



**COMPLETE
HOMEOWNERS
MANUAL**

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~Customer Care~

WhiteStone Developments Customer Care Department administers the terms of your warranty program and ensures your satisfaction. Our representatives are trained to respond to your needs promptly, effectively, and professionally.

To assist WhiteStone Developments in handling your claim efficiently, please review this section of the manual carefully. Questions can be directed to the White Stone Developments Customer Care Department.

❖ The Homeowner Orientation

As your home nears completion, we will contact you to schedule a date and time for the Homeowner Orientation of your new home. Please plan on one and one half hours for this orientation. Customer Care will perform the orientation with you to ensure that your home has been built in compliance with local building codes and WhiteStone Developments standards of quality. Please refer to the "Ten Year Homeowner Warranty" Section for a discussion of your ten year homeowner warranty.

Customer Care will provide you with a homeowner demonstration of your new home and discuss the importance of an active maintenance program. This orientation is your opportunity to inspect your new home and become familiar with its features and their operation. Prior to your walk through, your home is inspected by our Construction Managers, in conjunction with inspections by appropriate governmental inspectors, to ensure that your home was built to current building codes, and WhiteStone Developments standards of quality.

If you or Customer Care find any additional discrepancies or problems, they will be recorded on a "*Buyer Walk List*" form and scheduled for repair or replacement.

We will make every effort to complete walk through items before move-in, however, some items may, with your permission, be completed following the close of escrow and after you move in.

Take time during your walk through to discuss the proper operation of the components in your home. If literature is available for a manufacturer's item (appliances, etc.), it will be found with that item. **It is especially important that you know the location of the utility controls and shutoffs.**

At the end of the walk through you will be asked to sign the "Buyer Walk List" form stating that you accept your home subject to any items needing attention. All items that require service, repair or replacement must be recorded on the "Buyer Walk List" form.

When the requested work has been completed, we will contact you to schedule a rewalk with WhiteStone Developments Customer Care to make sure that all the work has been completed in a satisfactory manner and to ask that you sign the "Buyer Walk List" form, acknowledging completion of all items.

Please make certain that any items that could be damaged during move-in are inspected and their condition is noted on the form. **Because of the potential for damage during the move-in, we will not be responsible for these items following the move-in:**

- ❖ **CARPET**- Carpet will not be cleaned after move in.
- ❖ **CERAMIC TILE**- Broken or chipped tiles on countertops and floors.
- ❖ **CONCRETE**- Damaged or stained concrete.
- ❖ **COSMETIC ITEMS**- Appearance items.
- ❖ **DRYWALL**- Damaged or gouged drywall.
- ❖ **EROSION**- WhiteStone Developments is not responsible for weather related damage to unlandscaped yards after the closing date.
- ❖ **PLASTIC LAMINATE OR MARBLE TOPS OR PANELS**- Marred, scratched or chipped surfaces.
- ❖ **LANDSCAPING**- Dead grass, trees, or shrubbery.
- ❖ **MIRRORS**- Scratched, chipped or cracked mirrors.
- ❖ **PAINT**- Marred or scratched paint on walls, trim and doorways; dirt stained exterior at the base of the home. You will be provided a "Touch up" kit at move in.
- ❖ **PORCELAIN OR FIBERGLASS BATHTUBS OR SINKS**- Scratched, chipped, dented or cracked porcelain or fiberglass.
- ❖ **SCREENS**- Torn, gouged or missing window and door screens.
- ❖ **VINYL FLOORING**- Marred, scratched or dented vinyl.
- ❖ **WINDOWS**- Scratched, chipped or cracked glass.
- ❖ **WOOD FLOORING**- Stained, scratched or dented wood

Please review the warranty information in this manual and direct any questions to Customer Care/Warranty Dept. Complete details on how to request service on items covered by your warranty are contained in the following pages.

Important Information

Your New Home

We are interested in providing you complete, accurate information regarding your new home. The following pages point out important facts about your new home, the materials used in the construction and other important details that will offer you more knowledge about your new home. Please review this section carefully.

In addition to the following information, it is possible that there are specific items that pertain only to your home. Your Customer Service Department are your best sources of additional information about your new home.

Construction Methods

WhiteStone Developments builds homes that meet or exceed local building codes. Construction methods can differ from home to home due to variations in plans, elevations and the requirements of local building codes.

Easements and Utilities

Your property may be subject to certain easements that should be reflected on your title policy or the lot survey that can be provided to you at your closing. Consult your title policy or a professional before any alterations are made to your new home or lot.

Additionally, in most cases, the municipality governing your community requires the first ten feet behind the curb in front of your home as right-of-way. You do not own the ten foot rightof-way; utilities are often located in this footage. Always consult your utility providers about easements on the property prior to making changes, such as adding a swimming pool or other permanent structures.

Plans

In a continuing effort to provide the best value and quality to our customer, WhiteStone Developments reserves the right to change plans, specifications and prices without notice.

Trees

While WhiteStone Developments seeks to preserve trees, they can deteriorate and die due to a number of factors, including disease and disturbance to root systems. Over or under watering can harm trees.

No representation or warranty is made regarding the trees located on your lot. You may wish to consult with an arborist to determine appropriate actions to preserve your trees.

Unauthorized Options and Upgrades by Buyers

WhiteStone Developments does not permit the installation of options by anyone other than WhiteStone Developments and its subcontractors and suppliers **prior to** the close of escrow. The unauthorized use of independent contractors, other than those who are under contract with WhiteStone Developments, will void any warranty, implied or written, with respect to any and all damage caused, directly or indirectly, as a result of the work.

Views

No representation or warranty is made with respect to the presence or absence of views or scenes that are visible from your new home. Such views and scenes can be blocked or changed by future development, the growth of plants and other activities.

Water Pressure

Your WhiteStone Developments Limited Warranty does not include any representation or warranty that the current water pressure level will prevail in the future. Please contact your water utility provider.

Glossary of Terms

AERATOR: Located at the end of the kitchen and bathroom faucets. It mixes air with the water in order to provide a smooth, splash-free flow of water. Occasionally, debris may collect in the aerator and restrict the flow of water. If this happens, unscrew the aerator and remove the debris.

BASEBOARD: The strip of molding or trim at the bottom of walls. The baseboard adds an attractive finish and protects the wall from scuffs and damage from furniture or vacuum cleaners.

BERM: A small ridge of soil that directs the flow of rain and irrigation water toward drains or sewers.

BUYER WALK LIST: This form is used to record the condition of your home at the time of your orientation and walk through.

CAULKING: This material is used as a sealant around sinks, tubs and showers. Other applications for caulking include sealing window and door frames.

CIRCUIT: The electrical system in your home is separated into individual units referred to as circuits. Depending upon the layout of your home and electrical codes in your area, each circuit may be designed for a room, an area of the home or a single appliance.

CIRCUIT BREAKERS: Prevent electrical overload or shorting. The circuit breaker opens the circuit when an overload or short occurs, thereby breaking the flow of electricity. It can be reset manually by moving the circuit breaker lever to the “off” position and then to the “on” position once the source of overload has been corrected. Refer to the “Use and Care of Your Home” section of this manual for more information.

CONDENSATION: The conversion of moisture in air to water, as on the warm room side of a cold wall; the forming of water on a surface can usually be prevented by insulating the inner wall so that its surface is kept warmer.

CONDENSER: The unit of a heating and air conditioning system that is located outside the home.

CULTURED MARBLE: This is a man-made product that has much of the durability and beauty of natural marble.

DEFLECTION: Bending of a beam or any part of a structure under an applied load.

DRYWALL: The interior walls of a home are usually constructed of drywall. This material also is called gypsum board or sheetrock. The material is functional and can be textured and painted to complement the style of any home.

EFFLORESCENCE: The white, powdery substance that sometimes accumulates on stucco, masonry, concrete and brick. Excessive efflorescence can be removed by scrubbing with a strong vinegar solution or a commercial product.

EROSION: The flow of water from irrigation systems or rain can erode landscaping and change the drainage pattern of the yard. Most erosion can be prevented by maintaining the original grading of the yard.

EXPANSION JOINT: A break or space in construction to allow for thermal expansion and contraction of the materials used in the structure.

FLATWORK: A concrete surface usually four to six inches thick used for patios, walkways, driveways, etc.

FLUORESCENT: The lighting fixtures that provide even, soft illumination in kitchens, bathrooms and other areas of the home.

GFCI: Abbreviation for Ground Fault Circuit Interrupter . Similar to a circuit breaker in that it is designed to interrupt the flow of electricity. GFCI’s are usually located in the kitchen and/or the bathrooms. In the event of a short circuit, the GFCI is designed to break the electrical circuit immediately and reduce the chance of serious electrical shock.

GRAPHITE: A carbon-based powdered substance that is used as a lubricant for applications in which oil can be damaging. Graphite is usually recommended for use on your aluminum windows and doors.

GROUT: Grout is the cement-like material visible between squares of ceramic tile.

HARDWARE: The hinges, locks, handles and other metal attachments to doors, cabinets and drawers are commonly referred to as hardware.

HEADER: The header is a relatively heavy, structural wood piece that spans open spaces such as doors and window frames. The header supports other structural lumber.

HEAVE: The rising of the floor of an excavation in soft silt or clay.

HOMEOWNER MAINTENANCE: As a new homeowner you need to routinely maintain the various features of your home. Some of these maintenance items have been indicated in the “Use and Care of Your Home” section of this manual. This continuing maintenance is your responsibility.

INCANDESCENT: Lighting fixtures that use traditional light bulbs are called incandescent fixtures. Incandescent lighting is used for lamps, spot lighting and exterior lighting.

MANUFACTURER’S WARRANTY: The appliances and certain other components of your new home are covered by warranties that are supplied by the original manufacturers. These warranties are passed on to you. They include components of the plumbing and electrical systems, heating and air conditioning system, water heater and other manufactured items.

MASONRY: The stonework and brickwork on a home.

WHITESTONE DEVELOPMENTS LIMITED WARRANTY:

The one year limited warranty made by WhiteStone Developments to you described in the “Warranty Procedures” section on Page 13 of this manual.

MILDEW: Mildew results when moisture accumulates in a confined area. Excessive watering of landscaping can cause mildew. Due to humidity, mildew can also form on the underside of eaves, porches or box windows. Moisture can also cause mildew to form on bathroom walls.

NAIL POPS: The natural expansion and contraction of wood can cause the nails that hold the wall surfaces in place to move or pop out of place. The nails can be reset and, if necessary, touchup paint can be applied.

PORCELAIN ENAMEL: Your tubs and sinks may be constructed of porcelain enamel. Made of a silicate paint that is fired onto steel at high temperatures, it forms a durable smooth and shiny surface much like glass.

RETURN AIR VENT: Because modern homes feature almost airtight seals, the heating and air conditioning systems require return air vents to draw air back to the heating and cooling system.

SCUTTLE: The opening in the ceiling that gives access to the attic space.

SETTLING: In the first months and for years after a new home is built, some settling can occur as the underlying soil gains and loses moisture. Minor settling is normal, particularly in the first months after a new home is built. Small shrinkage cracks do not affect the structural integrity of your foundation.

SILICONE: Any of a group of semi-organic polymers of siloxane, characterized by high lubricity and thermal stability, extreme water repellence, and physiological inertness. It is used in adhesives, lubricants, paints, insulation, and synthetic rubber.

SPACKLE: The puttylike material that is used to fill surface irregularities in drywall. Its most common use is to fill nail holes in walls before repainting.

SPALLING: The cracking or flaking of particles from a surface.

SUBCONTRACTOR: Most homes in our area are built by specialized trades people, or independent contractors, who contract with larger builders or developers to perform their area of specialization. This allows the builder to select those trades with the highest standards and the best reputation. Examples of subcontractors are plumbers, roofers and electricians.

SWALE: A swale is similar in purpose to a berm, but it is a depression in the ground. It is designed to channel rain and irrigation water away from structures and toward sewers and drains.

TACK STRIPS: The devices between the flooring and carpeting that are used to hold wall-to- wall carpeting in place.

