder to make a reasonable attempt to eliminate squeaks without requiring removal of all floor and ceiling finishes, nailing loose subflooring with casing nails into the carpet surface and countersinking the head is an acceptable practice.

DEFICIENCY	WORKMANSHIP STANDARDS AND EXCLUSIONS (1 YEAR)
Squeaking stair riser or tread	Performance Standard: Loud squeaks caused by a loose stair riser or tread are deficiencies, but totally squeak-proof stair risers or treads cannot be guaranteed. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Gaps exist between interior stair railing parts	Performance Standard: Gaps between interior stair railing parts that exceed 1/8 inch in width are a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Interior stair railing lacks rigidity	Performance Standard: Interior stair railings that are not attached to structural members in accordance with applicable codes are a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to a one-time repair during the Warranty Term.
Interior stair tread deflects too much	Performance Standard: An interior stair tread that deflects in excess of 1/8 inch at 200 pounds force is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Gaps exist between interior stair risers, treads, and/or skirts	Performance Standard: Gaps between adjoining parts that are designed to meet flush that exceed 1/8 inch in width are a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to a one-time repair during the Warranty Term.
Uneven wood framed floors	Performance Standard: Sub-flooring that has excessive humps, ridges, depressions or slopes within any room that equals or exceeds 3/8 of an inch in any 32-inch direction is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Wood floor is out of square	No coverage.
Wood floor is out of level	Performance Standard: If any point on the surface of a wood floor is more than 1/2 inch higher or lower than any other point on the surface within 20 feet, or proportional multiples of the preceding dimensions, it is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.

DEFICIENCY	WORKMANSHIP STANDARDS AND EXCLUSIONS (1 YEAR)
Excessive deflection observed in floor or roof constructed of wood I-joists	Performance Standard: All beams, joists, rafters, headers, and other structural members constructed of wood I-joists that are not sized, and fasteners spaced, according to manufacturer's specifications for size, length, and spacing are a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Bowed stud walls or ceilings	Performance Standard: All interior and exterior frame walls or ceilings have slight variations on the finish surfaces. Walls or ceilings that are bowed more than ½ inch within a 32 inch horizontal measurement; or ½ inch with any 8 foot vertical measurement are deficiencies. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Wood frame walls out of plumb	Performance Standard: Wood frame walls that are more than 3/8 inch out of plumb for any 32 inch vertical measurement are a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Wood, concrete, masonry or steel columns are bowed or out of plumb	Performance Standard: Wood columns that are bowed in excess of ½ inch in 8 feet or out of plumb in excess of 1/8 inch in any 12 inches or ¾ inch in 8 feet when measured from base to top of column are a deficiency. Concrete columns installed with a bow in excess of 1 inch in 8 feet are a deficiency. Concrete columns installed out of plumb in excess of ¼ inch in 12 inches when measured from the base to the top of the column, not to exceed 1 ½ inches in 8 feet are a deficiency. Exposed concrete columns bowed or out of plumb in excess of 1 inch in 8 feet are a deficiency. Masonry columns installed out of plumb in excess of ¼ inch in 12 inches when measured from the base to the top of the column not to exceed 1 ½ inches in 8 feet are a deficiency. Masonry columns bowed or out of plumb more than 1 inch in 8 feet are a deficiency. Steel columns out of plumb in excess of 1/8 inch in 12 inches when measured from the base to the top of the column are a deficiency. Steel columns bowed or out of plumb in excess of 3/8 inch in 8 feet when measured vertically are a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.

DEFICIENCY	WORKMANSHIP STANDARDS AND EXCLUSIONS (1 YEAR)
Exterior moisture barrier on wall	Performance Standard: An exterior moisture barrier that allows an accumulation of moisture inside the barrier is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Exclusion: Penetrations made by the Homeowner through the exterior moisture barrier that permit the introduction of moisture inside the barrier are excluded.
Springiness, bounce, shaking, or visible sag is observed in floor or roof	Performance Standard: All beams, joists, rafters, headers and other structural members shall be sized and fasteners spaced according to the National Forest Products Association span tables or local building codes. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Wood beam or post is split	Performance Standard: Beams or post, especially those 2 ½ inches or greater in thickness, will sometimes split as they dry subsequent to construction. Unfilled splits exceeding ¼ inch in width and all splits exceeding 3/8 inch in width are deficiencies. Responsibility: Builder shall repair or replace as required. Filling splits is acceptable for widths up to 3/8 inch. Exclusion: Some characteristics of drying wood are beyond the control of the Builder and cannot be prevented.
Wood beam or post is twisted, bowed or cupped	Performance Standard: A non-structural post or beam having a warp or twist equal or exceeding one inch in eight-feet of length is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Split or warped rafters or trusses	No coverage. Some splitting or warping is normal and is caused by high temperature effects on lumber.
Exterior sheathing and subflooring which delaminates or swells	Performance Standard: Sheathing and subflooring delaminating or swelling on the side that the finish material has been applied is a deficiency. Responsibility: Builder shall repair or replace subflooring or sheathing as required. Replacement of the finish materials, when necessary, shall be done to match the existing finish as closely as possible.
Wood frame walls out of square	Performance Standard: The diagonal of a triangle with sides of 12 feet and 16 feet along the edges of the floor that is not 20 feet plus or minus ½ inch is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.

DEFICIENCY	WORKMANSHIP STANDARDS AND EXCLUSIONS (1 YEAR)
INTERIOR TRIM	
Shelving	Performance Standard: The length of a closet rod shall not be shorter than the actual distance between the end supports in an amount equal to or exceeding 1/4 of an inch and shall be supported by stud-mounted brackets no more than four feet apart. The length of a shelf shall not be shorter than the actual distance between the supporting walls by an amount equal to or exceeding 1/4 of an inch and shall be supported by stud-mounted brackets no more than four feet apart. End supports shall be securely mounted. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Unsatisfactory quality of finished interior trim and workmanship	Performance Standard: Joints between moldings and adjacent surfaces that exceed 1/8 inch in width are deficiencies. Responsibility: Repair defective joints and touch up finish coating where required to match as closely as possible. Caulking is acceptable. Exclusion: Some separation due to lumber shrinkage is normal and should be expected. Separation of trim and moldings can be caused by lack of control of indoor relative humidity by Homeowner and is not covered.
Inside corner is not coped or mitered	Performance Standard: Trim edges at inside corners that are not coped or mitered are a deficiency. However, square edge trim may be butted. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Trim or molding miter edges do not meet	Performance Standard: Gaps between miter edges in trim and molding that exceed 1/4 inch at installation are a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to deficiencies noted prior to closing.
Interior trim is split	No coverage. Splits, cracks and checking are inherent characteristics of all wood products and are not considered deficiencies.
Hammer marks visible on interior trim	Performance Standard: Hammer marks on interior trim that are readily visible from a distance of 6 feet under normal lighting conditions are a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to deficiencies noted prior to closing. Exemption: Refinished or replaced areas may not match surrounding areas exactly.

DEFICIENCY	WORKMANSHIP STANDARDS AND EXCLUSIONS (1 YEAR)
Exposed nail heads in woodwork	Performance Standard: After painting or finishing, nails and nail holes that are readily visible from a distance of 6 feet under normal lighting conditions are a deficiency. Responsibility: Fill nail holes where required and, if necessary, touch up paint, stain or varnish to match as closely as possible. Builder's responsibility is limited to deficiencies noted prior to closing. Exemption: Nail holes do not have to be filled where the surface finish is not conducive or so designed to have nail holes filled because of the product. Nail holes in base and trim in unfinished rooms or closets do not have to be filled.
THERMAL AND MOISTURE PROTECTION	
Leaks in basement or in foundation/crawl space	Performance Standard: Leaks resulting in actual trickling of water through the walls or seeping through the floor are deficiencies. Responsibility: Take such corrective action as is necessary to correct basement and crawl space leaks, except where the cause is determined to be the result of Homeowner negligence. Where a sump pit has been installed by Builder in the affected areas but the sump pump was not contracted for or installed by Builder, no action is required until a properly sized pump is installed by the Homeowner in an attempt to correct the condition. Should the condition continue to exist, then Builder shall take necessary action to correct the problem. Exemption: Leaks caused by landscaping improperly installed by the Homeowner or failure by the Homeowner to maintain proper grades are excluded from Warranty Coverage. Dampness in basement and foundation walls or in concrete basement and crawl space floors is often common to new construction and is not a deficiency.
Insufficient insulation	Performance Standard: Insulation that is not installed around all habitable areas in accordance with established local industry standards is a deficiency. Responsibility: Builder shall install insulation of sufficient thickness and characteristics to meet the local industry standards. In the case of dispute, cost for investigating the sufficiency of insulation and restoring areas to prior condition is to be borne by Homeowner if it is found that the standard has been met by Builder. Builder's responsibility is limited to deficiencies noted prior to closing.
Sound transmission between rooms, floor levels, adjoining condominium units in a building or from the street into Home	No coverage.

DEFICIENCY	WORKMANSHIP STANDARDS AND EXCLUSIONS (1 YEAR)
Inadequate ventilation or moisture in crawl spaces	Performance Standard: Crawl spaces shall have adequate ventilation to remove moisture or other approved method of moisture control. Ventilation or other moisture control methods shall be considered a deficiency if there is damage to supporting members or insulation due to moisture accumulation. Responsibility: Builder shall investigate to determine cause, and make necessary repairs. Corrective action may include the installation or properly sized louvers, vents, vapor barrier or other locally approved method of moisture control. Exclusion: Temporary conditions may cause condensation in crawl spaces that cannot be eliminated by ventilation and/or vapor barrier. Night air may cool foundation walls and provide a cool surface on which moisture may condense. In Homes that are left unheated in the winter, the underside of floors may provide a cold surface on which warmer crawl space air may condense. These and other similar conditions are beyond the Builder's control. Maintaining adequate heat and seasonable adjustment of vents is the responsibility of the Homeowner.
Inadequate ventilation or moisture control in attics or roofs	Performance Standard: Attics or roofs shall have adequate ventilation to remove moisture, or other approved method of moisture control. Ventilation or other moisture control methods shall be considered a deficiency if there is damage to supporting members or insulation due to moisture accumulation. Responsibility: Builder shall investigate to determine cause and make necessary repairs. Corrective action may include the installation of properly sized louvers, vents, vapor retarder or other locally approved method of moisture control. Exclusion: The Homeowner is responsible for keeping existing vents unobstructed. Locally approved and properly constructed "hot roof" or other alternative roof designs may not require ventilation, and where there is no evidence of moisture damage to supporting members or insulation, are not deficiencies.
Attic vents or louvers leak	Performance Standard: Attic vents and louvers that leak are a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Exclusion: Infiltration of wind driven rain and snow are not considered leaks and are beyond the control of the Builder.
Bath or kitchen exhaust fans improperly vented into attic	Performance Standard: Bath or kitchen exhaust fans that are vented into attics causing moisture to accumulate resulting in damage to supporting members or insulation are deficiencies. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Kitchen or bath fans allow cold air infiltration	No coverage. This is a normal condition beyond the Builder's control.

DEFICIENCY	WORKMANSHIP STANDARDS AND EXCLUSIONS (1 YEAR)
Water or air leaks in exterior walls due to inadequate caulking	Performance Standard: Joints and cracks in exterior wall surfaces and around openings that are not properly caulked to exclude the entry of water or excessive drafts are a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Exclusion: The Homeowner must maintain caulking once the condition is corrected.
Delamination, splitting or deterioration of exterior siding	Performance Standard: Any hardwood or composite siding that has delaminated (separated into layers) is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Exclusion: The effects of improper Homeowner maintenance, negligent damage caused by objects striking the siding and weathering are not covered by the Warranty.
Loose or fallen siding	Performance Standard: All siding that is not installed properly, which causes same to come loose or fall off is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Exclusion: Loose or fallen siding due to Homeowners actions or neglect, such as leaning heavy objects against siding, impact, or sprinkler systems repeatedly wetting siding is not a deficiency.
Siding is bowed	Performance Standard: Bows exceeding ½ inch in 32 inches are deficiencies. Responsibility: Builder shall take corrective action necessary to comply with the Standard. If replacement of siding is required, Builder will match the original material as closely as possible. Homeowner should be aware that the new finish may not exactly match the original surface texture or color. Exclusion: Bowed siding due to Homeowner's actions or such as bowing caused by sprinkler system repeatedly wetting siding is not a deficiency.
Stained siding from nails	Performance Standard: Nail stains exceeding ½ inch in length and visible from a distance of 20 feet are deficiencies. Responsibility: Builder shall correct by either removing stains, painting or staining the affected area one-time only during the Warranty Term. Builder shall match color and finish as closely as possible. Where paint or stain touch up affects the majority of the wall surface, the whole area shall be refinished. Exclusion: "Natural weathering" or semi-transparent stains are excluded from coverage.

DEFICIENCY	WORKMANSHIP STANDARDS AND EXCLUSIONS (1 YEAR)
Siding joints separated	Performance Standard: Joint separations in siding exceeding 3/16 inch are a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Filling with sealant is an acceptable repair.
Gaps between siding and trim	Performance Standard: Gaps between siding and moldings at trim pieces, miter joints or openings that exceed ¼ inch are a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Caulking and repainting is an acceptable repair.
Siding nails expose interior fiber	Performance Standard: Siding nails that are countersunk to expose the interior fibers of hardboard or cementitious composite siding are a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Caulking and repainting is an acceptable repair.
Splits or knotholes in siding or trim	Performance Standard: Knotholes that expose the underlying sheathing or building paper, or splits in exterior siding or trim wider than 1/8 inch are a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to a one-time repair during the Warranty Term.
Siding color or texture mismatch	Performance Standard: The Builder will try to match the texture and color of the existing siding as closely as possible for any repair or replacement of siding, but a perfect match is not guaranteed by the Warranty.
Siding finish faded	Performance Standard: Any colored siding will fade when exposed to the sun. This is a normal condition. If a particular piece of siding that becomes excessively faded in contrast to similarly exposed siding, it is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to a one-time repair during the Warranty Term.
Siding/trim wood rot	Performance Standard: Some warping, cupping, splitting or rotting of wood can be expected. Excess warping, cupping, splitting or rotting of wooden members is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to a one-time repair during the Warranty Term.

DEFICIENCY	WORKMANSHIP STANDARDS AND EXCLUSIONS (1 YEAR)
"Bleeding" through siding paint	Performance Standard: Resins and extractives "bleeding" through the paint are a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to a one-time repair during the Warranty Term. Exclusion: The Warranty will not apply if stains or clear wood protectants are used, since they do not cover up the natural extractives of wood. Effects of improper Homeowner maintenance, negligence, physical damage or weathering are not covered by the Warranty.
Unsatisfactory quality of finished exterior trim and workmanship	Performance Standard: Joints between exterior trim elements and siding which are in excess of ¼ inch are deficiencies. In all cases, the siding shall be capable of performing its function to exclude the elements. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Caulk open joints between dissimilar materials.
Loose exterior trim	Performance Standard: Trim that has separated from the home by more than ¼ inch is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Exclusion: The Warranty does not cover trim separation caused by acts of God or unusually high winds that exceed the manufacturer's wind limits.
Protruding nails in exterior trim	Performance Standard: Trim with nails that completely protrude through the finished surface of the trim is a deficiency, but nail heads may be visible on some products. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Exclusion: Some products specify that the nails be flush with the trim surface. When these products are used, visible nail heads are not considered protruding nails as long as they are painted over.
Nail stains in exterior trim	Performance Standard: Nail stains exceeding ½ inch in length and visible from a distance of 20 feet are deficiencies. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to deficiencies noted prior to closing.
Exterior trim board cupped	Performance Standard: Exterior trim and eave block that cups in an amount equal to or in excess of a 1/4 of an inch in a six-foot run is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.

DEFICIENCY	WORKMANSHIP STANDARDS AND EXCLUSIONS (1 YEAR)
Exterior trim board twisted	Performance Standard: Bows and twists in trim board exceeding ¾ inch per 8 feet are deficiencies. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Exterior trim is split	Performance Standard: Exterior trim and eave block with cracks or splits equal to or in excess of 1/8 of an inch in average width are deficiencies. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Siding is not installed on a straight line	Performance Standard: Any piece of lap siding more than ½ inch off parallel in 20 feet with contiguous courses is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to deficiencies noted prior to closing.
Siding is buckled	Performance Standard: Siding that projects more than 3/16 inch from the face of adjacent siding is a deficiency Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to a one-time repair during the Warranty Term.
Siding is wavy	Performance Standard: Some waviness in lap siding is to be expected because of bows in studs. Thermal expansion waves or distortions in aluminum or vinyl lap siding, sometimes called oil canning, are considered deficiencies if they exceed 1/2 inch in 32 inches. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to a one-time repair during the Warranty Term.
Aluminum or vinyl lap siding trim is loose from house	Performance Standard: Trim that is separated more than ¼ inch from the house is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Aluminum or vinyl lap siding courses are not parallel with eaves or wall openings	Performance Standard: Any piece of aluminum or vinyl lap siding more than ½ inch off parallel in 20 feet with contiguous courses, or contiguous break such as a soffit line, is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.

DEFICIENCY	WORKMANSHIP STANDARDS AND EXCLUSIONS (1 YEAR)
Aluminum or vinyl lap siding nail shows under window, door, or eave	Performance Standard: Facing nails that do not match the color of the trim they affix are deficiencies. Nail heads in the field of the siding that are exposed are deficiencies. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Aluminum or vinyl lap siding trim accessory is loose from caulking at windows or other wall openings	No coverage.
Aluminum or vinyl lap siding is not cut tight to moldings	Performance Standard: Gaps between siding and moldings that exceed ¼ inch are deficiencies Responsibility: Builder shall take corrective action necessary to comply with the Standard. Exclusion: The consumer and contractor may agree to disregard standard to match conditions on structure.
Aluminum or vinyl lap siding is cut crooked	Performance Standard: Visible cuts in siding shall be straight, plumb, and neat. Crooked cuts greater than 1/8 inch from true are a deficiency. Responsibility: Gaps shall comply with the manufacturer's guidelines unless the existing building is out of square or out of plumb. Cut edges of vinyl siding should always be covered by trim or receiving channels and should not be visible. Cuts should be made so that when properly installed in trim, edges are not visible.
ROOF	
Water trapped under roofing membrane	Performance Standard: Any blister larger than 12 inches is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Roof or flashing leaks	Performance Standard: Roof and flashing leaks that occur under normal weather conditions are a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Exclusion: Leaks caused by debris or ice accumulation are considered part of routine Homeowner maintenance and are not covered by the Warranty.

DEFICIENCY	WORKMANSHIP STANDARDS AND EXCLUSIONS (1 YEAR)
Roof shingles have blown off	Performance Standard: Shingles shall not blow off in wind less than the manufacturer's standards or specifications. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Exclusion: Shingles that blow off in winds less than the manufacturer's specifications due to a Manufacturing defect are the manufacturer's responsibility. Shingles that blow off in hurricanes, tornadoes, hailstorms, or winds including gusts greater than 60 miles per hour, are not deficiencies. Homeowner should consult the manufacturer's warranty for specs, standards and warranty responsibility in higher wind speeds.
Lifted, torn, curled or otherwise defective shingles	No coverage. Manufacturing defects in shingles are not covered under the Warranty. The Homeowner should consult the manufacturer's warranty for specs, standards, and manufacturer's warranty responsibility.
Mildew, algae and moss on roofs	No coverage. The growth of mildew, algae and moss on roof surfaces is caused by the accumulation of dust and considered the responsibility of the Homeowner to conduct proper routine maintenance. The growth of mildew, algae and moss on roof surfaces is not covered under the Warranty.
Roof tile efflorescence	No coverage. Efflorescence is a temporary surface condition that causes a white chalky substance to form on concrete products. It is not uncommon for efflorescence to form on roof tiles, as it is a common condition for all concrete products. Efflorescence will eventually wash away with rain and, therefore, is not covered under the Warranty.
Roofing shingles or tiles not aligned	No coverage. Shingles and tiles are installed to withstand a maximum exposure to the weather as recommended by the manufacturer. Often, tiles and shingles must be adjusted to compensate for differing roof conditions. This is not considered a defect.
Shading or shadowing pattern	No coverage. Shading or shadowing on roofing materials is caused by the differences in product color installed in a specific area. The Builder will try to minimize shading deviations by mixing the tiles and shingles during installation, but uniform shading or shadowing is not covered by the Warranty.
Roof tile color variations	No coverage. Color fading, color changes, variations of the color hue or physical deterioration of the color from outside conditions of roof tiles should be expected. Because shade variations are normal and expected from weather, oxidation or air pollutants, color variations in roof tiles are not covered by the Warranty.
New roofing products do not match existing	No coverage. The color and texture of new roofing components used to repair existing roofing components may not match due to weather or manufacturing variations. For any repair or replacement of roofing components, the Builder will try to match the texture and color of existing roofing components as closely as possible, but a perfect color match is not covered by the Warranty.

DEFICIENCY	WORKMANSHIP STANDARDS AND EXCLUSIONS (1 YEAR)
Interior water damage from ice-damming	Performance Standard: Ice-damming causing leaks into living areas because of incorrectly installed insulation is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Exclusion: No action is required if the condition is caused by swings of freezing and thawing in the weather.
Loose or cracked tiles or shingles	Performance Standard: A roof tile that is cracked or broken is a deficiency. A shingle that is broken so that it detracts from the overall appearance of the home is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Exclusion: Deficiencies caused by Homeowner conduct.
Standing water on built-up roofs.	Performance Standard: Water that does not drain from a flat or low pitched roof within 24 hours of a normal rainfall is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Exclusion: Minor ponding or standing of water is not considered a deficiency. Minor ponding shall not exceed 3/8 inch.
Miscellaneous roof water infiltration	Performance Standard: Exterior moisture barrier of the roof that allows moisture penetration is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Exclusion: Penetrations through exterior moisture barrier of the roof made by the Homeowner.
Roofing is blistered but does not admit water	Performance Standard: No coverage. Surface blistering of roll roofing is caused by unusual conditions of heat and humidity acting on the asphalt and cannot be controlled by the Builder.
Roof ridge beam deflects	Performance Standard: Roof ridge beam deflection greater than 1 inch in 8 feet is considered a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Roof or ceiling rafter bows	Performance Standard: Rafters that bow greater than 1 inch in 8 feet are considered a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.

DEFICIENCY	WORKMANSHIP STANDARDS AND EXCLUSIONS (1 YEAR)
Roof sheathing is wavy or appears bowed	Performance Standard: Roof sheathing that bows more than ½ inch in 2 feet is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Ice builds up on the roof	No coverage. During prolonged cold spells, ice is likely to build up at the eaves of a roof. This condition can naturally occur when snow and ice accumulate.
Asphalt shingles do not overhang edges of roof, or hang too far over edges of roof	Performance Standard: Asphalt shingles shall overhang roof edges by not less than ¼ inch, and not more than ¾ inch unless the manufacturer's standards/specifications indicate otherwise. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Asphalt shingles have developed surface buckling	Performance Standard: Asphalt shingle surfaces need not be perfectly flat. Buckling higher than ¼ inch is considered a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Sheathing nails have loosened from framing and raised asphalt shingles	Performance Standard: Nails that loosen from roof sheathing to raise asphalt shingles from surface are a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Roofing nails are exposed at ridge of roof	Performance Standard: Nail heads shall be sealed to prevent leakage. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to a one-time repair during the Warranty Term.
Holes from walk boards are visible in asphalt shingles	Performance Standard: Holes from walk boards shall be flashed and sealed below the asphalt shingle tab to prevent leakage. If patch is visible from ground, the shingle should be replaced. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Existing roof shingles telegraphing through new asphalt shingles	No coverage.
Water is trapped under roll roofing	Performance Standard: Water that becomes trapped under roll roofing is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.

DEFICIENCY	WORKMANSHIP STANDARDS AND EXCLUSIONS (1 YEAR)
Gutter and downspouts leak	Performance Standard: Leaks at connections of gutters and downspouts are a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Exclusion: Homeowner is responsible for keeping gutters and downspouts clean. Gutter may overflow during heavy rains provided proper care is taken by the Homeowner to clear debris, snow and ice.
Water remains in gutters after a rain	Performance Standard: Small amounts of water may remain in some sections of gutter for a short time after a rain. Standing water in gutters that exceeds ½ inch in depth is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to a one-time repair during the Warranty Term. Exclusion: Homeowner is responsible for keeping gutters and downspouts free from debris that would obstruct drainage.
DOORS AND WINDOWS	
Warping of interior or exterior doors	Performance Standard: Warping on doors that exceeds ¼ inch as measured diagonally from corner to corner is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Exclusion: Warping that occurs to stain or lacquer-finished doors that are improperly maintained is the Homeowner's responsibility and is not covered by the Warranty.
Doors that do not open and close freely without binding against the doorframe	Performance Standard: Passage doors that do not open and close freely without binding against the doorframe are deficiencies. Lock bolt is to fit the keeper to maintain a closed position. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Exclusion: Wood doors may stick during occasional periods of high humidity. Seasonal changes may cause doors to expand and contract and are usually temporary conditions.
Gaps are visible around exterior door edge, door jamb and threshold	Performance Standard: Gaps greater than ¼ inch are deficiencies. Responsibility: Builder shall take corrective action necessary to comply with the Standard.

DEFICIENCY	WORKMANSHIP STANDARDS AND EXCLUSIONS (1 YEAR)
Door edge is not parallel to door jamb	Performance Standard: Door edge that is not within 3/16 inch of parallel to the door jamb is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Door swings open or closed by the force of gravity	Performance Standard: When a door is placed in an open position, it shall remain in the position it was placed, unless the movement is caused by airflow. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Door panels shrink and expose bare wood	No coverage. Wooden panels will shrink and expand because of temperature and/or humidity changes, and may expose unpainted surfaces. This does not constitute a defect.
Door panels split	Performance Standard: Door panels that have split to allow light to be visible through the door are deficiencies. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Bottom of doors drag on carpet surface	Performance Standard: Where it is understood by Builder and Homeowner that carpet is planned to be installed as floor finish by Builder, the bottom of the doors which drag on the carpet are deficiencies. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Exclusion: Where carpet is selected by the Homeowner having excessive high pile, the Homeowner is responsible for any additional door undercutting. Builder is not responsible if Homeowner installs carpet.
Excessive opening at the bottom of interior doors	Performance Standard: Passage doors from room to room that have openings between the bottom of the door and the floor finish material in excess of 1 ½ inches are deficiencies. Closet doors having an opening in excess of 2 inches are deficiencies. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to a one-time repair during the Warranty Term.
Bi- fold and pocket doors	Performance Standard: Pocket doors that rub in their pockets during normal operation are deficiencies. Bifold doors shall slide properly on their tracks at the time of closing. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to a one-time repair during the Warranty Term. Exclusion: Cleaning and maintenance necessary to preserve proper operation are the Homeowner's responsibility.

DEFICIENCY	WORKMANSHIP STANDARDS AND EXCLUSIONS (1 YEAR)
Sliding patio doors and screens	Performance Standard: Sliding patio doors and screens that come off their tracks when sliding during normal operation are deficiencies. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to a one-time repair during the Warranty Term. Exclusion: Some entrance of the elements can be expected under windy conditions.
Sliding patio door does not roll smoothly	Performance Standard: Sliding patio doors that do not roll smoothly at the time of closing are deficiencies. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to a one-time repair during the Warranty Term. Exclusion: The cleaning and maintenance necessary to preserve proper operation are the Homeowner's responsibility
Latch is loose or rattles	Performance Standard: Hardware shall function properly, without catching binding or requiring excessive force to operate. A door or window latch or lock shall close securely and shall not be loose or rattle. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to a one-time repair during the Warranty Term. Exclusion: Some minor movement should be expected.
Painted or stained doors	Performance Standard: A door or window shall be painted or stained according to the manufacturers' specifications. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to a one-time repair during the Warranty Term.
De-laminated doors	Performance Standard: A door that delaminates is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Damage to metal doors	Performance Standard: A metal door that is dented or scratched due to construction activities is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to deficiencies noted prior to closing.

DEFICIENCY	WORKMANSHIP STANDARDS AND EXCLUSIONS (1 YEAR)
Garage door fails to operate or fit properly	Performance Standard: Garage doors that do not operate and fit the door opening within the manufacturer's installation tolerances are deficiencies. Some entrance of the elements can be expected under heavy weather conditions and is not considered a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to a one-time repair during the Warranty Term. Exclusion: No adjustment is required when cause is determined to result from anyone but Builder's or Builder's subcontractors' installation of an electric door opener.
Damage to metal garage door	Performance Standard: A metal garage door that is dented or scratched due to construction activities is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to deficiencies noted prior to closing.
Garage door opener	No coverage.
Garage door spring	Performance Standard: A garage door spring shall operate properly and shall not lose appreciable tension, break or be undersized. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to a one-time repair during the Warranty Term.
Garage	Performance Standard: A garage door shall remain in place at any open position, operate smoothly and not be off track. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to a one-time repair during the Warranty Term.
Window is difficult to open or close	Performance Standard: Windows that require greater opening or closing force than the manufacturer's specifications are a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Exclusion: Normal maintenance by the Homeowner includes keeping the tracks, channels and operating mechanisms clean and lubricated. For most windows, Homeowners should use a dry silicone spray lubricant on the tracks once each year.

DEFICIENCY	WORKMANSHIP STANDARDS AND EXCLUSIONS (1 YEAR)
Double hung windows do not stay in place when open	Performance Standard: Double hung windows are permitted to move within a two inch tolerance, up or down when put in an open position. Any excessive movement exceeding the tolerance is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Condensation or frost on window frames and glass	Performance Standard: No coverage. Windows and skylights will collect condensation on their interior surfaces when high humidity within the home turns into water on the colder window or skylight surface. The Homeowner is responsible for controlling interior temperature and humidity to avoid condensation. Draperies and blinds should be left open to encourage air circulation and even temperatures during periods of cold weather and high interior humidity. Under the Warranty, no action on the part of the Builder is required.
Hardware does not work properly, fails to lock or perform its intended purpose	Performance Standard: Hardware finishes shall not be tarnished, blemished, corroded or stained due to construction activities, unless the finish is installed as a specialty feature. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to a one-time repair during the Warranty Term. Exclusion: The Builder is not responsible for tarnished, blemished, or stained hardware finishes that have been damaged by factors that are beyond the manufacturer's or the Builder's control such as the Homeowner's use of abrasive pads or cleaners, harsh chemicals, alcohol, organic solvents or deterioration caused by exposure to outdoor elements such as salt air or humidity.
Damaged hardware	Performance Standard: Hardware shall not be scratched, chipped, cracked or dented due to construction activities. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to deficiencies noted prior to closing.
Loose hardware	Performance Standard: Hardware shall be installed securely and shall not be loose. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to deficiencies noted prior to closing.
Door hardware or kick plate has tarnished	No coverage.

DEFICIENCY	WORKMANSHIP STANDARDS AND EXCLUSIONS (1 YEAR)
Interior iron work	Performance Standard: Interior ironwork that has rusted is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Exclusion: The builder is not responsible for ironwork finishes that rust due to factors that are beyond the manufacturer's or the Builder's control such as the Homeowner's use of abrasive pads or cleaners, harsh chemicals, alcohol, organic solvents or deterioration caused by exposure to humidity.
Storm doors, windows and screens do not operate or fit properly	Performance Standard: Storm doors, windows and screens, when installed, which do not operate or fit properly to provide the protection for which they are intended are considered deficiencies. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to a one-time repair during the Warranty Term. Exclusion: Missing screens, rips or gouges in the screen mesh are not covered by this Warranty.
Plastic molding behind storm door melts from exposure to sunlight	Performance Standard: The plastic moldings behind the storm doors should not melt if the storm panel is removed and reinstalled by the owner during normal maintenance operations. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to a one-time repair during the Warranty Term.
Drafts around doors and windows	Performance Standard: Some infiltration is usually noticeable around doors and windows especially during high winds. No daylight shall be visible around frame when window or exterior door is closed. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Exclusion: In high wind areas, the Homeowner may need to have storm windows and doors installed to eliminate drafts.
Clouding and condensation on inside surfaces of insulated glass	No coverage.