THERMOSTAT: The wall-mounted device that controls the heating and air conditioning units is a thermostat. By cycling the heating or air conditioning units on and off, it will maintain a desired temperature in the home.

TUCK POINTING: The filling in with fresh mortar of cut-out or defective mortar joints in old masonry.

VITREOUS CHINA: The kiln-fired, pottery material that is used in most toilet bowls and tanks. It is very durable and impervious to water but can be broken by sharp blows from hard objects.

WARP: Shape distorted by twisting, especially in too rapidly dried wood.

WEEP HOLES: Small holes in door, masonry and window frames that allow water to drain away are called weep holes. They should be kept free of dirt and debris.

THE LIMITED WARRANTY

WhiteStone Developments warrants that every WhiteStone Developments home has been constructed with materials and workmanship, of a quality that meets or exceeds industry standards. WhiteStone Developments warrants that your home will be free of defects for a period of one year, from the date of closing of the purchase. This warranty is limited to repairs and replacements that are necessary as a result of defective workmanship or materials.

WhiteStone Developments will make any warrantable repairs or replacements under such warranty provided that WhiteStone Developments' Customer Care Department has received written notice of such claim within the one year period described above. Please refer to the "Customer Care" section of this manual for complete instructions on how to file a claim for warranty service.

In the first year of ownership, WhiteStone Developments will assist you in the warranty of your appliances. In the event you have a problem, please contact our Customer Service Department (**in writing**), and we will ascertain the origin of the problem. After our assessment, we will instruct you on who to call (manufacturer) to correct the problem or deficiency. If a problem occurs after the first year of ownership, please refer to the "Appliances" section under the tab "Use and Care of Your Home" for further instruction.

Manufactured items are covered under each manufacturer's own warranty. **Manufactured surfaces are warranted if visible damage or defects are noted during the initial walk through or the rewalk.** Manufactured surfaces include, but are not limited to: porcelain, fiberglass, carpets, mirrors, glass, sheet vinyl, wood flooring, ceramic tile, plastic laminate tops and marble. It is important that you note any damage or defects on the "Buyer Walk List" form **prior to move-in.**

This warranty shall **NOT** apply to any defects caused by, or arising from, climatic conditions, normal characteristics of certain building materials, expansion, contraction, moisture, humidity or any damage resulting from negligence, improper maintenance or abnormal use.

Buyer's rights and WhiteStone Developments' obligations under this warranty are limited to repair and/or replacement. This one year limited warranty shall NOT apply to any defects caused by, or arising from, moving into the home, climatic conditions, normal characteristics of certain building materials, expansion, contraction, moisture, humidity or any damage resulting from negligence, improper maintenance or abnormal use. Without limiting the foregoing, this one year limited warranty is subject to, and limited by, the same Conditions, Exclusions, and Warranty Standards as set forth in "Section II.D.—Conditions" (other than II.D.1 which shall not apply to this warranty) and "Section II.E.—Exclusions".

WhiteStone Developments reserves the right to make repairs or correct any defects for which it is responsible, according to the terms stipulated in this warranty, at the time and in the manner deemed most advisable by the company.

Appliances are warranted by the manufacturer. Please refer to your appliance owner's manual for more information regarding appliance warranties.

Please be advised, using contractors or vendors other than those used during the construction of your home may void all or part of the warranty on your home. This includes but is not limited to concrete, electrical, framing, foundation, garage doors, heating and air conditioning, masonry, plumbing, phone and cable, roofing, security system and windows.

The Limited Warranty

Your “WhiteStone Developments Limited Warranty” does not cover repair or replacement due to negligence or improper maintenance. Please refer to the "Maintenance of Your Home" section of this manual for a discussion of house maintenance.

Appliances - Appliances are not covered by this warranty. The manufacturer's warranties are a minimum of 1 year parts and labor. See your appliance manuals for further warranty information. Some manufacturers offer extended warranties. In addition, White Stone Developments provides a “Ten Year Homeowner Warranty”. Please refer to the “Ten Year Homeowner Warranty” documents for a complete explanation of such warranty .

Counter tops - Protect the finished surface from hot items with a heat protector pad. Remember countertops are heat resistant - not heat proof! Placing hot items directly on countertops or allowing moisture buildup may cause deterioration of laminated surfaces. Do not allow water to stand on counter tops, especially on the seams. Warped counter tops due to water on seams are not warrantable.

Dry wall and Texture - Although every effort is made to minimize their appearance, seams may appear under certain lighting conditions. The texture is hand applied and its consistency will vary with temperature, humidity and other conditions present during application. Inconsistencies in the texture will not be addressed under this warranty. We will address drywall cracks one time during the first year. Repair decisions will be based on RWC guidelines. You may wish to wait until the latter portion of the year to request service.

Electrical System - The electrical system (light fixtures, switches, outlets, fans, etc.) is covered for 1-year parts and labor. The electrical delivery system consisting of wires, panels, breakers, fuses, switches and receptacle outlets is covered for two years. The phone, cable and security wiring are not considered part of the electrical system.

Electrical Ground Fault Circuit Interrupter - A ground fault interrupter, or GFI, is a highly sensitive safety device installed in your home and service areas where shock potential is highest. These have been installed for your protection specifically to eliminate electrical shock. Note: Unattended appliances such as freezers, refrigerators, etc. cannot be used on GFI circuits. Please refer to "Ground Fault Interrupt Devices" in the "Maintenance of Your Home" section of this manual for further discussion.

Heating and Air Conditioning - All heating and air conditioning equipment is warranted for 1 year parts and labor. The delivery system consisting of duct work, refrigerant lines, vents, grills and registers are covered for two years. The homeowner is responsible for maintenance including but not limited to changing filters, checking primary drain for proper drainage etc.

Landscaping and Drainage - Landscape care begins when you close on your home. There is no warranty expressed or implied on grass, trees or shrubs. After closing is it your responsibility to control weed growth and soil erosion by completing the landscaping of your yard. WhiteStone Developments will not be responsible for soil erosion after closing. Direct all irrigation away from your foundation, patio, porch, fence and sidewalks. Excessive or uneven irrigation at or near the foundation will increase the likelihood of soil expansion or settlement, which may result in movement of the foundation and cracking of the super structure. We do not recommend the use of soaker hoses around the perimeter of your foundation. Properly designed, installed, and maintained landscaping will best control the moisture in the soils around your home. Do not change the swales on your property. Swales are graded areas designed by WhiteStone Developments to direct the flow of water away from your house. Alteration of the swales can result in serious damage to your foundation, or further drainage issues. Fill material next to the foundation that may have settled needs to be replaced and the original grade reestablished to prevent ponding of water against the fence or home. This is normal maintenance, which should be performed by the homeowner.

Plumbing System - Pipes and fixtures (faucets, valves, toilets, etc.) are warranted for 1 year parts and labor. Coverage for year two consists of delivery systems. Delivery systems are defined as water and gas pipes, sewer and drain lines, fittings and valves. Cosmetic defects are excluded from the one year warranty.

Sheet Vinyl or Vinyl Tile Products - Resilient vinyl products are soft materials. Indentations will appear where furniture legs or other objects sit in one place for a period of time. Protect your finished floors at all times. Do not push, shove or scoot heavy appliances or furniture into place because this can damage your floors. You also can expect physical damage to result from spiked heels, a variety of furniture legs and certain types of throw rugs, which may cause discoloration. Damages of this nature are not warrantable.

Roofing - The roof on your home is warranted against leaks for a period of one year parts and labor, including coverage for any resulting damage to the home itself (personal property is not covered). You may wish to contact your Homeowner's Insurance carrier regarding items not covered by this warranty The roofing shingles on your home have a pro- rated warranty provided by the manufacturer.

WhiteStone Developments 10 Year Limited Warranty

Ten Year Homeowner Warranty

White Stone Developments is providing you with a “Ten Year Homeowner Warranty”, in addition to the “White Stone Developments Limited Warranty” (described in the "WhiteStone Developments Limited Warranty" section).

Your “Ten Year Homeowner Warranty” rights and responsibilities are outlined in detail in the insurance warranty booklet, a sample of which is located in the jacket at the end of this manual. Your official insurance warranty booklet will be provided to you at closing. You should take time and review the ten year warranty documents to fully understand your coverage and exclusions.

Please call our Customer Service Department if you have questions after you have reviewed the insurance warranty booklet.

Warranty Procedures

How to Request Customer Service

● Normal Procedures

In order to assure quality, efficient service, and so that we (and you) may maintain a complete file on your property, requests for service **must be submitted in writing**. To submit a request for service, please fill out the Customer Service Request Form or go to our web site and complete the request on-line. Please be sure to include a description of the work requested and its location in your home. For example, please indicate the room, the location in the room and a general description of the problem.

In order for our service program to operate at maximum efficiency, as well as for your own convenience, we suggest that you wait sixty (60) days after closing before submitting any warranty lists. This allows you sufficient time to become settled into your new home and thoroughly examine all components. In the event you feel a part of your home is being damaged as a result of a defect, please report it to us immediately. Warranty repairs will be scheduled for completion within ten (10) days of our receipt of your written request. Occasionally, due to circumstances beyond our control, this process may take more than ten (10) days. Delays can be caused by shortages of materials, back ordered parts, labor problems, weather and/or scheduling conflicts.

When we receive your request for service, we will make a determination whether the item is covered by the WhiteStone Developments Limited Warranty and the manufacturer or if it is the homeowner's responsibility.

Typically we will inspect the problem so that we have a complete understanding of the request. Appointments are available **Monday through Friday from 8:00 a.m. to 5:00 p.m.**

A letter will be sent to you reminding you to schedule your 11 month inspection along with a service request form for you to list any outstanding issues that need to be addressed prior to the 1 year warranty expiration.

Building industry standards will be used to select the materials and the workmanship practices that are employed in warranty service repairs and replacements.

We will not be responsible for expenses, including lost wages and materials, that you incur for work that is done by others, or time spent to schedule repairs. Our Customer Service Representatives in the field do not have permission to authorize repair work by others, and they do not have the authority to extend or alter your White Stone Developments Limited Warranty or your Ten Year Homeowner Warranty in any way.

We take pride in the subcontractors who have been selected by WhiteStone Developments. If you are dissatisfied with the quality of work or the level of professionalism displayed by one of our subcontractors, please contact our Customer Care/Warranty Department. Your comments help us to maintain the high level of service that you deserve.

● Emergency Service

Emergency situations, as defined by the limited warranty, include the following:

- Total loss of heating or air conditioning during **extreme** weather conditions.
- Total loss of electricity. (Check with the utility company prior to reporting this circumstance to WhiteStone Developments or an electrician.)
- Plumbing leak that requires the entire water supply to be shut off or causes damage to the home or its contents.
- Total loss of water. (Again, check with your water company to determine if there is a general outage in your area).
- Gas leak. (Contact your utility company or a plumber if the leak is at the furnace or water heater supply lines.).
- Electrical problem that is a fire hazard or a source of danger.

- A total stoppage of the plumbing drain system (e.g., the main sewer line is clogged making it impossible to utilize the plumbing system in your home).
- Any other problem that, without immediate correction and precautionary measures, creates a potential for bodily harm that cannot be reasonably avoided.

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.

Damage from a water leak can be minimized by turning off the water to a particular fixture or turning off the water main to your home. Please refer to the “Plumbing” section of this manual on Page 61 for further discussion of the water shut-off locations.

In case of an emergency, please call the Customer Care/Warranty Department at (239) 560-0702, Monday through Friday from 8:00 a.m. to 5:00 p.m. If after these hours, please call the applicable tradesman to assist you via your emergency vendor call list, located in the drawer next to refrigerator. On the next business day contact the Warranty Department to inform us so we can follow up with repairs to ensure that all repairs get completed.

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

If your situation does not fall within the emergency guidelines, please use the procedures outlined at the beginning of this section for requesting routine warranty service.

WHITESTONE DEVELOPMENTS,LLC

Customer Care Request

(Requests are addressed as they are received. The Customer Care Department will call you for an appointment.)

INSTRUCTIONS: For Warranty Service, please complete this form and fax or mail it to:

WhiteStone Developments, LLC
Customer Care Department
4637 Vincennes Blvd
Cape Coral, FL 33904
(239) 560-0702

Homeowner's Name: _____

Home Phone No.: _____ Office Phone No.: _____

Property Street Address: _____

Date Home Closed: _____ Construction Manager: _____

Description of the warranty work requested (include its specific location in your home):

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____

FOR OFFICE USE ONLY	WARRANTY WORK COMPLETED & APPROVED
DATE RECEIVED:	SIGNATURE:
CONSTRUCTION MANAGER:	DATE SIGNED:

WHITESTONE DEVELOPMENTS,LLC

Customer Care Request - 60 Days

(Requests are addressed as they are received. The Customer Care Department will call you for an appointment.)

INSTRUCTIONS: For Warranty Service, please complete this form and fax or mail it to:

WhiteStone Developments, LLC
Customer Care Department
4637 Vincennes Blvd
Cape Coral, FL 33904
(239) 560-0702

Homeowner's Name: _____

Home Phone No.: _____ Office Phone No.: _____

Property Street Address: _____

Date Home Closed: _____ Construction Manager: _____

Description of the warranty work requested (include its specific location in your home):

- 11. _____
- 12. _____
- 13. _____
- 14. _____
- 15. _____
- 16. _____
- 17. _____
- 18. _____
- 19. _____
- 20. _____

FOR OFFICE USE ONLY	WARRANTY WORK COMPLETED & APPROVED
DATE RECEIVED:	SIGNATURE:
CONSTRUCTION MANAGER:	DATE SIGNED:

WHITESTONE DEVELOPMENTS,LLC

Customer Care Request - 6 Months

(Requests are addressed as they are received. The Customer Care Department will call you for an appointment.)

INSTRUCTIONS: For Warranty Service, please complete this form and fax or mail it to:

WhiteStone Developments, LLC
Customer Care Department
4637 Vincennes Blvd
Cape Coral, FL 33904
(239) 560-0702

Homeowner's Name: _____
Home Phone No.: _____ Office Phone No.: _____
Property Street Address: _____
Date Home Closed: _____ Construction Manager: _____

Description of the warranty work requested (include its specific location in your home):

- 21. _____
- 22. _____
- 23. _____
- 24. _____
- 25. _____
- 26. _____
- 27. _____
- 28. _____
- 29. _____
- 30. _____

FOR OFFICE USE ONLY	WARRANTY WORK COMPLETED & APPROVED
DATE RECEIVED:	SIGNATURE:
CONSTRUCTION MANAGER:	DATE SIGNED:

WHITESTONE DEVELOPMENTS,LLC

Customer Care Request - 11 Months

(Requests are addressed as they are received. The Customer Care Department will call you for an appointment.)

INSTRUCTIONS: For Warranty Service, please complete this form and fax or mail it to:

WhiteStone Developments, LLC
Customer Care Department
4637 Vincennes Blvd
Cape Coral, FL 33904
(239) 560-0702

Homeowner's Name: _____

Home Phone No.: _____ Office Phone No.: _____

Property Street Address: _____

Date Home Closed: _____ Construction Manager: _____

Description of the warranty work requested (include its specific location in your home):

- 31. _____
- 32. _____
- 33. _____
- 34. _____
- 35. _____
- 36. _____
- 37. _____
- 38. _____
- 39. _____
- 40. _____

FOR OFFICE USE ONLY	WARRANTY WORK COMPLETED & APPROVED
DATE RECEIVED:	SIGNATURE:
CONSTRUCTION MANAGER:	DATE SIGNED:

WHITESTONE DEVELOPMENTS,LLC

Troubleshooting Guide

For other problems that arise, we provide these Troubleshooting Suggestions for your convenience.

Plumbing

1. If a water main breaks or a major plumbing leak develops, turn off the main water valve. An additional shutoff is located in a ground level box near the street.
2. If you notice a leak under a sink or toilet, turn off the water by using the shutoff valves located under or behind the unit and immediately arrange for service.
3. If a toilet becomes clogged, turn off the water to the fixture. Follow the procedures outlined in the Maintenance section of this manual.
4. If you notice a leak in the tub or shower, turn off the water at the main shutoff valve and immediately arrange for service. Do not use the shower or tub until service can be provided.
5. If there is a leak in the water heater, turn the shutoff valve on top of the heater to 'off. Turn the gas supply off and drain the water heater.
6. If you notice water spots (darkened areas) on your walls or ceilings, you may have a water leak. Determine the source of water if possible and take steps to prevent further damage. If the leak can be traced to one location (one toilet, sink or tub), turn off the water to that fixture. Immediately contact WhiteStone Developments Customer Service department for service. If the leak cannot be isolated, turn off the main water service.
7. If you notice water dripping from the PVC pipe coming out of the overhand, there could be a problem with the air handler in your attic. Call for service immediately.

Electrical

If a complete power outage occurs, look to see if your neighbors have electrical power. If the power is off in your neighborhood, call the electric company to report the outage. If the outage is limited to your home, inspect all circuit breakers, including the main breaker. If a breaker appears damaged leave it off and call your electrical subcontractor. If the breakers are not damaged, turn them all off and back on again one at a time.

IMPORTANT NOTE: IF YOUR 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.

1. If you notice sparks or smell burning, find the location of the odor or sparks. If an appliance is plugged into that outlet, check the appliance for a short in the cord or other problem and unplug it. If this is not the problem, shut off the problem circuit and call the electrical subcontractor listed on your Emergency Sticker. **IMPORTANT NOTE:** Immediately call the fire department if there is any possibility of fire.
2. If there is no power in a bathroom, kitchen, and garage or outside receptacle, these receptacles may be connected to a Ground Fault Interrupt (GFCI) device designed to interrupt the flow of electricity preventing electrical injury or damage. Locate the nearest GFCI outlet. If the reset button has tripped, unplug the appliance; press the reset button to restore power. If power is not restored, determine if the circuit is being overloaded. Two hair dryers or other appliances being used on one circuit could cause the breaker to trip. Defective appliances can trip a GFCI. When they will not trip a standard breaker. Rarely will a GFCI be too sensitive and require replacement. Contact Customer Service if you have questions about the GFCI outlets in your home.
3. **IMPORTANT NOTE:** Do not use power tools, refrigerators, freezers or appliances in GFCI outlets. Do not plug an appliance with a separate transformer or an item with a timing device (such as an irrigation system) into GFCI outlets.
4. If there is no power to an electrical outlet, make sure all fluorescent bulbs are installed properly. Adjust any tubes that are flickering or buzzing. Check wall switches and circuit breakers.

Heating and Air Conditioning

1. If the heating system is not working properly, make sure the thermostat is set to a temperature higher than the room air and the thermostat is turned to the 'heat' position. Make sure the circuit breaker is in the on position. If you are unable to isolate the problem, call WhiteStone Developments' Custom Service Department.
2. If your air conditioning unit shuts down or will not start, 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. On some units, if the air condition does not restart, check for a bad fuse. This fuse is in the disconnect box located near the compressor.

Maintenance Checklist

Introduction

The importance of maintaining your new home on a regular basis is directly comparable to maintaining a brand new car. If you never change the oil or get the car tuned up, little problems will eventually become big problems.

Similarly, your home has numerous components and equipment that require periodic maintenance. By implementing the following preventative maintenance guidelines, you can help keep the components of your home functioning properly with as few problems as possible.

To help you pinpoint when specific maintenance items should be performed, this checklist is divided into distinct time periods: After Move-In, Every Month, Six Months, Annually, plus Spring and Fall. For additional information regarding the subjects presented here, please refer to the appropriate manufacturer's operating instructions and/or the specific subject discussions contained in this manual.

WHITESTONE DEVELOPMENTS,LLC

Recommended Homeowner Maintenance Schedule

Item	Page	Monthly Interval (1 thru 6)					
		1	2	3	4	5	6
Air Filter-HVAC System	28	Replace	Replace	Replace	Replace	Replace	Replace
Caulking - Exterior (entrances & windows)	36			Inspect			Inspect
Caulking - Interior (wet areas)	36			Inspect			Inspect
Clothes Dryer Lint Duct & Filter	31						Clean
Condensation Line - HVAC System	29	Inspect	Inspect		Inspect		Inspect
Exterior Drainage	50						Inspect
Faucet Aerator	61			Clean			Clean
Front Door Finish Wood Metal	41	Clean Clean	Clean Clean	Clean Clean	Clean Clean	Clean Clean	Varnish Clean
Garage Doors	48			Lubricate			Lubricate/Inspect
Garbage Disposal	63	Flush/Clean	Flush/Clean	Flush/Clean	Flush/Clean	Flush/Clean	Flush/Clean
Gutters/Downspouts	51						Inspect/Clean
HVAC System Check	28						Inspect
Plumbing Drains	61			Inspect/Clean			Inspect/Clean
Screens (doors & windows)	68			Inspect			Inspect/Clean
Smoke Detectors	66	Test	Test	Test	Test	Test	Test
Water Heater	67						Flush
Weep Holes	32						Inspect/Clean

Item	Page	Monthly Interval (7 thru 12)					
		7	8	9	10	11	12
Air Filter-HVAC System	28	Replace	Replace	Replace	Replace	Replace	Replace
Caulking - Exterior (entrances & windows)	36			Inspect			Inspect
Caulking - Interior (wet areas)	36			Inspect			Inspect
Clothes Dryer Lint Duct & Filter	31						Clean
Condensation Line - HVAC System	29	Inspect	Inspect		Inspect		Inspect
Exterior Drainage	49						Inspect
Faucet Aerator	60			Clean			Clean
Front Door Finish Wood Metal	41	Clean Clean	Clean Clean	Clean Clean	Clean Clean	Clean Clean	Varnish Clean
Garage Doors	48			Lubricate			Lubricate/Inspect
Garbage Disposal	61	Flush/Clean	Flush/Clean	Flush/Clean	Flush/Clean	Flush/Clean	Flush/Clean
Gutters/Downspouts	51						Inspect/Clean
HVAC System Check	28						Inspect
Plumbing Drains	60			Inspect/Clean			Inspect/Clean
Screens (doors & windows)	68			Inspect			Inspect/Clean
Smoke Detectors	66	Test	Test	Test	Test	Test	Test
Water Heater	67						Flush
Weep Holes	32						Inspect/Clean

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After Move-In Checklist***Electric***

- Locate 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 the garage and 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 ceramic tile floors.

Household tools

- Acquire basic tools to help you with normal home maintenance. You will need: 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 bits, nails, brads, screws, nuts, bolts, sandpaper, utility knife, toilet plunger, and flashlight.

Landscaping

- Review recommendations in the Landscaping and Grading Section of this Manual.

Plumbing

- Locate and label the main water line shutoff valve and show all family members how to close it in case of a plumbing emergency.

Water Erosion

- After first heavy rain, check foundation for erosion and fill eroded areas. Ensure that splash blocks are correctly positioned to divert rainwater away from the home.

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Every Month Checklist***Air Conditioning and Heating***

- Check air filters and clean or replace as necessary.
- Vacuum air supply and air return registers to remove dust and lint.

Fire Extinguishers

- Check fire Extinguishers to ensure that they are fully charged.

Garbage Disposal

- Clean disposal blades by grinding up ice cubes. Freshen it with baking soda and by grinding up citrus fruit rinds.

Interior Caulking

- Check for cracks or separations around sinks, bathtubs, toilets, faucets, countertops and backsplashes, ceramic walls, resilient and ceramic floors, windowsills, and any other areas originally caulked by your builder. To repair these areas, use an appropriate caulking compound and follow the caulking instructions in the Interior Walls and Ceilings and Plumbing Fixtures Sections of this Manual.

Range Hood Fan

- Clean or replace dirty filter.

Roofing

- Check gutters and valleys, and clean off any leaves or debris buildup.

Smoke Detector

- Test smoke detectors.

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Every Six Months Checklist***Cabinets***

- Clean and apply a light coat of furniture wax or lemon oil.

Doors

- Check screws on door lockset, hardware and tighten as necessary.
- Lubricate bi-fold and by-pass doors as necessary.
- Clean sliding door tracks and apply silicone spray to tracks as necessary.
- Oil moving parts of garage door.