DEFICIENCY	WORKMANSHIP STANDARDS AND EXCLUSIONS (1 YEAR)
Window or skylight leaks	Performance Standard: Water leaking through or around windows or skylights as a result of improper installation is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Exclusion: Water leaks at windows or skylights resulting from Homeowner damage, extreme weather or improper Homeowner maintenance are not covered by the Warranty. Water may become visible in window tracks and sliding glass door tracks during heavy rain and should drain to the outside of the home.
Window scratches and imperfections	Performance Standard: Where a viewer looks through the window in daylight without direct sunlight, a potential imperfection that is in the view plane 90° to the window surface that is detectable from a distance of over ten feet is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to deficiencies noted prior to closing.
Defective glass	Performance Standard: Defects, including stress cracks or failed seals in insulated windows, are a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to a one-time repair during the Warranty Term.
Broken glass or screen	Performance Standard: Broken glass or screen due to construction activities are a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to deficiencies noted prior to closing.
Mirrors and shower doors	Performance Standard: A mirror, interior glass or shower door shall not be loose and shall be securely mounted or attached to the supporting surface. Fixtures, such as towel bars or door handles, shall be securely mounted. A mirror, interior glass or shower door shall not be damaged due to construction activities. A shower door shall not leak. Imperfections in a mirror or shower door shall not be visible from a distance of two feet or more when viewed in normal light. When opening and closing, a shower door shall operate easily and smoothly without requiring excessive pressure. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to a one-time repair during the Warranty Term.
FINISHES	

DEFICIENCY	WORKMANSHIP STANDARDS AND EXCLUSIONS (1 YEAR)
Cracks in plaster wall and ceiling surfaces	Performance Standard: Hairline cracks are not unusual. Cracks in plaster wall and ceiling surfaces exceeding 1/16 inch in width are deficiencies. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Drywall cracks, texture variations	Performance Standard: Hairline cracks are not unusual. Cracks in interior gypsum board or other drywall materials exceeding 1/8 inch in width are deficiencies. Responsibility: Builder shall take corrective action to repair drywall surface. Homeowner is responsible for sanding and painting of affected area.
Texture on blown or textured ceilings is uneven	No coverage. This is a normal condition that occurs with randomly applied materials.
Drywall bowed	Performance Standard: A drywall surface that has a bow or depression that equals or exceeds 1/4 of an inch out of line within any 32-inch horizontal measurement as measured from the center of the bow or depression or 1/2 of an inch within any eight-foot vertical measurement is a deficiency. A ceiling made of drywall that has bows or depressions that equal or exceed 1/2 of an inch out of line within a 32-inch measurement as measured from the center of the bow or depression running parallel with a ceiling joist or within 1/2 of an inch deviation from the plane of the ceiling within any eight-foot measurement is a deficiency. Responsibility: Builder shall take corrective action to repair drywall surface. Homeowner is responsible for sanding and painting of affected area.
Drywall is crowning	Performance Standard: Crowning at a drywall joint that equals or exceeds 1/4 of an inch within a twelve-inch measurement centered over the drywall joint is a deficiency. Responsibility: Builder shall take corrective action to repair drywall surface. Homeowner is responsible for sanding and painting of affected area.
Drywall is out of plumb, level or square	Performance Standard: A drywall surface that is out of level (horizontal), plumb (vertical) or square (perpendicular at a 90-degree angle) such that there are variations in those measurements to wall or surface edges at any opening, corner, sill, shelf, etc. that equals or exceeds 3/8 of an inch in any 32-inch measurement along the wall or surface is a deficiency. Responsibility: Builder shall take corrective action to repair drywall surface. Homeowner is responsible for sanding and painting of affected area.
Angular gypsum wallboard joints are uneven	No coverage. This is a natural condition that occurs with randomly applied materials.

DEFICIENCY	WORKMANSHIP STANDARDS AND EXCLUSIONS (1 YEAR)
Nail pops, blisters, or other blemishes on finished wall or ceiling	Performance Standard: Nail pops and blisters that are readily visible from a distance of 6 feet under normal lighting conditions are deficiencies. Responsibility: Builder shall take corrective action to repair drywall surface. Homeowner is responsible for sanding and painting of affected area. Builder's responsibility is limited to a one-time repair during the Warranty Term Exclusion: Depressions or slight mounds at nail heads are not considered deficiencies. Builder is not responsible for nail pops or blisters that are not visible, such as those covered by wallpaper.
Cracked corner bead, excess joint compound, trowel marks or blisters in tape joints	Performance Standard: Cracked or exposed corner bead, trowel marks, excess joint compound, or blisters in drywall tape are deficiencies. Responsibility: Builder shall take corrective action to repair drywall surface. Homeowner is responsible for sanding and painting of affected area. Builder's responsibility is limited to a one-time repair during the Warranty Term.
FLOORING	
Flagstone, marble, quarry tile, slate, or other hard surface flooring is broken or loose	Performance Standard: Tile, flagstone or similar hard surfaced sanitary flooring that cracks or becomes loose is a deficiency. Subfloor and wallboard are required to be structurally sound, rigid and suitable to receive a finish. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Exclusion: Cracking or loosening of flooring caused by the Homeowner's negligence is not a deficiency. Builder is not responsible for color and pattern variations or discontinued patterns of the manufacturer. Hollow tiles occasionally occur and are not covered by the Warranty.
Hard surface color variations and imperfections	No coverage.
Excessive "lippage" of adjoining marble or ceramic tile	Performance Standard: Lippage greater than 1/8 inch is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to deficiencies noted prior to closing. Exclusion: Irregular tiles such as limestone, adoquin and Mexican Payers are not covered by the Warranty.
Cracks in grouting of ceramic tile joints or at junctions with other materials such as a bathtub, shower, or countertop	No coverage.

DEFICIENCY	WORKMANSHIP STANDARDS AND EXCLUSIONS (1 YEAR)
Grout or mortar joint is not a uniform color	Performance Standard: Grout that changes shade or discolors excessively due to construction activities is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to deficiencies noted prior to closing.
Irregular grout lines	Performance Standard: Hard surface layout or grout line that are excessively irregular are deficiencies. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to deficiencies noted prior to closing. Exclusion: Natural products such as flagstone, marble, granite, slate, and other quarry tile will have size variations that may create irregular layouts or grout lines.
Nail pops appear on the surface of resilient flooring	Performance Standard: Readily apparent nail pops are deficiencies. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Exclusion: Builder is not responsible for discontinued patterns or color variations. Sharp objects such as high heels, table and chair legs, can cause similar problems, and are not covered by this Warranty.
Depressions or ridges appear in the resilient flooring due to subfloor irregularities	Performance Standard: Readily apparent depressions or ridges exceeding 1/8-inch are a deficiency. The ridge or depression measurement is taken as the gap created at one end of a 6-inch straight edge placed over the depression or ridge with 3-inches on one side of the deficiency held tightly to the floor. Responsibility: Builder shall take required action to bring the deficiency within acceptable tolerances so as to be not readily visible. Exclusion: Builder is not responsible for discontinued patterns or color variations in the floor covering, Homeowner neglect or abuse, nor installations performed by others.
Resilient flooring or base loses adhesion	Performance Standard: Resilient flooring or base that lifts, bubbles, or becomes unglued is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Exclusion: Builder is not responsible for discontinued patterns or color variations.

DEFICIENCY	WORKMANSHIP STANDARDS AND EXCLUSIONS (1 YEAR)
Seams or shrinkage gaps show at resilient flooring joints	Performance Standard: Gaps in excess of 1/16-inch in width in resilient floor covering joints are deficiencies. Where dissimilar materials abut, a gap in excess of 1/8-inch is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Proper repair can be affected by sealing gap with seam sealer. Exclusion: Builder is not responsible for discontinued patterns or color variations of floor covering. Minor gaps should be expected.
Vinyl flooring patterns misaligned	Performance Standard: Patterns at seams between adjoining pieces that are not aligned to within 1/8 inch are deficiencies. The corners of adjoining resilient floor tiles shall be aligned to within 1/8 inch. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to deficiencies noted prior to closing. Exclusion: Misaligned patterns are not covered unless they result from improper orientation of the floor tiles.
Vinyl flooring stains	No coverage.
Yellowing appears on surface of vinyl sheet goods	No coverage.
Vinyl flooring not square	Performance Standard: Vinyl flooring that is not installed square to the most visible wall or that varies by 1/4 of an inch in any six-foot run is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to deficiencies noted prior to closing.
Cupping, open joints, or separations in wood flooring	Performance Standard: Open joints or separations between floorboards of finished wood flooring that exceed 1/8-inch in width are deficiencies. Cups in strip floorboards that exceed 1/16-inch in height in a 3-inch maximum distance when measured perpendicular to the length of the board are deficiencies. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to a one-time repair during the Warranty Term. Exclusion: Wood floors are subject to shrinkage and swell due to seasonal variations in the humidity level of Home. While boards may be installed tight together, gaps or separations may appear during heating seasons or periods of low humidity. Gaps or separations that close during non-heating seasons are not considered deficiencies. The Homeowner should be familiar with the recommended care and maintenance requirements of their wood floor. Repeated wetting and drying, or wet mopping may damage wood finishes. Dimples or scratches can be caused by moving furniture or dropping heavy objects, and certain high heel style shoes may cause indentations. These conditions are not covered by the Warranty.

DEFICIENCY	WORKMANSHIP STANDARDS AND EXCLUSIONS (1 YEAR)
Humps, depressions or unevenness in wood flooring	Performance Standard: Wood flooring that has excessive humps, depressions or unevenness that equals or exceeds 3/8 of an inch in any 32-inch direction within any room is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Voids in the floor finish	Performance Standard: Voids or "holidays" that are readily visible from a distance of 6 feet under normal lighting conditions are a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to deficiencies noted prior to closing.
Top coating on hardwood flooring has peeled	Performance Standard: Field applied coating that peels during normal usage is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Exclusions: Prefinished coatings are the manufacturer's responsibility.
Crowning of strip flooring has occurred	Performance Standard: Crowning in strip flooring that exceeds 1/16 inch in depth in a 3-inch maximum span when measured perpendicular to the long axis of the board is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Excessive knots and color variation of strip hardwood flooring	No coverage.
Hardwood flooring buckles from substrate	Performance Standard: Hardwood floor that becomes loose from the substrate is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Slivers or splinters appear in strip flooring	Performance Standard: Slivers or splinters that occur during the installation of the flooring are a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to deficiencies noted prior to closing.
Hardwood floor staining/shading	Performance Standard: Hardwood floor staining or shading that occurs as a result of construction activities is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to deficiencies noted prior to closing.

DEFICIENCY	WORKMANSHIP STANDARDS AND EXCLUSIONS (1 YEAR)
"Sticker burn" appears on surface of strip flooring	Performance Standards: Discoloration from stacking strips in hardwood flooring in certain grades of flooring is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to deficiencies noted prior to closing.
Excessive lippage is located at junction of prefinished wood flooring products	Performance Standard: Lippage greater than 1/16 inch is considered a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Loose sub-flooring	Performance Standard: Lumber shrinkage as well as temperature and humidity changes may cause loose sub-flooring. Responsibility: Builder will correct if due to a defective joint or improper flashing.
Carpet does not meet at the seams	Performance Standard: A visible gap or overlapping at the seam due to improper installation is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to a one-time repair during the Warranty Term.
Color variations in carpet	No coverage.
Carpeting loosens, or the carpet stretches	Performance Standard: Wall-to-wall carpeting installed as the primary floor covering that comes up, loosens, or separates from the points of attachment is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to a one-time repair during the Warranty Term.
Dead spots appear in padding areas below carpet surface	Performance Standard: Carpeted areas that do not have full coverage of pad consistent throughout the flooring area are deficiencies. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to a one-time repair during the Warranty Term.
Floor covering fades, stains or discolors	No coverage.
Premature wearing of carpet	No coverage. Manufacturer's warranty may apply.
Cuts and gouges in any floor covering	Performance Standard: Cuts and gouges in any floor covering from construction activities is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to a one-time repair during the Warranty Term.

DEFICIENCY	WORKMANSHIP STANDARDS AND EXCLUSIONS (1 YEAR)
PAINT	
Interior caulking	Performance Standards: Interior caulking will expand and contract as the interior conditions change within the home. As building materials dry, caulk will also dry. This is common and to be expected. Responsibility: No Coverage. This is considered homeowner maintenance.
Paint color variation	Performance Standard: Paint or stain that has excessive color, shade or sheen variation is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to deficiencies noted prior to closing.
Knot and wood stains appear through paint on exterior	Performance Standard: Excessive knot and wood stains that bleed through the paint are considered deficiencies. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to a one-time repair during the Warranty Term.
Resin bleeds through on interior trim	No coverage. This is a normal condition that can be expected to occur with natural materials such as wood.
Exterior paint or stain peels or deteriorates	Performance Standard: Exterior paints or stains that peel or deteriorate during the first year of ownership are deficiencies. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to a one-time repair during the Warranty Term. Exclusion: Fading, however, is normal and subject to the orientation of painted surfaces to the climactic conditions which may prevail in the area. Fading is not a deficiency.
Interior paint or stain deteriorates	Performance Standard: Interior paints or stains that peel or deteriorate during the first year of ownership are deficiencies. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to a one-time repair during the Warranty Term. Exclusion: Fading, however, is normal and subject to the orientation of painted surfaces to the climactic conditions which may prevail in the area. Fading is not a deficiency.

DEFICIENCY	WORKMANSHIP STANDARDS AND EXCLUSIONS (1 YEAR)
Painting required as corollary repair because of other work	Performance Standard: Repainting, staining or refinishing may be required because of repair work. Repairs required under the Warranty should be finished to match the immediate surrounding areas as closely as practical. Due to fading and normal weathering, a perfect match cannot be achieved, and a perfect match is not covered by the Warranty. Where repairs affect more than 50% of a wall or ceiling area, the Builder will repaint the entire wall or ceiling surface from corner to corner. Where custom paints and wall coverings have been installed, the Builder will not warrant the match of any necessary repairs. All blemishes should be noted and repaired prior to custom paints and wall coverings being applied.
Mildew or fungus forms on painted or factory finished surfaces	No coverage.
Deterioration of varnish or lacquer finishes on exterior surfaces	No coverage. Clear finishes on exterior surfaces, such as wood entry doors, diminish with aging and should be reapplied as part of routine Homeowner maintenance every 6-18 months, depending on outside exposure.
Deterioration of varnish or lacquer finishes on interior surfaces	Performance Standard: Clear finishes used on exterior surfaces may deteriorate rapidly. This is beyond the control of the Builder. Clear finishes on interior woodwork that deteriorate during the first year of the warranty period are a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Exclusion: Deterioration more than one year after closing is excluded.
Damaged interior surfaces	Performance Standard: Interior painted, varnished or finished surfaces that are dented, nicked or gouged due to construction activities are a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to deficiencies noted prior to closing.
Interior paint coverage	Performance Standard: Wall, ceiling, and trim surfaces that are painted that show through new paint when viewed from a distance of 6-feet under normal lighting conditions are a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to deficiencies noted prior to closing.
Visible brush marks on interior paint	No coverage.
Visible lap marks on interior paint	No coverage.

DEFICIENCY	WORKMANSHIP STANDARDS AND EXCLUSIONS (1 YEAR)
Paint splatters and smears on finish surfaces	Performance Standard: Paint splatters on walls, woodwork, or other surfaces which are excessive, that are readily visible when viewed from a distance of 6-feet under normal lighting conditions are deficiencies. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to deficiencies noted prior to closing. Exclusion: Minor paint splatter and smears on impervious surfaces than can be easily removed by normal cleaning methods are considered to be the Homeowner's maintenance and are not deficiencies.
Peeling of wallcovering installed by Builder	Performance Standard: Peeling of wallcovering is a deficiency, unless it is due to the Homeowner's abuse or negligence. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to a one-time repair during the Warranty Term. Exclusion: Builder is not responsible for wallpaper installed by Purchaser. Homeowner is responsible for maintaining adequate ventilation in areas of high humidity, such as kitchens and bathrooms.
Separated seams in wallpaper	Performance Standard: Builder will correct if wall surface is readily visible. Minor imperfections can be expected. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to a one-time repair during the Warranty Term.
Pattern in wallcovering is mismatched at the edges	Performance Standard: Patterns in wallcovering that do not match at the edges are a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to deficiencies noted prior to closing. Exclusion: Builder is not responsible for discontinued or variations in color. Defects in the wallcovering patterns are the manufacturer's responsibility and excluded from Warranty coverage.
Lumps and ridges and nail pops in wallboard that appear after the Homeowner has wallcovering installed by others	No coverage.

DEFICIENCY	WORKMANSHIP STANDARDS AND EXCLUSIONS (1 YEAR)
Stained, discolored or spotted wall coverings	Performance Standard: Stained, discolored or spotted wall coverings from construction activities are a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to deficiencies noted prior to closing.
Scratched, gouged, cut or torn wall covering	Scratched, gouged, cut or torn wall covering from construction activities is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to deficiencies noted prior to closing.
CHIMNEY/FIREPLACE	
Fireplace or chimney does not draw properly causing smoke to enter home	Performance Standard: A properly designed and constructed fireplace or chimney shall function correctly. High winds can cause temporary negative or down drafts. Negative drafts can also be caused by obstructions such as tree branches, steep hillsides, adjoining homes, and interior furnaces. In some cases, it may be necessary to open a window slightly to create an effective draft. Since negative draft conditions could be temporary, it is necessary for the Homeowner to substantiate the problems to the Builder by constructing a fire so the condition can be observed. Responsibility: When it is determined that the malfunction is based upon improper construction of the fireplace, the Builder shall take the necessary steps to correct the problem. Exclusion: When it is determined that the fireplace is properly designed and constructed, but still malfunctions due to natural causes beyond Builder's control, Builder is not responsible.
Chimney separation from structure to which it is attached	Performance Standard: Newly built fireplaces will often incur slight amounts of separation. Separation that exceeds ½- inch from the main structure in any 10-foot vertical measurement is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Caulking or grouting is acceptable unless the cause of the separation is due to Structural Failure of the chimney foundation. In that case, caulking is unacceptable.
Firebox color is changed; accumulation of residue in chimney or flue	No coverage.
Water infiltration into firebox from flue	No coverage. It is common for water infiltration to occur into the firebox from the flue. A certain amount of rainwater can be expected under certain conditions.

DEFICIENCY	WORKMANSHIP STANDARDS AND EXCLUSIONS (1 YEAR)
New chimney flashing leaks	Performance Standard: New chimney flashing that leaks under normal conditions is a deficiency except where the cause is determined to result from ice build-up or the owner's actions or negligence. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Crack in masonry chimney cap or crown causes leakage	Performance Standard: It is normal for caps to crack due to expansion and contraction, however where leaks occur with cracking it is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Firebox lining damaged by fire	No coverage. Heat and flames may cause discoloration.
Pre-fab gas fireplace	No coverage.
Cracks in masonry hearth or facing	Performance Standard: Small hairline cracks in mortar joints resulting from shrinkage are not unusual. Cracks in stone or brick hearth or facing greater than 1/4-inch in width are deficiencies. Responsibility: Builder will repair cracks exceeding standard by pointing or patching. Builder is not responsible for color variations between existing and new mortar. Exclusion: Heat and flames from normal fires can cause cracking or firebrick and mortar joints. This should be expected and is not covered by the Warranty.
Brick veneer spalling from chimney surface	Performance Standard: Spalling of newly manufactured brick is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Firebrick or mortar joint cracks	No coverage. Heat and flames from normal fires can cause cracking.
CABINETS AND COUNTERTOPS	
Kitchen and vanity cabinet doors and drawers bind	Performance Standard: Cabinet doors and drawers that do not easily open or close are a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to a one-time repair during the Warranty Term.
Warping of kitchen and vanity cabinet doors and drawer fronts	Performance Standard: Warpage that exceeds 1/4-inch as measured from the face of the cabinet frame to the furthestmost point of warpage on the drawer or door front in a closed position is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.

DEFICIENCY	WORKMANSHIP STANDARDS AND EXCLUSIONS (1 YEAR)
Gaps between cabinets, ceiling and walls	Performance Standard: Countertops, splash boards, base and wall cabinets are to be securely mounted. Gaps in excess of ¼-inch between wall and ceiling surfaces are a deficiency. Responsibility: Builder shall make necessary adjustment of cabinets and countertop or close gap by means of molding suitable to match the cabinet or countertop finish, or as closely as possible; or other acceptable means, including caulking, putty, scribe molding or by repositioning the cabinets.
Cabinets do not line up with each other	Performance Standard: Cabinet faces more than 1/8 inch out of line, and cabinet corners more than 3/16 inch out of line, are a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Surface cracks and delaminations in high pressure laminates of vanity and kitchen cabinet countertops	Performance Standard: Countertops fabricated with high pressure laminate coverings that delaminate or have surface cracks or joints exceeding 1/16-inch between sheets are considered deficiencies. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Cabinet door will not stay closed	Performance Standard: Cabinets that do not hold the door in a closed position are a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Wood cabinet finish variations	No coverage. All wood in any finish will exhibit color changes when exposed to light. All wood cabinets are constructed using different pieces of wood, and each piece will differ in color as well as change color in different ways. This color change is caused by variations in the minerals and acids from the soil and other conditions created by the growth environment of a tree. These variations in graining and color are characteristics of a natural wood cabinet are not considered defects. Wood has these variations, and these variations are not covered by the Warranty.
Crack in door panel	Performance Standard: Cracks in cabinet door panels due to construction activities are a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to deficiencies noted prior to closing.
Chips, cracks, scratches on countertop, cabinet, fixture, fitting or appliance	Performance Standard: Chips, cracks, scratches on countertop, cabinet, fixture, fitting or appliance due to construction activities are a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to deficiencies noted prior to closing.

DEFICIENCY	WORKMANSHIP STANDARDS AND EXCLUSIONS (1 YEAR)
Manufactured marble vanity top cracks at drain	Performance Standard: Vanity tops that crack due to construction activities are a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to deficiencies noted prior to closing.
Damaged solid surface tops	Performance Standards: Solid surface countertops shall be free of scratches that are visible from a distance of six feet in normal lighting conditions at time of acceptance of the project. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to deficiencies noted prior to closing.
Concrete countertops	Performance Standard: (1) A concrete countertop with excessive pits, depressions, or unevenness that equal or exceed 1/8 of an inch in any 32-inch measurement is a deficiency. (2) A concrete countertop with separations or cracks equal to or exceeding 1/16 of an inch in width or 1/64 of an inch in vertical displacement is a deficiency. (3) A finished concrete countertop that is stained, spotted or scratched due to construction activities is a deficiency. (4) A concrete countertop with a chipped edge that extends beyond 1/16 of an inch from the edge of the countertop due to construction activities is a deficiency. (5) A concrete countertop that changes shade or discolors excessively due to construction activities is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to deficiencies noted prior to closing.
Countertop not level	Performance Standard: Hard surface countertops that are not level to within 1/4 of an inch in any six-foot measurement are deficiencies. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to deficiencies noted prior to closing.
APPLIANCES	
Defective fixture, fitting or appliance	Performance Standard: Kitchen, laundry and bar appliances that fail to function per the manufacturer's specifications will be addressed by the manufacturer under the manufacturer's warranty.
Chipped or scratched appliances	Performance Standard: Scratched or chipped finishes on porcelain, glass or other surfaces on laundry, kitchen or bar appliances due to construction activities are a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to deficiencies noted prior to closing.

DEFICIENCY	WORKMANSHIP STANDARDS AND EXCLUSIONS (1 YEAR)
DECKS	No coverage.
PEST CONTROL	No coverage.
POOLS	No coverage.
PLUMBING	
Faucet or valve leak	Performance Standard: A valve or faucet leak due to material or workmanship is a deficiency and is covered only during the first year of the Warranty Term. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Exclusion: Leakage caused by worn or defective washers or seals is a Homeowner maintenance item.
Defective plumbing fixtures, appliances or trim fittings	No coverage. Defective plumbing fixtures, appliances, and trim fittings are covered under the manufacturer's warranty.
Staining of plumbing fixtures	No coverage. High iron and manganese content in the water supply system will cause staining of plumbing fixtures. Maintenance and treatment of the water is the Homeowner's responsibility.
Corroded fixtures	No coverage.
Loose fixtures	Performance Standard: Fixtures that are loose are a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Toilet standards	Performance Standard: Toilet equipment that allows water to run continuously is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to a one-time repair during the Warranty Term. If toilet equipment allows water to run continuously, the Homeowner shall shut off the water supply or take such action as is necessary to avoid damage to the home.
Noisy water pipes	Performance Standard: Some noise can be expected from the water pipe system, due to the flow of water. However, the supply pipes should not make the pounding noise called "water hammer." "Water hammer" is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to a one-time repair during the Warranty Term. Exclusion: Noises due to water flow and pipe expansion are not considered deficiencies.

DEFICIENCY	WORKMANSHIP STANDARDS AND EXCLUSIONS (1 YEAR)
The bathtub or shower leaks	Performance Standard: Bathtubs or showers that leak are a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Proper repair can be affected by sealing area around tubs and showers. Exclusion: Maintenance of caulk seals is a Homeowner responsibility.
Bathtub or shower squeaks	No coverage.
Shower enclosure flexes	Performance Standard: Excessive flexing in a shower base occurs when the drain assembly moves up or down with normal weight is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to a one-time repair during the first year of the Warranty Term. Exclusion: Composite shower walls will flex when pushed inward. Such flexing is not considered a defect.
Sewer odors	No coverage.
Blocked vent stack	No coverage.
Water heater	Performance Standard: A water heater that is not installed and secured according to the manufacturer's specifications and the Building Code is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Waste disposal unit	Performance Standard: A waste disposal unit that is not installed and operating according to the manufacturer's specifications is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Decorative gas appliance	Performance Standard: A decorative gas appliance that is not installed in accordance with manufacturer's specifications is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Fixture stopper	Performance Standard: A fixture stopper that does not retain water in accordance with the manufacturer's specifications is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.

MECHANICAL	
Exterior compressor unit pad	No coverage.
Back draft dampers	Performance Standard: Back draft dampers that are not installed according to the manufacturer's specifications are a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Inadequate heat	Performance Standard: A heating system shall be capable of producing an inside temperature of at least 70-degrees Fahrenheit as measured in the center of the room at a height of five feet above the floor under local outdoor winter design conditions. NOTE FOR HEATING: There may be periods when the outdoor temperature falls below the design temperature, thereby lowering the temperature in Home. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Exclusion: Orientation of Home and location of room will also provide a temperature differential, especially when the air-conditioning or heating system is controlled by a single thermostat for one or more floor levels. Homeowner is responsible for balancing dampers and registers and for making other necessary minor adjustments.
Inadequate cooling	Performance Standard: When air conditioning is provided, the cooling system is to be capable of maintaining a temperature of 78-degrees Fahrenheit as measured in the center of each room at height of five feet above the floor, under local outdoor summer design conditions. NOTE FOR AIR CONDITIONING: In the case of outside temperatures exceeding 95-degrees Fahrenheit, the system shall keep the inside temperature 15-degrees cooler than the outside temperature. National, state, or local requirements shall supersede this guideline where such requirements have been adopted by the local governing agency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Exclusion: Orientation of Home location of room will also provide a temperature differential, especially when the air conditioning system is controlled by a single thermostat for one or more levels. The Homeowner is responsible for balancing dampers and registers and for making other necessary minor adjustments.
Refrigerant lines leak	Performance Standard: Builder-installed refrigerant lines or ground loop pipes that develop leaks during normal operation are deficiencies. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Exclusion: Leaks due to Homeowner's actions or negligence are excluded.

DEFICIENCY	WORKMANSHIP STANDARDS AND EXCLUSIONS (1 YEAR)
Refrigerant line insulation	Performance Standard: Insulation that does not completely encase the refrigerant line according to Code is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to a one-time repair during the Warranty Term. Exclusion: The Homeowner shall ensure that insulation on the refrigerant line is not damaged or cut due to home maintenance or landscape work.
Ductwork and heating piping not insulated in uninsulated area	Performance Standard: Ductwork and heating pipes that are run in uninsulated crawl spaces, garages or attics that are not insulated are deficiencies. Basements are not "uninsulated areas", and no insulation is required. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Condensate lines clog up	No coverage. Condensate lines will clog under normal conditions. The Homeowner is responsible for continued operation of drain lines.
Drip pan	Performance Standard: A drip pan and drain line that is not installed under a horizontal air handler as per the Code is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Exclusion: The Homeowner shall periodically check for the free flow of condensate (water) from the line and clear the line when necessary.
Improper mechanical operation of evaporative cooling system	Performance Standard: Equipment that does not function properly at temperature standard set is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to deficiencies noted prior to closing.
Ductwork makes noises	No coverage. When metal is heated, it expands, and when cooled, it contracts. The resulting "ticking" or "cracking" sounds generally are to be expected and are not deficiencies.
Ductwork makes excessively loud noises known as "oil canning"	Performance Standard: The stiffening of the ductwork and the gauge of metal used shall be such that ducts do not "oil can". The booming noise caused by oil canning is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to a one-time repair during the Warranty Term.

DEFICIENCY	WORKMANSHIP STANDARDS AND EXCLUSIONS (1 YEAR)
Ductwork separates, becomes unattached	Performance Standard: Ductwork that is not intact or securely fastened is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Vibration from heating or cooling equipment	Performance Standard: No coverage. It is normal for heating/air-conditioning equipment to generate some noise and vibration.
Metal rattling at register, grills or ducts	Performance Standard: Air moving through registers, grills and ducts makes noise and is normal. Duct systems are not designed to be noise-free. However, metal rattling from the registers, grills or ducts is considered a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to a one-time repair during the Warranty Term. Exclusion: Under certain conditions, some noise may be experienced with the normal flow of air when product is installed correctly.
Vent, grill or register operation	Performance Standard: A vent, grill or register that does not operate easily and smoothly when applying normal operating pressure is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
There are gaps between HVAC vent or register covers and the wall or ceiling	No coverage. This is a normal condition beyond the contractor's control.
Condensation on the outside of air handlers and ducts	No coverage. Air handlers and ducts will collect condensation on their exterior surfaces when extreme temperature differences and high humidity levels occur. Condensation usually results from humid conditions within the home that are created by the owner or during the curing process in a new space.
ELECTRICAL COMPONENTS	
Chipped, cracked, dented or scratched fixture or trim plate	Performance Standard: Chipped, cracked, dented or scratched fixture or trim plate due to construction activity is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to deficiencies noted prior to closing.

DEFICIENCY	WORKMANSHIP STANDARDS AND EXCLUSIONS (1 YEAR)
Tarnished fixture or trim plate	No coverage.
Box or trim plate is not plumb or level	Performance Standard: A fixture, electrical box or trim plate that is not installed in accordance with the Code or is not plumb and level is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to deficiencies noted prior to closing.
Smoke detector	No coverage.
Exhaust fan	Performance Standard: An exhaust fan that does not operate within the manufacturer's specified noise level is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to a one-time repair during the Warranty Term.
Ceiling fan vibrates	No coverage.
Electrical wiring	Performance Standard: Electrical wiring installed inside the home that is not installed in accordance with the Code and any other applicable electrical standards is a deficiency. Electrical wiring that is not capable of carrying the designated load as set forth in the Code is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Exclusion: The Builder shall not be responsible for utility improvements from the meter/demarcation point to the utility poles or the transformer. All electrical equipment shall be used for the purposes and/or capacities for which it was designed and in accordance with manufacturer's specifications.
Electrical panel, breakers and fuses	Performance Standard: An electrical panel and breakers that do not have sufficient capacity to provide electrical service to the home during normal residential usage are deficiencies. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Exclusion: The Builder is not responsible for electrical service interruptions caused by external conditions such as power surges, circuit overloads and electrical shorts.
Fuses blow, or circuit breakers kick out	Performance Standard: Fuses and circuit breakers that deactivate under normal usages, when reset or replaced are deficiencies. Responsibility: Builder shall take corrective action necessary to comply with the Standard.

DEFICIENCY	WORKMANSHIP STANDARDS AND EXCLUSIONS (1 YEAR)
Ground fault interrupter trips frequently	Performance Standard: Any GFCI device that fails to reset is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Exclusion: The Homeowner is responsible for repairing any device that causes the GFCI to trip.
Fixtures, outlets, doorbells and switches	Performance Standard: Fixtures, outlets, doorbells and switches that are not installed according to manufacturer's specifications are a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Wiring for cable television, telephone, or internet	Performance Standard: Wiring for cable television, telephone or internet that is not installed according to the manufacturer's specifications is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Malfunction of low-voltage wiring system	Performance Standard: Low-voltage wiring system malfunction is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Communication wiring	No coverage.
Drafts from electrical outlets	No coverage. The electrical junction box on exterior walls may produce a slight air flow whereby the cold air can be drawn through the outlet into a room. This problem is normal in new Home construction.
Malfunction of electrical outlets, switches, or fixtures	Performance Standard: All switches, fixtures and outlets which do not operate as intended are considered deficiencies. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to a one-time repair during the Warranty Term.
Receptacle/switch too far off wall	Performance Standard: A receptacle/switch that is more than 1/8 inch from the adjoining wall surface is a deficiency Responsibility: Builder shall take corrective action necessary to comply with the Standard. Builder's responsibility is limited to deficiencies noted prior to closing.
Light fixture tarnishes	No coverage. Finishes on light fixtures may be covered under their manufacturer's warranty.

DEFICIENCY	SYSTEMS STANDARDS AND EXCLUSIONS (2 YEARS)
MECHANICAL SYSTEMS	
Septic systems fail to operate properly	Performance Standard: Septic system should be capable of properly handling normal flow of household effluent. Responsibility: Builder shall take corrective action if it is determined that malfunction is due to a deficiency in workmanship, materials, or failure to construct system in accordance with state, county, or local requirements. Builder is not responsible for malfunctions or limitations in the operation of the system attributable to design restrictions imposed by state, county, or local governing agencies. Builder is also not responsible for malfunctions which occur or are caused by conditions beyond Builder's control, including Homeowner negligence, abuse, freezing, soil saturation, changes in ground water table, or other acts of nature. Exclusion: The Homeowner is responsible for periodic pumping of the septic tank and a normal need for pumping is not a deficiency. The following are considered for the Homeowner's negligence or abuse as exclusion under the Warranty: a) excessive use of water such as overuse of washing machine and dishwasher, including their simultaneous use; b) connection of sump pump, roof drains or backwash from water conditioner, to the system c) placing of non-biodegradable items in the system; d) addition of harsh chemicals, greases or cleaning agents, and excessive amounts of bleaches or drain cleaners; e) use of a food waste disposer not supplied by Builder; f) placement of impervious surfaces over the disposal area; g) allowing vehicles to drive or park over the disposal area; h) failure to periodically pump out the septic tank when required. Sewage pumps are excluded under the Warranty.
Water in plumbing pipes freezes, and the pipes burst	Performance Standard: Drain, waste, vent and water pipes shall be adequately protected to prevent freezing and bursting during normally anticipated cold weather. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Exclusion: Burst pipes due to Homeowner's neglect and resultant damage are not Builder's responsibility. Homeowner is responsible for draining exterior faucets and maintaining suitable temperature in the Home to prevent water in pipes from freezing. During periods when the outdoor temperature falls below the design temperature, Homeowner is responsible for draining or protecting pipes. Homes which are periodically occupied, such as summer homes, or where there will be no occupancy for an extended period of time, must be properly winterized or periodically checked to ensure that a reasonable temperature is maintained.
Leakage from any piping	Performance Standard: Leaks in any waste, vent and water piping are deficiencies. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Exclusion: Condensation on piping does not constitute leakage, and is not a deficiency, except where pipe insulation is required. The Homeowner shall shut off water supply immediately if such is required to prevent further damage to the home.

DEFICIENCY	SYSTEMS STANDARDS AND EXCLUSIONS (2 YEARS)
Sanitary sewers, fixtures, waste or drain lines are clogged	Performance Standard: The Builder is not responsible for sewers, fixtures, or drains that are clogged because of Homeowner's actions or negligence. Sanitary sewers, fixtures, waste or drain lines that do not operate or drain properly due to improper construction are deficiencies. Responsibility: When defective construction is shown to be the cause, Builder shall make necessary repairs. If Homeowners' actions or negligence is the cause, the Homeowner is responsible for correcting the problem. Homeowner is liable for the entire cost of any sewer and drain cleaning service provided by Builder where clogged drains are caused by Homeowner's actions or negligence. Exclusion: Builder is not responsible for sewer lines that extend beyond the property lines on which the Home is constructed.
Water supply system fails to deliver water	Performance Standard: All service connections to municipal water main or private water supply are Builder's responsibility when installed by Builder. Responsibility: Builder shall repair as required if failure to supply water is the result of deficiency in workmanship or materials. Exclusion: If conditions exist which disrupt or eliminate the sources of water supply that are beyond Builder's control, then Builder is not responsible
In ground wells	No coverage.
Sump pump	Performance Standard: A sump pump that is not installed according to the manufacturer's specifications is a deficiency. Responsibility: Builder shall take corrective action necessary to comply with the Standard. Exclusion: The Homeowner is responsible for maintaining the sump pump.
ELECTRICAL SYSTEMS	
Failure of wiring to carry its designed load	Performance Standard: Wiring that is not capable of carrying the designated load, for normal residential use to switches, receptacles, and equipment, is a deficiency. Responsibility: Builder shall check wiring and replace if it fails to carry the design load.

DEFICIENCY	STRUCTURAL STANDARDS AND EXCLUSIONS (10 YEARS)
STRUCTURAL	
The foundation is out of level	Performance Standard: Slab foundations should not move differentially after they are constructed, such that a tilt or deflection in the slab in excess of the standards defined below arises from post-construction movement. The protocol and standards for evaluating slab foundations shall follow the "Guidelines for the Evaluation and Repair of Residential Foundations" as published by the Texas Section of the American Society of Civil Engineers (2002), hereinafter referred to as the "ASCE Guidelines" with the following modifications: (1) Overall deflection from the original construction elevations shall be no greater than the overall length over which the deflection occurs divided by 360 (L/360) and must not have more than one associated symptom of distress, as described in Section 5 of the ASCE Guidelines, that results in actual observable physical damage to the home. (2) The slab shall not deflect after construction in a tilting mode in excess of one percent from the original construction elevations resulting in actual observable physical damage to the components of the home. If measurements and associated symptoms of distress show that a slab foundation does not meet the deflection or tilt standards stated in this Standard, a third-party inspector's recommendation shall be based on the appropriate remedial measures as described in Section 7 of the ASCE Guidelines.
Crack in concrete footing	Performance Standard: Cracks greater than ¼ inch in width are considered deficiencies. Responsibility: Builder shall take corrective action necessary to comply with the Standard.
Pier and beam foundations	Floor over pier and beam foundations. (A) A floor over pier and beam foundation shall not deflect more than L/360 from its original construction elevations and have that movement create actual observable physical damage to the components of the home identifiable in Section 5.3 of the ASCE Guidelines. (B) If a floor over pier and beam foundation deflects more than L/360 from its original construction elevation and the movement has created actual observable physical damage to the components of a home identifiable in Section 5.3 of the ASCE Guidelines, a third-party inspector's recommendation shall be based on applicable remedial measures as described in Section 7 of the ASCE Guidelines.
Cracked or bowed structural components	Structural components. (A) A defined structural component shall not crack, bow, become distorted or deteriorate, such that it compromises the structural integrity of a home or the performance of a structural system of the home resulting in actual observable physical damage to a component of the home. (B) If a structural component of a home cracks, bows, is distorted or deteriorates such that it results in actual observable physical damage to a component of the home, the Builder shall take such action as is necessary to repair, reinforce or replace such structural component to restore the structural integrity of the home or the performance of the affected structural system.
Deflected structural components	Deflected structural components. (A) A structural component shall not deflect more than the ratios allowed by the Code. (B) If a structural component of the home is deflected more than the ratios allowed by the Code, the Builder shall to repair, reinforce or replace such structural component to restore the structural integrity of the home or the performance of the affected structural system.

DEFICIENCY	STRUCTURAL STANDARDS AND EXCLUSIONS (10 YEARS)
Damaged structural components	Damaged structural components. (A) A structural component shall not be so damaged that it compromises the structural integrity or performance of the affected structural system. (B) If a structural component is so damaged that it compromises the structural integrity or performance of a structural system of the home, the Builder shall take such action as is necessary to repair, reinforce or replace such structural component to restore the structural integrity of the home or the performance of the affected structural system.
Separated structural components	Separated structural components. (A) A structural component shall not separate from a supporting member more than 3/4 of an inch or such that it compromises the structural integrity or performance of the system. (B) If a structural component is separated from a supporting member more than 3/4 of an inch or separated such that it compromises the structural integrity or performance of a structural system of the home, the Builder shall take such action as necessary to repair, reinforce or replace such structural component to re-establish the connection between the structural component and the supporting member, to restore the structural integrity of the home and the performance of the affected structural system.
Non-performing structural components	Non-performing structural components. (A) A structural component shall function as required by the Code. (B) If a structural component does not function as required by the Code, the Builder shall take such action as is necessary to bring the variance within the standard stated in subparagraph (A) of this paragraph.

Model Homes and Production Homes

If you are purchasing a model home, your purchase agreement describes how the home differs from what you have seen. If you are not purchasing a model home, your new home is a production home. Model homes and production homes may differ in several ways, including but not limited to specifications, features, decorator items and landscaping, to name a few. The following are some examples, though not a complete list, of these differences:

Air Conditioning

Due to the sales traffic in the model homes, the air conditioning units may be more powerful than those in the production homes (if the production homes include air conditioning at all).

Design and Decorating

Production homes can have design features that differ from those in the model homes. The differences could be in materials, interior and exterior colors, surface covering, doors, windows, and location of windows, garage doors and other features.

Dimensions

Production homes can have different interior and exterior dimensions than those of the model homes. The differences can result from variations in the elevations of homesites, changes in design that are made after the models are completed and other factors. The differences can be seen in ceilings, windows, and room size, homesite set back and in other areas.

Elevations

The plan and elevation on your homesite can differ significantly from those of the model homes. These differences sometimes result from topographical variations and grading plans. As a result, the exterior appearance of your home may be different from the models, resulting in changes of window and door sizes or locations, materials used, etc.

Entrance and Walkways

The materials in the entrance and walkways of the model homes can vary. In production homes, standard concrete may be used.

Interior Features

The model homes suggest how a home might be decorated and landscaped. Therefore, the models may have items such as window coverings, window tinting, built-in cabinets, built-in security systems, music systems and other features that differ from the production homes. Usually, the Sales Centers are in decorated garages of model homes. The Sales Center is not intended to represent the finish of production garages.

Landscaping

Model homes are landscaped with more mature plantings, special plant selections, and unique hardscape features that are not provided in a production home landscaped by Lennar. Production homes may not include builder-installed landscaping in the rear yard, front yard, or both.



Marketing

The representations of features, settings, finishes and other items that are used in advertising and sales materials may differ from those in the production homes.

Paint

The interior and exterior paints in the model homes demonstrate a variety of finishes, colors, textures, and techniques. In the production homes, a uniform palette of paint colors and finishes is used.

Manufacturers' Warranties

Items ordinarily covered by manufacturer's warranties are listed below. All of these items are excluded from the Limited Warranty. All items listed below may or may not be in your particular home, and/or your home may contain other items covered by manufacturer's warranties. Therefore, all manufactured products excluded from the Limited Warranty may not be on the following list.

Please review the information that is provided by the manufacturers for these items, particularly warranty limitations and maintenance procedures. Brochures and other information are supplied with most of these items and are provided to you at the New Home Delivery. Additional copies may be maintained by the Customer Care Department.

The following items are typical products that may be covered by manufacturers' warranties, rather than the Limited Warranty (your home may or may not contain any or all of the following):

Appliances

Refrigerator	Dishwasher	Oven Hood
Freezer	Clothes Dryer	Clothes Washer
Range	Trash Compactor	Oven
Metal Fireplaces		

Heating and Ventilation

Space Heater	Heat Pump	Furnace
Air Conditioning System		

Flooring Material

Carpet	Vinyl	Wood & Engineered Wood
Marble	Ceramic Tile	Pavers
Laminate		

Mechanical and Electrical

Central Vacuum System	Garage Door Opener	Intercom
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Plumbing

Garbage Disposal
Tub and Shower Valve
Whirlpool Bath
Water Heater

Toilets
Pressure Regulators
Water Softener
Water Dispenser

Faucets
Tub and Shower
Sinks



6. HOMEOWNER MAINTENANCE OBLIGATIONS

Your home has been built with natural and modern manufactured materials. It will require regular preventive maintenance by you to preserve its beauty and value. An understanding of how to care for each feature in your home will help prevent costly repairs and replacements later.

The features and systems in your home require routine maintenance. Refer to this Maintenance section in this Manual and, if necessary, please consult a professional for advice on your maintenance requirements. Lennar is not responsible for damage, deterioration, or destruction of items due to improper or inadequate maintenance by the homeowner.

Preventive maintenance on your home should begin when you move in. Read the following sections of this Manual to become familiar with the procedures for maintenance. The sections provide an overview of the features and materials in your home. Please study each section carefully so that you become familiar with the routine maintenance that your home requires. Some of the items may not apply to your particular home.

The care and maintenance information and obligations set forth in this section and elsewhere in this Manual are not exclusive. Various products and materials incorporated into your home have maintenance guidelines published by their manufacturers, which have been provided to you. In addition, your home could have features or items that are not listed in this Manual. If you have questions, please contact Lennar's Customer Care Department.

The following pages have important facts about your home, the materials that were used in construction, and other details that will enhance your knowledge of the home. This information is provided for your convenience and is not intended to supersede or replace the information that was included in your purchase documents. Some of the following items may not apply to your home. The Customer Care Department is your best source of additional information about your home.

Effects of Weather and Temperature

Natural building materials such as wood and concrete are subjected to constant expansion and contraction from day to day. Temperature variations, which can be extreme, can result in warping of wood materials and cracking of drywall, stucco, concrete, and mortar. These effects are particularly obvious in the first two years after a home has been built.

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

Freezing weather can cause numerous problems in a home. Freezing ground can raise and crack concrete and hardscape improvements, which will move again after the ground thaws. You should take care to properly "winterize" your home's exterior and garage areas, including water lines, irrigation lines, etc.

Condensation

Condensation occurs when warm, moist air comes into contact with a colder surface while moisture is present in the atmosphere. Condensation is normal in a new home because many gallons of water were used in its construction. This water causes higher than normal humidity until the drying process is complete. Another source of indoor humidity is everyday water usage. For example, a family of four doing the laundry, bathing, and running the dishwasher puts approximately two to five gallons of moisture into the air every day. When condensation appears on a cool pipe or on glass surfaces, it may give the false impression that you have leaks.

Excessive condensation or sweating on cool surfaces can be eliminated by making sure attic louvers and crawl spaces are clear of debris. Open windows can aid the home drying process, but it takes time. Avoid speeding up the process by using excessive heat. You should use a constant thermostat temperature.

Proper ventilation is a safe and steady way to reduce indoor humidity and condensation. Open basement windows during warm, dry weather and close them when outside humidity is high. Ensure that the clothes dryer is properly vented to the outside and that the vent is clear of obstructions and lint. Use bath exhaust fans to carry moist air outside. Use the fans for short time periods, since they exhaust conditioned air out of the home. If condensation persists, the use of a dehumidifier may be required.

Window condensation is produced by conditions beyond our control and is not covered. We will inspect doors and windows to ensure proper fit and function and will repair defective weather-stripping during the warranty coverage period.

Here are solutions to some common condensation or water infiltration problems:

PROBLEM	LIKELY CAUSE	SOLUTION
Wet basement floor or walls.	Altered grade. Clogged areaway, drain or gutters.	Correct grade. Clear debris from drains and gutters.
Damp basement floor or walls. Excessive moisture inside the house.	Condensation.	Use a dehumidifier.
Water is present around furnace unit.	Condensation line is clogged or misaligned to drain.	Snake out and clear line. Realign pipe to floor drain.
Cracks in exterior finish of home.	Normal settlement expansion and contraction.	Fill cracks with proper sealant and repaint area.

Settlement

All homes settle to some degree. Some adjustment in lumber and framing is normal and should be expected.

If the finish trim shows slight joint separation, fill the cracks with wood filler. If nails work out of position, reset them with a hammer and nailset; then fill the holes with wood filler or spackle. Normal settling, expansion, and contraction also may cause small interior wall cracks around doorways, archways and at wallboard joints.

It is best to wait until at least the end of your first year of occupancy before repainting minor cracks until most of the settling and shrinkage is complete.



Homeowners Association Issues

Many new communities and neighborhoods have Homeowners Associations. These associations are responsible for maintaining the standards of the Neighborhood and community.

Before you perform any maintenance such as repainting and replacing exterior items, please consult your Homeowners Association to assure that the work you do meets the regulations and guidelines that have been established for your Neighborhood. Be especially careful when you want to repaint with a different color, erect new structures or fences, add to or change your landscaping, or when you install window coverings that are visible from outside the home.

If you have a Homeowners Association, you will have received documents that detail the restrictions and rules that apply to your home. Usually, Homeowners Associations have three important documents that are used in guiding the Association through its responsibilities. These documents are the Bylaws of the Association, the Homeowners Association Rules and Regulations and the CC&R's (Covenants, Conditions, and Restrictions). Please refer to these Homeowners Association documents for more information. Generally, you usually must receive architectural approval from the Homeowners Association before you begin any improvement to your homesite.

The Homeowners Association Rules and Regulations are initially established by the builder and turned over to the Board of Directors of the Association. The Board of Directors can add to or amend the Rules and Regulations through a process that is described in the Bylaws and CC&R's. Make certain that you are familiar with your Homeowners Association Rules and Regulations. We suggest that you attend the regular meetings and take part in your Homeowners Association.

Review your Homeowners Association Rules and Regulations and your CC&R's before you begin any improvements to your homesite. Give particular attention to the sections on appearance, fencing, landscaping, planting, and additions to your property and to your home. Generally, no homeowner may build, construct, or plant any improvements on his property, including landscaping, until he has submitted plans and specifications and obtained approval from the Association's Architectural Committee. The Committee may collect a fee to review the plans and may require a cash deposit or bonds to be posted to assure proper completion and clean-up in conformance with the provisions of the Declaration. If applicable, the Homeowners Association is responsible for the maintenance of certain areas and for the budgets for such maintenance.

If you have any questions, requests, or concerns regarding these matters, please contact your Association's property management company. If there is not a Homeowner's Association in your Neighborhood, please direct your questions, in writing only, to Lennar's Customer Care Department at the address referenced in this Manual.

Specific Homeowner Maintenance Requirements

Air Conditioning

See the "Heating and Air Conditioning" section, below.

Appliances

Appliances are warranted by their manufacturers, in accordance with the terms and conditions of the written warranties supplied by the manufacturers. These manufacturers' warranties, as well as any maintenance and preventative maintenance procedures provided by these manufacturers, have been provided to you in conjunction with the purchase of your home, and should be read and preserved for reference. Additional information about appliance operating can be found in the "Electrical" and "Plumbing" sections of this Manual.

- a. Mail warranty registration cards directly to the manufacturer.
- b. If a problem arises with an appliance, call the customer care number listed in the manufacturer's warranty. When reporting warranty items to the appliance manufacturer, be prepared to supply:
 - 1) the date of purchase (closing or move-in date, whichever occurred first);
 - 2) the serial and model numbers (found on a metal plate on side, back or bottom of appliance);
 - 3) a description of the problem.
- c. Black "glass" panels on appliances are usually plastic and should be cleaned with mild detergent and water. Abrasive cleansers will damage the finish.
- d. Dishwasher:
 - 1) Effective use of the dishwasher depends on proper loading, correct water temperature, and chemical content of the water. Experiment with several different dishwasher detergents to find the one that works best. Use each brand for a week to allow it to condition your dishes.
 - 2) Experiment with varying amounts of detergent to determine its effectiveness with the water in your area. If you find that your dishes still are not being cleaned properly, check the manufacturer's manual.
 - 3) Before operating the dishwasher, be certain the garbage disposal is empty since the dishwasher drains into the disposal.
 - 4) Failure to do so may plug up the dishwasher drain and cause water to spray out the air gap located on top of the kitchen sink.
- e. Water Heater. See "Plumbing" section of this Manual, below.
- f. Garbage Disposal.
 - 1) Read and follow the manufacturer's instructions for proper operation of your garbage



disposal. Do not load the disposal with food items before turning it on. For proper operation, turn on the cold water and start the disposal. Then, drop the food items slowly into the unit. When the unit sounds clear, turn the disposal off and leave the water running for several seconds. This allows the food waste to be carried into your sewer lines.

- 2) Replace stopper when disposal is not in use. This allows water to drain but prevent tableware or other objects from dropping into the disposal accidentally. The stopper can be pushed down for filling the sink.
- 3) Bones, corn cobs, celery, onion, stringy vegetables, rice, shellfish, and other hard objects or fibrous foods should not be disposed of in the disposal. Large, bulky food waste should be cut up. This includes such items as melon rinds and grapefruit skins.
- 4) Bottle caps, hairpins, glass, rags, metal, paper, and other non-food items will jam the disposal and harm the blades.
- 5) Never feed food waste into the disposal without first turning on the cold water and the disposal. Cold water helps keep the motor cool and works best if grease is put down the disposal. It will congeal the grease, allowing it to be cut up by the blades.
- 6) Keep the disposal clean by allowing cold water to run a minimum of 15 seconds after all food has been disposed. Do not use caustic drain cleaners or any harsh chemicals in the disposal under any circumstances. Occasionally clean and freshen the disposal by grinding a dozen ice cubes or a half of a lemon, cut into small pieces.
- 7) If the disposal jams, refer to the manufacturer's manual for instructions on freeing it. Always be certain it is turned off before any work is done to free a jam.

Here are some solutions to common appliance problems:

PROBLEM	LIKELY CAUSE	SOLUTION
Electric appliance not working.	Check circuit breaker.	Reset breaker or call appliance service department.
Gas appliance not working.	Gas valve turned off.	Check gas valve for proper position.
Garbage disposal not working.	Clogged.	Reset breaker on disposal. Manually turn disposal blades with disposal wrench.
Garbage disposal blades dull or dirty.	Normal.	Run ice cubes through garbage disposal.
Garbage disposal odor.	Normal.	Pour baking soda or grind citrus peelings into disposal.
Water spots on dishes/glasses after using dishwasher.	Dishwasher water not hot enough.	Run kitchen sink faucet to “draw” hot water to dishwasher.
Water spots on dishes/glasses after using dishwasher.	Not using rinse agent.	Use rinse agent recommended by manufacturer.
Water spots on dishes/glasses after using dishwasher.	Opening dishwasher door too soon after cycle.	Keep door closed a minimum of one hour after cycle.
Clothes dryer not drying properly.	Lint build-up.	Check dryer filter. Make sure dryer vent is clear.
Range hood not filtering properly	Dirty filter.	Clean or replace filter.
Refrigerator not making ice.	Icemaker not turned on or water is not turned on.	Turn ice maker and water on.
Condensation around refrigerator door seal.	Temperature control is incorrectly set.	Reset temperature control.
Clothes washer leaking on floor.	Washer drain line not installed correctly.	Install drain line correctly.

Asphalt

Color and texture variation in asphalt driveways is normal. A few simple tips will prolong the life and durability of asphalt paving. Small indentations and uneven areas are normal for this material. Avoid causing large indentations, by keeping heavy trucks off. Be especially careful of kickstands, which can dig into the surface. Spilled gasoline or oil should be cleaned up with kitty litter or other absorbent material and disposed of properly, since it is injurious to asphalt. Holes, cracks, depressions, and low spots in the asphalt can be filled with a premix asphalt-patching compound. Surface sealers protect the asphalt surface from water penetration and are available from local hardware stores for homeowner application. An asphalt sealer should be applied to the driveway approximately six months after you move in. For application intervals beyond that, follow the manufacturer's recommendation.

Asphalt Driveway Precautions:

- a. The grade alongside the driveway, where the soil and grass touch the asphalt, must be properly maintained to prevent edge crumbling and settlement cracks. Do not drive on the outside edges of the asphalt. On driveway turnarounds, do not drive off of asphalt, as this will damage the edges. When making the turn on turnarounds, keep the car in motion while turning instead of turning the tires when the car is stopped. Otherwise, excessive tire friction will loosen the aggregate and damage the asphalt.
- b. Water from downspouts and hose bibs can cause the ground under the driveway to settle. If this occurs, immediately fill in the depressed area with soil to prevent future damage.
- c. Remove weeds, roots and other unwanted plant growth that may deteriorate the soil supporting the asphalt. Before installing plants near the driveway, check with a local nursery to determine the root characteristics of each tree or shrub.
- d. Do not park or store heavy vehicles such as automobiles or trailers in one spot on the driveway for extended periods of time, especially during the summer, as it may cause depressions in the asphalt surface. Keep firewood, lumber, sand, dirt, moving vans, garbage trucks, dump trucks and large or heavy delivery trucks off driveway as they can damage and/or break down driveways.
- e. Do not burn leaves or any other material on the asphalt surface.
- f. Remove winter snow and ice promptly. Do not chip or pick at the surface with a shovel, as the material is soft and will dent.

Do not apply de-icing salts or chemicals to the asphalt. Repeated thawing and freezing with salt and chemicals can damage asphalt, as well as kill grass, shrubs and trees. If a thin layer of ice cannot be removed, kitty litter or clean sand offers safe traction.

Attics

The attic space is not intended for storage. Access is provided for purposes of allowing professionals to maintain mechanical equipment that may traverse the attic space. There is a danger that anyone who enters the attic can step off wood members onto the drywall, which will not support their weight.



This will result in damage to the ceiling below, and could cause severe personal injury. The attic space is not engineered for heavy loads or access except by trained professionals who will take extra safety precautions and be responsible for their own safety.

Lennar installs a variety of attic vents to remove excessive heat and moisture from the attic space. These may include ridge vents, gable louvers, roof louvers, soffit vents, and baffles where the roof meets the wall. Do not cover these vents with insulation or any other material.

Insulation in the attic protects the rooms below it. If the insulation is moved, it will leave gaps between the insulation panels and may obstruct the attic vents. Roof trusses should not be cut to install attic stairs. This can structurally damage the integrity of the roof and will void the major structural defect warranty.

If your attic access is perimeter sealed, it is important that it remains sealed at all times. If the attic seal is broken, it could allow moisture to escape into the attic space. If the attic seal is broken, this may void all warranty in the attic space.

Balconies and Decks

Your home may feature balconies and decks. Do not install heavy equipment or nail anything to balcony or deck. The hole caused by the installation could allow water to enter your home and cause damage. The damage is your responsibility.

In some instances, the flat surface of your deck has been treated with a sealant to prevent water penetration. If it has been treated, it will require periodic application of a sealant to maintain its durability. A builder's supply, home center, or hardware store can recommend a sealant.

If your balcony or deck has roof drains, they should be kept free of debris. This allows proper water flow from the balcony or deck. After rain, water may stand in small puddles for a short time before evaporating. This is to be expected of any flat surface and is normal.

If you place plants on your balcony, make certain that drainage from the plants does not accumulate on the floor of the balcony. Water can be trapped under potted plants and trays on your balcony or deck, which can deteriorate the balcony or deck surface.

Wood decks may be constructed with pressure-treated wood to resist rot, decay and termites. It is normal for deck support posts to warp or twist up to 1 inch over an 8-foot length and a rail post may warp or twist up to 1/2 inch. Deck boards should be replaced if they develop cracks at knots that are across the grain. Decking or rails may cup up to 3/16 inch across the face of the board.

To prolong the life and beauty of a wood deck, treat it soon after you move in and periodically with a water repellent or wood preservative. Painting pressure-treated deck lumber is not recommended. A local hardware store can help you select the right product. Over time, boards may come loose or nails may raise from wood shrinkage. Correct this by re-setting existing nails or adding new galvanized nails as needed. Decks that become dried out or discolored may be cleaned with approved deck cleaners and oiled with penetrating deck finishes. Wood splintering is normal due to weathering and can be remedied by sanding edges smooth.

Consult your Homeowners Association or a licensed contractor, in absence of an Association, before you consider making any structural or cosmetic changes to your balcony or deck.

Baths

Caulking: See the "Caulking" section of this Manual, below.

Ceramic Tile: See the "Ceramic Tile" section of this Manual, below.

Fittings: Your plumbing fittings are designed to stay new-looking with minimum effort. Avoid abrasive cleaners. Clean with a soft, damp cloth followed by a brisk polishing with a clean, dry cloth.

Porcelain: The delicate beauty and gloss of porcelain bathtubs and sinks are easily maintained by observing a basic rule: never use abrasive cleaners. They scratch through the glass-like surfaces quickly. Liquid dishwashing detergent on a moist cloth is preferred. Although porcelain is durable, be careful not to drop heavy articles on it that can cause chipping. Should scratching or chipping occur, contact a porcelain repair business.

Safety Tips: It is possible to be accidentally locked out of the bathroom. Keep the door key in a safe open place outside the bathroom, but nearby. If you lose it, a small screwdriver, icepick, or similar tool can be used.

Simulated Marble: This material, found in many homes, is easy to keep clean, and is more resistant than natural marble to alcohol, food, acids, common household liquids and boiling water. Again, harsh abrasives should be avoided. Soap and water or common cleaning solvents would eliminate most stubborn stains. Liquid waxes will maintain a higher luster, but avoid paste waxes that may cause yellowing. Be careful not to drop heavy or sharp objects on simulated marble, and avoid scratching or chipping, just as with natural marble. Should scratching or chipping occur, contact a simulated marble repair business.

Tubs, Showers and Surrounds/Enclosures: Given proper care, the smooth surface of a fiberglass tub or shower will remain beautiful and easy to clean. As with any highly polished surface, regular care and no abrasives are the main rules to follow. Normal cleaning should be done with any liquid cleaner, detergent, or foaming cleanser. Alcohol used as a cleaning agent may cause discoloration. Stubborn stains can be removed with acetone or household cleaning solvents used with a nylon-scouring pad. Never use metal scrapers or similar tools

Blinds

Window blinds may be constructed of manmade or natural wood products. Wood slat material is not perfectly straight and is subject to variations in color and grain from slat to slat. Window blinds are not waterproof and are subject to water damage. If window blinds are installed in an area where there is a risk of exposure to moisture, such as over a kitchen sink or in a bathroom over a tub or shower, it is likely that the stain or paint finish will peel away from the slat material. Normal maintenance will require adjustments and refinishing over time.