Electric

- Test and reset all Ground Fault Circuit Interrupter (GFCI) receptacles.
- Check electrical extension and appliance cords. Replace frayed or split cords.

Exterior Finishes

- Check for cracks and voids in exterior caulking and re-caulk as necessary.
- Check exterior painted surfaces for wear and deterioration. To repair, follow the maintenance instructions contained in the Painting Section of the manual.

Plumbing

- Check for leaks on water supply lines and valves to sinks and toilets.

Check out faucet aerators, spray nozzles and drains.

- Check pipes and drains for water leakage.
- Remove water heater residue following instructions in the Plumbing Section of the manual.

Foundation

- Check foundation for settlement, ponding or potential drainage problems. Review the Water Infiltration and Condensation Section of this manual.

Windows

- Check sills for caulking cracks or separations and re-caulk as necessary.
- Check weather-stripping around windows and repair as necessary.
- Check windows for smooth opening and closing operation. Clean tracks and lubricate as necessary.
- Inspect window screens and repair or replace as necessary.

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Annual Checklist

Attic

- Check attic insulation and move insulation back to its original location if there are voids on the attic floor.

Cabinets

- Check drawers and hinges for proper alignment. Tighten and adjust as necessary.

Doors

- Check and repair or replace weather-stripping on exterior doors as necessary.
- Check and tighten door hardware and lubricate as necessary.
- Tighten all bolts on garage door.

Roofing

- Have a contractor check the roof for any loose shingles (due to extreme weather conditions) and gaps or breaks in caulking around vents to prevent water infiltration.

Use and Care of Your Home

Your home has been constructed with quality materials and the labor of experienced craftsmen. Prior to our using any material, it must meet our specifications for quality and durability. All work is done under our supervision to attain the best possible results.

A home is one of the last hand-built products left in the world. Homebuilding is part art, part science and part hard labor. No two homes, even of the same plan, will be constructed exactly alike. Once the natural and man-made materials have been assembled, the components interact with each other and the environment. Although quality materials and workmanship have been used in your home, this does not mean that it will be free from care and maintenance. A home, like an automobile, requires care and regular maintenance. This is essential to providing a quality home for a lifetime. Please refer to the schedule on **Page 17** for maintenance guidelines.

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

Many times a minor adjustment or repair done immediately by you saves a more serious time consuming and sometimes costly repair late. Note also that negligence of routine maintenance can void applicable limited warranty coverage on all or part of your home.

We recognize that it is impossible to anticipate and describe every attention that may be needed for good home care; however, we have covered many important details. The subjects covered include components of homes we build, listed in alphabetical order. Each topic includes suggestions for use and care. Some components may be discussed here which are not present in your home.

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

We make every effort to keep our information current and accurate. However, if any detail in our discussion conflicts with the manufacturer's recommendations, the manufacturer's recommendations should be followed.

Activate specific manufacturer warranties by completing and mailing the registration cards included with their materials. In some cases, manufacturer warranties may extend beyond the first year; it is in your best interest to be familiar with such coverage.

By caring for your home attentively, you insure your enjoyment of it for years to come. The attention provided by each homeowner contributes significantly to the overall desirability of the community.

In support of this commitment, WhiteStone Developments provides you with a one year limited warranty. We suggest that you carefully read through this information as well as the service procedures that are discussed in this section of your manual. If you have any questions regarding the standards or procedures, please contact our Customer Care/Warranty Dept. at 239-560-0702.

WHITESTONE DEVELOPMENTS,LLC

Air Conditioning

Since the air conditioning is combined with the heating system, the maintenance suggested for your furnace should be followed. In addition, the manufacturer's maintenance suggestions should be reviewed and followed.

Air conditioning can add much to the comfort of your home, but it can be used improperly or inefficiently, resulting in wasted energy and frustrations. These hints and suggestions are provided to help you maximize your air conditioning system.

Whole House System

To fully and efficiently utilize your air conditioning system, you must understand that it is a total, whole-house system. The air conditioner unit is the mechanism in your home that produces cooler air. The air conditioning system involves everything inside your home including, for example, drapes and windows.

Closed System

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

Time

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

For example, if you come home at 6:00 p.m. on a day when the temperature has reached 90 , and then set your thermostat to 75 , the air conditioning unit will begin cooling, but will take much longer to reach the desired temperature. During the entire day, the sun has been heating not only the air in the home, but the walls, the carpet and the furniture.

At 6:00 p.m. the air conditioning units 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.

Evening Cooling

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

Adjust Vents

You will find it advantageous to adjust the cooling vents to maximize air flow to occupied parts of the home. Likewise, when the seasons change, it will probably be necessary to readjust them for comfortable heating.

Humidifier

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

Air Conditioning (Cont)***Homeowner General Maintenance***

The following suggestions are intended to assist you in getting the maximum usage and enjoyment from your heating and air conditioning system. We recommend that air filters be changed every **thirty (30) days** or as needed. In areas with heavy dust, more frequent changes may be in order. Fresh filters can significantly reduce operating costs and will prolong the life of your system. **You must place all panels back securely in their place or the system will not operate properly or not at all.**

While using your air conditioning system, every sixty (60) days pour one cup of bleach down the condensate line to kill any algae that may grow on the inside of the drain line. This keeps the condensate line free from obstruction and minimizes the chances of it backing into your home.

WhiteStone Developments recommends an inspection by a heating professional every year. Check the operation of your system well in advance of peak operating seasons. Notify the appropriate subcontractor of problems before seasonal service demands are the greatest.

Keep all vents and registers clean and free of dust, cobwebs and debris. Keep plants and grass trimmed well away from the outdoor unit and also from the opening end of the condensation line extending from the exterior of your home.

If any panels on the face of your furnace unit are removed for any reason, be sure they are securely and correctly returned to their proper positions; otherwise the system will not properly function.

Non-Emergency

Lack of air conditioning service is not an emergency unless we are experiencing extreme weather conditions. Problems will be handled by the heating and air conditioning contractor in the order received.

Freon or Coolant

The outside temperature must be 70° or higher for Freon or coolant to be added to the system.

Service Calls

All questions and requests for warranty service on your heating and air conditioning system should be directed to our Warranty Department at 239-560-0702. Even after your WhiteStone Developments Limited Warranty expires, we suggest that you continue to contact your **original contractor**, who will have the plans and specifications necessary to address your service needs.

Compressor

It is important to maintain the air conditioning compressor in a level condition. Failure to do so may cause the unit to malfunction.

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Appliances

Read and follow all manufacturer requirements for each appliance in your home.

Manufacturer Service

If a problem arises with an appliance after the one year limited warranty period with WhiteStone Developments, call the customer service number listed in the manufacturer's warranty booklet. When reporting warranty items to the appliance manufacturer, be prepared to supply the following:

- **the date of purchase (closing date)**
- **the serial number and model number (found on a metal plate on the side or bottom of each appliance)**
- **a description of the problem.**

Registration

Mail warranty registration cards directly to the manufacturer.

Appliance Warranties

All appliance warranties are assigned to you at the closing. The appliances are warranted directly to you in accordance with the terms and conditions of the written warranties supplied by their manufacturers.

Attic Access

The attic space is not intended for storage (excessive weight could jeopardize the integrity of the trusses and void your warranty). Access is provided for purposes of maintaining mechanical equipment that may traverse the attic space. When performing any needed tasks in the attic, caution should be used not to step off wooden members onto the drywall. This can result in personal injury and/or damage to the ceiling below. Such injury or damage is not covered by your limited warranty.

Brass

Brass fixtures such as plumbing hardware, towel rings and bars, door knobs and exterior light fixtures are factory treated with a clear protective coating, electro statically applied, to provide beauty and durability.

Atmospheric conditions, direct sunlight, caustic agents (such as paints) or scratches from contact with sharp objects may cause the protective coating to crack or peel, exposing the natural brass and resulting in spotting and discoloration.

Cleaning

Initial care for these products requires only periodic cleaning with a mild, non-abrasive soap and buffing with a soft cloth.

Tarnish

Brass, like sterling silver, will gradually tarnish and eventually take on an antique appearance.

Corrosion

Unless you have purchased very high end (and expensive) solid brass fixtures, the brass on your fixtures is a coating on top of a different base metal. Water with a high mineral content is corrosive to any brass, coated or solid. Corrosion damage to the external surfaces or internal workings of plumbing fixtures is normal when exposed to water with high mineral content.

Brick***Tuck-pointing***

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

Weep Holes

You may notice small holes in the mortar along the lower row of bricks or over the door and window openings. This allows moisture to escape if any has accumulated behind the brick. Do not fill these weep holes or permit landscaping materials to cover them.

Settlement Cracks

Settlement cracks are common and should be expected within certain tolerances in bricks and mortar joints.

Color Variations

If any repairs or changes are made to your brick, variations in the color of the brick and/or mortar may result.

Cabinets***Cleaning***

Products such as lemon oil, Liquid Gold and Old English Furniture Polish and Scratch Cover are suggested for caring for **wood** finish cabinets. Follow container directions. Use such products a maximum of once a month so as to avoid excessive build-up. Stay away using from paraffin-based spray waxes or washing cabinets with water as both of these items will damage the luster of the finish.

Hinges

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

Moisture

Damage to cabinet surfaces and warping can be caused by operating appliances that generate large amounts of moisture — such as a crock pot. When operating such appliances, place them in a location that is not directly under a cabinet. While cooking food on your stove, be sure to turn on the vent hood.

Separations

Gaps which develop between cabinets and the ceiling, or cabinets and walls, are normal and may be corrected by caulking (and paint touch up, if applicable).

Warping

Exposure to extreme temperature, humidity changes, or moisture may cause warping of cabinet doors and drawer fronts.

Wood Grain

Readily noticeable variations in wood grain and color are expected and are normal in all style selections.

Carpet***Cleaning***

Refer to the manufacturer's recommendations for additional information on the care of all floor covering products. Color selection sheets provide a record of the brand, style and color of floor coverings in your home. Please retain this information for future reference.

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One can add years to the life of carpeting with regular care. A carpet wears out because of foot traffic and dirt particles that become trampled deep into the pile beyond the suction of the vacuum.

The dirt particles abrade the fibers like sandpaper and dull the carpet. The most important thing you can do to protect your carpet is to vacuum it frequently. Vacuum twice each week lightly and once a week thoroughly. Heavy traffic areas may require more frequent cleaning. A light vacuuming is three passes; a thorough job may need seven passes. A vacuum cleaner with a beater-bar agitates the pile and is more effective in bringing dirt to the surface for easy removal.

Vacuuming high traffic areas daily helps to keep them clean and helps to maintain the upright position of the carpet nap. Wipe spills and clean stains immediately. For best results, blot or dab the spill or stain; avoid rubbing it. Test stain removers first on an "out of the way" area of the carpet, such as a closet, to check for any undesirable effects. Professional cleaning should be performed regularly.

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

Burns

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

Candle Ash

Burning scented candles or oil lamps produces ash that gets distributed through out your home by the central A/C Heating system. This is especially noticeable on light colored carpet when furniture is moved.

Carpet Seams

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

Crushing

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

Fading

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

Filtration

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

Fuzzing

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

Pilling

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

Rippling

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

Seams

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

Shading

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

Shedding

New carpeting, especially pile, sheds bits of fiber for a period of time. Eventually these loose fibers are removed by vacuuming. Shedding usually occurs more with wool carpeting than with nylon or other synthetics. You should check your vacuum cleaner bags frequently in the first few months after moving in.

Snags

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

Sprouting

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

Stains

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

Refer to your care and maintenance brochures for recommended cleaning procedures for your particular fiber. Pretest any spot-removal solution in an inconspicuous area before using it in a large area. Apply several drops of the solution, hold a white tissue on the area, and count to ten. Examine both tissue and carpet for dye transfer and check for carpet.

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Caulking

Time and weather will shrink caulking and dry it out so that it no longer provides a good seal against moisture and air infiltration. As a matter of routine maintenance, check the caulking and make repairs as needed. Caulking compounds and dispenser guns are available at hardware stores. Re-caulking is a routine homeowner maintenance item.

Latex Caulk

Latex caulk is appropriate for an area that requires painting (along the stair stringer or where a countertop backsplash meets the wall).

Silicone Caulk

Caulking that contains silicone will not accept paint but works best where water is present (e.g., where the tub meets the tile or a sink meets the countertop).

Wet Areas

Homeowner maintenance of caulking around tubs and showers (especially at joints with protective wall coverings such as tile or marble panels) is absolutely necessary to prevent damage to wood and other materials behind and below these wet areas.

Ceramic Tile***Cleaning***

The ceramic tile installed on walls or countertops in your home may be washed with any nonabrasive soap or detergent; abrasive cleansers will dull the finish.

Ceramic tile floors are one of the easiest floor coverings to maintain. Simply vacuum as needed. Occasionally wet mopping with warm water may be appropriate. Avoid adding detergent to the water. If you feel a cleaning agent is required, use a mild solution of warm water and dishwashing liquid. Rinse thoroughly.

Grout Discoloration

Grout that becomes yellowed or stained can be cleaned with a fiber brush, cleanser and water. Grout cleansers and whiteners are available at most hardware stores. Also, be careful what you use to clean the flooring; it may have a tendency to stain the grout since it is not sealed.

Separations

Expect slight separations to occur in the grout between tiles. These slight separations in the grout are commonly due to normal shrinkage conditions. This grout is for decorative purposes only; it does not hold the tile in place. Cracks in the grout can be filled by using "tub caulk" or premixed grout that can be purchased from flooring or hardware stores. Follow package directions. This maintenance is important to protect the underlying surface from water damage.

Sealing Grout

Sealing grout is a homeowner's decision. Once sealed, ongoing homeowner maintenance of that seal will be necessary. Please be aware that sealing grout will void the warranty coverage on such grout.

Concrete***Foundation***

The foundation of your home has been designed and installed in accordance with the recommendations of our consulting engineer. The walls of the foundation are poured concrete with steel reinforcing rods and cables. Even though the foundation has been designed by an

engineer and constructed in accordance with engineering requirements, cracks can still develop in the wall. Unless there is water seepage coming through such a crack, it is most likely a surface crack and will not be detrimental to the structural integrity of your home. If a crack develops in a foundation wall that allows water to seep through, please submit a Customer Service Request Form.

By maintaining good drainage, your home's foundation is protected as well as the concrete flatwork (e.g., porch, patio, driveway, sidewalks, entry walks, etc.).

Flatwork

To properly care for your exterior concrete, always be aware of areas where water is collecting and fill these in. Do not allow downspouts to drain in such a way that the water can get under the concrete.

Cracks

Although we use accepted construction procedures for the installation of concrete flatwork, this does not guarantee there will be no cracking. Due to normal expansion and contraction, some cracking in concrete occurs in almost all homes. Cracks do not mean that your foundation or flatwork is not operating properly. **Some cracks are not covered by the limited homeowner warranty.** When cracks are covered, the repair provided is sealing the crack. Concrete is not replaced due to cracking.

By maintaining good drainage away from your home, you are protecting your home's foundation. Maintenance of drainage away from all concrete slabs will minimize cracking and other forms of movement.

Expansion Joints

Expansion joints have been used to help control expansion; however, concrete is also susceptible to shrinking. If the concrete shrinks, moisture can penetrate underneath the concrete and lift the expansion joint. If this occurs, the gap can be filled with a gray silicone sealant, which can be purchased at most hardware stores.

Heavy Vehicles

Do not permit heavy vehicles (e.g., moving vans, concrete trucks, etc.) to drive on your concrete work. This concrete is not intended to bear the weight of these types of vehicles.

Spalling

Repeated hosing of concrete for cleaning animal urine, radiator overflow, fertilizer, ice melting agents and/or road salts are some of the causes of spalling (e.g., chipping or flaking). WhiteStone Developments is not responsible for the repair of spalling.

Cleaning of the garage floor by hosing can also cause settling and increase soil movement by allowing water to penetrate any existing cracks. WhiteStone Developments will not be responsible for repairs needed due to such action.

Sweeping/Cleaning

Do not wash patios, porches, drives, etc. with cold water from an outside faucet when temperatures are extremely high and the hot sun has been shining on the concrete. The abrupt change in temperature can damage the surface bond of the concrete. Sweeping is the recommended method of keeping exterior concrete clean. If washing is necessary, do this when temperatures are moderate.

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Settling or Heaving

Excessive settling or heaving (over one inch) should be reported in writing so that an inspection can be made. Please refer to your warranties to determine coverage.

Concrete Flatwork

Concrete flatwork is in essence a “floating slab” — it is not attached to your home’s foundation. The concrete flatwork is not a structural (load bearing) element of your home and is not covered by warranties covering your home’s foundation. Concrete flatwork will move due to expansion/contraction of soils on which it rests; cracks in such flatwork are normal.

Condensation

Condensation on interior surfaces of the windows and frames is normal and results from high humidity within the home and low outside temperatures and inadequate ventilation. These conditions are significantly influenced by family lifestyle. If your home includes a humidifier, closely observe manufacturer’s directions, especially during periods of cooler temperatures.

Damage to the home’s components, due to condensation moisture, is not covered by warranty.

Countertops**WhiteStone Developments Limited Warranty Guidelines**

During the introduction to your home we confirm that all countertops are in acceptable condition. We repair noticeable surface damage such as chips, cracks, and scratches noted on the introductory list. Repair surface damage that occurs during or after your move-in is one of your home maintenance responsibilities.

Always use a cutting board when cutting, chopping, etc. Protect the countertops from heat and extremely hot pans: if you cannot put your hand on it, do not put it on the countertop. Do not use countertops as ironing boards and keep cigarettes in an ashtray.

Caulking

The caulking between the countertop and the wall, along the joint at the backsplash and around the sink may shrink, leaving a slight gap. Maintaining a good seal in these locations is important to keep moisture from reaching the wood under the laminates and prevent warping. Refer to the “Caulking” section on Page 36 for maintenance hints for this condition.

Ceramic Tile Countertops

Ceramic tile countertops are extremely susceptible to damage. Chipping, scratches, and stained grout are not warranted.

Cleaning

Avoid abrasive cleaners that will damage the luster of the surface.

Corian

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

Granite

Cleaning and sealing recommendations: Your stone countertops are very easy to clean. Common household products will keep your stone looking beautiful for a long time.

Recommended cleaners: Soapy water; Windex; diluted job master; any NON-abrasive cleaner. Use fine steel wool #000 to remove any water or hard food residue. Recommended sealer: Ceramuseal’s “Silox-8 or equivalent

Do keep sharp objects, harsh chemical cleaners, scourers and acidic substances such as fruit juices, wine spirits, etc... from granite as these will damage the surface.

Countertops (cont.)

Don’t bring utensils and other heavy objects down onto your granite with force, particularly on its edges as this can cause fracturing or chopping.

Don’t place hot utensils directly onto the surface in order to protect the surface. Efforts to prevent staining and assist cleaning should be employed. If you take good care of granite it could last a lifetime.

Laminate

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

Mats

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

Separation from Wall

Separation of countertops from walls, backsplash, and around sinks results from normal shrinkage of materials. WhiteStone Developments will re-caulk these areas one time during the materials and workmanship warranty (Year one only). Subsequently, caulking will be your home maintenance responsibility.

Standing Water

Never allow liquids to stand on any countertop, particularly at any seam or caulked areas as this can cause damage to underlying materials.

Wax

Wax is not necessary, but can be used to make counters have a shiny appearance.

Also see “Ceramic Tile” in this manual.

Cultured Marble, Tubs and Vanity Tops

Unlike other products for your bath, which have the average life expectancy of a few years, cultured marble should last for the life of your home if properly maintained. The maintenance rules are simple and easily followed.

DO:

- Clean your cultured marble with mild, non-abrasive window cleaner such as Windex or 409.
- Should a high gloss finish be desired, use a fiberglass boat or car wax or a good furniture polish. “Gel Gloss” is cultured marble product available at most hardware stores.
- Should you damage your cultured marble, call the marble company.

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DO NOT:

- Clean your cultured marble with anything abrasive (Soft Scrub, Ajax, Zud, etc...)
- Remove paint or other matter, which has dried on your cultured marble with sharps objects.
- Clean or remove fingernail polish with polish remover or any chemical containing acetone.
- Place hot objects such as irons directly on the surface of the marble.

for Hydro Jet Tub

- Before turning the pump on, ensure that the water level is at least two (2) inches above the highest jet. Early activation can cause the pump to burn out and invalidate warranty.
- When adding scent, bubble bath or other products, which produce bubbles, use only half the amount recommended on the package, as the action of the water will magnify the bubbles.
- Every six (6) months to a year, you may desire to clean out the plumbing of your whirlpool to remove accumulated soaps and oils. Fill the tub with hot water only and add four (4) scoops of dishwasher detergent such as “Cascade”. Run the whirlpool for thirty (30) minutes. Drain the tub and refill with cold water only and run the whirlpool for twenty (20) minutes. Drain and enjoy your whirlpool for another year.

Doors and Locks

The doors installed in your home are wood products subject to the natural characteristics of wood such as shrinkage and warpage. Due to natural fluctuations of humidity and the use of forced air furnaces, showers, and dishwashers, and so on, interior doors may require minor adjustments. Putty, filler, or latex caulk can be used to fill any minor separations that develop at mitered joints in door trim. Follow with painting.

Bi-fold Doors

Interior bi-folds will sometimes stick or warp due to weather conditions. Applying a silicone lubricant to the tracks can minimize this inconvenience.

Door Adjustments

Due to normal settling of the home, doors may require minor adjustments for proper fit. Panels on wood doors will normally expand or shrink due to changes in humidity and temperature. It is a homeowner’s responsibility to touch up paint or stain on unfinished areas resulting from such expansion or contraction.

Exterior Finish

To insure longer life for your exterior doors, plan to refinish them at least once a year. Stained exterior doors with clear finishes tend to weather faster than a painted door. Treat the finish with a wood preserver (such as Old English) quarterly to preserve the varnish and prevent the door from drying and cracking. Reseal the stained exterior doors whenever the finish begins cracking or crazing.

Failure to Latch

If a door will not latch due to minor settling, this can be corrected by making a new opening in the jamb for the latch plate (re-mortising) and raising or lowering the plate accordingly.

Hinges

A squeaky door hinge can be remedied by removing the hinge pin and applying a silicone lubricant. Do not use oil as it can gum up; graphite works as a lubricant but can create a gray smudge on the door or floor covering beneath the hinge if too much is applied.

Keys

Keep a duplicate privacy lock key where children cannot reach it in the event a youngster locks himself/herself in a room. The top edge of the door casing is often used as a place to keep the key. Some types of privacy locks can be opened with a small screw driver or similarly shaped device.

Locks

Lubricate door locks with graphite or other waterproof lubricant. Avoid oil as it will gum up.

Slamming

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

Sticking

The most common cause of a sticking door is the natural expansion of lumber due to changes in humidity. When sticking is due to swelling during a damp season, do not plane the door unless it continues to stick after the weather changes. Use sandpaper to smooth the door. Be certain to repaint the area of the door where it was sanded to seal against moisture.

Before planning a door due to sticking, try two other steps — first, apply either a paste wax, light coat of paraffin, or candle wax to the sticking surface; or second, tighten the screws that hold the door jamb or door frame.

Warping

If a door warps slightly, keep it closed as much as possible; this often helps return it to normal.

Weather Stripping

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

Drywall

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

Repairs

Most drywall repairs can be easily made. This work is best done when the room is to be redecorated. To correct a nail pop, reset the nail with a hammer and punch. Cover it with spackle, which is available at paint and hardware stores. Apply two or three thin coats. When it is dry, sand the surface with fine grain sandpaper, texture and re-paint. Indentations caused by sharp objects can be filled with spackle in the same manner. Hairline cracks can be repaired with a coat of paint; slightly larger cracks can be repaired with spackle or caulk and repainting.

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Electrical

The master control panel located by the electric meter contains the electrical breakers for your home. The control panel includes a main shut-off that controls all the electrical power to the home. In addition, there is a sub panel typically in the garage with individual breakers that control the separate circuits. Be certain you are familiar with the location of the master control panel and sub panel.