Cabinets

Your cabinets are made of finished hardwoods or laminated vinyl materials. To maintain the beauty and utility of your cabinets, proper care is required. Remove splashes and splatters promptly to avoid permanent stains. Do not wash laminated cabinets with water or water-based cleaners. If the cabinet manufacturer has provided maintenance instructions, please refer to them for recommendations as to proper products to be used.

The wood in your cabinets is a natural product. Some fading of the original color will occur. Wood is subject to drying and can warp. This could cause drawers to stick and prevent doors from closing properly. If you notice sticking drawers and cabinet doors that do not close properly during the Limited Warranty Period, please notify Lennar's Customer Care Department in writing. After that, maintenance of cabinet drawers and doors is the responsibility of the homeowner. Minor scratches can be covered with a putty stick that matches the finish of your cabinets. Putty sticks can be purchased at paint or hardware stores. Do not use abrasives on the finish of your cabinets. Direct sunlight can cause fading of the original color. Consider using window coverings to prevent direct sun on cabinets.

The hinges on your cabinet doors can be lubricated, if necessary, with an oil-based lubricant. Apply a very small drop of oil to the top of the hinge and work the door back and forth several times so the oil will penetrate the hinge. Wipe the excess oil with a dry paper towel.

Flat and carousel shelves are not designed to hold weight that exceeds 20 pounds per square foot. Keep canned goods, flour, sugar, and heavier products on the bottom shelf of the base cabinets. If desired, apply contact paper to shelves to protect against scratches and water stains.

Here are some solutions to common cabinet problems:

PROBLEM	LIKELY CAUSE	SOLUTION
Cabinet door doesn't close properly.	Door hinge is out of adjustment.	Adjust hinges.
Cabinet door bangs when closing.	Missing cabinet door bumper pads.	Install new bumper pads.
Cabinet door not level.	Screws attaching hinge to frame are loose.	Loosen screws, align door, tighten screws.
Adjustable shelves not at desired height.	Shelf clips in wrong position.	Remove shelf one side at a time. Move clips to desired position. Replace shelf one side at a time.
Cabinet drawer sticks.	Drawer glides out of alignment or debris in track.	Realign track. Check for debris. Spray with silicone.
Carousel not swinging freely.	Out of adjustment.	Loosen black set screw at bottom. Turn dial on shaft counterclockwise to raise, clockwise to lower.

PROBLEM	LIKELY CAUSE	SOLUTION
Scratch or dent in cabinet.	Normal use.	Fill crack or dent with colored putty.
Cabinet finish is dull.	Cabinet is dirty.	Clean with soap and water.
Cabinet swelling from moisture.	Water leak or putting wet dishes in cabinet.	Check for water leaks. Dry dishes thoroughly.
Cutting board will not fit back into place.	Board is swollen from excess moisture.	To prevent, do not soak board in sink. Wash and dry thoroughly when cleaning.

Caulking

Over time, and particularly during warm, dry weather, caulking will dry and shrink. When this happens, it no longer provides a good seal against moisture. As part of your routine maintenance, you should inspect the caulking around your sinks, showers, tubs, countertops, and ceramic tile, and should make any necessary repairs to the caulking every six (6) months or as needed. Caulking guns and applicator tubes, disposable caulking guns, and caulking compounds are available at hardware stores and home centers.

Re-caulking, or any other repair by us, does not extend the terms of our Limited Warranty. Refer to the Limited Warranty section of this Manual for complete details. Please keep in mind that when we re-caulk or make any repairs to a painted, stained, colored or finished surface, it may not be possible to match the previous color. Variances in color are normal and are to be expected.

Ceilings

The ceilings in your home require occasional cleaning and periodic painting. Remove dust or cobwebs as part of your routine cleaning. When needed and as a part of your regular maintenance, you may want to repaint your ceiling.

If your ceiling consists of luminous light fixtures, you should follow these tips. Do not use cleaning solvents or other strong chemicals on the plastic panels or aluminum grid. We recommend that you wash the panels in a mild solution of dish-washing liquid and water. Use a soft cloth to wipe the grids using only warm water. Towel dry the panels and grids to remove any soap residue and water spotting.

Concrete

Concrete is a major structural material in your home. It provides strength and durability for the foundation. Your concrete requires minimal care. It should be kept free of accumulated dirt and debris. Oil and grease stains and standing water should be removed. Concrete cleaners are available at home centers and hardware stores.

Concrete is a porous, brittle material that will expand, contract, and crack as the result of temperature changes, shrinkage, and stress. Hairline cracks that may appear on foundation walls are usually cosmetic, as opposed to structural. Foundation cracks are common and are caused by shrinkage or stress. Due to weather, temperature, and moisture and to the nature of concrete, masonry, and



stucco, it is normal for concrete to shrink and expand. This usually does not unduly affect the strength, performance, or purpose of the concrete, masonry, or stucco. Lennar makes no representations or warranties that the concrete in or adjacent to your home will be free from shrinkage or surface cracking. Homeowners may choose to address cosmetic cracks by filling them with flexible concrete silicone. Concrete sealers may also be applied after six months to help reduce concrete dust from foot traffic.

Due to certain soil types, some staining of concrete is normal. Clean concrete floors with a solution of five tablespoons of baking soda to a gallon of water. Before using the cleaning solution, wet the floor with clear water and loosen dirt with a steel brush or scraping blade. A concrete sealer may be applied to the floor, following the manufacturer's directions, approximately six months after you move in. This will make it easier to clean and will reduce concrete dusting.

If your home has a basement, the block foundation may be covered on the outside with a cement parging, while the poured-in-place concrete foundation walls do not require parging. Both have an application of a material that is water-resistant, but not totally waterproof. Slight moisture condensation on the basement walls and floor is normal during the first year, since hundreds of gallons of water are used to make the concrete, mortar, drywall mud, and paint. As this water evaporates, it naturally raises the moisture content. Proper ventilation will reduce this condensation. Open basement windows during clear, dry weather and then close them during damp, humid weather. If excessive humidity develops, consider using a dehumidifier to remove unwanted moisture from the air.

Proper water drainage around the foundation will help keep the basement dry and eliminate unnecessary stress on the foundation wall. In many locations, drain tile is used to drain water away from the foundation. Familiarize yourself with the system installed in your home. Check periodically to ensure that all drains are clear of debris, that pumps are operating, window wells are clean, and that the soil around the foundation properly slopes away from the home.

Exterior Concrete Flatwork (Porches, Stoops, Steps, Driveways, Patios and Sidewalks)

You should conduct a monthly inspection of concrete flatwork and do any maintenance necessary to improve drainage and minimize the infiltration of water. This is especially important during the first five years for a newly built home, as this is when the most severe adjustment between the new construction and its environment occurs. The process of inspection and maintenance should continue over the years, but cracking, settling, and other problems should become less common.

Cracks in flatwork are commonplace. Cracks occur from the natural curing and stabilizing process when drying and from settlement over time. Cracking may be more severe and common on swelling soils. If cracks are not sealed, they can get worse and contribute to deeper saturation of the soil that may damage the foundation. It is the homeowner's responsibility to caulk cracks to prevent water from getting under the slab and causing the soil underneath to settle or expand, further compounding the cracking of the concrete. Quality exterior acrylic caulking compounds or equivalent products manufactured for this purpose can be purchased at most hardware stores do-it yourself departments, and lumber yards.

The driveways and walkways in your home are designed for residential use. Should any vehicle heavier than a conventional automobile or pickup truck be allowed to use your driveway, Lennar will not respond to complaints of driveway cracking. For your own protection, do not allow moving vans, lumber, concrete, landscaping and pool trucks, etc. to make use of your driveway.

Remove plant growth from the expansion joints when it appears. Left to grow, the roots of small plants expand and could crack or otherwise damage your concrete. If this happens, obtain patching cement from a hardware store or home center and follow the directions on the package for proper repair. Patches in concrete will vary in color from the original material. This is normal and cannot be avoided. Under normal usage and weather conditions concrete surfaces should not disintegrate to the extent that the aggregate is exposed. Salt and other de-icing chemicals will cause severe damage to exterior concrete surfaces. Even when you do not use salt, salt can be tracked in from roadways on tires and can accumulate under the fenders of your vehicle. This highly concentrated salt can cause pitting, spalling, and possibly the exposure of aggregate. We are not responsible for concrete deterioration caused by homeowner abuse or negligence, salt, chemicals, heavy vehicles, or other factors beyond our control. You may apply a concrete sealant, which may assist in reducing the effect of these chemicals on the concrete.

Concrete occasionally cures with a variation of color. This occurs during the curing process and is a natural chemical reaction. There is typically no way to predict or control this and we do not warrant discoloration of concrete. Lennar also cannot ensure that concrete or masonry repairs requiring new material will match the color of the existing material. Color variations are normal. Top soil, fertilizer and other chemical treatments for lawn care can discolor concrete and should be swept off immediately.

Do not run water, or allow puddles to occur, near concrete foundations, fences, walls, walks and driveways. Water can cause soils expansion and infiltration and reaction to soils chemicals such as sulfates that can cause concrete to fracture or deteriorate. Remove snow and ice promptly from porches, steps, stoops, driveways, patios and sidewalks. If a thin layer of ice cannot be removed, cat litter or clean sand offer improved traction.

Foundation Slabs

By maintaining good drainage away from your home, you are protecting your home's foundation and the floor slab. Maintenance of drainage away from all concrete slabs will minimize cracking and other forms of movement. Cracks in slabs should be sealed with a waterproof concrete caulk to prevent moisture from penetrating to the soil beneath.

Structural Floors/Crawl Spaces

A crawl foundation is made up of a footing and masonry foundation wall consisting of block and brick to support the structural floor. The floor system is constructed using an engineered framing system. The height is determined by the site conditions. Structural floors and crawlspaces create unique maintenance obligations, and increased maintenance responsibilities and costs (such as for utilities, maintenance, repairs, upkeep, etc.). Structural floors and crawlspaces require periodic inspections and replacement of devices designed to extract moisture, additional energy, and utility costs, floor treatments and related expenses. Mold may develop more easily and/or extensively with respect to structural floor and crawlspace areas. Homeowners with structural floors and crawlspaces must diligently comply with the mold prevention obligations stated elsewhere in this Manual.

Ground cover plastic in crawl spaces is used to reduce moisture coming from the ground. Do not remove or disturb it. It is natural to have condensation under this plastic. Water in your crawl space should be expected. The crawl space is graded to drain to the lowest area of the crawl. A drain pipe may be located here and terminate outside of the crawl. Both ends of this pipe need to be kept free of debris so that it doesn't clog. Proper ventilation in crawl space areas minimizes high humidity levels, condensation and resulting mildew. Do not enclose crawl space areas that open to an existing basement unless you provide exterior venting. Do not block or close existing vents. Do not use crawl space areas for storage.

In the Southeast region, where the temperature and humidity are both high, you can, under certain circumstances, experience condensation on your water pipes and air conditioning ducts. This is expected and not considered a problem. However, if this condition persists, it is recommended that the crawl space vents be adjusted in the summer to reduce the hot, moist air entering the crawl space. Vents should be open in the spring and fall to dry the crawl space. In the winter, the vents need to be adjusted again, leaving some partially open to guarantee air movement in your crawl space.

Post-Tension Slab

The concrete slab in your home may be designed with post-tension cable devices to add strength. The cables are under very high tension and must not be cut or broken. **Do not drill or cut your slab in any way.** This could result in severe damage to your slab and to you! Contact the Customer Care Department to determine if your home has a post-tension slab or if you have any questions regarding post-tension devices.

Condensation

Condensation is normal in a new home because many gallons of water were used during construction in the concrete, paint, etc. This water causes higher than normal humidity until the drying process is complete. When condensation appears on a cool pipe or on glass surfaces, it may give the false impression that you have leaks.

Excessive condensation or sweating on cool surfaces can be eliminated by making sure all attic louvers and crawl spaces are clear of debris or insect nests. Open windows can aid the home drying process; yet it takes time. Avoid speeding up the process by using excessive heat. You should use a constant thermostat temperature of between 68 and 72 degrees Fahrenheit. Window condensation is produced by conditions beyond our control and is not covered. Lennar will inspect doors and windows to ensure proper fit and function and will repair defective weather-stripping.

Counter Tops

The counter tops in your kitchen may be constructed of glazed ceramic tile, cultured marble, marble, laminates (such as Formica), granite, limestone, or solid surface materials (such as Corian). Any cosmetic damage to your counter tops must be noted during your New Home Orientation. After you have moved in, the care of your kitchen counter tops is your responsibility.

Always use a cutting board to protect your counter tops when you prepare food. While minor scratches that can result from cutting food may not be noticeable at first, in time they will dull and mar the luster of the finish. This can happen to even the hardest ceramic tile.

Wipe up spills immediately. Some liquids, particularly hot ones, can cause almost imperceptible stains on ceramic tile grout, Formica and cultured marble. In time, the stains can accumulate and become unsightly.

Be careful to avoid dropping pots and pans and other kitchen items on your counter tops. This can break or chip the counter's surface.

Re-caulk separations that occur around sinks and along the backsplash of countertops, and between countertops and walls before water can enter those separations and cause damage. See the "Caulking" section of this Manual, above.

Ceramic Tile

Glazed ceramic tile is known for its durability and the variety of colors and designs. Ceramic tiles are purchased in lots that have the same texture and color. Because an exact replacement match of ceramic tile can be impossible, we urge you to take special care to avoid breaking or damaging the ceramic tile on your counter tops.

Ceramic tile is brittle and can be broken by a sharp blow from a heavy object. The best way to avoid broken tiles is to use a cutting board and other protection for your ceramic tiles when you are at work in your kitchen. Wipe spills away promptly to avoid staining the grout. Soapy warm water, a detergent or a commercial tile cleaner can be used to keep your tile clean.

Sealing the grout between your tiles once a year or so will prevent stubborn stains from penetrating the grout and becoming unsightly. Routine scrubbing of the grout with warm soapy water will keep it clean and fresh. Strong cleaners such as Lysol can stain the grout. Sealers and cleaners can be found at your local hardware store. Sealing grout is a homeowner choice and maintenance responsibility.

Minor separation and looseness of ceramic tile grout on tubs, showers, counter tops and flooring, where it is joined with other materials, is inevitable. This is caused by the normal expansion and

contraction of materials involved. Grout repairs are routine homeowner maintenance. Repairs of sealed grout may cause color variations.

Tile maintenance is the responsibility of the homeowner. Special care should be taken at ceramic tile areas that are exposed to water such as around bathtubs, showers, and on kitchen and bath counter tops. If any grout becomes loose or gaps appear between the tub and the tile, apply a waterproof caulking material to prevent water from migrating behind the tile. If water is allowed to accumulate behind the tile, damage to the walls and to the structure of the home can occur, and mold may develop. Lennar is not responsible for this kind of damage.

Corinthian

Corinthian is a solid surface material, non-gel coated, air free cast-filled polyester. The product is consistent throughout. Corinthian can be cleaned with any good household cleaner, whether abrasive or non-abrasive. Stains which do occur can usually be removed with any abrasive household cleanser and a Scotch-Brite pad. To avoid scratches in the Corinthian surface do not use the product as a cutting board.

Cultured Marble

Proper maintenance of cultured marble is similar to the maintenance needs of fine wood. Use a cutting board to prevent scratches. Remove spills immediately to avoid stains. Do not use abrasive cleansers or scouring pads. Most food and drinks are acidic and can etch the finish on the marble. Do not place any items which may scratch or burn the surface directly onto the counter top.

Routine care of cultured marble counter tops requires warm water and a soft cloth or sponge. If the surface of your cultured marble counter tops becomes dull, you might consider having the marble polished by a professional who specializes in marble polishing.

Granite and Marble

Granite and marble are natural stone products. These surfaces can be scratched by knives or sharp objects, and they can be etched by some chemicals or food products. Use cutting boards to avoid scratches. Remove spills immediately to avoid stains. Do not use abrasive cleansers or scouring pads. Most food and drinks are acidic and can etch the finish on the marble. Do not place any items which may scratch or burn the surface directly onto the counter top.

Laminate Countertops

Clean laminate countertops with a soapy cloth or sponge, or use a non-abrasive liquid household cleanser for more stubborn stains. There are one-step cleaning products available for laminates that clean, reduce streaking, and leave surfaces polished. As with all cleaning products, carefully follow the manufacturer's instructions. Always clean across the joints in laminate countertops. Caulking must be maintained and replaced as necessary at countertop and backsplash seams to avoid moisture damage and swelling of countertop.

Keep standing water away from the back splash, seams, and the seal around the sink. These areas are prone to water damage, since excessive moisture will eventually break down the seal and cause swelling or delamination. Check seams periodically and re-caulk as necessary. Laminate countertops can sometimes have the edge or band of laminate come loose from excessive moisture. This can be corrected by reattaching it with laminate adhesive.

Solid Surface Materials (such as Corian)

Solid surface materials are durable, man-made products designed especially for use in counter tops. However, they are not impervious to stains and damage, and require regular cleaning to maintain their beauty. These materials are susceptible to burns, so do not place a hot pan or a cigarette directly on the counter. As with any surface, it is best to clean up spills immediately. Use non-abrasive cleaners and dry with a soft cloth to enhance the luster.

Here are solutions to common countertop and vanity problems:

PROBLEM	LIKELY CAUSE	SOLUTION
Countertop separating from wall.	Settlement.	Re-caulk gap between countertop and wall.
Countertop chipped or damaged.	Accidents.	Contact porcelain or countertop repair company.
Dull finish on cultured marble surfaces.	Daily use/accidents.	Apply automotive wax and buff to restore finish.
Countertop edge band/laminate loose or separating from countertop.	Excessive moisture.	Reattach edge band laminate with appropriate laminate adhesive.
Scratches/chips in cultured marble or Formica countertops.	Accidents.	Call for professional repair.
Rust stains.	Marks from metal cans or steel wool.	Apply rust remover, per manufacturer's instructions.
Stubborn ink stains.	Accidents.	Apply full-strength liquid cleanser. Allow it to draw out stain. Blot away excess and rinse.

Doors

Doors (Exterior)

Check the finish on your exterior doors several times a year. Doors that receive direct sunlight should be inspected more often. If you notice cracking or peeling, refinish the door promptly. Use touch up paint as needed and repaint once a year or as required. If left unattended, cracking and peeling will progress rapidly and destroy the surface of the door. Reposition sprinklers that spray doors and other wood or metal surfaces. Water can severely damage wood surfaces.

Avoid slamming doors because damage may result. Do not make hasty adjustments on new doors, since the condensation and humidity of a new home will affect them only temporarily. Occasional slight sticking is normal and even desirable for a weather-tight fit. To eliminate minor sticking, try paraffin, candle wax or commercial dry lubricant sticks.

If occasional lock sticking occurs, exterior locks can be easily freed with lubricant sold in most hardware stores. Locks may require adjustments of the strike plate on the door jamb. Remove the

strike plate and carefully file the latch opening. Or move the strike plate by moving the screws into new positions.

Planing is a drastic solution. Do it carefully and cautiously otherwise the door may refuse to close properly in drier weather. When the door closes to your satisfaction after planing, seal the raw wood with paint or varnish to reduce the chance of swelling or warping later.

Small cracks may also develop during a dry season and may disappear during wet winter months. If the cracks do not disappear over time, they can be easily filled with wood putty, caulking compound or filler. These materials may be obtained at your local hardware store or home center.

The shrinkage of insert panels in doors showing raw wood edges is not uncommon due to temperature and humidity changes and can be corrected by repainting after the movement has stabilized.

Inspect the weatherstripping on your exterior doors frequently. Weatherstripping should form a reasonably tight seal to prevent air and water from entering. Normal contraction of wood doors can leave a small gap in the weatherstripping. This is normal. The small gap will close when the humidity increases and the door expands. Reglue or replace rubber and synthetic weatherstripping that has worked loose. Use an appropriate commercial weatherstripping cement or glue. Do not use super glue type adhesives.

Metal weatherstripping components can become unfastened. If this happens, carefully reshape the metal to its proper position and fasten it with small nails or tacks. Replace metal weatherstripping that has been damaged beyond this simple repair procedure.

Before you make structural or cosmetic changes to your exterior doors, check with any Homeowner's Association to which you may belong to determine any restrictions or necessary procedures or permits in connection with such changes.

Doors (Interior)

It is a good idea to keep duplicate keys for the bathrooms and other locking doors. Children may accidentally lock themselves into a room and be unable to work the lock. You may find that some interior locks can be opened with a small screwdriver, ice pick, or similar tool.

Remove finger smudges from painted or varnished interior doors by washing with warm water and a soft cloth or sponge. Dry the surface thoroughly with a soft cloth or towel. Check your interior doors frequently and use touch up paint or varnish when necessary. These simple steps will keep your interior doors beautiful and in top condition.

If your closets feature sliding doors keep clothes and other items away from the doors so they do not obstruct the door's proper operation. The roller and tracks should be lubricated with an oil-free silicon lubricant. Oil and grease attract dust and dirt that become embedded in the lubricant and tracks.

Interior doors are hollow-core and are not designed to support attachments and hanging accessories. Hanging heavy items on doorknobs, or at the top of a door, can damage hardware, hinges, or the door itself. Some doors may have hinge bumps installed, caution must be taken not to apply pressure as hinge bump could puncture door.

Doors (Metal)

Metal doors require paint touch up but usually require little other care. Observe the lower edge of metal doors to inspect for rust. Remove the cause of the rust where possible and any rust stains, and use touch up paint to cover the exposed metal.

Doors (Sliding Glass)

Carefully examine all window and sliding door glass at your New Home Orientation. Any glass that is broken or scratched must be pointed out at that time. Sliding glass doors are protected by a manufacturer's warranty, which may extend beyond the Builder's Limited Warranty coverage. Should you experience problems that the manufacturer warrants, please contact the appropriate manufacturer.

Clean glass with a spray glass cleanser and wipe frames with sudsy water and a soft cloth. Periodically clean the bottom of the door track and check to ensure that drain holes are clear of obstructions. To keep the doors moving freely, apply a silicone spray to the tracks. Keep sprinklers away from sliding glass doors and windows when watering the lawn.

Doors (Wood)

The doors and door frames in your home are made of painted or varnished wood. Wooden doors are subject to expansion and contraction with changes in heat and humidity. The result can be warping and sticking. This is normal and may correct itself as conditions change. **You should allow your home to go through at least one dry and damp season before you make other permanent changes.**

You can correct most sticking doors by the careful removal of small amounts of wood. Usually, this can be done with sandpaper. In most cases, it is not necessary to remove the door. Use sandpaper to lightly sand the door to remove a small amount of wood at a time until the door no longer sticks. Use touch up paint on the exposed wood promptly.

Planing is a drastic solution. Do it carefully and cautiously otherwise the door may refuse to close properly in drier weather. When the door closes to your satisfaction after planing, seal the raw wood with paint or varnish to reduce the chance of swelling or warping later.

Small cracks may also develop during a dry season and may disappear during wet winter months. If the cracks do not disappear over time, they can be easily filled with wood putty, caulking compound, or filler. These materials may be obtained at your local hardware store or home center.

Avoid slamming doors because damage may result. Do not make hasty adjustments on new doors, since the condensation and humidity of a new home will affect them only temporarily. Occasional slight sticking is normal and even desirable for a weather-tight fit. To eliminate minor sticking, try paraffin, candle wax or commercial dry lubricant sticks.

If occasional lock sticking occurs, exterior locks can be easily freed with lubricant sold in most hardware stores. Locks may require adjustments of the strike plate on the door jamb. Remove the strike plate and carefully file the latch opening. Or move the strike plate by moving the screws into new positions.

The hinges and locks on your doors may require lubrication from time to time for proper maintenance and to prevent squeaks. Remove the hinge pin and rub it with a graphite tube or lead pencil and then replace it. We do not recommend using oil because it accumulates dust.

Door knobs that are used frequently can become loose. As soon as you notice such a condition, tighten any screws on the doorknob that are loose.

The shrinkage of insert panels in doors, showing raw wood edges is not uncommon due to temperature and humidity changes and can be corrected by repainting after the movement has stabilized.

Garage Doors

Since the garage door is a large, moving object, periodic maintenance along with following the manufacturer's instructions will insure 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.

- a. Every three months, a 30 weight automobile oil or similar light lubricating oil should be applied to all metal moving parts: hinges, pulleys, and springs. Wipe away any excess oil. Do not lubricate the tracks or the surface of the nylon roller. If needed, you can adjust the tension on the upper and lower rods to compensate for any warping of the door. At this same three month interval, check to see that all hardware is tight and operating as intended without binding or scraping.
- b. It is a normal condition for the garage door to sag somewhat due to its weight and span. This will stabilize after the panels have dried thoroughly.
- c. For your safety, after one year 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.
- d. If an electric door operator is installed, be sure the door is completely unlocked and the pull-down rope had been removed before using the operator. The six-month inspection and servicing described herein is still needed even if an electric opener is installed.

If your home has a one-piece garage door that is made of wood, close your garage door during rain. If the garage door is left open during rain, water will collect on the door and cause severe warping and damage to the door and the door hardware.

If your home has a sectional garage door that is made of lightweight steel, the door is very susceptible to denting and scratching. Take care to avoid leaning objects such as bicycles or ladders against the door.

Garage doors with remote openers can be operated manually by pulling the release cord at the top of the garage door, near the track, and then lifting the garage door open. Adjustments to the garage door mechanism may be needed after extensive use or after painting or repairs. The mechanism is under high tension. Injury can result if the mechanism is improperly handled. Contact an authorized dealer or other garage door service provider if adjustments are needed.



Automatic garage door openers and sectional garage doors may be covered by a manufacturer's warranty. Please read the manufacturers' warranties provided to you in conjunction with your home purchase for information on maintenance, operation, and electronic coding. The installation of a garage door opener not installed by Lennar will void any applicable garage door warranty.

Here are solutions to common door problems:

PROBLEM	LIKELY CAUSE	SOLUTION
Interior door does not stay closed.	Keeper out of adjustment.	Adjust keeper.
Door sticks or binds.	Settlement or swelling from moisture.	Adjust hinges, keepers or jambs.
Door will not stay open.	Settlement.	Adjust the hinge.
Entry door losing finish.	Weather related from sun or heat.	Clean door often.
Entry door will not latch properly.	Settlement or tight weather-strip.	Adjust keeper and/or weather-strip.
Hot or cold air coming in around exterior door.	Threshold out of adjustment.	Adjust threshold. The door's rubber sweep should bend slightly and evenly where it meets the threshold.
Water infiltration at door.	Threshold not snug at bottom of door.	Adjust threshold.
Hinges on door squeak.	Friction on hinge pin.	Apply wax to hinge pin.
Door key does not operate smoothly.	Normal usage.	Spray white graphite into key hole.
Door knob loose or rattles.	Normal usage.	Tighten screws.
Bi-fold doors do not close flush.	Door keepers unadjusted.	Adjust keepers on the backside of door.
Bi-pass door leaves track.	Unusual handling of the door.	Reinstall door, inserting wheels at top of door into track.
Sliding glass door does not lock.	Locking latch out of adjustment.	Adjust locking latch.
Sliding glass door sticking or hard to operate.	Bottom roller out of adjustment.	Adjust rollers, clean track, and silicone spray.
Overhead garage door not operating properly.	Tension spring out of adjustment or door blocked by debris.	Remove debris. Call authorized repairperson for any other repairs. DO NOT attempt to repair tension spring.

PROBLEM	LIKELY CAUSE	SOLUTION
Remote garage door opener not operating.	Weak or dead batteries.	Replace batteries.
Water infiltration at door.	Threshold not snug to bottom of door.	Adjust threshold.
Hot or cold air coming in around exterior door.	Threshold out of adjustment.	Adjust threshold.

Electrical System

The electrical system in your home is intended for normal residential use. We highly recommend that you consult a licensed electrician to make changes or additions to your electrical system. Please note that a permit may be required for changes and additions to your electrical system.

Arc Fault Circuit Interrupter (AFCI) Devices

During your New Home Orientation, the Lennar Associate will point out the breaker location of the arc fault circuit interrupter devices (AFCI outlets) in the main electrical panel. Each wall outlet in every bedroom is protected by an AFCI to mitigate against most arcing conditions as might be created by older appliances such as vacuum cleaners, etc. For instance, some older motors may create internal sparks while running which could trip the AFCI.

Conventional circuit breakers only respond to overloads and short circuits. They do not protect against arcing conditions that produce erratic current flow. An AFCI is selective so that normal arcs do not cause it to trip.

The AFCI circuitry continuously monitors current flow through the AFCI. Once an unwanted arcing condition is detected, the control circuitry in the AFCI trips the internal contacts, thus de-energizing the circuit and reducing the potential for a fire to occur. An AFCI should not trip during normal arcing conditions, which can occur when a switch is opened or a plug is pulled from a receptacle.

Presently, AFCIs are designed into conventional circuit breakers combining traditional overload and short-circuit protection. AFCI circuit breakers have a test button and look similar to GFI circuit breakers. To reset, simply press the reset button on the appropriate breaker in the electrical panel.

Ceiling Fans

DO NOT hang a ceiling fan from an existing ceiling light box without adding additional support to carry the extra weight.

Circuit Breaker

During the New Home Orientation, the Lennar Associate will point out the location of the circuit breaker panel. There will be one master circuit breaker and several individual circuit breakers.

Circuit breakers trip under excessive electrical load. 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. Reset tripped circuit breakers by moving them to the "off" position and then to the "on" position.



In the event of a loss of electrical power in your home, follow these steps:

If the power loss is in one area of your home and power is available in other areas of your home, it is likely that an individual circuit breaker has turned off. Unplug any appliances in the area that are without power and turn other appliances off. Check the circuit breaker and, if necessary, reset it. Plug your appliances back in. If the circuit breaker fails repeatedly, you have either a short circuit in one of your appliances or a short circuit in the electrical system in your home. Do not attempt further repair. Call a licensed electrician or Lennar if your home is still covered under our Limited Warranty.

If electrical power is lost throughout your home, check the master circuit breaker. If the master circuit breaker has tripped, reset it. If the master circuit breaker trips repeatedly, refer the problem to a licensed electrician. If the master circuit breaker has not tripped, take a look around your neighborhood. If you notice a general electrical failure in your neighborhood, call your electric company to report the problem.

Dishwasher/Disposal Units

Under the kitchen sink you will find an electrical outlet for the dishwasher and disposal. One half of this outlet is controlled by the wall switch and is used for the disposal; the other half is for the dishwasher.

Ground Fault Interrupt Devices

During your New Home Orientation, the Lennar Associate will point out the location of ground fault interrupt devices (GFI outlets). Usually, GFI outlets are located in bathrooms near tubs and bathroom sinks, in kitchens, laundry rooms, and garages, and on the exterior of your home. These are special circuit breakers that are designed to break the flow of electricity in the event of a short circuit. This will prevent dangerous electrical shock.

GFI circuits have a test and reset button. These are pointed out during the New Home Orientation. Once each month the test button should be pressed. This will trip the circuit. To return service, press the reset button. If a GFI breaker trips during normal use it may be an indication of a faulty appliance and some investigation is in order. Always check the GFI breaker before calling for Customer Care services.

Do not plug appliances such as air conditioners, refrigerators, and food freezers into GFI outlets. The electrical surge that occurs when these appliances cycle will trip the GFI outlets and break the circuit. Heavy electrical usage appliances such as power tools or even hair dryers can trip the GFI breaker. Atmospheric moisture, such as during rains or after a hot shower, may also trip the GFI breaker.

It is possible that some outlets that are connected to the GFI device are not so marked. If you have a failure at an outlet, reset the GFI devices as well as the circuit breaker. Continued failures indicate a potentially dangerous electrical problem. Contact a licensed electrician for assistance.