Each breaker is marked to help you identify which breaker is connected to which major appliance, outlet or other service. Should a failure occur in any part of your home, always check the breakers in the panel boxes first.

Breakers

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

Outlets

If an outlet is not working, check first to see if it is one that is controlled by a wall switch or the ground fault interrupter converter (GFIC).

Breaker Tripping

Breakers will often trip due to overloads caused by plugging too many appliances into the circuit, a worn cord, a defective item or operating an appliance with too high of a voltage requirement for the circuit. The starting up of an electric motor can also trip a breaker. If any circuit trips repeatedly, unplug all items connected to it and reset. If it trips when nothing is connected to it, an electrician is needed. If the circuit remains on, one of the items that was unplugged is defective and requires repair or replacement.

Buzzing

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

Flickering Lights

Any flickering of an individual light other than fluorescent lights should be reported to the electrical contractor. In the event all of your lights are flickering repeatedly, please contact your local utility provider.

GFIC (Ground Fault Interrupt Converter)

GFIC receptacles have a built-in element that senses fluctuations in power. Quite simply, the GFIC is an indoor circuit breaker. Installation of these receptacles is required by building codes in the bathrooms, kitchen, outside and garage (areas where an individual can come into contact with water while holding an electrical appliance or tool). Heavy appliances such as refrigerators, freezers or power tools will trip the GFIC breaker. Do not plug a refrigerator or food freezer into a GFIC controlled outlet because it is likely that the GFIC will trip and ruin the contents.

Each GFIC receptacle has a test and reset button. Once each month press the test button. This will trip the circuit. To return service, press the reset button. If a GFIC breaker trips during normal usage, it may be an indication of a faulty appliance and some investigation is in order. Please remember that one GFIC breaker can control up to three or four outlets.

Grounded System

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

Light Bulbs

You are responsible for replacing any burned out bulbs other than those noted on the walk through list.

Light Fixtures

Some fixtures have an on/off switch located on the fixture. If a hanging light fixture does not work, make sure the switch is on. If your fixture does not have a switch, reset any tripped circuit breakers.

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, circuit breakers and GFIC breakers.

Modifications

Do not tamper with or add to your electrical system. Contact a licensed electrician or contact our Customer Service Department for information regarding the electrician that wired your home.

Power Surges

Power surges can result in damages to sensitive electronic equipment such as televisions, alarm systems, computer and the like. WhiteStone Developments does not warrant against damages caused by power surges and recommends you install surge protectors (available at retail stores) for added protection.

Unused Outlets

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

Underground Cables

In areas with underground utilities, check the location of buried service by contacting your local utility service. In most cases, wires run in a straight line from the service panel to the nearest public utility pad. Maintain positive drainage around the foundation to protect this service.

Expansion and Contraction

All building materials are subject to expansion and contraction caused by changes in temperature and humidity. Dissimilar materials expand or contract at different rates. This movement results in separation between materials, particularly dissimilar ones. The effects can be seen in small cracks in drywall and paint, especially where moldings meet drywall, at mitered corners, where tile grout meets the tub or sink and so on. This can be alarming to an uninformed homeowner, but, in fact, it is very normal, especially in the Central Texas area known for extreme fluctuations in temperature and humidity.

Shrinkage of the wooden members of your home is also inevitable and occurs in every new home. Although this is most noticeable during the first year, it may continue beyond that time. In most cases, paint and caulking is all that is needed to conceal this minor evidence of a natural phenomenon. Properly installed caulking will shrink and must be maintained by the homeowner.

This type of expansion and contraction is also applicable to the masonry and concrete portions of your home.

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Fixture Finishes

Fixture finishes such as plumbing hardware, towel rings and bars, door knobs and exterior light fixtures are factory treated with a clear protective coating, and electro statically applies, to provide beauty and durability.

Atmospheric conditions, direct sunlight, caustic agents (such as paints) or scratches from contact with sharp objects may cause the protective coating to crack or peel, exposing the natural metal and resulting in spotting and discoloration.

Cleaning

Initial care for these products requires only periodic cleaning with a mild, non-abrasive soap and buffing with a soft cloth.

Tarnish

Brass, like sterling silver, will gradually tarnish and eventually take on an antique appearance.

Corrosion

Water with a high mineral content is corrosive to any metals, coated or solid. Corrosion damage to the external surfaces or internal workings of plumbing fixtures is normal when exposed to water with high mineral content.

Foundation***Homeowner Use and Maintenance Guidelines***

We install the foundation of your home according to the recommendations of our consulting engineer. To protect your home's foundation, follow guidelines for installation and maintenance of landscaping and drainage in this manual.

WhiteStone Developments Limited Warranty Guidelines

If a warrantable condition exists with your home's foundation, submit a warranty request form to the Customer Service Department via the internet or fax at 866-801-3399 (North Houston), 866-821-9123 (South Houston).

WhiteStone Developments will correct warrantable problems as defined by the warranty document provided you have complied with the drainage and landscaping maintenance guidelines.

Cosmetic Appearance

Slight cosmetic imperfections in foundations, such as visible aggregate or minor shrinkage or contraction cracks are possible and require no repair unless they affect the structural integrity of your home as defined in your warranty document. Minor cracking at the outside corners of your foundation may be caused by expansion of brick. This is not warranted.

Garage Overhead Door

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

Thirty (30) Weight Oil

Every six (6) months, apply a thirty (30) weight automobile oil or similar lubricant to all moving parts — track, rollers, hinges, pulleys and springs. At this same interval, check to see that all hardware is tight and operating as intended without binding or scraping. Avoid over lubricating to prevent dripping on cars and the concrete flooring.

Lock

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

Opener

To prevent damage to the garage door opener, be sure the door is completely unlocked and the rope pull has been removed before using the operator.

Painting

The garage door should be repainted when the home is repainted or more often if needed to maintain a satisfactory appearance.

Safety

Do not allow anyone except the operator near the door when it is in motion. Keep hands and fingers away from all parts of the door except the handle. Do not allow children to play with or around the door.

For your safety, after the expiration of the one year limited warranty, have any needed adjustments made by a qualified specialist. The door springs are under a considerable amount of tension and require special tools and knowledge for accurate and safe surfacing. Have the door inspected by a professional garage door technician after any significant impact to the door.

Sag

The garage door may sag slightly due to its weight and span.

Wax

Paraffin wax, rubbed on the side jambs, will help the door operate smoothly.

Your installation of a garage door opener may void your garage door warranty. Check with the garage door manufacturer before installation of a garage door opener.

Gas Shut-Off

There is a shut-off on the gas line near its connection to each item in your home that operates on gas. In addition, there is a main shut-off at the meter. These are pointed out during the homeowner orientation. If you suspect a gas leak, leave the home and call the gas company immediately for emergency service.

Grading and Drainage

The final grades around your home have been inspected and approved for proper drainage. A drainage certification is done by our surveyor and is detailed on the foundation survey presented to you at closing. Inspections are made by the local building authorities as well as WhiteStone Developments. Typically, but not always, the grade around your home should slope one foot in the first ten feet, tapering to a 2 percent slope.

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Positive Drainage

It is essential that you maintain the slopes around your home to permit the water to drain away from the foundation. Failure to do so can result in major structural damage and will void warranty.

Roof Water

If you have gutters, do not remove the splash blocks or downspout extensions from underneath the downspouts. Keep these in place and sloped at all times; this enables the water to drain away from your home quickly.

Rototilling

Be cautious when rototilling. This can significantly change drainage swales. If rototilling is done, it should be done parallel to the swales rather than across them.

Backfill Settlement

Backfilled or excavated areas around the foundation and at utility trenches should not interfere with the drainage away from your home. If these areas settle, WhiteStone Developments will correct them during the one year limited warranty period.

Erosion

WhiteStone Developments is not responsible for weather related damage to un-landscaped yards after the closing date.

New Sod

New sod installation and the extra watering that accompanies it can cause temporary drainage problems, as can unusually severe weather conditions.

Recommendations

WhiteStone Developments will inspect problems in writing during the one year limited warranty period and advise you as to corrective actions.

Swales

In many cases, drainage swales do follow property boundaries. WhiteStone Developments will not alter drainage patterns to suit individual landscape plans. Typically a lot receives water from and/or passes water on to other lots. For this reason, homeowner changes in grade often affect those adjacent or near by. WhiteStone Developments advises against making such changes.

Under Concrete

WhiteStone Developments will fill visible sunken areas under concrete during the first year. Maintenance of positive drainage away from the foundation as well as all concrete slabs and walks is the homeowner's responsibility.

Landscaping

Landscaping can change the drainage pattern of your lot. Consult a professional landscape contractor in the event you desire to add landscaping to your lot.

Watering

Watering should be done in a uniform systematic manner as equally as possible on all sides of the foundation to keep the soil moist, not saturated. Areas of soil that do not have ground cover may require more moisture as they are more susceptible to evaporation, causing a moisture content imbalance. will be done by WhiteStone Developments during the first year of ownership. (This process is performed most effectively after your home has gone through at least one dry and one damp season).

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

Trees

Trees planted within five feet of the foundation can damage the structural integrity of the foundation. Trees planted in close proximity to the foundation can develop a root system that can penetrate beneath the foundation and draw moisture from the soil. Precautionary measures such as the installation of a root shield injection system must be taken to maintain moisture equilibrium.

Gutters and Downspouts

Check gutters periodically and remove leaves or other debris (twice a year and after each heavy rain or wind storm). Materials that accumulate in gutters can slow down the draining of water from the roof, cause overflows or clog the downspouts.

Extensions and Splash blocks

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

Ladders

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

Leaks

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

Free from Debris

As part of normal maintenance, the homeowner should keep gutters clear of debris which might clog them and cause the water to run over the downspout or the gutter's edge. It is the homeowner's responsibility to check gutters periodically to insure proper functioning.

Overflow

Gutters are installed with a slight slope so that roof water will flow to the downspouts. Gutters may overflow during periods of excessive heavy rain. Small amounts of water (up to 1 inch) will stand for short periods of time in gutters immediately after rain. No correction is required for these conditions.

Downspouts

Downspouts are placed to carry water to the ground and in extensions, which then direct the flow away from the foundation of the home. These extensions are for protection of the foundation and it is the homeowner's responsibility to maintain them. They should discharge water away from the foundation without eroding any of the ground around them.

Hardware**Doorknobs and Locks**

Doorknobs and locks should operate correctly. Some slight adjustments may be needed due to normal shrinkage of the framing. These adjustments

Hinges

Hinges with removable hinge pins, such as interior and exterior doors, should be lubricated by removing the hinge pin and rubbing it with a graphite tube or lead pencil. This helps cut down on the dust

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accumulated by oil.

Hinges without removable hinge pins, such as cabinets and house-to-garage doors can be lubricated with oil-based lubricants. It is recommended that a very small amount of oil is used; then work the door back and forth and wipe away all excess oil.

Hardwood Floors

In caring for hardwood floors, a routine of preventive maintenance is the primary goal. The homeowner is responsible for this routine maintenance.

Cleaning

Sweep on a daily basis or as needed. Never wet mop a hardwood floor. Excessive water causes wood to expand, possibly damaging the floor; it is imperative that water be cleaned up immediately. Do not use water-based detergents, bleach or one-step floor cleaners on hardwood floors.

Humidity

Wood floors will respond noticeably to changes in the humidity level in the home especially in the winter. A humidifier will help but will not completely eliminate this reaction.

Mats

Use protective mats at the exterior doors to help prevent sand and grit from getting on the floor. Gritty sand is one of wood flooring's worst enemies.

New Wood Floors

When new, splinters of wood may appear. Dimples or scratches can be caused by moving furniture, dropping heavy or sharp objects, high heels, etc. Some shrinkage or warping can be expected, especially around heat vents or any heat producing appliances. 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).

Recoat

If the floors are coated with a polyurethane finish, in six months to a

Insulation

The effectiveness of blown insulation is diminished if it is uneven. The last step in any work done in your attic (e.g., the installation of a television antenna) should be to confirm that the insulation lies smoothly and evenly. Do not step on drywall ceilings; personal injury or damage to drywall can result.