Lighting (Exterior)

The exterior lights on your home can have brass or painted finishes. Replace the light bulbs with the recommended specification. Protect the brass finish with a wax or protectant product to avoid corrosion and discoloration. Replacement globes can be purchased at home centers, lighting stores and hardware stores. Do not use indoor bulbs in exterior lighting fixtures. Do not use light bulbs with a higher wattage than the maximum wattage stated on the light fixture.

Lighting (Interior)

The lighting fixtures in your home are designed for standard wattage bulbs. To avoid excessive heat, you should not exceed the manufacturer's recommendations. If a luminous light fixture does not work, make sure all fluorescent bulbs are installed properly. Adjust any tubes that are flickering or buzzing. Check wall switches and circuit breakers.

If a light fails to come on, check the bulbs to be sure they are not loose or burned out. Also, check to see that they are the correct wattage for the fixture. Next check the breakers. If this fails to solve the problem, you will then need to arrange for service.

Translucent panels can be cleaned by removing them. First push up slightly above the grid system (except attic access panels) then tilt and lower. Wash in a 1-2% solution of water and mild detergent. Do not rinse; the soap film will reduce static electricity.

Outlets and Switches

Electrical outlets can be found in every room in your home. Do not exceed the capacity for which the outlets were designed. Devices that increase the capacity of electrical outlets and multiple extension cords can cause a fire and severe personal injury or death. High voltage appliances (i.e., iron, hairdryer and vacuum) will dim lights and draw additional current while in use.

An electrical outlet or light switch on an exterior wall may produce a slight draft, allowing cold air to be drawn into the room. Some cold air is normal. Draft protection pads that help reduce cool air drafts can be installed by a qualified electrician or are available at hardware stores. If any electrical outlet does not have power, there are two possible explanations:

- 1) Some outlets are controlled by a wall switch. Plug an appliance into the outlet and turn on nearby wall switches to see if the problem is corrected. If you find that an outlet is controlled by a wall switch, you might point this out to others who live in your home.
- 2) Check the circuit breaker. If the circuit breaker has been tripped, reset it and try the outlet again. Check the GFI devices and reset if necessary. If the circuit breaker trips repeatedly, call a licensed electrician or Lennar if your home is still covered under our Limited Warranty.

CAUTION: Small children can be injured by poking small metal objects into wall outlets. You can prevent this by installing child proof devices on all floor level electrical outlets. These devices are available in grocery stores and drug stores as well as home centers and hardware stores.

Here are solutions to some electrical problems:

PROBLEM	LIKELY CAUSE	SOLUTION
Complete power failure.	Main breaker tripped. Electrical outage.	Reset main breaker. Call power company.
Electrical outlets not working.	Outlet switch is off or circuit breaker is tripped.	Turn on switch. Check and reset breaker.
GFCI outlets not operating.	GFCI receptacle or circuit breaker is tripped.	Reset GFCI. Check and reset circuit breaker.

PROBLEM	LIKELY CAUSE	SOLUTION
GFCI keeps tripping.	GFCI circuit overloaded.	Do not overload GFCI circuit with small appliances.
Light fixture not working.	Switch is off or bulb is burned out.	Turn on switch. Turn off power to replace bulb.
Appliance does not work.	Circuit breaker tripped or appliance broken.	Reset circuit breaker. If problem persists, see appliance manual.
Smoke alarm goes off when smoke is not present.	Dust or dirt trapped in smoke alarm. Battery backup needs replacement.	Clean or vacuum smoke alarm. Replace battery backup.
One half of wall outlet is not working.	Switched outlet.	Turn on wall switch.
Sparks or burning smell.	Potential appliance overheating or fire.	Find the location. Shut off electrical at panel. Immediately call fire department if there is any chance of fire.

Expansion and Contraction

All building materials are subject to expansion and contraction caused by changes in temperature and humidity. This applies to everything in your home, even including the concrete. Dissimilar materials expand or contract at different rates. This results in separation between materials, particularly dissimilar ones. The effects of this expansion and contraction can be seen in such things as small cracks in the foundation, drywall, paint -- especially where moldings meet sheetrock, and mitered corners, where tile grout meets tub or sink, etc. This can be alarming to an uninformed homeowner, but, in fact, it is very normal, even in the highest quality of construction. Especially in dry climates, shrinkage of wood members of your home is inevitable.

This will occur in your home. It will be most noticeable during the first year, but typically continues into subsequent years. In most cases, caulking and paint is all that is needed to repair this minor evidence of a very natural phenomenon. Even properly installed caulking will shrink and must be maintained.

Exterior Finishes

The primary exterior finishes on your home are wood or other siding materials and stucco. Because they are exposed to constantly changing weather conditions, the exterior finishes on your home require routine maintenance and care. We recommend that you inspect the exterior surfaces of your home every three months.

Every six months it is recommended that you walk the exterior of your home looking for cracks in the exterior finish. Pay special attention to areas around windows, doors, hose bibs, phone boxes, cable TV and electrical outlets. It is not uncommon to find cracks that outline block used in home or wall construction in a stair-shaped pattern. If you find cracks, it is important that you seal them, as cracks may allow moisture to enter, especially during periods of sustained rain and high winds. Use an acrylic

urethane caulking for areas around windows and doors or any wall penetration. For cracks that occur in block construction (like those that form a stair-shaped crack), a textured brush-on elastomeric sealant fills cracks the best. Both products can be purchased at your local paint supply store.

Brick and Brick Veneer

Brick is a masonry product with a cement mortar product between the bricks. Minor hairline cracks are common in mortar joints in masonry construction and do not reduce the function. Slight variations in size, color, and placement contribute to the look of a brick exterior. Surface chips and cracks add a weathered appeal, while small hairline cracks in the mortar are caused by shrinkage. Minor brick chipping, cracking, and mortar shrinkage are normal. Cracks in the mortar joints may be 1/4 inch in width and may vary up to 3/8 inch. Bricks may vary in size 1/2 inch in length or width. Bowed brick may vary 3/8 of an inch over the brick's length.

Bricks with a sand finish coat, after normal weather conditions, are subject to lose some of their sand coat finish. "Tumbled" bricks can come with chips, which create the tumbled, irregular look. Bay windows or walls with angled corners may have brick from different dye lots from the other adjacent bricks. Keep clear any weep holes that may be drilled into the brick's mortar above the foundation to allow water to drain from behind the brick.

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, it can be removed by scrubbing with a brush and strong vinegar.

Stone and Stone Veneer

Slight variations in size, color, and placement contribute to the look of a stone exterior. Minor stone chipping, cracking, and cement shrinkage are normal. A crack in the cement joint of stone veneer may be up to 1/4 inch in width. Lennar cannot ensure that stone or cement repair requiring new material will match the color of the existing material. Color variations are normal.

Siding, Soffits and Fascia

Vinyl siding is a relatively low-maintenance product that holds up well under varying weather conditions. However, during intense periods of heat, the sun can cause the siding to flex and ripple. The siding will be installed in such a way as to allow the siding to "flex" under these conditions. Also, darker colors of vinyl siding are more susceptible to fading and distortion, due to temperature differences in the home during hot seasonal weather. Lighter colors are likely to show more breaks/seams in the siding than a darker color. The spacing pattern among individual pieces will vary within each house; therefore, no two houses will ever have the same pattern or location of breaks.

Siding should be inspected annually for paint performance, chipping, cracking, etc. Exterior painted surfaces of the home generally should be refinished approximately every three years, or per the manufacturer's recommendation for your specific area and climate conditions. When repainting, blistered, or peeling areas should be wire-brushed or scraped with a putty knife, and then sanded, and spotted with primer. Be sure to use a quality exterior paint that has been formulated for local climate conditions. Trim painted white or light colors will more readily show grain, cracks, and wear; more frequent inspections and additional maintenance therefore may be required.

Over time, the original finish will fade and dull due to climate conditions. You should repaint before there is much wearing away or chipping of the original finish, as doing so may reduce the need for special surface preparations.

Do not allow sprinklers to spray water on the exterior walls of your home. Water spray may cause blistering, peeling, splintering and leaks or other damages.

The soffit vents are located under the roof overhang and on porch ceilings. The fascia is used behind gutters and to cover gable trim boards. In some areas, wood is used for the soffit and fascia. This product requires caulking and painting. These items are warranted by the manufacturers. The length of warranties for vinyl and aluminum is different for different manufacturers. For specifics, please review the product literature appropriate to your installation. The manufacturers may not provide warranty coverage should the panels come loose or detached by extreme winds and repairs may be covered by homeowner's insurance. We cannot ensure that soffit and fascia repairs requiring new material will match the color of the existing material. Color variations caused by weathering effects are normal.

Stucco

Stucco is a brittle cement product that is subject to expansion and contraction due to environmental factors in this area. 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. Lennar will not be responsible for minor cracks in stucco not exceeding the Construction Standard tolerances set forth in the preceding section of this Manual.

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, it can be removed by scrubbing with a brush and strong vinegar. Consult your home center or hardware store for commercial products to remove efflorescence.

Other rules for maintaining the stucco on your home are:

- Avoid spraying water from irrigation or watering systems on stucco surfaces. Check the spray from your lawn and plant irrigation system frequently to make certain that water is not spraying or accumulating on stucco surfaces.
- Keep dirt a minimum of six (6) inches from the stucco screed.
- Do not pour concrete or masonry over the stucco screed.

Wood

Wood is found throughout your home. Because wood is a natural, porous material, it requires protection with paint if it is exposed to the elements. Inspect your exposed wood surfaces every three months or after periods of inclement weather. If you find cracking or peeling of the paint, sand the area and repaint it promptly. The exterior wood on your home will require repainting every two to four years.

Surfaces that receive direct sun will require more frequent repainting. Inspect these surfaces every three months. Repaint every year or as needed.

A certain amount of splitting, cracking, or raised grain is normal for wood exposed to the weather and does not indicate a defect in the wood or paint. Split or damaged wood, particularly on the ends of

beams, should be repaired or repainted to avoid further damage. Such cracks can be filled with wood dough prior to repainting or staining.

Small splits on the ends of beams are called checking. This is normal and does not affect the structural integrity of the beams. The natural drying of wood can result in gaps and splits in wood molding and trim parts. Nails can work loose. Reset all popped nails and reposition trim parts that have been moved by natural drying of the wood. In cases of severe warping, replace the trim parts. Fill any cracks with commercial wood filler or caulking and use touch up paint.

Here are solutions to common exterior finish problems:

PROBLEM	LIKELY CAUSE	SOLUTION
Dirty siding.	Adverse weather conditions and soiling.	Periodic hosing. See manufacturer's recommendations.
Siding blows off.	Strong winds over 54 miles per hour.	Review homeowner's insurance policy.
Cracking/peeling of painted surfaces.	Normal aging and weathering.	Clean and sand surface, then prime and repaint.
Gaps at joints in wood trim.	Normal caulk and filler shrinkage.	Re-caulk or fill.
Sap on exterior trim.	Wood drying out.	Sand, prime, and paint.
Efflorescence on masonry finishes.	Crystallized soluble salts.	Scrub with water and stiff brush.
Mildew on wood siding.	Wet weather and lack of sunlight at affected area.	Pressure-wash affected area with diluted bleach.
Mildew on vinyl siding.	Wet weather and lack of sunlight at affected area.	Pressure wash with water.
Dents, holes or scratches in siding.	Abuse or accidents.	Replace panel.
Siding has dirty, streaked appearance.	Mildew or fungus growth.	Apply commercial mildew cleaner following manufacturer's directions.
Cracks or stair step cracks in masonry finish.	Normal home settlement.	Seal cracks with a normal masonry caulk.
Vinyl siding makes noise.	Normal expansion of siding due to temperature changes.	Normal occurrence; no action required.
Nicks or deep depressions in wood siding.	Abuse or accidents.	Caulk and repaint as soon as possible.
Dents in soffit or fascia.	Abusive treatment.	Replace panel.

Fencing

The fencing around your home is of the type and in the location mandated by city ordinance and/or the approved landscaping plans and/or CC&R's. It will need regular preventive maintenance along with the other components of your home. Do not allow sprinklers to spray fences and other exterior surfaces. Please note that fencing around your home may vary from that in the models and from homes with different grade elevations.

If you choose to add a fence to your property, we urge you to employ a professional fencing contractor. It is your responsibility to locate the property lines and to have your fencing installed according to local building codes, industry standards, manufacturers' specifications, and your CC&R's. Before you install fencing, refer any questions to local building authorities and your Homeowners Association for approval. Check with your Homeowners Association before you change the paint color of your wrought iron or wood fencing.

Block Fencing

Your home site may have been constructed with a masonry block fence that is approximately six feet high. Block walls and fences may not be constructed to tie integrally with the home which may cause a slight gap between the home and the wall or fence. Masonry block fences are not engineered to handle lateral structural forces; therefore, no additional material (e.g., dirt, rocks) should be placed against the wall or fence above the established grade for your yard.

Wood Fencing

The natural finish of wood fencing should be maintained by yearly applications of a deck or wood sealer. If your fences are painted, repaint yearly or more frequently if necessary.

Wrought Iron Fencing

Some of the fencing on your property may be made of wrought iron. Wrought iron is subject to rusting if it is not maintained properly. Use touch up paint on nicks and scratches every few months or as needed. Areas with obvious rust should be sanded and repainted immediately with water resistant primer and paint. Repaint every one to two years. The frequency of maintenance depends on the exposure to sunlight and to dampness. Do not let water stand around the fence posts.

Fireplaces

The fireplaces in Lennar houses are not designed nor intended to heat the home. We suggest that you use small fires which will lend a sense of warmth to the room while supplementing the heat from your heating system.

Some fireplaces are gas-only appliances. The venting, clearances, and other construction features of these gas-only fireplaces do not accommodate the burning of wood, paper or other materials, and could cause a chimney fire or house fire to result if used and/or maintained improperly. Whether or not the fireplace in your home is gas-only will be reviewed with you at your New Home Orientation.

Yearly inspections and service of your fireplace and chimney by a qualified fireplace company are appropriate to maintain your fireplace system in proper working order.

Here are additional rules for getting the maximum benefit from your fireplace:

- Fireplaces need a draft to function properly. You should open a nearby window about one inch before you light a fire. This is especially true if your heating system is operating at the time your fire is lighted. **Failure to open a window and provide a draft could cause a down draft and smoke or gas may fill your home.**
- Always use a fire grate or andirons in your fireplace to allow air to circulate around the fire.
- Never place the fire directly on the floor of the fire box.
- Be sure the damper is in the open position before you build a fire. Become familiar with the operation of the damper before you light the fire. Some homes have a fresh air vent installed with the fireplace, to provide combustion air. Like the damper, this fresh air vent needs to be opened prior to starting a fire. This procedure will be explained during your New Home Orientation.
- For wood-burning fireplaces, use firewood that is intended for a residential fireplace. The logs should not be too long for the fire box. Do not use green or water-soaked wood. Do not use construction lumber or other wood which has a high creosote or pitch content. The pitch will condense on the chimney and, in time, build up enough to become a fire hazard. Do not use pressed wood fireplace logs. Residues from these logs can damage fireplace equipment and stain the exterior chimney cap and the surrounding stucco. Store wood outside as it may be a home for unwanted insects.
- Close glass doors or fireplace screen doors when the fire is burning.
- Never leave the fire unattended. Extinguish the fire before going to bed and when leaving home.
- Never use your fireplace as an incinerator to burn trash, a Christmas tree, holiday decorations, or the like in a fireplace.
- After the fire is completely out and the embers are cold, close the damper to prevent heat loss through the chimney.
- Remove residual ashes after you are certain that they are cold. Hot coals in ashes can ignite if the ashes are dumped in a garbage can or other receptacle.

Clean your fireplace and chimney regularly. The timing of cleaning will be determined by the frequency and way you use your fireplace, and (for wood-burning fireplaces) by the type of wood you burn. Heavy use with soft woods or improperly seasoned woods will result in the need for more frequent cleaning, probably once a year. Creosote and other wood-burning by-products accumulate inside the flues over a period of time. This build-up can be a fire hazard. A qualified chimney sweep should be hired for chimney cleaning.

Here are solutions to common fireplace problems:

PROBLEM	LIKELY CAUSE	SOLUTION
Fire will not stay lit.	Wood is wet or unseasoned.	Use dry, seasoned wood.
Fire will not stay lit.	Starting fire with firewood logs that are too large.	Start fire with newspaper, kindling, and small logs.

PROBLEM	LIKELY CAUSE	SOLUTION
Smoke backs up into room.	Damper not open. Obstructed chimney flue.	Open damper. Clean chimney.
Smoke backs up into room.	Chimney flue not pre-heated.	Light newspaper above wood and grate to create draw.
Smoke smell in home when the fire is not burning.	Dirty flue. Leftover ashes in firebox. Wet flue.	Clean flue. Clean out ashes. Install chimney cap.
Smoke smell in home when the fire is not burning.	Exhaust fan pulling air down flue into home.	Close damper.
Water inside fireplace.	Rain coming down from chimney.	Install chimney cap.
Cracks in fire brick and/or in mortar.	Burning fires that are too large and too hot.	Get brick and mortar repaired. Do not build large fires.
Excessive black soot on inside of fireplace and flue.	Burning poor-quality wood or items other than wood.	Burn only dry, seasoned hardwoods. Get chimney cleaned.
Gas burner will not ignite.	Pilot light out.	Refer to the manufacturers start-up instructions.
Outside finish on fireplace becomes dull.	Normal aging.	Repaint with
Chimney fire.	Burning sappy or unseasoned wood.	Burn only dry, seasoned hard woods. Have chimney professionally cleaned.

Fire Sprinklers

If your home has been equipped with a Residential Fire Sprinkler System, it is designed to quickly and automatically respond to a fire, giving you and your family additional notice to exit the home. The sprinkler head's operation is based on "direct temperature heat" (typically 135° to 175°). Only the sprinkler(s) located directly over a fire will activate.

In case of a fire, IMMEDIATELY exit the home. Let the fire department determine when the sprinkler system should be de-activated.

The likelihood of a sprinkler accidentally going off is very rare. If a sprinkler head malfunctions, go outside, shut off the water to the fire sprinklers at the water valve, and immediately call the Customer Care Department for service. If unable to locate the water valve, shut off the water at the meter box at the curb.

Do	Don't
1. Test your system annually.	1. Don't paint the sprinklers/covers.
2. Know the location of the system shut-off valve.	2. Don't damage the sprinklers.
3. Make certain the system control valve is open at all times.	3. Don't hang objects from the sprinklers.
4. Have your system extended if your home is enlarged or remodeled.	4. Don't obstruct the sprinklers.
5. Consider having the system inspected by a professional every two years.	5. Don't cover the sprinklers.
	6. Don't remove the sprinklers.
	7. Don't turn off or disconnect the system.
	8. Don't shut off the system in the event of a fire.

Floors

The flooring in your home requires routine maintenance and care. The coverage provided by Lennar Limited Warranty is limited to flooring materials that were provided and installed by Lennar. If you chose flooring from another source, all warranty and service claims must be directed to that vendor.

In some instances, the floors, particularly in upper stories, can squeak. Squeaky floors are usually caused by a change in the weather, or by normal shrinkage of the wood materials and/or settlement of your home. This is normal in new house construction and is not considered a construction defect under the Limited Warranty.

Please inspect your flooring carefully during your New Home Orientation. Any damage or defects in your flooring must be noted at that time. Subsequent damage, including broken tiles, scratched wood flooring, torn carpeting, and scuffed vinyl, is your responsibility. If you retain an outside flooring contractor for installation of floor coverings at your home, either before or after closing, installation of such flooring is your responsibility, and your outside flooring contractor must investigate and address their installation to any conditions or claimed imperfections involving the sub-floor or slab on which such installation occurs.

The subfloors of your home have generally been designed to support the weight of your home, plus a 40-pound per square foot furniture and occupancy load. Waterbeds and pool tables may exceed this limit. Lennar will not be responsible for any damage resulting from such overloads.

We offer these steps for routine maintenance of your flooring. Please follow your manufacturer's recommendations.

Carpeting

Vacuum carpeting frequently to avoid the buildup of dirt and grime. High traffic areas should be vacuumed twice a week. Use a fixed brush attachment on your vacuum cleaner. If your vacuum cleaner has a beater type attachment, the beater should barely touch the tops of the carpet fibers.

Eliminate carpet shedding fibers as they appear. Loose carpet fibers will work their way to the surface for quite some time. This is known as fluffing or shedding. Vacuum these fibers as a part of your routine cleaning. If a tuft of carpet appears which is longer than the surrounding carpet, do not try to

pull it out. It is probably attached to the backing and simply needs to be trimmed to the height of the surrounding tufts.

Visible carpet seams are to be expected and are not an indication of a fault in the carpet. Most rolls of carpet are produced in 12 foot widths. This dictates that most of your rooms will have at least one seam. Professional installers will attempt to install your carpet with the minimal amount of seams and without excessive waste. Seams are most visible in a home before it has been furnished and occupied. As your carpet wears, the fibers will blend together, eliminating many of the visible seams. Visible seams are not a defect unless they have been improperly made.

When moving furniture, lift rather than drag the pieces over carpeting, to avoid lumps and snags.

Doormats are an excellent way to save your carpets. Use them in high traffic areas with one on each side of exterior doorways.

Remove spills immediately. Stain removal is easier if it is done promptly. Consult your specific manufacturer's warranty information for stain removal. Cleaning products should be tested on a section of carpeting that is not in a high traffic area. Do not use cleaners that have not been recommended by the manufacturer for the carpeting materials in your home.

You may void your manufacturer's warranty using cleaners that have not been recommended by the manufacturer.

Thoroughly clean your carpets at least once each year. While do-it-yourself carpet shampoo devices can be effective, consider employing a professional carpet cleaner.

You should refer to the manufacturer's recommendations on carpet care for additional information. Regular vacuuming and immediate treatment of stains will prolong the beauty and life of your carpeting.

Common household substances may damage carpeting. We are not responsible for carpet staining. Use caution with all substances including the following:

Medications and shampoos: Many medications and some pet shampoos contain Benzoyl peroxide, a strong oxidizing agent capable of destroying most dyestuffs used in carpet. Spots from this ingredient seem to appear spontaneously since the time between contact and the appearance of the spot could be days or weeks and the amount of staining is affected by humidity.

Bleaches: Chlorine bleach is used in almost every home and the possibility of drops or spills is common. Fabric-type bleaches can also cause bleaching and dye bleeding but at a slower pace. Pool chemicals and mildew killers contain bleach and can affect carpet if used indoors.

Insecticides: Some indoor insecticides can cause carpet color changes. Exterminators are cautioned to apply insecticides in a fan shaped mist to the baseboard, not the carpet. Most complaints have shown the application was in a stream directly on the carpet.

Plant Foods: Spills of liquid plant foods or leakage from flowerpots may cause oxidation spots. These develop at the backing, process upward to the surface, and usually are dark yellow or brown in color.

Alkali: Drain cleaners contain sodium hydroxide or sodium hydrochloride and can cause bleaching. Oven cleaners are gelled sodium hydroxide (lye). Some toilet bowl cleaners contain hydrochloric acid, which can dissolve nylon.

Urine: The hydrochloric acid in both human and animal vomit has been known to cause spots if not cleaned up quickly or neutralized with baking soda.

Furniture Polish: This usually occurs around the base of a piece of furniture. This type of problem can often be identified by pile crush in the center of the discolored area. Stains of this type are usually noticed after furniture is moved.

Ceramic Tile and Stone

Ceramic tiles are available in a wide variety of colors, sizes, and finishes. Generally glazed ceramic tile is used in residential installations. Consult your manufacturer's instructions for cleaning and maintenance.

If an outside flooring contractor is used, use of manufacturer approved underlayment in installations of tile over concrete slabs should be considered. You and your outside flooring contractor are responsible to determine the appropriate installation.

Small bubbles or hairline cracks in the finish are common characteristics and will not affect the structural performance of ceramic tile, nor is it considered a defect. Chipping and cracking may occur if objects are dropped on the surface or if objects are slid across them. Grit particles can scratch the surface as well.

General Care: Sweep up dirt and grit with a soft broom or dust mop to avoid grit abrasion. Frequency of cleaning must be based on traffic and grit build-up. Wipe up spills promptly to save cleaning time and work. Mop with clean, warm water.

Granite: Like marble, granite is not man-made; however, it is less porous and denser than marble. Unlike marble, granite has no veins. Granite can be used indoors and outdoors. A sealant is recommended to help eliminate the seepage of foreign matter.

Grout: Grout is cement with color additives. Coloring can change with time. It is suggested that the grout be sealed with a penetrating sealant to prevent particles seeping into the pores. There are products designed for homeowner use such as grout color blender, stains and dyes; and grout cleaners, strippers and sealers. Application of grout sealant is a homeowner maintenance responsibility. Grout sealers may change color over time, and may change the color of your grout when applied. Grout color is not a warranted item.

The movement of metal thresholds against grout may cause the grout finish to crack. By placing a bead of clear silicone between the grout and the metal threshold, the silicone will act as a shock barrier and will minimize the powdering of the grout. Note: If a tile or any grout is replaced, there is no guarantee that the grout will match the existing; the new grout may dry lighter or darker than the original grout.

Marble: Marble is a natural rock and not factory made or fired. No two pieces will be alike, as there is an inherent variance in all marble. Fusing is natural in marble and is not to be confused with cracking. Because 98% of marble is polished, it is recommended that a marble sealant be used to help eliminate the possibility of foreign liquids seeping in. There are several chemical preparations for marble treatment and polishing. DO NOT USE cleaners that contain grit or high alkaline compositions. If you have any questions, please contact your marble dealer or distributor.

Pavers: Driveways, walks, pool decks and patios may be constructed with pavers. Pavers are a porous material. As with brick, efflorescence as well as mineral staining is common from sprinkler systems or other surface water sources. Sealing pavers is recommended to prevent surface stains, protect against the elements, and preserve the natural beauty of the product for years to come. Paver patios and driveways require periodic re-sanding. The fine sand gets into little spaces between the pavers and secures them in place. It is common to have some settlement over time and with pavers. This is easily corrected by replacing the base material under the pavers.

Hardwood

Hardwood and engineered hardwood floors are typically covered by a warranty from the manufacturer. Please read your warranty for more information.

The hardwood flooring in your home is generally pre-finished at the factory. Hardwood is a natural product milled from a tree. It is not fabricated and will have mineral deposits and shade, color and grain variances consistent with the grade and species of the flooring. Hardwood may have minor splits, chips, cracks and rounded corners. There will be slight height differences between boards, side-to-side and end-to-end. This is inherent to the product and is not due to improper installation. Square edge floors will be affected the most. Small splinters of wood will appear; dimples or scratches can be caused by moving furniture, dropping heavy or sharp objects, etc. Some shrinkage or warping can be expected, especially around heat vents or any heat producing appliances. All wood floors fade or change color over time due to UV exposure and this is considered normal. Light-colored floors have more of a tendency to be affected. When stained, the floors with a lighter stained color are more likely to show dirt, while floors with darker stain colors are more likely to show scratches.

Wood floors may be installed by gluing the planks directly to the sub floor; others may be installed using a floating method, either by gluing the planks to each other or with an interlocking system. With the "floating" floor system of installation, you will hear an echo or hollow sound when walking on the floor.

Wood floors will respond noticeably to changes in humidity level in the home, especially in the winter. A humidifier will help but will not eliminate this reaction. Squeaking can also be heard in wood floors as the floors go through temperature and humidity variations.

Warping will occur if the floor becomes wet repeatedly or is thoroughly soaked even one time. A dulling of the finish in heavy traffic areas is likely; a white, filmy appearance is caused by moisture (often from wet shoes or boots). Color variations may develop from exposure to direct sunlight. Plank flooring will sometimes be adversely affected by moisture when installed over concrete and may pop due to slight variations in the surface of the concrete slab.

Follow these steps to care for your hardwood floors:

- Clean your hardwood floors frequently. Sweep the floors and mop with a soft, dry mop or cloth. Vacuum regularly, when you vacuum household carpets.

- Do not use water or water-based cleaners, bleach or one-step floor cleaners.
- Do not flood hardwood floors with water. This will cause stains, warping and the destruction of the flooring.
- Do not permit water or other liquids to stand on hardwood flooring. Wipe up spills immediately.
- Use protective walk-off mats at the exterior doors to help prevent sand and grit from getting on the floor. Gritty sand is one of wood floorings worst enemies.
- Do not drag heavy appliances or furniture across hardwood flooring. Permanent scratches in the finish can result. High-heeled shoes can dent hardwood flooring.
- Install proper floor protectors on furniture used on hardwood floors. Protectors will allow chairs to move easily over the floor while minimizing scuffing. Clean the protectors on a regular basis to remove any grit that may accumulate.
- Your hardwood floors should be maintained according to the manufacturer's instructions. Consider having this done by a professional.

Vinyl Flooring

Since sheet vinyl is typically manufactured in six-foot wide widths, seams may be visible in large areas, such as the kitchen. As with carpet, there is no such thing as a completely invisible seam, especially in patterns with no continuous straight lines. Vinyl material may not be installed under built-in appliances.

The following are tips for proper care of your new vinyl floor:

- Because of its relatively soft texture, vinyl flooring can be damaged by heavy appliances, dropped tools and by rough use. This damage is permanent and cannot be repaired.
- High-heeled shoes and furniture without proper casters are particularly damaging to vinyl. Gouging from sharp objects under pressure will cut any floor covering. All heavy furniture, appliances, and chairs should be supported with wide weight-bearing glides or casters. When moving heavy appliances across the floor, protect your vinyl flooring.
- Do not use abrasive cleansers or full-strength bleach on vinyl floors. Abrasive cleaners will dull the finish and cause permanent damage. Full strength bleach can etch and destroy the surface of the flooring.
- Clean vinyl flooring with a solution of warm water and a commercial vinyl flooring cleaner.
- Remove spills immediately to avoid staining and damage to the flooring. Excessive amounts of water on resilient floors can penetrate seams and get under edges causing the material to lift and curl. Use a sponge or soft cloth. Dry the floor after removing the spill.

Laminate

Laminate floors are made with a decorative top wear layer that has the appearance of real wood. Although the wear layer is highly resistant, it is still susceptible to scratches and gouges. Laminate

floors are made of separate panels that are joined together by tongue and groove joints. Although all of the panels have adhesive to hold them together, the floor is not glued to the sub-floor. This “floating floor” causes an echoing or tapping when walking on it that is not heard with a glue-down installation of a hardwood floor.

Each manufacturer details cleaning procedures. As a general rule, routine cleaning of laminate floors consists of sweeping or vacuuming (without a beater bar). Do not use abrasive cleaners that can scratch the floor or a wet mop. Surface treatments such as polish, wax or soap are not required or recommended. The core of the laminate will swell if it is exposed to an excessive amount of moisture.

Here are solutions to common flooring problems.

PROBLEM	LIKELY CAUSE	SOLUTION
Carpet seams noticeable.	Fibers separate from vacuuming and normal traffic.	Vacuum carpet in same direction as seams.
Carpet fades near windows and doors.	Excessive sunlight.	Close window coverings to reduce excessive sun.
Carpet stains.	Spills, pets.	Follow manufacturer's guidelines.
Carpet looks matted on stairs and high-traffic areas.	Dirty carpet or insufficient vacuuming.	Steam-clean carpet. Vacuum more frequently.
Resilient or vinyl floor finish looks dull.	High-traffic areas or furniture rubbing against floor.	Follow manufacturer's guidelines.
Resilient or vinyl floor seams are apparent.	Normal.	No repair required.
Nail or staple pops up under vinyl or resilient floor.	Settlement.	Contact flooring contractor for repairs.
Caulk around vinyl floors cracks.	Caulk shrinkage and settlement.	Re-caulk gaps with silicone caulking.
Dents in vinyl or resilient floors.	Objects dropped, heavy furniture, or high-heeled shoes.	Follow manufacturer's guidelines.
Fine scratches, white splotches, or stains on pre-finished floors.	Normal wear, furniture scratches, and spills.	Follow manufacturer's guidelines.
Grout cracks along baseboards.	Normal expansion and contraction.	Re-grout cracks.
Grout staining.	Liquid spills and grease from food.	Follow manufacturer's guidelines.
Yellow or purple areas in resilient floors.	Moisture problems or rubber-backed floors mats.	Investigate moisture problem. Do not use rubber-backed mats.

PROBLEM	LIKELY CAUSE	SOLUTION
Cuts or burns in resilient floors.	Accidents.	Contact flooring contractor for repairs.

Foundation Drains and Foundation Water Infiltration

If your home is equipped with a positive gravity outlet, you should check periodically (at least every three months) to confirm that the foundation drain and outlet is functioning properly. You should be able to visually observe water exiting the outlet during operation. Keep the outlet clear of leaves, soil or other obstructions at all times. Improper functioning or inadequate maintenance may lead to a buildup of water in the soil adjacent to the foundation. Regular and close observation of these conditions is important to help avoid water-related problems such as mold and/or incidental and consequential damages to personal property. Follow these additional guidelines to help control and prevent water infiltration problems at your foundation.

1. Keep gutters and downspouts free of blockage from leaves or other debris. If gutter seams leak, apply a gutter sealant available at hardware stores.
2. Keep splash blocks directly beneath downspout openings and position them so that run-off water is channeled away from the foundation.
3. Water infiltration problems caused by improper grade should be immediately corrected by the homeowner. Immediately fill soil depressions that form close to the foundation with dry dirt. Do not change the established drainage pattern when landscaping. Ensure that drainage away from the foundation is definite, yet gradual.
4. Do not spray the foundation directly with lawn sprinklers. Make certain that hose fittings are firmly secured and not leaking at the hose bib connection.
5. Do not plant trees and shrubs too close to the foundation. Check with a landscape contractor or nursery to determine the root characteristics of plantings so that root growth will not undermine the foundation or driveway surfaces. Be aware that new plantings require substantial amounts of water and that plants too close to the foundation will place additional moisture against the walls.
6. Keep ends of drain tile free of obstructions.

Garbage Disposal

See "Appliances" section, above.

Gas Shut-Offs

There is a shut off on the gas line at or near its connection to each item that operates on gas. In addition, there is a main shut off at the meter. These are pointed out during New Home Orientation.

Gutters and Downspouts

If your home is equipped with gutters, protect them by seasonal inspection. Clean them at least twice a year, especially after leaves fall on your roof. Make sure both gutters and down spouts are kept clear. Corners and joints should be checked and repaired at the same time, using readily available commercial sealers. Downspouts that are not tied into drains should be draining onto a concrete splash block or into a planted area to prevent erosion.

Hazardous Materials

Never put unwanted hazardous materials in the trash can or anywhere they could wash into the storm drain. The storm drains are not connected to the sewer system and pollution that enters goes directly into local waters. Take hazardous materials to local hazardous waste collection sites for safe disposal. If you accidentally spill hazardous material on a hard surface, use "kitty litter" or other absorbent material to soak it up. Then properly dispose of absorbents at hazardous waste collection sites. Please contact your city or county government for the nearest household toxics collection location.

Practice recycling of reusable materials and buy household products which are labeled "non-toxic" whenever possible. If you must use toxic products follow the directions carefully and store them properly. Use pesticides, herbicides, and fertilizers sparingly according to the directions on the original container and avoid use if rain is forecast.

Heating and Air Conditioning

Your home is equipped with a heating system and perhaps an air conditioning system. Please read the instructions and become familiar with the heating and air conditioning systems before you use them.

Your heating and air conditioning systems can play an important role in the first year after you move in. It is best not to overheat a new home during the initial year of occupancy because this may cause excessive shrinking of framing lumber and other materials. Begin with as little heat as possible and increase it gradually. Attempt to maintain an even temperature between 68 and 72 degrees.

Carefully read and follow your manufacturers' warranties and instructions for use and care of your heating and air conditioning systems. Good maintenance of the heating and air conditioning systems can save energy dollars as well as prolong the effectiveness of those systems.

Please note you may experience smoke or the smell of dust and oil when the unit is turned on for the first time. This is typically caused by dust that has settled in the ducts and should pass quickly. The following maintenance obligations are intended to assist you in getting the maximum usage from your heating and air conditioning systems:

- Inspect the filters at least once every sixty days; change or clean as needed during times of constant operation. In areas with heavy dust more frequent changes may be in order. During the first two months after you occupy your house, check the filters every two weeks, as they may clog more frequently from removing accumulated construction dust. Fresh filters can significantly reduce operating costs and will prolong the life of your system. A clogged filter can slow air flow and cause cold spots in your home, and can result in damage to the unit and increased energy costs.

- Check the operation of your system well in advance of peak operating seasons and correct any problems before seasonal service demands are the greatest. Annual inspections of your heating and air conditioning systems by a heating and air conditioning professional are recommended.
- Keep all vents and registers clean and free of dust, cobwebs, and debris.
- Furnaces will typically have combustion air vents run to them. Never cover or block these vents. Air from outside is needed to supply oxygen to the furnace. If they are covered or blocked, the furnace may draw air down the vent pipe, pulling poisonous exhaust fumes into your home. It is normal to hear a ticking sound resulting from the flue expansion and contraction.
- Air registers can be adjusted to control the flow of air into individual rooms. Simply close down or open the registers in each room to your own desired preference. This helps to balance the system. You may enjoy different settings for winter and summer in a two-story house. Direct warm air to the lower floor in the winter and cool air to the upper floor in the summer. Never close a register completely-even in an unoccupied room.
- Return air grilles allow for air to circulate back to the heating and air conditioning system. Be sure not to cover the return air grilles with pictures, furniture, or other objects that might block the flow of air.
- The air conditioning condensation discharge point and the water heater pressure relief discharge points were located and identified during the New Home Orientation. It is the homeowner's responsibility to keep these areas open so discharge points are free of obstructions. Check the flow of the discharge points every three months to assure that they are clear.
- The temperature in your home is controlled by a thermostat. In some cases, multiple systems may be installed, each with its own thermostat. Do not place a lamp or heat-producing appliance next to a thermostat, because heat generated by such an object may produce an incorrect reading.
- 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 must keep all windows closed when operating the air conditioning system. The heat from the sun shining through windows with open drapes is intense enough to overcome the cooling effect of the air conditioning unit. Drapes must be closed on these windows.
- 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, should you come home at 5:30 P.M. on a day when the temperature has reached 90 degrees, and then 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, carpet, and furniture. At 5:30 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 the primary goal, you should set the air conditioning unit at a moderate temperature in the morning while the house is cooler, allowing the unit to maintain the cooler temperature through the day. This temperature setting may then be lowered slightly further when you arrive home, with

better results. 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.

- A common cause of air conditioning trouble is turning it off at the thermostat, and then turning it back on a short time later. This can cause an overload of the compressor motor which in turn can trip the breaker or blow the fuse and may shorten the life expectancy of the unit.
- The air conditioner compressor must be maintained in a level position at the original location. The compressor should not be enclosed. It is important to keep the area around the outdoor air conditioning unit clear of plants, grass, landscaping, and/or debris. If good air flow is not available, the system will not function properly and damage to the mechanism can result. Coolant or refrigerants should be added to the system only when the outside air temperature is 70 degrees F. or higher. Proper coolants or refrigerants for the particular equipment must be used, as specified by the equipment manufacturer. Use of an air conditioning professional for selection and addition of coolant or refrigerant is recommended.

If you find yourself with no heat or air conditioning, the checklist that follows may help identify the cause. You should also review the manufacturers' literature for additional hints. These are normal homeowner maintenance items; if your heating contractor makes a service call to repair one of the items listed, there will be a service charge.

- 1) Thermostat temperature setting & switches.
- 2) The ON/OFF switch to the outlet supplying the furnace or air conditioner.
- 3) ON/OFF switch on furnace or air conditioner itself, if any.
- 4) The fuse, if your furnace or air conditioner has one.
- 5) Breaker on the electrical panel.
- 6) Safety switch for the fan cover.

If none of these items correct the problem, refer to the trade contractor phone list and the emergency service information in this Manual for appropriate phone numbers.

Heat Pump

Your home may be equipped with an electric, forced-air heating system that includes a heat pump. The heat pump is an electrically-powered, single-refrigeration unit located outside the home that provides both heating and cooling functions. It operates on the principle that outdoor air, even in winter, contains heat or thermal energy. During winter, the heat pump extracts heat from the outside air and then transfers it indoors. In the summer, the process is reversed, whereby the heat pump removes heat from indoor air, discharges it outdoors, and then circulates cooled air throughout the home.

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A heat pump can be expected to operate continuously if outside temperatures fall below 40 degrees Fahrenheit. The resulting increased air circulation provides a more consistent inside temperature.

Heated air coming from the registers feels cool to the touch. This is normal since the heat pump generates a low level of heat, sometimes below 90 degrees Fahrenheit, while normal body temperature is 98.6 degrees.

Keep the heat-pump unit level and keep the area surrounding the unit clear to allow unimpaired air flow. Do not plant bushes near the unit, and be careful that dirt, leaves, and grass clippings are cleared away. Do not build a deck around or over the heat pump unless there is an 18-inch clearance on the sides and a 6-foot minimum clearance on top.

- **Supplemental Heat:** When outdoor temperatures fall to 35 degrees or below, the heat pump may be unable to draw sufficient heat from outside air, and a supplemental heating unit automatically turns on. You will know it is operating when the indicator light on the thermostat lights. The heating elements, located in the furnace unit's air handler, will turn on for a short time. The supplemental heat will also turn on if the thermostat is adjusted more than two degrees above room temperature.
- **Emergency Heating:** Should the heat pump fail, activate the emergency switch on the thermostat. The signal light indicates that it is on. This will stop the heat pump from operating and will provide supplemental heat until the HVAC contractor arrives.

Defrosting: During winter, ice can accumulate on the sides of the heat pump's exterior coil. When ice covers 80 percent of the surface, the system automatically activates a defrost cycle that lasts about five minutes, heating the coil to melt the ice. It will also activate the supplemental heat to prevent ducts from blowing cold air into the home during the defrost cycle. This process may occur several times each day, and you will notice that steam rises. Here are some solutions to common heating and air conditioning problems:

Here are solutions to common heating and air conditioning problems:

PROBLEM	LIKELY CAUSE	SOLUTION
Furnace malfunctions.	Various	Be sure the furnace is turned on and plugged in. The gas lines must be turned on or the breaker must be on. The filter must be in place and the blower compartment door must be securely closed. The thermostat must be adjusted for the expected conditions.

PROBLEM	LIKELY CAUSE	SOLUTION
Air conditioning unit shuts down or will not start.	Various	Make sure the thermostat is set to a temperature that is cooler than the room air. Then, turn the air conditioner off at the thermostat and inspect the circuit breaker. If the breaker is tripped, reset it and restore power to the unit. If it does not restart, check the air conditioner fuse to make sure it is usable and properly installed. This fuse is in the outside fuse box located near the compressor unit.
Air conditioning unit continually runs.	Excessive heat differential.	Check the outside air temperature. Set your thermostat no more than 20°F below peak outside air temperature. On particularly hot days, it may run continually. Your air conditioning system is designed to cool your house no more than 18-20°F below the outside air temperature.
Excess water on window panes.	Excess indoor moisture or extreme indoor/outdoor temperature differential.	Lower humidifier setting. Use exhaust fans while cooking or bathing.
Inside or outside coil is frozen.	Low refrigerant or dirty air filter	Call HVAC contractor. Clean or replace filter.
Reduced air flow or excessive dust on vents and registers.	Dirty air filter.	Clean or replace air filter as necessary.
Indicator light on thermostat stays on continuously.	Disconnect breaker at panel box tripped.	Check disconnect breaker. Reset or replace as necessary.
Gas furnace does not operate.	Furnace cover not closed tightly.	Close and latch cover securely. box or unit.
Heat pump, fan or air conditioner not operating.	Circuit breaker or fuse tripped.	Reset and latch cover securely. box or unit.
Air conditioner or heat pump not operating properly.	Outside unit obstructed by snow, bushes, leaves, etc.	Clear obstructions from top and sides of unit.
Inside air handler is leaking water.	Condensate pump, if applicable, not working.	Check circuit breaker. Ensure that pump is plugged in. Condensate drain clogged or inside coil is frozen. Call HVAC contractor.
Burning smell when winter or auxiliary heat first turned on.	Accumulated dust of electrical coils.	Normal. Happens once each year.

PROBLEM	LIKELY CAUSE	SOLUTION
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Excess water on window panes.	Excess humidity in home.	Lower humidifier setting. Use exhaust fans while cooking or bathing.
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Interior Walls

The walls in your home are constructed of wood and other materials which are subject to normal expansion and contraction. Molding and trim can shrink and warp in some cases. Routine maintenance on molding, trim and wall boards is the responsibility of the homeowner. Replace warped molding and trim. Reset nails that have popped out of position. Use touch up paint and, if necessary, the appropriate caulking material to complete the repairs.

Use care when you hang pictures and other decorative items. The wall board will be damaged if it is hit with a hammer. Costly repairs can be avoided by using picture hooks and other supplies from a home center or hardware store. Always repair nail holes with a dab of spackle or putty.

The walls in your home are textured. The texturing material is relatively soft and can be damaged by scrubbing with abrasive cleansers and rough brushes or cloths. The pattern in textured walls can vary and is difficult to duplicate when repairs are made.

Small finger smudges may be removed from the enameled walls with a solution of warm water and a mild detergent soap. Wash gently with a soft sponge or cloth. Rinse and wipe off the excess water carefully. Do not permit the wall board to become soaked with water. Larger spots, not easily removed by cleaning, will require paint touch up.

Kitchens

Cabinets, Countertops, Appliances

See corresponding sections in this Maintenance section of this Manual.

Range Hood

Grease build-up in your range hood can present a fire hazard. Avoid this problem by cleaning both hood and filters at least once every six months (more frequently if required by heavy usage) with mild dishwashing detergent, drying thoroughly, and reinstalling new filters.

Ventilation

The exhaust fans provided in your home are designed to reduce odors, smoke, and moisture produced by cooking and bathing. Regular cleaning and inspection every six months (more frequently if required by heavy usage) will help keep them in working order. After cleaning is completed, lubricate the fan with a light household oil (and wipe up any excess oil from the surface).

Landscaping, Drainage and Grading

Your homesite has been fine graded to provide for adequate drainage away from the structure that is your home. Failure to maintain drainage can result in damage to your home, your homesite and to



neighboring property. Any alteration of the drainage plan for your homesite will void coverage under the Limited Warranty for the drainage features and anything damaged as a result.

The drainage plan of your homesite has been designed to accommodate the soils, elevations and other factors of the homesite. Small hills and valleys – called berms and swales – are used to direct the water away from your home and adjacent properties. These contours must be maintained to avoid severe water damage during heavy rains, and to avoid long-term problems which may arise from improper drainage. Berms which are designed to direct the flow of water away from slopes are especially important and must not be altered.

Areas surrounding foundation walls are often backfilled with earth. Backfill areas are not as compact and dense as most natural ground. Surface water (such as irrigation water and rainfall) may penetrate into backfill areas, percolate downward to the bottom of the foundation, and cause severe problems such as cracks, floor slab movement, etc. This must be managed by the homeowner by maintenance of proper drainage, and proper installation and design of any homeowner-installed landscaping and hardscaping, in order to prevent accumulation or ponding of surface water in these backfill areas (typically within the first five feet of the home's foundations).

A system of underground drainage facilities may be provided in some homesites. On these homesites, a catch basin system may be installed at various locations in the yard to accept the water run-off. These catch basins, and the grates covering them, must be kept free of debris so that the flow of water is not impeded. Check and clear these grates monthly, or more frequently as necessary especially in times of rainfall.

Proper irrigation control and drainage can mitigate the effects of potential soils movement. Even with proper irrigation and drainage, some soils movement may occur due to expansive soils. Therefore, improvements should be designed with adequate reinforcement. A soils engineer or civil engineer should be retained to review your specific hardscape and landscape plans to minimize future problems. **Since Lennar does not have any control of the quality of design, materials, construction procedures, or labor used in the improvements which homeowners construct on their homesites, you are hereby advised that it is your responsibility and that of your contractors and consultants to properly design and install any improvements so as not to deter proper homesite drainage and to protect those improvements from damage due to expansive soil.**

Consult a soils engineer or civil engineer before you make any additions, changes or alterations to the drainage of your homesite, and make sure that all landscaping contracts you enter into include language to insure safe and adequate drainage. Lennar will not be responsible for any damage to your unit or other units caused by changes or alterations in the grading and drainage system.

Prior to the installation of a pool or other permanent improvement, a soils report should be obtained so that soil conditions are taken into consideration in the design and engineering of your addition.

Some soils in this area are characterized as "expansive" or "highly expansive" in nature. "Expansive" soils expand or contract, often significantly, based upon the presence or absence of water in the soil. When expansive soils become wet they expand and can cause damage by lifting and cracking masonry walls, planters, patio slabs, walks, pools, decking and other concrete or masonry improvements.



Homeowner improvements must be constructed with adequate surface drainage being provided to avoid ponding. It is recommended that homeowners install roof gutters/down spout improvements and corresponding area drain systems; if such improvements are part of the original construction of the home, it is required that homeowners properly maintain them. Particular care should be taken to provide adequate drainage away from areas adjacent to the house foundation and other improvements. Homeowners are advised to carefully design and control their landscape irrigation system to minimize soil moisture changes.

You are advised not to alter the grading and drainage design of the homesite by regrading or installing patios, planters, walls, pools, landscaping, irrigation or other improvements, that may redirect surface water flow towards your home or onto adjacent property, or trap water such that it ponds and floods improvements. Drainage devices such as concrete ditches, area drain lines, gutters, etc., should be carefully designed and installed with professional assistance as required. You are also advised to note the manner in which adjacent properties drain. Modifications to homesite grading and drainage are subject to applicable government codes and recorded easements, covenants, conditions and restrictions.

Natural settling can also change the original grading. It is your responsibility to maintain the original grading of your homesite and to preserve good drainage. Any changes to the grading or drainage features could damage your property as well as neighboring property.

A soils engineer has recommended the type and design of the foundation for your home, based upon their evaluation of the soils present at this Neighborhood. Any changes in the foundation, the grading, or the landscaping of your home and homesite can result in severe damage to your property and to neighboring properties. Consult a licensed professional before any such changes are made. Please see the more detailed discussion of soils set forth later in this Manual under the caption "Landscaping Maintenance Tips -- Soil."

If a concrete patio slab or other slab is installed next to the foundation it must be constructed so that no water will penetrate the joint between the foundation and the slab. All slabs must be sloped so that water drains away from the home. Do not pour concrete directly against stucco screed or siding. Since the appropriate drainage swales were established when your home was finished, the area of the slab should be excavated to fit the existing grade. The soil removed from the area must be placed so that it doesn't destroy existing swales, or it should be removed from the property.

If your home is in a Neighborhood that includes a Homeowners Association, consult the Covenants, Conditions, and Restrictions applicable to your home to determine landscape and architectural improvement requirements. Generally, no homeowner may build, construct, or plant any improvements on his property, including landscaping, until he has submitted plans and specifications and obtained approval from the Homeowner Association's Architectural Committee. The Committee may collect a fee to review the plans and may require a cash deposit or bond to be posted to assure proper completion and clean-up in conformance with the provisions of the Declaration.

During your New Home Orientation, our Lennar Associate will show you the boundary corners of your homesite if you are buying a single family home. It is your responsibility to know your boundary prior to beginning any construction. Lennar will not be responsible for protecting your boundary markers after your New Home Delivery. If you are purchasing a condominium, you should refer to your condominium plan for any designations of common area and exclusive area.

Please consider that any changes you make in the grading and drainage of your homesite could affect neighboring properties. Damage to your property and to neighboring property will be your responsibility.

Landscaping

Prior to establishing landscaping, the soils should not be allowed to dry out, especially below a depth of approximately six (6) inches. Homeowners should periodically water the bare soil to help maintain moisture during this interval. Once the landscaping has been established, irrigation should be limited to the minimum needed to maintain plant life. Homeowners should check beneath dry-looking surface soil to see if the soil is still wet underneath. If the soil is saturated, watering should be reduced. The best method of reducing the effects of expansive soils is to maintain a constant level of soil moisture. This is especially important adjacent to the house foundation, driveway, and walkway/patio slab improvements.

Overwatering can swell expansive soils and result in damage to concrete and other components of the structure.

Check your irrigation system regularly. Look for clogged, cracked, or broken heads, leaks and spray adjustment. Position sprinkler heads so that the water does not fall on wood, stucco or other exterior surfaces of your home. Automatic sprinkler systems should not be connected to a GFI circuit. Avoid ponding from excessive watering in low spots and next to structures. Identify the location of irrigation lines and avoid digging or trenching around the lines. If a line is broken, consult with a nursery person or irrigation professional for advice on repairs.

Observe the flow of irrigation water after each planting. If you notice pooling water or excessive flows in one area, construct drainage features to direct the flow of water away. Consult with a landscape contractor before such drainage features are begun. Always keep drains free of debris, leaves and lawn clippings.

Landscaping can change the grading of your homesite. We suggest that you consult a professional landscape contractor when the time comes to landscape your homesite. Provide ample room for growth between plants and your home. The ground next to your home should always slope away to prevent standing water. If water is allowed to stand or pool next to your home, damage to the foundation and plantings will result. The water also could seep into your home and damage the interior and furnishings.

If your landscaping projects require additional soil be added to your homesite, be especially careful that the drainage is not altered significantly. Keep the surface of the soil at least six inches below the level of the stucco screed. This will assist in preventing wood rot and termites.

Flower beds can significantly change drainage patterns. We suggest that you consult a professional landscape contractor before you dig flower beds. In any case, keep plantings in flower beds a minimum of two to three feet from the foundation. This will prevent excessive water from collecting at the base of the foundation.

Locate plants and irrigation heads out of the way of pedestrian/bicycle traffic, and car bumpers. When planting trees, allow ample distance from the foundation and other improvements so that the root systems will not cause damage as the tree matures. "Street" trees (typically located in median strips

between the sidewalk and the street) are typically a city requirement, but must be maintained by individual homeowners (unless they are in common areas managed by a Homeowners Association). Depending on local soils conditions, trees may need to be deep watered once a week until they are well established. Provide simple guying (restraint) systems for trees for a minimum of two years.

Make provisions for efficient irrigation. Drain and service sprinkler systems on a regular basis, at least once per year. Conduct operational checks on a weekly basis to ensure proper performance of the system. Adjust any sprinkler that sprays any part of the structure or any painted fencing. Avoid overwatering that can cause ponding or infiltration of water next to, into or under concrete slabs, patios, walkways, walls, fences or driveways.

If your home is in a community that has a Homeowner's Association, be sure to check Association guidelines and/or requirements prior to landscaping or making changes in an established design.

Please consider that any changes you make in the grading and drainage of your homesite could affect neighboring properties. Damage to your property and to neighboring property will be your responsibility.

Decomposed Granite and Low Water Ground Cover

Homes may be delivered with decomposed granite and other ground coverings that require little water. Decomposed granite comes in various colors and sizes and what might be called "grades." Granite is mined and is natural in color; however, some colors may not be acceptable in certain communities due to design restrictions. Granite shades will vary, and both the color and size of granite pebbles will change with exposure to the elements over time. A pre-emergent herbicide may be applied to granite areas upon installation. The pre-emergent herbicide kills seeds and will remain active for six months. You will need to continue a maintenance program to ensure a weed-free yard. It may be necessary to add additional decomposed granite as the pebbles weather and continue to decompose.

Dormant Sod

Sod installed in cold climates during the fall and winter may be delivered and installed in a dormant state. In the same manner that trees lose their leaves in the fall, the sod will brown out and remain dormant until the warm weather returns the following year. Many municipalities require all landscaping to be complete before a Certificate of Occupancy can be issued. Due to county regulations as well as erosion control, Lennar may be required to install dormant sod throughout the winter months. Although newly planted dormant sod will take root and green up in the spring, extreme winter conditions can damage some areas of the sod. Lennar will not replace sod that has been damaged by severe weather conditions. It is critical that proper maintenance be given to dormant laid sod to prevent damage, as outlined in the following guidelines.

1. Even though dormant grass may appear to be dead, the roots are alive and cannot be allowed to dry out. The average precipitation in a normal winter will usually maintain good surface soil moisture. However, if precipitation is below normal and temperatures are above average, you will need to water dormant sod during winter months.
2. As temperatures begin to rise in the early spring, it is necessary to keep all dormant sod moist. Inspect the soil daily and water as needed. Dormant sod which is allowed to dry out is susceptible to damage and will take longer to recover.

3. Apply fertilizer to the sod when the average ground temperature reaches 70° F (check with your local landscape professional to determine proper time for fertilization in your area). Use a fertilizer with a rating of 16-4-8 and spread at a rate of 8 pounds per 1000 square feet. Read all product instructions for newly planted sod. Water in the fertilizer thoroughly and continue to water every other day.
4. Apply a second application of fertilizer four weeks after the first. If the sod has begun to green up and take root, a higher nitrogen fertilizer can be used to promote faster growth of grass runners. These grass runners will spread over bare areas and take root and, in turn, grow more runners until the yard has recovered. It is necessary to continue watering the sod every other day until all areas of the yard are fully established.
5. If the sod has not begun to green up four weeks after the second fertilization, apply a third and then a fourth application in four-week intervals. If after four fertilizer applications there are no signs of recovery, the sod may be damaged beyond repair and need to be replaced.

Landscaping Tips

The following information is provided to assist you in the care of your yard, the planting, the landscaping, and the irrigation system.

Grass Diseases

Most lawn diseases happen when lawns are over-watered and under-fertilized. Adjust your watering and fertilizer schedule when rust and other diseases appear. If diseased spots persist, discuss the problem with a nursery person.

Ground Cover

Water newly planted ground cover three times a day until the coverage has been established. Then water as you would lawn area.

Fertilizer

Use a balanced fertilizer. Water sufficiently after fertilizing to assure penetration of the fertilizer and to prevent burning your grass; but avoid ponding and puddling, especially near any concrete.

Insects

Corrective measures should be taken only when large numbers of insects have been seen and damage is evident. At the first sign of damage to your lawn, take a specimen of the insect to a nursery person for advice.

Irrigation

Identify the location of irrigation lines and avoid digging or trenching around the lines. If a line is broken, consult with a nursery person or irrigation professional for advice on repairs.

Check your irrigation system regularly. Look for clogged, cracked, or broken heads, leaks and spray adjustment. Make certain that the spray is not directed so that it falls on the house. Avoid ponding from excessive watering in low spots and next to structures.

Adjust your irrigation schedules according to the temperature, wind conditions, and weather. Watering during rainy periods is wasteful and potentially damaging due to over watering.

Mowing

Maintain most grass at a height of 2 to 3 inches. Never cut more than 1/3rd the length of the blades of grass. Yellow or white tips on the grass indicate a dull mower blade.

Seeding

If bare spots develop on your lawn, contact your nursery person for advice on seeding. Tall fescue grass seed is widely available at home centers and nurseries.

Soil

The soil within this Neighborhood has "expansive" characteristics, which is not unusual in many areas. When this soil becomes wet, it is prone to expand, and when it dries, it is prone to shrink. This expansion and contraction may cause damage to improvements built on top of this soil in the form of tilting, lifting and cracking. Special precautions should be taken in the design and construction of homeowner improvements such as pools, spas, patios, walls, slabs, planters, decking, landscaping, irrigation, and the like. It is recommended that planters be kept away from the house foundation. It is also recommended that, prior to landscaping or installing improvements, the homeowner contact a professional soils engineer and structural engineer to evaluate the soil conditions on the homesite and, if necessary to carefully design improvements to account for those soils conditions.

Homeowner improvements should not be constructed without adequate surface drainage being provided to avoid ponding. It is recommended that homeowners install roof gutters/down spout improvements and corresponding area drain systems. Particular care should be taken to provide adequate drainage away from areas adjacent to the house foundation and other improvements.

Homeowners are advised to carefully design and control their landscape irrigation system to minimize soil moisture changes. Prior to establishing landscaping, the soils should not be allowed to dry out, especially below a depth of approximately six (6) inches. Homeowners should periodically water the bare soil to help maintain moisture during this interval. Once the landscaping has been established, irrigation should be limited to the minimum needed to maintain plant life. Homeowners should check beneath dry-looking surface soil to see if the soil is still wet underneath. If the soil is saturated, watering should be reduced. The best method of reducing the effects of expansive soils is to maintain a constant level of soil moisture. This is especially important adjacent to the house foundation, driveway, and walkway/patio slab improvements.

Proper irrigation control and drainage can mitigate the effects of expansive soils. Even with proper irrigation and drainage, however, some soils movement may occur due to expansive soils. Therefore, improvements should be designed with adequate reinforcement. **Since Lennar does not have control of the quality of design, materials, construction procedures, or labor used in the improvements which you construct on your homesite, you are hereby advised that it is your responsibility and that of your contractors and consultants to properly design and install any improvements so as not to deter proper homesite drainage and to protect those improvements from damage due to expansive soil.**

Lennar's Limited Warranty applies only to the house and other improvements constructed by Lennar, and Lennar will not be responsible for damage to such improvements caused by over watering, improper drainage, or improper or inadequate homeowner improvements. Lennar will not be responsible for damage to any improvements constructed by the homeowner. Minor tilting, lifting, and

cracking can occur in improvements constructed by homeowners, but that the use of professional engineering can help minimize these conditions.

Lennar shall have no liability or responsibility in connection with damage to improvements not installed by Lennar, including but not limited to any lifting or cracking that may be caused by expansive soil.

Trees and Shrubs

Lennar's Limited Warranty does not cover trees and shrubs which may have been planted by Lennar. During the first year, your trees and shrubs will require more frequent watering. A good rule of thumb is to wait until the surface soil is dry between watering. After the first year, watering once or twice a week is normal. Use a pronged tool to cultivate the soil around your trees and shrubs. This promotes good water absorption. Plants that have yellowed or brown leaf tips may be under-watered. Consult your nursery person for information of specific watering problems.

Prune trees and shrubs as needed. Consult your nursery person for advice on pruning.

Watering

During the first few months, your yard may require frequent watering. We recommend slow, deep watering. This enables root systems to develop. Slopes may require shorter, more frequent watering because it is more difficult for the water to penetrate. Swale areas (also known as drainage courses) will typically require less watering. In normal conditions, your lawn requires watering about twice a week in hot weather. A withered or limp appearance is a sign of a lack of water. Water in the pre-dawn hours for maximum effect and to prevent evaporation.

After an initial start-up period, water minimally to sustain plant growth. Water has been shown to weaken the inherent strength of all earth materials. Over watering the landscape areas could adversely affect proposed site improvements and cause residential distress. Slope stability can be significantly reduced by overly wet conditions. Irrigation timers should be adjusted to maintain proper watering. Irrigation systems should be reviewed on at least a monthly basis for leaks, damaged pipes, breaks, dysfunctional sprinkler heads, etc., and if found should be repaired as soon as possible. Avoid open bottom planter areas adjacent to structures.