Building Codes

Insulation installed in your home meets or exceeds the building codes applicable to your home at the time of construction.

Landscaping

Additions

Prior to the installation of patio additions or other personal improvements, review the soils and take soil conditions into consideration in the design or engineering of your addition.

Backfill

The foundation of your home is constructed beginning with an excavation into the earth. When the foundation is complete, the area

year you may want to have an extra coat of polyurethane applied. This should be done by a qualified contractor. The exact timing will depend on your particular lifestyle. If another finish was used (Glitza, for example), please refer to the manufacturer's recommendations.

Shoes

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

Spills

Food spills should be cleaned up immediately using a very dry cloth. Use a vinegar and warm water solution for tough food spills.

Wax

Waxing and the use of products like Murphy's Oil Soap are neither necessary nor recommended. Once you wax a polyurethane finish floor, recoating is difficult because the new finish will not adhere to the wax. The preferred maintenance is preventive cleaning and annual recoating to maintain the desired level of luster. This should be done according to manufacturer's instructions. For more information, please contact your flooring distributor.

Furniture Legs

Install proper floor protectors on furniture used on hardwood flooring. Protectors will allow chairs to move easily over the floor without scuffing. Clean the protectors on a regular basis to remove any grit that may accumulate.

Burns

Burns from cigarettes can be difficult or impossible to remove from your hardwood flooring. Small burns can be removed by sanding lightly and staining the area with commercial wood stain. Large burns should be referred to a flooring professional.

Yellowing and Warping

Be aware that yellowing and warping of the surface can result from rubber backing on area rugs or mats.

surrounding it is backfilled. Soil in this area is not as compact and dense as undisturbed ground. Water can penetrate through the backfill area to the lower areas of your foundation. This can cause potentially severe problems such as cracks in the foundation walls and floor slab movement. Avoid this problem through proper installation of landscaping and good maintenance of drainage patterns. See also "Grading and Drainage" on Page 49.

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

Downspout extensions should be kept in the down position so that roof run-off is channeled well away from the foundation area of the home. Routine inspection of downspouts, backfill areas and other drainage components is an excellent maintenance habit.

Bark or Rock Beds

Do not allow edgings around decorative rock or bark beds to dam the free flow of water away from the home. A non-woven membrane, such as Typar or Mirafi, can be used between the soil and rock or bark to

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restrict weed growth while still permitting normal evaporation of ground moisture.

Irrigation

Make provisions for efficient irrigation. Conduct operational checks on a weekly basis to ensure proper performance of the system. Sprinkler heads should be directed away from the home. Drain and service sprinkler systems on a regular basis.

Planning

Locate plants and irrigation heads out of the way of pedestrian and bicycle traffic and car bumpers. Space groves of trees or single trees to allow for efficient mowing and growth. Prune woody plants as needed. Do not plant trees near the home. Group plants with similar water, sun and space requirements together.

Requirements

Check with your local building department, prior to designing, installing or changing landscaping for any regulations you may be required to follow.

Soil Mix

Provide good soil mixes with sufficient organic material. Use mulch at least three inches deep to hold soil moisture and to help prevent weeds and soil compaction. In areas with high clay content, it is advisable to prepare the soil before installing your grass. First cover the soil with two inches of sand and one inch of manure, which is usually treated and odorless. Rototill this into the soil to a depth of six inches (rototill parallel to the swales). Whether you use seed or sod, this preparation helps your lawn retain moisture and requires less water. Installing a lawn over hard soil permits water to run off with little or no penetration and your lawn derives minimal benefit from watering or rain. Apply appropriate fertilizer, weed and pest controls, etc., as needed for optimum growth. Investigate organic compounds for additional protection of the environment.

Utility Lines

Settlement will not disturb your utility lines; however, you may see a slight depression develop in the front lawn along the line of the utility trench. To correct this, roll back the sod and spread top soil underneath to level the area, then replace the sod.

Waiting to Landscape

Unlandscaped ground erodes. Correcting erosion that occurs after closing is the homeowner's responsibility. Damages to neighboring property caused by unlandscaped ground on your lot will be your responsibility.

Maintenance

Plants, trees, shrubs, and lawn sod or hydromulch are not covered by any warranty and are the homeowner's sole responsibility to maintain.

Drainage

Always maintain a proper slope away from your home to maintain efficient drainage. See "Grading and Drainage" on Page 49 for additional information.

To clean your mirrors use any reliable liquid glass cleaner or polisher available at most hardware or grocery stores. Avoid splashing water under the mirror. The moisture will cause the silvering to deteriorate. Also, avoid pushing or leaning on your mirrors. This can cause chips or cracks at the mounting brackets.

Mold and Mildew

While some types of mold may cause health concerns in some people, the general perception appears to be that exposure to any mold, in any amount, for any time period, will cause health problems in anyone. That simply is not the case.

Everyone is exposed to mold on a daily basis. Exposure to some types of mold may cause varying health concerns but the most common types of mold are generally not hazardous.

Mold growth can be attributed to the following factors:

- Moisture — water leaks, high humidity
- Nutrients — cellulose-based materials
- Fungal spores — mold spores
- Temperature - 50 F to 75 F
- Time — mold growth will occur within 24 — 48 hours

Of these factors, the only component that can be reasonably controlled is moisture. Mold needs moisture to get established, grow, and reproduce. Mold problems and long standing moisture or high humidity conditions go hand and hand. Eliminate the moisture and additional mold growth is eliminated.

The following will insure better air quality by reducing the chances of mold growth:

- When taking a shower/bath turn on your vent fan. If you do not have a fan, crack your window.
- When cooking turn on your vent hood.
- When doing laundry turn on your vent hood.
- Check for leaks at water lines, i.e. refrigerator icemaker, washing machine, dishwasher, etc.

If you suspect a water leak:

- Turn off the water either under the cabinets or the main water line that is generally located at the front left or right property line about 10 feet from the street.
- Clean up any standing water.
- Call the WhiteStone Developments Warranty Department at 239-560-0702

Mold will not destroy a house, but it can make it look, feel, and smell bad if left undetected even for a short period of time. Mold can be cleaned by using a common bleach and water mix (1 part bleach to 10 parts water).

Please notify WhiteStone Developments Warranty Department at 239-560-0702 in a quick and timely manner so we can eliminate the spread of mold and to insure your investment and quality of life are not compromised.

Paint and Stain**Interior**

The interior woodwork has been painted with oil based enamel that can be cleaned with a wet sponge. Walls have been painted with a flat latex paint and should be touched up with matching paint rather than being wiped with a wet sponge. Spackle may be used to cover any small defects prior to paint touch-up. It is recommended that you wait a minimum of thirty days prior to washing any enameled surface. Do not use soaps, abrasive cleansers, scouring pads or brushes.

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Exterior

Regular painting and repair will preserve the beauty of and add value to your home. Check the painted/stained surfaces of your home's exterior annually. Repaint before much chipping or wearing away of the original finish occurs; this saves the cost of extensive surface preparation. Plan to refinish the exterior surface of your home approximately every three years or as often as your paint manufacturer suggests for your area and climate. The chemical structure of the paint used on the exterior is governed by the climatic conditions. Over a period of time, this finish will fade and dull a bit.

Fading

Fading due to sun and weather is normal. Periodic repainting will be required.

Maintenance

When you wish to repaint exterior wood work on your home, popped nails should be reset; the blistered or peeling portions should be wire-brushed or scraped with a putty knife, sanded and spotted with primer. The entire area can then be repainted. Be certain to apply a top quality exterior paint that has been formulated for local climate conditions. Do not allow sprinklers to spray water on the exterior walls of your home. This will cause blistering, peeling, splintering and other types of damage to the home. Trim painted white or light colors will more readily show grain and cracks and, therefore, requires additional maintenance.

Severe Weather

Hail and wind can cause a great deal of damage in a severe storm, and your home should be inspected after such weather. Report damage caused by severe weather to your insurance company promptly.

Stain

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

Touch-Up

When doing paint touch-up, use a small brush and apply paint only to the damaged area. Touch-up may not match the surrounding area exactly, even if the same paint mix is used.

When it is time to repaint a room, prepare the wall surfaces first by cleaning with a mild soap and water mixture or a reliable cleaning product. Do not scrub the walls with excessive pressure; do this very gently.

Wall Cracks

Wait until after the first heating season to repair drywall cracks or other separations due to shrinkage. See the "Drywall" section on Page 43 for additional information concerning repairs.

Plumbing

Your main water shut-off is located in the front of your meter box. This is helpful to know if you install a sprinkler system or if you plan an addition to your home. It is also important to know and remember the location of the shut-off for emergencies such as a water line freeze or break. Other water shut-offs are located under the sinks in the bathroom and the kitchen. Each toilet has a shut-off valve behind the toilet bowl on the wall.

Debris in Pipes

Even though your plumbing lines have been flushed to remove dirt and foreign matter, small amounts of minerals may enter the line. Aerators on the faucets strain much of this from your water. However, minerals, etc. caught in these aerators may cause the faucets to drip because washers wear more rapidly when they come in contact with foreign matter. See "Dripping Faucets" on Page 61 for additional information.

Care and Cleaning

Follow manufacturers' directions for cleaning fixtures. Avoid abrasive cleansers as they remove the shiny finish leaving behind a porous surface that is difficult to keep clean. Clean plumbing fixtures with a soft sponge and soapy water, (a non-abrasive cleanser such as Spic-N-Span or a liquid detergent is usually recommended by manufacturers) then polish with a dry cloth to prevent water spots.

Clogs

Many plumbing clogs are caused by improper garbage disposal usage. Always use plenty of cold water when running the disposal. This applies to grease also. Supplied with a steady flow of cold water, the grease congeals and is cut up by the blades. If hot water is used, the grease remains a liquid and 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 (P-traps) can usually be cleared with a "plumber's helper" (plunger). If you use chemical agents, follow directions carefully to avoid personal injury or damage to the fixtures.

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

The main causes of toilet clogs are various domestic items such as disposable diapers, excessive amounts of toilet paper, sanitary supplies, Q-tips, dental floss, toys, etc.

Copper Piping

Copper piping should be maintained by running water through each faucet for approximately one minute per week to minimize stagnation of seldom used faucets.

Dripping Faucets

A dripping faucet may be repaired by shutting off the water at the valve directly under the sink, then remove the faucet stem, change the washer and reinstall the faucet stem. The shower head is repaired in the same manner. Replace the washer with another of the same type and size. You can minimize the frequency of this repair by remembering not to turn faucets off with excessive force.

Freezing Pipes

Provided your home is heated at a normal level, pipes should not freeze at temperatures above 0~ Fahrenheit. Heat should be set at 65° if you are away during the winter months. Keep garage doors closed to protect plumbing lines that may run through this area from freezing temperatures.

Garbage Disposal

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

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Only foods that are non-fibrous and easily pulverized should be placed into the disposal unit. Examples of foods not to place in the disposal unit are corn husks, celery, onion skins, olive pits, bones and solid or liquid grease. These items may cause your unit to overload or jam. If this happens, follow these corrective measures.

Garbage Disposal, cont.

Turn off the disposal unit and the cold water. Wait three minutes for the disposal unit to cool, then press the reset button usually located on the bottom of the unit.

If this does not correct the problem, your disposal unit is probably obstructed. Follow these steps for proper removal.

Always verify that the disposal unit switch on the wall is in the "off" position before attempting a repair yourself.

Check the circuit breakers. An overload of this type may have tripped the circuit. Reset any tripped circuit breakers.

If your disposal unit has a service wrench, insert one end of the wrench into the bottom of the unit. Work back and forth until the disposal unit turns freely. If your disposal unit does not have a service wrench, insert a broom handle or mop handle into the throat of the unit and rotate the impeller back and forth. The obstruction will be loosened so that it can be removed.

After verifying that the disposal unit switch is in the "off" position, remove the obstruction, press the reset button and proceed with the above steps for proper use.

Laundry Tub

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

Leaks

If a major plumbing leak occurs, the first step is to turn off the supply of water to the area involved. This may mean shutting off the water to the entire home; then contact the appropriate contractor.

If a leak is noticed under a sink or toilet, turn off the water to the fixture by using the shut-off valves located under or behind the unit. The next step would be to arrange for service.

If you notice a leak in the tub or shower, turn off the water at the main shut-off valve and do not use the shower or tub until service can be provided.

If there is a leak in the water heater, turn the shut-off valve on top of the heater to "off". Turn off the gas if your water heater is powered by gas or the circuit breaker if you have an electric water heater; then drain the water heater.

If you notice water spots (darkened areas) on your walls or ceilings, you may have a water leak. Determine the source of water if possible and take steps to prevent further damage. If the leak can be traced to one location (one toilet, sink or tub), turn off the water to that particular fixture. Contact our Warranty Department at 239-560-0702. If the leak cannot be isolated, turn off the main water service to the home.

Plumbing (cont.)**Low Pressure**

It will occasionally be necessary to remove and clean the aerators on

faucets to allow the proper flow of water; normally every three or four months is sufficient.

Marble or Man-made Marble

Marble and man-made marble will not chip as readily as porcelain enamel but can be damaged by a sharp blow. Equal care should be given, however. Avoid abrasive cleansers or razor blades on man-made marble; both will cause certain damage to the surface.

Exterior Faucets

Outside faucets are not freeze proof; therefore, it is recommended that you remove garden hoses during cold weather and leave faucets open to drip. If a hose is left attached, the water that remains in the hose can freeze and expand back into the pipe causing a break in the line. Repair of a broken line that feeds an exterior faucet is a homeowner maintenance item. WhiteStone Developments does not warrant exterior faucets against freezing.

Porcelain

Porcelain enamel can be damaged by a sharp blow from a heavy object. It can also be scratched. Do not stand in the bathtub wearing shoes unless you have placed a protective layer of newspaper over the bottom of the tub. If paint is splattered onto the porcelain enamel surfaces during redecorating, it should be wiped up immediately. If some spots are dry before being noticed, use a recommended solvent. Clean porcelain finishes with a non-abrasive cleanser designed for bathroom usage.

Running Toilets

To stop running water, check the shut-off float in the tank. You will most likely find it has lifted too high in the tank, preventing the valve from shutting off completely. In this case, adjust the set screws on top of the valve until the shut-off float stops the water at the correct level. The float should be free and not rub the side of the tank or any other parts.

Also check the chain on the flush handle, if it is too tight it will prevent the rubber stopper at the bottom of the tank from sealing, resulting in running water.

Stainless Steel

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

Tank/Bowl Care

Toilets are made of vitreous china, a glasslike material that is almost impervious 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. Do not stand on your toilets. Uneven pressure applied to the toilet can break the wax seal at the base of the toilet, thereby causing a leak.

Tank/Bowl Care, cont.

Toilets which are designed to use less water, approximately 1.6 gallons, have been installed in your home in an effort to reduce the amount of water used and the amount of wastewater treated and returned to our water sources. All of this result in a lower utility cost to you and an improvement to our environment.

Since these toilets use approximately 50% of the water that older,

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traditional toilets use, you need to be aware of a few inconveniences you may experience. The toilets have a tendency to become clogged more frequently than a traditional toilet because of the newer toilet's reduced water flush capacity. On the occasions where one needs to dispose of a large amount of tissue, it is advisable to flush the toilet prior to the disposal of all tissue. Educating your family members as to the capacity of the toilet will help avoid unnecessary stoppages. Do not place objects other than toilet paper in the toilet.

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 shut-off 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 homeowner's responsibility. If you are unable to clear the obstruction yourself, we suggest that you call a plumber.

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

The flush valve in your toilet should last for many years. If it fails or begins to leak, a new flush valve can be purchased at a home center or hardware store. If you are not entirely comfortable with this do-it-yourself project, a plumber can perform this task.

Toilet Seat Cover

Do not stand on the toilet seat cover. It is not designed for this purpose and may crack.

Resilient Flooring

Refer to manufacturer's recommendations for additional information on the care of all floor covering products. Color selection sheets provide a record of the brand, style and color of the floor coverings in the home. Please retain this information for future reference.

Although resilient floors are designed for minimum care, they do vary in maintenance needs. Some resilient floors require regular application of a good floor finish. This assures you of retaining a high gloss. However, no cleaning or finishing agents should be used on the new floor until the adhesive has set thoroughly. This takes about two weeks. Because of its relatively soft texture, vinyl flooring can be damaged by heavy appliances, dropped objects, high-heeled shoes and by rough usage. This damage is permanent and cannot be repaired.

Limit Water

Wipe up spills immediately to avoid staining and vacuum crumbs instead of washing resilient floors frequently with water. Mopping or washing with water should be limited; excessive amounts of water on resilient floors can penetrate seams and get under edges causing the material to lift and curl.

Moving Furniture

Use extreme caution when moving appliances across resilient floor covering. Tears and wrinkles can result. **Coasters should be installed under furniture legs to prevent permanent damage.** Dimples and scratches can be caused by moving furniture, dropping heavy or sharp objects, high heels. Etc.

Shrinkage or Warping

Some shrinkage or warping can be expected, especially around heat vents or any heat providing appliances.

No Wax

The resilient flooring installed in your home is the no-wax type. No-wax means it is coated with a clear, tough coating which provides both a shiny appearance and a wearing surface. **Even this surface will scuff or mark.** Follow all manufacturers' specific recommendations for care and cleaning of all your hard surface floors. Do not use abrasive cleaners or full strength bleach on vinyl flooring. Abrasives will dull the finish and can cause permanent damage. Full strength bleach can etch and destroy the surface of the flooring.

Raised Nail Heads

Raised nail heads are the result of movements of the floor joist caused by natural shrinkage and deflection. Special nails have been used to nail down your subfloor. If a nail head becomes visible through resilient flooring, place a block of wood over it and hit the block with a hammer to reset the nail. Flooring of any type can shrink and seams may separate slightly due to this shrinkage.

Ridges

The joints of underlayment (sheets 4' x 8') have been sanded and filled to minimize the possibility of ridges showing through resilient floor coverings. Some ridging is unavoidable, however, and there is no recommended maintenance for this condition.

Scrubbing & Buffing

Frequent scrubbing or electric buffing is harder on floors than regular foot traffic. Use acrylic finishes often if you scrub or buff. Clean vinyl flooring with a solution of warm water and a commercial vinyl floor cleaner.

Seam Lifting

Seams can lift or curl if excessive moisture is allowed on the floor. A special caulking can be used at tub or floor joints to seal seams at those locations. Avoid getting large amounts of water on the floor from baths and showers.

Yellowing and Warping

Be aware that yellowing and warping of the surface can result from rubber backing on area rugs or mats.

Roof

Clean Gutters

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

Leaks

If a leak occurs, try to detect the exact location; this will greatly simplify locating the area that requires repair when the roof is dry.

Limit Walking

Limit walking on your roof. The weight and movement can loosen the roofing material and break the integrity of the roofing material, which can, in turn, result in leaks. Never attempt to walk on the roof of your home when the shingles are wet—they are extremely slippery.

Severe Weather

After severe storms, do a visual inspection of the roof for damages. Notify your homeowner insurance company if damage is noted. Even when properly installed, wind driven snow and rain may enter through vents. This is not a defect.

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Siding***Caulking***

All caulking shrinks and replacement is a homeowner's maintenance item. Separation at the joints in the exterior trim and between the trim and the surfaces of exterior siding or masonry should not exceed 3/8 of an inch. Siding, trim and masonry must be capable of excluding the elements. WhiteStone Developments will make a one time correction if necessary.

Smoke Detectors

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

Cleaning

Once a quarter, smoke alarms should be cleaned (vacuumed) to prevent a false alarm or lack of response to a fire. After cleaning, push the red button to test; the alarm should sound. For your safety, it is important that these devices be kept clean and in good operating condition.

No Representation

WhiteStone Developments does not represent that the smoke detection device will provide the protection for which it is installed. The homeowner is responsible for obtaining insurance.

Vents***Attic***

A sheet of plastic can be placed over the insulation in the attic in front of vents to protect ceilings from driving snow/rain. Be cautious in placing this so as to not displace the insulation or step off wood members onto drywall.

Range Hood

Remove and clean the filter. Clean accumulated grease deposits from the fan housing.

Dryer Vent

Remove the dryer hose from the dryer vent stack. Check for lint build up or blockage. This will help increase the life expectancy of the dryer.

Water Heater

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

Condensation

Condensation inside your new water heater may drip onto the burner flame. This causes no harm and in most cases will disappear in a short period of time.

Drain Tank

Review and follow the manufacturer's timetable and instructions for draining several gallons of water from the bottom of the water heater.

Pilot

Never light a gas pilot or turn on electricity when the water heater tank is empty. Always turn off the gas or electric power before shutting off the cold water supply (located at the top of the tank).

To light the water heater pilot, first remove the cover panel on the tank to expose the pilot. Then rotate the on/off/pilot knob to the "pilot" position. When the knob is in this position, the red button can be depressed. While depressing the red button, hold a match at the pilot. Once the pilot lights continue to hold the red button down for 30 to 60 seconds.

When the red button is released, the pilot should stay lit. If it does not, wait several minutes to allow the gas to dissipate from the tank and repeat the entire process. If it stays lit, rotate the on/off/pilot knob to the "on" position. Reinstall the cover panel and adjust the temperature setting with the regulating knob on the front of the tank.

Water heaters sometimes collect small quantities of dirty water and scale in the main gas lines, which may extinguish the pilot light.

While away from home for an extended period, set the temperature to its lowest point and leave the pilot lit.

Safety

The area around a gas-fired water heater should be vacuumed as needed to prevent dust from interfering with proper flame combustion. The top of a heater should not be used as a storage shelf.

Temperature

Set the water heater thermostat at the recommended setting; higher settings waste energy. The recommended thermostat setting for normal everyday use is "normal" on gas models and "140 degrees" on electric models.

No Hot Water

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.

Windows, Screens, and Patio Doors

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

Cleaning

Once a month, clean aluminum metal surfaces with warm water. Do not use a powdered cleaner. After each cleaning, apply a silicone lubricant.

Condensation

Condensation on interior surfaces of the window and frame is the result of high humidity within the home and low outside temperatures. The humidity level within the home is largely influenced and controlled by your family's lifestyle.

Door Locks

Acquaint yourself with the operation of the door hardware for maximum security.

Door Tracks

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

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Invisible Glass

Under certain lighting conditions, door glass may be hard to see. If you keep the screen fully closed when the glass door is open, you will be accustomed to opening something before going through.

Sticking Windows

Most sliding windows (both vertical and horizontal) are designed for a ten-pound pull. If sticking occurs or excessive pressure is required to open or close, apply a silicone lubricant. This is available at hardware stores. Avoid petroleum-based products.

Storing Screens

Many homeowners remove and store screens for the winter to allow more light into the home. Use caution in removing screens. They are easily perforated and the frames bend if not handled with care.

Condensation

Homeowners with humidifiers should closely observe manufacturer's directions, especially during extremely cold periods.

Ventilation

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

Broken Glass

If any panes of glass become broken, you should contact a glass company for re-glazing. Glass is very difficult to install without special tools, and, therefore, we strongly recommend you don't attempt the repair yourself.

Wood Trim

Separation of wood trim from the adjacent material is a normal result of shrinkage which can require caulking and/or touch up painting as a repair. It is a good idea to wait until after the first heating season and make all such repairs at one time.

Wood will shrink less lengthwise than across the grain. All lumber is more vulnerable to shrinkage during the heating season.

Shrinkage may also cause a piece of trim to pull away from the wall. Drive another nail in close to the existing nail hole (but not in it). Fill the old nail hole with putty and touch up with paint as needed. If the base shoe (small trim between base molding and the floor) appears to be lifting from the floor, this is probably due to slight shrinkage of the floor joists below. Similar to a piece of trim that is pulling away, this can be corrected by removing the old nails and re-nailing.

Shrinkage may occur during the first two years or longer depending on weather, the temperature you maintain in your home, and whether or not you have a humidifier.

During a damp period, some swelling may occur. In most cases, this will not be noticeable except where a door may fit more tightly than usual.