Here are solutions to some common landscaping problems:

PROBLEM	LIKELY CAUSE	SOLUTION
Tips of grass blades frayed or turning tan.	Dull mower blades.	Sharpen blades.
Weeds growing in lawn.	Improper weed control.	Use pre-emergent weed control.
Lawn thinning out after several mowings.	Thatch build-up.	Lawn needs aeration or dethatching.
Slow growth or pale sod.	Lack of lawn fertilizer.	Fertilize following manufacturer's directions.
Trees and shrubs turning yellow.	Lack of tree and shrub fertilizer.	Fertilize following manufacturer's directions.

PROBLEM	LIKELY CAUSE	SOLUTION
Trees and shrubs wilting.	Too much or too little water.	Check soil around base of plant and water accordingly.
Wetness around foundation.	Settlement of soil around home.	Fill settled areas and re-mulch or re-seed as necessary.
Yard not draining.	Erosion of swales.	Re-grade swale and plant grass.
Brown patches in grass.	Fungus or insect disease.	Contact lawn specialist.
Gaps or holes in sod.	Insufficient watering.	Fill gaps with sod or soil and reseed. Water lawn properly.
Newly planted tree or shrub drops all leaves.	Shock resulting from transplanting.	Normal. Continue to water as necessary.
Grass does not maintain a lush, green appearance.	Lack of fertilizer.	Fertilize following manufacturer's directions.

Lock Care

If occasional sticking occurs, exterior locks can be easily freed with lubricants sold in most hardware stores. Locks may require adjustment of the strike plate on the doorjamb. Two remedies are suggested. One is to remove the strike plate and carefully file the latch opening; the other is to move the strike plate by moving the screws into new positions.

Louvers and Vents

Attic ventilation and vents providing fresh air to furnace and water heater are required by code and therefore cannot be covered or obstructed. Occasionally, depending on the force and direction of the wind, moisture may infiltrate through these vents, and in the case of attic vents may cause spotting on the ceiling. Lennar's Limited Warranty does not cover such weather-related damage.

Mirrors

To clean your mirrors, use any reliable liquid glass cleaner or polisher available at most hardware or grocery stores. Avoid splashing water behind and/or under the mirror. The moisture will cause the silvering to deteriorate.

Mold

What You Need to Know about Mold

According to the United States Environmental Protection Agency, mold can be found almost everywhere. Molds are microscopic organisms that are part of the fungi family, and are an essential part of the world's ecological system. Outdoors, many molds live in soil and are key to the natural breakdown and recycling of organic material, such as leaves, wood and plant debris. Lumber used in the construction of homes typically contains some level of molds, fungi, and/or spores. Because it

may be impossible or impracticable to eliminate all indoor mold, indoor mold is an important topic about which a homeowner should become informed.

Mold spores are airborne and travel in and out of buildings as air is exchanged and with the movement of people and their belongings. When excessive moisture or water accumulation occurs indoors, mold growth will likely occur, especially if the moisture problem is not discovered. There is no practical method to eliminate all molds and mold spores in an indoor environment. The primary method to control indoor mold growth is to control moisture. The best course of action for any homeowner is to keep the indoor environment as "clean and dry" and free from dust and dirt as reasonably possible.

All molds are not necessarily harmful, but certain strains of mold have been shown to have adverse health effects in susceptible persons. The most common effects are allergic reactions, including skin irritation, watery eyes, runny nose, coughing, sneezing, congestion, sore throat, and headache. Individuals with suppressed immune systems may risk infections. Some experts contend that mold causes serious symptoms and diseases that may be life threatening. However, experts disagree about the level of mold exposure that may cause health problems, and about the exact nature and extent of the health problems that may be caused by mold. The Center for Disease Control states that a causal link between the presence of toxic mold and serious health conditions has not been proven.

Information Available to Homeowners

For additional information, homeowners should contact the United States Environmental Protection Agency ("EPA"), applicable state agencies, or other governmental authorities. The EPA Web site contains information and publications regarding mold and other biological pollutants that may be of interest to homeowners. For example, see "Biological Pollutants in Your Home" and "Mold Resources" on the EPA Web site (www.epa.gov). Additional mold-related information is available on the Centers for Disease Control and Prevention Website (www.cdc.gov).

Limiting mold growth

A practical approach to limiting mold growth is early detection and prompt resolution of excessive moisture. If you can see mold or detect an earthy or musty odor, you can assume you have a moisture problem. Any moisture problem must be solved in order to arrest and eliminate mold growth. Part of the control of the indoor environment is controlling air moisture. Watch for water condensation on interior surfaces such as walls, windows, and areas near air conditioning registers. Uses that have the potential of increasing relative air humidity are such things as habitation, bathing, cooking, plants, washing, and humidifiers, especially if not vented. Other moisture sources, which sometimes can go unnoticed, are water leaks from pipes in walls, and rainwater leakage through windows and roofs. Controlling air moisture is the most important action in controlling mold growth. Therefore, keep drip pans from refrigerators and air conditioners clean and dry; use exhaust fans or open windows when cooking, washing, drying clothes, and bathing. Irrigation system timers should be adjusted to reflect seasonal weather changes. A more complete list of homeowners' maintenance obligations relating to mold ("Mold Prevention Obligations") is set forth below.

Report or Fix Water Leaks Promptly

Any indication of water leaks or resulting mold at roofs, windows, floors, carpets, etc., should be reported immediately, within 24 hours, to our Customer Care Department. Our Customer Care Department will determine if the condition is covered by our limited warranty. **The prompt reporting of any water leak or intrusion to our Customer Care Department is critical to the containment**



and minimization of mold growth. Lennar will not be responsible for mold resulting from a water leak or water intrusion, which is not promptly reported to our Customer Care Department.

Homeowner Maintenance

Homeowner shall take all appropriate steps to prevent conditions that may cause mold or mildew to develop in the Property, including compliance with the Mold Prevention Obligations. If a homeowner is a member of a Homeowners' Association, the homeowner shall promptly report to any such Homeowners' Association any evidence of moisture accumulation or mold in portions of the Neighborhood which the Association is responsible to maintain. **Lennar will not be responsible for mold resulting from homeowners' failure to take appropriate steps to prevent conditions that may cause mold or mildew to develop at the property, including a homeowner's failure to comply with the mold prevention obligations.**

Mold Prevention Obligations

1. To keep the home free of dirt and debris that can harbor mold (dirt/dust/animal hair and dander are all very efficient hosts for mold);
2. To regularly clean and sanitize, windows, bathrooms, kitchens, and other home surfaces where water, moisture condensation, mildew and mold can collect;
3. To use dry towels or bath mats when stepping out of shower or tub;
4. To use bathroom fans while showering or bathing. If no fan exists, open a window to allow proper ventilation and moisture to escape;
5. To use exhaust fans whenever cooking, dishwashing, or cleaning. If no fan exists, open a window to allow proper ventilation and moisture to escape;
6. To maintain regular air flow and circulation throughout the home;
7. To use all reasonable care to close all windows and other openings in the home to prevent outdoor water from penetrating into the interior home (i.e. rain, irrigation water, etc.);
8. To clean and dry any visible moisture on windows, walls, ceilings, floors and other surfaces including personal property, as soon as reasonably possible. (Note: Mold can grow on damp surfaces within 24 to 48 hours.);
9. To limit the indoor watering of houseplants (total number of plants indoors is also an important variable);
10. Do not hang wet clothing on indoor drying line;
11. The use of humidifiers is not recommended (includes both whole house and room specific types);
12. Properly maintain your dryer vent exhaust line (clean/remove lint at least once a year or sooner as may be needed);

13. To maintain caulking around tubs, showers, toilets, sinks and other interior water receptacles at least once a year and more frequently if needed;
14. To maintain caulking around windows, doors and other exterior openings at least once a year and more frequently if needed;
15. To maintain window tracks and weep holes at least once a year and more frequently if needed (keep tracks and weep holes clean of debris/dust to allow proper egress of water when rain or irrigated water gets in them);
16. To maintain positive drainage and grading away from the foundation and walls of the home;
17. To maintain gutters and downspouts in a clean and operable condition at least once a year and more frequently if needed;
18. To prevent penetrations of exterior surfaces (i.e., stucco, siding, brick) and roof of home from post construction additions (i.e., trellises, patio covers, awnings, satellite dishes, etc.);
19. To maintain and not obstruct fresh air supply to furnace, air conditioner or heater;
20. To maintain and not obstruct air conditioning primary and secondary condensate lines;
21. To maintain and not obstruct ventilation installed by Lennar in attics, basements, crawl spaces or other locations in the home;
22. To prevent irrigation systems from exposing exterior surfaces of the home to water or over saturating/flooding ground/soil near and around foundation of the home;
23. To properly use and maintain appliances containing water and other liquids;
24. To not alter insulation installed by Lennar;
25. To prevent clogging of plumbing; and
26. To report within twenty-four (24) hours the following to Lennar:
 - a. any non-working fan, heater, air conditioner or ventilation system;
 - b. plumbing leaks, drips, sweating pipes, wet spots;
 - c. overflows from bathroom, kitchen, or home laundry facilities, especially in cases where the overflow may have permeated walls or cabinets;
 - d. water intrusion of any kind;
 - e. any mold or black or brown spots or moisture on surfaces inside the premises;
 - f. broken irrigation systems or standing water near structures;
 - g. any adverse health conditions or symptoms related to or suspected to be related to actual or potential mold growth;
 - h. any discovery of allergies, predisposition to or heightened risk of adverse health reactions or hypersensitivity, to mold, mildew, or other related organic organisms; and
 - i. any musty or unusual odors.

Paint

The paint on exterior and interior wood surfaces must be maintained in good condition at all times. Chips, scratches, and other breaks in the surface of the paint must be repainted promptly, or serious damage to the underlying wood could result.

Please be aware that all paint is subject to yellowing and discoloration. The action of the sun usually minimizes yellowing on exterior surfaces. However, yellowing can be noticeable on interior surfaces. Yellowing is caused by the natural drying and aging of the paint and by exposure to certain chemicals such as ammonia fumes and others that are found in some household cleaners. Light colors and white painted surfaces are more subject to yellowing than darker colors.

Yellowing of oil-based paints is unavoidable. Because yellowing tends to take place over time and relatively evenly on given surfaces, it may not be noticeable until you use touch up paint. Your local paint store can assist you in choosing a touch up paint that will be a close match for yellowed paint.

Our Customer Care Department will repair only when the problem is the result of improper original application or faulty material. It must be noted, however, that paint changes color as it ages and we cannot guarantee a perfect color match in areas when touch-up is made after original application.

Always dispose of paint and other hazardous materials properly.

Exterior Paint

Check the painted/stained surfaces of your home's exterior annually. If you repaint before there is much chipping or wearing away of the original finish, you will save the cost of extensive surface preparation. It is a wise maintenance policy to plan on refinishing the exterior surface of your home approximately every two to four years (or as often as your paint manufacturer suggests for your area and climate).

Fading, chalking, peeling, or blistering indicate the need to repaint. Chalking can be detected by running your hand over the painted surface and then checking your hand for a white, powdery residue. Proper preparation of the surface is critical for ensuring proper adherence, and for keeping moisture out. Pressure washing may be needed for the conditions listed above. It is important to seal around windows, doors, hose bibs, phone boxes, cable lines and electrical boxes at each painting as part of routine maintenance. Consult with your local paint supplier regarding the materials to use for preparation and painting. High-quality acrylic urethane caulk works well in sealing.

For sealing cracks in textured cementitious finishes in areas like Florida that are subject to frequent rain and humidity, use a brush-on elastomeric sealant. Once all cracks are sealed and the wall surfaces are clean, apply a premium latex masonry primer, making sure to follow all the manufacturer's directions before applying the topcoat of paint. Both paints need to be breathable, which allows any moisture that may enter the walls a means of escape. Elastomeric paints, which have poor permeability, are not recommended. The topcoat of paint needs to be a high-quality acrylic latex paint that has been formulated for local weather. Once again, follow the manufacturer's recommendations, paying close attention to paint film thickness and drying time. Make sure to check with your homeowner's association to see if they need to approve paint colors.

The chemical structure of the paint used on the exterior is governed by the climatic conditions. Over time, this finish will fade and dull a bit. Wood trim painted white or light colors will more readily show grain and cracks and will therefore require additional maintenance.

Do not allow sprinklers to spray water on the exterior walls of your home. This will cause blistering, peeling, splintering, and other damage to the home.

Color names, numbers, and paint brands used in the original construction of your home are provided with this Manual or are usually available upon request to your Homeowners' Association or to Lennar. Please note that any exterior painting, and any variations from the original colors of your home, may require approval of your Homeowners' Association (if any).

Interior Paint

Painted interior walls are not "scrub-proof." Scrubbing or harsh cleaners will remove paint. Depending on the type of paint, wiping with soap and water may also remove paint.

When doing paint touch-ups, use a small brush, applying paint only to the spot needing attention. Spackle may be used to cover any small defects prior to paint touch up. Touch-ups will sometimes be visible. 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.

For stain touch-ups, products such as Old English Furniture Polish and Scratch Cover are inexpensive, easy to use, and blend in with the wood grain. Follow directions on the bottle.

Here are solutions to common paint problems:

PROBLEM	LIKELY CAUSE	SOLUTION
Exterior paint peeling.	Surface not cleaned. Moisture/solvents under paint surface.	Scrape, sand, prime, and repaint.
Blisters in paint.	Poor adhesion caused by water or solvent trapped under paint.	Scrape, fill resulting depression, sand, prime, and repaint.
Wrinkling, runs and/or drips.	Paint applied too thick.	Sand smooth and repaint.
Interior and/or exterior caulking cracks or shrinks.	Normal drying, settlement, expansion and contraction.	Remove old caulking only if unsightly. Caulk open gaps.
Paint peeling off masonry.	Surface not cleaned. Moisture/solvents under paint surface.	Scrape peeling paint. Repaint with latex paint.
Efflorescence or peeling on foundation.	Alkali compounds on foundation.	Scrape, apply alkali neutralizer and repaint.
Bleeding wood knots.	Wood resin seeping out.	Sand, apply stain killer, repaint.
Mildew on painted surfaces.	Fungus from moisture and little sunlight.	Carefully wash with water-diluted chlorine bleach.

Patios

Patios and other structures that you add to your home will not be the responsibility of Lennar. We suggest that before you begin any addition to your home, you check with your Homeowners Association and local building officials. This is to make certain that your plans are in compliance with state and local building codes and the CC&R's. It is likely that building permits will be required. A licensed contractor is best qualified to perform this work.

If you install patio covers, consult a professional for proper methods of affixing the covers to your house. Improperly-installed patio covers can cause water leaks which can result in severe damage to your home and its contents which are not covered under Lennar's Limited Warranty.

If you install patios, patio covers, or hardscape relating to patios or yard improvements, you need to have them designed and installed in a manner which does not disrupt proper homesite drainage and which will accommodate expansive soil movement, backfill settlement, lateral fill extension and/or "slope creep." Please see and reference the Grading, Drainage and Landscaping sections of this Manual. You should consult with a professional engineer and contractor to make sure these issues are properly addressed.

Pests

New home construction on previously undeveloped land creates an environment that attracts many unwanted pests. Unwanted insect pests and rodents may enter any home at any time through open doors, unscreened louvers, etc. Pests and any damage they cause are not covered under Lennar's Limited Warranty. Professional exterminators are recommended, especially in the case of insects.

Termites are a special problem and prevention is easier than eradication. Fight termite invasion by making sure the wooden portions of your home do not touch soil directly, and by keeping all exposed exterior wood painted. In certain areas, an annual professional termite inspection is a relatively inexpensive preventive measure. Your grading was designed to be a minimum of 6 to 8 inches below the wood sills when the home was completed. Maintain this grade as it will help keep termites and insects out.

If your yard includes slopes, gophers, ground squirrels, mice, and other burrowing animals may be present. These animals can wreak havoc with slopes by creating tunnels or burrows. These burrows, while only a few inches in diameter, allow soil erosion to begin deep in your slope. During a rain or with the use of irrigation, water may enter the burrow and carry loose soil away. Over time, the burrow can enlarge and collapse, destroying your slope. It is important that a professional pest control expert be contacted for proper removal of burrowing animals.

During construction of nearby neighborhoods, other animals may attempt to invade your home. These may include coyotes, opossums, raccoons, skunks, mice, ants, birds, bees, snakes, and other wildlife. Lennar is not responsible for removal of these animals or for repair of any damage they cause.

Phone Jacks

Homes may be equipped with telephone jacks. Initiating phone service is the homeowner's responsibility. Moving outlets for decorating purposes or convenience is a homeowner responsibility and expense.

Plumbing System

We recommend that you become familiar with your plumbing system as soon as you move in. You should know the location of the main shut off and individual shut offs in all the bathrooms and the kitchen. In the event of a plumbing emergency, you must close the main water shutoff for the house at once. Flowing water can cause severe damage to your home and its contents. The main water shutoff for the house is normally located in the front yard or flower bed. The exact locations of all shutoffs in your house will be shown to you during your New Home Orientation.

A shutoff valve for the property is also located at the water meter. The Lennar Associate will identify the water shutoffs during your New Home Orientation. Please make certain that everyone in your household knows the locations of the main shutoff valves.

Other water shutoffs are located under the sinks in the bathrooms and the kitchen. Each toilet has a shutoff valve behind the toilet bowl. Another water shutoff is located on the top of the water heater. It controls the flow of water to the water heater and should be closed in the event of a leak in the water heater. You and others in your home should know where these water shutoffs are and how they work.

Each plumbing fixture in your home has a drain pipe specially designed to provide a water vapor barrier between your home and the sewer. The drain pipe or trap is the U-shaped area of pipe directly under the sink. The trap holds water which prevents the airborne bacteria and odor of sewer gas from entering your home. If any of your faucets are used infrequently, we suggest that they be turned on occasionally to replace the water in the trap lost to evaporation. Because of their shape, the traps are the most likely area to become clogged. Periodically check under kitchen and bathroom cabinets for leaks.

A water pressure regulator may be installed at or near the main shut-off valve for the water supply to your home. Do not attempt to adjust the water pressure regulator yourself. It is designed to keep water line pressure surges from entering the home. Improper adjustment can burst the water lines and create severe water damage. If you think the water pressure needs adjustment, contact the water utility company or a licensed plumbing contractor.

Clogged Drains

Many plumbing clogs are caused by improper garbage disposal use. Always use plenty of cold water when running the disposal. Supplied with a steady flow of cold water, grease congeals and is cut up by the blades. If you use hot water, grease remains a liquid, then cools and solidifies in the sewer line. Allow the water to run a minimum of 15 seconds after shutting off the disposal.

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

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

Fiberglass or Acrylic Bathtub and Shower Stalls

Fiberglass or acrylic are lightweight materials which add beauty and style to bathroom tubs and showers. You can preserve the original high gloss finish by regular cleaning with a liquid soap or detergent. Do not use abrasive cleansers. Always rinse the walls and the door of the shower after each use.

Fixtures

Polished brass and other special finishes plumbing fixtures are susceptible to damage and staining if water is permitted to stand on the surfaces and by the use of an abrasive cleansing product. Most of the plumbing fixtures in your new home are plated with polished brass, bright chromium, or other finishes that are resistant to water corrosion. The plating materials forming these finishes are, however, relatively soft, and can be damaged with abrasive cleansers, scouring pads and tools. Clean the fixtures with warm soapy water and a soft sponge or cloth. Rinse with clear water and wipe dry to prevent spotting and soap buildup.

If water is permitted to accumulate and stand at the base of the fixtures, corrosion and tarnishing can result. Always wipe the area dry.

Hard water can spot and damage bright chromed plumbing fixtures. While this is not entirely preventable, you can minimize the staining and discoloration by drying the fixtures after each use.

Avoid using excessive force when you turn your faucets on and off. The seals in the faucets can be damaged by such abuse in a short time.

Faucets are equipped with aerators which mix air with the stream of water to prevent splashing. They need to be cleaned occasionally to remove a buildup of mineral deposits. When you notice that the stream of water has lessened, unscrew the aerator from the mouth of the faucet. Remove the debris and rinse the washers and screens. Replace the parts in their original order and screw the aerator onto the faucet. Perform this homeowner maintenance as needed, usually every few months.

Exterior light fixtures, hose bibs, door hinges, door handles, door hardware, brass toe kicks, deadbolts and other exterior fixtures are all susceptible to tarnish from various weather conditions.

Frozen Pipes

Keeping your home heated at a normal level will help prevent pipes from freezing. The heat should be set not lower than 65°F if you are away during the winter months. If you are away for an extended period of time, drain your water supply lines. Garage doors should be closed to protect plumbing in that area. Maintain proper insulation levels. During periods of extreme cold (less than zero degrees F), even properly installed and maintained pipes may freeze. If such extreme cold occurs, open cabinet doors to allow additional heat to reach the pipes, and turn on the faucets to a slight continuous drip to help reduce the possibility of frozen pipes.

Freezing is more likely to occur near an outer wall that is exposed to winter winds. Never use an open flame to thaw frozen pipes. Defrost frozen pipes as follows:

1. Begin by restoring heat to the affected area.
2. Open all faucets connected to the pipe line so steam can escape during thawing.
3. Begin thawing slowly at the frozen point nearest the faucet. Thaw slowly to prevent formation of steam, which can cause pipes to rupture or burst. A heat lamp set at least six inches from a plasterboard or wall panel will thaw the pipes behind it. For exposed pipes, use a hair dryer or rent a heat cable to wrap around the pipe.
4. As the pipe thaws, move the source of the heat to the next frozen area until all piping has been defrosted.
5. If drain traps have been affected, pour hot water into the drain until thawed. Do not use boiling water, since pipes can crack from such a drastic temperature change.

Noisy Pipes

Pounding or knocking sounds in the water system should be corrected immediately, since the resulting vibrations can damage plumbing line fittings and cause them to leak. There is one exception: Exterior hose faucets often produce a high-pitched noise caused by an attached vacuum breaker or back-flow preventer. This noise is normal and is not cause for concern.

Noisy pipe problems can be identified and corrected as follows:

1. The water heater temperature may be set too high, producing steam in the pipes. To resolve, gradually reduce the water heater temperature setting until the steam is reduced.
2. Abruptly turning off a faucet in areas with high water pressure can produce a pounding or knocking sound. To resolve, slightly close the main shut-off valve.
3. Air can get into the pipes. To resolve, open all interior and exterior faucets and run for a few minutes, allowing all air to pass through the system. It is not necessary to open exterior faucets if they have been winterized.

Exterior Hose Bibs

Exterior faucets called hose bibs may be either standard or frost-free faucets. Frost free bibs do not require winterizing even in freezing weather; however, you must disconnect hoses, splitters and timers to drain all exterior water prior to the first winter frost. Conventional exterior hose bibs require winterizing before freezing weather. This procedure must be performed prior to the first frost to avoid rupture or bursting of the water pipes. Failure to winterize exterior hose bibs will void your warranty.

You must winterize your home in cold climates to prevent exterior pipe freezing. If you are on a crawl space, close the vents if temperatures remain at 32 degrees or lower for a period of time; otherwise, leave them open. Always prepare your outside hose bibs for freezing weather. Your hose bibs are the only plumbing exposed to freezing temperatures and should be protected by covering them with an insulated cover (home care/hardware stores carry these). Make sure you always disconnect hoses as they can freeze and cause the hose bib to also freeze. Where applicable turn off the exterior hose bib shut off during this time.

Water Back-Flow Prevention

A vacuum breaker may be installed on the exterior hose faucet to prevent back flow and stop contaminated water from flowing back into the home water supply system via the garden hose. Where installed, these devices are a plumbing code requirement and may not be removed. With a vacuum breaker installed, it is normal to hear a humming or vibrating noise throughout the home when the exterior faucet is in use. This is caused by the array of washers built into the back-flow preventer and is not cause for concern.

Septic Tank

Some homes have a private sanitary system called a septic tank system. It is made of reinforced concrete or fiberglass and has a tank sized to meet local codes. It is an efficient sanitary system featuring a filter bed that acts as an absorption field. The tank accumulates sludge material and should be professionally pumped and flushed annually. Access for cleaning is located at the top of the tank. Required monthly maintenance flushing can be done through the commode using a yeast or other cleansing solution available at hardware stores. Follow the specific maintenance instructions provided for your system.

Shower Doors/Tub Enclosures

Always rinse the walls and door of the shower after each use. Inspect every six months, or at any sign of leakage, for proper fit and for deterioration of the rubber "sweep" at the bottom of the door. Adjust the door and replace the sweep if necessary. At the same times, inspect the caulking, and re-caulk where any separations appear.

Toilets

Toilets are made of vitreous china, a glasslike material that is highly resistant to staining. Clean your toilets with a toilet bowl cleaner and a brush or cloth. Vitreous china is brittle and will easily break or shatter if hit with a hard object.

Water conservation regulations have mandated the use of low flow or water-saving toilets in new homes. These toilets use less water so they are important elements in the area's water conservation program. However, at times you may notice an incomplete flush. When this happens, allow the tank to refill, and then repeat the flush. Feminine products, diapers, and baby wipes should not be flushed in toilets.

Always keep a plumber's plunger on hand to use in the event of a stoppage of a toilet. If a stoppage occurs, close the shutoff valve on the back side of the toilet. Usually, a few vigorous pumps with the plunger will free the obstruction. Stoppages that are not construction related are the responsibility of the homeowner. If you are unable to clear the obstruction yourself, we suggest that you call a licensed plumbing contractor.

Most blockages in plumbing drains, including toilet drains, are progressive - they begin slowly and get worse over time until the drain is completely blocked. Use a plunger at the first sign of a slow drain. This simple step can prevent most serious drain blockages.

Do not use drain cleaners for toilets. The harsh chemicals in drain cleaners can damage the toilet seals and cause a leak.

If the flush valve fails or begins to leak, you can purchase a new flush valve at a home center or hardware store. If you are not entirely comfortable with this do-it-yourself project, a licensed plumbing contractor can perform this task.

Water Heater

Your water heater is covered by a warranty from the manufacturer. Please read the operating instructions that the manufacturer provides.

Periodically, and no less frequently than every three months, check the area around the hot water heater for leaks. In the event of a leak in your water heater, turn off the water supply to the water heater, close the shutoff valve on the top of the water heater, and turn off its energy supply (gas supply line or electrical). Call the manufacturer listed on the front of the water heater to request service.

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

If the water temperature is not hot enough, adjust the temperature at the water heater by following the manufacturer's instructions, which are usually printed on the tank. **If you have small children, do not set the temperature high enough that the children might accidentally burn themselves.**

While some water heaters do not require additional insulation, we suggest that you consider an inexpensive water heater blanket when it is appropriate. This can save significantly on the cost of operating the water heater. These products are available at home center and hardware stores. Check the operating manual that came with your water heater before you add an insulating blanket.

Your water heater should be drained and flushed every six months, or otherwise as according to the manufacturer's suggestions. This simple procedure will remove accumulated silt and debris so that the water heater is efficient and durable.

Water Lines

Copper tubing in plumbing systems should be maintained by running water through each faucet for approximately one minute each week, to minimize stagnation.

In the event of water leaks, consider this advice:

- The main shutoff valve is located in the meter box in the front yard.
- Shut off the main water supply to the house.
- A shutoff for the house supply is located in the garage or in a closet.
- Individual shutoffs are located adjacent to the kitchen and bathroom sinks, the water heater, the washer outlet and the toilets. Use these shutoffs for local leaks.

Whirlpool Baths

Some baths are equipped with an optional whirlpool. The warranty will vary due to different manufacturers and this information is summarized in the appropriate manufacturer's warranty guide. Do not run the pump motor unless there are 2 inches of water above the jets. Running the pump with improper water levels will damage and void the pump warranty. Always turn the pump off during draining. Check for leaks periodically by looking around the base of the tub. Every two to three months, fill the tub with hot water and add a small amount of liquid dishwasher detergent. Run the pump for 10 minutes, drain, fill with cold water, then run again for 10 minutes. This will clean the inside pipes and internal pump parts.

Here are solutions to plumbing and fixture problems:

PROBLEM	LIKELY CAUSE	SOLUTION
No hot water from electric water heater.	Tripped circuit breaker.	Check and reset circuit breaker.
No hot water from gas water heater.	Temperature setting too low. Pilot light is out.	Call licensed contractor to light pilot light.
Hot water runs out quickly.	Temperature adjustment on water heater set too low.	Call plumbing contractor for adjustment.
Hot water recovery is slow.	Burnt-out heating element.	Call plumbing contractor.
Toilet runs constantly.	Water level in tank is too high.	Adjust float arm stem in toilet water tank downward.
Toilet makes loud noise when flushed.	Ball cock in water tank is not working properly.	Replace ball cock in toilet water tank.
Toilet backing up and/or overflowing.	Obstruction in line.	Turn toilet intake valve off and plunge toilet.
Water flow from faucet is reduced.	Aerator at tip of faucet is clogged.	Unscrew aerator screen and rinse thoroughly.
Water splatters out of faucet.	Air in water supply line.	Open all faucets in home for five minutes.
Water leaking from under sink.	Loose plumbing fitting(s).	Hand-tighten coupling(s) on drain pipes.
Water dripping from shut-off valves.	Loose packing unit.	Open valve all the way, then gently tighten nut.
Garbage disposal clogged.	Obstruction in disposal.	Use disposal wrench in bottom of disposal.
Garbage disposal will not operate.	Tripped circuit breaker.	Check reset button on bottom of disposal unit.

PROBLEM	LIKELY CAUSE	SOLUTION
Smell or presence of gas in the home.	Gas Leak	Have everyone go outside. Call the gas company and/or emergency services (the fire department or "911") to report the leakage from another location.
Uncontrolled water flow.	Major plumbing leak or breakage.	Turn off the main water valve. It is located at in a ground level box near the street. Arrange for service.
Water under a sink or toilet:	Leaking fixture, valve or connection.	Turn off the water to the fixture by using the shutoff valves located under or behind the unit. Arrange for service.
Signs of water in the floor or wall adjacent to a tub or shower not caused by splashing.	Leak in tub or shower liner or plumbing.	Turn off the water at the fixture and arrange for service. Do not use the shower or tub until service can be provided.
Water coming from water heater.	Leaking appliance or connection.	Use the shutoff valve on top of the heater to turn off the water. If gas, turn off the gas valve, and the pilot light and drain. If electric, turn off the breaker located in the garage. Drain the water heater.

Roofs

The roof on your home may be made of concrete tile or other roofing materials, such as asphalt composition or cedar shake shingles. While all these materials will provide years of service and weather protection for your home, a few reminders on the maintenance of your roof could save a great deal of expense and discomfort in the future.

DO NOT WALK ON THE ROOF OF YOUR HOME. The weight of a person can easily break the tiles and destroy the masonry tile on the roof. Leaking may occur and costly repairs could be necessary. Access to your roof is not necessary under normal conditions. If access to your roof is required, call a professional roofing contractor for advice and assistance. Broken tiles that are discovered after your New Home Delivery will not be the responsibility of Lennar. Inspection of your roof by a roofing professional at least once per year, and after severe weather or upon any sign of water intrusion through the roof, is recommended.

Do not nail anything to your roof. Television antennas, cable dishes, and other potential attachments may not be allowed in your Neighborhood, depending on the applicable CC&R's. You will need to check with your Homeowners' Association (if applicable). If allowed, any such attachment should only be made by a licensed roofer. Lennar's Limited Warranty does not apply to attachments or roof



penetrations that were not part of the original construction, or any damages resulting from such attachments or penetrations.

Remove fallen limbs and other debris from your roof promptly. If large limbs have fallen onto your roof, visually inspect the nearby tiles for signs of damage. Repairs should be made by a professional roofing contractor.

Rain gutters, downspouts, valleys and roof to wall flashings should be kept free of debris such as leaves, twigs, bird defecation, and litter. Bird defecation and other such debris can block drainage and cause water to pool on your roof and can result in the deterioration of underlayment and other components of your roofing system.

Inspect the gutters, downspouts, valleys, roof to wall flashings, and vent pipe flashings at least once each year and after each heavy rain or windstorm. Downspouts should be directed so that erosion of the soil is prevented. Connection to a yard drainage system is strongly recommended.

At least once per year, and after severe weather or upon any sign of water intrusion through the roof, you should have a maintenance inspection and "tune-up" of your roof by a roofing professional. Yearly inspections and maintenance by a roofing professional will help prevent or eliminate conditions which commonly result in roof failures.

Here are solutions to common roofing, gutter, and downspout problems:

PROBLEM	LIKELY CAUSE	SOLUTION
Roof leakage.	Gutters plugged up.	Clean gutters and downspouts.
Roof leakage.	Loose flashing. Loose pipe collars.	Contact a licensed contractor to inspect and repair as necessary.
Roof leakage.	Loose or missing shingles and/or ridge vents.	Contact a licensed contractor to inspect and repair as necessary.
Roof leakage.	Hole in gutter or downspout.	Contact a licensed contractor to inspect and repair as necessary.
Skylight leakage.	Loose flashing. Caulking deteriorated.	Contact a licensed contractor to inspect and repair as necessary.

Screen Enclosures

Screen enclosures are aluminum, rust-free structures with nylon screens attached. Do not walk on the roof of the screen enclosure. It is not designed to hold your weight. Periodic pressure washing by a professional is recommended.

Settlement

All homes settle to some degree. Some settling or adjustment in lumber and framing members is normal and should be expected.

If moldings show slight joint separation, fill the cracks with wood filler. If nails work out of position, reset them with a hammer and nail set; then fill the holes with wood filler or spackle. Normal settling, expansion and contraction also may cause small interior wall cracks around doorways, archways, and at wallboard joints. The best time to fill and sand such cracks is when you repaint. It is best to wait at least two years before repairing minor cracks, until most of the settling and shrinkage is complete. If your home has lath and plaster, cracks and blemishes are common, and should be left alone for two years to allow for drying and curing before filling and repainting.

Smoke and Carbon Monoxide Detectors

One or more smoke and/or carbon monoxide detectors have been installed in your home. The type of detector, the installation procedure, and the location(s) of the detector(s) are selected to meet the requirements of local and state building codes. Do not move or disable the detectors. If you feel the need for additional protection, consider purchasing additional detectors to be installed at additional locations.

If your smoke or carbon monoxide detector requires batteries, the batteries should be replaced every year. You should conduct monthly testing of the smoke detector and other care or maintenance as provided in any manufacturer recommendations. Should your detectors “chirp,” this is an indication that it’s time to replace your battery.

Storm Water Pollution Prevention

Rainwater and irrigation pick up pollutants from many sources and carries them through the storm drain system and into local waters because the storm drains are not connected to the sanitary sewer system.

Sediment from erosion is not allowed in the storm drain system at any time. Stockpiles of sand, dirt or other landscaping materials that could be washed into the street and storm drain system are not allowed.

Pesticides, herbicides, and fertilizers should be used sparingly, according to the directions and kept in the original containers.

Recycle yard waste or compost it.

Try to use non-toxic or biodegradable products whenever possible, especially on the exterior of your home.

Use water sparingly on the exterior of your home and when washing your car. Sweep concrete driveways and sidewalks, rather than cleaning them with a hose.

For further information regarding pollution prevention, please call your local city or county government.

Stucco (see also "Exterior Finishes")

Small cracks in stucco are normal. They should be patched and repaired whenever you repaint your home, or more often if necessary. Stucco batches will vary in color.

Stucco can discolor from exposure to wind, rain, environmental pollutants and landscaping irrigation and improvements made after construction. Any cosmetic problems in the stucco must be reported within 30 days after the New Home Delivery or they will not be covered by the Limited Warranty. Prompt landscaping can minimize the discoloration of stucco. Homeowners should consider steam cleaning of stucco by a professional annually or as needed.

Sump Pump

If your home is equipped with a sump pump, you should check periodically (at least every three months) to confirm that the pump is functioning properly. If the pump drains to an exterior location or drain outlet, you should be able to visually observe water being pumped out of the sump pump system during its operation. Improper functioning or inadequate maintenance may lead to a buildup of water adjacent to the foundation. Regular and close observation of these conditions is important to help avoid water-related problems such as mold and/or incidental and consequential damages to personal property.

Swimming Pools

Swimming pools are included as options in some homes. Pools require regular maintenance. Read the following guidelines and follow your pool contractor's instructions to avoid costly repairs. Consult your pool contractor for warranty information.

1. Pool finishes may take from four to six weeks to cure. During this period, it is important to brush the walls and floors and least three times per week to eliminate permanent stains caused by settling dirt or minerals.
2. Water should be kept about halfway up on the skimmer opening. Evaporation loss may vary from 1 inch to 2 inches per week due to weather conditions.
3. Test the pool water weekly, preferably at the same time of day and after the pump has been running at least five hours. Samples should be taken from below elbow depth (18 inches). Consult with the pool contractor for proper chemical balance.
4. When brushing the pool, open the main drain and close the skimmer, then brush walls, steps and swim-outs first. When brushing the floor, work from the shallow end toward the deep end and the drain.
5. Pool filters should be cleaned once a week. Remove the cartridge filter, hose it down, then clean the hair/lint trap basket. The pool pump must be in the OFF position. The pool pump has been installed with a timer that should be set to run eight to ten hours in the summer and six hours in the winter.
6. Clean the pool deck with water-diluted bleach.

Walls

Your home has two types of interior walls: bearing and non-bearing. Non-bearing walls can be altered without structural damage, but alteration of a bearing wall must be done carefully to avoid reducing its bearing capacity. This should be done under the supervision of a licensed contractor.

Some slight cracking, nail "pops," and/or seams may become visible in plaster, gypsum wallboard, drywall or sheetrock walls and ceilings. These occurrences are caused by the shrinkage of the wood and normal deflection of rafters to which the sheetrock is attached, are considered normal, and are a maintenance responsibility of the homeowner. They can be repaired by filling with spackling compound, smoothing with fine sandpaper, and then painting the entire surface. Popped nails do not alter the strength of the wall and should be left alone until time to repaint. Homeowners should repair nail pops and cracks as follows:

1. Reset protruding nails or screws slightly into the gypsum board surface or remove entirely. Place another drywall nail or screw in the stud two inches above or below the popped nail and gently hammer or set it slightly below the paper surface. Cover the area with spackling compound, allow to dry, sand smooth, and re-paint the surface.
2. For drywall joint cracks, press a small V-shaped indentation using the back of a putty knife along the length of the crack, about 1/8 inch deep and 1/8 inch wide. Spackle, sand, and repaint as with nail pops.
3. To prevent cracks wider than 1/4 inch from reopening, first apply the spackling compound, cover the crack with a strip of fiberglass drywall tape, add another top layer of spackle, feathering the edges well. Sand to a smooth finish, then re-paint.
4. Deep scrapes and indentations on drywall surfaces can be filled with two or three applications of spackling compound. Allow it to dry thoroughly, and sand between each application.

Drywall imperfections can appear differently in changing light sources. In addition, drywall can develop small stress cracks over time. Please look over the drywall in your home during the New Home Orientation. Any imperfections that are visible from a distance of 5 feet away under normal lighting conditions will be addressed. Temporary, unusually-strong light sources (like afternoon or morning sun and halogen lamps) can reveal imperfections that are typical of drywall and are not warranted.

Here are solutions to some common wall and ceiling problems:

PROBLEM	LIKELY CAUSE	SOLUTION
Nail pops, holes, or cracks in drywall.	Settlement or accidents.	Repair as described above at time of painting.
Base molding, crown molding, chair rail, baseboards, etc. separate from wall.	Normal caulk shrinkage.	Re-caulk gap.

PROBLEM	LIKELY CAUSE	SOLUTION
Wallpaper loosens or peels.	Moisture and lack of proper ventilation.	Re-glue wallpaper. Improve ventilation.
Drapes or pictures falling off wall.	Improper anchor used.	Consult hardware store for proper anchor.
Separation at door casing.	Normal caulk shrinkage or settlement.	Re-caulk gap.
Drafts at electrical outlets.	Temperature inversion due to thickness of electric box vs. wall.	Install thermal covers under plug and switch covers.
Moisture on plant ledges.	Over-watering of plants.	Move plants off ledge for watering.
Flapping noise in attic.	Insulation baffles loose.	Re-secure insulation baffles.

Water Conservation

In the home, water conservation saves both water and energy, since energy is needed to heat water and run appliances.

Every time a toilet is flushed, about 1.6 gallons of water goes into the sewer. Do not use the toilet for things that should go into the wastebasket.

A partially full tub uses far less water than a long shower, while a short shower uses less than a full tub. Your home has been equipped with a water-saver showerhead.

Always load your dishwasher to capacity before turning it on. Most models use between 15 to 25 gallons per run. The same rule applies to an automatic washer, which uses 40 or more gallons for each load.

Repair all faucet leaks promptly to avoid letting valuable water run down the drain. Just a slow drip can add up to 15 to 20 gallons a day while 1/16 inch faucet leak wastes 100 gallons in 24 hours! Turn off the water while brushing your teeth or shaving to avoid wasting more water.

Outside the home, the basic principle of lawn and garden watering is not to give the grass and plants more than they need. Water only when plants show signs of needing moisture. Water in the cool of the day to avoid excessive evaporation. Use herbicides and fertilizers sparingly according to the direction on the original container and avoid use if rain is forecast.

Do not let the hose run while washing the car, use a bucket and biodegradable soap. Sweep down sidewalks and driveways rather than hosing them off. The storm drains are not connected to the sewer system and everything that enters goes directly into local waters.

Windows with Vinyl, Metal, or Wood Frames

Windows and sliding glass doors may be single or double-pane glass with wood, vinyl, or aluminum frames. Carefully examine all windows and glass during New Home Orientation. Glass or frames that



are broken, scratched, or chipped will not be repaired after occupancy unless specifically noted at this time.

Keep the window and door tracks free of dirt and debris. The tracks are soft and can become damaged if they are not kept clean. Use a broom or a brush to loosen collected debris. Vacuuming thoroughly should be a part of your regular cleaning routine. Avoid using abrasive cleaners as they may scratch or damage the aluminum or vinyl frame coating. After cleaning, apply paraffin (wax) to the locks and rollers to prevent corrosion. If windows and doors do not slide freely, an oil-free silicone lubricant can be used on the tracks. Do not use any oil-based lubricant. Oil attracts dust and dirt that become embedded in the lubricant and may damage the frames.

Window and door frames have small weep holes at the bottom to permit water to drain from the tracks. Keep the weep holes open and free of debris. Avoid flooding window and door frame tracks. Excessive water can overflow the track and back up into your home. During high winds, air will penetrate your windows and door frames, especially through the weep holes. This is normal. The weep holes are necessary for proper ventilation and you should keep them clear at all times. Inspect the interior and exterior paint on your window trim annually. Use touch up paint as required. Repaint every two years or as necessary.

Window screens should be removed and cleaned every six months with water and a mild soap. Inspect window screens annually for holes, tears, or other deterioration. Window screens should be repaired or replaced when and if necessary. The Limited Warranty does not cover holes or tears in window screens unless reported at the New Home Orientation. Window screens will not prevent children from falling through open windows to the ground below. The screen is not a barrier, and the fastening system for the screen will not support any weight beyond the screen itself. Do not allow children near an open screened window, or place any weight on, or push against a window screen. Similarly, do not place furniture near windows so that children have easy access to the window.

Window glass should be cleaned with water and mild cleaning products designed for use on windows. Do not clean windows with solvents, abrasive pads, putty knives, or any products which can disintegrate the rubber gasket material. Doing so may result in deterioration of rubber gaskets and can result in leaks or fogging of dual pane windows. Do not clean windows with abrasive cleansers that may cause scratches. Do not spray windows or screens with a garden hose. This could cause water infiltration into the structure of your home that could lead to interior damage and/or mold.

The appearance of moisture that occurs when warm, moist air comes in contact with a colder surface is called condensation. While moisture may appear on windows, this does not indicate a window problem. The most common cause is humid air inside the home hitting the cold surface of the window glass. Be aware that high indoor humidity, in combination with extremely cold weather, can turn window condensation into ice. Do not forcefully open windows or patio glass doors that freeze shut, as this will bend the frames and tracks.

Do not apply window tinting materials made of film to double-glazed windows and doors. The use of these materials can cause a buildup of heat between the panes of glass. This excessive heat will destroy the seals and permit water condensation to form between the panes. Aluminum foil also causes a heat buildup between window panes and should not be used. Use of such products may void coverage under the Limited Warranty for the affected windows. Consider your Homeowners Association regulations before you install window coverings that are visible from the street or other areas of your Neighborhood.

Here are solutions to some common window related problems:

PROBLEM	LIKELY CAUSE	SOLUTION
Window sash comes out when fully opened.	Tension rod clips on side jambs left in open position.	Position clips in closed position before opening.
Window binds or is difficult to open.	Paint or dirt on vinyl jambs or broken window balancer.	Clean jambs and spray with silicone or replace balancer.
Condensation on inside surface of window.	High humidity inside home.	Reduce humidity with exhaust fans and dehumidifier.
Window will not stay open.	Weak window balancer.	Replace balancer or adjust tension rod.
Condensation between insulated glass surfaces	Insulated glass seal is broken.	Replace glass panel.

Wood Trim

See the discussion under "Painting," above.

7. MAINTENANCE SCHEDULE

After Move In

Item/Location	Maintenance Required
Bathrooms	Apply silicone-based grout sealer to tile grout within 30 days of closing. Make future applications as necessary
Deck	Apply preservative sealer to wood surfaces following manufacturer's instructions. Make future applications as necessary.
Driveway	If desired, apply sealer per manufacturer's instructions after move-in. Make future applications as necessary.
Electrical	Locate and label the main circuit breaker in the electric panel box and show family members how to turn it off in case of emergency.
Fire Extinguisher	Purchase a general-purpose fire extinguisher for each floor of the home, plus one small kitchen extinguisher for grease fires. Demonstrate proper usage to family members in case of an emergency.
First Aid Kit	Keep first-aid materials and a book on first-aid procedures in an accessible location
Flooring	Attach furniture protectors underneath furniture legs to protect hardwood, resilient and tile floors
Gas Fireplace	Follow manufacturer's instructions. Be sure to arrange for startup within 45 days of closing for start-up even if you close in the summer.
Household Tools	Acquire basic tools to help you with normal home maintenance chores, to include: pliers, adjustable wrench, flat-blade and Phillips-head screwdrivers, claw hammer, hand saw, tape measure, caulk and caulking gun, putty knife, paint roller and brush, power drill and drill bits, assorted nails, brads, screws, nuts, bolts, sandpaper, utility knife, toilet plunger, and flashlight.
Landscaping	Follow your landscaping contractor's instructions for year-round landscaping care. Review and implement recommendations in the Landscaping and Grading section of this manual.
Plumbing	Locate and label the main water line shut-off valve and show all family members how to close it in case of a plumbing emergency.

Item/Location	Maintenance Required
Water Erosion	After the first heavy rain, check foundation for erosion and fill eroded areas. Ensure that splash blocks are correctly positioned to divert rain water away from the home. Thereafter, always be on the alert for erosion and take immediate action to fill eroded areas.

Every Month

Item/Location	Maintenance Required
Cabinets	Clean pursuant to the manufacturer's recommendations.
Crawl Space	Check for excess moisture and any loose insulation.
Fire Sprinklers (if any)	- Test system annually per manufacturer's recommendations. - Visual inspection to ensure nothing interferes with the designed operation: No attachments to sprinkler heads (e.g., paint, overspray, hanging items, etc.) and/or no adjacent installations (e.g., false beams, covers, etc.) within 18 inches in any direction of the sprinkler head. - Check fire extinguishers to make sure they are fully charged.
Furnace/Forced Air Unit	Clean or replace filter as needed (e.g., more often during times of constant operation or heavy dust). NOTE: Do this check every month for the first six months, due to effects of leftover construction dust and debris.
GFI Outlets	Test for proper operation.
Irrigation	Check for leaks and for improperly-functioning irrigation heads (especially any spraying the house, fencing, etc.).
Interior Caulking	Check for cracks or separations in caulking around sinks, bathtubs, toilets, faucets, countertops and backsplashes, tile walls, resilient and tile floors, window sills, and any other areas originally caulked by Lennar. Use appropriate caulking to repair these areas.
Kitchen Fan Filter	- Clean filter and fan housing. - Eliminate built-up grease.
Plumbing	- Check all sinks, toilets, showers and tubs, and the water heater for any leakage. - Check and (if necessary) clean faucet aerator screens, if flow of water is reduced. Tighten fittings carefully; do not over-tighten or strip. NOTE: Do this check every two months for the first six months. - Clean disposal blades by grinding up ice cubes or as directed by the manufacturer and freshen it with baking soda or other products as recommended by the manufacturer.

Item/Location	Maintenance Required
Smoke Detector	Test for proper operation. Clean and/or vacuum openings as necessary.
Sump Pump	Check for proper operation.
Windows	- Vacuum tracks. - Confirm weep holes clear and open.
Wood Cabinets	Review cabinet manufacturer recommendations as to proper products to maintain the finish of the wood cabinets.

Every Three Months

Item/Location	Maintenance Required
Caulking	- Check condition of caulking at sinks, bathrooms, tubs, showers, etc., for gaps or other deterioration. - Re-caulk where needed to prevent water intrusion.
Concrete	- Clean all oils and grease. - Confirm no ponding of water against concrete foundation or flatwork.
Exterior Doors	- Inspect finish for peeling and cracking. - Touch-up where required. - Polish tarnished hardware. - Lubricate hinges and locks if required. - Adjust thresholds and weatherstripping as needed.
Garage Door	- Inspect mechanism for smooth operation. - Lubricate hinges, hardware and opener chain/drive, as needed.
Interior Doors	- Lubricate hinges. - Tighten knobs, as necessary. - Check doorstops for proper operation.
Landscaping	Confirm maintenance of proper and effective drainage, with no persistent puddles after irrigation or rain.
Plumbing	- Check water supply lines and valves to sinks and toilets. Tighten if loose or leaking. - Check pipes and drains for water leakage
Water Infiltration	Check basement and foundation for excess moisture.

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Item/Location	Maintenance Required
Windows	▪ Lubricate rollers and latches. ▪ Check caulking, and re-caulk as appropriate. ▪ Check all window sills and baseboards for any signs of leaks or mold. ▪ Apply new weatherstripping as necessary. ▪ Inspect weeps. ▪ Repair or replace screens as needed.

Every Six Months

Item/Location	Maintenance Required
Countertops	▪ Inspect for separations at sinks and backsplash. ▪ Re-caulk where necessary.
Faucet Aerators	▪ Check water flow. ▪ Clean screens if needed.
Garage Doors	▪ Adjust travel and tension.
Gutters	▪ Clean out debris and confirm water is exiting to an appropriate drainage device or location away from the structure.
Shower Doors	▪ Inspect for proper fit and leaks. ▪ Inspect caulking and re-caulk where necessary.
Tiled Areas	▪ Inspect for loose or missing grout or caulking. ▪ Re-grout or re-caulk where necessary.
Tub Enclosures	▪ Inspect for proper fit and leaks. ▪ Inspect caulking and re-caulk where necessary.
Water Heater	▪ Flush to remove accumulated sediment and service pursuant to manufacturer recommendations. ▪ Confirm no leaks.
Weatherstripping	▪ Inspect, adjust, and replace if necessary at all exterior doors.

Every Year

Item/Location	Maintenance Required
Cabinets	▪ Check drawers and hinges for proper alignment. Tighten and adjust as necessary.

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Item/Location	Maintenance Required
Deck	- Check and tighten all deck bolts. - Replace damaged pickets, rails and boards. Replace warped boards that create a trip hazard. - Re-seal wood surfaces with a preservative as necessary, following manufacturer's instructions.
Crawl Space	Inspect your crawl space for excess moisture and any loose insulation.
Exterior Doors	- Inspect finish for peeling and cracking. If necessary, re-finish or re-paint to minimize peeling or deterioration of paint or door. - Check and tighten door hardware and lubricate as necessary. - Check weather-stripping and replace or adjust as needed.
Exterior Paint	- Inspect for cracked or peeling paint. - Re-paint and repair damaged areas as needed.
Fireplaces	- Check for proper operation of fireplace. - Check for loose or missing mortar. - Clean chimney, if wood-burning.
Fire Sprinklers (if any)	Consider having the system inspected by a professional every two (2) years. Also check with your local fire department to see if they provide courtesy inspections of fire sprinklers. Any repairs needed should be made by a qualified fire sprinkler service contractor.
Garage Door	Contact a garage door service company for necessary adjustment to the garage door's tension rods.
Laundry Room Floor Drain	Check and clean for proper drainage operation.
Patios, Decks and Balconies	Re-seal all surfaces in a manner consistent with sealant manufacturers' recommendations (when applicable).
Plumbing Shut Off Valves	Check for proper operation by closing, testing, and then re-opening.
Roofs	- Visually inspect for dirt and debris in valleys, flashings, gutters and downspouts. - Clean and have roof inspected by a roofing professional before the storm season.
Septic Tank	Have system professionally inspected.
Smoke Detectors	Replace batteries.
Stucco	- Check for efflorescence and remove. - Check for leaks, and repair leaking conditions. - Clean and seal, if desired.
Sump Pump	Clean sump pump following manufacturer's instructions and the directions in the Plumbing Fixtures section of this manual.

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Item/Location	Maintenance Required
Tiled Areas	▪ Check all grout and caulking; re-grout or re-caulk as needed.
Wood Fencing	▪ Inspect posts, rails and boards. ▪ Eliminate earth to wood contact. ▪ Adjust sprinklers to prevent saturation. ▪ Re-seal or re-paint as needed.

Every Winter

Item/Location	Maintenance Required
Air Conditioning Condenser Unit	▪ Cover condenser with an approved condenser cover during winter months.
Crawl Space Vents	▪ Close all crawl space vents, to prevent cold air, ice and/or snow from infiltrating into crawl space.
Furnace	▪ Install new furnace filter each winter, to maximize air flow for winter months. ▪ Check fuses to make sure they are in proper working order.
Gutters & Downspouts	▪ Make sure the gutters and downspouts are free of debris, to minimize ice damming and to allow proper drainage during freeze/thaw cycles.
Sprinkler Vacuum Breakers	▪ Blow out and drain all sprinkler lines and vacuum breakers before frost develops.
Water Spigots (Exterior)	▪ Disconnect all hoses before frost develops. ▪ Do not leave hoses connected overnight during winter months.

Every Spring

Item/Location	Maintenance Required
Air Conditioning System	▪ Have HVAC contractor perform seasonal maintenance check-up for summer. ▪ Ensure that air supply registers are not blocked by rugs, draperies and furniture. ▪ Check HVAC back-up drain pan located in attic to ensure that it is free of debris.
Hose Bibs	▪ Turn exterior faucets on by reversing the winterizing process.
Roofing	▪ Visually inspect roof from the ground for loose, warped, torn, or missing shingles. Contact roofing contractor should repairs be required.

	▪ Have a contractor check and clean gutters, downspouts and splash blocks, inspect for ice or winter damage, and repair gaps in flashing and soffits. ▪ Hire a contractor to check skylights for loose flashing and gaps in caulking.
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Every Fall

Item/Location	Maintenance Required
Exterior Hose Bibs	▪ To prevent exterior pipe freezing, turn off and drain exterior hose bibs.
Fireplace	▪ Have chimney professionally cleaned as necessary. ▪ Check firebox for loose fire brick or mortar.
Heating System	▪ Have HVAC contractor perform seasonal maintenance check-up for winter
Irrigation System	▪ Have your landscaper turn off your system and bleed the lines to avoid freezing.
Roofing	▪ Have a contractor clean and check gutters for leakage and roof valleys for debris. ▪ Check alignment of gutters, downspouts and splash blocks to ensure that water is properly diverted away from the home.

8. LENNAR GLOSSARY OF WARRANTY AND CONSTRUCTION/CUSTOMER SERVICE TERMS

A

Aerator: A small, removable extension at the tip of a sink faucet, with air ports and screen, that mix streaming water with air to reduce splashing and conserve water.

Aggregate: The gravel or stone that constitutes the bulk of mixed concrete, normally covered by a smooth finish.

Air Gap: A safety device on kitchen sinks that prevents contaminated sink water from being drained back into the dishwasher.

Air Hammer: A banging noise in plumbing pipes caused by air infiltration.

Alkali: A soluble mineral salt or mixture of salts capable of neutralizing acids.

Areaway Drain: A drain system for the basement door that is below grade.

B

Ball Cock: A device in flush toilets consisting of a valve connected by a lever with a floating ball. The valve shuts when the ball is raised and opens when the ball is lowered.

Baseboard: A decorative and protective wood molding positioned where the wall meets the floor.

Bleeder Nut: A nut located on the underside of the interior shut-off valve that unscrews to drain water from exterior faucets for winterizing.

Bulkhead: In the kitchen, a section of the ceiling that is lowered to meet and support the cabinets.

C

Circuit Breaker: A switching device located in the main electrical panel that opens and closes electrical circuits. Circuit breakers automatically shut off electricity to the circuit should it become overloaded. Once the electrical load is reduced, the breaker switch can be turned back on to resume normal

Collar Beams: A horizontal brace in the roof system that braces opposing rafters.

Concrete Dusting: A fine dust that accumulates on finished concrete surfaces.

Condenser: An exterior unit that is part of the air conditioning system which expels heat into the outside air.

Corner Bead: An angled, metal edging used to protect and form an edge where drywall panels meet at outside edges.

Consequential Damages: Unavoidable damage to homeowner's personal property.

D

Damper: An adjustable valve in the duct work of the heating system that can be opened or closed to control the flow of air-conditioned or heated air throughout the home. Also, a device in a fireplace or gas heater that controls the air draft up the chimney.

Dehumidifier: An electrical appliance that removes humidity from the air. Particularly useful in basement areas during summer.

Delamination: The separation of the top plies or laminate from the base to which they are attached. In vanity and kitchen countertops, the warping or detachment of laminate material from the wood substrate.

Dethatching: The loosening and/or removal of matted grass and leaves from existing lawns, which allows the grass to breathe and therefore promotes healthy growth.

Drywall: Also known as gypsum board or sheetrock, these large sheets are attached to the wall studs and ceiling framing to construct the walls and ceilings of the home.

E

Efflorescence: A white, powdery substance that can form on new block, brick or stucco finishes. It is composed of water-soluble salts that are present in masonry materials and that rise to the surface via water evaporation.

F

Face Frame: The front of kitchen and bathroom cabinets to which the hinged doors attach.

Face Nailing: Nailing through a finished, exposed surface so that the flat top of the nail head is still visible after nailing.

Fascia: The exterior horizontal trim around rafters. Also positioned directly behind gutters and over gable trim boards. Can be either aluminum or wood-covered.

Fillers: A wood putty used in preparation for painting to fill holes or cracks in wood.

Filler Board: Cabinet-grade wood used to fill gaps that occur between cabinets and wall openings.

Flashing: Flat sheet metal inserted under roof shingles at overhangs and vent pipes and above windows and door frames to keep rainwater from penetrating the house structure.

Flue: A vertical duct, constructed of sheet metal or clay, that channels smoke or gas fumes from a fireplace or gas furnace out of the home.

G

Gabled Louvers: A vent with louvers located at the peak of gable ends.

Graphite Lubricant: A finely powdered graphite used as a lubricant.

Ground Fault Circuit Interrupter (GFCI): A specialized electrical device that will interrupt electrical power where a weak electrical loss of ground occurs. Normally installed in areas where water may be present.

Grout: A plaster-like mortar compound used to fill spaces between tiles.

H, J, K

Header: A wood member that spans open spaces in walls, over doors and windows, and provides support to structural members above it.

Honeycomb: In concrete, an open cell-like surface texture that occurs while pouring the concrete.

Hose bib: The exterior faucet connection for lawn and garden hoses.

Joint Compound: A plaster-like compound used to finish drywall seams and cover fastener heads.

Joists: The horizontal support members used to construct floors and ceilings.

Keeper Plate: The metal plate that keeps a door lock latch firmly in place.

L, M, N

Lockset: A door lock or combination of lock and deadbolt.

Mastic: A water-resistant construction adhesive used predominantly for installation of resilient tiles.

Moldings: Decorative wood finishes used around doors and windows. Also used for base, tile and exterior area moldings, and as chair rails.

Nail Pops: A nail that comes loose from a stud and pushes joint compound up. Caused by normal wood shrinkage and home settlement.

O, P, Q

Oil Canning: A loud, booming noise that occurs in sheet metal ductwork that buckles. May also occur with vinyl siding as a result of temperature changes.

Parging: A water-resisting, exterior coating used to protect block foundations from water penetration.

Pointing: The filling and finishing of brick mortar and stone cement masonry joints.

Ponding: The collection of water on driveways, walkways or lawns. Ponding for excessive periods of time is indicative of grading problems.

R

Resilient: Vinyl flooring used in areas such as kitchens, halls, bathrooms, and playrooms.

Retaining Wall Tie: Large timbers, usually assembled into a wall, often backfilled with soil.

Ridge Vent: An open vent system located along roof peaks which, in conjunction with soffit vents, creates a natural-air ventilation.

S

Scaling: In concrete, the breaking away of the top surface of the concrete, caused by a freeze-thaw cycle. In painting, the flaking or peeling away of paint.

Silicone: A synthetic lubricating compound with high resistance to temperature change and water. When added to caulking, it extends elasticity properties and increases the life of the caulking.

Sill Plates: A support member laid on the top of the foundation wall that serves as a base for the wall framing.

Soffit: A vent located under the ceiling of a roof overhang.

Spackle: See joint compound.

Spalling: Flaking or chipping of stone or other masonry material. Similar to scaling, but the chips and flakes are larger.

Sparker Unit: Eliminates pilot light in gas stoves and furnaces.

Subflooring: Wood sheet flooring directly over the joists that supports the underlayment or floor covering.

Sump Pump: A motorized pump that expels excessive water accumulation that gathers under the home foundation.

Surface Capping: The addition of another layer of similar material over the top of the existing material. Usually 1/4 inch in depth or thicker.

Swale: The soil contour on a building lot, deliberately shaped to channel rain water away from the home. IV-149

T

Tack Strips: A wood strip with exposed tack points that is attached to subflooring and holds stretched wall-to-wall carpet in position.

Thermocouple: A safety device for gas-powered equipment that will not allow the unit to be turned on unless the pilot light is burning.

Turnaround: An additional section of driveway where cars can be turned around.

U, V

Underlayment: A flooring layer over the base subflooring over which tile or resilient floor covering is laid.

Vacuum Breaker: Also called a back-flow preventer, this device is placed on exterior faucets to allow water to only flow out of the home.

Valve Seat: An interior part of the faucet valve assembly where the valve rests.

Vitreous China: Highly impervious, glass-like china often used to finish sinks, showers, toilets, and tubs.

W

Wall Ties: The metal pieces that tie masonry veneer to the frame of the home or, when pouring concrete, the metal pieces that hold concrete foundation wall forms in place until the concrete cures.

Washers: A round, rigid rubber or plastic disc used as a sealing device in water faucet valves.

Washing Soda: Used for heavy cleaning of surfaces and to help prevent accumulation of materials in drain traps.

Washouts: An area where water has produced soil erosion.

Weather-stripping: A weather-insulating strip of material placed around doors and windows to reduce water entry into the home. Also reduces air infiltration into the home or escape of conditioned air out of the home.

Window Balance: A counter balance device in window housing that assists with the opening and closing of a window, and then keeps the window in position.